



BUSINESS ENGLISH CERTIFICATE

Preliminary

Listening

0351/03

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 four parts to the test.

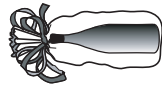
Each question carries one mark.

You will hear each piece twice.

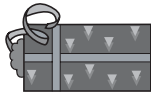
For each part of the test there will be time for you to look through the questions and time for you to check your answers.

LISTENING SAMPLE PAPER

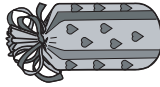
2 What kind of packaging do they decide to use?



A



B



C

3 Where is Mike going to take the visitors first?

Customer Relations

A

Production

B

Warehouse

C

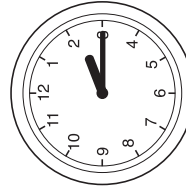
4 Who is Anne going to write to?

A the clients

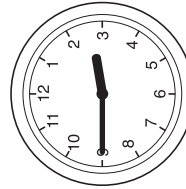
B the supplier

C the staff

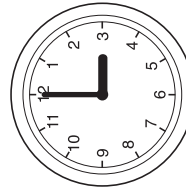
5 What's the new time for the meeting?



A



B



C

PART ONE
Questions 1 – 8

- For questions 1 – 8 you will hear eight short recordings.
- For each question, mark one letter (A, B or C) for the correct answer.

Example:

When were the machine parts sent?

Monday 31

A

Tuesday 1

B

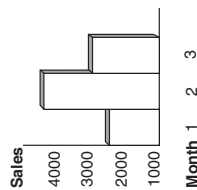
Thursday 3

C

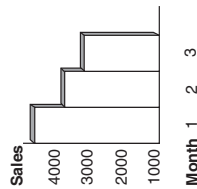
The answer is A.

• You will hear the eight recordings twice.

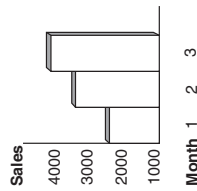
1 Which chart is correct?



A



B



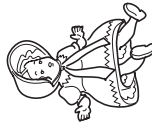
C

Turn Over ▶ 3

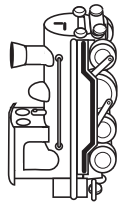
6 Which product has been the most successful?



A



B

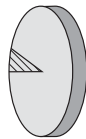


C

7 What is the purpose of the meeting?

- A to look at applications
- B to write a job advertisement
- C to prepare for interviews

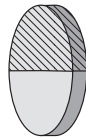
8 Which chart shows the company's market share this year?



A



B



C

PART TWO
Questions 9 – 15

- Look at the notes below.
- Some information is missing.
- You will hear a manager telephoning Human Resources about vacancies in his department.
- For each question 9 – 15, fill in the missing information in the numbered space using a **word, numbers or letters**.
- You will hear the conversation twice.

Customer Services Vacancies

NUMBER OF VACANCIES:	(9)	telephone operators
SALARY:	(10) Max. £	
TOTAL HOLIDAY (PER ANNUM):	(11)	days
JOB REFERENCE:	(12)	
JOB START DATE:	(13)	2002
LINE MANAGER:	(14) Mr She	
TEL NUMBER (FOR ENQUIRIES):	(15)	

Turn Over ► 5

PART THREE
Questions 16 – 22

- Look at the notes about a publisher's plans for promotion this autumn.
- Some information is missing.
- You will hear part of a talk by the company's Marketing Director.
- For each question **16 – 22**, fill in the missing information in the numbered space using **one or two** words.
- You will hear the talk twice.

Autumn promotion plans

- (16) *Main title: pocket dictionary and*
- (17) *Advertising space booked in magazine*
- (18) *New colour for display stands:*
- (19) *Free gifts include and keyrings*
- (20) *Alien has made a deal with*
- (21) *For mailing to booksellers in September:*
- (22) *Venue for dictionary launch party:*

Turn Over ►
7

PART FOUR
Questions 23 – 30

- You will hear a conversation between a senior manager, called Sue, and her assistant, called David.
 - For each question **23 – 30**, mark one letter (**A, B or C**) for the correct answer.
 - You will hear the conversation twice.
- 23** Sue is particularly pleased about the company

- A** receiving an award.
- B** increasing its share price.
- C** getting a new client.

24 What is the main cause of the company's rising costs?

- A** import taxes
- B** publicity
- C** premises

25 Which expenses do they want to reduce?

- A** entertainment
- B** stationery
- C** telephone

26 More training is required because the company has

- A** bought new computer software.
- B** recruited new members of staff.
- C** increased its range of customers.

27 How will the company organise the training?

- A** send staff to a college
- B** use current staff members
- C** employ external trainers

8

28 When the next brochure is printed, it will

- A have an improved design.
- B include a new product.
- C contain extra information.

29 What problem are they experiencing with Johnson's?

- A the quality of goods
- B the high prices
- C the speed of deliveries

30 What will they do about the problem with Johnson's?

- A send them a letter
- B check every order
- C contact other suppliers

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

