Cambridge Assessment English

BUSINESS Vantage

Listening

SAMPLE TEST 2

Time Approximately 40 minutes (including 10 minutes' transfer time)

INSTRUCTIONS TO CANDIDATES

Do not open this question paper until you are told to do so.

Write your name, centre number and candidate number on your answer sheet if they are not already there.

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

Answer all the questions.

While you are listening, write your answers on the question paper.

You will have 10 minutes at the end of the test to copy your answers onto the separate answer sheet. Use a pencil.

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.

Each question carries one mark.

You will hear each piece twice.

For each part of the test there will be time for you to look through the questions and time for you to check your answers.

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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 below.
- You will hear each recording twice.

Recording One

(Questions 1 – 4)

- Look at the notes below.
- You will hear a senior manager giving instructions to George, her junior colleague, about giving a presentation at the company's AGM.

Presentation for the AGM
Prepare a presentation on the **(1)** ..... department. Mention some challenges: • the problem of ensuring the right quantity of **(2)** ..... is available • the issue of rapidly rising **(3)** ..... . Finish with: • presentation of the **(4)** ..... for the last six months (use graphs to show performance).

Recording Two

(Questions 5 – 8)

- Look at the notes below.
- You will hear an answerphone message left by a woman for her secretary.

Notes

From: Millie

Corrections to minutes of last meeting:

Item 2: proposed new supplier will not be **(5)** ..... .

Item 4: no record of comments from the **(6)** ..... , so minute those.

Agenda for next meeting:

Add item on **(7)** ..... .

Correct error in agenda – we need to review the **(8)** ..... policy, not the pricing policy.

Recording Three

(Questions 9 – 12)

- Look at the notes below.
- You will hear a woman enquiring about premises to rent.

Premises to rent (Larch Street)

Location: near the **(9)** .....

Previous use of premises: **(10)** .....

The council is offering a **(11)** ..... to rent in that area (three months rent-free).

Premises are owned by a company named **(12)** ..... .

PART TWO
Questions 13 – 22

Section One
(Questions 13 – 17)

- You will hear five people advising how to identify a member of staff with management potential.
- For each recording, decide what advice the speaker is giving.
- Write **one** letter (**A – H**) next to the number of the recording.
- Do not use any letter more than once.
- You will hear the five recordings twice.

		A	Listen to the views of the person's colleagues.
13	.....	**B**	Notice how the person relates to their line manager.
14	.....	**C**	Test the person out in a temporary position of responsibility.
15	.....	**D**	Check the person's loyalty to the company.
16	.....	**E**	Take the person's career goals into account.
17	.....	**F**	Use objective tests to assess the person.
		G	Observe the person under pressure.
		H	Match the person to the skills necessary for the post.

Section One
(Questions 18 – 22)

- You will hear five people talking about customer service.
- For each recording, decide what advice the speaker gives on improving customer service.
- Write **one** letter (**A – H**) next to the number of the recording.
- Do not use any letter more than once.
- You will hear the five recordings twice.

		A	Encourage feedback from customers.
18	.....	**B**	Respond appropriately to customer feedback.
19	.....	**C**	Update customer information regularly.
20	.....	**D**	Make use of information you already possess.
21	.....	**E**	Set your staff targets for customer service.
22	.....	**F**	Ensure communication between departments.
		G	Pay attention to your existing customers.
		H	Invest in a suitable computer package.

PART THREE

Questions 23 – 30

- You will hear a presentation about what happens when one CEO retires and another succeeds him or her as the new CEO.
- For each question **23 – 30**, choose one letter (**A**, **B** or **C**) for the correct answer.
- You will hear the recording twice.

23 The speaker says that succession can be problematic when

A there is no one with the necessary political contacts.

B the person leaving has been particularly effective.

C there are a number of strong potential successors.

24 The speaker gives the Southern Foods example to show what can happen if the Board

A is not decisive enough.

B thinks only about profits.

C acts without careful thought.

25 What does the speaker say is the most important business advantage of the 'royal' type of succession?

A It saves time in finding a new leader.

B It has a positive effect on company profits.

C It creates a good working environment.

26 According to the speaker, JK Shoes have been more successful than Shoe World because

A JK's business style has been more consistent.

B JK have had particularly innovative CEOs.

C JK's employees have had more loyalty to the firm.

27 According to the speaker, why do most companies base their choice of successor on ability rather than family connections?

A They want a modern way of operating.

B They will be questioned by the media.

C They must answer to their shareholders.

28 According to the speaker, what is the benefit of going through a selection process?

A It allows the company time to rethink its plans.

B It introduces new talent to the company.

C It can result in a useful change of policy.

29 What problem with finding the most able new CEO does the speaker draw attention to?

A It can be a very expensive process.

B It can take a long time.

C It can create stress in the workplace.

30 What does the speaker recommend that new CEOs should focus on?

A careful planning

B introducing changes

C long-term aims

You now have 10 minutes to transfer your answers to your answer sheet.

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