

Part 4

You will hear five short extracts in which people are talking about problems related to their work.

**TASK ONE**

For questions 21–25, choose from the list A–H the problem each person encounters.

- A a troublesome client
- B poor pay and conditions
- C a difficult colleague
- D conflict with management
- E a failed project
- F excessive responsibility
- G a lack of promotion
- H an inefficient IT system

- Speaker 1
- Speaker 2
- Speaker 3
- Speaker 4
- Speaker 5

While you listen you must complete both tasks.

**TASK TWO**

For questions 26–30, choose from the list A–H each person's current feeling.

- A keen to bring in changes
- B willing to accept their situation
- C sure that things will improve
- D reluctant to make a complaint
- E annoyed by messages from colleagues
- F aware of their own failings
- G miserable in their present job
- H unsure what to do about the problem

- Speaker 1
- Speaker 2
- Speaker 3
- Speaker 4
- Speaker 5