The Bench That Shifted Crowds

B2 Upper-intermediate · Places · about 2 min of audio

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Name _____ Date _____

Part 1 — Fill the gaps while you listen

1. At one station, staff replaced a _____ bench with seats divided by upright metal armrests.
2. A _____ braced against an armrest stayed on the seat instead of sliding onto the floor.
3. Older _____ used those supports to push themselves upright after long journeys.
4. Yet a parent holding a sleeping child needed two adjacent seats, which the dividers _____.
5. During the trial, staff noticed tired _____ sitting on the floor near ticket machines instead.
6. That unexpected shift crowded the machines, where passengers needed room to read _____.
7. Armrests solved one problem but relocated pressure to a space intended for _____.
8. A better layout can install armrests at intervals while leaving one longer bench section _____.
9. Older riders gain support, while _____ with children or bulky bags retain room to adjust.
10. Bench design matters because _____ one behavior can quietly create obstacles elsewhere.

Part 2 — Write every sentence you hear

1. _____

2. _____

3.

4.

5.

6.

7.

8.

9.

10.

Answer key

Part 1 — the missing words

1. continuous 2. suitcase 3. passengers 4. prevented 5. travelers 6. instructions 7. transactions 8. unobstructed 9. travelers 10. discouraging

Part 2 — the full transcript

1. At one station, staff replaced a continuous bench with seats divided by upright metal armrests.
2. A suitcase braced against an armrest stayed on the seat instead of sliding onto the floor.
3. Older passengers used those supports to push themselves upright after long journeys.
4. Yet a parent holding a sleeping child needed two adjacent seats, which the dividers prevented.
5. During the trial, staff noticed tired travelers sitting on the floor near ticket machines instead.
6. That unexpected shift crowded the machines, where passengers needed room to read instructions.
7. Armrests solved one problem but relocated pressure to a space intended for transactions.
8. A better layout can install armrests at intervals while leaving one longer bench section unobstructed.
9. Older riders gain support, while travelers with children or bulky bags retain room to adjust.
10. Bench design matters because discouraging one behavior can quietly create obstacles elsewhere.

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