

Key

Listening Part 1

1 Write the nouns in the correct column in the table.

Business events	Business event venues	Business verbs	Reasons for complaints	Business sectors	Personal qualities
workshop seminar trade fair award ceremony	university conference centre hotel concert hall	dispatch authorise supervise coordinate	faulty delayed damaged incomplete	advertising construction manufacturing journalism	flexible punctual ambitious enthusiastic

2 Complete the sentences with a word from Exercise 1.

- 1 construction – the construction sector includes all types of building work
- 2 dispatch – this has a similar meaning to ‘send’.
- 3 punctual – if a person is punctual, it means they’re always on time
- 4 incomplete – if something is incomplete, some of it is missing
- 5 hotel – a hotel makes a good location for a business event
- 6 workshop – at a workshop people do practical activities like creating materials

3 Listen and choose the correct information.

- 1 Accounts Manager – The caller spoke to the Managing Director yesterday who said she needed to talk to the Accounts Manager about the issue.
- 2 printer – The laptop has just launched and the printer will launch in two months, in June, so later this year.
- 3 R & D – The man went to the seminar on improving efficiency and the woman to the one about Research and Development (R & D).
- 4 Station – The man guesses that it’s at the Station Hotel and he was right.
- 5 shorts – The T-shirts were missing in the last order and the shorts in the most recent one.
- 6 Asia – The company already has branches in Africa and is moving into Asia next.

4 B

Listen and write down the correct information.

- 1 accounts – The speaker says that it’s preferable for candidates to have had marketing experience but they must have 1 year’s experience in accounts.
- 2 noise – The speaker says that the noise is a problem whereas the driving has received positive comments.
- 3 holidays – The speaker says that staff objected to the policy about pay scales but approved the policy relating to holidays.
- 4 repayment date – The speaker says the bank are happy with the amount the company will borrow but need to check the repayment date.
- 5 sponsorship – The speaker says he’d be comfortable talking about import export but that the lecture’s actually about sponsorship.

5 B

Listen and complete the verbs and numbers in the sentences.

- 1 fallen; 2.7% - Absenteeism increased last year but has fallen this year to 2.7%.
- 2 increased; 1.6% - National salaries increased by 1.6% compared to 2.4 % at the company.
- 3 gone up; \$72,000 – The government increased fines from \$45,000 to \$72,000.
- 4 postponed; 2nd April – The production manager's flight was delayed so the meeting has been postponed until 2nd April.

Listening Part 2

- 1 Listen to the recording for Speaker 1 talking about a recent problem she had at work. Decide which problem she is talking about. Write the correct letter in the box: D

- 2 Listen again and study the recording script for Speaker 1.

A Which option (A – H) does each underlined section relate to? (from left to right): H, E, D, A

B Why is D correct?

Because the woman says she was working on the latest figures for her department and left them at home.

Why are A, E and H wrong?

A: This refers to what her Sales Director could have done on a previous occasion, but didn't.

E: This refers to a previous appointment, which she was late for but didn't miss.

H: This refers to a previous appointment, not this meeting.

Now listen to the recording for Speaker 2. Which problem (A – H) is he talking about? Write the correct letter in the box.

C

3

- A Listen to the recording again and check your answer.

C

- B Identify the section(s) of the recording script that give you the answer.

'I don't know why, but I just kept thinking about all the things I needed to do at home instead of focussing on the report.'

- C Identify the section(s) of the recording script which could lead you to choose a wrong answer. Underline these parts of the text as shown in exercise 2.

B – I really thought I wouldn't be able to get it done in time.

B/E/H – I've got an important meeting today

H – I worked late last night

4 G

Listening Part 3

- 1** A Which is the correct answer, A, B or C? C
Why? Because the money she inherited enabled her to set up her new company.
B Why are the other two options wrong?
A – Because she liked working for her previous company and they treated her well.
B – Because she'd always worked in the food industry and still does, and she had no intention of changing to anything new.
- 2** A Which is the correct answer, A, B or C? B
Why? Because Sophie says she couldn't have set up the business without learning about the financial aspects of running a business
B What is the cue for this question? The interviewer's question: 'As it was your first experience of starting a new business, presumably you got lots of advice about this...'
C Why are the other two answers wrong?
A – Because Sophie says she hasn't had time to do this so doesn't think it's essential.
C – Because Sophie only employed two people to begin with, both of whom she knew and trusted.
- 3** and **4** Listen and decide if these sentences are TRUE or FALSE.
A FALSE – Sophie says that sales are neither rising nor falling.
B FALSE – Sophie says the cost to consumers is lower than before, so prices are falling.
C TRUE – Sophie says that consumer concern has shifted from the chemicals farmers use to how far the food must be transported to arrive in shops and supermarkets
D TRUE – Sophie says that using social media for marketing has brought the greatest returns.
E FALSE – Sophie says the approach wasn't a great success.
F FALSE – Sophie says that not all TV advertising is expensive these days.