

LISTENING – ANSWER KEY

Place a ☒ in the appropriate box.

Do not make corrections.

Never mark more than one box.

Task One: Short Conversations Questions 1-6

Question	Your Answer							
	A	B	C	D	E	F	G	H
1	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	A	B	C	D	E	F	G	H

Task Three: Meeting Questions 16-25

Question	Your Answer		
	A	B	C
16	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
17	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
18	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
19	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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21	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
22	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
23	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	A	B	C

Task Two: Making Notes Questions 7-15

7	12
face to face	saying anything
8	13
train	72%
9	14
professional	10
10	15
'who cares'	position
11	
anger	

Audio Scripts:

Task One:

Conversation 1

- Manager And what experience have you had with training staff? You know, this job is not just about recruitment but about training and development as well.
- Applicant Well, actually so far I've only been involved in the hiring process. But I'd be very interested in doing other types of work, too.
- Manager I suppose you could learn that later on. Anyhow, the most important thing is to find the best possible employees for our hotel.
- Applicant What about paper work? Is there a lot of it?
- Manager Well, yes and no. You'll have to keep records of the personnel and write reports on job performance. But it's not too bad...

Conversation 2

- Manager So, why do you want this job in particular?
- Applicant I've always wanted to work for a big hotel, where I can meet a lot of people.
- Manager But that involves having to hand out lots of room keys and checking all those people in and out. Are you prepared to do that?
- Applicant Oh, yes. There's nothing more exciting than standing behind the desk dealing with whatever problems the guests might have - arranging tours for them or simply checking them out.
- Manager What about computing bills and collecting payment? That's also part of the job.
- Applicant I know and I'm sure I'll be able to cope with it.

Conversation 3

- Manager Can you tell me something about your present job?
- Applicant It's a good job and a good place. Not too big, but always full. People know they get good quality for their money.
- Manager Then why do you want to leave it?
- Applicant Well, it's the shortage of staff. I have to do everything from peeling potatoes to cutting up the ingredients and never have enough time for the most important thing.
- Manager What is the most important thing for you?
- Applicant It's the flavouring. And trying out new specialities that are not just delicious but healthy too.

Conversation 4

- Manager Do you have the necessary training and education for this position?
- Applicant I have a relevant degree and four years of experience in managing a large maintenance team.
- Manager Fine, because this job means servicing all the facilities of the hotel from plumbing to the complete electrical system or the kitchen equipment.
- Applicant It shouldn't be a problem.
- Manager And one more thing, you'll be required to work a varied schedule that may include nights and weekends.
- Applicant That's all right with me. I'm used to working shifts.

Conversation 5

- Manager So, what do you like most about the career you're seeking?
- Applicant Well, It's the core of the whole hotel business, isn't it? Keeping your existing clients and looking for new business opportunities.
- Manager Yes, that's right. So how do you plan to achieve that?
- Applicant Through developing relationships both in the domestic and the foreign markets. Going to trade shows, contacting tourist agencies, for example.
- Manager It all involves a lot of travelling. How flexible are you?
- Applicant I don't mind travelling. It's the best way to find out about the market.

Conversation 6

- Manager So, you've had experience in this kind of job before.
- Applicant Yes, I've worked for a multinational company assisting the sales team there.
- Manager Well, then, the job shouldn't be anything new to you - providing administrative support for the manager.
- Applicant No, it's not new at all - dealing with correspondence, arranging meetings and all the paperwork that goes with it.
- Manager That's right. And a variety of other tasks that may come up like translating letters, but we've talked about that before.
- Applicant Just one question: does the company provide lunch for its employees?
- Manager Yes, and it's free for everybody.

Task Two

Speaker: Resigning from any job is difficult. So, when it comes to leaving your job, try to make it as easy and as smooth as possible. Therefore, before you hand in a formal letter declaring that you intend to leave, set up a face-to-face meeting with your immediate boss and tell them about your plans. You can even offer to help find and train your replacement.

Until the moment you walk out the door for the last time, you are expected to do your work and behave in a professional manner. Some people develop a “who cares” attitude in their last few days because they think that they will never see any of their colleagues again. But you never know when your career may bring you into contact with your former employers.

So even if you are angry, never express your anger to your boss, and never let your emotions get the better of you. Don't make any statements or express any opinions that you may later regret. If necessary, give constructive criticism, but don't insult your boss or say anything negative about your supervisor or colleagues.

What happens if your boss asks you to stay and has a counter-offer for you?

You should know that according to studies 72% percent of workers still hand in their notice within a year after they have accepted a counter-offer, and 85% of them do it the year after. So be careful and don't give in, no matter how good the offer is.

Remember that in the eyes of the company you're a disloyal employee, and your boss will probably see you as “the one who nearly left”.

And finally, let's look at your letter of resignation. What should it be like?

My advice is to keep it short. It can be as short as two or three lines but it certainly shouldn't be longer than ten. It needs to include only the basic details of your resignation like the position from which you are resigning, the reason why you are resigning and your intended leaving date. And, after you've written your letter, it's good to sleep on it and return to it in the morning. If you want, you can re-write it then with a clear head.

And my final advice? Don't burn any bridges, but always bear in mind what's good for you.

Task Three

- Mr Jenner Ah, come in Mr Reninson. As you were reminded in my email sent yesterday, section 7 of your contract of employment requires both you and the firm to review your work performance each year.
- Mr Reninson Thank you, Mr Jenner, I understand that. I feel pleased to have this opportunity to discuss my progress with the firm.
- Mr Jenner How you happen to feel, Mr Reninson, has nothing to do with the matter.
- Mr Reninson Of course, I understand that, Mr Jenner. I was just making a comment.
- Mr Jenner Very well, then. Miss Gold, as office manager, is also present because some of the points either you or I may raise might also concern office management. Miss Gold will also keep the minutes of the meeting.
- Mr Reninson Very good, Mr Jenner. And good afternoon, Miss Gold.
- Miss Gold Good afternoon, Mr Reninson.
- Mr Jenner Now I have your records and a report on you in front of me, Mr Reninson, and despite a couple of minor shortcomings I am very pleased with the work you have done over the last twelve months. Your work has brought in a little over EUR 300 000 to the firm in the last twelve months according to our latest records. Now how do you plan to increase that figure next year?
- Mr Reninson Well, Mr Jenner, a great deal of that income is from a grey source and I was looking for guidance from you in how far to take it.
- Miss Gold Shall I stop taking minutes, Mr Jenner?
- Mr Jenner I think that might be wise, Miss Gold. Now, Mr Reninson, explain your point.
- Mr Reninson Well, as a result of the confidential information which I have access to in re-structuring companies, I know whether their shares are over or undervalued.
- Mr Jenner Yes, you would.
- Mr Reninson Well, in short, I am able to give that information – so to speak - to other companies in exchange for overpriced management consultancy fees.
- Mr Jenner So what you are doing is selling confidential information, Mr Reninson. The only thing that shocks me is that you think I was born yesterday. As I say, I am happy with the EUR 300 000 you made for the firm this year, and I expect a higher figure next year.
- Mr Reninson I see.
- Mr Jenner As an incentive I'm increasing your pay by EUR 2000 per month. Do include that in the minutes, Miss Gold.
- Miss Gold Yes, Mr Jenner.
- Mr Jenner But don't include this next remark, Miss Gold. Now, Mr Reninson, I employ you to make money for the firm, and so long as you are useful in doing that you have a job here. If the regulatory authorities discover what you are doing, then you are on your own – and I know nothing about it. Is that clear.
- Mr Reninson Yes, Mr Jenner.
- Mr Jenner Now just one more thing before I end this meeting. I sacked your secretary, Christine Thomas, about an hour ago.
- Mr Reninson But why, Mr Jenner?
- Mr Jenner I was of the opinion that Christine Thomas's performance here fell short of the standards that we expect in the firm. I think your attachment to her was personal rather than professional. That is the end of the matter as far as I'm concerned.

Miss Gold	Oh, Mr Jenner. Was Christine really upset? How is she?
Mr Jenner	I really didn't bother to notice, Miss Gold. I had a junior member of staff escort her out of the building.
Miss Gold	I must say, Mr Jenner, I think as office manager I should have been consulted. The poor girl! Her whole career here has been destroyed by you two, I'm sorry to say.
Mr Jenner	That'll do, Miss Gold. When a decision has been made, there is little point in discussing it further. Talking about current staff members sometimes has some point; talking about past ones never does.
Mr Reninson	I'm sorry, Mr Jenner, but I'm not sure that I can accept all this.
Mr Jenner	In that case, Mr Reninson, I know you better than you know yourself. Let me put it this way: when you are pulled in one direction by your wallet and in another by your personal affections and emotions, then, given the man that you are, it is your wallet that proves heavier.
Mr Reninson	Mr Jenner...
Mr Jenner	No, Mr Reninson. All that has been said is all that will be said. If I have to repeat myself once, I can regard it as an unfortunate misunderstanding. To repeat oneself twice is a sign of idiocy; and I am no idiot.
Mr Reninson	Of course not, Mr Jenner.
Mr Jenner	Well in that case, the meeting has now finished. Please leave us now, Mr Reninson. I have to speak to Miss Gold for a couple of minutes to sort out the final details of Christine Thomas's dismissal.
Mr Reninson	Yes, Mr Jenner.