

Test 4

LISTENING

PART 1 Questions 1–10

Complete the form below.

Write **ONE WORD AND/OR A NUMBER** for each answer.

Customer Satisfaction Survey

Customer details

Name: Sophie Bird
Occupation: 1
Reason for travel today: 2

Journey information

Name of station returning to: 3
Type of ticket purchased: standard 4 ticket
Cost of ticket: 5 £
When ticket was purchased: yesterday
Where ticket was bought: 6

Satisfaction with journey

Most satisfied with: the wifi
Least satisfied with: the 7 this morning

Satisfaction with station facilities

Most satisfied with: how much 8 was provided
Least satisfied with: lack of seats, particularly on the 9
Neither satisfied nor dissatisfied with: the 10 available