

# Test 5

## LISTENING

### SECTION 1 Questions 1–10

Complete the notes below.

Write **ONE WORD AND/OR A NUMBER** for each answer.

#### FAMILY EXCURSIONS

##### Cruise on a lake

*Example*

- Travel on an old ..... *steamship* .....

- Can take photos of the **1** ..... that surround the lake

##### Farm visit

- Children can help feed the sheep
- Visit can include a 40-minute ride on a **2** .....
- Visitors can walk in the farm's **3** ..... by the lake
- **4** ..... is available at extra cost

##### Cycling trips

- Cyclists explore the Back Road
- A **5** ..... is provided
- Only suitable for cyclists who have some **6** .....
- Bikes can be hired from **7** ..... (near the Cruise Ship Terminal)

- Cyclists need:
  - a repair kit
  - food and drink
  - a **8** ..... (can be hired)
- There are no **9** ..... or accommodation in the area

**Cost**

- Total cost for whole family of cruise and farm visit: **10** \$ .....

## SECTION 2      Questions 11–20

### Questions 11–14

Choose the correct letter, **A**, **B** or **C**.

### Talk to new kitchen assistants

- 11 According to the manager, what do most people like about the job of kitchen assistant?
- A the variety of work
  - B the friendly atmosphere
  - C the opportunities for promotion
- 12 The manager is concerned about some of the new staff's
- A jewellery.
  - B hair styles.
  - C shoes.
- 13 The manager says that the day is likely to be busy for kitchen staff because
- A it is a public holiday.
  - B the head chef is absent.
  - C the restaurant is almost fully booked.
- 14 Only kitchen staff who are 18 or older are allowed to use
- A the waste disposal unit.
  - B the electric mixer.
  - C the meat slicer.

### Questions 15 and 16

Choose **TWO** letters, **A–E**.

According to the manager, which **TWO** things can make the job of kitchen assistant stressful?

- A They have to follow orders immediately.
- B The kitchen gets very hot.
- C They may not be able to take a break.
- D They have to do overtime.
- E The work is physically demanding.

Questions 17–20

What is the responsibility of each of the following restaurant staff?

Choose **FOUR** answers from the box and write the correct letter, **A–F**, next to Questions 17–20.

- | Responsibilities |                  |
|------------------|------------------|
| <b>A</b>         | training courses |
| <b>B</b>         | food stocks      |
| <b>C</b>         | first aid        |
| <b>D</b>         | breakages        |
| <b>E</b>         | staff discounts  |
| <b>F</b>         | timetables       |

**Restaurant staff**

- 17 Joy Parkins .....
- 18 David Field .....
- 19 Dexter Wills .....
- 20 Mike Smith .....

**SECTION 3      Questions 21–30**

*Questions 21–23*

*Choose the correct letter, A, B or C.*

**Paper on Public Libraries**

- 21** What will be the main topic of Trudie and Stewart's paper?
- A** how public library services are organised in different countries
  - B** how changes in society are reflected in public libraries
  - C** how the funding of public libraries has changed
- 22** They agree that one disadvantage of free digitalised books is that
- A** they may take a long time to read.
  - B** they can be difficult to read.
  - C** they are generally old.
- 23** Stewart expects that in the future libraries will
- A** maintain their traditional function.
  - B** become centres for local communities.
  - C** no longer contain any books.

*Questions 24–30*

*Complete the notes below.*

*Write **ONE WORD ONLY** for each answer.*

**Study of local library: possible questions**

- whether it has a **24** ..... of its own
- its policy regarding noise of various kinds
- how it's affected by laws regarding all aspects of **25** .....
- how the design needs to take the **26** ..... of customers into account
- what **27** ..... is required in case of accidents
- why a famous person's **28** ..... is located in the library
- whether it has a **29** ..... of local organisations
- how it's different from a library in a **30** .....

## SECTION 4      Questions 31–40

Complete the notes below.

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

### Four business values

Many business values can result in **31** .....

Senior managers need to understand and deal with the potential **32** ..... that may result.

#### Collaboration

During a training course, the speaker was in a team that had to build a **33** .....

Other teams experienced **34** ..... from trying to collaborate.

The speaker's team won because they reduced collaboration.

Sales of a **35** ..... were poor because of collaboration.

#### Industriousness

Hard work may be a bad use of various company **36** .....

The word 'lazy' in this context refers to people who avoid doing tasks that are **37** .....

#### Creativity

An advertising campaign for a **38** ..... was memorable but failed to boost sales.

Creativity should be used as a response to a particular **39** .....

#### Excellence

According to one study, on average, pioneers had a **40** ..... that was far higher than that of followers.

Companies that always aim at excellence may miss opportunities.