

# Unit 3 Getting the message across

## Listening Section 3

1 Look at all of the tasks. What are the speakers talking about? Circle A, B or C.

- A a dissertation the student is planning
- B a dissertation the student is writing
- C a dissertation the student has completed

2 (10) Now listen and answer Questions 1–10.

### Questions 1–4

Choose **TWO** letters, A–E.

### Questions 1–2

Which **TWO** areas of work did Beth include in her dissertation?

- A retail
- B banking
- C call centres
- D tourism
- E translation

### Questions 3–4

Which **TWO** aspects of the dissertation were impressive, according to the tutor?

- A summary of academic research
- B analysis of videos
- C observation of live interactions
- D interviews
- E analysis of data on the outcomes



### Questions 5–8

Which comments do the speakers make about each section of the dissertation?

Choose **FOUR** answers from the box and write the correct letter, A–F, next to Questions 5–8.

### Sections of Dissertation

- 5 Dealing with Complaints .....
- 6 Collaborating with Colleagues .....
- 7 Interacting with Managers .....
- 8 Giving Instructions .....

- A There is not enough evidence.
- B The conclusion is confusing.
- C It highlights a real problem.
- D It is particularly well organised.
- E There are too many examples.
- F It includes new ideas.

### Questions 9–10

Answer the question below.

Write **NO MORE THAN TWO WORDS** for each answer.

Which **TWO** aspects of communication does Beth emphasise in her conclusion?

- 9 ..... 10 .....