Unit 3 Getting the message across



Listening Section 3

❶ **Look at all of the tasks. What are the speakers talking about? Circle A, B or C.**

A a dissertation the student is planning

B a dissertation the student is writing

C a dissertation the student has completed

❷ 04 **Now listen and answer Questions 1–10.**

Questions 1–4

*Choose **TWO** letters, **A–E**.*

Questions 1–2

*Which **TWO** areas of work did Beth include in her dissertation?*

A retail
B banking
C call centres
D tourism
E translation

Questions 3–4

*Which **TWO** aspects of the dissertation were impressive, according to the tutor?*

A summary of academic research
B analysis of videos
C observation of live interactions
D interviews
E analysis of data on the outcomes

Questions 5–8

Which comments do the speakers make about each section of the dissertation?

*Choose **FOUR** answers from the box and write the correct letter, **A–F**, next to Questions **5–8**.*

Sections of Dissertation

5 Dealing with Complaints .....
6 Collaborating with Colleagues .....
7 Interacting with Managers .....
8 Giving Instructions .....

A There is not enough evidence.
B The conclusion is confusing.
C It highlights a real problem.
D It is particularly well organised.
E There are too many examples.
F It includes new ideas.

Questions 9–10

Answer the question below.

*Write **NO MORE THAN TWO WORDS** for each answer.*

*Which **TWO** aspects of communication does Beth emphasise in her conclusion?*

9 ..... 10 .....

LIVEWORKSHEETS