



PRACTICE LISTENING TEST ONE

SECTION 1 Questions 1 – 10

Questions 1 – 4

Choose the correct letter from A–C.

Example: How do George and Lisa get to the airport?

- A by taxi
- B by train
- C by bus

ANSWER A

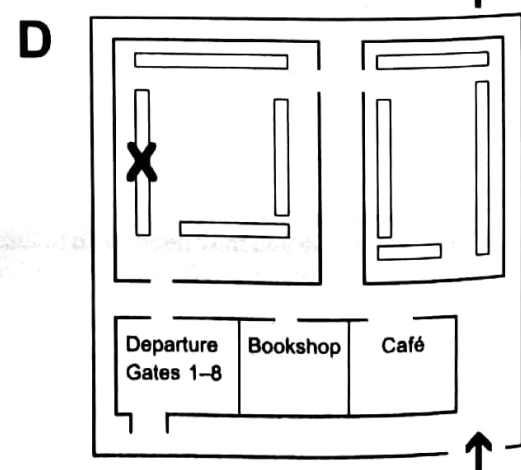
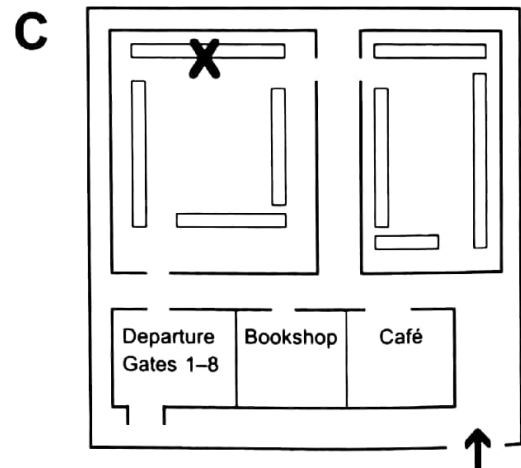
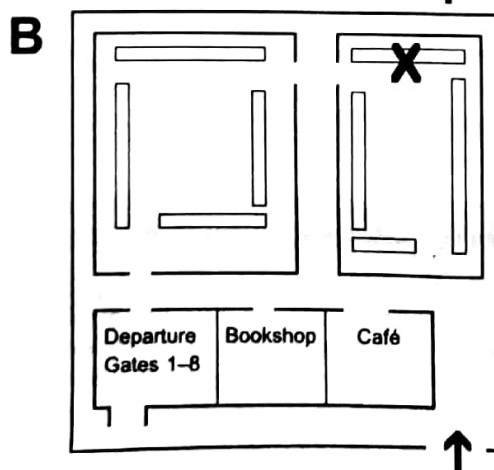
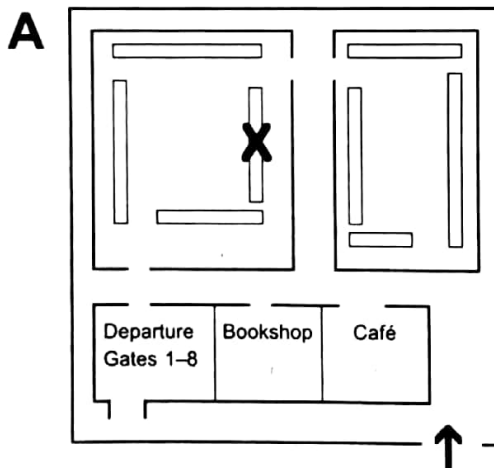
1 What are George and Lisa looking for?

- A a newsagent
- B a café
- C the check-in desk

2 Who do they ask for directions?

- A a man sitting down with a hat on
- B a man on a trolley
- C a man at the check-in desk

3 Where is the FrancAir Check-In desk?



- 4 What does George want to buy before he catches the plane?
- A a book
 - B coffee
 - C a couple of things

Questions 5 – 10

Complete the missing information in the form below.

AMOUNT PAID: (5)	Excess Baggage Declaration Certificate
Given Name: <i>George</i>
Family Name:	(6)
Nationality:	(7)
Destination:	(8)
Contact Number:	(9)
Declaration of Contents:	
 <i>books</i>
 <i>clothes</i>
(10)

SECTION 2 Questions 11 – 20**Questions 11 – 13**

Choose **THREE** letters from **A–F**.

Which **THREE** events have recently taken place?

- A** an earthquake
- B** a tsunami
- C** a giant wave of water
- D** a chain reaction
- E** measuring of the earthquake
- F** airlifting of villagers

Questions 14 & 15

Choose **TWO** letters from **A–E**.

Which **TWO** items below describe the previous disaster in Mandaland?

- A** almost 1000 people killed and large areas devastated
- B** 2000 buildings destroyed and people killed
- C** the economy damaged and buildings destroyed
- D** sea-walls collapsed
- E** thousands killed and long recovery process

Questions 16 – 20

Complete the notes below.

Write **NO MORE THAN THREE WORDS** for each answer.

- **Building reconstruction**

– large buildings near the coast including (16)

– fast and easy exit to the rooftop is a requirement (17)

- **Contact**

– telephone lines (18) (so don't phone direct)

– only contact (19) on the hotline

- **Updates**

– stay tuned for (20)

SECTION 3 Questions 21 – 30

Questions 21 – 25

Write **NO MORE THAN THREE WORDS** for each answer.

21 Which company does Julie work for?

.....

22 What diploma course did Julie take at college?

.....

23 What does Julie like most about her job?

.....

24 What is Julie's main responsibility when on duty?

.....

25 Why does Julie regularly change the time on her watch?

.....

Questions 26 – 30

Complete the table below.

Write **NO MORE THAN THREE WORDS** for each answer.

	Changes	Benefits
seats	(26)	to the consumer
entertainment	(27)	to the consumer
smoking	restrictions	(28) (29)
economy class meals	(30)	to the consumer

Table 1. Improvements to Service on British AirWorld

SECTION 4 Questions 31 – 40**Questions 31 – 34**

Choose the correct letter from **A–D**.

- 31** For each professional area the lecturer discusses
- A** the professional qualifications necessary.
 - B** the available career opportunities.
 - C** the personal skills needed.
 - D** all of the above
- 32** The reception desk in a hotel is described as
- A** impressive at first.
 - B** a switchboard operating system.
 - C** the nervous centre of the hotel.
 - D** the first point of contact with a guest.
- 33** It is essential in front desk and reception work to have
- A** a foreign language.
 - B** a good dictionary.
 - C** switchboard operation skills.
 - D** none of the above
- 34** The lecturer says that a member of a drink and bar service team
- A** need not have a thorough knowledge of wine.
 - B** must not drink on the job.
 - C** can eventually become a wine maker.
 - D** can eventually manage a cellar dealing only with wines.

Questions 35 – 37

Choose **THREE** letters from **A–E**.

Which **THREE** of the following statements are mentioned?

- A** A love of food is essential in restaurant service.
- B** You enter restaurant service as a Grade 1 chef.
- C** The most experienced cook is a Grade A chef.
- D** It takes time to become a Grade 1 or Chief chef.
- E** There is a lot of competition in the top hotels.

Questions 38 – 40

Choose **THREE** letters from **A–E**.

Which **THREE** items will the lecturer continue with?

- A** areas of specialisation
- B** guest relations
- C** choice of core subject
- D** answering questions
- E** introduction to next week's topic

**That is the end of Practice Listening Test One.
You now have 10 minutes to transfer your answers to the Answer Sheet.**