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► Questions 1–10

Questions 1–10

Complete the form below.

Write NO MORE THAN TWO WORDS AND/OR A NUMBER for each answer.

COMPLAINT RECORD FORM

Holiday booked in name of:	1 First name Last name
Address:	Flat 4
	2
	Winchester SO2 4ER
Daytime telephone number:	3
Booking reference:	4
Special offer?	Yes, from 5 company
Insurance?	Yes, had 6 Policy
Type of holiday booked:	7 Break
Date holiday commenced:	8
Details of complaint:	• no 9 at station
	• a 10 was missing

Form completion

Task guide

- This task requires you to complete a form by writing words and numbers that you hear on the recording.
- Read the instructions carefully. Notice how many words you can use to answer each question. The number of words may vary; you may be asked to write one, two or three words in each question. The instructions will also tell you if you need to use a number for your answer.
- Look at the form and think who might complete this form. When you listen to the recording, you will be able to follow which of the two speakers is actually completing the form.
- Do not change the words or numbers you hear. Write down exactly what you hear.
- The questions follow the order in which you hear the information on the recording.
- Form completion tasks in this section may ask you to write names of people or addresses that you have never heard before. These will usually be spelt out for you. Names, which are reasonably common English words, however, will not be spelt out for you.

LISTENING MODULE

READING MODULE

WRITING MODULE

SPEAKING MODULE

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► Questions 11–20

Questions 11–15

Complete the table below.

Choose your answers from the box and write the appropriate letters A–H next to questions 11–15.

- | | |
|---|-----------------------|
| A | driving licence |
| B | flexible working week |
| C | free meals |
| D | heavy lifting |
| E | late shifts |
| F | training certificate |
| G | travel allowance |
| H | website maintenance |

TEMPORARY HOTEL JOBS

JOB	EMPLOYER	NOTES
Reception Assistant	Park Hotel	<ul style="list-style-type: none"> • 11 • foreign languages • 12
General Assistant	Avenue Hotel	<ul style="list-style-type: none"> • low pay • 13 • 14
Catering Assistant	Hotel 56	<ul style="list-style-type: none"> • free uniform • 15 • outside city

Table completion (with choices)

Task guide

- This task requires you to complete a table by selecting from a list of possible answers.
- Some of the information in the table will already be filled in. You can use the location of this information to help you follow the information on the recording.
- You should read the list of possible answers carefully. Some of the options are likely to be similar, and you will need to make sure you choose correctly.
- Do not choose an option simply because it contains one or more words you may hear on the recording. Select your answer according to the meaning of what you hear.
- Write only the letter of the option you choose. Do not copy out the words of the option.
- Sometimes, a gap may have other words before and/or after it. If this is the case, make sure the answer you choose fits grammatically into the gap.
- Possible answers may also be provided for forms and other tasks.
- See also page 12 for another type of table completion task.

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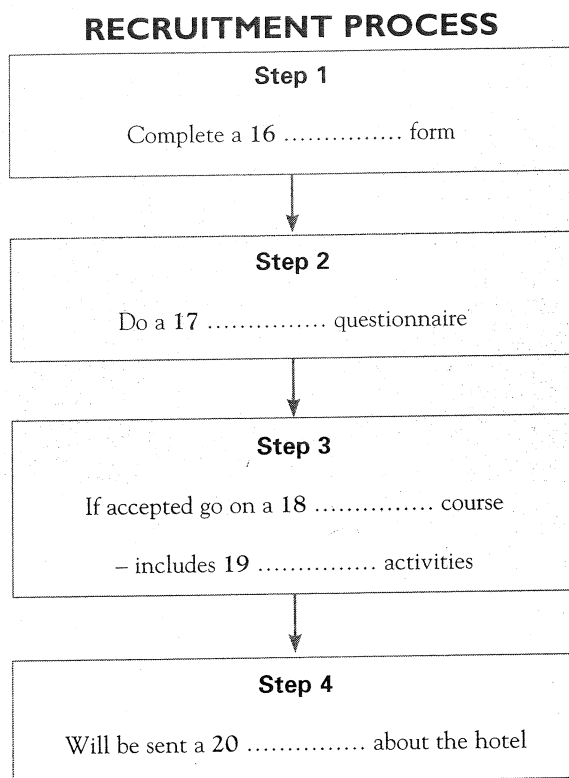
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SECTION 4

Questions 16–20

Complete the flow chart below.

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



Flow chart completion

Task guide

- ▶ This task requires you to complete a flow chart by writing answers that are pieces of information you hear on the recording.
- ▶ The flow chart is used to represent a process, so it is important that you follow the different stages or steps of the process described on the recording.
- ▶ Read the instructions carefully. Notice how many words you can use to answer each question.
- ▶ Make sure that the word(s) you write fit grammatically with the words around the gap.
- ▶ Write exactly the word(s) and/or numbers that you hear. Do not try to change them in any way – your answer will be wrong if you do.
- ▶ It is likely that you will hear more than one piece of information that could seem possible for each gap. Only one will in fact be correct, so listen very carefully.

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▶ Questions 21–30

Questions 21–26

Complete the sentences below.

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

- 21 David feels that progress on the project has been slow because other members of the group are not
- 22 Jane thinks that were not clearly established.
- 23 Dr Wilson suggests that the group use the available from the Resource Centre.
- 24 David doubts that the research will include an adequate
- 25 According to Dr Wilson, the is now the most important thing to focus on.
- 26 Jane believes the group could make more use of some

Sentence completion

Task guide

- ▶ This task requires you to complete sentences by writing in information you hear on the recording.
- ▶ Read the sentences carefully so that you are ready for the information when it occurs on the recording.
- ▶ The questions follow the order of the recording.
- ▶ The order of information within each sentence may be different from that on the recording.
- ▶ The words used in the sentences will usually be synonyms or paraphrases of the words that you hear on the recording – the words will be different, but the meaning will be the same.
- ▶ Read the instructions carefully. Notice how many words you can use to answer each question. If you use more words, your answer will be wrong.
- ▶ For each gap, write the exact words that you hear – do not change their form in any way.
- ▶ After you have filled in the gap, check that the sentence is grammatically correct and makes sense.

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Questions 27–30

Complete the timetable below.

Choose your answers from the box and write the letters A–H next to questions 27–30.

- A Compare photographs at newspaper offices.
- B Interview a local historian.
- C Listen to tapes in the City Library.
- D Study records of shop ownership.
- E Take photographs of the castle area.
- F Talk to the archivist at the City Library.
- G Tour city centre using copies of old maps.
- H Visit an exhibition at the University Library.

MON – WED: FIELD TRIP TO CAMBRIDGE

Mon 22 nd	am	arrive at hotel
	pm	27
Tues 23 rd	am	28
	pm	free time
Wed 24 th	am	29
	pm	30

Timetable completion

Task guide

- ▶ This task requires you to complete a timetable by choosing from a list of possible answers.
- ▶ 'Timetable' can be any kind of timetable, diary, agenda, programme, etc.
- ▶ The speaker(s) on the recording will talk about the events in the timetable in the same order as the timetable you are given to complete.
- ▶ Write only the letter of the option you choose. Do not copy out the words of the option.
- ▶ Read and check the list of possible answers carefully. The possible answers are usually similar, and you need to choose between them.
- ▶ The possible answers are usually listed alphabetically.
- ▶ Sometimes, there may be some discussion among the speakers about exactly what will happen when. If this is the case, make sure that you choose the answer that is the one the speakers agree about, not just one that one of the speakers mentions.
- ▶ You may also encounter a timetable completion task in which you are not given a list of possible answers. In this case, you will have to write in the answers in words and/or numbers, as in table or notes completion tasks.

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▶ Questions 31–40

Questions 31–35

Complete the summary below.

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

THE LONDON EYE

The architects who designed the London Eye originally drew it for a 31 in 1993. Subsequently, they formed a partnership with 32 to develop the project. As the biggest observation wheel ever built, its construction involved 1,700 people in five countries. Most of its components had to be 33, and delivering them had to be coordinated with the 34 in the River Thames. On average, 350 hours a week are spent on maintenance of the Eye, and only 35 is used to clean the glass.

Summary completion

Task guide

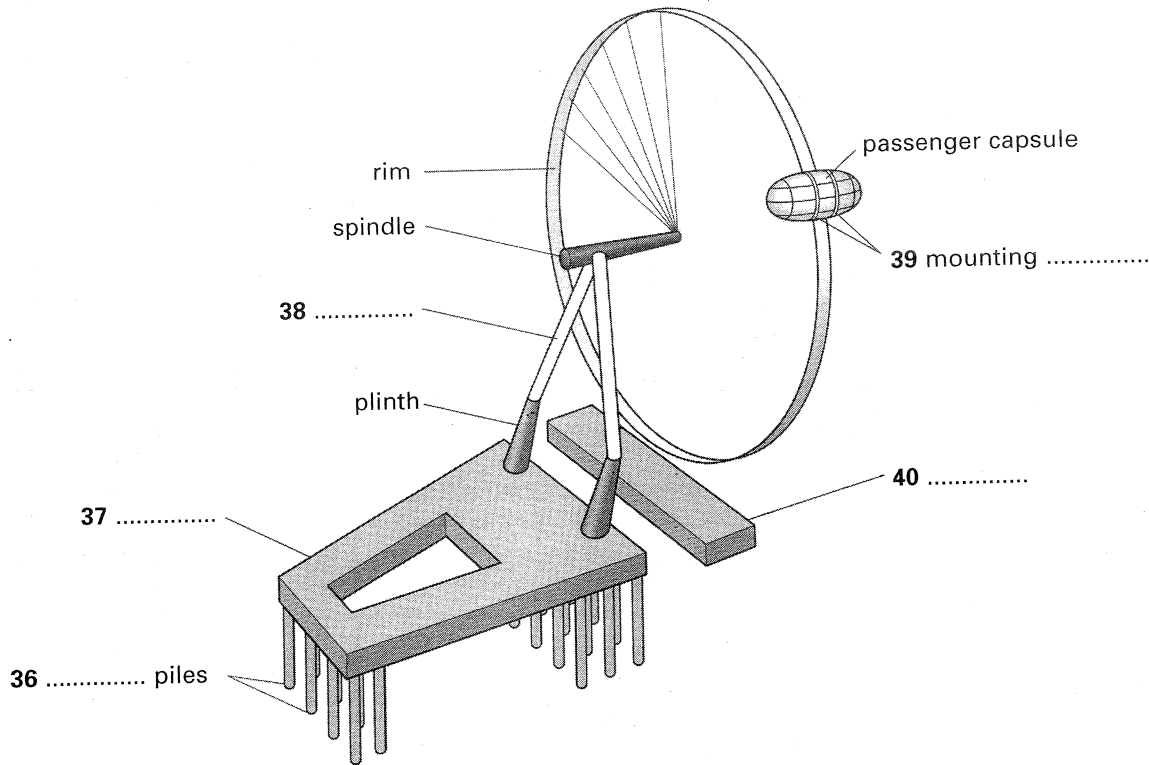
- ▶ This task requires you to complete a summary by writing words you hear on the recording.
- ▶ You should read the summary through before the recording starts so that you have a general understanding.
- ▶ Read the instructions carefully. Notice how many words you can use to answer each question. If you use more words, your answer will be wrong.
- ▶ The questions follow the order of the recording.
- ▶ You can use the information provided in the summary to help you follow the recording.
- ▶ The words used in the given text of the summary will not be the same words as in the recording, but they will have the same meaning.
- ▶ When you complete the summary, don't change the form of the words you hear on the recording.
- ▶ When you read the summary through before listening, you may feel that you can answer some questions from your general knowledge. If this is the case, you must still listen very carefully to check if these are the correct answers on the recording.

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Questions 36–40

Label the diagram below.

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



Labelling a map/plan/diagram (3)

Task guide

- ▶ This task requires you to complete the labelling of a diagram by writing words you hear on the recording.
- ▶ If the words needed for the answers are very technical, they will be provided for you in a list of possible answers.
- ▶ Read the instructions carefully. Notice how many words you can use to answer each question. If you use more words, your answer will be wrong.
- ▶ You may need to write the whole of a label or part of a label.
- ▶ The questions follow the order of the recording.
- ▶ Write the exact word(s) that you hear on the recording. Do not change them in any way.
- ▶ See also pages 8 and 14 for other types of labelling tasks.

