Appendix 4   Listening Test

Question 1. Which graph is the speaker referring to?

F: As you can see from this chart, sales for last year were generally is appointing compared to previous years. In the second quarter sales rose dramatically before falling to 600,000. Fortunately, the last quarter showed some improvement and this has carried on into this year.

Question 2. How many new jobs were created in January?

M: Although the unemployment rate unexpectedly dropped to a four-and-a-half year low of 4.7%, fewer new jobs were created in January than expected. Analysts had forecast 240,000 but in fact the final total came to 193,000. The Labor Department said 140,000 were generated in the previous month, up from an earlier figure of 108,000.

Question 3. What does the company import?

F: I want us to think in terms of purchasing more of our products abroad. We’ve already

started buying desk lamps directly from an overseas company, and it’s saved us a lot of money. So why don’t we import our cell phones direct from the overseas suppliers rather than go through a middle man? Or even laptops? I know there are complications with insurance, but it’s worth a try.
Question 4. What prevented the consignment from being delivered on time?

M: This is a message about the delivery of spare parts that you ordered from Master Parts. I’m afraid you won’t receive them today, as your packages have been delivered to a distribution centre in the wrong part of the country. I apologise for this, but I can assure you that you’ll receive them tomorrow morning. Documentation will be sent separately from our sales centre as normal, and will also be with you tomorrow.

Question 5. Where has the company sold most of its new products?

M: As you know, we introduced three new ready meals into our range, and I’m here to report on sales. We expected to have most success with family restaurants, as the meals were designed to appeal to children as much as to adults, and indeed that was the case. We’ve had satisfactory sales to factory canteens, but will make changes to the ingredients of meals sold to aircraft companies.

Question 6. Which company do they decide to use for their re-branding exercise?

M: For the re-branding, I've a feeling Neptune will do the job well. They're a small company but their bid was great.

F: I thought Goldberg were cheaper?

M: Yes, but their ideas are too vague, and as for Hambleton ... I spent ages trying to arrange meetings with them! They might be the biggest but really ...

F: Sometimes small is best. Let's go with your suggestion then.
**Question 7.** Why didn’t the woman accept the job offer?

**M:** So why did you turn the job down? I thought they were offering a good deal.

**F:** Yeah. That wasn’t it. The interviewer couldn’t answer some of my questions and then they didn’t call me after the interview when they said they would. It didn’t seem to be very professional for such a large organisation.

**M:** Oh well. It sounds like you’ve made the right decision, then.

**Question 8.** What does the man say about the course?

**F:** Hi, Jack. How was the course? Managing Change, wasn’t it?

**M:** Yes, that’s right. There was a good mix of workshops and lectures, and everything went to time for once. It was a shame there weren’t that many participants – I think the fact that some of the speakers didn’t confirm until the last minute probably put some people off.

**Question 9.** What information does Gallico Ltd need from its supplier?

**F:** This is Emma from Gallico Ltd. I want to place an order, but I need some information about the heater components.

**M:** Ah yes, hello, if it's about the new prices, the new list was sent out a couple of days ago.
F: I've discussed those with Finance, and there's no problem. Your transport manager mentioned revising the insurance conditions for delivering goods, and I need to know more facts.

M: Yes, we're speeding up deliveries on some goods, so we've had to make some changes.

**Question 10.** Why did the construction company decide to sponsor the golf championship?

F: Events organisers have just signed a deal with the construction company Brentwood to sponsor a golf tournament at the Seratok Golf and Country Club. Brentwood says that although it is often hard to assess whether sponsorship makes the company more visible than other, more conventional, advertising, it is good for clients to connect such a healthy leisure activity with their brand.