

## LISTENING & SPEAKING PRACTICE

Name:.....

Class:.....

### Section 1: Questions 1 – 7

*Listen to seven short recordings. For questions 1-7 choose the correct answer (A, B, or C). You will listen TWICE.*

**1. Why does the man choose Focus Airways?**

- A. It offers the cheapest fares on the market.
- B. The usual baggage allowance is 23 kg.
- C. Flights are nearly always on time.

**2. What is the customer complaining about?**

- A. the food
- B. the seat
- C. lost luggage

**3. What does the man want to do?**

- A. change phone providers
- B. pay his bill immediately
- C. speak to the manager

**4. What has the woman forgotten to order?**

- A. mobile phones
- B. business cards
- C. photo frames

**5. What do the man and woman agree on?**

- A. Jack shouldn't write the report
- B. to ask someone to help Jack
- C. to give Jack more training

**6. Why is the woman worried about the meeting?**

- A. She's not sure she can sell her product.
- B. She was rude to the buyer last time.
- C. She's not sure about the quality of her product.

**7. How is the man planning to thank a supplier?**

- A. an email
- B. a phone call
- C. a newspaper advert

## Section 2: Questions 8 – 14

*Listen to a meeting between a supplier, Emma, and a customer, Peter. For questions 1-8 choose the correct answer (A, B, or C). You will listen TWICE.*

**8. Which machines did the man order parts for?**

- A. BHX455
- B. BHX445
- C. BHX454

**9. What other problems has Peter had with orders?**

- A. they were all wrong
- B. three orders were late
- C. he had to use another supplier

**10. Why does Peter need Emma to find a solution?**

- A. He has lost a lot of customers.
- B. His customers are unhappy.
- C. His customers can't afford his prices.

**11. What does Emma say is the solution?**

- A. Peter should speak to a supervisor.
- B. Orders will be delivered by a supervisor.
- C. Her company is setting up a new system.

**12. What is the personal supervisor responsible for?**

- A. solving any problems with orders
- B. delivering missing parts
- C. updating other suppliers about stock

**13. What does Emma say about the missing parts?**

- A. She will deliver them personally to Peter.
- B. George will deliver them later that day.
- C. Peter won't have to pay for them.

**14. What else does the man need?**

- A. batteries
- B. switches
- C. casings

### Section 3: Questions 15-25

15. **Pronounce** the word ‘budget’ correctly.

What does “budget” mean in business?

- A. A type of product
- B. A plan for spending money
- C. A marketing strategy
- D. A legal document

16. **Pronounce** the word ‘expenses’ correctly.

Which word refers to a company’s total income before expenses?

- A. Revenue
- B. Investment
- C. Productivity
- D. Brand

17. **Pronounce** the word ‘contract’ correctly.

A “contract” is:

- A. a business goal
- B. a legal agreement
- C. a type of advertisement
- D. a financial report

18. A competitor is a company or person that sells different products or services. True or False?

19. A merger happens when two companies combine into one. True or False?

20. Advertising is used to promote products or services. True or False?

21 – 25. Match the words to its correct definition. Remember to **pronounce** the words correctly.

*brand*

*investment*

*innovation*

*strategy*

*productivity*

\_\_\_\_\_ The amount of work done in a given time

\_\_\_\_\_ A product or company name that is recognized by customers.

\_\_\_\_\_ A plan of action designed to achieve a long-term or overall goal

\_\_\_\_\_ The process of creating new ideas, products or methods

\_\_\_\_\_ Putting money into something to gain profit