

## Listening

Listen to a presentation by Robert Innes, CEO of Talbot Engineering. He's speaking to workers at the opening of a newly refurbished factory in Leeds, UK. Choose the best answer to the questions below.

- 1 What does Innes say about the history of the company?
  - The company is more than two hundred years old.
  - In the past ten years, the company has changed from being complacent to being competitive.
  - It used to be family owned and that helped create the company culture.
  
- 2 Who needs to ask if the company is running as smoothly as possible, whether communication with customers is as good as it can be and how services can be improved?
  - All of Talbot's employees
  - Talbot's management
  - Talbot's customers
  
- 3 What does Innes say he wants to give Talbot's customers?
  - The best value for money
  - A relationship that lasts years rather than months
  - Clear goals
  
- 4 How does Talbot prefer to work with customers?
  - To fill their orders accurately and quickly
  - To collaborate on research and development
  - To carry out market research on behalf of customers
  
- 5 What can workers at Daisy Hill expect to see?
  - Executive managers who want to understand production processes
  - Quality control inspectors who want to see how work is carried out
  - Customers who want to see how products are made
  
- 6 What does Innes say Talbot factors into its production costs?
  - The human side of production
  - Depreciation of equipment
  - Regular pay increases
  
- 7 How much of its production does Talbot export?
  - 14 per cent
  - 40 per cent
  - 44 per cent
  
- 8 What can we infer from Innes's mention of China?
  - Talbot's main competition will be from Chinese companies.
  - Talbot hopes to manufacture more cheaply in China for import to the UK.
  - Talbot hopes to increase its sales outside of the UK.
  
- 9 What is the current status of Talbot's production in China?
  - Some joint ventures have already been set up.
  - Several factories have already commenced production.
  - A timeline has been established for outsourcing work to Asia.
  
- 10 What opportunity will some Daisy Hill workers be offered?
  - The chance to take on middle management jobs in Chinese factories
  - The chance to be trained in the latest manufacturing techniques
  - The chance to go to China to provide training