

PART ONE
Questions 1 – 12

- 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.
- You will hear each recording twice.

Conversation One
(Questions 1 – 4)

- Look at the notes below.
- You will hear a woman telephoning a conference centre office.

NOTES ABOUT SEMINAR	
Date:	2:07 February
Title:	(1)
Time:	10 am – 4 pm
Venue:	(2)
Type of extra workshp:	(3)
Amount payable in advance:	(4) £..... per person

2

Conversation Two
(Questions 5 – 8)

- Look at the form below.
- You will hear a man calling a computer supplier.

HILLS PC SUPPLIES Customer Services Telephone Message	
Caller's name:	James Fitch
Client:	Allen and Brown Ltd
Item(s) ordered:	(5)
Order no./date:	HP02545 / 12-5-02
Notes:	order not delivered late by the (6) and not supplied with (7)
Action:	call to apologise and discuss (8)

Turn Over ►
3

Conversation Three
(Questions 9 – 12)

- Look at the notes below.
- You will hear a recorded message about a job vacancy.

Position: *Manufacturing Administrator*

Responsible to: *(9)*

Candidates should preferably be qualified in *(10)*

The person appointed will need to be *(11)* in their relations with other people.

Salary: *(12)*

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PART TWO
Questions 13 – 22

Section One
(Questions 13 – 17)

- You will hear five short recordings. Five people are talking about a problem that occurred.
- For each recording, decide what each speaker is talking about.
- 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 losing a business card
- B taking the wrong equipment
- C arriving late for a meeting
- D forgetting an address
- E misunderstanding a message
- F missing a presentation
- G forgetting to make a phone call
- H taking the wrong documents

Section Two
(Questions 18 – 22)

- You will hear another five recordings.
- For each recording, decide what the speaker is doing.
- 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 making a complaint
- B confirming information
- C giving instructions
- D changing an arrangement
- E requesting information
- F making a recommendation
- G giving an invitation
- H requesting advice

Turn Over ►

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