UNIT 4: FINANCE AND BUSINESS

LISTENING

Exercise 1: In this unit, you will practise the skills you need to answer short-answer, five-option multiple-choice and diagram labelling questions in the IELTS Listening test.

Read the information. Then listen to three short recordings about a bank and answer the questions. Write NO MORE THAN TWO WORDS for each answer. (Track 4.1)

In short-answer questions, you answer questions, often in note form, using words from the recording. It is important that you understand what the questions are asking. Look for *wh*-question words to help you predict the answer, and read the whole question fully.

1 Where was the bank previously located? _____

2 What is the newest available product mentioned? _____

3 What is only available to existing customers? _____

Exercise 2: Read the information. Then listen to the bank manager. Which products do the questions describe? Write the correct letter, A–E, for each question. (Track 4.2)

You may be asked to choose correct answers from a box. You will hear the questions in the correct order, but not the answers. Read the questions before you listen and the answers while you listen.

A student account
B retirement account
C mobile phone insurance
D travel insurance
E pet insurance

1 can only be arranged online ___

2 must provide identification ___

3 cannot be bought on its own ___

Exercise 3: Read the information. Then listen to a description of a process and put the instructions in the correct order. (Track 4.3)

When you are listening to a description of a process, sequencing language helps you know when the correct answer is coming. Examples of sequencing language include *first, once, after, next, finally,* etc.

put your card and money away

enter your PIN

insert your card into the machine

follow the on-screen instructions

cover the keypad

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Exercise 4: Read the information. Then listen to the description of the process again. Complete the sentences from the description with the words in the box. (Track 4.4)

In the IELTS Listening test, use your knowledge of sequencing language to help you know when the correct answer is coming.

after	as soon as	before	finally	next	once	when

1 _____ , insert your card into the machine.

2 _____ the card has been inserted correctly, follow the on-screen instructions.

3 Be sure to cover the keypad _____ asked to enter your PIN.

4 _____ your identity is confirmed, you may proceed with the transaction.

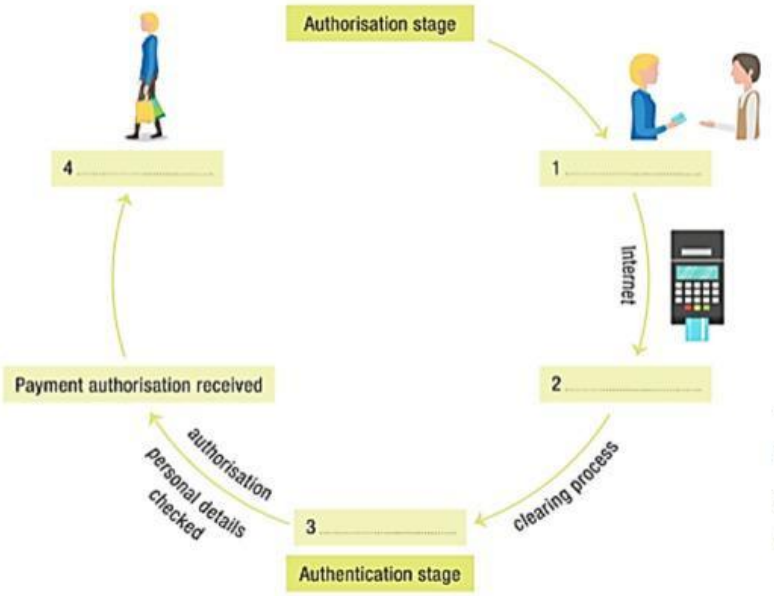
5 _____ the transaction is complete, you should be informed of any fees.

6 Make sure you do this _____ you're asked.

7 _____ , before you move away from the machine, put your card and your money away.

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Exercise 5: **Listen and complete the diagram. Write the correct letters, A–F, for answers 1–4. (Track 4.5)**



1 ___
2 ___
3 ___
4 ___

A receipt
B retailer's bank
C telephone line
D retailer
E issuing bank
F credit card network

Exercise 6: **Listen and answer questions 5–7. Write NO MORE THAN TWO WORDS for each answer. (Track 4.6)**

5 How should you behave if you receive an unexpected phone call? _____

6 What should you do if you are not sure about a caller? _____

7 What can you use to protect your electronic devices? _____

Exercise 7: **Listen and complete sentences 8–10. Write NO MORE THAN TWO WORDS for each answer. (Track 4.7)**

8 Always remove _____ from social media sites.

9 Don't accept friend requests from _____ .

10 Only share information about your life, work and interests with people you _____ .

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12 **Listen and answer questions 1–10.**

30

Questions 1–5

Answer the questions below.

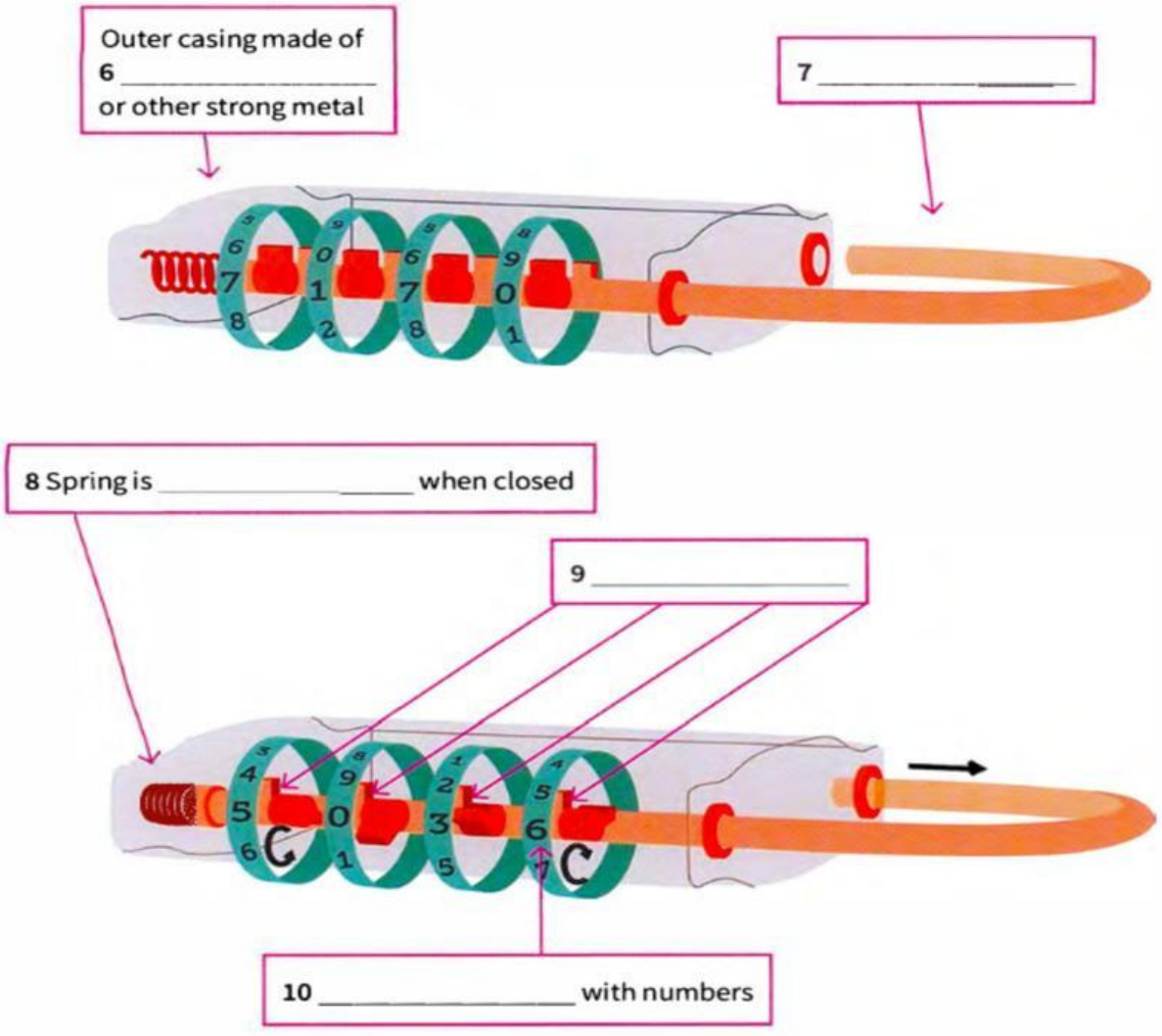
*Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer.*

1 Which type of people are particularly attracted to wealth that can be easily transported?
2 What did the ancient Egyptians invent in order to protect their wealth?
3 After which year was the dead bolt lock created?
4 What did the Romans add to Egyptian lock designs?
5 What made Roman locks more difficult to break open than Egyptian locks?

Questions 6–10

Label the diagram below.

*Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer.*



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