

**Key**

**Listening Part 1**

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

Synonyms for businesses	Company departments	Business verbs	Business documents	Business sectors	Job titles
consortium corporation enterprise partnership	human resources purchasing legal facilities	accumulate implement recruit diversify	budget proposal case study minutes balance sheet	telecommunication hospitality pharmaceutical agriculture	data analyst actuary event planner senior buyer

**2** Complete the sentences with a word from Exercise 1.

- 1 human resources – The human resources (HR) department hires and trains staff at a company.
- 2 diversify – If a company diversifies, it starts making or selling other products or services.
- 3 minutes – This is the document that records what is said and decided in a meeting.
- 4 actuary – An actuary works in insurance, calculating risk and how much customers should pay
- 5 pharmaceutical – The pharmaceutical industry or sector makes drugs and medical supplies.
- 6 partnership – If you go into partnership, you form a business with another person or company.

**3** Listen and choose the correct information.

- 1 Freelance Consultant – The woman worked as a Marketing Manager previously but now works with lots of companies as a Freelance (self-employed) Consultant.
- 2 Technical Knowhow – The man's former company was IT Fundamentals and his new business is called Technical Knowhow.
- 3 Efficiency Measures – The woman's talk is called Organisational Change, but the title of her most recent book is Efficiency Measures.
- 4 Charterhouse – The man says this year's conference is at the Charterhouse Hotel, which is better than the Travelstyle used in previous years.
- 5 Maximising Production Output – The woman says that anyone attending the seminar on Effective Customer Relations should move to another room, and those who are there for Maximising Production Output should stay with her.
- 6 advertising campaign – The company has already printed and sent the brochures but will begin an advertising campaign on Monday.

**4** Listen and write down the correct information.

- 1 warehouse – The company may recruit staff in the sales department in the future but needs new staff in the warehouse now.
- 2 environmentally friendly – The speaker says they've already become more customer-centred, and now need to be more environmentally friendly.
- 3 overheads – The speaker says that they've developed measures for reducing customer complaints and now need to rethink how they bring down overheads.
- 4 city council – The speaker says the MD of an electricity company advised her to contact the city council, who she's now working with to resolve the problem.
- 5 Managing Growth – The speaker changed the title of the lecture from Encouraging Innovation to Managing Growth.
- 6 ambition – The speaker says the company might not survive without more ambition.

## Higher: Listening Key

- 5 Listen and complete the verbs and numbers in the sentences.
- 1 declined; 2.9% - Sickness rates declined from 5.7% to 2.9%.
  - 2 shrunk; 1.5% - During the peak period, profits rose by 5% per year, but that growth has now shrunk by 1.5%.
  - 3 extended; 6 days – Because the trade fair was so successful last year it has been extended to 6 days this time.
  - 4 put back; 1<sup>st</sup> February – The Ethiopian colleagues had issues with their flights, so have put back the meeting to 1<sup>st</sup> February.

### Listening Part 2

- 1 Listen to the recording for Speaker 1 talking about a business meeting he has attended. Decide what the purpose of the meeting was. Write the correct letter in the box.

E

- 2 A Listen again and study the recording script for Speaker 1.  
Which option (A – H) does each underlined section relate to? (from left to right): B, G, F, E

B Why is E correct?

Because the man says he was meeting his manager to discuss a training course that would meet his needs (staff development).

Why are B, F and G wrong?

B: The man didn't get into trouble himself, and the meeting wasn't about another employee being in trouble either.

F: The man says the staff development issue wasn't discussed at his previous appraisal. This wasn't what his recent meeting was about.

G: The manager mentions the budget but this wasn't what the meeting was about.

- 3 Listen to the recording for Speaker 2. What's the purpose of the meeting (A – H) she is talking about? Write the correct letter in the box.

A

4

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

A

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

'I was actually in charge of the negotiations... the final terms of the deal... it was all agreed and signed in a matter of minutes'

- 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 and D – 'complaints about how I handled them... from ... the clients or the colleagues I was with'

F – 'how I performed in the meeting in general'

- 5 A D  
B 'She said that there was so little money left in the budget for training that I wouldn't be able to get the go ahead until next year at the earliest.'  
C B and E – 'I'd been falling behind some of my colleagues in terms of keeping up'  
H – 'for some time'

6 G

### Listening Part 3

- 1 A (from top to bottom) B, C, A  
B Which is the correct answer, A, B or C? C  
Why? Because it says that the price of timber that they use for manufacturing has risen lately.  
C Why are the other two options wrong?  
A – Because she says that the market for the toys Reid's makes is healthy.  
B – Because Reid's moved with the times and embraced internet shopping, it now gets lots of online trade.
- 2 A Which is the correct answer, A, B or C? C  
Why? Because the MD says there were worries that the other company would start trying to impose their way of working onto Reid's, so they would lose their independence.  
B What is the cue for this question? The interviewer's preamble and question: 'I believe you were recently asked to go into partnership with another, larger toy manufacturer. Why did you turn them down?'  
C Why are the other two answers wrong?  
A – Because the MD says that what the other company were offering made it very tempting, financially at least.  
B – Because the MD says that both consumers and others in the industry certainly think highly of them.
- 3 Listen and decide if these sentences are TRUE or FALSE.  
A FALSE – The MD says Reid's has gone against the trend of rising staff turnover elsewhere.  
B FALSE – The MD says that staff who leave tend to do so because of the noisy environment.  
C TRUE – The MD says that wage increases haven't been keeping up with the rise in the cost of living.  
D TRUE – The MD says that they've diversified into making nursery furniture as well as toys.  
E FALSE – The MD says that sales are pretty evenly spread across the whole product range.  
F FALSE – The MD says that Reid's launches new products at a rate that's above the industry average.