

EA K 2025 Part1 Listening comprehension: 5 Lost keys

The following is a conversation between workmates getting ready to go to a restaurant after work. The recording is in four sections and you can listen to the options in each section twice. For each question, decide which of Janice's responses is the most polite.

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5.1 Listen, and choose the most polite response.

David: **Janice, I think we're going to be late for the restaurant.**

Janice:

- A) Oh, really! What have you done?
- B) Oh why? What's happened?
- C) Oh, Dear! What's the problem?

5.2 Listen, and choose the most polite response.

David: **I can't find my car keys. I've looked everywhere.**

Janice:

A) Well, that's silly. You had them when we came in from lunch.

B) Don't worry. It'll be fine. Let's have another look for them.

C) I saw you with them when you came in. Look harder!

5.3 Listen, and choose the most polite response.

David: **I've really searched high and low, even down the back of the couch. Should we call a taxi? I'll pay.**

Janice:

A) Okay, that's a kind offer. Thanks!

B) Well, I suppose we'll have to.

C) Yes, I guess we can do that.

5.4 Listen, and choose the most polite response. 3 p.

David: **Wait! Oh, wow – my keys were in my pocket all this time. I’m so silly.**

Janice:

A) Yes, you are. Are you finally ready now?

B) Oh, it could happen to anyone. Shall we go?

C) Well, we found them now. Can we leave?

Here's a breakdown of why each chosen response is the most polite in comparison to the alternatives:

5.1 - Best Choice: Option C ("Oh, dear! What's the problem?")

Why? This response **expresses concern in a warm and polite way**. "Oh, dear!" is a mild, **empathetic exclamation** that **signals understanding without blame**. Asking "What's the problem?" is **neutral** and **invites David to explain**.

Why not A or B?

A ("Oh, really! What have you done?") sounds **accusatory**, implying that David is **at fault**.

B ("Oh why? What's happened?") is **more neutral** than A, but **lacks the warmth and concern** that make C the most polite choice.

5.2 - Best Choice: Option B ("Don't worry. It'll be fine. Let's have another look for them.")

Why? This response is **reassuring** and **proactive**. "Don't worry" helps calm David, and "Let's have another look" offers **constructive support rather than criticism**.

Why not A or C?

A ("Well, that's silly. You had them when we came in from lunch.") sounds **dismissive** and **judgmental**.

C ("I saw you with them when you came in. Look harder!") is **direct** and **impatient**, **lacking the encouragement and politeness** of B.

5.3 - Best Choice: Option A ("Okay, that's a kind offer. Thanks!")

Why? This response **acknowledges** David's **generosity** with **appreciation**, which is both **polite** and **considerate**. It maintains **a friendly tone**.

Why not B or C?

B ("Well, I suppose we'll have to.") sounds **reluctant** and **ungrateful**, making David's offer seem like **a last resort** rather than a helpful gesture.

C ("Yes, I guess we can do that.") is **neutral** but **lacks warmth** and **gratitude**.


5.4 - Best Choice: Option B ("Oh, it could happen to anyone. Shall we go?")

Why? This response is **polite** and **reassuring**. It **avoids** making David **feel embarrassed** by **normalizing the mistake** ("it could happen to anyone"). The follow-up ("Shall we go?") **keeps the conversation moving** in a friendly, constructive way.

Why not A or C?

A ("Yes, you are. Are you finally ready now?") is **blunt** and **rude**, directly agreeing with David's self-criticism and **adding impatience**.

C ("Well, we found them now. Can we leave?") is **neutral** but **lacks reassurance** and could come across as **impatient**.



**Each chosen response
balances politeness, warmth,
and helpfulness, making them
the most appropriate options.**