



4

You are going to hear someone talking about a department restructure and the other changes in the company. Listen and complete the questions 1–3 in the table. Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

Sales Team	Human Resources Team	Product Development Team	IT Support Team
Gary Wilson	Linda French	Zoe Green	Ian Smith
• Increase business with existing clients • Find new clients	• Recruit 20 new sales staff • Appoint an internal 1 _____ to the manager of each team	• Research competitor products • Create 2 new product 2 _____ this year	• Ensure all clients receive follow up calls • Improve package for 3 _____



6

Listen and complete the summary.

Fire evacuation summary

If the fire alarm is activated, all staff should exit the building using the main stairs unless it sounds at 11.00 a.m. on a Tuesday, in which case it is (1) _____. Do not waste time by picking up any bags or (2) _____. Once outside the building, staff should follow the (3) _____, who will direct them to the waiting area at the back of the building. Each department has an appointed fire safety officer who is responsible for checking all their staff have left the office. This person must then report any (4) _____ to the fire safety manager. The fire safety manager will notify people when it is safe to return.



8

You are going to hear a marketing manager talking to his staff. Use the question-making technique you learned in Exercise 7 and prepare to listen to the recording.

Now listen and answer questions 1–4.

Which advertising methods will the company be using for its different products?

a Newspapers	1. Children's toys	_____
b Television	2. Baby clothes	_____
c Internet	3. Maternity clothes	_____
	4. Baby food	_____

