

**LISTENING**

*Use CAPITAL LETTERS  
as you type your  
answers.*

**PART ONE****Questions 1–12**

**Before you answer questions 1–12, go to page 25.**

- 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.

**Conversation One****(Questions 1–4)**

- Look at the form below.
- You will hear a woman asking questions about a training course.

**Personnel Department****Training Section**

**Personnel Officer:** David Jones

**Course:** Health and Safety

**Date:** 10/4/04

**Course code: (1)** .....

**(2) Course** .....: John Briggs

**Seminar room: (3)** .....

Please wear clothes\* suitable for activities which may involve contact with the floor and use of **(4)** ..... equipment.

\* e.g. track-suits

**Conversation Two****(Questions 5–8)**

- Look at the note below.
- You will hear a man leaving a message on a telephone answering service.

**Message received for:** Paul Ryman

**From:** Mark Nolan (Winston House)



Wants to know how many delegates for the plenary sessions. Has reserved three rooms for you.

Choice is between the (5) ..... (will hold up to 100) or the

Garden Room in the (6) ..... The two other rooms are on the second floor of the main hotel and there is (7) ..... for wheelchair users.

As soon as he has some idea of how many are coming by car he will (8) .....

You can call him on extension 457.

**Conversation Three****(Questions 9–12)**

- Look at the form below.
- You will hear a man telephoning about an incorrect order.

## Order Amendment Form

Our Ref: AZ56W/402

(9) .....: 1005016900

Order Number: W36936Q (10) .....

| Code | Product             | Qty | Price | Post & packing | Total |
|------|---------------------|-----|-------|----------------|-------|
| 6694 | Parnell Corner Desk | 1   | £394  |                |       |
| 6693 | Parnell (11) .....  | 1   | £189  | (12) .....     | £583  |

**Comment:** Customer received incorrect invoice. Please annul original order form.