

# Test 4

## LISTENING

### PART 1 Questions 1–10

Complete the notes below.

Write **ONE WORD** for each answer.



Listening test audio

### Easy Life Cleaning Services

#### Basic cleaning package offered

- Cleaning all surfaces
- Cleaning the **1** ..... throughout the apartment
- Cleaning shower, sinks, toilet etc.

#### Additional services agreed

- Every week
  - Cleaning the **2** .....
  - Ironing clothes – **3** ..... only
- Every month
  - Cleaning all the **4** ..... from the inside
  - Washing down the **5** .....

#### Other possibilities

- They can organise a plumber or an **6** ..... if necessary.
- A special cleaning service is available for customers who are allergic to **7** .....

#### Information on the cleaners

- Before being hired, all cleaners have a background check carried out by the **8** .....
- References are required.
- All cleaners are given **9** ..... for two weeks.
- Customers send a **10** ..... after each visit.
- Usually, each customer has one regular cleaner.

**PART 2**      **Questions 11–20**

*Questions 11–14*

Choose the correct letter, **A**, **B** or **C**.



- 11 Many hotel managers are unaware that their staff often leave because of
- A** a lack of training.
  - B** long hours.
  - C** low pay.
- 12 What is the impact of high staff turnover on managers?
- A** an increased workload
  - B** low morale
  - C** an inability to meet targets
- 13 What mistake should managers always avoid?
- A** failing to treat staff equally
  - B** reorganising shifts without warning
  - C** neglecting to have enough staff during busy periods
- 14 What unexpected benefit did Dunwich Hotel notice after improving staff retention rates?
- A** a fall in customer complaints
  - B** an increase in loyalty club membership
  - C** a rise in spending per customer

## Questions 15–20

Which way of reducing staff turnover was used in each of the following hotels?

Write the correct letter, **A**, **B** or **C**, next to Questions 15–20.

**Ways of reducing staff turnover**

- A** improving relationships and teamwork
- B** offering incentives and financial benefits
- C** providing career opportunities

**Hotels**

- |           |                  |       |
|-----------|------------------|-------|
| <b>15</b> | The Sun Club     | ..... |
| <b>16</b> | The Portland     | ..... |
| <b>17</b> | Bluewater Hotels | ..... |
| <b>18</b> | Pentlow Hotels   | ..... |
| <b>19</b> | Green Planet     | ..... |
| <b>20</b> | The Amesbury     | ..... |

**PART 3**      **Questions 21–30**

Questions 21–22

Choose **TWO** letters, **A–E**.



Which **TWO** points do Thomas and Jeanne make about Thomas's sporting activities at school?

- A** He should have felt more positive about them.
- B** The training was too challenging for him.
- C** He could have worked harder at them.
- D** His parents were disappointed in him.
- E** His fellow students admired him.

Questions 23 and 24

Choose **TWO** letters, **A–E**.

Which **TWO** feelings did Thomas experience when he was in Kenya?

- A** disbelief
- B** relief
- C** stress
- D** gratitude
- E** homesickness

## Questions 25–30

What comment do the students make about the development of each of the following items of sporting equipment?

Choose **SIX** answers from the box and write the correct letter, **A–H**, next to Questions 25–30.

**Comments about the development of the equipment**

- A** It could cause excessive sweating.
- B** The material was being mass produced for another purpose.
- C** People often needed to make their own.
- D** It often had to be replaced.
- E** The material was expensive.
- F** It was unpopular among spectators.
- G** It caused injuries.
- H** No one using it liked it at first.

**Items of sporting equipment**

- 25** the table tennis bat .....
- 26** the cricket helmet .....
- 27** the cycle helmet .....
- 28** the golf club .....
- 29** the hockey stick .....
- 30** the football .....

**PART 4**      **Questions 31–40**

Complete the notes below.

Write **ONE WORD ONLY** for each answer.



**Maple syrup**

**What is maple syrup?**

- made from the sap of the maple tree
- added to food or used in cooking
- colour described as **31** .....
- very **32** ..... compared to refined sugar

**The maple tree**

- has many species
- needs sunny days and cool nights
- maple leaf has been on the Canadian flag since 1964
- needs moist soil but does not need fertiliser as well
- best growing conditions and **33** ..... are in Canada and North America

**Early maple sugar producers**

- made holes in the tree trunks
- used hot **34** ..... to heat the sap
- used tree bark to make containers for collection
- sweetened food and drink with sugar

**Today's maple syrup**

*The trees*

- Tree trunks may not have the correct **35** ..... until they have been growing for 40 years.
- The changing temperature and movement of water within the tree produces the sap.

*The production*

- A tap is drilled into the trunk and a **36** ..... carries the sap into a bucket.
- Large pans of sap called evaporators are heated by means of a **37** .....
- A lot of **38** ..... is produced during the evaporation process.
- 'Sugar sand' is removed because it makes the syrup look **39** ..... and affects the taste.
- The syrup is ready for use.
- A huge quantity of sap is needed to make a **40** ..... of maple syrup.