



BUSINESS

Vantage

Listening

Test 021

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.

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.

**Conversation One
(Questions 1 – 4)**

- Look at the notes below.
- You will hear a woman telephoning a conference centre office.

NOTES ABOUT SEMINAR	
Date:	21 st February
Title:	(1)
Time:	10 am – 4 pm.
Venue:	(2)
Topic of extra workshop:	(3)
Amount payable in advance:	(4) per person

**Conversation Two
(Questions 5 – 8)**

- Look at the form below.
- You will hear a man calling a computer supplier.

HILLS PC SUPPLIES Customer Services Telephone Message	
Caller's name:	<i>James Firth</i>
Client:	<i>Allen and Brown Ltd</i>
Item(s) ordered:	(5)
Order no/date:	<i>HPCO2345 / 12-3-02</i>
Notes:	<i>order was delivered late by the (6)</i> <i>and was supplied without (7)</i>
Action:	<i>call to apologise and discuss (8)</i>

Conversation Three
(Questions 9 – 12)

- Look at the notes below.
- You will hear a recorded message about a job vacancy.

Position: Manufacturing Administrator

Responsible to: **(9)**

Candidates should preferably be qualified in **(10)**

The person appointed will need to be **(11)** in their relations with other people.

Salary: **(12)**

PART TWO

Questions 13 – 22

**Section One
(Questions 13 – 17)**

- You will hear five short recordings. Five people are talking about a problem that occurred.
- For each recording, decide what each speaker is talking about.
- 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.

- 13
- 14
- 15
- 16
- 17

- | | |
|----------|---------------------------------|
| A | losing a business card |
| B | taking the wrong equipment |
| C | arriving late for a meeting |
| D | forgetting an address |
| E | misunderstanding a message |
| F | missing a presentation |
| G | forgetting to make a phone call |
| H | taking the wrong documents |

**Section Two
(Questions 18 – 22)**

- You will hear another five recordings.
- For each recording, decide what the speaker is doing.
- 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.

- 18
- 19
- 20
- 21
- 22

- | | |
|----------|-------------------------|
| A | making a complaint |
| B | confirming information |
| C | giving instructions |
| D | changing an arrangement |
| E | requesting information |
| F | making a recommendation |
| G | giving an invitation |
| H | requesting advice |

PART THREE

Questions 23 – 30

- You will hear a radio interview with José Martínez, the Director of Pizza Rapida, a pizza delivery chain in Spain.
- For each question **23 – 30**, mark one letter (**A**, **B** or **C**) for the correct answer.
- You will hear the recording twice.

23 José Martínez became successful by

- A** taking over a well-known competitor.
- B** establishing an innovative retail business.
- C** gaining a reputation for high quality.

24 Before José Martínez set up his pizza delivery service, he

- A** tested samples on potential clients.
- B** handed out product questionnaires.
- C** assessed demand in different areas.

25 According to José Martínez, the Spanish fast food business

- A** is different from that of the U.S.
- B** has slowed slightly in its rate of growth.
- C** employs an increasing number of women.

26 José Martínez wants his trainee managers to

- A** develop a competitive attitude.
- B** try out some of the shop-floor jobs.
- C** spend some time working abroad.

27 José Martínez believes that at first people invested in Pizza Rapida because they

- A** were attracted by what the company offered.
- B** saw that the shares were performing well.
- C** thought food companies were a safe investment.

28 José Martínez left the first company he worked for because it

- A** set the staff impossible targets.
- B** offered insufficient incentives.
- C** provided inadequate support.

29 José Martínez finds that popular sports events

- A** are good places to advertise his service.
- B** raise brand awareness through team sponsorship.
- C** increase public demand for his products.

30 What does José Martínez plan to do in the future?

- A** develop a chain of restaurants
- B** set up a franchise operation
- C** expand into the frozen food market

You now have 10 minutes to transfer your answers to your Answer Sheet.

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