

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