

# Answer key and audioscripts

## Seconda prova: comprensione del testo

### ■ Pages 8-9

- 1 1 They are opting for chat apps to make it easier for colleagues to communicate with each other.
- 2 It provides means for colleagues to communicate using chat apps or social network platforms like Facebook.
- 3 Facebook wants to dominate both the private and the business sector.
- 4 It feels that Facebook at work will improve collaboration among different sectors of their business making it easier for colleagues to communicate with each other, with more transparency.
- 5 They are keen on using this kind of technology at work because they are already used to using it in their private lives and it gives them more freedom.
- 6 It means that people are so used to using this kind of technology it's almost as if they were born with this skill.
- 7 This type of communication is much more like a natural conversation than emailing because colleagues can interact with each other by commenting or share experiences for quicker problem-solving.
- 8 Management is updated on what is happening in the organisation in real time.
- 9 They end up not reading them.
- 10 The question of data security might discourage organisations from using this new technology.

### ■ Pages 10-11

- 1 1 He lives a quiet, simple life and everybody is talking about him because he has decided to donate 99% of his Facebook shares to charity.
- 2 It is astonishing because he has made this donation at such a young age.
- 3 Some celebrities like Shakira expressed their approval of his gesture while others are more skeptical and think that this donation hides other motives behind it.
- 4 She is worried that this kind of donation will not be kept under control even if they will obviously influence the lives of many people.
- 5 He is referring to the trend of young tech philanthropists in their 30s making massive donations.

- 6 It refers to this trend of making donations.
- 7 Traditional philanthropists were not willing to run the risk of failing while these new ones are and they also admit when they make a mistake.
- 8 It was a failure because the people of Newark felt that somebody with loads of money wanted to control their lives because they hadn't been consulted on what was needed to improve their area.
- 9 He is going to form a limited-liability company rather than a foundation so that he can invest in for-profit companies and use the money to finance political causes.
- 10 Because by financing politics he will have the right to take part in policy making decisions that will affect the whole nation.

### ■ Pages 12-13

- 1 1 They say that green policies will create jobs.
- 2 It hopes to offer jobs to sewage workers, builders and skilled workers to manage the pollution control equipment.
- 3 The new jobs they will create will be more than the jobs lost.
- 4 They think that environmentalists have a neutral effect on society because even if businesses are forced to spend more in order to respect new green regulations, other sectors like the health sector benefit from these improvements.
- 5 The money could be spent on another government project or the economy could be given a boost if tax or ratepayers received this extra cash to spend on what they wanted.
- 6 It has caused controversy because it does not provide the area with 'green benefits' like better, cheaper services.
- 7 They say that unlike what EPA promises, more jobs will be lost than created due to these new regulations.
- 8 People are healthier and so have to take less sick leave from work and cleaner water can lead to new jobs being created in sectors like the fishing industry.

### ■ Pages 14-15

- 1 1 They are questioning whether these borders can be maintained as they are or whether stricter controls should be introduced due to the threat of terrorism.

- 2 She wants national borders to be reintroduced.
- 3 They say it is a direct result of the current immigration policy which has in turn created the refugee crisis.
- 4 They have said that refugees and terrorists do not amount to the same thing.
- 5 They think that terrorist wouldn't go through the long dangerous journey that refugees embark on to get to Germany, having to go through Turkey and the Balkans to get to Western Europe.
- 6 700 crimes have already been committed involving attacks on shelters for refugees.
- 7 He is worried about the number of people who are entering Europe without being registered, so nobody knows who they are. This could mean that the Schengen zone policy might have to change and people will no longer be able to circulate within Europe without a passport.
- 8 They say that extremists can freely travel around Europe and supply each other with weapons in countries within the Schengen zone.
- 9 They say the Schengen zone should be made safer by increasing the number of guards at the borders of this zone and other countries and by optimising intelligence communication between member states.
- 10 The author believes that the Schengen Agreement will not be broken as it is the backbone of Europe's policy of freedom but countries within this area will start to strengthen their borders without telling anybody.

### Tipologia C Multiple Choice

#### Pages 20-21

- |      |      |      |
|------|------|------|
| M1 D | M5 C | D3 D |
| M2 B | M6 B | D3 B |
| M3 C | M6 D | D4 C |
| M3 A | M7 B | D4 A |
| M4 D | M7 C | D5 D |
| M4 D | D1 C | D5 D |
| M5 A | D2 A |      |

#### Pages 22-23

- |         |         |         |
|---------|---------|---------|
| M1 A    | M5 A; D | D2 B    |
| M2 D    | M6 C; D | D3 C; C |
| M3 C; B | M7 A; B | D4 D; B |
| M4 C; B | D1 A    | D5 A; B |

### Comprensione del testo

- 1
  - 1 The flower beds in this town have all been transformed into vegetable plots and the locals can take what they want for free.
  - 2 It depends on the time of year because the fruit and vegetables are all in season, grown outside, both in flower beds around various parts of the town, and also along the canal path.
  - 3 They hope that by 2018, their town, Todmorden, will be totally self-sufficient in food and that it will be the first town in England to achieve this ambitious goal.
  - 4 Its aim is to create new job opportunities for local people, especially for young people, by organising courses in food preparation, both at an academic level and for particular jobs like bread-making.
  
- 2
  - 1 His case was regarding his dismissal in 2007 for having sent and accessed personal messages while he was at work. He felt it was unfair that his employer had sacked him for this and that it was a breach of his rights so he took the case to the European Court of Human Rights.
  - 2 The Court decided that the employer had acted correctly and within its disciplinary powers, and that the employee was at fault. It was reasonable for the employer to access the employee's Yahoo account as there could have been professional, job related information on there.
  - 3 One judge didn't agree with the decision so it wasn't unanimous. He felt that it wasn't acceptable to completely ban workers from using the Internet for personal reasons and that companies have to clearly set out and explain any rules.
  - 4 A total ban could be considered unfair as workers still have a right to have a private life while they are at work. In addition, people are working more hours now and this means the time banned from the Internet would be even more.
  
- 3
  - 1 A 'daigou' agent is someone who buys luxury goods, normally in Europe, and then sells them in China for a profit, but at less than they would cost in the shops in China. They are often students who want to earn money for their studies.
  - 2 LVMH has started to check the shoppers in their boutiques and outlets and restrict the amount they can buy.
  - 3 The system is not bullet-proof - that is it doesn't always work 100% - because it is not easy to understand who are genuine shoppers that want to buy a lot of things and who is carrying out this kind of parallel trading.

- 4 Department stores are not so interested in their image and the damage they could suffer and perhaps think more about selling and therefore making a profit. On the other hand, luxury brands still want to make a profit but want to maintain their image of quality and luxury.
- 4** 1 It refers to Sainsbury's plan to become Britain's most environmentally-friendly supermarket chain by adopting various schemes to improve or protect the environment.
- 2 They feel that people don't only choose which supermarket to go to according to price, quality and the services on offer, but also according to the ethical values of the company.
- 3 They have installed new recycling facilities and solar panels in their stores and the waste they generate is turned into energy.
- 4 They have recorded an increase of 1.4% in sales at a time when other supermarkets have had a drop in profits, which confirms that more people are choosing Sainsbury's because they see that this company really cares about the environment.
- 5** 1 Students don't have to physically go to lectures or the library. They don't have to talk to their lecturers face to face and they don't have to physically hand in their work to the lecturer.
- 2 It would like to encourage students from around the world to study at the actual university.
- 3 Students can assess the level and standard of tuition on offer before choosing to pay to study at a particular university.
- 4 Universities need to find a way to make online learning and the physical university work together.
- 6** 1 The writer thinks that the French national anthem is very good because it creates an emotion and a feeling of citizenship in people.
- 2 No, the writer feels that the British anthem is old, boring and with bad lyrics and music.
- 3 Perhaps the writer suggests mentioning the weather as it is often considered to be a typical thing that British people like to talk about, a lot more than those of other nationalities for example. And an anthem should reflect something about the country and its people.
- 4 A new anthem would mean that people will sing it more happily and not be embarrassed. They could feel proud of their country and what is positive about it.
- 7** 1 Traditional product placement is when a particular product is used in a film or video, whereas with digital product placement the

product is added digitally to the film or video during the post-production process.

- 2 It can be something small like a logo or something big like a car. They look like they were part of the original scene and are not noticeable.
- 3 It's important because if a consumer is defensive against advertising, for example feeling annoyed by commercials, they are put off. Consumers need to be receptive in order for advertising to work.
- 4 There were cars and logos added digitally to a TV programme and then a related app for smartphones that was activated by the TV programme, so that the consumer could see Lancia advertising and promotions on the two different screens at the same time.
- 8** 1 Spacehop is a company which runs a website to help freelance workers find a space in someone's home to work in for a day. They pay the homeowner for this
- 2 It is part of the sharing economy in that it helps people meet other people who can their share their things, like their home or car, which they don't need to use all the time.
- 3 OfficeRider's clients are digital nomads who are probably young people working with a computer who need some cheap space to work from and also companies which need a meeting place away from their usual office or site.
- 4 The negative side of renting out your room or home is that you don't know who these people are and have no guarantee about how they will behave. They could damage your home or steal things, for example, while you are not there.

## BEC Preliminary

### ■ Pages 36-43

#### Reading

##### Part 1

1 C 2 A 3 B 4 C 5 B

##### Part 2

6 H 7 D 8 C 9 B 10 G

##### Part 3

11 H 12 C 13 F 14 A 15 B

##### Part 4

16 A 17 A 18 C 19 B 20 B 21 B 22 C

##### Part 5

23 C 24 B 25 C 26 C 27 A 28 B

## Part 6

29 B 30 A 31 C 32 A 33 B 34 A 35 C 36 C  
37 B 38 A 39 A 40 B

## Part 7

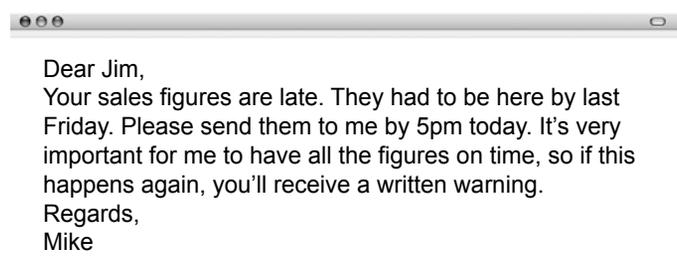
41 screen 44 Mark Webster  
42 13/2/2016 45 (Friday) 17th July  
43 short circuit

## Page 44

### Writing

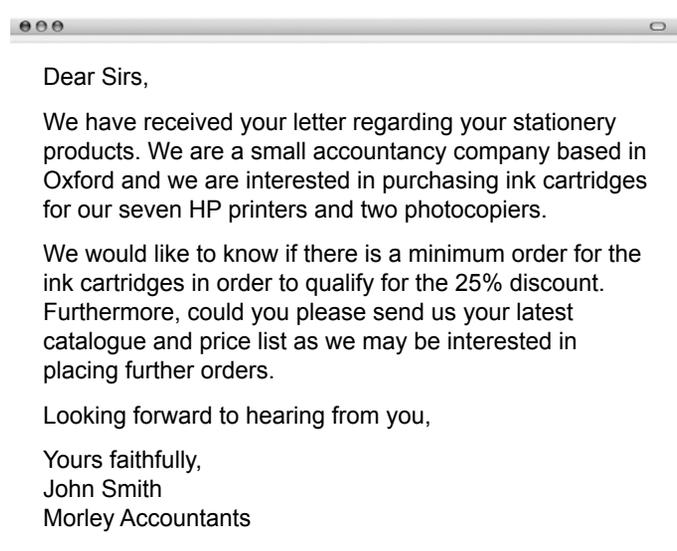
#### Part 1

Sample answer:



Dear Jim,  
Your sales figures are late. They had to be here by last Friday. Please send them to me by 5pm today. It's very important for me to have all the figures on time, so if this happens again, you'll receive a written warning.  
Regards,  
Mike

#### Part 2



Dear Sirs,  
We have received your letter regarding your stationery products. We are a small accountancy company based in Oxford and we are interested in purchasing ink cartridges for our seven HP printers and two photocopiers.  
We would like to know if there is a minimum order for the ink cartridges in order to qualify for the 25% discount. Furthermore, could you please send us your latest catalogue and price list as we may be interested in placing further orders.  
Looking forward to hearing from you,  
Yours faithfully,  
John Smith  
Morley Accountants

## Pages 45-48

### Listening

#### 1 Part 1

Example

- A The ad agency has just sent the schedule for the new campaign.  
B Is it going to start in May, like last year?

A No, they said it was too late. Peak sales are usually in June, so they suggest beginning in April.

B Good idea. I think that would be best. We want to be on top of the competition, don't we?

1

A Did the conference go well?

B Yes. We thought we were going to have to cancel the key note speech, as the man we'd booked had an accident. Luckily we found a replacement at the last minute and he was excellent.

A That was lucky.

B Yes. We did have to call off the barbecue on the last day because of the weather, but I think everyone actually preferred being inside because that meant they could watch the football!

2

A I really don't think we can afford to send this shipment by plane. We're going to have to use road or rail transport this time.

B I agree air freight is expensive, but we don't have much time. The client needs everything urgently and by rail or lorry would take too long. We don't have any choice.

A You're right, I suppose. We can't risk losing this client.

3

Man Did you hear? Last night thieves broke into the electrical shop next door.

Woman Oh no! Did they steal a lot of stuff?

Man There were a lot of TVs in a pile, so I think they wanted to take those but ran out of time. The shop had just had a delivery of games consoles, you know, X Boxes and PlayStations, and all of those were gone. They didn't nick any of the mobile phones, which I thought was strange.

Woman Well, we'd better be extra vigilant now.

4

Man So, can we have another look at these reports this afternoon?

Woman Well, for me that's fine, but I thought you were on the recruitment panel for the job interviews at 2.30? I don't think you'll be finished until at least 6 o'clock.

Man Are you sure? That's tomorrow at 1 p.m., isn't it? Let me check... No, you're right. They changed it and I forgot all about it.

5

**Woman** What is the market share situation? Is there an outright leader?

**Man** Yes, with around 50% and it does not look likely to drop in the near future. The two competitors used to be more equal, with around 25% each, but there's been a change recently with one who has been gaining ground, and has just over a third now.

**Woman** So that weaker company is the one we need to attack.

6

**Man** Jenny Marshall has handed in her notice.

**Woman** Jenny? Are you sure?

**Man** Her Personal Assistant told me. She's leaving at the end of the week.

**Woman** What are the sales team going to do without their director? She was so good at her job. Has the managing director decided who will replace her?

**Man** I don't know, but it will be a tough act to follow.

7

**Woman** What should we give the team as a bonus for all their hard work? We've always given them money but I was wondering if we should choose something different.

**Man** What about a tablet? It would be useful for work and their private lives too. Or a weekend away for all the team? You know, a luxury hotel and everything.

**Woman** Sounds lovely, but after all the overtime I don't think they'll want to spend even more time together. No, let's stick with what we always do. Everyone can spend it how they like then.

8

**Man** How was the meeting?

**Woman** OK. The usual. But they had another go at us about uniform and standards to be kept. There have been a few complaints about the appearance of some of the sales assistants.

**Man** Again? I can't believe they haven't been fired. It's really going to affect morale soon unless they do something about it.

**Woman** At least they weren't on about declining sales for once. That's all we normally hear.

1 C 2 B 3 C 4 B 5 A 6 A 7 C 8 C

2 Part 2

**Male Assistant** I just wanted to confirm the final details of your trip to the UK. We managed to set up some appointments in Manchester too, so you'll be going there as well as London.

**Female Manager** So am I still leaving on the 13th or earlier?

**Male Assistant** No, it's actually the 14th now. And you'll be back on the 24th April. The flight details are all here. Flight AA759 at 21.15 to London and return flight AA758 leaving at 16.30.

**Female Manager** Thanks. Did you manage to book the Grosvenor Hotel again in London, like last time?

**Male Assistant** Sorry, no. I chose the Park Lane Hotel this time. It's right in the centre and is close to where all your meetings are.

**Female Manager** I'm sure it will be fine. The presentation is on Friday, isn't it?

**Male Assistant** Yes. We've had over 150 confirmations so far. Everyone is really interested in this new medicine and can't wait to learn more about it. I've backed up your presentation on your laptop and flash drive.

**Female Manager** Great. By the way, I need to confirm a meeting with Mr Koomann from GB Enterprises. Could you see where it could fit into my schedule?

**Male Assistant** Sure. Is that spelt Q U M...

**Female Manager** No. It's K-DOUBLE O-M-A-DOUBLE N.

**Male Assistant** Right. Do you need me to do anything else?

**Female Manager** I can't think of anything else at the moment. Thanks.

9 Manchester  
 10 14th  
 11 AA759  
 12 Park Lane

13 Friday  
 14 medicine  
 15 Kooman

### 3 Part 3

Welcome to W.P.M. Engineering. We're happy to have you here and we hope you will enjoy your internship with us. After a short welcome and presentation of the company by the Managing Director, Mr Mark Wokington, we'll have a coffee break. For the rest of the morning you will be shown around the offices, labs and factory. Please note that none of you are authorised to go into the R&D department yet. It has to remain off limits for reasons of security, which I'm sure you understand. After a short break for lunch, you will be divided into four groups to look more in detail at the areas you have been assigned to and to meet your mentors for the next six months.

Now, just a few practical things before I hand over to the Managing Director. Hours are from 8.30-5.30 and you will have five hours a week, at the time which is most convenient for you and your team, to work on your projects. Lunch is from 12.30 to 1.30 and during your time with us, you can either use the canteen at subsidised rates, or bring your own packed lunch. We offer a free shuttle bus service from North Street station, so if you intend to use this you will need to contact Mr Drake about a pass. If you come by car, please be careful not to park in any of the numbered spaces in the car park as these are reserved for directors. There is Wi-fi™ access across the whole site, and you will be given the password later. There is a separate password for our software system, which you will have to change weekly, and there will be a training session tomorrow morning on how to use the system.

- |                      |                |
|----------------------|----------------|
| 16 Managing Director | 20 shuttle bus |
| 17 R&D               | 21 numbered    |
| 18 (your) mentors    | 22 password    |
| 19 canteen           |                |

### 4 Part 4

**Derek** Carol, here are the three new designs for the company name and logo. Shall we have a look at them?

**Carol** Absolutely. I can't wait to see what they've come up with. It's about time we changed our image to reflect the changes in the company. The logo's been the same since the company was founded and it just produced carpets. We're much more than a carpet manufacturer now. Did they choose that new graphics agency I proposed?

**Derek** Our old advertising agency wanted to have a go, but we haven't been impressed recently with their work, so yes, we went with that company you mentioned. We just didn't have the time to do it here in-house, although we would have had some good ideas.

**Carol** Yes, that would have been interesting. You'd have had some great ideas.

**Derek** I know, but I'm going to be involved in the new image in other ways so it's not a problem for me.

**Carol** OK. Let's see.

**Derek** What's your first impression?

**Carol** I love the geometric one. It's really bright and colourful.

**Derek** Yes, it looks good when it's this size but there are so many details I think that if we made it smaller and in black and white, for example on our letterheads and business cards, it would look a mess and wouldn't work well. It does have a lot of potential though.

**Carol** The second one, this one here with the fancy letters, is just old fashioned.

**Derek** I suppose it shows some continuity with the old design, so it's recognisable to our old customers, but you're right it's not exactly cutting edge 21st century design.

**Carol** Anyway, I hope it's not too little too late.

**Derek** What do you mean?

**Carol** Exports have dropped again this quarter and we're rapidly losing clients to our competitors. Our market share has fallen dramatically in the last six months. That's the most serious thing we need to face and that's why I don't think an image overhaul is going to be enough.

**Derek** Remember, we have got those two new items which are nearly ready to be launched and they are completely new and innovative. No one will be expecting something like that from us. We have to have the right image to go along with this change in direction for our products.

**Carol** So are we waiting for the new product launch and doing the new company image together with that?

**Derek** Yes, a complete new image is what we need. Carpets are still important, but, like you said, we're much more than a carpet manufacturer now. We produce many other types of flooring as well as furniture,

however a large percentage of the public only associates us with the products we first sold in the 1980s and don't realise how much we've diversified. It's been a problem for a long time, but finally we're doing something about it.

**Carol** I see what you mean. Do you think the new organisation of the sales department will help?

**Derek** Absolutely. Getting a new director last month was an excellent decision and the training course he's going to set up for the coming weeks will help enormously. Many of the sales reps are just too laidback and not proactive enough.

**Carol** So, how can I get involved more in this new look? I'd love to help.

23 A 24 B 25 A 26 B 27 C 28 C 29 A  
30 B

## BEC Vantage

### Pages 56-62

#### Reading

##### Part 1

1 A 2 D 3 B 4 A 5 C 6 D 7 C

##### Part 2

8 G 9 E 10 C 11 A 12 D

##### Part 3

13 D 14 C 15 B 16 B 17 A 18 C

##### Part 4

19 A 20 C 21 B 22 D 23 B 24 A 25 C 26 D  
27 B 28 B 29 D 30 A 31 C 32 C 33 B

##### Part 5

34 with 35 much 36 correct 37 correct 38 that  
39 so 40 to 41 can 42 have 43 correct 44 will  
45 correct

## Pages 64-66

### Listening

#### Part 1

1 5

**Announcer** Part One - Conversation 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.

**Answering service** The person you are calling is not available. Please leave a message at the tone.

**Margaret**

Hi John. This is Margaret. I wanted to tell you that the new training manuals are nearly ready but I need to discuss the introduction and cover before we print the final version. Are you going to write the introduction this time or shall we have the CEO do it again? And I've got a great new design for the cover. Personally I think it's about time we changed it. It's so old-fashioned - we must have been using it for the last 10 years at least! I'll send you the image by email but you need to let me know by tomorrow morning what you want to do as I have to tell the printers. The first course starts on 11th June and we can't risk not having the manuals ready, can we? I'll wait for your phone call or email this afternoon or tomorrow morning at the latest, OK?

1 training  
2 introduction

3 design  
4 tomorrow morning

2 6

**Telephonist** Good morning. Gregg's Cleaners. How can I help you?

**Mr Waverly** Hello. This is Brian Waverly from Green, Black and Associates. I'd like to have a quote for cleaning our offices.

**Telephonist** Certainly, Mr Waverly. First, could you tell me where your offices are and how big they are.

**Mr Waverly** Right, we're in the centre of Salford Business Park, opposite the main bus stop. And we have offices on the first and second floors.

**Telephonist** Do you know how many square feet?

**Mr Waverly** Mmm, I'm not sure offhand. I expect it's around 5,200 square feet.

**Telephonist** That's fine. We'll come and see the premises anyway in order to give you a precise quote. Is a once-a-week service sufficient?

**Mr Waverly** Yes, that's what we have at the moment.

**Telephonist** And is there anything we should be aware of?

**Mr Waverly** It's important for us to know that you will use eco-friendly products.

**Telephonist** We use a range of environmentally friendly cleaning products as standard, so that won't be a problem. Can I ask how you heard about our company?

**Mr Waverly** We saw your ad in the Business Park Newsletter and as we are not satisfied with our current service, we thought we'd contact you.

**Telephonist** I can assure you that we offer an excellent standard of service at very competitive rates. When could we arrange a visit in order to...?

- 5 Green Black
- 6 Business Park
- 7 5,200
- 8 eco-friendly (environmentally friendly)

### 3 7

**Telephonist** Good afternoon. Winthorpe Pet Supplies. Mike speaking.

**Ms Wilkinson** Good afternoon. This is Claire Wilkinson and I'm calling about a problem with a delivery we've just received.

**Telephonist** Could you give me the name of the company and the order number?

**Ms Wilkinson** Yes, I'm calling from Pete's Pets and the order number's WP 175/8.

**Telephonist** Thank you. Just a moment while I call up the details on the screen... So you said there was a problem with your order.

**Ms Wilkinson** Yes. We ordered 50 boxes of Premium Puppy Food and 50 of Premium Dog Food, but we also received 50 boxes of cat food which we didn't order.

**Telephonist** I see. I expect there was a mix up in the packing department. Would you be interested in keeping these extra products at a discount?

**Ms Wilkinson** No, not at all. We don't have the clients for them.

**Telephonist** I understand. That's not a problem. I'll have our delivery guy come and pick them up in the next couple of days.

**Ms Wilkinson** That's fine, but not on Thursday as we're shut. It'd be best on Friday.

**Telephonist** OK, we'll make it Friday but if there are any changes I'll call and let you know.

**Ms Wilkinson** By the way, it would be best to ring me on my mobile if you need to contact me urgently, rather than the shop phone number. Do you have the number?

**Telephonist** Yes, I can see that here in our files.

- 9 WP 175
- 10 cat food

- 11 Friday
- 12 mobile (phone)

## Part 2

### 1 8

**Announcer** Part Two - Section One  
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.

- 1 When I got this job, I was quite worried about all the objectives and goals that we were given for each month, quarter and year. It seemed that it would be impossible to keep track of

them all, let alone actually achieve them. But I managed to meet my first target without too many problems and it was a really satisfying feeling.

- 2 During the credit crunch, it was quite a difficult thing to achieve but we realised that if we wanted to continue we had to get new business from somewhere outside our country. It wasn't easy to convince our first European client to come on board but, after a lot of negotiations and discussions, we finally convinced them and we've successfully been doing business together ever since.
- 3 I couldn't believe it when they told me. I'd applied for a position in a different department a few weeks' earlier but they didn't give me the job. I was really disappointed. Then last week, my manager called me into his office and told me he had been appointed Director and I was going to have his job. So a move up the career ladder after all!
- 4 I was just so pleased when it went so well. Everyone seemed happy and very interested and I had a lot of positive feedback during the question and answer session at the end. It made all my hard work worthwhile – the planning, making the slides, practising in front of the mirror – and I wasn't actually as nervous as I thought I'd be standing up to speak in front of all those people.
- 5 Many people in this sector concentrate on winning awards and being nominated as the best this or that, and they forget about how important the bottom line is. I know I'm a workaholic but I get much more satisfaction from working all hours and seeing my company turnover and profits go up every year than I do from seeing my face in the press for having won an award.

13 D 14 H 15 A 16 E 17 F

2  9

**Announcer** Part Two – Section Two  
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.

- 1 So, based on our research and analysis, our proposal is to update the packaging. Currently it does not reflect the quality of your product and it needs to be updated for today's marketplace. We suggest a high class, sophisticated packaging in line with the rest of your merchandise, such as this example here.
- 2 Please remember that we are not allowed to accept any more orders from the clients on this list until they have settled their outstanding payments. I know I've already sent a memo through to you all about this, but I just wanted to repeat it again. The management is going to get even tougher in the future, so we're going to consider introducing more stringent credit checks too.
- 3 It's so frustrating. We can't work out where we're going wrong. We had a meeting of all the sales managers last week and looked at all their proposals. We've also spoken to our long-standing clients but just can't seem to find a solution. I know you've had a lot of experience in similar situations, what do you suggest we do?
- 4 We'll cancel the meeting for tomorrow then, since we need to wait for the complete figures from the sales team and the recommendations from our market analysts. There's been a slight delay but it should all be ready by next Wednesday. So, I think if we set things up for Friday morning that'll give us enough time to go through everything beforehand. Is that OK with everyone?
- 5 It is difficult to know what to do when a customer complains in this kind of situation. The saying goes 'the customer is always right', and, although in this case he was obviously wrong, I think you should have handled the situation differently. If I were you, I'd try to be a little more polite. And you should stay calm at all times. In this way, you ought to be able to find a solution much more quickly.

18 B 19 G 20 E 21 F 22 D

Part 3

1 10

**Announcer** Part Three

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.

**Interviewer** Tonight we're talking about whether multinationals can be ethical. I know that many of our listeners think that the words multinational and ethics don't go together so I'm sure we're in for an interesting live debate on tonight's show. Our first guest is Mr Evans, a spokesman for the fast-food company McDonalds.

**Mr Evans** Good evening.

**Interviewer** To start off, could you tell us a bit about the history of the McDonald's company?

**Mr Evans** Of course. It all began with two brothers - Richard and Maurice McDonald - in California. They started out with a small restaurant in 1940, gradually increasing the number of their restaurants until Ray Kroc, who opened a franchise restaurant in 1955, bought the company from them. He developed the company to be the world's largest food service retailing chain.

**Interviewer** Right. How does McDonalds treat its employees and suppliers?

**Mr Evans** Well, first of all I'd like to say that we were named one of the world's most ethical companies by Ethisphere. This honour recognises a select group of companies that are at the top of their industries for ethical leadership.

**Interviewer** But wasn't that several years ago?

**Mr Evans** Yes, that's true, but we have continued with and improved all aspects of our ethical leadership since then. Our ethic is to treat our franchise operators and suppliers with respect, fairness and honesty. We have fair employment practices and provide a safe, healthful and productive work environment for our employees. We also make every effort to ensure that all our suppliers

are committed to doing business in a responsible and ethical manner.

**Interviewer** And what about the company's tradition of community projects?

**Mr Evans** Yes, this is one of our great strengths. Our company, employees and operators donate millions of dollars and countless hours to charitable organisations around the world, particularly those that address the needs of children.

**Interviewer** Now, looking at some recent news reports regarding your suppliers in...

23 C 24 A 25 B 26 B 27 C 28 A 29 C 30 B

**BUSINESS ENGLISH CONVERSATION**

**Page 74**

- 1 2 leave                      5 keep                      8 get
- 3 hear                        6 call                        9 say
- 4 hold                        7 want, press            10 hang, try

- 2 Possible answers:
- 2 She's on maternity leave at the moment.
  - 3 I'm afraid I'm in a meeting. Can I call you back?
  - 4 Hello Peter, it's Fiona. Please call me back as soon as you can.
  - 5 Please could you spell your name?
  - 6 I'm sorry I didn't catch the number. Did you say fifteen or fifty?

- 3 2 on 3 on 4 about 5 on 6 in 7 on 8 to

- 4 1 d 2 g 3 b 4 f 5 h 6 e 7 a 8 c

- 5 2 I'll tell him you called.
- 3 If I find the information, I'll let you know immediately.
  - 4 If Peter doesn't come back from sick leave soon, we'll need to find a replacement.
  - 5 If you push that button, you'll disconnect the caller.
  - 6 What will you do if you don't find Sergei's number?

- 6 2 handset                      6 hang
- 3 toll-free                      7 turn off
  - 4 This is                        8 area
  - 5 get

7 1 e 2 g 3 h 4 a 5 d 6 b 7 f 8 c

8 13

- A Hello.  
B Hello, can I speak to Tarmo Star, please?  
A Speaking.  
B Hi Tarmo. Did you get my message?  
A Yes I did. You'd like me to send directions to the office.  
B Yes that's right.  
A Could you send them today?  
B Of course. I'll do it now.  
A Thanks, Tarmo. See you soon.

h, a, b, f, k, g, i, j, e, d, c, l

## Page 82

1 2 on 3 in 4 by 5 in 6 in 7 by 8 in 9 on 10 in

- 2 2 registration  
3 site  
4 lift  
5 profit  
6 demand  
7 partnership  
8 reputation

3 1 e 2 a 3 b 4 h 5 c 6 g 7 d 8 f

4 Possible answers:

- 1 Turn immediately left. Cross the river and when you come to the roundabout take the first exit. Then take the first right and park in the company car park which is in front of the office building.  
2 Walk back towards the washroom and then turn right down the corridor. Turn right at the first set of desks. B's desk is the third one on the left, just before the conference room.

5 Possible questions:

- 2 How many people do you employ? / How many people work for the company?  
3 Are you a partnership?  
4 How long have you been here/on this site?  
5 Do you like working here? / Do you like the working atmosphere?  
6 Where is your biggest market?  
7 Who are your biggest/main competitors?  
8 Can you tell me how to get to the factory?

6 Possible answers:

- 2 I've left my car in a reserved space.  
3 Could you tell me how to get to the main office?  
4 I'd like to introduce you to our Marketing Manager.  
5 Did you have a good journey?  
6 When was the company set up?  
7 We are among the largest manufacturers in the region.  
8 We have an excellent reputation in the market.

7 17

- A Hi, good to see you again. How was your journey?  
B Slow. The traffic was terrible. But thanks for sending me the directions - I would have got lost if I'd followed the satnav.  
A Yes, there is a new road layout and visitors often get lost trying to find us. So, remind me who you were you working for before you applied for this job?  
B It was a small engineering company with just fifteen employees. I really enjoyed it and the location was great - it was very near the centre of Bristol in the west of England. It's a good company but I was looking for more challenges.  
A Well you will certainly find them here! So, if you could sign in, I'll take you up to our conference room. The team is looking forward to meeting you. How is your Russian by the way? We've just set up a new office in Kazan.  
B It's not bad. I can get by. We had a couple of projects going on near Moscow, so I was in regular contact with our Russian team.  
A That's great. So, let's take the lift up to the seventh floor.

1 T 2 F 3 T 4 F 5 F 6 T 7 F 8 F

## Page 88

- 1 2 living 6 jobs  
3 excellent 7 level  
4 mix 8 medical  
5 retirement
- 2 2 redundant 7 owners  
3 development 8 leadership  
4 insurance 9 promotion  
5 retire 10 challenging/  
6 stressful responsibilities

3 2 a 3 i 4 b 5 f 6 g 7 d 8 j 9 c 10 h

4 2 for 3 to 4 of 5 for 6 about 7 of 8 of

**5 Across**

- 1 agency
- 3 takeaway
- 5 canteen
- 7 weekly
- 8 cost

**Down**

- 2 graduate
- 4 allowance
- 6 takeover
- 9 so

6 1 h 2 f 3 a 4 b 5 e 6 c 7 g 8 d

7 2 So did I. 6 Neither was I.  
3 Neither am I. 7 So was I.  
4 So do I. 8 So am I.  
5 Neither do I.

8  20

- A Tell me something about what you did in your previous company.
- B I worked in Customer Service. I was mainly responsible for customers in Argentina, Brazil and Columbia. I handled order enquiries and complaints.
- A Do you speak Spanish and Portuguese?
- B Yes, I lived in Brazil for five years and my mother is Columbian.
- A That would be very useful for us. So have you had much experience working with transport companies?
- B Some. We had a Logistics department in my previous company that handled transport and distribution but I had to liaise with them on a regular basis.
- A So how do you feel about getting more involved in the transportation side of the business? In this job, you would need to work directly with forwarding agents and our hauliers.
- B Sorry, what do you mean by 'hauliers'?
- A I mean the companies, and some individuals, that deliver our goods by truck.

- 1 Argentina, Brazil and Columbia
- 2 Spanish and Portuguese
- 3 She lived there for five years.
- 4 She had regular contact with them.
- 5 She defines 'hauliers' as companies or individuals that deliver goods by truck.

## Page 94

1 2 by 3 up 4 with 5 between 6 by 7 in 8 down

2 Possible answers:

- 2 Could you bear with me for a moment?
- 3 Are there any questions so far?
- 4 At this point on the graph you can see.../This shows...
- 5 I'd like to finish by thanking you all for coming.

3 1 g 2 a 3 b 4 e 5 c 6 f 7 h 8 i 9 d

4 Up: 1, 2, 4, 7, 8, 9  
Down: 3, 6, 10  
The same: 5, 11, 12

5 2 question 6 rate  
3 trend 7 fall/decline  
4 point 8 point/level  
5 picture 9 period

6 2 say 3 catch 4 repeat 5 bear 6 Take  
7 give 8 show 9 fall 10 account

7  23

- 1 The graph shows how sales have increased this year. Sales were very poor at the beginning of the year but they began to pick up in March and reached a peak in December. The outlook is very healthy.
- 2 This has been a difficult year for the company. As you can see, the chart shows the dramatic fall in production at the beginning of the year. Things began to improve but in June there was a serious fire in our factory and this accounts for the sharp fall in production at that time. The situation hasn't changed very much since then.
- 3 As you can see, we're looking at a growth rate of between 2 and 5 per cent in the three-month period, October to December. We're forecasting that this will be up on last year. We are quite happy with the situation.

1 b 2 c 3 a

## Page 102

1 2 make 5 happen 8 report  
3 cause 6 abandon 9 give  
4 miss 7 leave 10 cover



- A** Where are you going for your holiday this year?  
**B** To the UK. We're staying in a small hotel in Hereford.  
**A** Why Hereford?  
**B** Why not? It's a beautiful part of the world.  
**A** What are you going to do while you're there?  
**B** We're planning to do some walking and there are some excellent places to eat and we have some friends who live there. You must go there.  
**A** Maybe next year.

d, h, e, g, b, c, f, a, i, j, l, k

## Page 114

- 1** 2 reservation                      6 bathroom  
 3 crossed                              7 balcony  
 4 identification                      8 aisle  
 5 lucky                                  9 missed
- 2** Possible answers:  
 2 I'd like a window seat, please, in the exit row if possible.  
 3 I'd like to reserve a double room for two nights, please.  
 4 Good afternoon. I have a reservation in the name of Badger.  
 5 I'm just phoning to say my flight has been delayed.  
 6 Excuse me, I have a connection to Dublin at 5:30. Will I have time to catch the flight?
- 3** 2 in 3 in 4 under 5 in 6 for 7 in/on 8 with  
 9 on/with
- 4** 1 d 2 a 3 f 4 b 5 g 6 c 7 h 8 e
- 5** Possible answers:  
 2 Is the seat reservation included in the price?  
 3 I'll be there about 11 p.m., perhaps later.  
 4 I'd prefer to pay in cash.  
 5 There will be a car waiting for you outside the terminal.  
 6 I'll call you if I miss the flight.
- 6** 3 My luggage was put in the hold.  
 4 The room hasn't been cleaned today.  
 5 The form has already been filled in.  
 6 The taxi was booked last night.  
 7 My flight was cancelled.  
 8 I was given a first class ticket.

- 1** **A** Can I have your name, please?  
**B** It's Ahmed Salem.  
**2** **A** I'd like to book a room for Tuesday night.  
**B** A single or a double?  
**3** **A** I hope you catch the flight.  
**B** Thanks. Wish me luck!  
**4** **A** I've missed my connection.  
**B** When's the next flight?  
**5** **A** Can I pay by credit card?  
**B** Yes, of course.  
**6** **A** The TV in my room doesn't work.  
**B** I'll send someone to look at it.  
**7** **A** Can I see your passport, please?  
**B** Yes, of course. Here you are.  
**8** **A** Where do I need to sign?  
**B** Here, please.

- 1 Can I have your name  
 2 I'd like to book a room  
 3 catch the flight  
 4 missed my connection  
 5 pay by credit card  
 6 doesn't work.  
 7 Here you are.  
 8 do I need to sign?