

Part 1: Listening to Problem Solving



You will hear a conversation between a man and a woman. The woman is talking to the man about a backpack.

Track 1.1

Listen to the first part of the conversation.

Question 1 (Track 1.2)

- to buy a Wolf Pack backpack
- to complain about her new backpack
- to get a replacement backpack
- to purchase a backpack strap

Question 2 (Track 1.3)

- a few days
- a couple of months
- a couple of weeks
- a few years

Question 3 (Track 1.4)

Track 1.5

Listen to the second part of the conversation.

Question 4 (Track 1.6)

- She needed to listen to what he was saying.
- She thought he was confused about her problem.
- She thought he was unfamiliar with his job.
- She disagreed with the solution he suggested.



Question 5 (Track 1.7)

- find a matching strap in their stockroom
- fix the backpack in the store for a small fee
- get the backpack repaired without charge
- offer the woman a good price on a new backpack

Question 6 (Track 1.8)

- satisfied
- confused
- unhappy
- surprised

Track 1.9

Listen to the third part of the conversation.

Question 7 (Track 1.10)

- disinterested
- impressed
- excited
- disappointed

Question 8 (Track 1.11)

- The backpack colours have faded over time.
- The right colour was out of stock at WolfPack.
- The employee forgot to order the right colour.
- The woman likes blue better than green.