

PART TWO

Questions 13 – 22

LISTEN:

Section One (Questions 13 – 17)

- You will hear five short recordings about improvements in the workplace.
- For each recording, decide what improvement has been made.
- Write one letter (A – H) next to the number of the recording.
- Do not use any letter more than once.
- You will hear the five recordings twice.

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A Some inefficient equipment was replaced.

B A bonus payment system was extended.

C A department was moved to new premises.

D Training opportunities were increased.

E A system of cost control was implemented.

F Some software was upgraded.

G A number of specialist staff were recruited.

H A system of promotion was introduced.

Section Two (Questions 18 – 22)

- You will hear another five recordings.
- You will hear five speakers talking about running project teams.
- For each recording, decide what the speaker recommends.
- Write one letter (A – H) next to the number of the recording.
- Do not use any letter more than once.
- You will hear the five recordings twice.

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- A Publish regular updates on progress.
- B Provide specific training for participants.
- C Define individual roles clearly.
- D Recruit members from different departments.
- E Check targets and deadlines frequently.
- F Obtain input from external experts.
- G Examine the achievements of previous teams.
- H Allocate sufficient technological resources.

LISTEN: