LISTENING

Use CAPITAL LETTERS as you type your answers.

PART ONE

Questions 1–12

Before you answer questions 1–12, go to page 25.

- *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.*

Conversation One

(Questions 1–4)

- *Look at the form below.*
- *You will hear a woman asking questions about a training course.*

Personnel Department

Training Section

Personnel Officer: David Jones

Course: Health and Safety

Date: 10/4/04

Course code: (1) .....

(2) Course .....: John Briggs

Seminar room: **(3)** .....

Please wear clothes* suitable for activities which may involve contact with the floor and use of **(4)** ..... equipment.

* e.g. track-suits

Conversation Two

(Questions 5–8)

- *Look at the note below.*
- *You will hear a man leaving a message on a telephone answering service.*

Message received for: Paul Ryman

From: Mark Nolan (Winston House)



Wants to know how many delegates for the plenary sessions. Has reserved three rooms for you. Choice is between the **(5)** ..... (will hold up to 100) or the

Garden Room in the **(6)** ..... . The two other rooms are on the second floor of the main hotel and there is **(7)** ..... for wheelchair users.

As soon as he has some idea of how many are coming by car he will **(8)** ..... .

You can call him on extension 457.

Conversation Three

(Questions 9–12)

- *Look at the form below.*
- *You will hear a man telephoning about an incorrect order.*

Order Amendment Form

Our Ref: AZ56W/402

(9) .....**:** 1005016900

Order Number: W36936Q **(10)** .....

Code	Product	Qty	Price	Post & packing	Total
6694	Parnell Corner Desk	1	£394		
6693	Parnell **(11)**	1	£189	**(12)**	£583

Comment: Customer received incorrect invoice. Please annul original order form.