

LISTENING

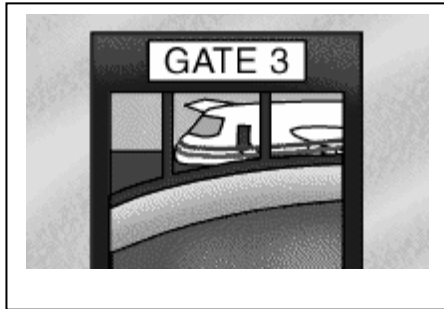
PART ONE

Questions 1 – 10

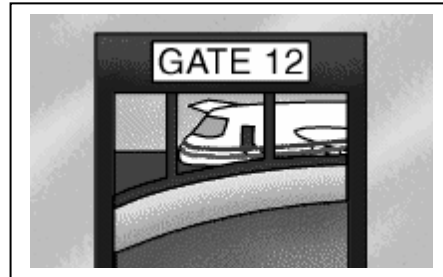
- You will hear 10 short recordings.
- For questions 1 – 10, circle **one** letter **A**, **B** or **C** for the correct answer.
- You will hear each recording **twice**.

1 Which is the gate number for the flight to Bangkok?

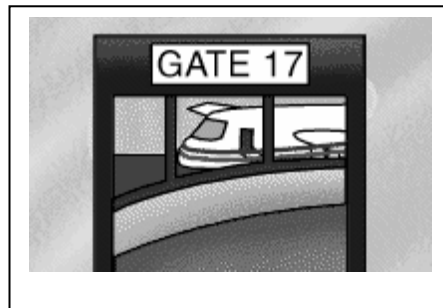
A



B

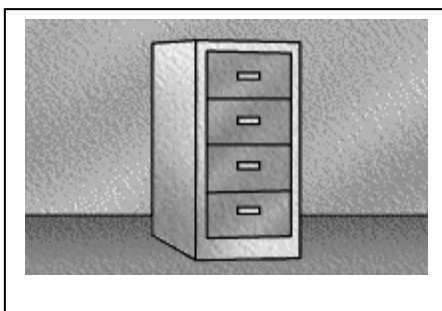


C

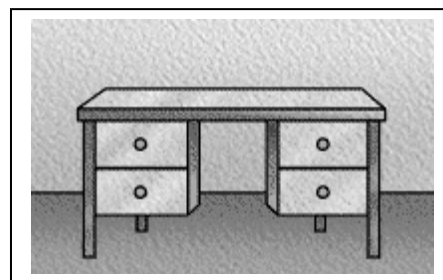


2 Which product will the company stop making?

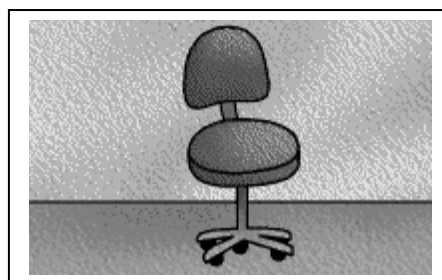
A



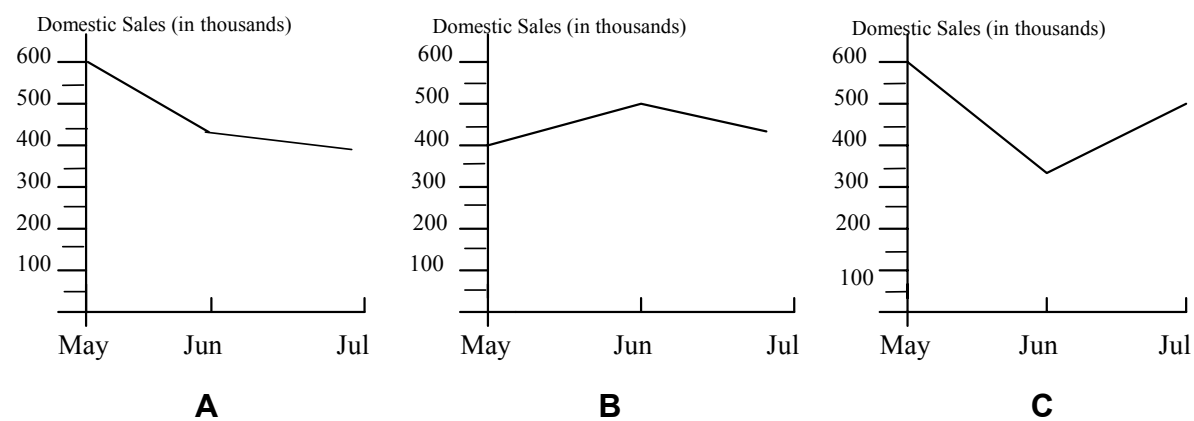
B



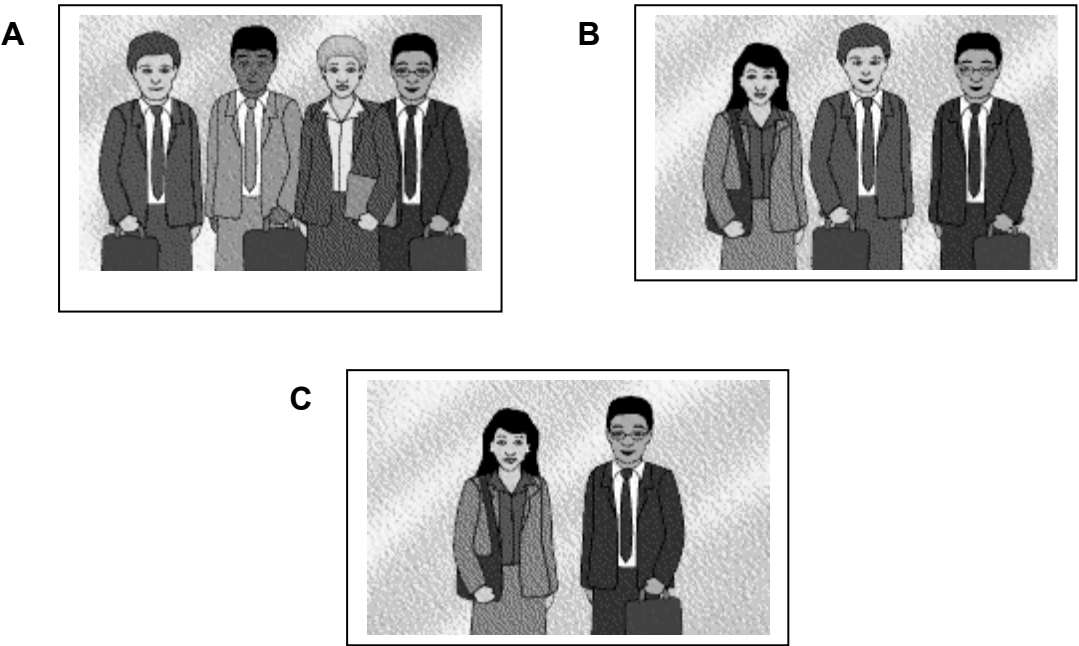
C



3 Which graph shows the correct figures?



4 Which team is working on the project in Russia?



5 When will the new product be ready for testing?

1	2	3	4	5	6
7	8	9	10	11	12
13	14	15	16	17	18
19	20	21	22	23	24
25	26	27	28	29	30
31					

A

1	2	3	4	5	6
7	8	9	10	11	12
13	14	15	16	17	18
19	20	21	22	23	24
25	26	27	28	29	30
31					

B

1	2	3	4	5	6
7	8	9	10	11	12
13	14	15	16	17	18
19	20	21	22	23	24
25	26	27	28	29	30
31					

C

6 Who is the sales assistant in the shop talking to?

- A** her boss
- B** another assistant
- C** a customer

7 What does Mike do at the training centre?

- A** He's a student.
- B** He's a receptionist.
- C** He's a teacher.

8 What does the announcer say about the train to Portsmouth?

- A** The train will leave at 10.37.
- B** The departure platform has been changed.
- C** Passengers will be unable to get food on the train.

9 What does the woman want her colleague to do?

- A** train new employees
- B** demonstrate a machine
- C** give a talk

10 Who is the man on the phone talking to?

- A** his boss
- B** a customer
- C** his assistant

PART TWO
Questions 11 – 22

- *You will hear three conversations.*
- *Fill in the numbered spaces, using the information you hear.*
- *You will hear each conversation **once** only.*

Conversation One
Questions 11 – 14

- *Look at the form below.*
- *You will hear a man calling to place an order.*

ORDER FORM	
CUSTOMER DETAILS	
Name: Ken (11)	
Company: Greenlight Communications 201 Hall Road, Manchester	
Tel: 0161 313988	Fax: (12)
ORDER DETAILS	
Item: (13)	Model: XT519
Quantity/Amount: (14)	

Conversation Two
Questions 15 – 18

- *Look at the form below.*
- *You will hear a woman making a complaint.*

COMPLAINT FORM	
Name: Mrs Hector	
Address: 31 (15) , Rossington	
Tel: 01923 951975	
Date: 5 April	Date of Complaint (if different): (16)
Branch: (17)	
Reason for Complaint: Goods damaged due to bad (18)	
Action: Issue credit note	

Conversation Three
Questions 19 – 22

- *Look at the notes below.*
- *You will hear a woman calling about an order.*

Company: **(19)**

In: Leon, **(20)** Spain

They want: 300 of Model X42 by **(21)** at the latest.

Despatch by **(22)** (they will pay).

PART THREE

Section One

Questions 23 – 27

- You will hear five people answer the question 'What do you like about your work?'
- As you listen, decide what each person likes most.
- Choose your answer from the list **A – I**, and write the correct letter in the space provided.
- You will hear the five pieces **once** only.

Example: I

- 23 Person 1
- 24 Person 2
- 25 Person 3
- 26 Person 4
- 27 Person 5

- | | |
|----------|-----------------------------|
| A | meeting lots of people |
| B | good salary |
| C | working on my own |
| D | variety |
| E | company has good reputation |
| F | good office canteen |
| G | developing useful skills |
| H | near home |
| I | foreign travel |

Section Two

Questions 28 – 32

- You will hear five people talking.
- As you listen, decide what each of them is talking about.
- Choose your answer from the list **A – I**, and write the correct letter in the space provided.
- You will hear the five pieces **once** only.

Example: I

- 28 Person 1
- 29 Person 2
- 30 Person 3
- 31 Person 4
- 32 Person 5

- | | |
|----------|-------------------------|
| A | a plan for a new office |
| B | a problem at work |
| C | a business meeting |
| D | a staff meeting |
| E | a conference |
| F | a job interview |
| G | a new colleague |
| H | safety precautions |
| I | a pay rise |

PART FOUR

Section One

Questions 33 – 38

- You will hear a conversation between a university student, Sally, and a company representative, Dan, at a recruitment seminar. Sally is interested in working for Dan's company, Manson's plc.
- For questions 33 – 38, circle **one** letter **A**, **B** or **C** for the correct answer.
- You will hear the conversation **twice**.

33 Sally finishes her studies

- A** in two weeks.
- B** in a month.
- C** in six weeks.

34 Sally would like to work in

- A** marketing.
- B** retailing.
- C** finance.

35 Manson's have divisions in

- A** Europe only.
- B** Europe and Hong Kong.
- C** Hong Kong only.

36 Manson's want employees who are

- A** academically clever.
- B** dynamic personalities.
- C** keen to learn.

37 In an employee's first year, Manson's offer training in

- A** management.
- B** sales techniques.
- C** market development.

38 Trainees are assessed every

- A** 3 months.
- B** 6 months.
- C** 12 months.

Section Two
Questions 39 – 44

- *You will hear a conversation between two employees of a 24-hour supermarket discussing some tenders they have received for a cleaning contract. Helen is a purchasing officer, and Tony is Head of Maintenance.*
- *For questions 39 – 44, circle **one** letter **A**, **B** or **C** for the correct answer.*
- *You will hear the conversation **twice**.*

39 What is the problem with their present contractors?

- A** They're not honest.
- B** They're not reliable.
- C** They're not suitably skilled.

40 Helen thinks that Bentons and Quickco

- A** offer very different deals.
- B** don't differ very much.
- C** have two main differences.

41 When do they want the new cleaners' contract to start?

- A** in August
- B** in September
- C** in December

42 Helen thinks a key factor in deciding who gets the contract is

- A** the speed of the cleaners.
- B** the number of cleaners.
- C** the cost of the cleaners.

43 Tony is keen for Quickco to get the contract because they

- A** have a good reputation.
- B** presented their tender well.
- C** offered a trial period.

44 How do they feel about their final decision?

- A** They are confident about it.
- B** They decide they need some references.
- C** They want to discuss some issues further.

Section Three
Questions 45 – 50

- *You will hear a personnel manager interviewing an applicant for a job.*
- *For questions 45 – 50, circle **one** letter **A**, **B** or **C** for the correct answer.*
- *You will hear the interview **twice**.*

- 45** In his current job, David has to
- A** see if certain work has been finished.
 - B** assemble parts of a machine.
 - C** help people progress in their careers.
- 46** Most of the time, David works in
- A** the Sales Department.
 - B** the main office block.
 - C** the production area.
- 47** What improvement does David say computers have made?
- A** Problems are dealt with immediately.
 - B** Production staff have less to do.
 - C** More detailed information is available.
- 48** In David's opinion, the most common problem is
- A** human error.
 - B** machine breakdown.
 - C** missing parts.
- 49** David feels he is suitable for the new job because it requires
- A** working with similar products.
 - B** problem-solving skills.
 - C** a knowledge of computers.
- 50** David regards himself as
- A** a natural leader.
 - B** a good team member.
 - C** a sensitive person.

<p>That is the end of the Listening Section. You now have 5 minutes to copy your answers onto your Answer Sheet.</p>
