

Part 1 39

You will hear people talking in eight different situations. For questions 1–8, choose the best answer (A, B or C). 

- 1 You hear a man talking to a friend about a DIY job he has recently done. What does he say?
 - A He wishes he had had some help with it.
 - B He got better results than he had expected.
 - C The job took longer than he thought it would.
- 2 You hear a woman leaving a voicemail message. Why is the speaker calling?
 - A to respond to a complaint a customer has made
 - B to apologise to a customer about a delivery
 - C to provide a customer with an update on an order
- 3 You hear a mother talking to her son about doing some shopping. She believes that her son should
 - A buy better-quality products.
 - B do his own shopping in future.
 - C reconsider how to buy a particular product.
- 4 You hear a man leaving a message for a colleague. What does he say about his staff?
 - A Some staff will soon be promoted.
 - B Some staff will be made redundant.
 - C Some staff will be taken on at a later date.
- 5 You hear a man talking to his manager about a training session. It has been cancelled due to
 - A lack of availability among the players.
 - B the weather conditions.
 - C another important event.
- 6 You hear a woman making an announcement at a train station. What does she say?
 - A Passengers should wait for additional information.
 - B Passengers need to move to a different platform.
 - C Passengers must use another form of transport.
- 7 You hear two people talking about a coffee shop. What do they both think about it?
 - A The drinks are too expensive.
 - B The atmosphere is depressing.
 - C The choice of baked goods is limited.
- 8 You hear a woman leaving a message for her friend. What is she talking about?
 - A a website
 - B a course
 - C a magazine

Part 2 40

You will hear a talk by a man called Harry Carter, who is a pilot. For questions 9–18, complete the sentences with a word or short phrase. 

Pilot with Emperor Airlines

Harry explains that the airline's (9) are to be found in Texas in the USA.

Harry says that his experience at a local (10) greatly influenced his career choice.

Harry was persuaded to apply to the airline by his (11)

Harry explains that he could only start his training because of the airline's (12)

The airline operates a (13) scheme which Harry feels provides new pilots with invaluable help.

Opportunities for promotion depend on how many (14) there are within the company as well as the pilot's acquired experience.

Harry says that as part of the paperwork, the flight paths are prepared so that the necessary quantity of (15) can be established.

Harry explains that one pilot performs a/n (16) outside the plane which plays a central part in safety control.

Harry says that some people may find the (17) he has to work a negative aspect of the job.

Harry says that knowing he can count on his (18) gives him a boost.

Part 3  41

★ You will hear five short extracts in which professional sportspeople are talking about what motivates them most. For questions 19–23, choose from the list (A–H) what each speaker says. There are three extra letters which you do not need to use.

A being admired by fellow athletes	Speaker 1 <input type="text"/> 19
B improving his/her timings	Speaker 2 <input type="text"/> 20
C providing inspiration for the youth	Speaker 3 <input type="text"/> 21
D being remembered in the future	Speaker 4 <input type="text"/> 22
E getting a gold medal	Speaker 5 <input type="text"/> 23
F making family members proud	
G improving his/her level of fitness	
H participating in an international competition	

Part 4  42

★ You will hear an interview with a health and lifestyle expert called Sam, who is talking about ways people can make themselves happy. For questions 24–30, choose the best answer (A, B or C).

24 Sam says that our decisions can be affected by	28 When Sam talks about love, he says that it is
A our own negative thoughts.	A an essential element in establishing relationships.
B other people's negative opinions.	B a feeling that people sometimes fail to show.
C our previous negative experiences.	C a quality that all people naturally show.
25 According to Sam, when it comes to sleep, the most important thing is	29 How does Sam suggest that people can improve their self-confidence?
A where people get their sleep.	A helping others with their problems
B the quality of sleep people get.	B doing more physical exercise
C the amount of sleep people get.	C extending their knowledge
26 What does Sam recommend that anyone having a bad day should do?	30 Sam says the phrase 'I need you to' is an example of language that
A try to take things less seriously	A shows the speaker has already got an opinion on something.
B spend time with their kids	B states clearly what the speaker wants from someone.
C visit one of their friends	C expresses the speaker's dissatisfaction with someone.
27 Which example of getting back to basics does Sam give?	
A meeting new people	
B painting a picture	
C taking the dog for a walk	