

## Test 5

### LISTENING

#### SECTION 1 Questions 1–10

Complete the notes below.

Write **ONE WORD AND/OR A NUMBER** for each answer.

FAMILY EXCURSIONS	
Cruise on a lake	
Example	
• Travel on an old ..... steamship .....	
• Can take photos of the 1 ..... that surround the lake	
Farm visit	
• Children can help feed the sheep	
• Visit can include a 40-minute ride on a 2 .....	
• Visitors can walk in the farm's 3 ..... by the lake	
• 4 ..... is available at extra cost	
Cycling trips	
• Cyclists explore the Back Road	
• A 5 ..... is provided	
• Only suitable for cyclists who have some 6 .....	
– Bikes can be hired from 7 ..... (near the Cruise Ship Terminal)	

- Cyclists need:
  - a repair kit
  - food and drink
  - a 8 ..... (can be hired)
- There are no 9 ..... or accommodation in the area

**Cost**

- Total cost for whole family of cruise and farm visit: 10 \$ .....



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**SECTION 2      Questions 11–20**

*Questions 11–14*

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

**Talk to new kitchen assistants**

- 11 According to the manager, what do most people like about the job of kitchen assistant?
- A the variety of work
  - B the friendly atmosphere
  - C the opportunities for promotion
- 12 The manager is concerned about some of the new staff's
- A jewellery.
  - B hair styles.
  - C shoes.
- 13 The manager says that the day is likely to be busy for kitchen staff because
- A it is a public holiday.
  - B the head chef is absent.
  - C the restaurant is almost fully booked.
- 14 Only kitchen staff who are 18 or older are allowed to use
- A the waste disposal unit.
  - B the electric mixer.
  - C the meat slicer.

*Questions 15 and 16*

*Choose TWO letters, A–E.*

According to the manager, which **TWO** things can make the job of kitchen assistant stressful?

- A They have to follow orders immediately.
- B The kitchen gets very hot.
- C They may not be able to take a break.
- D They have to do overtime.
- E The work is physically demanding.

Questions 17–20

What is the responsibility of each of the following restaurant staff?

Choose **FOUR** answers from the box and write the correct letter, **A–F**, next to Questions 17–20.

Responsibilities	
A	training courses
B	food stocks
C	first aid
D	breakages
E	staff discounts
F	timetables

Restaurant staff

- 17 Joy Parkins .....
- 18 David Field .....
- 19 Dexter Wills .....
- 20 Mike Smith .....



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**SECTION 3      Questions 21–30**

*Questions 21–23*

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

**Paper on Public Libraries**

- 21 What will be the main topic of Trudie and Stewart's paper?
- A how public library services are organised in different countries
  - B how changes in society are reflected in public libraries
  - C how the funding of public libraries has changed
- 22 They agree that one disadvantage of free digitalised books is that
- A they may take a long time to read.
  - B they can be difficult to read.
  - C they are generally old.
- 23 Stewart expects that in the future libraries will
- A maintain their traditional function.
  - B become centres for local communities.
  - C no longer contain any books.

*Questions 24–30*

*Complete the notes below.*

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

**Study of local library: possible questions**

- whether it has a **24** ..... of its own
- its policy regarding noise of various kinds
- how it's affected by laws regarding all aspects of **25** .....
- how the design needs to take the **26** ..... of customers into account
- what **27** ..... is required in case of accidents
- why a famous person's **28** ..... is located in the library
- whether it has a **29** ..... of local organisations
- how it's different from a library in a **30** .....

**SECTION 4      Questions 31–40**

Complete the notes below.

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

**Four business values**

Many business values can result in 31 .....

Senior managers need to understand and deal with the potential 32 ..... that may result.

**Collaboration**

During a training course, the speaker was in a team that had to build a 33 .....

Other teams experienced 34 ..... from trying to collaborate.

The speaker's team won because they reduced collaboration.

Sales of a 35 ..... were poor because of collaboration.

**Industriousness**

Hard work may be a bad use of various company 36 .....

The word 'lazy' in this context refers to people who avoid doing tasks that are 37 .....

**Creativity**

An advertising campaign for a 38 ..... was memorable but failed to boost sales.

Creativity should be used as a response to a particular 39 .....

**Excellence**

According to one study, on average, pioneers had a 40 ..... that was far higher than that of followers.

Companies that always aim at excellence may miss opportunities.