

**BUSINESS ENGLISH CERTIFICATE**  
**Preliminary**

**0351/3**

**Listening**  
**Sample Test**

**SUITABLE FOR CANDIDATES WITH SPECIAL REQUIREMENTS**

**SUPERVISOR'S BOOKLET**  
**(including instructions and script)**

**For the use of the Supervisor only**

## INSTRUCTIONS TO SUPERVISORS

Please note the following important instructions:

- A Supervisor's Script containing everything heard by the candidate on the CD is included in this booklet. Supervisors **must** study this material carefully whilst **playing through** the CD **before** the examination begins.
- There are four parts to the test and each part will be heard **twice**.

**CAUTION: THERE ARE FOUR TRACKS ON THE CD (PARTS 1–4 OF THE TEST). REMEMBER TO PRESS THE PAUSE BUTTON ON THE CD-PLAYER WHERE INDICATED IN THE SCRIPT (⌘). IF THE 'STOP' BUTTON IS PRESSED, THE CD WILL RETURN TO THE START OF TRACK 1.**

## PROCEDURE

### Part One:

Candidates hear the recording for each question twice. Please pause the CD as instructed.

### Parts Two, Three and Four:

- Pause the CD **before** each of Parts Two, Three and Four of the test to give the candidate adequate time to read through the questions. An asterisk (⌘) in the Script will remind you when to do this.
- First hearing: play the whole of each part without pausing the CD.
- Second hearing: pause the CD where indicated at each asterisk (⌘) on the Script. Give the candidate time to record one (or more) answers.
- Pause the CD **after** each part to give the candidate adequate time to check his/her answers. An asterisk (⌘) in the Script will remind you when to do this.

**LENGTH OF PAUSES IS AT THE DISCRETION OF THE SUPERVISOR.  
PLEASE ENSURE CANDIDATES HAVE SUFFICIENT TIME TO READ  
QUESTIONS OR WRITE THEIR ANSWERS.**

**YOU MUST NOT REPLAY ANY PART OF THE CD.**

**R: Cambridge English Business English Certificate Preliminary, Listening Sample Test Special Requirements version.**

**There are four parts to the test and you will hear each recording twice. You will hear an introduction to each part of the test, and the CD will be paused at various points to give you time to read the questions and to write and check your answers.**

**Please note that you do not necessarily need to write an answer each time that the CD is paused during a recording. Listen carefully to the instructions before each part.**

**The CD will now be paused. Please ask any questions now, because you must not speak during the test. ⚙**

**R: Now turn to Part One.**

**R: Part One. Questions 1 to 8.**

**For questions 1 to 8, you will hear 8 short recordings. For each question, write one letter (A, B or C) for the correct answer.**

**R: Here is an example: When were the machine parts sent?**

**F: Mr Hooper rang. He needs those parts for the packing machine by the third.**

**M: Well it's already the first today ... but wait ... no it's OK. They were sent out on the thirty-first.**

**F: Good. He'll certainly get them by the third, then. ⚙**

**R: The answer is A.**

**Now we are ready to start. You will hear the eight recordings twice.**

**R: One. The CD will now be paused to give you time to read the question. ⚙**

**Note to supervisors: pause at end of first hearing only.**

R: Which table is correct?

M: ...and I'm pleased to announce that we've had a small but steady increase in ice cream sales, in spite of the unusually low temperatures in the last three months. We'll see whether this trend continues. ⚙

**[repeat]**

R: The CD will now be paused to give you time to check your answer. ⚙

R: Two. The CD will now be paused to give you time to read the question. ⚙

**Note to supervisors: pause at end of first hearing only.**

R: What kind of packaging do they decide to use?

F: What packaging do you recommend for the smaller type of bottle?

M: Well, I'd wrap it in clear plastic and tie it at the top.

F: OK. But don't you think a box would be better, perhaps with a pattern on it?

M: Boxes are dull and a pattern on the plastic would look untidy.

F: Right, we'll do as you recommend. ⚙

**[repeat]**

R: The CD will now be paused to give you time to check your answer. ⚙

R: Three. The CD will now be paused to give you time to read the question. ⚙

**Note to supervisors: pause at end of first hearing only.**

R: **Where is Mike going to take the visitors first?**

F: Mike, could you show some people round the factory tomorrow?

M: Certainly. The usual tour – from reception to the warehouse?

F: They are particularly interested in our production techniques, so I would start there.

M: OK, and then through customer relations and into the warehouse.

F: Thanks. ☼

**[repeat]**

R: **The CD will now be paused to give you time to check your answer. ☼**

R: **Four. The CD will now be paused to give you time to read the question. ☼**

**Note to supervisors: pause at end of first hearing only.**

R: **Who is Anne going to write to?**

M: Anne, that supplier we use has become very unreliable, and we've decided to look for another one.

F: Seems a good idea.

M: We don't need to inform our clients, but could you send a note round to all our departments when we've decided who to replace the supplier with?

F: Yes of course. ☼

**[repeat]**

R: **The CD will now be paused to give you time to check your answer. ☼**

R: **Five. The CD will now be paused to give you time to read the question. ☼**

**Note to supervisors: pause at end of first hearing only.**

R: **What's the new time for the meeting?**

F: What time's the MD back tomorrow?

M: Erm.. just after lunch, I think. Why?

F: Well, I've got a meeting tomorrow at a quarter past two, but I need to be here when the MD arrives – I'll rearrange my meeting for three.

M: Well, Paul's coming to that meeting, and he has to leave early.

F: OK, I'll make it a quarter to, then. ☼

**[repeat]**

R: **The CD will now be paused to give you time to check your answer. ☼**

R: **Six. The CD will now be paused to give you time to read the question. ☼**

**Note to supervisors: pause at end of first hearing only.**

R: **Which product has been the most successful?**

M: Our sales figures show that toy trains haven't done very well, although we've sold a reasonable number of the dolls. As for model cars, we've sold so many that we can't produce enough! ☼

**[repeat]**

R: **The CD will now be paused to give you time to check your answer. ☼**

R: **Seven. The CD will now be paused to give you time to read the question. ☼**

**Note to supervisors: pause at end of first hearing only.**

R: **What is the purpose of the meeting?**

F: We've got to fill those vacancies in research urgently. That's why today's meeting's so important.

M: Yes, but the advertisement's only just gone out. Why discuss the interviews now?

F: The closing date is next Friday. It will take us a day to look at the applications. If we decide on the interview questions today that'll save time. ☼

**[repeat]**

R: **The CD will now be paused to give you time to check your answer. ☼**

R: **Eight. The CD will now be paused to give you time to read the question. ☼**

<b>Note to supervisors: pause at end of first hearing only.</b>
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R: **What's the company's market share this year?**

F: Is the company doing better this year?

M: It's a mixed picture really. Sales have risen by about fifty per cent, which is excellent, but our total market share is down to five per cent from twenty percent last year. ☼

**[repeat]**

R: **The CD will now be paused to give you time to check your answer. ☼**

R: **That is the end of Part One. Now turn to Part Two.**

R: **Part Two. Questions 9 to 15.**

**Read the notes below. Some information is missing.**

**You will hear a manager telephoning Human Resources about vacancies in his department.**

**For each question 9 to 15, write the missing information, using a word, numbers or letters.**

**You will hear the conversation twice.**

**The CD will now be paused to give you time to read the questions. ☼**

R: **Now listen and complete the missing information.**

<b>Note to supervisors: insert pauses during second hearing only.</b>
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F: Human Resources, Helen speaking.

M: (on phone). Hello. It's Alan Thomas, phoning about the vacancies here in Customer Services.

F: I'll just take the details to put in the ad. It's for 5 telephone operators, isn't it?

M: It was 5, but we're busier now and also 2 staff are leaving this week, so we need 8 new people.

F: OK. I'll put that. And are these grade 1 posts, salary 14 to 15 ½ thousand? ☼

M: Starting salary is 14,000, but I need some people with experience, so we'll pay up to sixteen thousand nine hundred and fifty. That's the top of grade 2.

F: Fine. ☼

M: Holidays, next.

F: The usual 21 days a year?

M: Actually, the telephone staff are working longer shifts now, so they get an extra 12 days off a year. Together it's 33 days.

F: OK. Do you have a reference number for these posts? ☼

M: Yes, it's CS zero eight zero double 1.

F: Right. We'll advertise next week, September the 7<sup>th</sup>. What start date shall I put? The 6<sup>th</sup> of October?

M: I wanted them to start on the 1<sup>st</sup>, but your date is better. So, put that. ☼

F: And will you be their line manager, Mr Thomas?

M: They'll actually report to Sue Blackmann, that's double N.

F: And who can people contact?

M: Sue. She's on 795 double 3 5.

F: Right..... ☼

R: **Now you will hear the conversation again. Remember the CD will be paused from time to time to give you time to write one or more answers.**

**[repeat]**



R: **The CD will now be paused to give you time to check your answers. ⚙**

R: **That is the end of Part Two. Now turn to Part Three.**

R: **Part Three. Questions 16 to 22.**

**Read the notes below about a publisher's plans for promotion this autumn. Some information is missing.**

**You will hear part of a talk by the company's Marketing Director.**

**For each question 16 to 22, write the missing information using one or two words.**

**You will hear the talk twice.**

**The CD will now be paused to give you time to read the questions. ⚙**

**Now listen and complete the missing information.**

<b>Note to supervisors: insert pauses during second hearing only.</b>
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Okay, I just want to update you on our main plans for promotion this autumn. The main campaign will of course be the pocket dictionary, but we also have a reasonable budget for the new roadmap, which is coming out next month, as you know. For both titles, we've already taken full-page adverts in 'Travel' magazine and I'm also considering space for the dictionary in that new monthly 'Reference Now'. ⚙ For window and general shop display, our designer has produced the wonderful stands you can see in the corner. I'm sure you'll agree that the orange is an improvement on the green stands we had last year! ⚙ Erm, we're looking at a range of free gifts for handing out at exhibitions – currently on order are calendars and keyrings, but possibly in future larger things too, like umbrellas for major clients. I'd like your views on that idea before I go ahead. ⚙ Alison's managed to negotiate some air time on Radio East and I'm going to visit a TV network on Friday – that's more relevant to our future titles though. Now, publicity material – everything is listed in the annual catalogue, which will be ready to send to booksellers in December. And talking of bookseller mailshots we've also got one going out in September, which will be our information sheet. ⚙ Finally, I can confirm the venue for the dictionary launch party, which is next month. Some of you know we were trying to get the university library, but in fact, we've now booked the management centre, which will be excellent. Their catering is supposed to be very good. (fade).. ⚙

R: **Now you will hear the talk again. Remember the CD will be paused from time to time to give you time to write one or more answers.**

**[repeat]**

R: The CD will now be paused to give you time to check your answers. ⚙

R: That is the end of Part Three. Now turn to Part Four.

R: Part Four. Questions 23 to 30.

R: You will hear a conversation between a senior manager, called Sue and her assistant, called David.

For each question 23 to 30, write one letter (A, B or C) for the correct answer.

You will hear the conversation twice.

The CD will now be paused to give you time to read the questions. ⚙

Now listen and write A, B or C.

<b>Note to supervisors: insert pauses during second hearing only.</b>
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F: There's quite a lot to talk about.

M: Well Sue, it doesn't matter if we don't cover everything today.

F: Ok, David, let's see how we go.

M: Things are looking good, aren't they?

F: Definitely. I'm very pleased. We've gone beyond our sales targets. Our share price is stable. And, of course, you know Eurocom were going to move but they've chosen to keep their contract with us after all. But winning the prize for British Exporter of the year was the best thing, as far as I'm concerned. ⚙

M: On the other hand, there is the problem of rising costs.

F: Yes, even though we avoided another rent increase...

M: But all those expensive newspaper advertisements...

F: Yes, that's the real problem. Although they are partly balanced by the decrease in import duties. ⚙

M: Mmm ... meanwhile, you want to limit our expenses where possible?

- F: Yes, certainly. Actually, the budget for entertaining clients is fairly reasonable, and very necessary. It's the cost of phone calls that worries me. It seems far too high.
- M: Everyone should be using email wherever possible if you want to save on communications generally. Um, we've already got cheaper paper from the printers, which is a start. ☼
- F: True. Now on to training. We need to be clear where this demand for training is coming from.
- M: Well, our own success, basically. Our customer base is expanding all the time. Our staff...
- F: ...who *are* up to date with new computer applications...
- M: Yes, they're ok for that, but they have to deal with all these new clients. They'll need a wider range of skills than they have at the moment...☼
- F: We could contact the business school. Perhaps they could send us some of their trainers.
- M: Or what about the courses they run?
- F: But then again, it seems a pity not to use our own training department.
- M: Doing it ourselves, you mean? Well, yes ... After all, it's the people here who know what we do best and can really understand our needs.
- F: I agree. OK, what's next? ☼
- M: Um, there's the printing of the new brochure.
- F: Is the basic information changing?
- M: I shouldn't think so but the whole thing really needs to look a bit better. The current one just doesn't give the right idea at all...
- F: Much too old-fashioned. Yes, a new presentation, a proper lay-out. What about out-of-date products?
- M: Steve's already taken them out. Now, do you want to talk about the supplier situation? ☼

F: You mean the situation with Johnson's?

M: Yes, they're just not giving us what we need. Their prices have always seemed very reasonable, but the products aren't good enough. There's no point being cheap and on time if we don't actually get what we want.

F: Right, well, we need to deal with the situation. What contact have you had with them?

M: I wrote to them twice last month, and it didn't seem to have any real effect. We've looked at every order as it comes in, so we already have a fairly clear picture of the problem. ☸

F: Hmm... I think you should start by ringing some other firms, see if they can match Johnson's deal. Then I'll make a decision.

M: Right. Great, we did manage to discuss everything.

F: Yes, good. ☸

R: **Now you will hear the conversation again. Remember the CD will be paused from time to time to give you time to write one or more answers.**

**[repeat]**

R: **That is the end of Part Four. The CD will now be paused to give you time to check your answers. ☸**

R: **That is the end of the test.**