

# Test one

## Part one

### Questions 1-12

- 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.
- After you have listened once, replay each recording.

### Conversation one (questions 1-4)

- Look at the notes below.
- You will hear a woman calling a colleague about a factory visit.

#### Factory visit programme

Visitors-ten European(1)\_\_\_\_\_

9.30 am-meet visitors near the (2)\_\_\_\_\_

Visit to the (3) \_\_\_\_\_

Coffee

Visit to the (4) \_\_\_\_\_ yard

lunch

**Conversation two (questions 5-8)**

- **Look at the form below.**
- **You will hear a woman calling a recruitment agency.**

**A Z RECRUITMENT**

**Company: Fraser-hill**

**Position vacant: (5)\_\_\_\_\_**

**Department: (6)\_\_\_\_\_**

**Minimum salary: £ 21,300**

**PART TWO**

**Question 13-22 section one**

**(Questions 13-17)**

- **You will hear five short recordings.**
- **For each recording, decide what the speaker's strategy is for success in management.**
- **Write one letter (A-H) next to the number of the recording.**
- **Do not use any letter more than once.**

- 13            **A. be the first to state opinion**
- 14            **B. don't respond to others immediately.**
- 15            **C. let people know your plans.**
- 16            **D. prepare for the worst.**
- 17            **E. understand each person's motivation.**
- F. be flexible in your approach.**
- G. don't appear to take things personally.**
- H. win widespread support for your ideas.**

**Section two**

**(Questions 18-22)**

- **For each recording, decide what the speaker's main reason is for making the phone call.**

- 18            **A. to reject a request for a reduction in  
              workload**
- 19            **B. to admit a personal error of judgment**
- 20            **C. to offer advice to a colleague**
- 21            **D. to defend a policy on workplace attendance**
- 22            **E. to make an arrangement with a colleague**

**F. to accept a suggestion for solving a management problem**

**G. to complain about a colleague's mistake**

**H. to ask for assistance with a management problem**

### **Part three**

#### **Questions 23-30**

- You will hear Sophie Garland, the general manager of Daylong Leisure Centres, and James Pinot, the Operations Manager, discussing problems at the Nottingham centre.**

**23. What does Sophie say about the Nottingham centre's problems?**

**A she doesn't know what has caused them.**

**B she hadn't expected Nottingham to have problems.**

**C she doesn't think they will continue for long.**

**24. James says the European division solved a similar problem by**

**A closing some centres.**

**B advertising the centres**

**C investing in the centres.**

**25. Sophie proposes that the Nottingham centre should**

**A be sold to a company in a different sector.**

**B continue to operate as Daylong Centre.**

**C remain a leisure centre but under different ownership.**

**26. James believes that the main cause of the problem is**

**A a change in consumer tastes.**

**B the design of the centres.**

**C the economic situation.**

**27. according to Sophie, advertising would**

**A take time to improve the figures.**

**B produce only temporary results.**

**C improve the company's image.**

**28 . James suggests that part of the solution is to**

**A reduce opening hours.**

**B employ staff on lower wages.**

**C limit the promotional offers.**

**29. The Board wants to sell the Nottingham centre because**

**A. the company's share price has been falling.**

**B. it would fetch a good price.**

**C. they need to compensate for losses.**

**30. Sophie finally agrees to propose to the Board that they**

**A. keep the centre running as normal.**

**B. allocate money for extra promotions.**

**C. give the centre a chance to reduce its costs.**

## **Test two**

### **Part one**

#### **Questions 1-12**

- **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.**
- **After you have listened once, replay each recording.**

#### **Conversation one (questions 1-4)**

- **Look at the notes below.**
- **You will hear the manager of a production company phoning a customer's office.**

<b>Parkinson machine tools</b>
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**Message from: Mary Parsons of Murdoch Ltd**

**For: Sandy Ellis**

**Department: machine (1)\_\_\_\_\_**

**Subject: a new (2)\_\_\_\_\_ machine supplied in July**

**Reason for call: products are being (3) \_\_\_\_\_ due to fault in box assembly mechanism.**

**Acton: we are sending (4) \_\_\_\_\_ early tomorrow.**

**Conversation two**

- **Look at the form below.**
- **You will hear a man telephoning the financial press information service with an order.**

**Financial press information service**

**Order form for reprints**

<b>Publication</b>	<b>Date of issue</b>	<b>Title of reprint required</b>
<b>Finance weekly</b>	<b>13Feb</b>	<b>(5)_____</b>
<b>Finance weekly</b>	<b>13Feb</b>	<b>Best performing</b>

		<b>companies</b>
<b>(6)_____</b>	<b>21 Jan</b>	<b>Stock market trends</b>
<b>Money market</b>	<b>05 Feb</b>	<b>Interest-rate forecasts</b>
<b>Money market</b>	<b>Not known</b>	<b>(7)_____</b>
<b>Other requirements: send new edition of the (8)_____</b>		

**Conversation three (question 9-12)**

- **Look at the notes below.**
- **You will hear a recorded message about a radio programme.**

**The future of business**

**Next week's programme**

**Special guest: max Bruner from the Berlin (9)\_\_\_\_\_**

**Subject of talk: (10) \_\_\_\_\_**

**new starting time (11)\_\_\_\_\_pm.**

**Listener are invited to attend a special (12)\_\_\_\_\_ session**

**( after the programme)**

## **PART TWO**

### **Question 13-22 section one**

**(Questions 13-17)**

- **You will hear five short recordings.**
- **For each recording, decide what the speaker's plan to do in their future career.**
- **Write one letter (A-H) next to the number of the recording.**
- **Do not use any letter more than once.**

**13            A. to get a directorship in a large company**

**14            B. to gain a qualification in business**

**15            C. to become self-employed**

**16            D. to move into marketing**

**17            E. to be an independent financial adviser**

**F. to design innovative models**

**G. to be the best in a particular field**

**H. to advise people in career management**

### **Section two**

**(Questions 18-22)**

- You will hear another five short recordings. Five people are phoning about conference arrangements.
- For each recording, decide what the speaker's purpose is.
- Write one letter (A-H) next to the number of the recording.
- Do not use any letter more than once.

- 18            A. to request travel information
- 19            B. to book a meeting room
- 20            C. to postpone an appointment
- 21            D. to suggest a future change of venues
- 22            E. to ask for a conference programme
- F. to cancel a reservation
- G. to invite a guest speaker
- H. to confirm their attendance

### Part three

#### Question 23-30

- You will hear an interview with Giles Milton, the Operations Director of the National Weather Centre, about this organization's relocation project.
- For each question (23-30), mark one letter (a,b,c) for the correct answer.

**23 the National Weather Centre's most recent customers are**

- A supermarket retailers.**
- B healthcare managers.**
- C maritime and aviation workers.**

**24 why did the centre first consider relocating?**

- A it had sufficient capital to build its own premises.**
- B the lease on its premises was due to expire.**
- C it had outgrown its original premise.**

**25 what conclusion was reached about the eventual choice of location?**

- A the actual physical location was unimportant.**
- B operational costs mattered more than staff preferences.**
- C transport links were the deciding factor.**

**26 why is the Centre confident about retaining staff at its new location?**

- A the centre can now afford to increase salaries.**
- B the location is particularly attractive.**
- C there is less competition from other employers.**

**27 what positive feedback have staff given about the new location?**

- A they find the local amenities impressive.**
- B accommodation is significantly cheaper.**
- C there is pleasant countryside nearby.**

**28 what financial incentive did the local authorities offer the Centre?**

- A a rent-free period**
- B cheap land for sale**
- C reduced business taxes.**

**29. Giles Milton says that the local government**

- A. wants to expand its range of incentives.**
- B. prefers to deal with local businesses.**
- C. hopes the Centre's presence will attract other businesses.**

**30. what additional help is the Centre going to receive from local agencies?**

- A. training to develop employees' IT skills.**
- B. grants for employing school leavers.**
- C. consultants' advice on office design.**

**Test three**

**Part one**

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