



**BUSINESS ENGLISH CERTIFICATE**

**Higher**

Listening

**0353/03**

**Sample Test**

**SUITABLE FOR CANDIDATES WITH SPECIAL REQUIREMENTS**

**INSTRUCTIONS TO CANDIDATES**

**Check your name, centre number and candidate number are on your answer sheet.**

Write your answers on **a separate sheet of paper** together with the number of each question.

Listen carefully to the instructions before each part of the paper.

Answer all the questions.

At the end of the test, hand in both this question paper and your answer sheet.

**INFORMATION FOR CANDIDATES**

There are three parts to the test and you will hear each recording twice.

Each question carries one mark.

The CD will be paused from time to time to give you time to read the questions, and to write and check your answers. Please note that you do not necessarily need to write an answer each time that the CD is paused during a recording.

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## PART ONE

### Questions 1 – 12

You will hear the introduction to a seminar, called the Business Master Class, about the use of Information Technology in the workplace.

For questions 1 – 12, complete the notes, using up to **three** words or a number.

You will hear the recording twice.

### THE BUSINESS MASTER CLASS

#### Seminar notes

##### Arrangements for participants

The event will take place over (1) .....

Seminar organised by (2) .....

The title of the last session will be (3) .....

To use the New City Hotel car park, delegates must obtain a (4) .....

##### Dr Sangalli

Dr Sangalli has advised many (5) .....

The name of his consultancy is (6) .....

He is the author of (7) .....

In Europe, he is the best-known (8) .....

##### The Business Master Class

Two problems for companies:

to become more (9) .....

to establish new (10) .....

Two outcomes of session:

design your own (11) .....

take away documents containing actual (12) .....

## **PART TWO**

### **Questions 13 – 22**

You will hear five business people talking about trips they have recently been on.

#### **TASK ONE - PURPOSE**

For questions **13 – 17**, choose from the list **A – H** the purpose of each trip. For example, if you think the purpose of Speaker 1's trip was to hold job interviews, write B for question **13**.

- A** to supervise staff training
- B** to hold job interviews
- C** to introduce new policy
- D** to visit possible new premises
- E** to observe working practices
- F** to meet a new manager
- G** to sign a new contract
- H** to deal with a complaint

(13) Speaker 1: .....

(14) Speaker 2: .....

(15) Speaker 3: .....

(16) Speaker 4: .....

(17) Speaker 5: .....

## TASK TWO – PROBLEM

For questions **18 – 22**, choose from the list **A – H** the problem each speaker had.

- A** I forgot a document.
- B** My hotel was noisy.
- C** I was late for a meeting.
- D** I didn't understand some figures.
- E** The service at my hotel was bad.
- F** I had some wrong information.
- G** I didn't have an interpreter.
- H** I experienced computer problems.

(18) Speaker 1: .....

(19) Speaker 2: .....

(20) Speaker 3: .....

(21) Speaker 4: .....

(22) Speaker 5: .....

While you listen, you must complete both tasks. You will hear the five extracts twice.

### PART THREE

#### Questions 23 – 30

You will hear part of a conversation between a management consultant and the Human Resources Manager of Jenkins, a company which manufactures children's clothing.

For each question **23 – 30**, choose the answer, **A**, **B** or **C**, which best fits according to what you hear.

You will hear the recording twice.

- 23** What is said about the ownership of Jenkins?
- A** The founder has sold the company to someone else.
  - B** Jenkins has merged with another company.
  - C** There has been no change of ownership.
- 24** What does the Human Resources Manager see as the main external threat to Jenkins?
- A** Their retailers are becoming less willing to pay their prices.
  - B** Consumers are buying more top-of-the-range children's clothes.
  - C** More and more companies are producing children's clothes.
- 25** The Human Resources Manager sees the company's main strength as the fact that
- A** it has several long-term contracts.
  - B** it makes products of high quality.
  - C** its distribution system is efficient.
- 26** The Human Resources Manager believes that Jenkins's main weakness at present is that
- A** the machinery is inadequate for current requirements.
  - B** the management style is out of line with modern demands.
  - C** the relations between management and workers are poor.
- 27** According to the Human Resources Manager, why do many machinists choose to leave?
- A** They think that they can get better paid work elsewhere.
  - B** They feel that too much is expected of them.
  - C** They lack confidence in the company's future.
- 28** When working to produce a batch of clothes
- A** each team is responsible for a particular operation.
  - B** each member of the team produces a complete item.
  - C** each person carries out one part of the production process.

**29** What change has been made to the range of goods?

- A** A smaller number of different items is produced.
- B** Each item is now made in smaller quantities.
- C** Fewer new styles are introduced each year.

**30** What is said about the machinists?

- A** More of their work is falling below the required standard.
- B** Some of them are earning less than they used to.
- C** They have to spend longer learning to operate new machines.

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