

Business English I – Listening paper (25 minutes, 2 pages)

Please observe the procedure and do not use anything but pen and paper.

Allow three minutes to read the first exercise. Then listen to the first recording.

You will have 3 minutes to complete the first exercise. Do the same with the second recording.

Send your scanned paper to jimenezantonio@gmail.com to have it graded.

This paper weighs 20% towards your final mark.

1. Look at the notes below, where some information is missing.

You will hear a manager telephoning Human Resources about vacancies in his department.

For each question 9 – 15, fill in the missing information in the numbered space.

You will hear the conversation twice without any pause.

Customer Services Vacancies

NUMBER OF VACANCIES:	(9) <i>telephone operators</i>
SALARY:	(10) <i>Max. £</i>
TOTAL HOLIDAY (PER ANNUM):	(11) <i>days</i>
JOB REFERENCE:	(12)
JOB START DATE:	(13) <i>2002</i>
LINE MANAGER:	(14) <i>Ms Sue</i>
TEL NUMBER (FOR ENQUIRIES):	(15)

2. You will hear a conversation between a senior manager, called Sue, and her assistant, called David.

For each question, mark one letter (A, B or C) for the correct answer. You will hear the conversation twice.

Sue is particularly pleased about the company

- A receiving an award.
- B increasing its share price.
- C getting a new client.

What is the main cause of the company's rising costs?

- A import taxes
- B publicity
- C premises

Which expenses do they want to reduce?

- A entertainment
- B stationery
- C telephone

More training is required because the company has

- A bought new computer software.
- B recruited new members of staff.
- C increased its range of customers.

How will the company organise the training?

- A send staff to a college
- B use current staff members
- C employ external trainers.

When the next brochure is printed, it will

- A have an improved design.
- B include a new product.
- C contain extra information.

What problem are they experiencing with Johnson's?

- A the quality of goods
- B the high prices
- C the speed of deliveries

What will they do about the problem with Johnson's?

- A send them a letter
- B check every order
- C contact other suppliers