

## 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.

13 .....

14 .....

15 .....

16 .....

17 .....

**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.

18 .....

19 .....

20 .....

21 .....

22 .....

- 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:**