LISTENING TEST 7

**SECTION 1 QUESTIONS 1 - 10**

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| *Example* |  |
| **Identification and security check:** | Platinum *Card* Service |

 |
| **Card number:**  6992 **(1)** .................... 1147 8921**Name:**  Carlos da Silva**Postcode:** **(2)** ....................**Address:** **(3)** .................... Vauxhall Close, London**Date of birth:**   13 July **(4)** ....................**Mother,s maiden name:** **(5)** .................... |

**Questions 6-10**

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

Before the caller and operator continue the telephone conversation, look at **Questions 6 to 10**

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| **6)** | The caller has paid |
|  | **A**    less than the computer shows. |
|  | **B**    more than the computer shows. |
|   | **C**    £500 twice. |

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| **7)** | The caller is also worried about |
|   | **A**    a bill that is too high. |
|  | **B**    an overpayment to a restaurant. |
|  | **C**    a payment that he does not recognize. |

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| **8)** | The interest |
|   | **A**    went up in April. |
|  | **B**    has not changed. |
|  | **C**    has gone down. |

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| **9)** | The caller's number is |
|   | **A**    020 7997 9909. |
|  | **B**    020 7989 7182. |
|  | **C**    020 8979 7182. |
|   |  |

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| **10)** | The operator will ring the caller |
|   | **A**    tomorrow. |
|  | **B**    in two hours. |
|  | **C**    very soon. |

**SECTION 2 Questions 11-13**

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

**Section 2:**
You are going to hear a radio interview about giving up smoking.
First you have some time to look at **Questions 11-13**.

Now Listen carefully and answer **Questions 11 to 13:**

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| **11)** | Mr Gold had problems because he |
|  | **A**    hated smoking. |
|  | **B**    smoked. |
|   | **C**    couldn't touch his toes. |
|   | **D**    was very lazy. |

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| **12)** | Mr Gold used to travel across London to |
|   | A    get exercise. |
|  | B    see London at night. |
|  | C    get cigarettes. |
|   | D    buy food. |

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| **13)** |  What did Mr Gold have difficulty with in the past? |
|   | **A**    running |
|  | **B**    giving up smoking |
|  | **C**    getting to sleep at night |
|   | **D**    getting up early in the morning |

**Questions 14-20**

Write **NO MORE THAN ONE WORD** for each answer.

Now look at **Questions 14 to 20**.

**14)** Mr Gold stopped smoking on .....................

**15)** Mr Gold said he was .................... if people had not seen him smoking.

**16)** The worst side effects he experienced were .....................

**17)** He saw giving up smoking as an .....................

**18)** It was easier for Mr Gold to stop smoking than he had .....................

**19)** The radio presenter would like to have Mr Gold's .....................

**20)** The presenter hopes listeners will find their own .................... to success.

**SECTION 3 QUESTIONS 21 – 30**

**Questions 21-23**

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| Write **NO MORE THAN TWO WORDS** for each answer.**Lorraine****•**  has been with them on the course for **(21)** .....................**•**  has left because she has got a **(22)** .....................**•**  has returned to **(23)** ..................... |

**Questions 24-30**

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

Now Listen carefully and answer **Questions 24 to 30:**

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| **24)** |  Steve's mark could have been better if he had |
|  | **A** not made mistakes in his project. |
|  | **B** done a better book review. |
|  | **C** written more words. |
|   | **D** chosen a different topic for his project. |

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| **25)** |  Steve's book review was |
|  | **A** too long. |
|  | **B** not as good as his project. |
|  | **C** excellent. |
|   | **D** fairly good. |

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| **26)** |  Steve's tutor criticizes which aspect of his project? |
|  | **A** the beginning |
|  | **B** the argument about road pricing |
|  | **C** the end |
|   | **D** the length |

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| **27)** |  The tutor recommends that Frances should do |
|  | **A** a PhD but not an MPhil. |
|  | **B** an MPhil or a PhD. |
|  | **C** another project. |
|   | **D** her work more carefully. |

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| **28)** |  As regards getting funding, the tutor thinks Frances's |
|  | **A**  chances are slim. |
|  | **B** chances are greater than many other students'. |
|   | **C** exam results will be decisive. |
|   | **D** chances are better now than in the past. |

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| **29** |  The last time a student in the department achieved a first in their exams was |
|  | **A** three years ago. |
|  | **B** thirty years ago. |
|   | **C**last year. |
|   | **D** in the first three years the college was open. |

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| **30)** |  Steve does not plan to go on to do research because he wants to |
|  | **A** stop studying. |
|   | **B** do lots of really exciting things. |
|  | **C** earn some money to do the things he would like to do. |
|  | **D** return to his job. |

**SECTION 4 QUESTIONS 31 – 40**

#### Questions 31-33

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

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| **Notes:**The speaker specializes in management **(31)** .....................Bullying in the workplace costs the **(32)** .................... up to £4 billion a year.Bullying is caused by**•**  insufficient experience,**•**  insecurity, or**•**  a lack of **(33)** .................... on the part of managers. |

**Questions 34-40**

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

Now Listen carefully and answer **Questions 34 to 40:**

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| **Main methods of bullying****•**  Setting **(34)** .................... tasks.**•**  Constantly moving the goalposts.**•**  Stopping individuals **(35)** .................... to criticism.**•**  Not **(36)** .................... or replying to e-mails. This means you cannot expect your staff to**(37)** .................... you.**•**  Using technology. Companies should develop an **(38)** .................... of practice.**Task**In groups **(39)** .................... other bullying strategies and ways in which they can be **(40)**..................... |