

PART ONE

- You will hear three telephone conversations or messages.
- Write one or two words or a number in the numbered spaces on the notes or forms below.
- You will hear each recording twice.

1 Conversation One

(Questions 1-4)

- Look at the notes below.
- You will hear a woman leaving a message on voice mail.

NOTES ABOUT MESSAGE

Caller's name: Margaret
Reason for call: (1) manuals are ready
 wants to know who will write the (2)
 wants to change the (3) of the cover
 deadline for decisions is (4)

2 Conversation Two

(Questions 5-8)

- Look at the form below.
- You will hear a man calling an office cleaning company.

Gregg's Cleaners – Salford

Client: (5) and Associates
Location of premises: Salford (6), opposite the bus stop
Size of office: approx. (7) square feet
Frequency: once a week
Special requests: must use (8) products

3 Conversation Three

(Questions 9-12)

- Look at the form below.
- You will hear a woman calling a pet food wholesaler.

Winthorpe Pet Supplies Ltd. – Telephone Message

Client: Pete's Pets
Order number: (9)/8
Notes: received 50 boxes of (10) by mistake
 organise to pick goods up on (11)
 call Ms Wilkinson on her (12) if there are any changes

PART TWO

Questions 13-22



4 Section One

(Questions 13-17)

- You will hear five short recordings. Five people are talking about a satisfying moment.
- For each recording, decide what each speaker is talking about.
- Write one letter (A-H) next to the number of the recording.
- Do not use any letter more than once.
- You will hear the five recordings twice.

13	<input type="text"/>	A	getting a promotion
14	<input type="text"/>	B	winning an award
15	<input type="text"/>	C	getting a new job
16	<input type="text"/>	D	reaching a target
17	<input type="text"/>	E	making a successful presentation
		F	increasing company profits
		G	receiving a large bonus
		H	getting a new client for a company



5 Section Two

(Questions 18-22)

- You will hear another five recordings.
- For each recording, decide what each speaker is doing.
- Write one letter (A-H) next to the number of the recording.
- Do not use any letter more than once.
- You will hear the five recordings twice.

18	<input type="text"/>	A	cancelling an order
19	<input type="text"/>	B	making a recommendation
20	<input type="text"/>	C	making a complaint
21	<input type="text"/>	D	giving advice
22	<input type="text"/>	E	asking for advice
		F	making an arrangement
		G	reminding people about something
		H	requesting payment

 **6 PART THREE**

Questions 23-30

- You will hear a radio interview with a spokesman from a fast food company.
- For each question 23-30, mark one letter (A, B or C) for the correct answer.
- You will hear the recording twice.

- 23** Why does the presenter think that the programme could be interesting?
- A** The listeners are curious about McDonalds.
 - B** The show has a lot of listeners who work for multinational companies.
 - C** The ethics of multinational companies are questionable for some listeners.
- 24** The company was founded by...
- A** two brothers.
 - B** two business partners.
 - C** Ray Kroc.
- 25** What did *Ethisphere* name the company?
- A** The world's largest fast-food retailer.
 - B** One of the world's most ethical companies.
 - C** One of the world's most successful multinationals.
- 26** When did the company receive this nomination?
- A** Very recently.
 - B** A few years ago.
 - C** A long time ago.
- 27** According to the spokesman, since then the company's ethical policy...
- A** has not changed.
 - B** has got worse.
 - C** has got better.
- 28** It is important for McDonalds that its suppliers...
- A** follow ethical practices.
 - B** are committed to dealing just with McDonalds.
 - C** are responsible for their mistakes.
- 29** According to the spokesman, what is one of the company's strengths?
- A** Its long tradition all around the world.
 - B** The commitment from its employees.
 - C** Its participation in charitable projects.
- 30** Most of the company's community schemes are...
- A** carried out by its employees.
 - B** dedicated to helping children.
 - C** spent on improving the company's image.

You now have 10 minutes to transfer your answers to your Answer Sheet.