

### Listening Part 1

You will hear some sentences. You will hear each sentence twice. Choose the correct answers.

1.



a)



b)



c)

2.



a)



b)



c)

3.



a)



b)



c)

4.



a)



b)



c)

5.



a)



b)

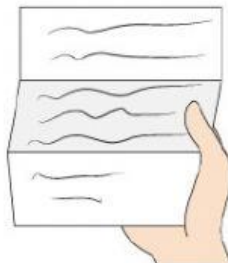


c)

6.



a)

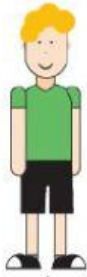


b)



c)

7.



a)



b)



c)

8.



a)



b)



c)

### Listening Part 2a

You will hear some sentences. You will hear each sentence twice. Choose the best reply to each sentence.

1.   a) That's great!  
      b) A book please.  
      c) Yes, I would.
  
2.   a) That's too late.  
      b) I'm not hungry, thanks.  
      c) Where is it?
  
3.   a) Let me take your number.  
      b) I'll be free all afternoon.  
      c) Sorry I didn't return your call.
  
4.   a) That's all right.  
      b) All kinds of things.  
      c) Quite a few, actually.
  
5.   a) Oh, never mind.  
      b) That sounds good!  
      c) I'll make sure I do.

### Listening Part 2b

You will hear some short conversations. You will hear each conversation twice. Choose the correct answer to complete each conversation.

1.   a) You'd better make up your mind.  
      b) But I'm sure it's worth it.  
      c) You're not the only one!
  
2.   a) Well, I'd be willing to have a go.  
      b) That I honestly feel bad about doing it.  
      c) Find out who to speak to and contact them.
  
3.   a) I've been dying to do it for years.  
      b) I'll try it as long as you do.  
      c) It's the same either way.
  
4.   a) Well it did take a long time.  
      b) That's annoying – I sent it first thing.  
      c) But why shouldn't you?
  
5.   a) It's none of my business.  
      b) All in all, it's a great result.  
      c) That would be my suspicion.
  
6.   a) On the contrary, I find it worthwhile.  
      b) Let's change the subject, shall we?  
      c) It didn't make a big difference.
  
7.   a) Let's start all over again.  
      b) I'd rather not go into detail.  
      c) Just take a deep breath and relax.

8. a) Well, I'll get you up to speed.  
b) It's not the best course of action, I'm afraid.  
c) Tell me when you've had enough.
9. a) Well, there's no harm in trying, I suppose.  
b) It's just as well the boss wasn't here.  
c) He did nothing of the sort.
10. a) You've no option but to make a formal complaint.  
b) It's all very well for you, but you don't work with him.  
c) I seriously urge you to reconsider your actions.

### Listening Part 3

You will hear some short conversations. You will hear each conversation twice. Choose the correct answers for each conversation.

#### Conversation 1

**You hear a man talking to his line manager, Amanda, about his work.**

1. How does the man feel as he speaks to Amanda?
  - a) worried about giving her more work
  - b) anxious about asking for more time to do a project
  - c) embarrassed about needing some help
2. What does the woman say the man should do?
  - a) write down a limited number of goals
  - b) check emails when he gets into the office
  - c) look around for a task management system he likes

#### Conversation 2

**You hear two work colleagues talking about dressing for a job interview.**

3. The woman advises the man to
  - a) check that his best suit still fits him.
  - b) find out what the company's employees wear.
  - c) ask the company what its dress policy is.
4. What does the man get annoyed by?
  - a) ties with bright patterns on them
  - b) shoes that haven't been cleaned
  - c) suits made of shiny material

### Conversation 3

**You hear two senior managers talking about a visit from a manufacturing quality inspector.**

5. What do the speakers identify as their first step?
  - a) to put together an action plan
  - b) to give the woman additional training
  - c) to inform everyone involved in the visit
  
6. What does the woman think is a possible weakness?
  - a) the preparation of all the documents
  - b) the experience of a key member of staff
  - c) the availability of some personnel

### Conversation 4

**You hear a designer called Dan talking to a client called Renee about her office furniture.**

7. What is Dan doing?
  - a) persuading Renee to buy some used furniture
  - b) recommending a particular make of office furniture
  - c) warning his client that he may not meet her deadline
  
8. What is Renee excited by?
  - a) spending less money than she expected
  - b) getting a sophisticated look for her office
  - c) being able to add a personal touch to the design



### Conversation 5

**You hear a manager called Helen talking to her boss about customer complaints.**

9. What aspect of customer complaints is Helen concerned about?
- a) the efficiency of the staff working in the complaints department
  - b) the quality of the record keeping being done within customer complaints
  - c) the increasing call volumes to customer complaints
10. What is the most likely outcome of this conversation?
- a) An external trainer will be hired to improve the customer experience.
  - b) The customer complaints policy will be given to all staff.
  - c) The whole complaints procedure will be reviewed.

### Conversation 6

**You hear two junior managers talking about a reverse mentoring programme between senior executives and junior managers.**

11. The man thinks reverse mentoring would
- a) enable the company to retain more graduates.
  - b) lead to technology being used in more innovative ways.
  - c) offer advantages to both members of the mentoring partnership.
12. What point does the woman make about the mentor-mentee relationship?
- a) It could make the executives quite fearful.
  - b) It will only work if the pair have similar personalities.
  - c) It can be successful if both partners have initial training.