



## Business Higher

### Listening

### Sample Test 1

**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 the introduction to a seminar, called the Business Master Class, about the use of Information Technology in the workplace.
- As you listen, complete the notes, using up to three words or a number.
- You will hear the recording twice.

#### THE BUSINESS MASTER CLASS

##### Seminar notes

##### Arrangements for participants

- 1 The event will take place over .....
- 2 Seminar organised by .....
- 3 The title of the last session will be.....
- 4 To use the New City Hotel car park ,delegates must obtain a .....

##### Dr Sangalli

- 5 Dr Sangalli has advised many .....
- 6 The name of his consultancy is .....
- 7 He is the author of .....
- 8 In Europe, he is the best-known.....

##### The Business Master Class

Two problems for companies:

- 9 to become more .....
- 10 to establish new .....

Two outcomes of session:

- 11 design your own .....
- 12 take away documents containing actual .....

## PART 2

### Questions 13 – 22

- You will hear five different business people talking about trips they have recently been on.
- For each extract there are two tasks. For Task One, choose the purpose stated from the list **A – H**. For Task Two, choose the problem described from the list **A – H**.
- You will hear the recording twice.

#### TASK ONE - PURPOSE

For questions **13 – 17**, match the extracts with the purpose, listed **A – H**.

For each extract, choose the purpose stated.

Write one letter **A – H** next to the number of the extract.

13 .....

14 .....

15 .....

16 .....

17 .....

- |          |                                |
|----------|--------------------------------|
| <b>A</b> | to supervise staff training    |
| <b>B</b> | to hold job interviews         |
| <b>C</b> | to introduce new policy        |
| <b>D</b> | to visit possible new premises |
| <b>E</b> | to observe working practices   |
| <b>F</b> | to meet a new manager          |
| <b>G</b> | to sign a new contract         |
| <b>H</b> | to deal with a complaint       |

#### TASK TWO - PROBLEM

For questions **18 – 22**, match the extracts with the problem, listed **A – H**.

For each extract, choose the problem described.

Write **one** letter **A – H** next to the number of the extract.

18 .....

19 .....

20 .....

21 .....

22 .....

- |          |                                   |
|----------|-----------------------------------|
| <b>A</b> | I forgot a document.              |
| <b>B</b> | My hotel was noisy.               |
| <b>C</b> | I was late for a meeting.         |
| <b>D</b> | I didn't understand some figures. |
| <b>E</b> | The service at my hotel was bad.  |
| <b>F</b> | I had some wrong information.     |
| <b>G</b> | I didn't have an interpreter.     |
| <b>H</b> | I experienced computer problems.  |

## PART THREE

### Questions 23 – 30

- You will hear part of a conversation between a management consultant and the Human Resources Manager of Jenkins, a company which manufactures children's clothing.
- For each question **23 –30** mark **one** letter **A, B** or **C** for the correct answer.
- You will hear the recording twice.

**23** What is said about the ownership of Jenkins?

- A** The founder has sold the company to someone else.
- B** Jenkins has merged with another company.
- C** There has been no change of ownership.

**24** What does the Human Resources Manager see as the main external threat to Jenkins?

- A** Their retailers are becoming less willing to pay their prices.
- B** Consumers are buying more top-of-the-range children's clothes.
- C** More and more companies are producing children's clothes.

**25** The Human Resources Manager sees the company's main strength as the fact that

- A** it has several long-term contracts.
- B** it makes products of high quality.
- C** its distribution system is efficient.

**26** The Human Resources Manager believes that Jenkins's main weakness at present is that

- A** the machinery is inadequate for current requirements.
- B** the management style is out of line with modern demands.
- C** the relations between management and workers are poor.

**27** According to the Human Resources Manager, why do many machinists choose to leave?

- A** They think that they can get better paid work elsewhere.
- B** They feel that too much is expected of them.
- C** They lack confidence in the company's future.

**28** When working to produce a batch of clothes.

- A** each team is responsible for a particular operation.
- B** each member of the team produces a complete item.
- C** each person carries out one part of the production process.

- 29** What change has been made to the range of goods?
- A** A smaller number of different items is produced.
  - B** Each item is now made in smaller quantities.
  - C** Fewer new styles are introduced each year.
- 30** What is said about the machinists?
- A** More of their work is falling below the required standard.
  - B** Some of them are earning less than they used to.
  - C** They have to spend longer learning to operate new machines.

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