LISTENING 1 (Items 1-7) (7 marks)

You are going to hear a conversation between a student reporter, Taha, and Ms Zainab, a young business owner. Listen twice, and shade the correct option.

1. What did Zainab sell first?

○ handmade baskets ○ Omani honey ○ silver jewellery

2. Who were her first customers?

○ her relatives ○ tourists ○ her neighbours and friends

3. Why did she open an online shop?

○ to reach customers in other cities ○ because shop rent was low ○ to sell only abroad

4. What was the biggest problem at first?

○ taking good photographs ○ the cost of delivery ○ finding workers

5. How did she solve this problem?

○ an agreement with a delivery company ○ she refused distant orders ○ customers collect their orders

6. What is her best-selling product now?

○ perfumes ○ pottery ○ palm-leaf bags

7. What does she plan to do next year?

○ open a shop in Muscat ○ teach craft courses ○ export her products abroad

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LISTENING 2 (Items 8-15) (8 marks)

You are going to hear a consumer protection officer give a talk about shopping wisely.

Part One: Write not more than FOUR WORDS OR A NUMBER.

8. How long has the speaker worked for the Authority?

_____

9. How many complaints did they receive last year?

_____

10. What must every shop display?

_____

11. When do the biggest sales usually happen?

_____

Part Two: Shade the correct option.

12. How do some shops create false discounts?

- ○ they raise prices before the sale
- ○ they sell damaged goods
- ○ they copy famous brands

13. What should shoppers do before buying something expensive?

- ○ wait for a sale season
- ○ compare prices in several shops
- ○ ask for a gift receipt

14. Why is the receipt important?

- ○ it gives a future discount
- ○ it shows the shop's address
- ○ it proves when and where you bought the item

15. What is the speaker's final advice?

- ○ buy only what you really need
- ○ always choose famous brands
- ○ avoid all sale seasons

LISTENING SCORE: _____ / 15

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