

BUSINESS ENGLISH CERTIFICATE
Preliminary

0351/3

Listening
Sample Test

SUITABLE FOR CANDIDATES WHO ARE HEARING IMPAIRED

SUPERVISOR'S BOOKLET
(including instructions and script)

For the use of the Supervisor only

Notes for Supervisors administering hearing impaired versions of Listening tests

- 1 Hearing-impaired (lip-reading) versions of listening tests are provided for candidates with hearing difficulties, which may range from partial to complete hearing loss.
- 2 All cases must be notified to and approved by Cambridge English. Notification must be made before the examination is taken.
- 3 The following materials are provided:
 - Question Paper
 - Supervisor's Booklet.
- 4 Please follow the instructions carefully. Do not read each part more times than indicated, and pause only where indicated on the script.
- 5 Some important points:
 - You will need a quiet, separate room to administer a hearing-impaired version of a listening test. Do not stand with the light (e.g. from a window) behind you, as this makes it difficult for the candidate to see your lips. The test must not be administered to more than one candidate at a time.
 - If you are male, ensure that your lips are clearly visible and not obscured by a beard or moustache.
 - Stand close to the candidate so they can see your lips easily. However, do not stand so close that they can see or be distracted by the script.
 - Asterisks (*) in the script indicate where to pause to allow the candidate time to read the questions, or write or check their answers. Agree a signal beforehand for the candidate to use when they are ready to continue, e.g. putting their hand up.
- 6 It is advisable to listen beforehand to a recording of a standard BEC Preliminary Listening test, then practise reading at a slightly slower rate.
- 7 Try to maintain the intonation and patterns of normal spoken English, and make your speech sound as natural as possible.
- 8 Although individual words should not be exaggerated unnaturally, the candidate needs to be able to read the movement of the supervisor's lips. Avoid making gestures while speaking which may distract the candidate.

For further information and guidance, please refer to your Centre Examinations Manager or contact the Cambridge English Help Desk.

How to administer this test

- 1 Ask the candidate to read the instructions on the cover of the question paper. Ensure the candidate understands what they must do.
- 2 Read the question before each passage or extract once.
- 3 Give the candidate time to refer to the question paper.
- 4 Read each passage or extract at natural speed.
- 5 Read the passage or extract again, stopping at each asterisk (*). When you stop, give the candidate time to look at the question paper and answer questions or make notes, etc. **Do not start reading again until the candidate signals that they are ready.**
- 6 Read through the whole passage or extract again, without stopping.
- 7 Repeat this procedure for each part of the paper.

These instructions are repeated on the script for each part. At the end of each part, give the candidate time to write or check their answers; give the candidate time to transfer their answers to the separate answer sheet at the end of the test.

Remind the candidate that they do not necessarily need to write an answer each time you pause.

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BUSINESS ENGLISH CERTIFICATE

PRELIMINARY

TEST OF LISTENING

HEARING IMPAIRED VERSION

SAMPLE TEST

SUPERVISOR'S SCRIPT

PART 1

INSTRUCTIONS TO SUPERVISOR

- (1) Read the **instructions** (first two lines in **bold** print) **once**.
- (2) Announce and read the Example Question **once**.
- (3) Pause (⌚) and give the candidate time to refer to the question paper.
- (4) Read the extract.
- (5) Read the extract again, **pausing at the end** (⌚).
- (6) Read the extract a third time.
- (7) Repeat steps (2) to (6) for Questions One to Eight.

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

Example.

When were the machine parts sent? ⌚

Mr Hooper rang. He needs those parts for the packing machine by the third. It's already the first today ... but wait ... no it's OK. They were sent out on the thirty-first. Good. He'll certainly get them by the third, then. ⌚

Question One.

Which chart is correct? ⌚

'... 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... ⌚

Question Two.

What kind of packaging do they decide to use? ⌚

What packaging do you recommend for the smaller type of bottle – you think we should wrap it in clear plastic and tie it at the top...? I think a box would be better, perhaps with a pattern on it... Yes, I suppose boxes are dull and a pattern on the plastic would look untidy... OK – let's do as you recommend... ⌚

Question Three.

Where is Mike going to take the visitors first? ⌚

Mike, could you show some people round the factory tomorrow? Not the usual tour from reception to the warehouse, I think... They are particularly interested in our production techniques, so I would start there – and then through customer relations and into the warehouse. ⌚

Question Four.

Who is Anne going to write to? ❄

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

Question Five.

What's the new time for the meeting? ❄

What time's the MD back tomorrow – just after lunch, you think? 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. Oh, right, you say Paul's coming to that meeting, and he has to leave early. OK, I'll make it a quarter to, then. ❄

Question Six.

Which product has been the most successful? ❄

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! ❄

Question Seven.

What is the purpose of the meeting? ❄

We've got to fill those vacancies in research urgently – that's why today's meeting's so important. I know the advertisement's only just gone out but we need to discuss the interviews now. The closing date is next Friday and it will take us a day to look at the applications. If we decide on the interview questions today, that'll save time. ❄

Question Eight.

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

Is the company doing better this year? It's a mixed picture really. Sales have risen by about 50%, which is excellent, but our total market share is down to 5%, from 20% last year. ❄

PART 2

INSTRUCTIONS TO SUPERVISOR

- (1) Read the **instructions** (in **bold print**) **once**.
- (2) Pause (⌚) and give the candidate time to refer to the question paper.
- (3) Read the passage **without pausing**.
- (4) Read the passage again, **pausing as indicated** (⌚).
- (5) Read the passage a third time **without pausing**.

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

For each question 9 to 15, fill in the missing information in the numbered space using a word, numbers or letters. ⌚

Hello, is that Human Resources? It's Alan Thomas, phoning about the vacancies here in Customer Services. Can you take the details to put in the ad? It's for five telephone operators. It was five, but we're busier now and also two staff are leaving this week, so we need eight new people. ⌚

And these are mostly Grade 1 posts, salary 14 to 15 and a half thousand, but I need some people with experience, so we'll pay up to 16,950. That's the top of Grade 2. ⌚

Holidays next. Not the usual 21 days a year. Actually, the telephone staff are working longer shifts now, so they get an extra 12 days off a year. Together it's 33 days. ⌚

Here's the reference number for these posts. It's CS zero eight zero double one. OK? ⌚

Can we advertise next week, September the 7th? And what start date do you think – the 6th of October? I wanted them to start on the 1st, but your date is better so put that. ⌚

I won't be their line manager. They'll actually report to Sue Blackmann, that's double N. ⌚

People can contact Sue. She's on seven nine five double-three five. ⌚

PART 3

INSTRUCTIONS TO SUPERVISOR

- (1) Read the **instructions** (in bold print) **once**.
- (2) Pause (⌚) and give the candidate time to refer to the question paper.
- (3) Read the passage **without pausing**.
- (4) Read the passage again, **pausing as indicated** (⌚).
- (5) Read the passage a third time **without pausing**.

Look at 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, fill in the missing information in the numbered space using one or two words. ⌚

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 road map, 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! ⌚

We're looking at a range of free gifts for handing out at exhibitions – currently on order are calendars and key-rings, 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 ... ⌚

PART 4

INSTRUCTIONS TO SUPERVISOR

- (1) Read the **instructions** (in **bold print**) **once**.
- (2) Give the candidate time to refer to the question paper.
- (3) Read the passage **without pausing**.
- (4) Read the passage again, **pausing as indicated** (⌚).
- (5) Read the passage a third time **without pausing**.

You will hear a senior manager, called Sue, talking on the phone to her assistant, called David.

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

Hi David. It's Sue here. Yes, there's quite a lot to talk about but it doesn't matter if we don't cover everything today... OK, let's see how we go... Things are definitely looking good, aren't they? Yes.... 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. ⌚

On the other hand, there is the problem of rising costs – even though we avoided another rent increase... But all those expensive newspaper advertisements – yes, that's the real problem. Although they are partly balanced by the decrease in import duties. ⌚

Meanwhile, I want to limit our expenses where possible. 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. Everyone should be using email wherever possible if we want to save on communications generally. We've already got cheaper paper from the printer's, which is a start. ⌚

Now on to training. We need to be clear where this demand for training is coming from – well, our own success, basically – our customer base is expanding all the time... Our staff are up-to-date with new computer applications but they have to deal with all these new clients. They'll need a wider range of skills than they have at the moment... ⌚

We could contact the business school. Perhaps they could send us some of their trainers. Or what about the courses they run? But then again, it seems a pity not to use our own training department – doing it ourselves, I mean. Yes ... after all, it's the people here who know what we do best and can really understand our needs. ⌚

OK, David, what's next? Yes, there's the printing of the new brochure... I shouldn't think the basic information is changing but the whole thing really needs to look a bit better. The current one just doesn't give the right idea at all. Much too old-fashioned. Yes, a new presentation, a proper layout. And what about out-of-date products? Oh, OK – Steve's already taken them out, you say... ☼

Now, do you want to talk about the supplier situation? I mean the situation with Johnson's. Yes, I agree 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. ☼

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

Hmm ... I think we should start by ringing some other firms and see if they can match Johnson's deal. Then I'll make a decision. Great, David, you see, we did manage to discuss everything...! ☼

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