

Listening

Time: approx. 35 minutes

- *Answer all the questions*
- *You may write on the question paper but make sure you write all your answers on the separate answer sheet (You will have 5 minutes at the end of the test for this)*
- *You must not speak to the other candidates*

Task One: Short Conversations – Questions 1-6

As part of their training, students on a customer care course listen to six conversations involving helpline operators.

- You will hear six short conversations.
- Listen to each conversation and decide which item in the list (A-H) best describes the conversation.
- There are two items which you will not need.
- Place a ☒ in the appropriate box on your Answer Sheet.
- You will hear each recording twice.

A. Greensborough Municipal Library

B. County Hospital

C. Lawyer Referral Service

D. Movie Hotline

E. Humane Society for Animals

F. International Travellers' Helpline

G. Technical Helpline

H. Computer Customer Support Hotline



Task Two: Making Notes – Questions 7-15

You hear this message for your flatmate Robin. He never listens to messages. So, you need to fill in the notes so he gets the message.

- Look at the notes. The notes contain nine gaps.
- You have one minute to read the notes.
- Now listen to the speaker and fill in the gaps with a maximum of 3 words.
- Do not write more than 3 words in one gap.
- You will hear the recording twice.

Hi Robin,

Nora phoned and left you a message.

She's still in Kintekunta.

- She's been burgled – they took everything except some cash and her _7_.
- She needs you to do a few things for her.

Family

- Parents know nothing. Please phone her _8_.
- Her Gran is coming _9_. Take her to Nora's place as she's never been.
- She gets here at 11:30 on a flight from _10_.

Miscellaneous

- She (Nora) has enough money to _11_.
- No rush about the bills, except the _12_ which you need to pay by tomorrow at the latest.
- While you're there please water the plants.

University

- Assignment: Get in touch with Professor Philips, tell him what _13_, ask for an extension until _14_.
- _15_ is postponed. I'll make up for it!

Thanks a lot.

Task Three: A Radio Programme – Questions 16-25

You are going to listen to a radio programme in which Mike, a pop singer, is interviewed.

- On the test paper you have ten multiple choice questions about the programme.
- Choose the best response (A, B, or C) for questions 16-25. Place a ☒ in the appropriate box on your Answer Sheet.
- You will hear the recording twice.
- You have two minutes to read the questions before the recording starts.



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| <p>16. Before being a singer Mike was...</p> <p>A a studio technician.
 B a food reviewer.
 C a tour guide.</p> <p>17. How long did he work for the record company?</p> <p>A He doesn't remember.
 B He's not comfortable speaking about it.
 C The question's too hard to answer.</p> <p>18. When he was at home, Mike wrote...</p> <p>A poetry.
 B music.
 C a book.</p> <p>19. Concerning his latest album, Mike...</p> <p>A wrote more than half of it.
 B will only be happy if it sells well.
 C feels that he could have improved it a lot.</p> <p>20. What did Mike think about the experience of working with other people?</p> <p>A He thought that it was strange.
 B He feels that it's better to work alone.
 C He enjoyed it and benefited from it.</p> | <p>21. How successful has his new album been?</p> <p>A It's sold extremely well.
 B There's been a problem getting it in the shops.
 C It's only been possible to buy it over the telephone.</p> <p>22. What's Kelly's opinion of the new album?</p> <p>A It's only average.
 B There aren't enough songs on it.
 C Mike's singing is the best part of this record.</p> <p>23. On Mike's next tour of the country, he will be...</p> <p>A nowhere near Barnsley.
 B appearing close to Barnsley.
 C in Barnsley for 10 nights.</p> <p>24. Overall, Mike's career...</p> <p>A has always been successful.
 B has been a disappointment to him.
 C has been mixed.</p> <p>25. The presenter's attitude towards Mike is...</p> <p>A enthusiastic.
 B extremely serious.
 C formal.</p> |
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THAT IS THE END OF THE LISTENING TEST. YOU NOW HAVE 5 MINUTES TO TRANSFER YOUR ANSWERS ONTO THE SEPARATE ANSWER SHEET.