

# **CAMBRIDGE ENGLISH LANGUAGE ASSESSMENT**

**0351/3**

## **BUSINESS ENGLISH CERTIFICATE Preliminary**

**Listening  
Sample Test**

**SUITABLE FOR CANDIDATES WHO ARE VISUALLY  
IMPAIRED**

**READ THE INSTRUCTIONS ON PAGE 2**

## **INSTRUCTIONS TO CANDIDATES**

**Check your name, centre number and candidate number are on your answer sheet.**

**Listen to the instructions before each part of the paper carefully.**

**Answer all the questions.**

**Write your answers on the separate answer sheet.**

**At the end of the test, hand in both this question paper and your answer sheet.**

## **INFORMATION FOR CANDIDATES**

**There are four parts to the test.**

**Each question carries one mark.**

**The CD will be paused at various points to give you time to read the questions, and to write and check your answers.**

**DO NOT TURN OVER UNTIL YOU ARE TOLD TO DO SO.**

## **PART 1**

### **QUESTIONS 1 – 8**

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

#### **EXAMPLE:**

**When were the machine parts sent?**

- A    Monday 31**
- B    Tuesday 1**
- C    Thursday 3**

**The answer is A.**

**1    Which table is correct?**

<b>A</b>	<b>SALES</b>	
	Month 1	2500
	Month 2	4200
	Month 3	3000

<b>B</b>	<b>SALES</b>	
	Month 1	4500
	Month 2	3500
	Month 3	3000

<b>C</b>	<b>SALES</b>	
	Month 1	2500
	Month 2	3500
	Month 3	4000

**2      What kind of packaging do they decide to use?**

- A      clear plastic bottle**
- B      box with pattern**
- C      plastic bottle with pattern**

**3      Where is Mike going to take the visitors first?**

- A      Customer Relations**
- B      Production**
- C      Warehouse**

**4      Who is Anne going to write to?**

- A      the clients**
- B      the supplier**
- C      the staff**

**5      What's the new time for the meeting?**

- A      quarter past two**
- B      quarter to three**
- C      three o'clock**

**6      Which product has been the most successful?**

- A      model car**
- B      doll**
- C      toy train**

**7      What is the purpose of the meeting?**

**A      to look at applications**

**B      to write a job advertisement**

**C      to prepare for interviews**

**8      What is the company's market share this year?**

**A      5%**

**B      20%**

**C      50%**

**TURN OVER TO PAGE 8**

## PART 2

### QUESTIONS 9 – 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 – 15, write the missing information, using a **WORD**, **NUMBERS** or **LETTERS**. You will hear the conversation twice.

#### CUSTOMER SERVICES VACANCIES

NUMBER OF **VACANCIES**:

(9) \_\_\_\_\_ telephone operators

**SALARY**:

(10) Max. £ \_\_\_\_\_

TOTAL **HOLIDAY** (PER ANNUM):

(11) \_\_\_\_\_ days

JOB **REFERENCE**:

(12) \_\_\_\_\_

JOB START **DATE**:

(13) \_\_\_\_\_

LINE **MANAGER**:

(14) Ms Sue \_\_\_\_\_

TEL **NUMBER** (FOR ENQUIRIES):

(15) \_\_\_\_\_



## **PART 3**

### **QUESTIONS 16 – 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 – 22, write the missing information using ONE or TWO words.**

**You will hear the talk twice.**

#### **AUTUMN PROMOTION PLANS**

**Main titles: pocket dictionary and  
(16) \_\_\_\_\_**

**Advertising space booked in:  
(17) \_\_\_\_\_ magazine**

**New colour for display stands:  
(18) \_\_\_\_\_**

**Free gifts include:  
(19) \_\_\_\_\_ and keyrings**

**Alison has made a deal with:  
(20) \_\_\_\_\_**

**For mailing to booksellers in September:  
(21) \_\_\_\_\_**

**Venue for dictionary launch party:  
(22) \_\_\_\_\_**

## **PART 4**

### **QUESTIONS 23 – 30**

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

**For each question 23 – 30, write one letter (A, B or C) for the correct answer. You will hear the conversation twice.**

**23 Sue is particularly pleased about the company**

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

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

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

**25 Which expenses do they want to reduce?**

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

- 26** More training is required because the company has
- A** bought new computer software.
  - B** recruited new members of staff.
  - C** increased its range of customers.
- 27** How will the company organise the training?
- A** send staff to a college
  - B** use current staff members
  - C** employ external trainers
- 28** When the next brochure is printed, it will
- A** have an improved design.
  - B** include a new product.
  - C** contain extra information.
- 29** What problem are they experiencing with Johnson's?
- A** the quality of goods
  - B** the high prices
  - C** the speed of deliveries
- 30** What will they do about the problem with Johnson's?
- A** send them a letter
  - B** check every order
  - C** contact other suppliers

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