

PART ONE
Questions 1 – 12

- You will hear three telephone conversations or messages.
- Write **one or two words or a number** in the numbered spaces on the notes or forms below.
- You will hear each recording twice.

Conversation One
(Questions 1 – 4)

- Look at the notes below.
- You will hear a woman telephoning a conference centre office.

NOTES ABOUT SEMINAR	
Date:	2:07 February
Title:	(1)
Time:	10 am – 4 pm
Venue:	(2)
Type of extra workshp:	(3)
Amount payable in advance:	(4) £..... per person

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Conversation Two
(Questions 5 – 8)

- Look at the form below.
- You will hear a man calling a computer supplier.

HILLS PC SUPPLIES Customer Services Telephone Message	
Caller's name:	James Fitch
Client:	Allen and Brown Ltd
Item(s) ordered:	(5)
Order no./date:	HP02545 / 12-5-02
Notes:	order not delivered late by the (6) and not supplied with (7)
Action:	call to apologise and discuss (8)

Turn Over ►
3

Conversation Three
(Questions 9 – 12)

- Look at the notes below.
- You will hear a recorded message about a job vacancy.

Position: *Manufacturing Administrator*

Responsible to: *(9)*

Candidates should preferably be qualified in *(10)*

The person appointed will need to be *(11)* in their relations with other people.

Salary: *(12)*

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PART TWO
Questions 13 – 22

Section One
(Questions 13 – 17)

- You will hear five short recordings. Five people are talking about a problem that occurred.
- For each recording, decide what each speaker is talking about.
- 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 losing a business card
- B taking the wrong equipment
- C arriving late for a meeting
- D forgetting an address
- E misunderstanding a message
- F missing a presentation
- G forgetting to make a phone call
- H taking the wrong documents

Section Two
(Questions 18 – 22)

- You will hear another five recordings.
- For each recording, decide what the speaker is doing.
- 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 making a complaint
- B confirming information
- C giving instructions
- D changing an arrangement
- E requesting information
- F making a recommendation
- G giving an invitation
- H requesting advice

Turn Over ►

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PART THREE

Questions 23 – 30

- You will hear a radio interview with José Martínez, the Director of Pizza Rapida, a pizza delivery chain in Spain.
- For each question 23 – 30, mark one letter (A, B or C) for the correct answer.
- You will hear the recording twice.

23 José Martínez became successful by

- A taking over a well-known competitor.
- B establishing an innovative retail business.
- C gaining a reputation for high quality.

24 Before José Martínez set up his pizza delivery service, he

- A tested samples on potential clients.
- B handed out product questionnaires.
- C assessed demand in different areas.

25 According to José Martínez, the Spanish fast food business

- A is different from that of the U.S.
- B has slowed slightly in its rate of growth.
- C employs an increasing number of women.

26 José Martínez wants his trainee managers to

- A develop a competitive attitude.
- B try out some of the shop-floor jobs.
- C spend some time working abroad.

27 José Martínez believes that at first people invested in Pizza Rapida because they

- A were attracted by what the company offered.
- B saw that the shares were performing well.
- C thought food companies were a safe investment.

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28 José Martínez left the first company he worked for because it

- A set the staff impossible targets.
- B offered insufficient incentives.
- C provided inadequate support.

29 José Martínez finds that popular sports events

- A are good places to advertise his service.
- B raise brand awareness through team sponsorship.
- C increase public demand for his products.

30 What does José Martínez plan to do in the future?

- A develop a chain of restaurants
- B set up a franchise operation
- C expand into the frozen food market

You now have 10 minutes to transfer your answers to your Answer Sheet.

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