

Key

Listening Part 1

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

Company departments	Business verbs	Job applications	People in business	Products	Business sectors	Statistics
distribution	communicate	form	staff	toys	retail	market share
administration	organise	interview	client	clothes	catering	sales figures
marketing	manage	advertisement	colleague	laptops	manufacturing	percentage
		CV		engines		fraction

2 Complete the sentences with a word from Exercise 1.

- 1 retail – the retail sector includes all types of shops
- 2 client – a client is a person you do business with
- 3 marketing – marketing includes advertising and promoting products
- 4 interview – an interview is a common way for companies to choose the right people for jobs
- 5 sales figures – the sales figures show how many items you have sold and how much money you have made
- 6 distribution – distribution means how you get your products to customers, e.g. transport

3 B – The speaker says that sales went up (increased) in all three years from 2016 to 2018. Chart B is the only chart that shows this. Data is also given by the speaker to support this.

4 Listen and circle what each speaker actually says.

- 1 can't – the pronunciation of 'can't' is long, like 'car' with 'nt' added on.
- 2 is – 'is' is only one syllable (it would be two syllables for 'isn't')
- 3 should – 'should' is only one syllable (it would be two syllables for 'shouldn't')
- 4 weren't – listen carefully for the 'nt' sounds at the end of 'were'
- 5 could – 'couldn't' is two syllables (it would only be one syllable for 'could')
- 6 would – 'would' is only one syllable (it would be two syllables for 'wouldn't')

5 Listen and choose the option that each speaker says is the best.

- 1 A – The speaker says that 'the majority of customers' (most customers) prefer the design with the tiger.
- 2 A – The speaker says that the kite was their 'biggest-selling product', so this is the best one.
- 3 B – The speaker says that their market share is 40%, which matches with picture B.

6 What expression do the people use to say that something is the biggest or the best. Listen again and complete the sentences.

- 1 majority; rather than
- 2 best-selling; a long way ('by a long way' means 'by a great amount')
- 3 the biggest; in the world

7 Look at these sets of figures and choose which one is the largest.

- 1 C
- 2 B
- 3 C
- 4 A
- 5 C

Listening Part 2

1 Match the numbers and figures with the written form.

- 1 F
- 2 L
- 3 I
- 4 N
- 5 A
- 6 G
- 7 K
- 8 B
- 9 J
- 10 H

2 Complete the sentences using the numbers, figures and dates you hear in the recording.

- 1 DSF29476108
- 2 44 million/44,000,000; 7%/ 7 per cent
- 3 15
- 4 \$76,251
- 5 GX7209
- 6 11th February 2020 / February 11 2020 / 11.(0)2.(20)20

3 Listen to the recording and write down the names you hear.

- 1 Scargill
- 2 Holyfield
- 3 Cartwright
- 4 Jefferson

4 Listen to the recording and choose the correct answer for each question.

- 1 B – The speaker says that 'it [the sales conference] takes place on 19th December. Delegates have to book a place by 16th December and will be back at work by 21st December, so these dates are incorrect.
- 2 C
- 3 A
- 4 C – The speaker says that 'She's [Mrs Trent is] the Sales Manager. She's in a meeting with the Personnel Manager and is a better person to speak to than the Customer Services Manager, so these options are incorrect.

Listening Part 3

1 Put a word from the box into each of the sentences below.

- 1 green
- 2 photograph
- 3 helpdesk
- 4 hospitality
- 5 safety
- 6 Technology
- 7 venue
- 8 pens
- 9 handbook
- 10 photocopy

2 Match words from the box to make as many collocations for each word as possible. Answers can be given in any order.

- 1 line / finance / quality control
- 2 share / leader / value
- 3 damaged / cut-price / luxury
- 4 care / loyalty / base

3 Listen to the short extracts from a talk and complete the missing information.

- 1 China – The people from Japan are coming this month (March), so April is next month, which is when the people from China are coming.
- 2 university – The speaker wanted to book the football stadium but it was unavailable so booked the university instead.
- 3 lab / laboratory – The training centre and production line are going to the new site. The laboratory will be built at the current site.
- 4 technical support – The speaker says they will recruit new technical support staff in the next few weeks.
- 5 dress – The salaries policy has already been updated. They now want comments on the dress policy.

4 Listen and decide if these sentences are TRUE or FALSE.

- 1 TRUE – The speaker says that the meeting will now take place on Thursday.
- 2 FALSE – New chairs are only for employees who have had back problems, so not everybody.
- 3 FALSE – Last year the profits were the highest ever, so they have definitely gone up.
- 4 TRUE – The speaker says they're going to provide an extra 20 spaces so more parking will be available.

Listening Part 4

1 Match the verbs with a sentence that communicates a similar meaning.

- 1 G
- 2 C
- 3 A
- 4 E
- 5 H
- 6 B
- 7 F
- 8 D

2 Complete the sentences using verbs from Exercise 1.

- 1 advise
- 2 experiencing
- 3 caused
- 4 requires

3 Complete the sentences using verbs from Exercise 1.

- 1 doesn't like – The speaker says the manager is good at his job but he wouldn't like to be friends with him
- 2 restaurant – The speaker hopes the company will open a gym but says the company is definitely opening somewhere that staff can buy food and sit and eat (a restaurant).
- 3 health and safety – The speaker says that all staff have already done IT training but some need to learn more about health and safety.
- 4 the delivery service – The speaker says the quality of goods is as good as ever, but how quickly they arrive is causing customers to complain, so the delivery service is the problem.
- 5 supplier – The speaker needs to contact the company that provides fruit for them (a supplier) before customers notice the fruit's not fresh and customers start to complain.

4 Complete the sentences using verbs from Exercise 1.

- 1 C – The man says that the company is considering (thinking about) moving everything abroad, which means to another country.
- 2 A – The woman says that the boss wanted to thank her for a report she wrote, so her boss was pleased with her.
- 3 B – The speaker says that the increased cost of gas and electricity (energy price rises) is large compared to increases in tax (the money they pay to the government) so this is the main reason for the company's increased costs.
- 4 B – The man says that it's the first time they've used the city university to deliver the training - so it's correct that 'a local university' will provide it.