IELTS Listening Test 76

Part 1: Questions 1-3
Complete the notes below. Write ONE WORD AND/OF A NUMBER for each answer.

Complaint to the airport

Name: Jack Dawson

Address: (1) ................ road, Exeter
Postcode: (2) ................
Telephone: work: (3) .................
Home: 798662

Questions 4-6
Choose the correct letter A, B or C.

4. What aspect of the flight does the man complain about?
   A punctuality
   B legroom
   C temperature

5. What does the main think about the food served during the flight?
   A it is not enough to eat
   B it is expensive
   C it has a bad taste

6. What does the man think of the service of the staff?
   A satisfied
   B long wait
   C bad attitude

Questions 7-10
Complete the sentences below. Write NO MORE THAN TWO WORDS for each answer.
7. The man felt satisfied with .............. because it was quick.
8. During the flight ................. facilities helped him distract from other poor quality of the service.
9. As a gift a 20% discount on the .............. fees will be offered.
10. The flight company also offers the man a ................. worth £20.

**Part 2: Questions 11-16**

**What is customer’s attitude towards the following services?**

Write the correct letter A, B or C next to questions 11-16.

- A they are very interested
- B they might be less interested
- C they are not interested

11. a free gift .................
12. a driver for an extra fee .................
13. a package service .................
14. updated car models .................
15. a discount .................
16. a new branch company .................

**Questions 17-20**

**Choose the correct letter A, B or C.**

17. What is the problem of the public transport?
   - A traffic jams
   - B pedestrian safety
   - C low efficiency

18. According to the speaker what is true about the transportation?
   - A buses are easy to find
   - B taxis are punctual
   - C airplanes are unaffordable

19. According to the speaker what is true about the bus?
   - A passengers occasionally spend more than half an hour waiting for it
B it is sometimes overcrowded
C it is often dirty

20. What is the existing situation about the price of bus tickets?
A it is fluctuating severely
B it is declining
C it needs to be increased

Part 3: Questions 21-25
Choose the correct letter A, B or C.

21. What was the most difficult problem when the company was founded?
A no clear objectives
B no formal structures
C no perfect premises

22. What is the staff unsatisfied with?
A the type of work
B the work assignment
C the feeling of appreciation

23. What was the problem of the manager?
A he had a lot of tasks to do
B he employed too many people and let them go then
C he always made decisions by himself

24. What does the staff think of the new manager of the company?
A they are delighted to see that the meeting time is shorter
B they feel annoyed toward him
C they are amazed that he had done it well

25. What achievement has the organization made already?
A children were involved in painting the entrance area
B there was no particular achievement
C it built a local primary school
Questions 26-30
Complete the summary below. Write NO MORE THAN THREE WORDS for each answer.

Major problems of a company
Since the company opened, there have been many problems with employment, but there is no (26) ................. He needs to find a venue for financial training. It is very hard to run an organization and the (27) ................. is of great importance to staying organized. To enhance the organization skills, there is a section on (28) ................. in the library where some valuable books can be found. In addition, the library contains some useful resources, such as a collection of documentaries on personal organization, the literature on (29) ................. , and the articles on the (30) .................

Part 4: Questions 31-40
Complete the notes below. Write NO MORE THAN TWO WORDS for each answer.

CLIMATE AND ARCHITECTURE
• Cases and examples are from practice conducted in (31) ................. as well as rural areas.

Acid rain
• The chemicals have devastating effects on the architecture.
• The government try to reduce the negative effects.
• Funds have been received from a (32) .................
• (33) ................. experience lower levels of acid in damaging pollutants.
• In recent years, Alter Project focuses on the buildings made of (34) .................

Pollution
• One of the main sources of pollution is from the construction industry.
• (35) ................. is used to reduce pollution in Sky Tower.
• Construction is affected by the increased (36) ................. in winter.
• Humidity affects the (37) ................ buildings whose grain can be condensed by moisture from the air.

**Building & Technology**

• **Ground conditions** can be a problem when the density of the (38) ................ is wrong.
• Architects can now monitor the (39) ................ of buildings.
• The government should make (40) ................ for the architects.