IELTS Actual Tests

LISTENING & SPEAKING

James H. Lee

5 Sets
Listening
Speaking

Reflect lastest trends in IELTS Exam

PART 1 • Samples of Listening & Speaking Tests
PART 2 • Five Listening & Speaking Actual Tests
PART 3 • Scripts and Answer Key

NTV
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Nhân Trí Việt

NHÀ XUẤT BẢN TỔNG HỢP
THÀNH PHỐ HỒ CHÍ MINH

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Part 1
SAMPLE

Chapter 1

Academic Listening

Sample

SECTION 1 *Questions 1 - 10*

Questions 1 - 6

Complete the notes below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

SMITH LIBRARY

Customer Information

Example	Answer
Age of minimum using the library:	17 years

For applying, an applicant must bring

- A bank statement or 1 driving license
- Credit cards are not allowed due to a lack of 2 current address .

Expenses for joining (members of the public): 3 £85/eighty-five pounds per year

Penalty system for returning books late (maximum): 4 £10/ten pounds weekly

To use photocopier, all visitors should bring their 5 photo card .

The computer lesson tutor's name is Roy 6 Thompson .

SECTION 1 - *script*

STAFF: Good afternoon, Smith College Library. How may I help you?

MAN: I was just wondering if it is possible to use the library.

STAFF: Are you studying at Smith College?

MAN: No, I'm not, but I graduated from Smith College last year.

STAFF: Oh, is that right? Are you over Example 17? That's the minimum age for joining the library.

MAN: Yes, I'm 20.

STAFF: No problem then.

MAN: Could you tell me what I have to do to join?

STAFF: Well, you'll need to fill out an application form and also need to bring a form of identification.

MAN: Such as what?

STAFF: Q1 A driving license or bank statement.

MAN: Shall I bring a credit card?

STAFF: I'm sorry but we need to confirm your Q2 current address in the U.K.

MAN: OK. I'll bring them. How much is the joining fee?

STAFF: Well, it's free for students of this college but otherwise it's Q3 £85 per year.

MAN: OK, I understand. But it's more expensive than I was expecting it to be. There is another local library that is free.

STAFF: But we offer regularly updated high-quality facilities and a full range of reference books.

MAN: OK, I understand. So how many books can I borrow at once and for how long?

STAFF: We allow ten items borrowed at any one time if you're a student, and that includes CDs, DVDs and videos. However, it's only five items for members of the public per week.

MAN: And how much is the penalty if I return them late?

STAFF: The minimum fine is from £5.50 a book but for some items it can be as high as Q4 £10 a week. We'll give you a handbook with all the details when you join, including how to log on to our website.

MAN: And can I use photocopying facilities?

STAFF: Of course. 2.5 pence a sheet for both A4 and A3 copies and 30 pence a sheet for colour. You can buy a Q5 photo card from the counter here because it doesn't take coins.

MAN: OK. Oh, by the way, may I also ask if you offer computer lessons through the library?

STAFF: We do, but you'll have to speak to Roy Thompson about that. He's our resident tutor and runs the computer programming lesson.

MAN: Roy... Tomp... Could you spell that for me, please?

STAFF: Sure. Q6 T-H-O-M-P-S-O-N.

SECTION 2 *Questions 11 - 20*

Questions 11 - 12

Choose the correct letter, A, B or C.

KNOWING POWER IN AFRICA

11 In 2002, John Stone went to Guinea in Africa

A as a nursing care.

B as a primary teacher.

C as a volunteer.

12 Knowing Power was so sensational in a local area due to

A building public place.

B making infrastructure in a city.

C teaching methods for the lives of people to be more comfortable.

Question 13

Answer the question below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for the answer.

13 How much was prize money that the Knowing Power received?

£50,000/fifty thousand pounds

SECTION 2 - *script*

My name is John Stone and I'd like to talk about the work of the Knowing Power, a rural enlightenment campaign of non-profit organization based mainly in Australia.

I first got the idea from watching a television programme about enlightenment campaign in the country of Guinea in Africa. I went there in 2002 just after graduating a masters degree at university. After one year of studying, I became so interested in caring and teaching the people in Africa. I loved voluntary work, Q11 so I made up my mind to participate in a voluntary organization and was sent to Guinea to research land surveys. After three years, I came back to Australia in 2005 and I ran for the Knowing Power in earnest. There was a lot of poverty in the area of Guinea that I worked in.

At the Knowing Power, we gathered the people in a local area, Q12 teaching English and how to make a house or garden regularly. The demand for learning is enormous. Other villagers visited us to see the methods we were using to improve the lives of local people. Things such as building chimneys, making underground water and developing intensive farming can all make a big difference.

Fortunately, in September 2005 we won an Enterprise Award, which has helped us enormously. Also, we invested half of the Q13 fifty-thousand-pound prize money to assist in ensuring our future scheme. Now there are many ways to operate programmes and raise public awareness sponsored by regular financial funds of the UK government organization we really wanted. If you would like to join us, please contact us on...

SECTION 3 *Questions 21 - 30*

Questions 21 - 24

Complete the table below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

"Satisfaction level" of Internet service

	Victoria	Robert
Enjoyed:	chatting, 21 studying and surveying on street	Internet game after school
Worried:		They spend too 22 much time.
Solutions:	Local government should make 23 (a) social programme .	making time schedule and school teacher teaching
Changed in future:	ready earlier	a wider variety of 24 applicants/responses

SECTION 3 - *script*

TUTOR: First of all, Victoria and Robert, I'd just like to say that I was so interested in watching your presentation about the level of Internet use satisfaction. Your results were quite good, and I hope that you will improve over the next year. I'd like to use this course-work as a case study for students. And you also reflected on your experiences whilst doing the project. So, Victoria, I was just wondering, what did you enjoy most about making the questionnaire?

VICTORIA: I liked using the online service for Q21 studying and chatting.

TUTOR: Is it the first time you've researched something like that?

VICTORIA: Yes, it's the first time.

TUTOR: Well, the results were quite good! Is there anything else you enjoyed?

VICTORIA: I also enjoyed surveying on the street.

TUTOR: OK, Victoria, thanks a lot. What about you, Robert? What did you like?

ROBERT: Well, it was a very good opportunity to get to know the applicants a bit better because students usually spend most of their time playing online games after studying.

TUTOR: OK. What do you think about that?

ROBERT: I think it's wrong to spend too Q22 much time away from studying.

TUTOR: That's right. So, what is a possible solution for this?

ROBERT: Generally speaking, Internet users, especially teenagers, should make a time schedule and be taught by a school teacher regularly.

TUTOR: What about you, Victoria? What do you think is the best way to tackle these problems?

VICTORIA: Actually, I think a local government should make Q23 a social programme for family members or children groups, investing the national revenue in educational facilities such as gyms, swimming pools, yoga classes, judo classes and these kinds of things as a way of providing young people with an alternative to excessive online gaming.

TUTOR: That's a good idea, Victoria. What about you, Robert?

ROBERT: I agree. I think the social programme can become a permanent part of people's lives.

TUTOR: OK. Very good. Anyway, is there anything you'd do differently if you had the chance to do it again?

VICTORIA: Unfortunately, we didn't plan very well at the beginning, and we should have been more aware of the deadlines because we were always late with everything.

TUTOR: Right. Anything else, Robert?

ROBERT: I think we should have tried to survey a wider range of Q24 applicants with an email service perhaps.

TUTOR: So, you would have liked to have got more varied responses? Is that what you mean, Robert?

ROBERT: Yes, that's right.

SECTION 4 *Questions 31 - 40*

Questions 31 - 33

Choose the correct letter, A, B or C.

31 What is the responsibility of the student union centre manager?

A to provide a part-time job in a local area

(B) to explain and support what students need

C to emphasize the library's use

32 During the week of launching, the student union centre will offer

(A) library's data and resource for students comfortably.

B accommodation and refectory to students.

C a computer training course.

33 Who is teaching about a video project?

A Senior lecturer

B Head course leader

(C) Tutor

SECTION 4 - *script*

Hi, everyone. My name is Jenny Smith. I am Q31 a student union manager and my responsibilities are to introduce and support what you want. First of all, welcome to Derby University. Now, a new student will probably need all sort of information and guidance to help you to use the main library and computer centre in order to study effectively.

Most of all, Q32 in this first week, we'll assist you in using the library's resource and database. Also, you will be able to find what you are looking for quickly with the help of our library staff and managers. Many students are able to use online resources as much as they need for their research. If you need an international journal online, we charge a little extra, 5 pence per chapter. Naturally we do still have a wide range of classic reference books and CD-ROMS to borrow for current students.

Some of you may be interested in training for making a video project. This is part of the student union centre in the Victoria building. Also, Q33 your personal tutor will tell you at the office how to organise your subject area for the video project. If international students want to take a general English lesson in preparation for their main course, please visit the language school in the William building next to the business school.

Chapter 2

Academic Speaking

Sample

Part 1

Examiner: Hi, how are you? My name is Mr. Brown. What is your full name, please?

Applicant: I am fine, thank you, Mr. Brown. My full name is Jieun Kim.

Examiner: What shall I call you?

Applicant: You can just call me Jieun, please.

Examiner: Okay. Why are you taking the IELTS test?

Applicant: Because I want to attend university in the UK next year.

Examiner: Okay... so... what kind of degree course do you want to study there?

Applicant: Basically, I want to study on a TESOL course because I want to be an English school teacher after the degree course.

Examiner: Do you like teaching?

Applicant: Of course, I do. I have got two years' experience at an English academy in Seoul. But I need to improve my language skills more. And I am really interested in European culture.

Examiner: Okay. So would you say you are outgoing or reserved?

Applicant: I have a positive, creative and broad mind and like to listen to other people's views and opinions.

Examiner: Okay, perfect! And from now, we will start part 2. Are you ready?

Applicant: Yes.

Part 2

Examiner: This topic card is for you. Please take it and have a look.

Applicant: Thanks, Mr. Brown.

Examiner: I will give you just one minute to think about the topic. Are you ready?

Applicant: Yes, I am.

TOPIC CARD

Describe the house you wish to live in future.
You should say:
- What kind of house it is
- Where the house is located
- Who is living with you

and explain how you would like to design it.

Examiner: Okay, now... thinking time is up. Are you ready?

Applicant: Yes.

Examiner: Please begin.

Applicant: Umm... I would like to talk about a small and beautiful European-style castle. When I was a child, I was interested in a fairy tale about a prince and a princess. It had antique-style furniture... and was close to a beautiful lake and garden. It was very cozy. So, I wish to live in the castle. It will be located near the beach in an area without noise from traffic jams or pollution. I wish to live with my family. Whenever I have a lot of work, I will walk along the river bank and take a walk in the garden as well. Sometimes, I will open a small garden party with my company, drinking, eating and talking all night long. Every weekend, my family and I will decorate the living room with the flowers taken from the garden. Actually, living in the city is so tiring and stressful for me. Also, it makes me exhausted and nothing special is made from artificial materials. So, I wish to live in the castle near the beach. That's it.

Examiner: Great!

Part 3

Examiner: What are the advantages of both rural life and urban life?

Applicant: Well... one advantage of rural life is that it is simple and not busy, so it is easy to get refreshment and to relax the mind. Most of all, we have a good chance to be in direct contact with our natural environment. On the other hand, living in an urban area is very practical because there are so many convenient facilities. That's it.

Examiner: Okay. What about living a busy life?

Applicant: Well... I think that being too busy can be dangerous for humans as we are creatures of thought. When given enough time to reflect, we are able to consider the positive and negative aspects of our life in a way that would not be possible if we were very busy. Therefore, I believe that living a busy life is not good for us. That's it.

Examiner: Okay. What are the disadvantages of rural life in terms of available services?

Applicant: Well... I think that it depends on the distance. People living in a remote area are not satisfied with the services there because there are not enough available to them. Also, delivery services take a long time to arrive. Sometimes, the elderly are worried about a lack of medical services. That's it.

Examiner: So, what is the main solution to these problems?

Applicant: Well... I think that local governments should improve welfare services and facilities in rural areas. That's it.

Examiner: Okay. Good! Time is up.

Part 2
ACTUAL TESTS

IELTS

INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM

LISTENING TEST

TEST 1

TIME ALLOWED : 30 minutes

NUMBER OF QUESTIONS : 40

Instructions

You will hear a number of different recordings and you will have to answer questions on what you hear.

There will be time for you to read the instructions and questions and you will have a chance to check your work.

*All the recordings will be played **ONCE** only.*

The test is in four sections. Write your answers in the listening question booklet.

At the end of the test, you will be given 10 minutes to transfer your answers to an answer sheet.

SECTION 1 *Questions 1 - 10*

Questions 1 – 10

Complete the notes below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

Transport Information Service

Example	Answer
Destination:	Bath

Distance:	1 _____ miles
Type of transportation:	one and a half hours 2 _____
Charge:	£30 3 _____, or 4 _____ return
Mini-cab service:	5 _____ service
Hotel name:	6 _____
Arrival day:	on Friday 7 _____ of _____
Card number:	8 _____
Customer's name:	Olivia 9 _____
Address:	115 Victoria Smith Hotel, Trowbridge Street, Bath
Post code:	10 _____

SECTION 2 *Questions 11 - 20*

Questions 11 – 16

Choose the correct letter, A, B or C.

Mountain Cycling Viking

11 The company has supplied family cycling holidays all over Europe

A since 1990.
B since 2000.
C since 2005.

12 Recently the company is running the cycling holidays in

A Germany and the Netherlands.
B Germany and Italy.
C Germany and France.

13 The company offers bicycles and equipment for children

A under 18.
B under 10.
C under 8.

14 The company has a no-noise rule after

A 11 o'clock in the evening.
B 10 o'clock in the evening.
C 9 o'clock in the evening.

15 How much discount is given to customers who apply for membership?

A 10 per cent
B 15 per cent
C 20 per cent

16 What does the company offer to customers who are recommended by their friends?

A a discount on some facilities
B a souvenir
C a free trip

Questions 17 – 20

Complete the sentences below.

Write NO MORE THAN TWO WORDS AND/OR A NUMBER for each answer.

17 In the campsites, the company prepares basic things, such as portable gas canisters, cooking utensils, tents and _____ .

18 Unless using the cooking facilities in the camping car, guests can enjoy cooking with _____ .

19 At the centre of the campsites, there is both a _____ and _____ .

20 The company offers _____ through the mountain or an aerobic class free of charge.

SECTION 3 *Questions 21 - 30*

Questions 21 – 23

Choose the correct letter, A, B or C.

21 What kind of business is managed in small or home companies?

A medium-size enterprise
B family member company
C individual business

22 What two groups did Robert compare with each other?

A rural and urban
B the old and the young
C male and female

23 What is the main problem a small company faces?

A marketing and finance
B accounting and economy
C business and marketing

Questions 24 – 30

Complete the sentences below.

Write NO MORE THAN THREE WORDS for each answer.

24 The other two topics the tutor mentions are _____ and managing.

25 What a top manager should be targeting is to recognise _____ and filter responsibility.

26 When employees do not agree with the target, employers should deal with them by cooperating, compromising and _____ .

27 The department which is responsible for finding the best staff is _____ .

28 When all workers are following the rules and policies in the company, an employer would give them _____ .

29 The responsibility of the CEO is _____ every worker's thoughts as well as _____ the organisational culture.

30 The balance between staff and manager _____ .

SECTION 4 *Questions 31 - 40*

Questions 31 – 35

Complete the summary below.

Write NO MORE THAN TWO WORDS for each answer.

ART OF INCAN CIVILIZATION

In Peru there are both engravings and 31 _____ . According to historians, most of the engravings show 32 _____ with the purpose both complicated and mixed. Also, the tracks of artworks are 33 _____ .

In addition, the natural phenomenon's appearance of the engraving has 34 _____ . Now, many specialists believe that wall art was more about 35 _____ .

Questions 36 – 40

Complete the sentences below.

Write NO MORE THAN TWO WORDS for each answer.

36 The severe problems of harming the wall painting are both _____ and _____ .

37 Most of the visitors can acquire educational knowledge from the _____ .

38 Some _____ are installed in the forest, which is the hazardous thing.

39 The way to feel the wall painting is not touching, but leaving it because it is _____ .

40 For taking a picture there, you shouldn't _____ any old materials.

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IELTS

INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM

LISTENING TEST

TEST 2

TIME ALLOWED : 30 minutes

NUMBER OF QUESTIONS : 40

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SECTION 1 *Questions 1 - 10*

Questions 1 – 10

Complete the notes below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

CAR INSURANCE SERVICE

Example	Answer
Dealer's name:	Mary Fox

Customer's name:	1 _____
Current address:	Flat 1 Wood House, 2 _____
Daytime contact number:	3 _____
Job:	4 _____
Current car:	2.0 Litre Humax 5 _____ in 2000
Car insurance Co. (before):	North Pole Safe
Claimed:	Three cases
Problem:	The window was 6 _____ .
Another driver's name:	7 _____
Relationship to main driver:	8 _____
Starting insurance:	The 9 _____
Customer wishes to pay:	10 _____

SECTION 2 *Questions 11 - 20*

Questions 11 – 20

Complete the notes below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

TOURISM INFORMATION CENTRE IN BATH CITY

Stop A: 11 _____

First bus at 9 a.m. and last bus at 12 _____

Attraction: Beautiful garden of the middle ages near 13 _____

Stop B: Pulteney Bridge

Attraction: Riverside Restaurant and splendid views

Stop C: 14 _____

Attraction: The Royal Crescent was established from 15 _____ to _____, designed by John Wood.

Stop D: 16 _____

Attraction: 17 _____
After sightseeing visitors are able to have the chance to visit the spa at Theme Bath.

Special services of two local tour companies:

Number 1 Local tour service – 18 _____ Company: departure at Palace Gardens and ticket available for 19 _____

Number 2 Local tour service – The Best Boating View Co.: Visitors can hear a live 20 _____ commentary.

SECTION 3 *Questions 21 - 30*

Questions 21 – 30

Complete the notes below.

Write NO MORE THAN TWO WORDS for each answer.

APPLICATION FORM

Applicant:	Tom Thompson
Degree (major):	Both Business Studies and 21 _____
Teaching experience:	A volunteer 22 _____ teacher in Vietnam
Name of organization:	Asian Cross
Subjects taught:	23 _____ (levels 1-3) and English conversation (level 5) 24 _____ and _____ (level 6)
Others:	the subsistence farming

(Continued)	
Reason for starting the voluntary work:	25 _____ recommended the programme.
Outcomes from the programmes:	26 _____ a lot and _____ the others, improving vision and dream, and deciding to 27 _____ voluntary work to other countries
Extra activities:	Teaching 28 _____ class and donating used-_____ to residents
Purpose for part-time job in London:	In order to 29 _____ for building new farmland
Local benefits for working:	visa sponsor, 30 _____ and travel costs

SECTION 4 *Questions 31 - 40*

Question 31

Write NO MORE THAN TWO WORDS for the answer.

31 What kind of research method is used to collect students' opinion?

_____

Questions 32 – 34

Complete the table below.

Write NO MORE THAN THREE WORDS OR A NUMBER for each answer.

Site Number	Location for new buildings
No.1	near 32 _____
No.2	corner at maple
No.3	near the accommodation
No.4	near 33 _____
The best site of them	Site Number: 34 _____

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Questions 35 – 38

Complete the sentences below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

35 The second suggestion for student union building is comfortable facilities for both _____ and _____.

36 What is not yet included in one of services to install in the fitness centre is _____.

37 Responding answers include
- Agreement: 30%
- Disagreement: _____
- Neutral: 45%

38 The student union building would be located near _____.

Questions 39 and 40

Choose TWO letters A – E.

Which TWO kinds of provisions are included for the security and fire?

A extinguisher fixed
B CCTV (closed-circuit television)
C training emergency
D checking belongings
E checking student ID cards

IELTS

INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM

LISTENING TEST

TEST 3

TIME ALLOWED : 30 minutes

NUMBER OF QUESTIONS : 40

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SECTION 1 *Questions 1 - 10*

Questions 1 – 10

Complete the notes below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

FITNESS CENTRE

Example	Answer
Current class:	aerobics

Facilities: Body building equipment
Keep-fit studio
1 _____

Special course: 2 _____

Refreshments after exercising: 3 _____ shop
4 _____ and oil-free,
5 _____ food

Membership scheme
Super
Time: at any time (both weekdays and weekend)
Charge: 6 _____ for the annual subscription fee

Under Super
Time: Monday to Sunday (except 7 _____)
Charge: £500.00 for the annual subscription fee

8 _____	
Time:	Monday to Thursday
Charge:	£300.00 for the annual subscription fee
Low Class	
Time:	Monday to Thursday (between 9 _____ and _____)
Charge:	£150.00 for the annual subscription fee
Payment method:	10 _____

SECTION 2 *Questions 11 - 20*

Questions 11 – 13

Which place has been changed like this?

Choose THREE answers from the box and write the correct letter, A – E, next to questions 11 – 13.

MANOR HOUSE TOWN THEATRE

A Ticket Office	**B** Hall	**C** Shop	**D** Lift	**E** Canteen

11 Repainted in the pure silver and bronze: _____

12 Re-modeled with new decorated entrance from both sides: _____

13 Completed soon: _____

Questions 14 – 20

Complete the notes below.

Write NO MORE THAN TWO WORDS AND/OR A NUMBER for each answer.

Play title:	The Old Man and 14 _____ written by Ernest Hemingway in 15 _____
Dates:	on the 15th to 16 _____ of August
Launching time:	at 17 _____
Tickets available:	on 18 _____ and _____ only
Ticket price:	19 _____
How to buy:	box office 20 _____, by phone, fax, post or online

SECTION 3 *Questions 21 - 30*

Questions 21 – 23

Choose the correct letter, A, B or C.

21 Tom has applied for a

A full-time course.
B part-time course.
C foundation course.

22 What is Tom supposed to do before the course begins?

A write an essay
B prepare a portfolio
C do a presentation

23 What does Tom suggest?

A making up a lesson
B writing a report
C having a trial class

Questions 24 – 27

Complete the table below.

Write NO MORE THAN TWO WORDS for each answer.

School Facility	Information
Internet café	Mon. to Fri. (8 a.m. – 10 p.m.) After 8 p.m. for students dwelling in 24 _____
Refectory	Ask the staff in advance about a diet
25 _____	Plenty of demands and quick apply now
Student support	Relationships between school and local industries
26 _____	Supply guidance on a personal basis for placement
Fitness centre	Little discount of charge for students
Library	Tutor will support in using the computer to get an 27 _____ number.

Questions 28 – 30

Complete the sentences below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

28 _____ is an individual development relationship programme.

29 Both _____ and spreadsheets are supplied through an IT lesson.

30 Monthly charge is £20 for a resident and _____ for a current student.

SECTION 4 *Questions 31 - 40*

INDUCTION DAY IN UNIVERSITY

Questions 31 – 33

Choose THREE letters A – F.

What THREE positive sides does the speaker say about Surrey Quay University for new students?

A comfortable transportation
B near the international station
C subsidy of local industries
D scholarship programme
E high reputation of research assessment
F sponsored by a public organization

Questions 34 – 36

Complete the notes below.

Write NO MORE THAN TWO WORDS for each answer.

- When you decide to make an application form, the Student Union Centre will manage it.
- After checking the form, student affairs officers will send a **34** _____ to applicants.
- The process may be delayed due to the following reasons: postal problems – **35** _____, traffic system or decision of head course leaders.
- For you to adapt to the atmosphere of the university, we will connect you with current students who are from the same **36** _____.

Questions 37 – 40

Complete the notes below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

Accommodation

The university has offered accommodation service for three kinds of students: international students, **37** _____ and long-distance residents in England. In this year, the charge of accommodation is at **38** _____ weekly.

Language Course

Concerning language skill, there are two options: a speaking lesson and **39** _____ teaching.
Roughly **40** _____ of the bottom level of current students failed.

IELTS

INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM

LISTENING TEST

TEST 4

TIME ALLOWED : 30 minutes

NUMBER OF QUESTIONS : 40

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The test is in four sections. Write your answers in the listening question booklet.

At the end of the test, you will be given 10 minutes to transfer your answers to an answer sheet.

SECTION 1 *Questions 1 - 10*

Questions 1 – 10

Complete the notes below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

CHILDREN ART CRAFT CENTRE

Example	Answer
Running time:	every Friday
Minimum joining age:	1 _____
Joining fee (a child):	2 _____ or 3 _____ of discount over two children from the same family
Address of Centre:	Amherst House, 4 _____
Security:	Red button for going outside 5 _____ for staff only
Parking place:	behind 6 _____
Programmes	
Title:	Building Warship
Date:	On 7 _____
Material:	8 _____

Required:	Old blue jeans or clothes
Title:	9 _____
Date:	On the 31st of October
Decoration:	Trees, rocks, animals, etc
Material:	Different kinds of paper for making 10 _____ and background

SECTION 2 *Questions 11 - 20*

PACKING FOR THE WORLD

Questions 11 – 20

Complete the notes below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

All **11** _____ go from Leicester Square in the centre of London.

Local bus number: **12** _____ and 108 or Tube: South bound of **13** _____, taking five minutes by walking

14 _____ has a lot of exhibitions which have held with beautiful **15** _____ of human history and culture, including over **16** _____ that are illustrating and **17** _____ the start to the present of human cultural story.

The entrance fee is free of charge due to support from the **18** _____ and culture service by the British government.

19 _____ has offered the opportunity for students' backpacking trip.

Guide's e-mail address: **20** _____.rose@londontravelguide.co.uk

SECTION 3 *Questions 21 - 30*

Questions 21 – 24

Label the diagram below.

Write NO MORE THAN THREE WORDS for each answer.

Marketing-Mix
Product
21 _____
Place
22 _____

Tangible business model	• mass production • manufactured units
Intangible business model	• cultural and 23 _____ industry • electronic products – e.g. 24 _____

Questions 25 and 26

Write NO MORE THAN THREE WORDS for each answer.

25 Where does Catherine March work as a head course leader? _____

26 What is the textbook written by Robin Kelly? _____

Questions 27 and 28

What definition can be termed from the "Four Cs" connected with the following things?

Write the correct letter, A, B, C or D, next to questions 27 and 28.

A is normally spending money or expenses.
B is a flow or doing process.
C is a material for the consumers.
D is a method for smooth operation.

27 Commodity _____

28 Channel _____

Questions 29 and 30

Complete the table below.

Write NO MORE THAN TWO WORDS for each answer.

Reference source	Information	Deadline
"Critical Analysis Review"	More 29 _____ about the markets of different areas	By the end of the term
Draft proposal	–	Before embarking on 30 _____

SECTION 4 *Questions 31 - 40*

Origins of Tea

Questions 31 – 36

Choose the correct letter, A, B or C.

31 Who first imported tea into Europe?

A The Dutch
B The Chinese
C The British

32 What is the meaning of the American eagle engraved in tea at the Boston Tea Party?

A Equalization
B Human Rights
C Independence

33 Where is sesame oil used with milk tea?

A England
B Sudan
C Russia

34 According to Cornelius Blankaart, how many cups of tea a day is it healthy to drink?

A over eight cups
B no more than eight cups
C less than eight cups

35 From when did the normal people drink the tea?

A from eighteenth century to nineteenth century
B from nineteenth century
C from middle of nineteenth century

36 Why does the Islamic culture prohibit drinking tea?

A because of caffeine
B because of vitamin
C because of vegetable oil

Questions 37 – 40

Write NO MORE THAN TWO WORDS for each answer.

37 What is in the tea of nomadic Bedouin used in the guest tents?

_____

38 What do the Indians add to make "Chai" traditionally?

_____

39 What kind of tea with water or milk is made at the café?

_____

40 In which country is tea commonly served at conferences and seminars?

_____

IELTS

INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM

LISTENING TEST

TEST 5

TIME ALLOWED : 30 minutes

NUMBER OF QUESTIONS : 40

Instructions

You will hear a number of different recordings and you will have to answer questions on what you hear.

There will be time for you to read the instructions and questions and you will have a chance to check your work.

All the recordings will be played ***ONCE*** *only.*

The test is in four sections. Write your answers in the listening question booklet.

At the end of the test, you will be given 10 minutes to transfer your answers to an answer sheet.

SECTION 1 *Questions 1 - 10*

Questions 1 – 10

Complete the notes below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

BANK ACCOUNT OPENING FORM

Example	Answer
Type of account:	(A) deposit account

Name of account decided on: 1 _____

Customer's name: 2 _____ Fox

Date of birth: 3 _____ / _____ / 1970

Current address: 10, 4 _____, South Quay

Duration of time living there: about 5 _____

Address (before): Flat 3 Canada House,
6 _____, Edinburgh

Office number: 0 2 0 7 2 3 5 6 7 3 5

Home number: 7 _____

Occupation: 8 _____

Identity (security): Name of his 9 _____ : Monica

The account opening sum: 10 _____

SECTION 2 *Questions 11 - 20*

Questions 11 – 14

Choose the correct letter, A, B or C.

THE ELIZABETH HOUSE

11 Jonathan Owen bought the house in 1965 as it was built in the way of

A the standard European building style.
B the Asian style of Middle Ages in the U.K.
C the traditional Middle Ages of the Britain.

12 Jonathan Owen had been employed at the University of Canterbury as

A a head master of ceramic.
B a head carpenter.
C a supervisor of accounting.

13 Jonathan Owen succeeded in his business so much, but he suffered from

A private household affairs.
B personal diseases.
C public relations.

14 Where did he gather his building material from?

A the local area
B the garden
C the back yard

Questions 15 and 16

Answer the questions below.

Write NO MORE THAN TWO WORDS for each answer.

15 What did Owen's brother study in Paris? _____

16 What is the two hundred-year-old tree? _____

Questions 17 – 20

Complete the sentences below.

Write NO MORE THAN THREE WORDS for each answer.

17 You can find the shop between the path and _____ .

18 In the snack bar, you will be able to rest and get _____ .

19 Through _____ , there is a beautiful walk.

20 Both _____ and _____ are the local products that are promoted and marketed every year with a variety of events and festivals.

SECTION 3 *Questions 21 - 30*

Gallery Marketing

Questions 21 – 24

Complete the table below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

The place to get information about museums and galleries in England	at 21 _____
Research methods	22 _____ , questionnaires or emails
Total interviewees	23 _____
The compared objects of ceramic fair	24 _____

Questions 25 – 30

Complete the summary below.

Write NO MORE THAN TWO WORDS AND/OR A NUMBER for each answer.

Of the countries chosen, ceramic of **25** _____ is a unique kind that the researchers are interested in. On **26** _____ of ceramic, the decoration is compared with artwork of the present time.

The natives made the ceramic from **27** _____, like mountain, basement, and the bottom of the lake. From **28** _____ plants, the natives made various colours through a process of **29** _____. The tones of ceramic were used by **30** _____.

SECTION 4 *Questions 31 - 40*

Questions 31 – 36

Complete the sentences below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

31 Only _____ of people collect waste.

32 By 2012, waste emissions need to be _____ lower than in 2000.

33 Local councils are able to aid achievements with two solutions involving the _____ and local flea markets.

34 A flea market, sometimes referred to as _____, is a local small market where people can buy and sell cheap or second-hand products.

35 One critical problem of carrying out questionnaires is that they are deficient in both _____ and _____.

36 In England, _____ of waste (e.g. electronic and furniture goods) is recycled in the flea markets each year.

Questions 37 – 40

Complete the summary below.

Write NO MORE THAN TWO WORDS AND/OR A NUMBER for each answer.

Less than 15% of **37** _____ are collected in England, whereas Europe collects **38** _____ and **39** _____ collects 80%.

To protect the quality of the office paper, a union, called **40** _____, sells waste paper that has been through sorting process to farmers or gardeners as soil conditioners.

IELTS

INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM

SPEAKING TEST

TEST 1

Part 1

Examiner: Hi, how are you? My name is Ms. Brown. What is your full name, please?

Applicant: I am fine, thank you, Ms. Brown. My full name is _____ .

Examiner: What shall I call you?

Applicant: You can just call me _____ , please.

Examiner: Okay, are you working or studying now?

Applicant: _____ .

Examiner: Okay, what is your position in your workplace?

Applicant: _____ .

Examiner: So, what are you studying?

Applicant: _____ .

Examiner: Why are you studying marketing?

Applicant: _____ .

Examiner: Okay, perfect! And from now, we will start part 2. Are you ready?

Applicant: Yes.

Part 2

Examiner: This topic card is for you. Please take it and have a look.
Applicant: Thanks, Ms. Brown.
Examiner: I will give you just one minute to think about the topic. Are you ready?
Applicant: Yes, I am.

TOPIC CARD

Describe a piece of electronic equipment that you have used.
You should say:
- What it is
- How you use it
- When you bought it

and explain why you think that it is practical.

Examiner: Okay, now… thinking time is up. Are you ready?
Applicant: Yes.
Examiner: Please begin.

Applicant:

Examiner: Great!

Part 3

Examiner: What is the difference between an analog system and a digital system?

Applicant: _____
_____
_____
_____.

Examiner: Okay. So, what about the negative side effects of the digital system?

Applicant: _____
_____
_____
_____.

Examiner: Okay. So, what is the best solution to these problems?

Applicant: _____
_____
_____
_____.

Examiner: So, how about the companies?

Applicant: _____
_____
_____
_____.

Examiner: Okay. Good! Time is up.

IELTS

INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM

SPEAKING TEST

TEST 2

Part 1

Examiner: Hi, how are you? My name is Mr. Brown. What is your full name, please?

Applicant: I am fine, thank you, Mr. Brown. My full name is _____ .

Examiner: What shall I call you?

Applicant: You can just call me _____ , please.

Examiner: Okay, are you working or studying now?

Applicant: _____ .

Examiner: Okay, so… what is the most difficult thing about studying English?

Applicant: _____ .

Examiner: Are you studying English every day or not?

Applicant: _____ .

Examiner: Okay. So have you continued to study English?

Applicant: _____ .

Examiner: Okay, perfect! And from now, we will start part 2. Are you ready?

Applicant: Yes.

Part 2

Examiner: This topic card is for you. Please take it and have a look.
Applicant: Thanks, Mr. Brown.
Examiner: I will give you just one minute to think about the topic. Are you ready?
Applicant: Yes, I am.

TOPIC CARD

Describe a memorable party that you enjoyed.
You should say:
- When the party happened
- Where the party happened
- What the party was for

and explain what happened during the party.

Examiner: Okay, now… thinking time is up. Are you ready?
Applicant: Yes.
Examiner: Please begin.

Applicant: _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____.

Examiner: Great!

Part 3

Examiner: What do you think about friendship?

Applicant: _____
_____
_____
_____.

Examiner: Okay. So… what kind of people do you like?

Applicant: _____
_____
_____
_____.

Examiner: Okay. So… what do you do with your friends normally?

Applicant: _____
_____
_____
_____.

Examiner: So… how do you contact your friends?

Applicant: _____
_____
_____
_____.

Examiner: Okay. Good! Time is up.

IELTS

INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM

SPEAKING TEST

TEST 3

Part 1

Examiner: Hi, how are you? My name is Ms. Brown. What is your full name, please?

Applicant: I am fine, thank you, Ms. Brown. My full name is _____ .

Examiner: What shall I call you?

Applicant: You can just call me _____ , please.

Examiner: Okay, are you working or studying now?

Applicant: _____ .

Examiner: Okay, so… what is the course you are taking?

Applicant: _____ .

Examiner: Do you have a plan for the future after your degree?

Applicant: _____ .

Examiner: Can I ask you why?

Applicant: _____ .

Examiner: Okay, perfect! And from now, we will start part 2. Are you ready?

Applicant: Yes.

Part 2

Examiner: This topic card is for you. Please take it and have a look.
Applicant: Thanks, Ms. Brown.
Examiner: I will give you just one minute to think about the topic. Are you ready?
Applicant: Yes, I am.

TOPIC CARD

Describe a health activity you enjoy doing.
You should say:
- What it is
- Where you do it
- Who you do it with

and explain the effect it has on your health.

Examiner: Okay, now… thinking time is up. Are you ready?
Applicant: Yes.
Examiner: Please begin.

Applicant: _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____.

Examiner: Great!

Part 3

Examiner: What diseases do people have these days?

Applicant: _____
_____
_____
_____.

Examiner: Okay… so… what is the main solution for that?

Applicant: _____
_____
_____
_____.

Examiner: Okay… so… what healthy foods do you normally eat?

Applicant: _____
_____
_____
_____.

Examiner: So, what are your sleeping habits like?

Applicant: _____
_____
_____
_____.

Examiner: Okay. Good! Time is up.

IELTS

INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM

SPEAKING TEST

TEST 4

Part 1

Examiner: Hi, how are you? My name is Ms. Brown. What is your full name, please?

Applicant: I am fine, thank you, Ms. Brown. My full name is _____ .

Examiner: What shall I call you?

Applicant: You can just call me _____ , please.

Examiner: Okay, are you working or studying now?

Applicant: _____ .

Examiner: Really? So… why are you absent from school?

Applicant: _____ .

Examiner: What is the motivation for that?

Applicant: _____ .

Examiner: What is it about your university that made you want to change your course?

Applicant: _____ .

Examiner: Okay, perfect! And from now, we will start part 2. Are you ready?

Applicant: Yes.

Part 2

Examiner: This topic card is for you. Please take it and have a look.
Applicant: Thanks, Ms. Brown.
Examiner: I will give you just one minute to think about the topic. Are you ready?
Applicant: Yes, I am.

TOPIC CARD

Describe a critical choice you had to make in your life.
You should say:
When you chose it
What the result was
How much the benefit has influenced you
and explain why you are interested in it.

Examiner: Okay, now… thinking time is up. Are you ready?
Applicant: Yes.
Examiner: Please begin.

Applicant: _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____.

Examiner: Great!

Part 3

Examiner: What is the difference between a child and an adult in the way they think about preparation?

Applicant: _____
_____
_____
_____.

Examiner: Okay… so… what do you do to catch a good chance?

Applicant: _____
_____
_____
_____.

Examiner: Okay… so… what do you think about studying abroad spending a lot of money and time?

Applicant: _____
_____
_____
_____.

Examiner: So, what is success in life?

Applicant: _____
_____
_____
_____.

Examiner: Okay. Good! Time is up.

IELTS

INTERNATIONAL ENGLISH LANGUAGE TESTING SYSTEM

SPEAKING TEST

TEST 5

Part 1

Examiner: Hi, how are you? My name is Mr. Brown. What is your full name, please?

Applicant: I am fine, thank you, Mr. Brown. My full name is _____ .

Examiner: What shall I call you?

Applicant: You can just call me _____ , please.

Examiner: Okay, are you working or studying now?

Applicant: _____ .

Examiner: Okay, so… do you like your course?

Applicant: _____ .

Examiner: Okay, so… do you have any plans to study overseas?

Applicant: _____ .

Examiner: Okay, so… do you like voluntary programmes as well?

Applicant: _____ .

Examiner: Okay, perfect! And from now, we will start part 2. Are you ready?

Applicant: Yes.

Part 2

Examiner: This topic card is for you. Please take it and have a look.
Applicant: Thanks, Mr. Brown.
Examiner: I will give you just one minute to think about the topic. Are you ready?
Applicant: Yes, I am.

TOPIC CARD

Describe one of your friends.
You should say:
- Where you met him/her
- How long you have been friends
- What the meeting is about

and explain the advantages and disadvantages of him/her.

Examiner: Okay, now… thinking time is up. Are you ready?
Applicant: Yes.
Examiner: Please begin.

Applicant:

Examiner: Great!

Part 3

Examiner: What is friendship?

Applicant: _____
_____
_____
_____.

Examiner: Okay… so… what do you do with your friend normally?

Applicant: _____
_____
_____
_____.

Examiner: Okay… so… how can you keep in touch with your friend normally if you live in a remote area?

Applicant: _____
_____
_____
_____.

Examiner: Okay… so… how do you keep a friendship going for a long time?

Applicant: _____
_____
_____
_____.

Examiner: Okay. Good! Time is up.

Part 3
Scripts
&
Answer Key

LISTENING TEST 1

Answer Sheet							
1	115	11	B	21	B	31	paintings
2	by train	12	C	22	C	32	totemism
3	one way	13	C	23	C	33	sophisticated
4	£40.50	14	B	24	personal talent	34	god faces
5	door-to-door	15	C	25	other views	35	enchantment
6	Victoria Smith	16	A	26	persuading	36	touching, scratching
7	the 10th, October	17	sleeping bags	27	(the) human resource (department)	37	field trip
8	6606 7707 1212 0008	18	(a) barbecue	28	(an) incentive	38	traps
9	TURNNER	19	cafeteria, shop	29	sharing, understanding	39	fragile
10	BA2 6AY	20	(a) bushwalk	30	takes time	40	move

SECTION 1 *Questions 1-10*

script

AGENT: Hello, this is the National Express Transport Information service centre at London Heathrow Airport. May I help you?

CUSTOMER: Hi, good afternoon. Um, I'm calling from New York. Um, I'm flying to Heathrow Airport on Friday, and I need to get to a town called, um, Example Bath. Could you tell me how I can get there?

AGENT: Bath, right? Let me see. I think that's about Q1 115 miles west of here. So it'll take about one and a half hours Q2 by train.

CUSTOMER: Wow! It's quite a long way, isn't it?

AGENT: Yes, I'm afraid so.

CUSTOMER: Right. Well, I don't really want to take a coach I suppose. Can you give me some more information about the discount ticket prices that are available at the moment?

AGENT: OK. How about an Express Coach Shuttle Service to Bath? It's faster than an ordinary coach and the ticket price is not that expensive.

CUSTOMER: Hmmm, can you tell me how much that would cost?

AGENT: Certainly. Let's see, it would be £30 Q3 one way, or Q4 £40.50 in return.

CUSTOMER: Great, that's not too bad.

AGENT: It goes directly from the airport here to Bath and it's pretty fast. But you have to bear in mind that there is only three departures a day, such as 09:00 a.m., 02:00 p.m. and 06:00 p.m., so it depends what time the flight arrives.

CUSTOMER: Oh, I see. We'll get there at 12:30 p.m.

AGENT: Hmmm, that's not too bad. The second bus leaves at 02:00 p.m., so you would have quite a wait.

CUSTOMER: I'm just wondering. Is there any mini-cab service there? I mean a Q5 door-to-door service because I will bring a lot of packages.

AGENT: Okay, I'll just contact the London cab office for you now.

CUSTOMER: Do you know how much it will be?

AGENT: Just a moment, let me check. It's £85 for single fee normally. So that's about twice the price of the Express Coach Shuttle Service's.

CUSTOMER: Oh, that doesn't sound too bad. I will go for that then.

AGENT: Where will you stay there? Hotel or B&B?

CUSTOMER: I'll be at Q6 Victoria Smith Hotel. Is it possible to make a reservation for that now?

AGENT: Sure. Right, so what date do you want to book this for?

CUSTOMER: I will arrive there on Friday, Q7 the 10th of October.

AGENT: And this is for just one person or...?

CUSTOMER: Two people, me and my sister.

AGENT: Right. Your arrival time will be 12:30 p.m. What sort of credit card will you be using?

CUSTOMER: I'm a Visa Card holder.

AGENT: Could I have your 16 digit card number, please?

CUSTOMER: Okay, let me see, Q8 6606 7707 1212 0008.

AGENT: No problem. And what's your name, please?

CUSTOMER: Olivia Turnner, that's Q9 T-U-R-double N-E-R.

AGENT: Okay, thank you, madam.

CUSTOMER: Could you tell me the hotel address, sir?

AGENT: OK. 115 Victoria Smith Hotel, Trowbridge Street, Bath.

CUSTOMER: And the post code, please?

AGENT: Q10 BA2 6AY.

CUSTOMER: Lovely, thank you.

AGENT: OK. That seems to be everything. Have a nice trip, madam.

CUSTOMER: Yes, bye, thank you for your help.

AGENT: You're welcome, goodbye.

SECTION 2 *Questions 11-20*

script

Thank you for visiting our company, Mountain Cycling Viking. This evening we will be celebrating our anniversary. Actually, we are so happy to see many people in the conference room. Let me start by giving you some information about the company and a brief history.

The company was launched fifty years ago. It initially opened as a wholesale selling mountain cycling equipment, and then from thirty years ago, it introduced a range of attractive cycling courses in the UK, and started organising cycling holidays. Over the years the company has developed and grown considerably and Q11 since 2000 has been offering family cycling holidays all around Europe.

If you go on a cycling holiday with us, you'll have the opportunity to choose from hundreds of different sites. Nowadays, we manage 53 sites in rural Q12 Germany. We also have a number of promotions taking place in France. We are also making plans to expand into Scandinavia. All of our sites have been upgraded and we plan to launch more each year.

We are so proud to offer spectacular sites and facilities for the whole family to enjoy. Also parents who want to enjoy a holiday with their young children need not worry about keeping them occupied during the day as we have a lot of bicycles and equipment available for children Q13 under 8. Our kids programme is organised and run by our well-qualified and professional staff and coaches. Each day the kids start with a short warm-up course and a cooling-down course that is no more than 5 km in a rural area not far from the central city. This programme includes an emergency first-aid course and some bicycle repairs training. In the evening, there are different events to enjoy by the campfire such as singing or dancing with refreshments. We have a no-noise rule Q14 after 10:00 p.m. So, all children's events normally finish at 9:00 p.m. Security guards patrol the campsites from 10:00 p.m. until 7:00 a.m. the next morning.

The Mountain Cycling Viking also deeply wants all customers to register as members. If you haven't joined the company's membership scheme yet, when you apply you can get a Q15 20% discount on all charges including the insurance fee. Also, you'll receive the company's monthly newsletter and promotional leaflets.

There are many advantages to choosing Mountain Cycling Viking, and to recommending it to your friends and relatives. As a regular customer, you'll be kept informed of special events for the holiday season, and the friends who you recommend can get a Q16 15% discount on things such as luxury camping facilities. In return, we'll offer you a souvenir.

When it comes to our bicycles and camping facilities, we only offer things of the highest quality. We really do think of everything from portable gas canisters and cooking utensils to tents and Q17 sleeping bags. If a member of your family doesn't want to cook in the cooking car, you are able to use Q18 a barbecue if you ask for it in advance. Also, we will offer a special cool box to keep food and drinks chilled. All of our sites are equipped with excellent washing facilities and places you can leave your children and pets. All sites have a Q19 cafeteria and shop in the central area of the campsites. Furthermore, we have a small hospital staffed by two doctors and three nurses who are very kind and caring. During the holiday, your guide will take anyone who is interested on Q20 a bushwalk through the mountain or teach an aerobics class free of charge. And now, allow me to introduce our president, Mr. David Gear.

SECTION 3 *Questions 21-30*

script

TUTOR: Umm, you've been looking at different styles of personal marketing in small companies and the workplace in the UK. So how's the coursework going, Robert?

ROBERT: Well I've been looking at why some people decide to run their own business. Market research shows that personal management is a critical area. When you think about any small business, it is usually Q21 a family business. They are also trained and developed as a group. Of course, they may have different ideas but these ideas are based on their experiences and education, so it is critical that all members are able to brainstorm with each other.

TUTOR: So what do you think about differences of opinion in the workplace?

ROBERT: Umm, I think that there are many reasons why this can occur. The research particularly focuses on personality managing within a small company. Actually, it clearly shows the difference Q22 between men and women in terms of their methods and solutions at work.

TUTOR: Right, so... did you research the effects of family members working together within a small company?

ROBERT: Of course, I did. One advantage of this is being able to share thoughts and ideas with others in a way that stimulates the mind and helps save money. However, unfortunately, each new idea can cause controversy between employees and cause problems in Q23 marketing and management.

TUTOR: I agree, Robert. Now, two more things we need to talk about are Q24 personal talent and managing it effectively. So, Monica, did you have a perception of different talents among employees? And how do you think it is efficient for employers to work?

MONICA: In my case, teamwork is emphasised in the workplace, so the personal skills of employees can often be overlooked. The thing that employers should be targeting is an acceptance of Q25 other views and filter responsibility appropriately.

TUTOR: That's right, Monica. However, unfortunately many top managers think it is too difficult to make a unit when all employees' ideas are put together.

MONICA: I see, that should be the case but I think one of the hardest tasks for employers is considering the wants and needs of each employee, such as finding ways of cooperating, compromising and sometimes Q26 persuading the employees when they don't accept the target. So, it requires creative and broad thinking with other people.

TUTOR: So, what kind of people do you think are best for these companies?

MONICA: Well, the best solution starts from when the companies are looking for new staff. Of course, the responsibility of Q27 the human resource department should be to choose the best staff. Also, they have to learn and research personal management and psychological tests with confirmation of qualifications. It's so essential for them.

TUTOR: So, how about if the best team members are overestimated?

MONICA: No, they're not overestimated. You just need to learn steadily if you're working in an organization.

TUTOR: Right, so... how should managers cope with this situation?

MONICA: It's a carrot and stick. If all employees are following the rules and policies of the company, a manager may give them Q28 an incentive in order to save time and costs. Also, the incentive can be either a working condition they want to change or money.

TUTOR: Great. It's your turn, Robert. How important is it for a manager to be a good performer?

ROBERT: Umm, managing CEO means not only Q29 sharing all employees' thoughts, but also understanding the culture of the organization. Actually, there needs to be a balance between creative minds and personal decisions during working time.

TUTOR: Exactly. Well done, Robert.

ROBERT: Thank you, sir. Clearly, sometimes, it is hard for the managing CEO to control the system. For instance, they should manage the changes in the workplace caused by crisis or loss with caution.

TUTOR: Right, sometimes, certain situations cause problems for the future management of the company. Do you follow me, Robert?

ROBERT: Yes, I do. Actually, I have one more thing to say about high stress levels in the workplace. It Q30 takes time for a balance to be found between employers and employees.

TUTOR: That's a very interesting idea. So let's move on and talk about the marketing mix.

SECTION 4 *Questions 31-40*

script

Good morning, everyone!

The first workshop is in preparation for our anthropological fieldwork in the Incan Civilization of South America; we are so happy to have received funding for separate studies for this field trip from our organization, so I shall expect over 90% attendance from you. In this workshop I'm going to begin by offering a brief introduction to contemporary studies on wall painting, and in the second part I'm going to show some examples of fieldwork, so please listen carefully.

I'm going to focus on interpretations of wall painting art in Peru. Fortunately, we are going to explain an area where you can find some of the most critical sites in the world. And I deeply hope to show you how they were made – this is the first and most important chapter we must study.

In Peru there are both engravings and Q31 paintings. Many of the engravings show Q32 totemism and most historians tend to think that the purpose of these was complicated and mixed. This wall art was like a museum guide book with pictures to teach students about the artworks. They represent nature – sun, moon, wind, water, fire, and so forth.

However, there were several mysteries. When you first see a typical Inca engraving or painting, you can see that the tracks are Q33 sophisticated. There are tracks for the movement of nature. Today, we'll learn how to make tracking.

Now there are two more things to consider. Why are some of the engravings of natural phenomenon very delicate but clearly ideological and others realistic?

Another mystery is some of the realistic natural phenomenon – that's in the engravings. For instance, some have Q34 god faces. Many researchers now think that these are pictures that were engraved by the craft masters. They believed they could use the providence of nature they had drawn, so the hunters could then mimic them for prosperity.

Most historians thought that the visitors looked at the wall paintings to understand their origins and solve the puzzles of the art and culture of the pictures. Now many scholars believe that wall art was more about Q35 enchantment. And we'll learn more about them next session.

In the third part of the workshop I'd like to explain some of the implications of our explored prehistoric site and understanding the wall arts.

We're going to visit lots of sites related to them. The single largest problem at these sites is visitors unintentionally Q36 touching and scratching the wall paintings.

Whenever you go over to a site in Inca, you'll learn and conserve many things made from the Incas because they are of good value to prehistoric research. Through the Q37 field trip, these visitors are able to get an educational experience.

And there are some essential rules to show you. There are Q38 traps that can happen suddenly and are very dangerous. Actually, they were a safe guard against enemies. So, you should always follow the information board in the forest with a local tour guide.

So, how are we going to feel the wall painting in our field trip? Don't forget: no touching, just leave it. The wall painting is Q39 fragile, and it is also a part of Peruvian heritage and a national treasure. This lesson is joining with a local community on the site. They run a special course and a trip around the historical site once a month.

Obviously, scratching or touching on the wall paintings can destroy in a moment what has lasted for thousands of years of Incan Civilization. Please, try to be extra careful and look out for your mates. Look carefully everywhere! And lastly please don't Q40 move any old materials to take a picture.

Well, that's about all I want to say, but if you have any questions, please ask them now. Right, do you have any questions so far?

LISTENING TEST 2

Answer Sheet							
1	Tom Jones	11	Palace Gardens	21	Educational Science	31	(a) questionnaire
2	Wolf Crescent	12	6 p.m.	22	primary school	32	(the) fountain
3	020 7788 1212	13	(the) ticket box	23	arithmetic	33	(the) business school
4	Café Manager	14	Royal Crescent	24	construction, gardening	34	2/two
5	Daltton	15	1767, 1774	25	(A) friend	35	leisure, sports
6	broken	16	Queen Square	26	sharing, understanding	36	(a) drama theatre
7	Jenny Orion	17	(the) Roman baths	27	extend	37	25%
8	Business partner	18	(The) Roman Boat	28	computer, bicycles	38	(the) accommodation buildings
9	1st of February	19	48 hours	29	raise/earn money	39	B
10	(a) credit card	20	English	30	accommodation	40	E

SECTION 1 *Questions 1-10*

script

AGENT: Hello. Nice to meet you. My name is **Example** Mary Fox. I am a car insurance marketing manager here. What can I do for you, sir?

CUSTOMER: Oh hello. I'm interested in buying some car insurance.

AGENT: Great. I'll show you a brochure then. What's your name, sir?

CUSTOMER: **Q1** Tom Jones. Just call me Tom. Easy to remember, isn't it?

AGENT: And your current address in the UK, Tom?

CUSTOMER: It's Flat 1 Wood House, **Q2** Wolf Crescent.

AGENT: Wolf Crescent. Is that in the Surrey Quay area of east London?

CUSTOMER: Yes.

AGENT: And what's your daytime phone number, please?

CUSTOMER: My office number is **Q3** 020 7788 1212.

AGENT: And could I ask you what you do for a living?

CUSTOMER: I'm a **Q4** café manager.

AGENT: OK. So can you tell me the engine size of your car, please, Tom?

CUSTOMER: It has a 2.0 litre engine.

AGENT: Thank you. And the model name?

CUSTOMER: It's a Humax Daltton.

AGENT: Could you spell the model name, please?

CUSTOMER: Yes. **Q5** D-A-L-T-T-O-N.

AGENT: Ah yes, thanks. And when was it launched?

CUSTOMER: It would have been in 2000, I think.

AGENT: Lovely. Right. I presume you've had a previous insurer recently?

CUSTOMER: Yes.

AGENT: Right. We need to know the name of the car insurance company you were with before.

CUSTOMER: Certainly. It was North Pole Safe.

AGENT: Thank you, and have you made any insurance claims within the last three years?

CUSTOMER: Yes, three cases in 2005.

AGENT: And what was your problem?

CUSTOMER: It was a **Q6** broken window.

AGENT: That's fine, Mr. Jones. Everything sounds fine so far. And will you include any other drivers on the insurance?

CUSTOMER: Yes, just one woman.

AGENT: And her name?

CUSTOMER: Jenny Orion.

AGENT: Could you spell her full name, please?

CUSTOMER: Jenny Orion, that's Q7 J-E-double N-Y O-R-I-O-N.

AGENT: OK, thank you. And what relationship is she to you?

CUSTOMER: She is my Q8 business partner.

AGENT: And what will you be using the car for?

CUSTOMER: Well... mainly for business use.

AGENT: Business use (murmuring). Will you be using it for delivery?

CUSTOMER: Yes, always.

AGENT: Anything else?

CUSTOMER: No. That's it.

AGENT: And finally, when would you like to begin the insurance?

CUSTOMER: I'll need it from the Q9 1st of February.

AGENT: Right. Could I check the tick box on the computer now?

CUSTOMER: Yes, go ahead.

AGENT: And that comes out at £700.00 per year.

CUSTOMER: Well... it's quite a bit higher than I've been paying until now... but it's just about OK.

AGENT: Great. How would you like to pay? Cash or card, sir?

CUSTOMER: I'll use Q10 a credit card.

AGENT: Certainly, sir.

SECTION 2 *Questions 11-20*

script

Thank you for visiting the Elephant Tourism Centre in the City of Bath. First of all, we have various attractions to see in the Roman Bath City and we'd like to offer plenty of information that you may not have thought of before.

How about a tour of the city by bus? There are four main stations – from south to north: stop A Q11 Palace Gardens, stop B Pulteney Bridge, stop C Royal Crescent and stop D Queen Square.

You can visit the main booking office at stop A.

The first tour bus leaves at 9 a.m. and the last one at Q12 6 p.m. There are also many good attractions you can see along the street. At stop A, if you have a break, you can visit the beautiful garden of the middle ages; it is like Rome. It's very close to Q13 the ticket box. You can also enjoy a concert in the centre of the garden.

Stop B, why don't you visit the Riverside Restaurant with its landscape across the path? It is a place where you can sit and enjoy the spectacular views over the old hockey playground and ballrooms outside of the old buildings of the city.

Stop C is the Q14 Royal Crescent, built between Q15 1767 and 1774. It is a residential road of 30 houses, laid out in a crescent, in the City of Bath, England. It was designed by the architect John Wood; it is among the greatest examples of Georgian architecture to be found in the United Kingdom and is a grade-I-listed building.

Further along at stop D Q16 Queen Square, the most exciting place to visit is Q17 the Roman baths used for the buildings housing their public baths. After sightseeing, you can visit the Theme Bath Spa but you have to pay for that by the hour.

Besides, there are city boat tours. Two local tour companies give special services:

Q18 The Roman Boat Company operates all of its tours with an audio tour guide service available in English, German, French, Korean, Japanese and Chinese. Tours leave from 9 a.m. every 30 minutes. The boat departs from the Palace Gardens. Tickets are valid for Q19 48 hours.

Another company, The Best Boating View Co., is available with a live commentary in Q20 English only. Boats depart from Pulteney Bridge every hour from 9:30 a.m. with the last boat departing at 6:30 p.m. This service also offers refreshments free of charge.

SECTION 3 *Questions 21-30*

script

TUTOR: Hello. Tom Thompson, isn't it?

TOM: Yes, that's right.

TUTOR: Come in and sit down.

TOM: Thanks.

TUTOR: Right. Well, Tom, as we explained earlier, in this part of the interview we would like to talk through your application form, your career experience and educational background, and so on. And then in the second part, you'll go for a group discussion.

TOM: Group discussion... yes, I see...

TUTOR: So, was your first degree in Business Studies?

TOM: Yes, but I also majored in Q21 Educational Science.

TUTOR: And you graduated in 2002... and I know you have been doing some teaching.

TOM: Yes. I worked as a volunteer in a Q22 primary school in Vietnam. I was there for about three and a half years in total from 2003 to... umm... 2006.

TUTOR: Great. What kind of organization was it?

TOM: It's a voluntary organization, called Asian Cross.

TUTOR: Okay. Yes, I have heard of it. It operates in several Asian countries, doesn't it? And what kind of school was it?

TOM: A rural primary school in a shanty town.

TUTOR: Right... and what did you teach?

TOM: A variety of subjects in different areas... ummm... I did... mainly Q23 arithmetic with levels 1 to 3 and some English conversation with level 5. Then in my final year, I took on some Q24 construction and gardening – that's level 6.

TUTOR: Right. That sounds great.

TOM: I also ran the subsistence farming in a rural area with residents.

TUTOR: How interesting. And how did you join the voluntary organization?

TOM: Actually, Q25 a friend mentioned them – the Asian Cross do applying enlightening and make voluntary works, and so forth.

TUTOR: So... what did you get from them?

TOM: Well... I was so happy to help the people with my efforts. At the end, I was so proud of myself as a volunteer. Sometimes, I was really Q26 sharing a lot and understanding the others.

TUTOR: Umm... I see.

TOM: And I also found I was able to improve my vision and dream for the future dramatically. I made up my mind to Q27 extend my voluntary work to other countries as well.

TUTOR: Right. Did you travel at all while you were there?

TOM: Yes, I did. We set up a very successful project teaching Q28 computer class and donating second-hand bicycles locally.

TUTOR: Really?

TOM: Sometimes, whilst working there, I went to London to Q29 raise money for building new farms with a part-time job.

TUTOR: So what's next?

TOM: The local governor sponsored all volunteers' visas and paid for their Q30 accommodation and travel costs.

TUTOR: You're lucky, aren't you? Anyway, why did you want to teach construction and gardening?

TOM: I had a couple of part-time jobs when I was at university. I have now realised I like teaching best. And I chose construction and gardening because they are my favourite hobbies and because I think they have so many useful applications.

TUTOR: Okay. You have certainly had some interesting work experience. I'll ask you now...

SECTION 4 *Questions 31-40*

script

We're very happy that the college authority has accepted the students' suggestions about the design of a new library and student union building. We deeply appreciate the beneficiaries of college library facilities for current students.

We have researched the best ways to find out students' opinions and use them to help us make decisions. Initially, there was a student union meeting that was held last week. Then, in the main hall in Kings building, we invited all students to hand in suggestions for the design of new buildings, placing cards in a suggestion box. The suggestions enabled us to design Q31 a questionnaire that was completed by around three thousand students over one month. As a result, the college authority collected the results and made a report. This presentation is basically a workshop based on the main points that came up in the questionnaire.

Most of all, regarding the critical areas of the site, we reviewed the four options which you have suggested. Number one will be in the centre of the college, near Q32 the fountain. Number two will be at the corner at maple in the north. Number three will be near the student accommodation building. And number four will be near Q33 the business school. We have reflected students' need to cite reasons for or against these sites. So, there were a number of issues with all four sites. It seems site one was so crowded and noisy. Q34 Site two is a popular choice because it's quiet and a short distance from the lecture rooms. Site three was unpopular due to parking problems. Finally, number four was too far from the other colleges.

Furthermore, our second suggestion for the student union building is obviously the facilities for Q35 leisure and sports. We would like a big fitness centre and if possible, a swimming pool that is close to competition size. Also, we want to set up a variety of things that cater to students' needs, such as a job centre, travel agent, language centre for international students, internet café, and so forth. Additionally, the Student Counseling Centre and luxury refectory will also be there. However, we are also considering Q36 a drama theatre. Just over 30% of the respondents were in favour of this and Q37 25% were against it. Around 45% were neutral. 70% of respondents are in favour of the student union building being located close to Q38 the accommodation buildings as this will be more convenient for them, although there are some concerns about security and fire.

Also, the Student Union deeply insisted that a Q39 video surveillance system and security guard team that check the Q40 Students Union ID cards are in place. Finally, these buildings will be maintained well as this is important for students' welfare. As I said, further details and information will be given in our college newspaper but for now I would be glad to answer any questions you may have... (fade out)

LISTENING TEST 3

Answer Sheet							
1	Badminton court	11	B	21	B	31	B
2	Judo (classes)	12	A	22	A	32	E
3	(a) diet	13	C	23	C	33	F
4	caffeine	14	the Sea	24	(the) accommodation	34	confirmation letter
5	low-calorie	15	1951	25	Nursery	35	weather
6	£700.00	16	(the) 25th	26	Job centre	36	country
7	Fridays	17	6:30 p.m.	27	activated	37	exchange students
8	Middle Class	18	Wednesday, Friday	28	(A) mentor programme	38	£750/750 pounds
9	9 a.m., 5 p.m.	19	£18/18 pounds	29	statistics	39	one-to-one/man-to-man
10	(a) debit card	20	in person	30	£5/five pounds	40	5%/five percent

SECTION 1 *Questions 1-10*

script

STAFF: Good morning, may I help you?

CUSTOMER: Hi, good morning, I've come to get some information about membership and the facilities here.

STAFF: Of course. So, what sort of thing would you like to know?

CUSTOMER: Do you have a yoga class?

STAFF: I'm sorry, but we primarily run Example aerobics classes.

CUSTOMER: What about swimming?

STAFF: No, I'm sorry. Perhaps you have mixed us up with the Seven Sports Centre.

CUSTOMER: Oh, yes, I must have made a mistake, sorry. So, do you have body building equipment?

STAFF: Sure, we've got a lot of facilities for body building. And we also have a keep-fit studio. It is very popular with our members, and then as well as that we have a Q1 badminton court.

CUSTOMER: That sounds good. I often like to play badminton.

STAFF: We have other special classes too.

CUSTOMER: Do you have fencing classes? I'm crazy about fencing.

STAFF: Well, at the moment we offer Q2 judo classes. We're planning to add fencing classes soon.

CUSTOMER: Are there any restaurants or coffee shops I can go after exercising?

STAFF: At the moment, we've got Q3 a diet shop which is very popular. It sells Q4 caffeine and oil-free, Q5 low-calorie food.

CUSTOMER: OK. Thanks. By the way, can I ask about the membership scheme?

STAFF: What kind of membership are you looking for?

CUSTOMER: Um, I haven't made up my mind yet. What sort of membership schemes are available?

STAFF: Well, there are four different types of membership.

CUSTOMER: I see. How does it work?

STAFF: Basically, the first one is called Super, and you can use all services at any time during the week or at the weekend.

CUSTOMER: That sounds great. It's very expensive, isn't it?

STAFF: Right, you pay Q6 £700.00 for the annual subscription fee.

CUSTOMER: Wow, it's so expensive. Right, OK then. Um so, what about the next stage?

STAFF: That's the Under Super, £500.00 for the annual subscription fee. You can use all services Monday to Sunday except Q7 Fridays, because all Super memberships have an Open Lesson with specialist trainers.

CUSTOMER: OK. I see. So, what time is the best time for me as a student?

STAFF: You can only use the facilities between 07:00 a.m. and 11:30 p.m. If you need a training coach, you must pay £10.00 per hour. But it's free for Super membership.

CUSTOMER: OK. I see. How about the next stage?

STAFF: Actually, it's called Q8 Middle Class membership. It's slightly less than the £300.00 for the annual subscription fee. You can use the facilities from Monday to Thursday only. The other conditions are similar to Under Super.

CUSTOMER: OK, what about the last one?

STAFF: Um, it's called Low Class membership, £150.00 for the annual subscription fee. You can use all services from Monday to Thursday between Q9 9:00 a.m. and 5:00 p.m.

CUSTOMER: Thanks so much. I will go for the Low Class membership scheme.

STAFF: OK. How will you pay for it?

CUSTOMER: Can I pay with Q10 a debit card?

STAFF: Sure.

CUSTOMER: Thank you. Here you are.

STAFF: PIN number, please.

CUSTOMER: OK. Um, can I start from next Monday?

STAFF: Sure. No problem. Thank you for visiting Seven Island Sports Centre.

SECTION 2 *Questions 11-20*

script

MAN: And... here on Radio Manor House today, we have Sandy Smith, the Marketing Relations Officer of our own Manor House Town Theatre. Hello, Sandy.

SANDY: Good to see you.

MAN: Now, the theatre is reopening soon after its two-and-a-half-year redevelopment program, isn't it?

SANDY: That's right, and there has been a lot of remodeling and renovation work. Firstly, audiences will see when they come into the Q11 hall that it has been repainted in pure silver and bronze. Also, the Q12 ticket office has been re-designed with a new decorated entrance from the both sides of the theatre. This means it can be a more relaxed and comfortable space. The Q13 shop close to the ticket office will sell tour guide books, CDs and souvenirs. It should be finished by next week. The plan for redevelopment is to show audiences a new image and promote the theatre. Most of all, we hope to welcome potential new audiences and develop new actors and actresses to improve local theatre.

MAN: How is the auditorium different?

SANDY: Well, it's completely different. Basically, we've extended the space between the aisles. It means that the number of seats is less than before but we bet audiences will be much more satisfied with the theatre being in this condition. Also, we've set up an air conditioner and filtering system, so auditions won't feel hot and stuffy. We've prepared some extra space for disabled customers that is twice as wide as before. We hope this helps them to enjoy the theatre in more comfort. And finally,

we've installed some new elevators because the old ones we used were very narrow and often broke down. Now, they've been changed and work much better.

MAN: Has anything changed in the dressing rooms?

SANDY: Of course, we've remodeled backstage. The old dressing rooms were narrow, dark and damp but now they've been transformed into wide, bright spaces. We've also added practical drawers and hangers so that performers can change their clothes and make up easily. Also, the backstage's electronic sound and lighting facilities have been upgraded.

MAN: All right, so... could you tell me some details about the next performance?

SANDY: We've got a play we're very proud of, "The Old Man and Q14 the Sea," which was written by Ernest Hemingway in Q15 1951. It starts on the 15th of August and runs until Q16 the 25th. We used to begin all our performances at 7 p.m. but as it was hard for audiences to go home by public transport, we changed the start time to Q17 6:30 p.m. The play is due to finish at 9 p.m. Surprisingly, tickets are selling like hot cakes. The Saturday and Sunday performances have sold out already. Actually, now we have only tickets for Q18 Wednesday and Friday, but those will be sold out soon.

MAN: How much does it cost?

SANDY: We've introduced a simpler price structure. Ticket prices used to range from £6 to £30 but now they're all Q19 £18. Also, they're available from the box office Q20 in person, by phone, fax, post, or online. It's not expensive.

MAN: Great, Sandy, now if you'd like to tell us the telephone number for the theatre...

SECTION 3 *Questions 21-30*

script

TUTOR: Hello, what can I do for you?

TOM: I visited here last month because I wanted to talk to someone about taking a marketing course.

TUTOR: You're in the right place. I'm one of the tutors, so I should be able to assist you.

TOM: Oh, thanks. My name is Tom Daniel. I've decided to apply for a place on Q21 a part-time course. A friend of mine took one last term, and recommended it to me.

TUTOR: It's great.

TOM: Is there anything I should do before taking the course, like coursework or preparing a portfolio?

TUTOR: We gave out a reading list and handbook on induction day. We're helping current students to Q22 write a case study and an essay. The word count is over 5,000 words each but these will be handed out next term.

TOM: OK, I see. Anyway, could I have Q23 a teaching session or trial lesson?

TUTOR: Sure, I'll contact the tutor and ask about your request.

TOM: Thanks, could you tell me about the college facilities as well, please?

TUTOR: Is there anything particular you would like to know about?

TOM: Um, I know the course is twice a week, and six hours a day, isn't it? So, presumably it is possible to use the Internet café in the Student Union Centre?

TUTOR: Sure, the Internet café is open all night long, Monday to Friday, 8 a.m. to 10 p.m. and normally, after 8 p.m. most students living in Q24 the accommodation are using it.

TOM: I need something special at the refectory as well. Actually, I want to eat a vegetarian diet and low-salted food.

TUTOR: OK then, you should let the staff know before eating; it won't be a problem.

TOM: OK. I'm just wondering about the Q25 nursery in the college. I'd like to bring my son here while I'm studying.

TUTOR: How old is he?

TOM: Three and a half years.

TUTOR: Then he's eligible to participate in the nursery at the college. We have several staff with qualifications. Actually, this system has a good reputation for married students. However, demand exceeds supply, so there is still a need to put your name down early for the nursery.

TOM: OK. I see.

TUTOR: Did you have plans related to the marketing course after school? We have a close relationship with industry in the local area, so with our support most students have a good chance of improving their abilities.

TOM: Really, so... it might help me to develop my study skills after the course.

TUTOR: We run an effective Q26 job centre with career information relative to a variety of different subjects. There is also a lot of reference material, business plan advice and other such things. Also, our staff are also qualified to give guidance on a personal basis.

TOM: Thanks, that sounds great. Um, I love exercising... Is there a fitness centre for students in the college?

TUTOR: It's open to everyone. Basically, it's free for current students but otherwise it's £150 per year or £30 if you are from another college.

TOM: And presumably there are library facilities?

TUTOR: Of course, and there's also an audio-visual room, Internet café, group study room, etc.

TOM: So, how can I use the Internet service?

TUTOR: Umm, your tutor will arrange for the computer centre team to get you a new Q27 activated number, so ask them about the Internet service when you use it.

TOM: Thanks.

TUTOR: By the way, do you need information about the Business Circle?

TOM: What's that?

TUTOR: It's a small group that meets twice a week. Your seniors will support and assist you with any parts of the course that you may be finding difficult. Sometimes, they will arrange visit to UK marketing companies during the holidays.

TOM: Umm, you mean Q28 a mentor programme?

TUTOR: Yes, it's a personal development relationship programme in which a more experienced or more-knowledge person helps less-experienced or less-knowledge students.

TOM: Great, could I improve my lack of study skills? Actually, I'm not good at surveying, case studies or writing reports.

TUTOR: Sure, you can. There's plenty of useful resources. Just ask one of your tutors.

TOM: What about an IT lesson?

TUTOR: Yes, we'll teach varied programmes including Q29 statistics and spreadsheets.

TOM: So... it is just for students, then?

TUTOR: No, it's for members only, but anyone can join anytime.

TOM: How much is it?

TUTOR: £20 a month for local residents, and Q30 £5 for current students. It's so cheap!

TOM: It's very reasonable and helpful. So, I'd better fill out the application form. Thanks for all your help.

TUTOR: That's alright, anytime.

TOM: See you around.

SECTION 4 *Questions 31-40*

script

Welcome to Surrey Quay University. Surrey Quay has both physical and geographical advantages. It is also in an urban location and Q31 close to Waterloo international station. The best advantage of Surrey Quay University is that it is within one hour of London Central Airport. The university has remarkable research capabilities. We were placed Q32 5th out of 165 universities in last year's research assessment of the UK. We have been Q33 supported by government and global corporation companies, especially in subjects like computer science, marketing research and arts and design. Furthermore, you are able to gain more relevant experience during the holidays by doing a work placement with local industry.

I'll now give you some information about how to apply and learn studies about the university directly. If you do decide to make an application, the letter will be sent directly to the Student Union Centre. All student affairs officers like me will then send a Q34 confirmation letter to you as soon as possible after double-checking them. However, unfortunately, sometimes this process doesn't operate quickly because there are postal problems caused by Q35 weather, traffic problems or the final decision of a head course leader. So, the processing period can take four to five weeks. Also, we'll introduce the current senior students that come from your Q36 country, so you can get an objective opinion of the university, academic atmosphere, student support and facilities and all aspects of student life in advance.

UK universities run undergraduate courses for three years and master's courses for one year which is different to the American university system. All courses are intensive and involve a lot of group work especially field studies and presentations.

If you decide to choose the Surrey Quay University, applying for accommodation is easy, and we can have a pick-up service at the airport, helping you save time and money. We offer three kinds of accommodation. They are for international students, Q37 exchange students and long-distance residents in the UK. However, demand will exceed supply like last year, so you absolutely need to fill out the application form as soon as possible.

If you plan to live in accommodation outside of the campus, you should apply a little earlier. There is great demand every year. Please, remember this proverb, "The early bird catches the worm." The luxury accommodations will be filled up months before the launching of the new session. In other words, we'll kick off in October so you need to apply between July and August. This year we'll offer a great room fee. Before, the rent was £900 a week including bills but now it is only Q38 £750 a week. Also, we have equipped a broadband Internet service for searching online quickly without any concerns. Whilst living in the accommodation, the accommodation officer will take care of all your needs and will always welcome your visit.

And, finally, regarding language ability, you can choose two options. The first option is a conversation class for developing oral communication and presentation skills; the cost is included in the main school fee. The second option is a Q39 one-to-one class with a qualified TESOL teacher who will help you improve your speaking skills. This option is £20 an hour and classes will be scheduled from Monday to Friday. Improving your language abilities is very important. Unfortunately, around Q40 5% in the bottom line of all current students failed the main course because of low results in the essay and speaking tests. You must not be in this group.

Thank you for listening. I hope you enjoy your time here at Surrey Quay.

LISTENING TEST 4

Answer Sheet							
1	five to seven	11	sightseeing buses	21	Price	31	C
2	£15.00	12	381	22	Promotion	32	C
3	£3.00	13	(the) Northern Line	23	tourism	33	B
4	Glasgow Street	14	(The) British Museum	24	mobile phone companies	34	A
5	Black button	15	heritage	25	(the) Business Centre	35	B
6	(the) garden	16	seven million objects	26	Marketing-Mix and Strategy	36	A
7	October 17th	17	documenting	27	C	37	sugar
8	Clay	18	educational tourism	28	B	38	milk/boiling milk
9	Caribbean Jungle	19	(A) scholarship	29	statistics	39	instant/instant beverages/tea
10	rocks	20	Jonathan	30	(the) research	40	Britain

SECTION 1 *Questions 1-10*

script

STAFF: Good afternoon. Holborn Children Art and Craft Centre. May I help you?

WOMAN: Oh yes. Hello, there. I'm interested in the children's handcraft class. Can I have a little more information, please?

STAFF: Do you mean the Art and Building workshops?

WOMAN: Yes. A friend of mine mentioned them. Your company workshop is offering a creative mind through painting and building. Is that right?

STAFF: Yes, of course. Um, first of all, we run the class Example every Friday between 01:00 p.m. and 02:30 p.m. after our lunch break.

WOMAN: Good. And, what ages are the classes available to?

STAFF: Well, children aged Q1 five to seven are fine. But all children should be accompanied by a parent.

WOMAN: Fine, of course. So, how much is the class?

STAFF: Let's see. It's Q2 £15.00 per child, with Q3 £3.00 off for over two children from the same family.

WOMAN: Oh yes, that's very reasonable. And where exactly in the main hall are they held?

STAFF: They're in the centre of the hall.

WOMAN: Could you give me the full address?

STAFF: Yes, it's Amherst House.

WOMAN: Right.

STAFF: And that's on Glasgow Street.

WOMAN: Could you spell that for me, please?

STAFF: Sure, Q4 G-L-A-S-G-O-W Street.

WOMAN: Thank you, lovely.

STAFF: We have a security entrance, so you should press the red button for going outside. Don't press Q5 the black button please; it's for staff only.

WOMAN: OK. And one more question – is there any parking available nearby?

STAFF: The back of Q6 the garden is probably the best place to park. The parking charge is £2.00 per hour.

WOMAN: OK, would it be possible to book it now?

STAFF: Yes, certainly, you can do that at the information centre.

WOMAN: Great. Do you also offer art programmes?

STAFF: Sure. I will give you information about the next two art workshops. On Q7 October the 17th there's a warship building workshop.

WOMAN: Oh, that sounds great!

STAFF: We will be using Q8 clay, so just make sure the child is wearing suitable clothing.

WOMAN: I know, I'm sure they will be making a terrible mess. So, what is the other programme then?

STAFF: Well, it's coming at the end of this month on Saturday.

WOMAN: That'll be the 31st of October, won't it?

STAFF: Yes, that's right. On that day, there's going to be a Q9 Caribbean Jungle theme. This is where kids make scenes with trees, rocks, animals and so on.

WOMAN: Oh, is that safe?

STAFF: Yes it is, don't worry. They'll just be using different kinds of paper. You know, they're good materials for making jungle backgrounds, Q10 rocks and things like that.

WOMAN: OK, I see. The workshop sounds really good, and I'll call you back after talking about it with my husband.

STAFF: Lovely. Thanks very much for ringing.

SECTION 2 *Questions 11-20*

script

STUDENT: Hello, umm, my classmates and I, umm, we are travelling from Asia. We are staying here in London for a couple of days and we need to know about the local bus or sightseeing bus services. Actually, we're hoping to do a few excursions in London.

GUIDE: OK. Well, I can give you lots of details about all Q11 sightseeing buses going from Leicester Square in the centre of London. This leaflet will be very helpful for you but I can tell you some of the main things. We're here on Tottenham Court Road. You can save some money and do a bit of exercise by walking down Charing Cross Road for about 15 minutes. There are movie theatres and many souvenir shops around there.

STUDENT: Are there any local buses that go there? Actually, we're exhausted and have lots of unpacking to do.

GUIDE: Sure, you can take the Q12 381 or 108 bus from across the road. It takes about 5 minutes. Or you could take the tube and head south on Q13 the Northern Line but remember the tube is more expensive than the bus. It's up to you.

STUDENT: Thanks; by the way, is Q14 the British Museum around here? A friend of my friend recommended it to me. It is a great building in the UK, isn't it?

GUIDE: Yes, it's so big. It's just around the corner, three minutes by foot. There are a number of interesting exhibitions. Basically, the Great British Museum is a museum of splendid Q15 heritage, human history and culture in London. So its collections, the number of which is more than Q16 seven million objects or so, are among the largest and most comprehensive in the world, and originate from all continents, illustrating and Q17 documenting the story of human culture from its beginning to the present.

STUDENT: Amazing... seven million objects. How much is the entrance fee?

GUIDE: It's free of charge.

STUDENT: Really? Why? I'm just wondering.

GUIDE: Because the British government manages the national culture policy for Q18 educational tourism and culture services.

STUDENT: OK. I see... So, I'll go there first.

GUIDE: Anything else?

STUDENT: Every year our university runs an international backpacking contest as part of Q19 a scholarship so we are travelling across Europe. Our team won the contest last year. So, our project plan is to understand and learn something about European countries' culture. After travelling we should hand in a report to the authority of the university.

GUIDE: Great, I will give you my company email address; if you need help, contact me anytime. You got a pen?

STUDENT: Thank you so much indeed.

GUIDE: Q20 Jonathan.rose@londontravelguide.co.uk.

STUDENT: Say again, please, how do you spell your name?

GUIDE: OK. J-O-N-A-T-H-A-N.

STUDENT: Right, I got it. I really appreciate your kindness, Jonathan.

GUIDE: No problem, anytime. Bye, enjoy your trip.

STUDENT: Cheers, bye.

SECTION 3 *Questions 21-30*

script

TUTOR: Hi, Tom. How have you been getting on with your coursework on the "marketing-mix"?

TOM: So far, so good... and I've been trying the varied approaching of the targeting last group for studying.

TUTOR: Can you tell me how the coursework is going?

TOM: Well, we agreed on four main targets for the marketing-mix, such as Product, Q21 Price, Place and Q22 Promotion to find out about how to do suitable data analysis in various markets.

TUTOR: OK. Go on, Tom.

TOM: At first, we separated both tangible services and intangible services.

TUTOR: Can you give me some examples of tangible and intangible business models?

TOM: Umm. A tangible model is mass-produced or manufactured on a large scale with a specific volume of units. On the other hand, an intangible model is service based such as the culture and Q23 tourism industry, or electronic products such as Q24 the mobile phone companies.

TUTOR: That's right.

TOM: But I got several questions about that. Actually, I need to talk to a lecturer.

TUTOR: Oh right. I'll help you. Who do you want to meet?

TOM: Catherine March. Do you know her? She's in Q25 the Business Centre.

TUTOR: Yes, of course, she's the head course leader there.

TOM: Yes. She was very helpful and so kind.

TUTOR: Oh, that's good. Did she give out anything in particular?

TOM: Yeah. She recommended a marketing textbook called Q26 "Marketing-Mix and Strategy" written by Robin Kelly. And she also suggested I should book a couple of practice sessions using marketing practical system.

TUTOR: OK. I'm sure you'll find them useful.

TOM: And, of course, do you know what is related to "marketing-mix"?

TUTOR: Sure... it's the "Four Cs."

TOM: I was just wondering about that, actually.

TUTOR: Umm... It's for a customer focused marketing-mix known as the "Four Cs," Commodity, Cost, Channel and Communication.

TOM: So, what is the actual meaning of them?

TUTOR: Right. Q27 Commodity is the product for the consumers. And cost is normally spending money or expenses, like selling cost, producing cost, and purchasing cost. And Q28 channel means a flow or doing process. The last one is communication which smoothly operates as "give and take" during marketing. Are you following me, Tom?

TOM: Yes, it's still a little unclear. Actually, I need to do some further reading on the concept of marketing.

TUTOR: Oh yes, well I got hold of a copy of the McCarthy and I thought it was great, but the campus bookshop said it was out of stock. The library has an old version but it is not as useful and I'm afraid I've lent my copy to another student. I'll give it to you next week when I get it back. OK, Tom?

TOM: Thank you.

TUTOR: No problem. Anyway, your writing style is very clear and you've included lots of interesting personalised explanations of your target area. And you've just got a couple of solutions for some additional cases on targeting. They are not too bad.

TOM: I see. Could I just ask: which reference book would you recommend?

TUTOR: Well, I'd go for something like "Critical Analysis Review." Have you heard of it?

TOM: Well, it's the first time I've heard that title.

TUTOR: It's about markets within different zones and contains Q29 statistics on their specific areas of work.

TOM: Oh, well, I can get them from the online journals too.

TUTOR: Great... clearly... I think you should aim to cite more research data published later than 2005.

TOM: OK. That's not so difficult. When do you want that done by?

TUTOR: Oh, relax, Tom. Take your time. Um, you should complete it by the end of this term. And I think you should note down its main draft proposal.

TOM: Yeah. Well, I'll certainly try. When would the deadline be for that?

TUTOR: My advice would be to get it done before you begin Q30 the research.

TOM: OK. I'll do that then. See you soon.

TUTOR: Good for you, Tom.

SECTION 4 *Questions 31-40*

script

Tonight, I'm going to talk to you about the history of tea. These days, there are lots of chances to drink tea. Perhaps, you enjoy drinking ready-made tea. Tea has been an important part of traditional hospitality rules all over the world for several centuries.

Tea originated in China and was so popular that hundreds of people operated ceremonies in Eastern Asia. In Europe, tea was first imported by Q31 British sailors through North Western Europe. It was then delivered by Dutch maritime traders in the 16th century. At that time, tea became available via Moscow from the Far East to Europe. Tea also stood for Q32 independence as shown by the symbol of the American eagle from the Boston Tea Party.

In the last 400 years, tea leaves became available and practical throughout Asia and Europe. But the way people drank tea was changed a little. The Chinese regarded the quality of the leaves and utilised them as a vital part of their medical care. Other people added hot water, milk, sugar, spices like cinnamon and herbs like mint or sage to their tea. The variations of tea are unlimited. For instance, sesame oil is added to milky tea on chilly mornings in Q33 Western Sudan. Unlike coffee, English tea has acquired a good reputation as a therapeutic drink that enhances the body condition. Actually, in European and Arabic countries as well as in the Middle-East and Russia, tea was considered a restorative and health-giving plant for a long time. According to Cornelius Blankaart, a physician from Holland, mentioned that to keep good health, people should drink Q34 at least eight cups a day. However, over 50 cups a day could cause severe health problems.

While European coffee houses were frequented by men for things such as business meetings, middle-class women spent the tea time with guests in the house. With the arrival of Q35 the 19th century the price of tea decreased and the common people took the chance to drink tea with enthusiasm. Luxury tea was sold in tea bags which were made of cotton to suit the upper classes.

Nowadays, although tea and coffee consumption has become a significant part of society, a few Islamic groups prohibit drinking tea because it Q36 contains the stimulant caffeine.

From the Middle Eastern tradition of the nomadic Bedouin, guests are served with tea topped with cardamom and glasses of Q37 sugared tea refilled by the host in the guest tents. For over 1,000 years, Arab traders have been bringing the tea culture of Islamic customs to northern and western Africa. The tea was boiled with a lot of sugar for a long time.

In India, tea drinking keeps an important custom of daily life going. The Indians are accustomed to drinking it with milk. "Chai" as they call it means Q38 boiling milk adding tea, sugar and some spices. This process of making tea has spread throughout the world. Surprisingly, the custom of making tea mixed with "milk or water" in cafés has been carried over to the preparation of Q39 instant beverages. Today, at conferences and seminars in Q40 Britain, tea remains the most commonly served beverage.

OK, that's the end. Are there any questions so far?

LISTENING TEST 5

Answer Sheet							
1	Classic	11	C	21	(the) London Museum	31	15%/15 percent
2	Jonathan	12	B	22	telephone interviews	32	45%/45 percent
3	21st, 01	13	A	23	90/ninety people	33	national green campaign
4	Island House	14	A	24	male and female/man and woman	34	swap meet
5	one month	15	gardening art	25	Peru	35	information, marketing
6	Queen Street	16	(the) pear (tree)	26	(the) surface	36	one-fifth/20%/ 20 percent
7	0204 675 1222	17	(the) watermill	27	local clay	37	old books
8	(a) tutor	18	refreshments	28	dried	38	50%/50 percent
9	mother	19	(the) River Cotton	29	sorting	39	Germany
10	£1,000.00	20	strawberries, grapes	30	the rich/rich people	40	Loving Paper

SECTION 1 *Questions 1-10*

script

CUSTOMER: Hi. Can I open a bank account, please?

BANKER: Sure. Come on in. Make yourself at home. I'll just get some details for you. It won't take long.

CUSTOMER: OK. Right.

BANKER: What kind of account do you want?

CUSTOMER: Example A deposit account.

BANKER: OK. I've got the application form here then. Have a look at this leaflet. We have several types.

CUSTOMER: I've decided on the one called Q1 "Classic."

BANKER: Good, that's fine. Can I have your full name, please?

CUSTOMER: Yes, it's Jonathan Fox. That's Q2 J-O-N-A-T-H-A-N.

BANKER: Oh, right. Thank you. And what's your date of birth, please?

CUSTOMER: The Q3 twenty-first of January, nineteen seventy.

BANKER: Right. Do you have another bank account in the UK?

CUSTOMER: No, not yet. This is the first one.

BANKER: OK, fine. And what is your address in the UK, sir?

CUSTOMER: 10, Q4 Island House, South Quay.

BANKER: That's East London, isn't it?

CUSTOMER: Yes.

BANKER: Near Canary Wharf, right?

CUSTOMER: Yes. That's right.

BANKER: How long have you been at your current address?

CUSTOMER: Ah, just around Q5 one month actually.

BANKER: OK, that's fine. Can I ask for a previous address?

CUSTOMER: Sure. It's Flat 3 Canada House, Q6 Queen Street.

BANKER: Is that all?

CUSTOMER: Yes.

BANKER: That's Edinburgh, isn't it?

CUSTOMER: Yes.

BANKER: Edinburgh. OK. Thank you. Do you have a daytime telephone or mobile phone number?

CUSTOMER: Yes, I think the number at my office is 0207 235 6735. Would you like my home phone number, too?

BANKER: Yes, please.

CUSTOMER: It's Q7 0204 675 1222.

BANKER: Lovely. Right. What do you do for a living in the UK, sir?

CUSTOMER: I am working at an English Language school in central London as Q8 a tutor. It's my main job.

BANKER: OK. Now we usually ask for a piece of information for checking your identity, for security reasons if you phone us.

CUSTOMER: Sure.

BANKER: What name is your Q9 mother's first name? Because it's less likely to be known.

CUSTOMER: OK. It's Monica.

BANKER: Thank you.

CUSTOMER: Yes, M-O-N-I-C-A. It's Russian.

BANKER: OK, good. And how much would you like to open your account with?

CUSTOMER: I've only brought Q10 £1,000.00.

BANKER: OK, fine. How often would you like to receive bank statements?

CUSTOMER: I won't be needing bank statements. What about an online banking service?

BANKER: OK. Just a moment, please. Can I check in the box on the screen?

CUSTOMER: Sure. I was also wondering about a mortgage service.

BANKER: Sure. Can you just wait a moment? I'll introduce you to a mortgage marketing manager.

CUSTOMER: Thank you.

SECTION 2 *Questions 11-20*

script

Hi, everybody, good to see you again. This morning I'll tell you about the Elizabeth House in Canterbury, once home of the famous carpenter, Jonathan Owen. He bought the house in 1965 although he had first seen it five years earlier. Actually, he was interested in the house as a traditional flat in England, and he paid £5,000 for it without a second thought Q11 because of it having standard and regulation building methods during the Middle Ages in the UK.

At that time, he had worked at the University of Canterbury as Q12 a head carpenter who managed with a small building company. His professional success was abundant, but Q13 his family life wasn't so successful. His parents had suffered from diabetes and mental disease and his brother, Dan, was ill with pneumonia.

Moving to Elizabeth House, he started his new life. Jonathan considered the home a pure example of a traditional East England country house and did some of his successful building structure work here. The back yard and garden of the house became calm and peaceful. The materials used to make the wall, chimney and roof were collected from Q14 the local area. Most of all, oak trees were in the front of the main gate.

As you go up the path, there's the rose garden on your right and you will find, to your left, an area which has interesting types of sunflower as well as some lovely carnation. It is known as the Sun-Rainbow and was designed by his brother, Dan, who had studied Q15 gardening art in Paris.

The next destination is the Japanese foot bridge with exotic Asian mountain plants and fruits growing on it. Follow the path round to the second corner and on your left you will see the entrance to Q16 the pear tree with its 200-year-old branches, go through the path until you reach the front of the house. Now, I'll give you a couple of hours to wander around this lovely building. Your tour guide will introduce and explain about its history and viewpoints to you.

If you need to buy any of Jonathan's handbooks or other souvenirs, you can enter the house, where you will find the shop, which is located between the path and Q17 the watermill. I expect by this time you may also be in need of a rest and some Q18 refreshments from the snack bar.

If you have a break, there is a lovely walk down towards Q19 the River Cotton. This is the best view for visitors. You can cross the field which spreads along the path close to the windmill. In autumn, this area will open a small event or festival which is definitely worth a visit. It is familiar a good place for growing Q20 strawberries. Every season most of the residents are ready to make local produce. Also, the local council helps to improve Q20 the grape festival by promoting and marketing it through online and offline methods. Last year around 100 tons of grapes were harvested and sold at the city mall.

We'll now have a good chance to see an orchard behind the house.

SECTION 3 *Questions 21-30*

script

DAVID: Ann, we really need to get working on this gallery marketing assignment. We've only got two weeks left until the end of the month to set up.

ANN: Right, so... how about getting started now? We need to work through the instructions.

DAVID: Well, we must search for one area from tourism industries, like the museum or gallery. There are lots of sites online.

ANN: What are they about?

DAVID: The National science museum, the History museum, the War museum, the Tate Modern Art Gallery, and so on.

ANN: You got more?

DAVID: We've got plenty.

ANN: I've got an idea to find out the best comment. Coming this Friday, we'll get more information at Q21 the London Museum because it shows all the visitors guidebooks of museums or galleries in the UK. It also runs a small workshop about non-profit tourism industries' marketing.

DAVID: Great.

ANN: So, after visiting there, we have to use research methods, such as Q22 telephone interviews, questionnaires on the street or sending out emails.

DAVID: Actually, we don't have a choice. We have to send the email.

ANN: Right, we don't have to waste time deciding among them. By the way, how do we get the responses?

DAVID: Umm. Let's contact the London Museum's Information centre. Actually, it may be helpful to us to collect data through our head course leader.

ANN: How many people do we have to interview?

DAVID: Well, we have to split into three groups... and it looks like we have to interview thirty people for each group.

ANN: So, Q23 ninety altogether then. It depends on the ages too, right?

DAVID: That's right.

ANN: So... are they all the requirements?

DAVID: Yes, looks like it.

ANN: Umm... firstly, which part are we going to choose? My preference would be a modern art gallery, since that's where I spend most of the time.

DAVID: I think you've got something wrong. I don't think there are abundant differences in the exhibitions there. I mean you get young and old, man and woman, amateur and professional all going to the galleries.

ANN: Right, so, let's make it a ceramic exhibition then.

DAVID: So, basically, what two groups will we compare and contrast for that?

ANN: Q24 Male and female?

DAVID: Absolutely, also, most of my respondents like the same ceramics as me. Also, I think different age groups could be changed to highlight differences.

ANN: I think you're right. I'll take some comment. The age groups are teenagers, twenties, thirties, forties and over. What do you think about this?

DAVID: Great. That will give us more detail.

ANN: So, how about the kind of ceramic they like – let's give them some options and then we can just tick boxes.

DAVID: OK. Let's have Asian, European, African... What else... something special?

ANN: Well, we should include the Incas in Q25 Peru. Some people like this style, you know.

DAVID: OK. And then we should know about their understanding of ceramics.

ANN: They can learn about that thanks to a gallery curator who can inform them about the patterns and markings through picture and local clay.

DAVID: I'm curious about how they were made. I mean a process with painting and things embedded on Q26 the surface. At that time, the equipment and materials were not good... compared with the present day.

ANN: I agree, we should also include an earthen vessel, of course.

DAVID: Right, the next step could be about where they were actually from.

ANN: They were made from Q27 local clay, weren't they? Things such as mountain, lake, basement, and so forth.

DAVID: I think so. One more thing is the colour on the bottle. How did the ancients get the tone?

ANN: On the Internet, it said they got it through Q28 dried plants. They were working again to make a tone... drying and Q29 sorting.

DAVID: OK. I see.

ANN: To get more hard tone, they included other strong herbs or something.

DAVID: At that time, the colours were used by Q30 the rich with property.

ANN: Great, you've got plenty of data, David.

DAVID: No... no... it's just beginning. We have to look for something special with more details and history for the presentation next week.

SECTION 4 *Questions 31-40*

script

Hi, everyone! This morning I'm going to talk to you about flea markets in England.

At first, we were surprised to learn that only Q31 15% of people here in England make an effort to collect waste. That is lower than other European countries. Also, it might be falling within a couple of year time unless the government make a severe regulations for industries and local residences.

The UK government's target means that by 2012 we must decrease our waste emissions by Q32 45%, compared with 2000. Local councils can offer support to meet that target by taking part in the Q33 national green campaign and investing in local flea markets. Most of all, these markets reduce waste emissions from landfill sites.

A flea market or Q34 "swap meet" is a type of bazaar where very cheap or second-hand goods are sold or bartered for. It may be indoors, like in a warehouse or school gymnasium; or it may be outdoors, like in a field or under a tent. The flea market vendors display the goods used on the table for selling, such as a few unwanted household items to operate commerce including a variety of used living products. Many flea markets in European countries have food vendors who sell snacks and drinks to the visitors, and may be part of a small event such as carnivals or concerts.

As part of our research, our team carried out a questionnaire with people in the local area. The results said we need to open more second-hand shops. However, one problem is that there is a lack of Q35 information and marketing. To solve the problems, local councils should invest and support in flea markets, by doing things like creating parking space, organising security, public promotions using the Internet and other resources.

We were also surprised to discover how waste, such as furniture, computers, kitchen tools, and other such things are reused. And wooden furniture or electronic products are easy to recycle because they can be reused over and over again without becoming weaker. Around three million electronic goods are thrown away per year. Also, around 500,000 pieces of furniture are also disposed of. Only Q36 one-fifth is collected and fortunately recycled through many local flea markets. In 2009 there were around 3,000 flea markets in England. The number is increasing... steadily... so far.

Surprisingly, by collecting under 15% of Q37 old books, lots of paper is imported, so more paper can be recycled in the UK. Europe recycles Q38 50% of its paper and Q39 Germany recycles 80% of its paper. When recycling launched, there were quality problems, so it was so hard to reuse paper in office sheets. However, these problems have now been solved, and Union of the flea markets based in East London produces high-quality recycled paper. Another union, Q40 "LOVING PAPER," currently sells the paper that has been through a sorting process to farmers or gardeners as fertilizer.

So, to sum up, there seems to be a number of activities that enable people to reuse waste but the substantial problem is encouraging people to think twice about taking their waste to a flea market instead of throwing it away. I think the recycling programme will make us save materials and protect the environment in future. And next, I'll show the plan for promoting it.

SPEAKING TEST 1

Part 1

Examiner: Hi, how are you? My name is Ms. Brown. What is your full name, please?

Applicant: I am fine, thank you, Ms. Brown. My full name is Daehun Lee.

Examiner: What shall I call you?

Applicant: You can just call me Daehun, please.

Examiner: Okay, are you working or studying now?

Applicant: I'm working and studying at the same time at the moment.

Examiner: Okay, what is your position in your workplace?

Applicant: I'm working as a computer programmer for an electronics company in Seoul.

Examiner: So, what are you studying?

Applicant: I'm taking a marketing course in the evenings after work.

Examiner: Why are you studying marketing?

Applicant: Actually, because I think there will be a lot of good employment opportunities and benefits for people with a marketing qualification.

Examiner: Okay, perfect! And from now, we will start part 2. Are you ready?

Applicant: Yes.

Part 2

Examiner: This topic card is for you. Please take it and have a look.

Applicant: Thanks, Ms. Brown.

Examiner: I will give you just one minute to think about the topic. Are you ready?

Applicant: Yes, I am.

TOPIC CARD

Describe a piece of electronic equipment that you have used.

You should say:

- What it is
- How you use it
- When you bought it

and explain why you think that it is practical.

Examiner: Okay, now... thinking time is up. Are you ready?

Applicant: Yes.

Examiner: Please begin.

Applicant: I would like to talk about a smartphone. I had an old mobile phone which only had a few functions, so I was interested in getting a smartphone one year ago. It has good functions and a fashionable design and colour. It is also easy to find AS (After Service) shops. It is really great! So, I like to use the phone's services because it has a world guarantee without any AS charge or a high-calling service charge. Through the phone, I can load various functional programmes through online services. Whenever I need some special information, I can find it easily and quickly at any time, even when I'm overseas or on a day off. Every weekend, my friends and I climb mountains with the phone because we are able to find the way to our destination and stay in touch with each other. Sometimes, I use the phone to find a popular restaurant in the crowded city for my customers. These days, most people tend to use smartphones, especially businessmen. Recently, school teachers have started using the smartphone as an educational tool to improve the intelligence of students in the UK. That's it.

Examiner: Great!

Part 3

Examiner: What is the difference between an analog system and a digital system?

Applicant: Well... an analog system uses a direct method to deal with a task, so it takes a long time to control. A digital system, on the other hand, uses an indirect method to solve the problem and is managed by a robotic system rather than by a human user. So, it saves time and cost.

Examiner: Okay. So, what about the negative side effects of the digital system?

Applicant: Well... most of all, I think that the number of employees working as manual labourers is decreasing steadily because the employers are able to cut labour costs by replacing them with a digital system.

Examiner: Okay. So, what is the best solution to these problems?

Applicant: Well... I think that it depends on the strategy of both the government and company owners. Actually, if the unemployment rate increases, the economy will be unbalanced. To protect the economy, governments should make severe regulations against companies that contribute to the unemployment and try to create more public sector jobs.

Examiner: So, how about the companies?

Applicant: Well... I think that if the companies accept the government's regulations, they should be offered reduced revenues and supported in joining with national business.

Examiner: Okay. Good! Time is up.

SPEAKING TEST 2

Part 1

Examiner: Hi, how are you? My name is Mr. Brown. What is your full name, please?

Applicant: I am fine, thank you, Mr. Brown. My full name is Yuna Park.

Examiner: What shall I call you?

Applicant: You can just call me Yuna, please.

Examiner: Okay, are you working or studying now?

Applicant: I am studying English at the moment.

Examiner: Okay, so... what is the most difficult thing about studying English?

Applicant: To be honest, I do want to remember a lot of vocabulary, but I am easily distracted and find it hard to concentrate.

Examiner: Are you studying English every day or not?

Applicant: It depends on my situation because my study habits are quite sensitive. I think that I need a personal tutor.

Examiner: Okay. So have you continued to study English?

Applicant: Sure, I plan to attend an English class at the British Council in Seoul. I think that this could improve my language skills considerably.

Examiner: Okay, perfect! And from now, we will start part 2. Are you ready?

Applicant: Yes.

Part 2

Examiner: This topic card is for you. Please take it and have a look.

Applicant: Thanks, Mr. Brown.

Examiner: I will give you just one minute to think about the topic. Are you ready?

Applicant: Yes, I am.

TOPIC CARD

Describe a memorable party that you enjoyed.

You should say:

When the party happened
Where the party happened
What the party was for

and explain what happened during the party.

Examiner: Okay, now... thinking time is up. Are you ready?

Applicant: Yes.

Examiner: Please begin.

Applicant: Umm... I would like to talk about a birthday party I had in a European-style restaurant. When I arrived there in the evening, my friends were already there and there was some great music playing. There were European antique-style tables and chairs that were beautifully decorated and close to a wonderful fountain in the garden. It was very cozy and stunning! So, I hope I can experience the restaurant's atmosphere again in future with my family. After having dinner there, the second event was in my best friend's house near the beach in a quiet and peaceful area. We walked along the river bank and made a campfire. They gave me a precious memory, drinking, eating and talking all night long. Actually, living without friends is a very depressing thought for me. So, I would like to meet with my friends for a long time, sharing our thoughts and feeling free. Of course, my family is so important to me, but my friends are my faithful partners who I can confide in and talk about my personal affairs to. That's it.

Examiner: Great!

Part 3

Examiner: What do you think about friendship?

Applicant: Well... I think that friendship means "A friend in need is a friend indeed." Whenever I get a problem or unhappiness in my life, a friend is sharing it with me.

Examiner: Okay. So... what kind of people do you like?

Applicant: Well... I like meeting outgoing people with a positive frame of mind because I feel I am able to learn from that kind of person and depend on them during difficult times.

Examiner: Okay. So... what do you do with your friends normally?

Applicant: Umm... my friend and I climb mountains every weekend. While walking in the mountains, we talk about our problems and relax our minds. After climbing, we feel a lot better.

Examiner: So... how do you contact your friends?

Applicant: Umm... we often use an Internet messenger or Facebook because it is not easy to contact each other during work, so we just leave messages.

Examiner: Okay. Good! Time is up.

SPEAKING TEST 3

Part 1

Examiner: Hi, how are you? My name is Ms. Brown. What is your full name, please?

Applicant: I'm fine, thank you, Ms. Brown. My full name is Hojin Kang.

Examiner: What shall I call you?

Applicant: You can just call me Hojin, please.

Examiner: Okay, are you working or studying now?

Applicant: I am a university student.

Examiner: Okay, so... what is the course you are taking?

Applicant: I am studying art.

Examiner: Do you have a plan for the future after your degree?

Applicant: I have a plan to study abroad in the UK after that.

Examiner: Can I ask you why?

Applicant: Sure, because I really want to learn more about painting, especially European-style oil painting.

Examiner: Okay, perfect! And from now, we will start part 2. Are you ready?

Applicant: Yes.

Part 2

Examiner: This topic card is for you. Please take it and have a look.

Applicant: Thanks, Ms. Brown.

Examiner: I will give you just one minute to think about the topic. Are you ready?

Applicant: Yes, I am.

TOPIC CARD

Describe a health activity you enjoy doing.

You should say:

- What it is
- Where you do it
- Who you do it with

and explain the effect it has on your health.

Examiner: Okay, now... thinking time is up. Are you ready?

Applicant: Yes.

Examiner: Please begin.

Applicant: Umm... I would like to talk about walking in the mountains. When I watched a television programme about health, I was interested in walking. Basically, the people that do not walk for over 1 hour a day are suffering from physical problems like high blood pressure and diseases such as diabetes, obesity, and so on. For health care, I think that walking is a great way we can protect our bodies. Actually, walking up a mountain twice a week enables us to become stronger and have better breathing. Also, I can enjoy a beautiful landscape and fresh air and drink mineral water close to the middle of the mountain through walking. It is very good! So, I wish to live in a house near a mountain in the future because there is no noise from traffic jams or pollution. Also, I wish to live there with my family. Whenever I have a lot of work, I will walk in the mountains. Actually, working in the city is so tiring and stressful for me. It affects my body and my mind. So, I would like to live in a natural environment. That's it.

Examiner: Great!

Part 3

Examiner: What diseases do people have these days?

Applicant: Well... I think that the main disease is obesity because we enjoy eating high calorie foods, but we are also too lazy to exercise even during holiday season.

Examiner: Okay... so... what is the main solution for that?

Applicant: It is so simple. We should do light walking around their home town or in a park first. And we must exercise steadily.

Examiner: Okay... so... what healthy foods do you normally eat?

Applicant: I am not picky. I like to eat organic vegetables, meat or fish but no fatty foods, chemical powders or smoking.

Examiner: So, what are your sleeping habits like?

Applicant: Umm... my sleeping habits are very regular. I go to bed at 11 p.m. and get up early the next morning at 7 a.m., so I sleep for 8 hours a day even at the weekend.

Examiner: Okay. Good! Time is up.

SPEAKING TEST 4

Part 1

Examiner: Hi, how are you? My name is Ms. Brown. What is your full name, please?

Applicant: I'm fine, thank you, Ms. Brown. My full name is Jinsu Han.

Examiner: What shall I call you?

Applicant: You can just call me Jinsu, please.

Examiner: Okay, are you working or studying now?

Applicant: I'm absent from school at the moment.

Examiner: Really? So... why are you absent from school?

Applicant: Well, I studied sports science at university, but have now decided to change to sport marketing and attend university in the UK.

Examiner: What is the motivation for that?

Applicant: Actually, I watched programmes about sports marketing, like a football agent. It was motivated by the American film "Jerry Maguire" starring Tom Cruise.

Examiner: What is it about your university that made you want to change your course?

Applicant: Actually, the course was not detailed and had a lack of variety of case studies needed to be successful in that field.

Examiner: Okay, perfect! And from now, we will start part 2. Are you ready?

Applicant: Yes.

Part 2

Examiner: This topic card is for you. Please take it and have a look.

Applicant: Thanks, Ms. Brown.

Examiner: I will give you just one minute to think about the topic. Are you ready?

Applicant: Yes, I am.

TOPIC CARD

Describe a critical choice you had to make in your life.

You should say:

When you chose it
What the result was
How much the benefit has influenced you

and explain why you are interested in it.

Examiner: Okay, now... thinking time is up. Are you ready?

Applicant: Yes.

Examiner: Please begin.

Applicant: Umm... I would like to talk about studying abroad. When I was in the upper-secondary school in Seoul, I was interested in speaking English. Although there was a lot of time to study English, I wasn't good at speaking English. After graduation, when I was at university, my professor advised me about studying abroad. After taking the language course in the UK, I was so proud of my language skills because they were much better than they were when I was living at home. It was stunning! So now, I wish to be an international interpreter. After I came back to my country, I made up my mind to take a Master's course in the UK. Although it was not easy to adapt to a different culture during my last stay in London, eventually I enjoyed it. Most of all, speaking English made it easy and comfortable to live with British friends. I also was able to understand other cultures and social systems. Whenever I wanted to care for the elderly in a rural area, I applied for voluntary work programmes. Surprisingly, my character has changed and I've become more outgoing. Studying abroad at university was a critical turning point for my life. That's it.

Examiner: Great!

Part 3

Examiner: What is the difference between a child and an adult in the way they think about preparation?

Applicant: Well... I think that a child's thinking is a wide dream without preparation, but an adult's thinking is very real and detailed with preparation.

Examiner: Okay... so... what do you do to catch a good chance?

Applicant: Umm... first, I make a plan and preparation step by step, collecting information and data in advance.

Examiner: Okay... so... what do you think about studying abroad spending a lot of money and time?

Applicant: Umm... I think that studying abroad is a valuable investment for anyone and can lead to a bright future.

Examiner: So, what is success in life?

Applicant: Well... I think that success in life is being satisfied with your personal development.

Examiner: Okay. Good! Time is up.

SPEAKING TEST 5

Part 1

Examiner: Hi, how are you? My name is Mr. Brown. What is your full name, please?

Applicant: I am fine, thank you, Mr. Brown. My full name is Seonmi Yun.

Examiner: What shall I call you?

Applicant: You can just call me Seonmi, please.

Examiner: Okay, are you working or studying now?

Applicant: I am a Business Studies student at university.

Examiner: Okay, so... do you like your course?

Applicant: Actually, I have some problems because of the coursework, case studies and essays that are over 2,000 words per week. I am hoping to enter a multi-national corporation after I graduate.

Examiner: Okay, so... do you have any plans to study overseas?

Applicant: Sure, I've made up my mind to go to the UK next year to study International Relations there.

Examiner: Okay, so... do you like voluntary programmes as well?

Applicant: Of course, I worked as a volunteer in the Red Cross for 2 months. It was great and has motivated me.

Examiner: Okay, perfect! And from now, we will start part 2. Are you ready?

Applicant: Yes.

Part 2

Examiner: This topic card is for you. Please take it and have a look.

Applicant: Thanks, Mr. Brown.

Examiner: I will give you just one minute to think about the topic. Are you ready?

Applicant: Yes, I am.

TOPIC CARD

Describe one of your friends.

You should say:

- Where you met him/her
- How long you have been friends
- What the meeting is about

and explain the advantages and disadvantages of him/her.

Examiner: Okay, now... thinking time is up. Are you ready?

Applicant: Yes.

Examiner: Please begin.

Applicant: Umm... I would like to talk about my classmate. Her name was Yuri. When I was a student in the upper-secondary school, I was so interested in mathematics. There were many formulas to solve problems in mathematics, but I liked to solve difficult questions because there was only one correct answer to them. It was like a puzzle game. Suddenly, one day, she came to me to ask about a math assignment. Actually, she was so worried about the problems because they were going to be on the final term test. I taught her in detail and showed her an easy way to solve the problems. She was so happy with that. Thanks to my efforts, she taught difficult English to me for one term. We were swapping subject skills with each other. After graduation, we entered the same university. Whenever I had a problem, we met in the university restaurant or café. After talking, we drank, sharing and understanding. Her strong point was listening to me carefully, responding and giving solutions. But she was little hasty in deciding on an answer. Every weekend, my friend and I climbed the mountain; it was refreshing. Actually, living without my friend is so boring and stressful for me and it makes me exhausted. So, I like to get in touch with my friend as often as I can. That's it.

Examiner: Great!

Part 3

Examiner: What is friendship?

Applicant: Umm... I think that friendship means having a mutual understanding and shared interests and opinions.

Examiner: Okay... so... what do you do with your friend normally?

Applicant: Umm... we usually eat meals or drink tea in popular restaurants or at a friend's house. Sometimes, we visit a museum, gallery or movie theatre.

Examiner: Okay... so... how can you keep in touch with your friend normally if you live in a remote area?

Applicant: Umm... we usually talk on the Internet using, like, Facebook, messenger or e-mail.

Examiner: Okay... so... how do you keep a friendship going for a long time?

Applicant: Well... I think that you should remember, "out of sight, out of mind." You have to continue to see and connect with friends to keep friendship going for a long time.

Examiner: Okay. Good! Time is up.

IELTS Listening Answer Sheets

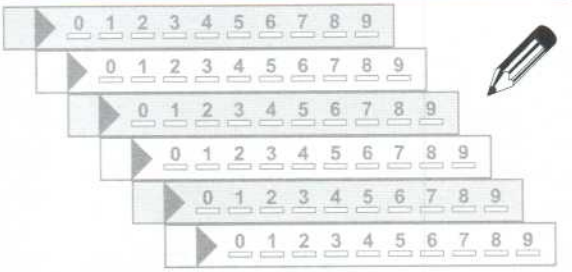
IELTS Listening Answer Sheet 01

Centre number:

Pencil must be used to complete this sheet.

Please write your **full name** in CAPITAL letters on the line below:

Then write your six digit Candidate number in the boxes and shade the number in the grid on the right.



Test date (shade ONE box for the day, ONE box for the month and ONE box for the year):

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Month: 01 02 03 04 05 06 07 08 09 10 11 12 **Year** (last 2 digits): 09 10 11 12 13 14 15 16 17 18

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Marker 2 Initials		Marker 1 Initials		Band Score		Listening Total	

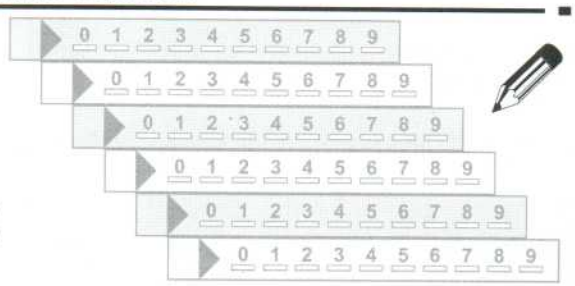
IELTS Listening Answer Sheet 02

Centre number:

Pencil must be used to complete this sheet.

Please write your **full name** in CAPITAL letters on the line below:

Then write your six digit Candidate number in the boxes and shade the number in the grid on the right.



Test date (shade ONE box for the day, ONE box for the month and ONE box for the year):

Day: 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Month: 01 02 03 04 05 06 07 08 09 10 11 12 **Year** (last 2 digits): 09 10 11 12 13 14 15 16 17 18

Listening		Marker use only	Listening		Marker use only
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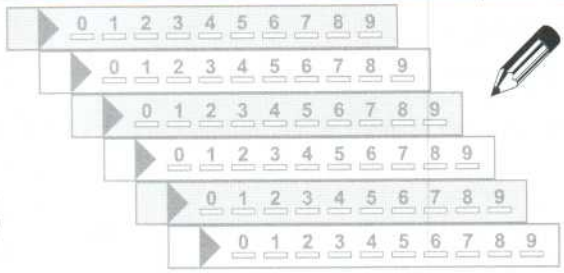
IELTS Listening Answer Sheet 03

Centre number:

Pencil must be used to complete this sheet.

Please write your **full name** in CAPITAL letters on the line below:

Then write your six digit Candidate number in the boxes and shade the number in the grid on the right.



Test date (shade ONE box for the day, ONE box for the month and ONE box for the year):

Day: 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Month: 01 02 03 04 05 06 07 08 09 10 11 12 **Year** (last 2 digits): 09 10 11 12 13 14 15 16 17 18

Listening		Marker use only	Listening		Marker use only
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Marker 2 Initials		Marker 1 Initials		Band Score		Listening Total	

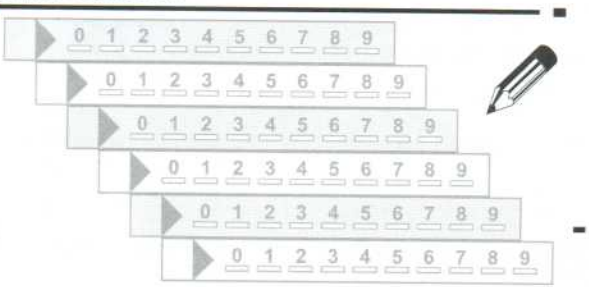
IELTS Listening Answer Sheet 04

Centre number:

Pencil must be used to complete this sheet.

Please write your **full name** in CAPITAL letters on the line below:

Then write your six digit Candidate number in the boxes and shade the number in the grid on the right.



Test date (shade ONE box for the day, ONE box for the month and ONE box for the year):

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Month: 01 02 03 04 05 06 07 08 09 10 11 12 **Year** (last 2 digits): 09 10 11 12 13 14 15 16 17 18

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Marker 2 Initials		Marker 1 Initials		Band Score		Listening Total	

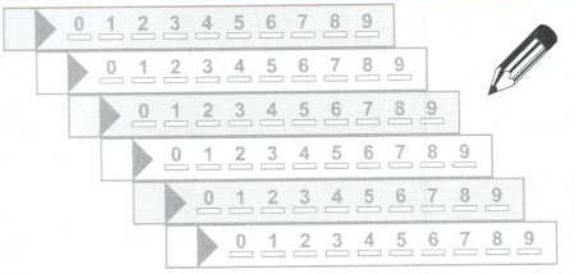
IELTS Listening Answer Sheet 05

Centre number:

Pencil must be used to complete this sheet.

Please write your **full name** in CAPITAL letters on the line below:

Then write your six digit Candidate number in the boxes and shade the number in the grid on the right.



Test date (shade ONE box for the day, ONE box for the month and ONE box for the year):

Day: 01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Month: 01 02 03 04 05 06 07 08 09 10 11 12 **Year** (last 2 digits): 09 10 11 12 13 14 15 16 17 18

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Marker 2 Initials		Marker 1 Initials		Band Score		Listening Total	