

LISTENING

SECTION 1 Questions 1–10

Questions 1–3

Complete the form below.

Write **ONE WORD AND/OR A NUMBER** for each answer.

Rented Properties Customer's Requirements	
Name:	Steven Godfrey
<i>Example</i> No. of bedrooms:	<i>Answer</i> four
Preferred location:	in the 1 area of town
Maximum monthly rent:	2 £
Length of let required:	3
Starting:	September 1st

Questions 4–8

Complete the table below.

 Write **ONE WORD AND/OR A NUMBER** for each answer.

Address	Rooms	Monthly rent	Problem
Oakington Avenue	living/dining room, separate kitchen	£550	no 4
Mead Street	large living room and kitchen, bathroom and a cloakroom	£580	the 5 is too large
Hamilton Road	living room, kitchen-diner, and a 6	£550	too 7
Devon Close	living room, dining room, small kitchen	8 £	none

Questions 9 and 10

Choose **TWO** letters, **A–E**.

Which **TWO** facilities in the district of Devon Close are open to the public at the moment?

- A museum
- B concert hall
- C cinema
- D sports centre
- E swimming pool

SECTION 2 Questions 11–20

Questions 11–16

Complete the notes below.

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

Well known for:	11
Complex consists of:	concert rooms
	theatres
	cinemas
	art galleries
	public library
	restaurants
	a 12
Historical background:	1940 – area destroyed by bombs
	1960s–1970s – Centre was 13 and built
	in 14 – opened to public
Managed by:	the 15
Open:	16 days per year

Questions 17–20

Complete the table below.

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

Day	Time	Event	Venue	Ticket price
Monday and Tuesday	7.30 p.m.	'The Magic Flute' (opera by Mozart)	17	from £8.00
Wednesday	8.00 p.m.	18 '.....' (Canadian film)	Cinema 2	19 £
Saturday and Sunday	11 a.m. to 10 p.m.	20 '.....' (art exhibition)	Gallery 1	free

SECTION 3 Questions 21–30

Questions 21–26

Choose the correct letter, **A**, **B** or **C**.**Latin American studies**

- 21 Paul decided to get work experience in South America because he wanted
- A to teach English there.
 - B to improve his Spanish.
 - C to learn about Latin American life.
- 22 What project work did Paul originally intend to get involved in?
- A construction
 - B agriculture
 - C tourism
- 23 Why did Paul change from one project to another?
- A His first job was not well organised.
 - B He found doing the routine work very boring.
 - C The work was too physically demanding.
- 24 In the village community, he learnt how important it was to
- A respect family life.
 - B develop trust.
 - C use money wisely.
- 25 What does Paul say about his project manager?
- A He let Paul do most of the work.
 - B His plans were too ambitious.
 - C He was very supportive of Paul.
- 26 Paul was surprised to be given
- A a computer to use.
 - B so little money to live on.
 - C an extension to his contract.

Questions 27–30

What does Paul decide about each of the following modules?

Write the correct letter, **A**, **B** or **C**, next to questions 27–30.

- | |
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| <p>A He will do this.</p> <p>B He might do this.</p> <p>C He won't do this.</p> |
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Module

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|-----------|---------------------------------|-------|
| 27 | Gender Studies in Latin America | |
| 28 | Second Language Acquisition | |
| 29 | Indigenous Women's Lives | |
| 30 | Portuguese Language Studies | |

SECTION 4 Questions 31–40**Questions 31–34**

Choose the correct letter, **A**, **B** or **C**.

Trying to repeat success

- 31** Compared to introducing new business processes, attempts to copy existing processes are
- A** more attractive.
 - B** more frequent.
 - C** more straightforward.
- 32** Most research into the repetition of success in business has
- A** been done outside the United States.
 - B** produced consistent findings.
 - C** related to only a few contexts.
- 33** What does the speaker say about consulting experts?
- A** Too few managers ever do it.
 - B** It can be useful in certain circumstances.
 - C** Experts are sometimes unwilling to give advice.
- 34** An expert's knowledge about a business system may be incomplete because
- A** some details are difficult for workers to explain.
 - B** workers choose not to mention certain details.
 - C** details are sometimes altered by workers.

Questions 35–40

Complete the notes below.

Write **ONE WORD ONLY** for each answer.

Setting up systems based on an existing process**Two mistakes**

Manager tries to:

- improve on the original process
- create an ideal **35** from the best parts of several processes

Cause of problems

- information was inaccurate
- comparison between the business settings was invalid
- disadvantages were overlooked, e.g. effect of changes on **36**

Solution

- change **37**
- impose rigorous **38**
- copy original very closely:
 - physical features of the **39**
 - the **40** of original employees