



BUSINESS ENGLISH CERTIFICATE

Preliminary

Listening

0351/3

Sample Test

SUITABLE FOR HEARING IMPAIRED CANDIDATES

INSTRUCTIONS TO CANDIDATES

Do not open this question paper until you are told to do so.

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

Listen carefully to the instructions for each part of the paper.

Answer all the questions.

Write your answers on the question paper. You will have time at the end of the test to copy your answers onto the separate answer sheet. Use a pencil.

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

INFORMATION FOR CANDIDATES

For this test, you must listen to a selection of dictated texts and answer the accompanying questions.

There are four parts to the test and you will hear each text or extract three times. The first time the supervisor will read through the text or extract without stopping. The second time the supervisor will stop from time to time to give you time to look at the questions and make notes. The third time the supervisor will read through the text without stopping

Each question carries one mark.

During the second reading, you do not necessarily need to answer a question each time the supervisor pauses.

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PART ONE

Questions 1 – 8

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

Example:

When were the machine parts sent?

Monday 31

A

Tuesday 1

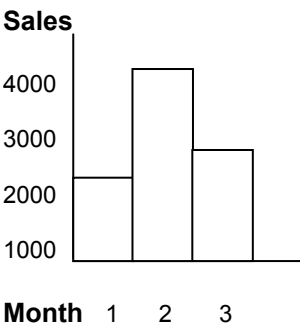
B

Thursday 3

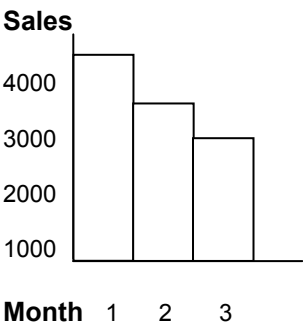
C

The answer is **A**.

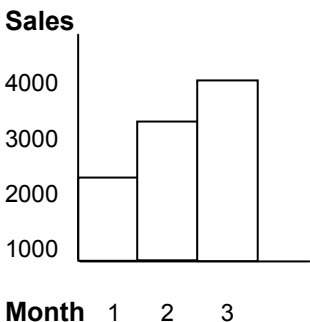
1 Which chart is correct?



A

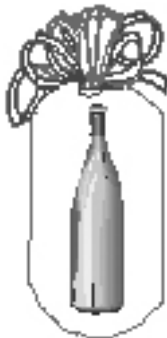


B



C

2 What kind of packaging do they decide to use?



A



B



C

3 Where is Mike going to take the visitors first?

Customer Relations

Production

Warehouse

A

B

C

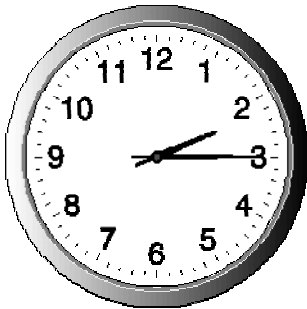
4 Who is Anne going to write to?

A the clients

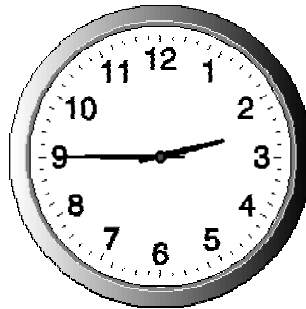
B the supplier

C the staff

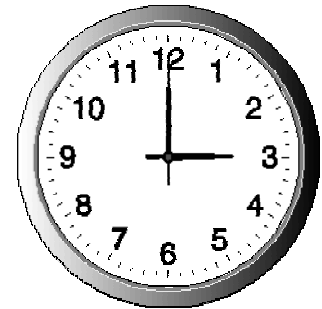
5 What's the new time for the meeting?



A

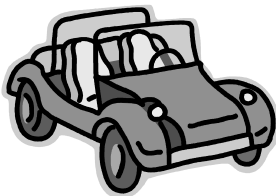


B



C

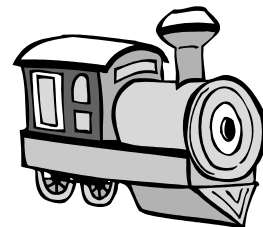
6 Which product has been the most successful?



A



B

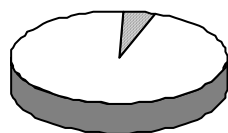


C

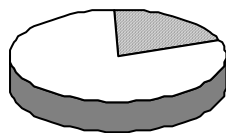
7 What is the purpose of the meeting?

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

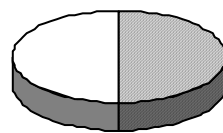
8 Which chart shows the company's market share this year?



A



B



C

PART TWO

Questions 9 – 15

Look at the notes below.

Some information is missing.

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

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

You will hear the talk three times.

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 THREE

Questions 16 – 22

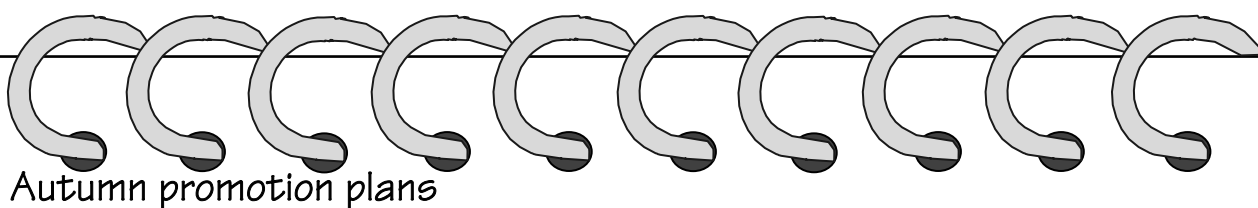
Look at the notes below about a publisher's plans for promotion this autumn.

Some information is missing.

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

For each question **16 – 22**, fill in the missing information in the numbered space using **one** or **two** words.

You will hear the talk three times.



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 FOUR

Questions 23 – 30

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

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

You will hear the talk three times.

- 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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