



## TEST ONE

Now open your test paper and look at Part 1. You will hear people talking in eight different situations. For questions 1 to 8, choose the best answer, A, B or C.

**One: You hear part of a radio programme. What is the person talking about?**

- A cooking
- B weather
- C gardening

M Of course, this is the time of year in England that I enjoy most. You can be outside late in the evening pottering around. It's still warm and it's not yet dark. There's a lot of work to do because things are growing so fast but the air is fragrant with honeysuckle and roses and you can already see the fruits of your labours in the kitchen garden.

*Repeat*

**Two: You hear two people talking on a train. How is the woman feeling?**

- A worried
- B relieved
- C angry

M We're moving very slowly again now. It's infuriating. I'm going to miss my meeting if we don't speed up soon.  
 F Yes, we seem to be late most days at the moment. Mind you I'm not too bothered today.  
 M Don't you have to be in at the usual time?  
 F Well, I should be but we've got this rather awkward visitor coming in and if I'm not there someone else will have to deal with him. It's not my fault if the train's delayed, is it. I'll just ring in and sound as upset as I can.

*Repeat*

**Three: You hear two friends talking. What is the woman's opinion about the possible tax increase?**

- A The government won't use tax income sensibly.
- B Wealthy people are right to move abroad.
- C The increase is necessary to have better public services.

F Did you hear that Minister on the radio this morning saying they're thinking of increasing tax rates for higher earners?  
 M Yes, I did. Isn't it terrible! No wonder people who earn a lot all try to move abroad.  
 F Mm, I suppose so, but they've got to get money somehow for hospitals and schools.  
 M Yes, but do they spend it on hospitals and schools?  
 F Well, I wouldn't mind paying a bit more tax myself as long as they do use it properly.  
 M Oh, no, you can't trust them.

*Repeat*

**Four: You hear two friends talking on a park bench. What are they discussing?**

- A a drink
- B a salad
- C a cake

F This is delicious. Did you make it yourself?  
 F Yes, I did. It's very simple.  
 F Well, it's certainly much nicer than anything you can buy in the shops. For that matter, it's better than anything I've ever had at that café in town, that one that specialises in juices and shakes. Will you give me the recipe?  
 F Of course. The important thing is to have really fresh ingredients.

*Repeat*

**Five: You overhear two people talking on a bus. What is their relationship?**

- A husband and wife
- B boss and employee
- C friends

F So what happened then?  
 M Well the MD went purple in the face and looked absolutely furious. Fortunately, the fire alarm then went off and I guess he'd cooled down a bit by the time we were allowed back into the building.  
 F Oh well, that's good. So no one got the sack?  
 M Not today at least. Are you getting off here tonight?  
 F Yes, I'm going to my mum's before I go home. I'll look forward to the next instalment tomorrow then.

*Repeat*

**Six: You hear someone talking on the radio. What has happened?**

- A a road accident
- B a crash in a car race
- C some injuries due to flooding

M Three people were slightly injured in the pile-up but amazingly most of the people involved escaped unhurt. The AA has strongly criticised drivers for not reducing their speed in such difficult weather conditions. The rain is likely to continue in most areas for some hours yet and caution is urged on all roads.

*Repeat*

**Seven: You hear two people talking in a restaurant. Where does the man want to sit?**

- A by the window
- B near the kitchen
- C at a quiet table

F Shall we sit here? It's nice to be able to watch people on the street as we eat.  
 M It might be a bit draughty by the door.  
 F How about over there then?  
 M But it's right by the kitchen – the waiters'll be walking right past us all the time.

- F You choose then. I really don't mind as long as we can eat soon.
- M Let's go over in that corner then. It doesn't look too noisy there.
- F OK. I just hope the waiters will notice us there though. I'm starving!

*Repeat*

**Eight: You hear a radio show about a new book. How much does the woman like the book?**

- A very much**
- B a little**
- C not at all**

F Having enormously enjoyed all of Smith's other novels, I had high hopes of this one. Somehow, though, it didn't live up to my expectations. The characters were not quite as convincing as they usually are and the plot rather predictable. Nevertheless there are some lovely moments. I particularly enjoyed the opening scene ...

*Repeat*

**That is the end of Part 1.**



**Now turn to Part 2.**

**Listen to an instructor talking about a weekend course. For questions 9 to 18 complete the sentences. You now have 45 seconds in which to look at Part 2.**



M Welcome to this weekend's course at Helvellyn Hall. It's nice to see some familiar faces here again as well as some people who are on one of our courses for the first time. I hope that you will all enjoy yourselves. I'm James and I'll be coaching those of you who have opted for one of the water-skiing sessions.

First of all, can I just give you some basic information about our procedures. Although we are quite a small group, all meals will be taken in the Large Dining Room. The Small Dining Room is currently being redecorated and is out of use. We do not require you to wash up after your meals but we would be grateful if you could return all dishes to the kitchen after you have eaten.

There are a couple of other rules that we should be grateful if you could all comply with. Please take off your outdoor shoes in the entrance hall and leave them in the racks there. This is better for our floors and makes life much easier for our cleaners. We would also request that you do not use the showers between midnight and 6.30 a.m. as this can disturb others who are trying to sleep.

You have already got the programme for the weekend and you've all given us your choices for

the various activities we have on offer. However, I'm afraid there is a bit of a hitch with tomorrow morning's sailing option as the instructor is not available on Saturday this week. I'm sorry about this but those of you who wanted to try your hand at sailing may be able to do so on Sunday instead – I'll let you know for sure tomorrow. Now, tomorrow morning we are able to offer canoeing as a new alternative or you could join the hill walking group or the one doing horse riding. Perhaps I could ask all of you to sign again for which of these three activities you'd like to do tomorrow morning – I'll pass a list round now. There is one other change but I'm sure it is one that should please you all. Tomorrow evening as you know we have a special dinner for you followed by some Scottish country dancing. The music, however, is not going to be provided by a disco as advertised but by the well-known Scottish folk group called the Mountain Men. We are sure you will all enjoy their music very much.

I think that is all the business that I wanted to raise with you now. Has anyone got any questions that they'd like to ask?

**That is the end of Part 2.**



**Now turn to Part 3.**

**You will hear five different people talking about what they like about their work. For questions 19 to 23, choose from the list A to F each person's main reason for enjoying their work. Use the letters only once. There is one extra letter which you do not need to use.**

**You now have 30 seconds in which to look at Part 3.**



M A lot of people think it's very glamorous to be cabin crew and travel all over the world but that side of the job is not really as good as it sounds. You're on your feet constantly doing quite hard physical work and you don't really have much time to look round all the different places you travel to but it's still a great job. You meet lots of really interesting people and you have a good laugh with the people you work with.

F It's the best job in the world, I'm sure, though not if you want to earn a lot of money. It's wonderful to work with children and to see them developing, learning how to use their bodies and their minds.

F Aren't they a bit of a handful at times, though?

F Well, yes, they can be, of course, but you get used to dealing with them. I think I like teaching so much because you are always learning something new yourself.

F Yes, that must be good, I guess.

M I was never that good at schoolwork but I love doing things with my hands. I'd hate to have a job that

wasn't creative – something that just involved shuffling pieces of paper around is certainly not for me. It takes a long time to learn to be really good at working with wood but I'm getting much better and learning by doing is a very different kettle of fish from book study.

- F I never really planned to work in an insurance office. I just saw the job advert and went for it. Sometimes the work can be a bit tedious but the pay's good and I get a really nice company car and a decent holiday allowance. And I like my colleagues – most of them at least. I have quite a lot of contact with the public – that can be a bit of a mixed blessing!
- F I'm a travel journalist. I work freelance so sometimes I have loads of money ...
- M ... and sometimes you don't!
- F That's right. But that's compensated for by the fact that I have control over my own time. I suppose I miss contact with colleagues sometimes but it's fantastic not to be at the beck and call of a boss all the time. I can work where and how I want to.

**That is the end of Part 3.**



**Now turn to Part 4.**

**You will hear a radio interview with Tania Brown, who is talking about how dissatisfied consumers should make complaints. For questions 24 to 30 choose the best answer (A, B or C).**

**You now have 45 seconds in which to look at Part 4.**



- M In our programme this week we are going to talk to an expert on consumer affairs, Tania Brown. Tania used to work for a consumer rights organisation. She now writes a weekly column for a popular women's magazine. Tania, we get a lot of letters and emails from listeners asking us how to complain effectively when you've bought something that goes wrong or you are given really poor service. Rebecca from Oxford, for example, bought an expensive dress for a ball and one seam came undone the first time she tried it on at home. So, Tania, what's the first piece of advice you would give Rebecca?
- F Well, the first thing is to be absolutely clear about what she wants to happen when she complains. Does she want her money back? Does she want to exchange the dress? Does she want it repaired? If she's not totally sure yet what exactly she wants there are people she can talk things over with?
- M You mean a friend of her mum.
- F Well, yes, of course, that's possible though I was actually thinking of organisations that could help her clarify her thoughts. Places like the Citizens' Advice Bureau, for example. They can often be more objective than someone closer to you.

- M Anything else it can be useful to discuss in advance?
- F Certainly. You need to think about how you're going to complain. Would it be better to do it in person, by letter or by phone? Larger companies often have a formal complaints procedure so ring them to find out what it is before you go any further. If you make a phone call at any stage in the process, though, make sure you find out who you are speaking to and note down exactly what you were told. A good record can make things much easier for you later on.
- M I must say I usually prefer to do anything official by letter. Then you can say exactly what you want to and you've got a record of what you said too. So have you any advice on letters of complaint?
- F Well, yes. First of all, it's usually better to type rather than hand-write. It looks much more professional. If typing is not possible for you, then make sure your hand-writing is neat and clear. Find out the name of the person you should be writing to in advance – it's much better to write to a named person than a faceless department if you possibly can. Provide all the necessary information as concisely as you can. Make it clear what you want to happen as a result of your letter and set a fixed time for the response.
- M Wouldn't that antagonise the person you are writing to?
- F I don't think so. It shows you are well organised and you mean business. Of course, it's best to be as objective as you can and to avoid throwing insults around at this stage.
- M Well, that's a lot of very useful and practical advice, Tania. I'm sure it's helped Rebecca and many others like her ...

**That is the end of Part 4.**



## TEST TWO

**Now open your question paper and look at Part 1. You will hear people talking in eight different situations. For questions 1 to 8, choose the best answer, A, B or C.**

**One: You hear two people talking on a bus. Where has the woman just been?**

- A at the shops**  
**B at the cinema**  
**C in a cafe**

- M It was so crowded in town, wasn't it?
- F Yes, it was dreadful. Jane and I were going to go shopping but everywhere was so packed we decided to leave it till Monday. It's usually quieter then.
- M So, you just sat and had a chat over a cup off coffee all afternoon?
- F Actually we went to see that new spy film. It was brilliant. You must go.

*Repeat*

**Two: You hear a man talking on his mobile phone.**

**Who is his message for?**

- A a teacher**
- B his secretary**
- C his wife**

M It's me. I'm on the train. When you get this message can you do something for me. I've left a work file in my study on the desk beside the computer. Could you find it and then ring me back with the reference number on the front of the file? I hope you come straight home after taking the kids to school – it's really important I get this before 10. Ring me on my mobile. Bye.

*Repeat*

**Three: You hear a woman at the hairdresser's.**

**What is she doing?**

- A complaining**
- B apologising**
- C requesting information**

F I can't understand why things have got so bad here. It used to be such an excellent place. I know I came late and I do apologise for that but there was no need for the receptionist to be so rude to me. I had to wait ages to be seen to and I'm really not at all satisfied with the service I've had all morning.

*Repeat*

**Four: You hear a teenager talking about his free time. What is he talking about?**

- A a CD-player**
- B a computer game**
- C an electric guitar**

M My dad gave it to me. It's great, isn't it. If I plug in these headphones, no one else has to listen. So it's not too painful for them if I practise the same thing over and over again and also I can play as late as I want without disturbing anyone. You can create all sorts of interesting effects with these buttons too. Do you want to have a go?

*Repeat*

**Five: On the news you hear a story about a zoo. Why is the zoo in the news?**

- A An unusual birth has taken place.**
- B Experts have discovered how to encourage breeding.**
- C Warm weather has led to exceptional numbers of visitors.**

F And finally Layton Zoo have announced the arrival of the first baby hippo to be born there for fifty years. Attempts to encourage mating have until last year met with very little success and zookeepers and experts from the local university were at a loss to understand why. It has been suggested that last summer's spell of exceptionally sunny weather may have put mum and dad in the mood.

*Repeat*

**Six: You hear a man talking about a holiday he has had. Where has he been?**

- A in the mountains**
- B beside the sea**
- C on a farm**

M We had a fantastic holiday. Normally we just head for the seaside as that's what the kids like but this year their grandparents took them to stay with some friends of theirs on an olive farm in Italy. They had a great time. Anyhow, we could go where we wanted. In the end we decided to go hill-walking. We used to do it a lot when we were at university but hadn't been for about fifteen years so were afraid we'd be a bit unfit. But we were fine though we took it easy at first. We got up to 5,000 feet quite a few times and had the most amazing views.

*Repeat*

**Seven: You hear two people talking.**

**How does the man feel?**

- A surprised**
- B pleased**
- C exhausted**

F How did it all go at work?

M Oh, you know. Much as I was expecting

F Did the presentation go down well?

M It was OK. Jim seemed quite pleased with it at least.

F That's good then. Dinner'll be ready in half an hour. Why don't you go and have a shower first?

M Good idea. I was thinking of having a bath but I think I'd fall asleep in it.

F Yes, thank goodness, things should be a bit easier for the next few weeks now, shouldn't they?

M Yes, I hope so.

*Repeat*

**Eight: You turn on the radio and hear a woman talking. What are you listening to?**

- A the weather forecast**
- B traffic news**
- C sports news**

F The heavy rains overnight have caused quite a few problems this morning. There are reports of accidents on the A104 near Gallows Corner and the A14 at the junction with the A51 so avoid these areas if you possibly can. Large numbers of people are expected to be travelling to the Millennium Stadium in Cardiff for this afternoon's rugby match and it is recommended that you leave plenty of time for your journey if you plan to be among them. The rain is not likely to let up until the early afternoon and so is likely to slow your journey though it should at least be fine for the match.

*Repeat*

**That is the end of Part 1.**

10

Now turn to Part 2.

Listen to a scientist talking about recent weather patterns. For questions 9 to 18 complete the sentences.

You now have 45 seconds in which to look at Part 2.

11

F Welcome to today's edition of Science Today. A lot of people have been claiming recently that the climate is changing. But is that really true? I'm joined today in the studio to discuss this question by Mark Pontin. Mark is in an excellent position to answer our questions because he is the head of statistics at the World Climate Organisation, an international meteorological institution with headquarters in Switzerland.

So, Mark. Do people's claims of climate change have any foundation?

M Well, yes, they do. A whole series of very unusual weather phenomena have been noted over the last month which certainly do suggest some fundamental climate change. In the States, for example, there were more tornadoes last month than in any preceding month since records began – the country experienced an extraordinary total of 562 leading to the deaths of 41 people.

F There have been similar things all over the world, though, haven't there?

M Yes, indeed. India, for example, is one of several places in the world to have experienced particularly high temperatures over the last month – at 45 degrees, these are from 2 to 5 degrees above what would normally be expected at this time of year. Sri Lanka, on the other hand, has experienced some unusually heavy rainfall. This led to flooding and landslides and a large number of deaths. The country's economy is expected to suffer seriously as a consequence.

F Has anything special been happening in Europe?

M Well, yes. England and Wales have had remarkably strong winds and Switzerland has been enjoying an amazingly hot spell – the country hasn't had such a heat-wave since the mid 18th century.

F So are these just one-off phenomena or is it possible to make some general conclusions about what is happening to the world's weather?

M I think we can safely draw two conclusions about what is happening – at least in the northern hemisphere. First temperatures are certainly getting generally hotter. This tendency has been particularly noticeable over the last three years but it is a trend that's been observed for over thirty years. However, at the same time the weather is not as stable as it used to be. Extreme and unpredictable weather events seem to be happening with increasing frequency.

F Could you tell us ...

**That is the end of Part 2.**

12

Now turn to Part 3.

You will hear five different people talking about using animals in experiments. For questions 19 to 23, choose from the list A to F each person's argument about using animals for experimental purposes. Use the letters only once. There is one extra letter which you do not need to use.

You now have 30 seconds in which to look at Part 3.

19

F I know a lot of people think it's morally wrong to use animals for any kind of experiment but it doesn't really bother me all that much. I think it does depend a lot on what the purpose of the experiment is. If it's just to test out a new kind of lipstick or shampoo, then I guess I'd be against it but if it's to help in the development of a new medical treatment, then I think it's necessary – otherwise medical science won't be able to progress as effectively.

M Well, of course, people say that important advances are made thanks to animal experiments but I still do not feel that we have the right to exploit our fellow creatures in this way. They cannot put their own case to us so animal rights groups have to do it on their behalf. I am sure it is always possible to find an alternative method that does not involve abusing animals in any way. And if there isn't, then we should just do without whatever is being tested.

M Well, the cat doesn't think about the rights of the mouse when it jumps on it, does it? I'm afraid nature is naturally cruel. Human beings are top of the pecking order, I guess, which gives us, in my view, the right to do things to creatures below us in the chain if it is going to benefit humankind. Of course, I don't condone pointless cruelty but I do think that we should be like all other creatures in the natural world and act in accordance with our own interests as a species.

F I never used to have strong feelings either way until I was at college. Then I shared a flat with a girl who used to spend every weekend taking part in animals rights protests. At first I thought she was a bit odd but she took me along to a couple of lectures and I gradually began to change my mind. I was horrified when I learnt what some companies do to animals for the sole aim of increasing their already massive profits. I even went to the odd protest with her. I'm not so active now I've left college but I still feel pretty sympathetic to the cause.

M I think it is right that there should be strict controls on how animals can be used for research purposes but I really think there are far more important things to demonstrate about. Surely we should be far more concerned about children dying of starvation or other social problems caused by inequality between nations and between individuals. When there is no more famine, disease or war, then it will be time to start paying more attention to the question of whether animals are maltreated by scientists or not.

**That is the end of Part 3.**

14

Now turn to Part 4.

You will hear a teacher talking about the South Pacific Kingdom of Tonga. For questions 24 to 30, choose the best answer (A, B or C).

You now have 45 seconds in which to look at Part 4.

15

F Right, class, I'd like to talk to you today about Tonga. After I've introduced the country to you, we're going to watch a video based on a famous Tongan short story. You'll be able to appreciate this much better if you already know a little bit about the country. So here goes. There's no need to take notes – I'll give you a handout later.

The South Pacific Kingdom of Tonga is a group of 171 islands – 45 of which are inhabited – in the South Western Pacific about 1,400 miles north east of New Zealand. It is situated just west of the international dateline, and is close to the Tropic of Capricorn. The islands are 13 hours ahead of Greenwich Mean Time and are proud of their claim to be the first country to see the dawn of each new day.

The population of the islands is estimated at about 100,000. There are almost as many Tongans living abroad as on the islands themselves – mainly in New Zealand, Australia and the US. Economically, the country relies predominantly on remittances from abroad and on foreign aid. There is some exporting of agricultural products. Tourism and cottage handicrafts are small but growing industries.

The island group was discovered by the British explorer, Captain James Cook, who named them as the Friendly Islands. Today tourist brochures emphasise the aptness of this name. They became a British protectorate under its own monarchy in 1899. It gained independence in 1970. The constitutional monarch still enjoys considerably more economic and legislative power than in most other modern monarchies. The official language in Tonga is English although of course there are a number of other native languages spoken on the islands.

Tonga features in the *Guinness Book of Records* on two counts. Firstly, the royal family of Tonga was given a tortoise by the explorer, Captain James Cook, which, amazingly, lived for over two hundred years, dying only about thirty years ago. Secondly, the country has boasted the world's heaviest monarch, King Taufa'ahau Tupou IV. He used to weigh 209.5 kilos but on medical orders has now slimmed down.

His weight is undoubtedly partly due to the Tongan style of eating. Tongan feasts are renowned throughout the area for their variety and their size.

They are traditionally served on a 'pola' or long tray made from plaited coconut fronds and there can be up to 30 different dishes including steamed pork, suckling pig, fish, shellfish, beef, octopus, and a wonderful variety of tropical fruits. With the exception of suckling pig, which is roasted over a fire, most Tongan foods are cooked in an underground oven called an 'umu'.

Right, I think that is enough to be going on with.

Does anyone have any questions at this point?

That is the end of Part 4.

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### TEST THREE

Now open your test paper and look at Part 1.

You will hear people talking in eight different situations. For questions 1 to 8, choose the best answer, A, B or C.

One: You hear a man talking on a train.

What is the man's job?

- A photographer
- B musician
- C teacher

M I had a stroke of luck today. I'd nipped out of school in my lunch hour to get my wife some CDs for her birthday tomorrow. Who should I see coming out of the shop but Kylie Minogue. Fortunately, I had my little digital camera in my pocket – I always carry it just in case – and I took a quick photo of her getting into her limo on the High Street. My class was most impressed when I told them.

Repeat

Two: You hear part of a news report on the radio.

What is it about?

- A strong winds
- B forest fires
- C flooding

F This part of the world has been no stranger to disasters over the last few years. Hurricanes cause problems almost every year. And only four months ago I was standing more or less in this very spot reporting on the floods that had destroyed so many homes and businesses. No one then could have imagined that fire could ever be a problem here. Yet the wooded hills around the town are clouded in smoke and some families living on the edge of the city have been evacuated.

Repeat

**Three: You hear a woman in a café talking to her friend. What has she bought?**

- A a pair of ear rings**
- B a pendant**
- C a bottle of perfume**

F I hope she'll like it. I set out intending to buy her perfume but then I saw this and thought it was just her. She's got some earrings with a similar stone so it should look good with them, don't you think? The chain is nice and short so it'll go well with an open-necked shirt, like she often wears. What do you think?

*Repeat*

**Four: You hear a teenager talking about something that happened to him. How did he feel?**

- A embarrassed**
- B amused**
- C annoyed**

M So there we were in the middle of our history test and suddenly this mobile phone goes off. Everyone laughed except the teacher who looked furious. We'd all been told to switch them off before the test. It took me a few moments to realise it was mine. I'm sure I went as red as a beetroot. I tried to switch it off as fast as I could but of course it took me ages to find it in my bag.

*Repeat*

**Five: You hear an extract from a radio programme. What kind of programme is it?**

- A a cookery programme**
- B a fashion programme**
- C a medical programme**

F ... but recent research suggests that this is not actually true. Although some people do seem initially to lose weight on this fashionable diet, they have almost all put it back on again within a few weeks of stopping the programme. Several people who have been following the diet for over six months have reported stomach problems which they attribute to the diet. We've invited to the studio today an expert in nutrition ...

*Repeat*

**Six: You hear an extract from a radio play. What is the relationship between the speakers?**

- A boss and employee**
- B father and daughter**
- C brother and sister**

M So, have you any plans for the weekend? You've worked very hard this week.

F Tina and I were thinking of going to the disco in town tonight.

M What, just the two of you?

F That's not a problem, is it?

M I'm not that keen on your being out in town late at night. Why don't you ask your brother to go with you?

F No way!

*Repeat*

**Seven: You hear a man talking on the radio about parachuting. How did he feel during his jump?**

- A disappointed**
- B terrified**
- C excited**

M Everyone said I was mad to be jumping out of a plane at my age. Even my son said he'd be too terrified to do it. I was very excited beforehand – I thought it would really feel like flying and that the views would be amazing. In the end it was actually a bit of a let-down. It was all over so quickly and the visibility wasn't all that good either. It certainly wasn't exciting enough to make me want to have another go.

*Repeat*

**Eight: You hear two people talking about a film. What did the woman like best about it?**

- A the camerawork**
- B the plot**
- C the acting**

M The photography was superb, wasn't it!

F Well, it was OK, I suppose, but I thought it was a bit clichéd at times, nothing very original. Mind you, you could say the same about the story! So perhaps that was appropriate.

M Didn't you like anything about it then? Surely you'd agree that Ray Grant made a pretty good hero?

F Yes, he was the best bit of it all. He's really talented, isn't he!

*Repeat*

**That is the end of Part 1.**



**Now turn to Part 2.**

**Listen to a human resources manager talking about people's relationship with their colleagues.**

**For questions 9 to 18 complete the sentences.**

**You now have 45 seconds in which to look at Part 2.**



M Good morning, listeners. What annoys you about the people you work with? Is it the way they suck up to the boss? Or the way they get other people to do things that they should be doing? Today we're going to be talking about how people feel about their colleagues with Ann Gates, who is head of human resources at Redcom, a large international

telecommunications company specialising in the manufacture of computer chips employing nearly 2,000 people in this country alone. So, Ann, how long have you worked for Redcom?

F For well over twenty years now. I got my first job there in 1981. It was my first job in Personnel and the first task I was given was to conduct a survey into employees' attitudes to their colleagues. I decided to do a similar survey again this year and it's been fascinating to see the changes in people's feelings over this period.

M So how have things changed?

F Well, in the past there was a very noticeable difference between the attitudes of men and those of women. For example, women regularly reported that they couldn't stand office gossip. At least 76 per cent of the women I interviewed said that they tried to avoid colleagues who wasted time on this and they felt their behaviour had a very negative effect on the atmosphere at work. Surprisingly, perhaps, their male colleagues on the other hand were much less likely to be annoyed by this – they expressed particular objections to people jamming the photocopier. 60 per cent of men said that their working life would be considerably improved if they knew the machine would always be in working order whenever they needed to use it.

M They both sound pretty annoying things. Don't people still complain about them?

F Very little, in fact. The most striking thing from the recent survey was that men and women today share the same pet hate, which is that they detest being emailed by colleagues who are sitting at the next desk. They wish they would just speak to them instead! There are still some differences between men and women's attitudes, though. Men, for example, are much more likely to complain about their colleagues' choice of radio station. This rarely bothers women who don't seem to mind what people opt to listen to while they are working. Women are irritated much more by those people who always let everyone else make the tea. They report that they would be much less likely to agree to cover for such people as they see them as fundamentally selfish.

M How significant do you really think that these complaints are?

F Actually, I think they are very significant indeed. Unfortunately we didn't do this with the first survey, but this time round we took the opportunity to ask our interviewees what they would be prepared to do without if they could work somewhere where all their colleagues were sympathetic. Over half of those we questioned said that they would be ready to give up a week's holiday for this. We were amazed as we know how important time off is for all of us. Rather fewer but still 26 per cent said they would agree to be paid less if it would improve their working environment.

M So, is Redcom planning to do anything to improve working relationships, given their clear importance to employees?

F Yes, we take the results very seriously. So much so that we have organised a workshop on employee relationships. All our staff will be obliged to attend it and we hope that it will to some extent make our company a happier working environment.

### That is the end of Part 2.



### Now turn to Part 3.

**You will hear five different people talking about their holiday experiences. For questions 19 to 23, choose from the list A to F what each person says about their holiday experience. Use the letters only once. There is one extra letter which you do not need to use.**

**You now have 30 seconds in which to look at Part 3.**



F The flight home from New Zealand was very enjoyable. We decided to have a stopover in Los Angeles. It was interesting to see it though it's not really my kind of city. Anyway an amazing thing happened when we were at the airport waiting for our flight home. We were sitting in a café when a woman came up to me and said 'Are you Jo Stanton?' I didn't recognise her at all but she introduced herself and then I remembered her perfectly. We'd been at primary school in London together. I hadn't seen her since she was eleven, so I don't feel too bad about not recognising her at once. Don't know whether to be worried or flattered that she recognised me!

F We usually just get in the car and set off when we're ready, going wherever we feel like. That can be quite fun as you never quite know where you're going to end up. But sometimes I feel I'd prefer to have something arranged in advance so I can look forward to something specific. So, this year, I managed to persuade my husband to book a week in a hotel in Switzerland in advance. We were going to go away as soon as Christmas was over and spend New Year there. I was looking forward to it so much. But when we came to start the car after Christmas, it wouldn't go. Everywhere was closed and we couldn't get it repaired. The trains and flights were all booked so we had to cancel. I don't suppose I'll ever get him to book in advance again.

M It was quite hard work so I don't suppose that everyone would consider it a real holiday, but actually it was one of the best summers I've ever spent in my life. It was while I was at university and I was working on an archaeological dig in the north

of Scotland. We were excavating an old church and one day we uncovered hidden treasure – some old silver and gold bowls and brooches and other objects that experts decided had probably been hidden in the church when the Vikings invaded.

- F You don't need to spend a lot of money to have a good time on holiday, do you? But I must admit a bit of luxury can be nice once in a while. My husband hadn't been very well so we decided to go away somewhere really special that year. We went to a very expensive hotel in Paris. It was in an old palace, I think, and our bedroom was about as big as our whole house. The furniture was antique and beautiful and the bathroom was amazing. We were served breakfast off silver dishes in our room. We went to local restaurants rather than eating in the hotel dining room though – as that looked far too grand and we couldn't understand half the words on the menu. We'd no money left for souvenirs but we've got some great memories.
- F We had a simply brilliant time until it was time to come home. Then when we got to the airport we found that there was a strike by air traffic control staff in one of the countries that we were supposed to be flying over and we were going to have to wait. Nobody could tell us how long we were going to have to wait for. The airport got more and more crowded and it was desperately hot. In the end we had to wait till the next day! I was late back for work and missed an important meeting. And to crown it all, my luggage went to South Africa and I didn't get it back for another week!

### That is the end of Part 3.



### Now turn to Part 4.

**You will hear a radio interview with Jeremy Wales, who is talking about issues relating to ethical design. For questions 24 to 30, choose the correct answer, A, B or C.**

**You now have 45 seconds in which to look at Part 4.**



- F In this week's edition of Design Today, we are going to be looking at the issue of ethical design. In the studio we have Jeremy Wales, who lectures in ethical design at the International College of Design in London. Jeremy, perhaps you could start by telling us exactly what ethical design is?
- M I suppose the central thing is that it aims to blend the aesthetic with the ethical. There used to be a contrast between what was seen as 'ethical' and what was considered 'design'; now the two are coming together. It's something that people have talked about for ages but have only recently attempted to put into practice. People are
- developing craft products from the third world using contemporary approaches to design. The aim is to produce items that are attractive to the sophisticated western market but are developed in accordance with moral and social principles. So poorer societies inspire and benefit but are not exploited.
- F So the ethics bit is concerned with the relationships between rich and poor countries?
- M That's probably the most publicised element but there are other issues too. For example, ethical design pays much more attention to ecological concerns in the production of goods and to the preservation of the environment. There is also a strong strand within the movement which acts against the designer mentality, promoting unlabelled equivalents which are just as good as and half the price of their labelled versions.
- F It sounds great! Could you give us a specific example of ethical design in practice?
- M Of course. I could tell you about LOSA, for instance. LOSA stands for London South Africa and is proving a very interesting liaison between British based designers and South African craft workers. British designers went out to South Africa to help craft workers adapt what they produced. They used to make what would sell to tourists. But western design experts told them they could earn a lot more by adapting their goods so they became attractive, desirable items and not just souvenirs. They now sell to some major design stores in the UK and will be expanding into other European countries soon. If that goes well, then they'll start targeting the States.
- F What sorts of changes had to be made to the traditional products?
- M The key word would be simplification. The number of colours used was reduced, for example, and the lines of an object were often made more straightforward. Despite any changes, the items have clearly retained their own distinct Zulu feel.
- F I suppose the key question is: who gains financially from all of this? The western experts or the Africans involved in making the goods?
- M The ethical approach holds here too. The British designers have taken only a small fee each and the rest of the profits are ploughed back into the business. The South African members of the project are involved throughout all the processes and say that it has been an amazing learning process for them. Ideally, there will be no need for the involvement of British designers in the future – all the work will be able to be done locally.
- F Thank you, Jeremy. I'd now like to turn to another ethical design project, this one taking place in Brazil
- ...

### That is the end of Part 4.



## TEST FOUR

Now open your test paper and look at Part 1. You will hear people talking in eight different situations. For questions 1 to 8, choose the best answer, A, B or C.

**One: You hear two people talking at a party. How do they know each other?**

- A They used to work together.**  
**B They were at school together.**  
**C They met through mutual friends.**
- M It's amazing to see you again.  
 F Yes, after all this time. You haven't changed at all!  
 M I don't think I had grey hair or quite such a big waistline in the sixth form, did I!  
 F Well, you look just the same to me. What are you doing these days? You went into banking, didn't you?  
 M Yes, I did – after I'd done a degree in economics in York. How did you know that?  
 F Oh, through Claire. Remember? She and I were best friends all through school. We're still in touch and she's got a job in the same company as your sister.

*Repeat*

**Two: You overhear a conversation on a train. What has the man been doing?**

- A having a holiday**  
**B taking part in a sports competition**  
**C working**
- M This train is moving so slowly, isn't it? I can't wait to get home.  
 F Me too. Have you had a hard day at work?  
 M Actually I've been travelling all day. I've been away for a couple of nights. A trip to New York.  
 F Lucky you!  
 M Well, it was pretty tough actually. I had to finalise arrangements for a new sports shop we're opening on Fifth Avenue.  
 F Did it all go OK?  
 M Yeah, in the end though at one point I thought everything was going to fall through. I'm just exhausted now.

*Repeat*

**Three: You overhear someone talking about a course. How did they feel about it?**

- A angry**  
**B satisfied**  
**C disappointed**
- F It wasn't too bad but it wasn't quite what I expected. Mind you it was my own fault for not reading the course description carefully enough so I can't really complain. Everyone else was pretty pleased with it but it was a bit of a waste of time

from my point of view.

The teacher was good, I suppose, but I should really have gone for something different.

*Repeat*

**Four: You hear a teenager talking about a new version of a computer game. Why does he think it is better?**

- A It has better graphics.**  
**B It's got more levels.**  
**C You can play it online.**
- M I loved the game so I decided to get the second version as soon as it came out. That's pretty good too. There aren't any more levels but each one is a bit more complex so they take you a bit longer to complete, which makes it good value. The quality of the visual effects are just amazing. I've never seen anything quite so good. You can play it online with a friend too but you need a special adaptor to do that and my dad won't let me get one.

*Repeat*

**Five: You hear a husband and wife talking about their work. What is their problem?**

- A They are both working very long hours.**  
**B They don't think they get paid a fair rate per hour.**  
**C They are hardly ever free at the same time.**
- F I'm fed up of your being at work so much.  
 M I know but it's all for a good cause. If we can save a lot by the end of the year, we'll be able to put down a deposit on a house.  
 F Yes, you doing a lot of overtime certainly helps. It's just a pity that my shifts never coincide with yours. I only ever see you when you are asleep. Maybe I should volunteer for overtime too? Then we could perhaps get our deposit together even sooner.

*Repeat*

**Six: You hear someone talking in a shop. What is she doing?**

- A making a complaint**  
**B explaining what she wants**  
**C asking for information**
- F I used to have a pair a bit like this in black. They were leather with little silver buckles and a lowish heel. They were nicer than these, I think, in that they were a bit lighter. I did buy them here. You don't remember them by any chance, do you? I'd really like another pair like that.

*Repeat*

**Seven: You hear a woman talking to a friend about her holiday. What did she enjoy most?**

- A shopping**  
**B relaxing**  
**C sightseeing**

- F It was a brilliant holiday, wasn't it!
- M Yes, I feel so much better for it.
- F Me too. I know I was planning to visit all those museums and churches and things but it was just too hot ...
- M Well, we can go back and do that at a cooler time of year perhaps.
- F That would be great. At this time of year it was definitely best just to sunbathe with a good novel. I didn't even want to go shopping. Not like me at all!

Repeat

**Eight: You hear part of a radio play. What is the relationship between the two speakers?**

- A boss and employee**  
**B friends working in the same company**  
**C workers from different companies**

- M I wonder if I could have a word with you?
- F Of course. Do come into my office.
- M I wanted to ask whether it would be all right for me to take Friday off?
- F That's rather short notice, isn't it? Remember we've got an important meeting about the merger with Brown's on Friday too.

Repeat

**That is the end of Part 1.**



**Now turn to Part 2.**

**Listen to part of a talk about space tourism.**

**For questions 9 to 18 complete the sentences.**

**You now have 45 seconds in which to look at Part 2.**



- M I want to tell you today about a travel company with a difference and one that we are certainly bound to be hearing more about in future. It's called Space Adventures and was founded by Eric Anderson. Eric is only 28 years old but he already has a successful and rapidly growing business to his name. The company offers the person-in-the-street – albeit the wealthy person-in-the-street – the chance to experience what it is like to be an astronaut.
- The trips on offer involve a three-day tour. On the first day tourists fly to Moscow where they spend the day sight-seeing, meeting their fellow-travellers and having their first pre-flight briefing. On the following day they transfer to Star City, the centre of the Russian space programme. After further briefings, it is time for the flight. Tourists are given the opportunity to experience weightless flight in space in a Russian Ilyushin-76 aircraft for two hours.
- Later that day travellers return to their luxury hotel in Moscow. They spend the next day doing more

sightseeing in Russia's capital before returning home. The company is anxious to reassure potential clients that the Russian aircraft used is much safer than the shuttle because it has an escape system available at all points in the flight, whereas the shuttle only has an escape system after the solid parts have fallen off. All travellers are given pre-flight advice about how to avoid travel sickness and are recommended what medication to take to avoid feeling ill as the aircraft performs a series of manoeuvres in space.

Once they are safely back on the ground at the end of what is an extremely memorable experience, all the space tourists are given a video record of their flight. There is also a special ceremony in which they are awarded a certificate testifying to the fact that they have been up in space. Concerns have been expressed about the fact that fuel is wasted on purely leisure trips like these and that this may increase environmental problems like the hole in the ozone layer and the creation of greenhouse gases. However, Eric Anderson is quick to point out that the best rocket fuel is oxygen combined with hydrogen which, when combusted, makes the familiar and environmentally safe compound called water. He insists that the only environmental problem is noise but the impact of this can be minimised by putting the vehicles in places where there are not many people. If you are interested in finding out more about these tours and would perhaps even like to experience a space flight yourself, go to the company's web site at [www.spaceadventures.com](http://www.spaceadventures.com).

**That is the end of Part 2.**



**Now turn to Part 3.**

**You will hear five different people talking about what they do to keep fit. For questions 19 to 23, choose from the list A to F what each person says about their lifestyle. Use the letters only once. There is one extra letter which you do not need to use. You now have 30 seconds in which to look at Part 3.**



- F I don't do much sport as such but I reckon I do the equivalent of several games of squash every day at work. I'm the chambermaid in a hotel and I must make at least 100 beds a day not to mention all the hoovering I have to do. The job doesn't give me time to eat too much either as we only get half an hour's break for lunch. The hotel does provide us with a free lunch and that's usually pretty good – a bowl of pasta with a nice salad would be my typical lunch. The helpings are quite small, though. I've lost quite a bit of weight since I started working there.
- M I do loads of sport. I always have. I play squash at

- least twice a week after work and at the weekends I play for our local rugby team. We train on Saturday mornings and then usually have a match on Sunday afternoons. Apart from that, I usually have a jog for at least half an hour every evening. I drink quite a lot of beer and have a huge appetite too but I never put on weight because of all the physical activity I do.
- F I work really long hours and spend most of my working days sitting in front of a computer. So that's pretty unhealthy I guess. I don't even do much exercise at weekends – I just enjoy lying around the flat reading the newspapers and watching TV. I'm hardly ever ill, though. I do try to watch what I eat as I put on weight quite easily. I only eat fruit in the mornings and have a salad at lunchtime. I eat a proper meal in the evenings though I try to avoid eating sweet things. I'm quite good most of the time. The one fattening thing I just can't resist is cheese!
- M I never used to do much in the way of keeping fit but I had a bit of a health scare a few years ago and I'm much more aware of the need to look after myself a bit better. So I try to eat more healthily – I'm almost a vegetarian now. I also do a lot more exercise. I don't do any sport as such but I get off the bus a stop earlier on my way to and from work and I use the stairs instead of taking the lift. As my office is on the fifth floor, that gives me quite a bit of exercise each day.
- F I was really keen on sport at school and got into lots of school teams. I won several cups for tennis and did pretty well at swimming and hockey too. But since I left school I haven't done anything like as much. I go swimming most weeks but that's about it. I'm a nurse and eat most of my meals in the hospital canteen – that ought to be healthy, oughtn't it! In fact, it seems to be chips with everything which I'm sure isn't really that good for me. I eat too much chocolate now too – I never used to.
- F No, it wasn't quite as bad as that at my school, Amy. But our skirts had to touch the ground when we knelt down and we'd have been expelled, I think, if we'd come to school with ear-rings or make-up on. Bill, did you have to wear a uniform?
- M Yes, we did. But it didn't bother me that much – apart from the horrible caps that we had to wear. Now my son isn't allowed to wear a cap to school and he'd really like to!
- F Yes, people are perverse, aren't they. The worst thing for me at school was the food, though. There was no choice at all at school dinners and we had to eat everything on our plate or we were in trouble. Was that the same at your school, Amy?
- F Yes, it was, Celia, more or less. We did have a little bit of choice but we had to clean our plates. I remember how we used to put food into a little cupboard in the wall beside one of the tables. It was a cupboard holding the gas meter and we got into terrible trouble the next time the man came to read the meter and found a pile of rotting macaroni cheese and cabbage.
- M I quite enjoyed school dinners at our school but they were terribly unhealthy – all chips and lots of sweet puddings. I think they think much more about nutrition these days.
- F Yes, perhaps, but my daughter still hates school dinners. She complained the other day that there was only a choice of two different flavours of ice cream by the time she got to the head of the queue.
- F Oh, I know, Celia. They just don't realise how lucky they are, do they! My daughter complained the other day that her new French teacher took off a mark for every spelling mistake in a test. She thought it was incredibly petty of her – and most of the class ended up with zero marks. Including my daughter, of course.
- M Well, at least she only got zero marks. We got a very sharp rap on the knuckles if we got less than 50 per cent in a test. It really hurt. It seems incredible to believe now – it's not that long ago really and yet things have changed so much.
- F Yeah, for the better in some ways but not in others.

### That is the end of Part 3.



### Now turn to Part 4.

You will hear a discussion about their school-days between three people, Amy, Bill and Celia. For questions 24 to 30 choose the best answer (A, B or C). You now have 45 seconds in which to look at Part 4.



- F Life was so different when we were at school, wasn't it, Celia?
- F You're right. Our kids have it so easy. They were so strict about uniform when I was at school. Now they can more or less wear what they like.
- F Yes, at my school in Australia we had to wear the most awful straw hats and on special occasions we had to wear white gloves. Was it like that here in Britain, Celia?

### That is the end of Part 4.



### TEST FIVE

Now open your test paper and look at Part 1. You will hear people talking in eight different situations. For questions 1 to 8, choose the best answer, A, B or C.

**One: Listen to this man inviting a friend to go out. What is he suggesting doing?**

- A going to a birthday party  
 B watching a film  
 C having a meal out

- M Are you doing anything on Friday evening?  
 F Why? What have you got in mind? I don't want to go to that film you were talking about the other day if that's your plan.  
 M No, I knew you wouldn't be keen on seeing that. I thought that we could try out that new restaurant. It's your mum's birthday, isn't it? You could invite her too if you wanted.  
 F That's kind. She'd love that, I'm sure.

*Repeat*

**Two: On the street you hear a woman talking to a group of people. Who are the people?**

- A** tourists  
**B** pupils  
**C** museum workers

- F Now, please can you all stay together until we get into the museum. Once inside make sure you do not get separated from your partner. If anyone does get lost remember that our bus has the number 25 on the side and we shall be leaving at 4.15. You should all have the worksheet that I gave you yesterday. OK? And no one has forgotten to bring a pencil? Good. Now, when we go into the Museum you should start your work in room 1, which you'll find on the left of the main entrance. Remember there will be at least one museum worker in each room and they will help you with any questions you may have.

*Repeat*

**Three: You hear two people talking about a book. What does the woman dislike about it?**

- A** the characters in the story  
**B** the exciting parts of the plot  
**C** the description of places

- F I've just read *The Careless Tourist*. Have you read it?  
 M Yes, I have. I quite liked it though I wasn't quite sure why it had got such rave reviews.  
 F Me neither. I didn't like it much at all. I had to force myself to finish it.  
 M I didn't think it was that bad. I thought the main character was quite interesting and the story was original.  
 F The story was quite exciting in parts, I suppose, I just didn't like the people in it. They were all so unpleasant.  
 M They were well described though.  
 F Did you think so? I thought he wasn't so bad at describing places but none of his people were at all convincing, in my opinion.

*Repeat*

**Four: You hear someone on the radio talking about a football match. What was the final result?**

- A** Cambridge won  
**B** Peterborough won

**C Cambridge and Peterborough drew**

- M It was one of the most exciting matches that Cambridge United's been involved in for a very long time. The first half saw some magnificent saves by both goalkeepers but Peterborough managed to score twice in the last five minutes before the break. Cambridge returned determined not to be beaten and they fought their way back to a winning position just five minutes before the end. The score was three two. Then in the last thirty seconds Roddy Blake scored an equaliser. The crowd went wild.

*Repeat*

**Five: You hear a student talking to her friend. What does she want him to do?**

- A** lend her his computer  
**B** draw some diagrams for her  
**C** fetch some books for her

- M You look really busy, Jackie. Can I do anything to help?  
 F If only you could write my essay for me! I wish you were studying history too.  
 M Yes, well I'm only a mathematician. I don't know the first thing about history. But I could get some books out of the library for you if you like?  
 F I've got everything I need already. But if I could borrow your laptop for a couple of hours tonight, that'd help a lot.  
 M Yes, that's fine but what's wrong with your own computer?  
 F You've got a much better drawing program on your machine. I want to do some fancy graphs.

*Repeat*

**Six: You hear someone on the train talking on a mobile phone. What feeling does he express?**

- A** amusement  
**B** disbelief  
**C** anger

- M You wouldn't have believed it if you'd been there. Everyone else was laughing but I was furious. How dare they behave like that? I mean, I've got a perfectly good sense of humour but that was just taking things too far.

*Repeat*

**Seven: You hear someone being interviewed on the radio. What has the interviewee won a prize for?**

- A** acting  
**B** writing  
**C** directing

- F So how did you feel when you won the award?  
 M I was thrilled, of course. I knew that the film had done very well at the box office and we'd had some good reviews. But it's usually the actors or the directors who get the prizes, not the scriptwriters.

*Repeat*

**Eight: You hear a woman talking about an accident. What caused the accident?**

- A the man's careless driving**  
**B an animal in the road**  
**C a problem with the woman's car**

- M You shouldn't have been so close behind me. Then you'd have stopped in time.  
 F You can't blame me. I certainly never expected you to suddenly stop without any warning.  
 M I couldn't exactly predict that a dog was going to run out in front of me, could I. And if you'd been driving at the proper distance from me, you wouldn't have dented my bumper or smashed your headlight.

Repeat

**That is the end of Part 1.**



**Now turn to Part 2.**

**Listen to a teacher talking about invigilating exams. For questions 9 to 18 complete the sentences. You now have 45 seconds in which to look at Part 2.**



- F Pupils may complain about taking exams but most teachers would say it is far worse to have to supervise candidates while they are writing their exam papers. You have to keep alert for two or sometimes even three hours. You are not allowed to read, use your laptop or listen to a walkman. All you can do is think. We asked an experienced teacher for his tips for new invigilators. So David, what do you do while your students are taking their Modern European History A level?
- M Well, first of all, of course, there are a number of duties that you have to fulfil. You will undoubtedly be given a list of these – make sure you read it carefully well in advance of the exam and tick things off as you do them. One thing that is not always on the list but which you must do is to tell everyone to turn off their mobile phones before the exam starts – and turn your own off too, of course!
- Once the candidates have turned over their sheets and got started, what do you do? Well, of course, every now and then you have to walk up and down the gangways to check that there is no cheating going on. But you can't do this all the time or it would be very distracting for the pupils. Do it more or less every 20 minutes. That should be enough to ensure that there is no foul play without interfering with candidates' concentration. How you spend the rest of your time depends on whether you are a people, or a words or a numbers person. If you are a people person, identify all the pupils that you know in the room. What do you recall about each person? Predict the

future prospects for each of these – will they be a nuclear physicist, a politician or a criminal? Think up what you would say to a reporter interviewing each person's old school teacher.

If you are a words person, you could try writing a poem about the experience of being in the exam room. Don't get so engrossed in this that you forget to pay attention to your pupils, though. Alternatively, you could write an adventure story beginning with the words 'If I had not gone into teaching, I would have ...'

If numbers are more your thing, you can certainly while away a lot of time on some interesting calculations. You could try working out, for example, how many teaching days you have left until you retire. That might be a bit depressing, I suppose. You might prefer to think instead of the summer holidays and to calculate how much money you will be earning on each of those days when you are reading the newspaper at home or lying on a beach in the sunshine.

Activities like these will not only help to pass the time but should also help you to stay alert enough to notice any suspicious behaviour.

- F If any of our listeners have suggestions for passing the time while invigilating please text us on ...

**That is the end of Part 2.**



**Now turn to Part 3.**

**You will hear five different people talking about what things really irritate them. For questions 19 to 23, choose from the list A to F what each person says about something that annoys them. Use the letters only once. There is one extra letter which you do not need to use.**

**You now have 30 seconds in which to look at Part 3.**



- F I think I'm pretty laid back really, but I do get pretty annoyed by those awful company phone answering things when you have to listen to ages of If you want to query a bill Press 1, if you want to order an item, Press 2 and so on. The option you need is usually last or not there at all. Even when you've pressed the button of your choice, you don't get put through to a human being; sometimes you even get another set of options before being put through to canned Vivaldi punctuated by apologies that no operator is currently available but please don't hang up. Of course, they don't want you to hang up, they're probably sharing the huge amount you must be paying for the call with the phone company. I'm getting all worked up just thinking about it!
- M At the moment I feel I am particularly annoyed with

- politicians. They seem to treat us as if we were idiots, giving us all sorts of ridiculous excuses for their behaviour as if we were incapable of seeing through the most blatant lies. It's depressing in that none of the parties now seems much better than any of the others. Don't know if things have really got worse since I was younger when I was quite a strong supporter of one party – I even canvassed for them at one election – or if it's just me getting older and more cynical. Both those explanations are quite depressing, come to think of it!
- F I just hate it when people waste time. My own life is so busy that I have to be really organised. It's not that I don't think people should take time off – of course we all must – I just can't stand it when people don't get on with doing jobs that have to be done. They mess around complaining about having so much to do and then say they'll start when they've had a cup of coffee and read the paper or after they've made a few phone calls or checked something out on the Web. Why not just get on and do what's got to be done and then they could properly relax!
- M I find myself getting irritated by more and more things these days. Maybe it's because I'm so busy at work. What really annoys me more than anything else though is when people are habitually late. Of course, sometimes everyone gets delayed through no fault of their own. It's those people who you know are going to be late that irritate me – I've got three or four friends and colleagues like that. Yet you never quite like to be late yourself if you arrange to meet them just in case they turn up on time for once in their lives and then they'll feel they have the right to go on being late for ever after. It's as if they have a kind of late gene. But it seems arrogant to me. Why should other people always be put out by them? Who do they think they are?
- F I hate to say it but lots of different things irritate me. It annoys me when shops start selling Christmas cards and tree decorations in September. It annoys me in summer when there are crowds of tourists in our town. They are so noisy and seem to block up all the streets. I know they bring money into the town but I still can't help finding it irritating. It annoys me when shops tell you in July that they are only selling their autumn clothes now and you won't be able to buy a summer dress until next year. It takes me all my time not to be rude to the poor shop assistants though I know it's not their fault. I could go on for ages.

**That is the end of Part 3.**



**Now turn to Part 4.**

**You will hear an interview with Stella McDonald, who works for a company which investigates social**

**trends. For questions 24 to 30 choose the best answer (A, B or C).**

**You now have 45 seconds in which to look at Part 4.**



- M Stella, you work for the Social Statistics Agency, is that right?
- F Yes, I do. We are a government organisation involved in investigating all sorts of aspects of change in society – family relationships, work and leisure habits, consumer trends. It's very varied and interesting work.
- M So, what have you been involved in recently?
- F My most recent project was to investigate the increasing tendency for people to opt for temporary jobs. It is not a trend that had been predicted and we were curious to try to find out the reasons for it. We were particularly surprised by the fact that the tendency is more pronounced among men than women.
- M Yes, that is not what I would have expected either. So what did you discover about the motivations of people choosing temporary work?
- F Well, by far and away the main reason was that temporary work allowed people more flexibility with their time. This enabled them to pursue other dreams – they could choose to work intensively for a couple of months and then take extended periods off to travel, they could take odd days off when they were suddenly offered opportunities of furthering their ultimate dreams of becoming an actor or a disc jockey; they could opt for weekend work or double shifts if that suited them for some personal reason.
- M What other factors were important?
- F The second main motivation for doing a temporary job was to gain experience of a different branch of work. A lot of people said they weren't sure whether to train for a particular career or not and a stint of temporary work in the field gave them a bit of a taster to help them make up their mind.
- M I can certainly see the attraction of temporary work. If you were a novelist or a journalist, for example, it would be interesting to do a range of different temping jobs – you'd get lots of different insights that could be useful in your work.
- F Well, yes, the interest of variety was the third main reason presented for the popularity of temporary work. Quite a few people said that they had started out temping because they couldn't find a permanent job but that they had enjoyed the range of opportunities it offers so much that they now see themselves as 'career temps' and never intend to apply for a permanent job again! They are convinced that even if they don't earn so much this is well compensated for by the richness of the work experience which they gain.

**That is the end of Part 4.**



## TEST SIX

Now open your test paper and look at Part 1. You will hear people talking in eight different situations. For questions 1-8, choose the best answer (A, B or C).

**One: You hear a man talking on the radio about a traffic problem. What caused it?**

- A too many people going to the airport
- B roadworks at a major junction
- C something falling on to the road

M There is a 10-mile tailback on the M25 in the Heathrow area. People wishing to go to Heathrow airport are advised to avoid the M25 if they possibly can. The problem started at approximately 6.35 this morning when a lorry shed some of its load just before the M4 turn-off. It will take several hours to clear the road of this obstruction. Fortunately the planned roadworks in this area have not yet begun and so the problems caused by the incident are not quite as serious as they might otherwise have been. It's expected that traffic will not be moving normally again until the afternoon ...

*Repeat*

**Two: You hear a conversation between a shop assistant and a customer about a pair of shoes. What does the customer want?**

- A her money back
- B a different pair of shoes
- C to buy a pair of shoes

M Would you like to buy those shoes, madam?  
 F I have bought them. I got them this morning – here's my receipt – but when I got them home, I realised the heel of this one was wobbly. It's so disappointing because I really like them.  
 M So shall I see if we have another pair?  
 F I'm not sure. I think I'd prefer a refund – they were a bit expensive anyway. Yes, I'm afraid that's what I'm going to go for.  
 M As you wish, madam.

*Repeat*

**Three: You hear a woman talking about what she enjoys about her job. What is she?**

- A an air hostess
- B a businesswoman
- C a hotel receptionist

F When I was at school I always wanted to be an air hostess. I just loved going on holiday and seeing new places and thought it'd be wonderful actually to be paid for flying all over the world. I'm still keen on travelling and I guess that's the best thing about my job. I get to go to lots of different places. It's not

quite like being on holiday of course as I have to visit our branches in different parts of the world and there are always lots of meetings and such like. But I still get a kick out of spending time in hotels and airports.

*Repeat*

**Four: You hear a man on the phone talking about his mother. What do we learn about her?**

- A She's not very well.
- B She has a new job.
- C She's taking an exam.

M I'm a bit worried about my mother. They've had some problems at work and it's all been quite a strain for her. Anyway, she's been having some bad headaches and she's going to have some tests done next week. She's a bit nervous about them, but they've very reassuring. They think everything will be fine and it's just to be on the safe side. I think she should give up her job but she won't listen to me.

*Repeat*

**Five: You hear some people talking. How does the woman feel?**

- A thrilled
- B surprised
- C relieved

F Oh look, there's that brooch Suzy gave me. I had given up all hope of finding that again.  
 M Oh, yes. You lost it about six months ago, didn't you.  
 F Yes, and it's funny it should turn up there. I'd looked there several times, I'm sure.  
 M Oh well. It's nice it's turned up.  
 F Yes, that's right. I don't care for it that much but I'm glad not to have lost it.

*Repeat*

**Six: Listen to a man talking at a special event. What is the occasion?**

- A a retirement party
- B a graduation ceremony
- C a wedding

M I'm really pleased to be saying a few words at this special occasion. I've known John for many years now, almost as long as his parents. When we were at school together, he was always the serious, rather retiring one, working hard, doing well. My parents always said they wished I were more like him. He never seemed to have time for girls or parties. So it was quite a surprise when he was the first of our group to propose – and be accepted and by such a beautiful and equally clever girl. It is my great pleasure – on all your behalf – to wish John and Anna – all the very best for their new life.

*Repeat*

**Seven: You hear a woman talking to her friend on the bus. Where has she been today?**

- A the dentist's**
- B the doctor's**
- C the hairdresser's**

- F So was it as bad as you expected?  
 F Not really. They've got this amazing new painless drill there.  
 F And is it painless?  
 F Well I didn't feel anything. Mind you, I did have an injection.  
 F That's good. Have you got to go back?  
 F Just once. Next Tuesday. I'm in town for the hairdresser's then anyway, so it's quite convenient.  
 F What are you having done then? Another filling?  
 F Another two, in fact. But just little ones, he says.

*Repeat*

**Eight: You turn on the radio and hear part of a programme. What kind of a programme is it?**

- A a news programme**
- B a documentary**
- C a weather forecast**

- M There has been a lot of talk in the newspapers recently about how the world's weather seems to be changing. There have been freak storms in Europe, the first snow for 100 years has fallen in certain areas in Asia, temperatures seem to have reached unprecedented highs and lows all over the world. But why is this happening? Are we entering a new Ice Age? Is it all the result of global warming? Today we're going to try to find the answers to these questions which will ...

*Repeat*

**That is the end of Part 1.**



**Now turn to Part 2.**

**Listen to someone on the radio talking about how to improve your concentration. For questions 9-18 complete the sentences.**

**You now have 45 seconds in which to look at Part 2.**



- M Now, in the studio today we have Mandy Kershaw. Mandy has worked for nearly ten years now as a fitness instructor. Mandy, a lot of our listeners have been writing in to ask how they can improve their poor concentration. What would you recommend for this problem, Mandy?  
 F Well, fortunately there are a lot of natural and easy ways you can help yourself to better concentration. First of all, make sure you're not trying to do too

much at a time. You'll work far more productively if you take regular breaks. The first thing I always recommend is stopping for at least 15 minutes after you've done an hour of work. Walk around the room a bit, listen to the radio, make a cup of tea. You'll come back to your work feeling refreshed and ready to start again.

Another easy tip is to listen to music while you work. Of course, some people can only work in silence but research has shown that having some classical music on in the background can help improve concentration even if you really would prefer to be listening to pop music. No other kind of music, some may be sorry to learn, seems to be as effective.

Of course, basic daily lifestyle habits affect how well you are able to concentrate. People who exercise regularly work better too. You need to do plenty of exercise though. 20 minutes every couple of days is not enough. For it to really show results as far as concentration is concerned, 45 minutes a day is what is required. And it should be reasonably demanding exercise – fast walking, for example. A leisurely stroll with the dog is good but not good enough for really dramatic effects.

How you eat is also, of course, very important. Don't leave it too long between meals as this will lower blood sugar levels with the result that your energy declines. So have regular snacks while you're working – the best thing is to have something that includes both protein and carbohydrate – a tuna sandwich, for example. This seems to have a more powerful effect on concentration than either protein or carbohydrate on its own.

It's also important to ensure that you get plenty of those minerals that seem to aid concentration. Iron and zinc are particularly important. They're found in red meat and if you don't eat much of this, then it might be advisable to consider taking a mineral supplement that includes iron and zinc.

A good way of kick-starting your brain power is to surprise it. Get it going by learning something new. This could be a new language, for example, or indeed any other subject that you have not studied before. You'll be amazed at the effect that this can have on your brain's ability to cope with other tasks too.

Finally, our ability to concentrate will be lessened if we are feeling under stress. You can help to minimise this by taking deep breaths until you feel that you are totally relaxed. Follow all this advice and you should slowly and surely notice that your powers of concentration are improving.

**That is the end of Part 2.**

19

Now turn to Part 3.

You will hear five different people talking about their work which is in some way connected with the open air. For questions 19-23, choose from the list A-F what each person's job is. Use the letters only once. There is one extra letter which you do not need to use.

You now have 30 seconds in which to look at Part 3.

20

M I never imagined that this is what I'd end up doing. My best subject at school was always biology so I think people expected me to become a zoologist or a botanist or something like that. But I didn't want to go straight to university when I left school. I got a temporary job for my gap year and I'm still in it six years later. I suppose I am actually involved with animals in a way but the animals I observe are humans. You learn a great deal about human nature as you see how people behave as they queue for rides and try to make the most of a day out.

F I love my work. It's great being in the open air all day. I'd hate to be stuck in an office. Of course, I do have to go into an office occasionally to sort out bits of paperwork and so on but I stay there for as short a time as possible. I love the feeling that what I do really affects the quality of life for people, or at least for those who are able to come and enjoy my plants and walk in the beautiful spaces that I've created. Spring is best with the fruit trees in blossom and with so many birds to watch, but each time of the year is good in its own way.

M I don't know that I want to do this for the rest of my life, but I'm enjoying it for the present. One day does tend to be largely like the next but there's often something a bit different that happens. You have to look after something newborn, for example. Or an animal I'm feeding might behave in a slightly unexpected way, for example, and that gets you thinking. I'd really like to get into that a bit more, learning about animal behaviour, but I'll probably wait till my kids are a bit older before I go back to college. They love it that I work here, of course. They think it's brilliant that they can come in free!

M The best thing about this is that you can earn a living in different countries. I've already worked in three very different countries and that makes it interesting even though it's physically quite hard work. You usually have to get up very early and there's quite a lot of walking to do from field to field. It certainly keeps me fit. It's also fun being around mainly young people. You see lots of wildlife and that's fascinating too. I got to know quite a lot about the local birdlife when I was helping with the grape harvest in France last year.

F People often ask me why on earth I took up this job. They say that it must be really dull compared with,

say, observing lions or apes in the wild. It's certainly safer but it's no less rewarding – or useful, in my humble opinion. The work I'm doing will help farmers to grow better quality fruit and vegetables. Less significant perhaps, is the fact that our gardens are more colourful and interesting places thanks to the work done by people like me who specialise in developing hardier and more varied types of seeds.

That is the end of Part 3.

21

Now turn to Part 4.

You will hear a man and a woman talking about someone they knew when they were at school. For questions 24 to 30 choose the best answer (A, B or C). You now have 45 seconds in which to look at Part 4.

22

M Do you think Joan'll come to our class reunion next month?

F I don't know. It'd be rather fun to see her again after all these years.

M She did come to the last one ...

F Yes, but that's already ten years ago.

M ... and we see her so often on the news that at least we know what she looks like these days.

F Yes, she's not put on any weight or got grey hair!

M You're not jealous, are you? You were such close friends when we were at school.

F I know but I was a bit hurt by the way she never got in touch after she went off to university. I thought we were going to be friends for life. And I've hardly even had a Christmas card from her for twenty years.

Anyhow, you were friendly with her. Don't you feel the same?

M Well, we used to hang out in the same crowd but I wouldn't say we were friends. I never really trusted her somehow. She never seemed totally sincere to me.

F Perhaps that's why she's been so successful as a politician then!

M I think she's mainly successful because she married the right man!

F What a dreadful male chauvinist thing to say!

M Well, it must help that he's one of the most influential lawyers in the country.

F Can't do any harm, I guess! She must have some abilities of her own too, though.

M It's odd that the Prime Minister put her in charge of Sport, though. I'd have expected her to be Minister of Education or something like that. She used to hate PE at school.

F I imagine she might prefer that.

M I certainly wouldn't. Imagine all those fantastic events she gets front seats for.

F Yes, but at what a price! Imagine always having to

- say the right thing to the press and having to take all those huge decisions and ...
- M Yes, I suppose we're better off as college lecturers even though the pay's not so good.
- F Well, she doesn't seem to find it too much of a strain. She looks more attractive than ever.
- M Do you think so? I suppose you're right actually. Now I come to think of it, I always used to think her mother was more attractive than her when we were at school. It must be a family that ages well.
- F Lucky them! Well, you've got a chance to enjoy looking at her again tonight. There's a programme about her on TV.
- M Are you sure? There was one on last night. I watched the football on the other channel but I noticed it was on.
- F No, they're repeating it. So who else do you think'll be at the reunion ...

#### That is the end of Part 4.



### TEST SEVEN

Now open your test paper and look at Part 1. You will hear people talking in eight different situations. For questions 1-8, choose the best answer (A, B or C).

**One: You hear two people talking on the train. Where has the man just been?**

- A at the theatre**  
**B at work**  
**C at home**

- M I've had such a frustrating day!
- F Oh dear. I'm sorry to hear that. What happened?
- M Well, my mother-in-law's arriving from Canada next week and I've been trying to get some theatre tickets for her. I know she'd love to see that new musical that's had such good reviews and she could go at any time in the month she'll be here.
- F So what's the problem then?
- M Well, each time I tried ringing the theatre I was told I was in a queue and would I please hang on, my call would be answered as soon as possible.
- F Mm, I hate that.
- M Then finally after about 45 minutes of waiting I got connected to a real human and my boss chose that moment to walk into the office. I had to hang up and pretend I'd been making a business call. I'll have to try again from home tonight, I suppose.

*Repeat*

**Two: You hear a woman talking on her mobile phone. What is she hoping to do?**

- A arrange a meeting**  
**B get some work**  
**C sell a flat**

- F So I've arranged for the estate agent to come round and look at the flat tomorrow evening. Can you be in to show him round? I've got to work late and might not be back early enough. Remember to point out all the work we've had done – the rewiring, the new power shower and all the rest. If we can get a good price we'll be able to afford something so much better ... Yes, that's right.

*Repeat*

**Three: You hear a woman telling her friend about her new brother-in-law. What doesn't she like about him?**

- A the way he looks**  
**B the way he speaks**  
**C his enthusiasm for computers**

- F Bruce would say things like that.
- F Who's Bruce, then?
- F He's my sister's new husband. He's full of the most awful business jargon. I can't bear it. He says things like 'can we talk about this off-line'.
- F What on earth does that mean? Do you send emails to each other?
- F Certainly not. I think he thinks it's a trendy way of saying 'Let's discuss it privately'.
- F So what does Sally see in him?
- F He's quite good-looking, I guess.

*Repeat*

**Four: You hear a teenager talking to her father. What is she talking about?**

- A an eye test**  
**B a language test**  
**C a driving test**

- F I'm sure I'll fail again.
- M No, you shouldn't. You can easily pass. Just remember to look in your wing mirrors.
- F It's just I get a bit nervous when it's a test situation.
- M Try and forget the examiner's beside you. Just think of him as Mum or me.
- F I wish I could! But the examiner's not going to give me words of encouragement like you or Mum do all the time. It's hopeless, I know it is.
- M You should try to be a bit more positive. It's really all about confidence.

*Repeat*

**Five: You hear two women talking about a friend in a café. What do you learn about her?**

- A She's been on television.**  
**B She's having a baby.**  
**C She's just had a holiday.**

- F I haven't seen Meriel recently, have you?
- F No, I haven't actually. I saw her sister in that TV programme about successful businesswomen, though.

- F Oh, I missed that. It was on while we were on holiday. I wish I'd seen it.  
 F I only saw a bit of it. It wasn't that good actually.  
 F Anyhow I must ring Meriel. See if she's had it yet.  
 F It was due round about now, wasn't it?  
 F Not for another week or two, I think. But I expect she'll have stopped work by now.  
 F Yes, it'd be nice to get together while she's free.  
 F Yes, let's ring her now and see if we can fix something up before you go on holiday.

*Repeat*

**Six: You hear a woman on the bus talking on her mobile phone. What is she talking about?**

- A investing in the Stock Exchange**  
**B starting up her own new company**  
**C having problems with her bank**

F ... was just sitting in my bank account earning very little interest. I thought I'd try it for six months to see if I could earn enough to pay for my son's and my trip to Australia. ... I read this article in *The Financial Times* and it recommended a web site you can use. ... You buy and sell things yourself. It's really easy. I just put my money into four different companies and sell as soon as I've made two hundred profit. Then I try something else. ... You lose sometimes, of course. Yes, I've easily got enough for our tickets already ...

*Repeat*

**Seven: You hear two people talking. What are they talking about?**

- A an art exhibition**  
**B a new library**  
**C a redecorated room**

M I think I preferred things as they were.  
 M Me too! Those old book-cases were much nicer than these bare white walls.  
 M I think so too. I wonder what's happened to them?  
 M They're being stored in the basement, I believe.  
 M That's a shame. The photographs they used to have of all the old professors were good too.  
 M Yes, they were quite fierce-looking but they did give the place a certain atmosphere. They were something to look at if the meeting was dragging.  
 M Yes, it's very clean now but it's very clinical and cold.

*Repeat*

**Eight: You turn on the radio and hear a play. How do you think the woman feels about her life?**

- A bored**  
**B contented**  
**C angry**

M So how did things go today, babe?  
 F Same old thing. Tidied up. Did some washing. Had a cup-a-soup. Ironed. Fetched the kids from school. Made dinner. Waited for you to come home.

- M Are you angry with me for taking you away from your high-powered job, darling?  
 F It's just not quite what I expected when I got my first class degree in philosophy.

*Repeat*

**That is the end of Part 1.**



**Now turn to Part 2.**

**Listen to this radio item about dog behaviour. For questions 9-18 complete the sentences.**

**You now have 45 seconds in which to look at Part 2.**



M Many of us think of dogs as being intelligent animals but it appears that different breeds vary considerably in the extent of their intelligence. A recent story in the newspaper suggested that the chow chow is probably not one of the brainiest of breeds. This dog jumped out of a second floor window. Why did it do such a foolhardy thing? It was afraid of the noise of a washing machine.

But is the chow chow the most stupid of all dogs? A scientific investigation comparing the brainpower of different types of dog has recently been completed at the University of British Columbia. This researched 110 different breeds of dog and the chow chow came third from last.

It might not seem all that straightforward to assess just how intelligent a dog really is, but it was done by considering how long it took a dog to be trained to do something like, for example, sit when it was told to. On average, it took the chow chow 80 to 100 times of being given an instruction before it grasped what was wanted of it. It then had only a 1 in 4 chance of remembering what it had been taught. However, the chow is not the least intelligent of all breeds – the Afghan Hound and the bulldog did even worse in the test with the latter coming bottom of the class. At the other end of the scale is the border collie. It only needed to be given an instruction five times before it understood it and it also had a 95% chance of remembering what to do when the instruction was later given again.

The scientists who carried out the investigation pointed out that it is not surprising that the chow chow is not very intelligent as – unlike the border collie which was bred as a sheepdog – it was originally bred for food and who needs intelligent food?

The chow chow originated from China but chow chow is not its name in Chinese. When it first arrived in England, it came in crates labelled Chow chow which apparently means Miscellaneous Goods in Chinese. The English assumed that that was the name of the dog and that name has stuck.

**That is the end of Part 2.**

**Now turn to Part 3.**

You will hear five different people talking about their best friends at school. For questions 19-23, choose from the list A-F what each person says. Use the letters only once. There is one extra letter which you do not need to use.

You now have 30 seconds in which to look at Part 3.



- F My best friend at school was a girl called Terry. I really thought she was wonderful but grown-ups weren't so keen on her. I suppose she was a bit naughty in class. But often she would get the blame even if it wasn't her fault. We always used to say that it was so unfair that they always picked on her. Looking back, I suppose it was because the staff were perfectly well aware that she was often encouraging the others, even if she tried to avoid being the focus of attention herself.
- F I had lots of best friends at school but I remember one called Polly particularly well. She was my best friend when I was nine or ten. She did far better in class than me and all the other kids but I think it was because her parents really forced her to do lots of extra school work at home. That made things quite stressful for her, I now realise, and it made it quite hard to be around her at school. Sometimes she'd be really friendly and at other times she'd snap your head off. You never knew quite what to expect.
- F Sharon was my best friend all the way through primary school. We lived near each other and spent lots of time at each other's houses. She would always give me a hand with my homework whenever I needed it. I'm not surprised she went on to become a nurse. She was a very caring person. She really did well at school and could easily have become a doctor but she insisted nurses have more direct contact with patients. The careers teacher at school went to a lot of trouble to try to persuade her to go to medical school.
- F Sally was my best friend at secondary school though I'm afraid my parents thought she was a bad influence on me. Doing well at school was certainly not her main priority and she encouraged me to go out rather than to spend time on my homework. I don't know how she managed to get by without getting into more trouble than she did. People generally liked her because she had a great sense of humour, so perhaps that helped her to get away with more than she would have done otherwise.
- F Katie and I used to hang around together at school. I was lucky in that I managed to get good marks without making much of an effort but Katie was the exact opposite. What she did well at were the things that you don't get marks for – things like sport and drama. She was particularly good at acting and had the leading roles in all the school plays that I can remember. She said her happiest moments were

when she was alone on the stage being clapped by an audience. Off-stage too, she hated to be ignored and used to dress in a wonderfully eccentric way.

That is the end of Part 3.

**Now turn to Part 4.**

You will hear a man and woman talking about cleaning things. For questions 24 to 30, choose the best answer, A, B or C.

You now have 45 seconds in which to look at Part 4.



- M Now, our speaker today is an expert on cleaning. Many of you will remember Karen Peters from her extremely popular series on television three years ago. She's now over from the States again, this time as a visiting lecturer at Bar Hill University and she's here today to deal with some of the questions that listeners have posted on our web site for her. We're very high tech today. We can take further questions or comments during the programme either on our web site or by texting or faxing us. So, Karen, over to you.
- F Thank you. Well, I've had lots of interesting questions on all sorts of things from how to clean a water bed to making your oven spotless, from getting rid of rust to polishing windows. But I wanted to start today actually not with one of your questions but with a problem that's just come up in the studio. The delightful presenter who has just introduced me with such kind words has just spilt his cup of coffee on his beautiful cream shirt. He was enjoying a very nice cup of Italian espresso coffee – nice and strong with just no sugar – so it's a pity he spilt it. But, it's lucky that he didn't have any milk in it because that makes the stain much easier to remove. Probably all we'll need to do is to add some cool water and then blot it up as quickly as possible. Do this again several times adding more cold water if necessary.
- If it fails to come out then try again this time adding a little detergent containing a couple of drops of white vinegar. If that fails too then try some hydrogen peroxide as a very last resort. Although you want the garment to dry in between trying these different products, don't use the tumble dryer for this as it may mean that it'll then be impossible to remove the mark. Be absolutely certain you've got rid of everything first.
- So, let's move on then to an interesting query sent to me by a couple of listeners. They ask me whether it is true that lemon juice is just as good as any commercial cleaning product. It most certainly is. And it's a lot less expensive too. If you don't have any in the house, I'd go and buy some now. But be careful if you buy the bottled stuff that it hasn't got

any sugar in it at all. That reduces its efficiency considerably.

So what can you use lemon juice for? Well, traditionally it was used for removing coffee stains but I don't think it's the best answer— we've already talked about what I recommend there. It can be invaluable for dealing with a wine stain in a hurry. The only thing that I would warn against is using it on metal. It can tarnish metal if it is left in contact for too long.

So now let's think about some other useful household ...

**That is the end of Part 4.**



## TEST EIGHT

**Now open your test paper and look at Part 1. You will hear people talking in eight different situations. For questions 1-8, choose the best answer (A, B or C).**

**One: You hear two people talking on the bus. Where has the woman just been?**

- A a post office**
- B a passport office**
- C a lawyer's office**

- M So did you manage to get it done?  
 F Yes, I did in the end. I had to show some ID this time before they'd stamp it, though.  
 M I wonder why. You've used them before, haven't you?  
 F Yes, but they say the laws have changed and they're liable if they witness something officially and the person turns out to be up to no good.  
 M Mm. I suppose lawyers have to do things by the letter of the law. Good thing you'd got your passport with you!

*Repeat*

**Two: You hear a woman talking on the phone. How is the woman feeling?**

- A frustrated**
- B excited**
- C surprised**

- F Please could you come and sort things out as soon as possible. We were very surprised that no one turned up after our conversation on the phone yesterday morning and we're getting a bit desperate here. There's still a leak under the sink and it seems to be getting a bit worse. I'm afraid it hasn't improved at all since you last came. Someone will be in all day so please come some time today. Any time at all.

*Repeat*

**Three: You hear a man at a hotel reception desk.**

**What is he doing?**

- A checking in**
- B checking out**
- C changing arrangements**

- M Could you please check to see if we could stay till Thursday? We've found some extra things we'd like to do in this area and it'd be good to stay on here, not to have to pack up again. I guess we could move rooms, though, if that's the only way you could do it? Basically we'd like it if we could postpone our check-out till Thursday morning instead of tomorrow morning.

*Repeat*

**Four: You hear part of a talk on the radio. What kind of programme is it?**

- A a history programme**
- B a current affairs programme**
- C a book programme**

- M ... what will be contained in tomorrow's budget speech. I don't imagine the Chancellor will go for anything too original. He won't be taxing beards, for example, like tsar Peter the Great in Russia. Or windows as they used to do in Scotland. But I imagine he'll have something up his sleeve to help him balance his books with having to take the unpopular step of increasing income tax.

*Repeat*

**Five: You hear two women talking in a café. What are they talking about?**

- A doctors' appointments for their sons**
- B their sons' birthdays**
- C their sons' computer lessons**

- F I'm just so glad you told me Charles had been called in. Otherwise I'd never have known that all 15-year olds were supposed to have a check-up.  
 F So what did they say about Andrew then?  
 F They said they'd marked him on the computer as needing an appointment but hadn't sent the letter out.  
 F A bit careless.  
 F Yes, especially when they need booster injections and things.

*Repeat*

**Six: You hear a man talking about language change on the radio. How does he feel about it?**

- A He regrets it.**
- B He welcomes it.**
- C He has mixed feelings.**

- M Some people get really exasperated about language change, of course. They think that language has rules that are broken by people who are not properly educated. They despair about

slang and about split infinitives and all that sort of thing. But languages will always change. If they don't, it means that they are not really alive. We may not like some of the changes but we cannot stop them. Inevitably, some things are lost but others are gained. Language changes to meet the needs of a changing society.

Repeat

**Seven: You hear two people talking. What are they discussing?**

- A a visitor to their home**  
**B the woman's work**  
**C the man's holiday**

- F When does she want to come?  
 M As soon as possible, I think. Now she's decided to come.  
 F I'm glad she's coming. But I'd rather it weren't too soon. I've got an awful lot of work over the next couple of weeks. And the house needs a thorough tidy before she gets here.  
 M Don't worry. I'll help. I can take some time off. I'm just afraid that if we don't get her here soon, she'll change her mind.  
 F I suppose so. It's going to be really hectic though.

Repeat

**Eight: You turn on the radio and hear a man talking. What is his job?**

- A translator**  
**B English language teacher**  
**C zoology teacher**

- M On the first day with all my classes, I used to take this toy lizard in and tell the students the word for it in all their languages. They assumed that I must know their languages really well if I knew the word for lizard, so that made them very careful about what they said in front of me in their language. If they tried to speak to me in, say, Greek or Korean – which of course I don't know at all apart from the word for lizard – I'd just say 'it's not good for you if I speak to you in your language. You must practise your English!'

Repeat

**That is the end of Part 1.**



**Now turn to Part 2.**

**Listen to a scientist talking about a famous hoax.**

**For questions 9-18 complete the sentences.**

**You now have 45 seconds in which to look at Part 2.**



- F In today's lecture I would like to tell you about some famous scientific hoaxes. There have been a great

many of these over the years and some of them have been extraordinarily successful. Let me start by telling you about the Tasaday Tribe. These were discovered on the remote island of Mindanao in the Philippines. They aroused great international interest when they were found there some thirty-odd years ago, in 1971. They were discovered and made known to the public by a government minister. They were a fascinating tribe which seemed to have made little progress since the Stone Age. Their homes were in caves rather than houses. They didn't wear clothes apart from a few leaves. Most striking of all perhaps was the way they related very peacefully to each other. They discussed rather than fought and disagreements were very few and quickly settled. Many foreign journalists wanted to visit the island and see the tribe for themselves but only the *National Geographic* reporter was allowed in. He took many fascinating pictures and his magazine sold a record number of copies.

Many people wanted to go and see the tribe for themselves but entry was carefully controlled. The famous film star, Gina Lollobrigida, visited the island but few others were allowed in.

Soon after her visit, Marcos, the President of the Philippines, decided to make the area where they lived a reserve and no other visitors were permitted. A fund was established by the Philippine government. Its aim was to help the tribe preserve their historic way of life and it received generous contributions from all over the world.

After President Marcos was deposed in 1986, anthropologists decided to have another go at seeing the tribe for themselves. When they got to Mindanao, they discovered that the Tasaday actually lived a totally ordinary life – they wore jeans, had houses and got into fights like everyone else. They had been persuaded by the minister who 'discovered' them to pretend to have a Stone Age lifestyle. The minister then fled the country with the money that had been collected to protect the Tasaday tribe and its way of life – an amount reaching millions of dollars.

**That is the end of Part 2.**



**Now turn to Part 3.**

**You will hear five different people talking about how they like listening to music. For questions 19-23, choose from the list A-F what each person says. Use the letters only once. There is one extra letter which you do not need to use.**

**You now have 30 seconds in which to look at Part 3.**



- M I listen to music all the time – when I'm sad, when

I'm happy, when I'm stressed, when I'm tired, all the time. It hasn't always been like this, though. My parents weren't particularly musical and I only really got interested in anything more than just pop music through a friend at college who was actually studying music. We used to go to lots of concerts together and he really taught me so much, both about classical music and about more-up-to-date stuff. I'm just so grateful to him because music has had an amazingly positive effect on my life.

- F I think people don't really appreciate just how powerful music can be. I never used to listen to it all that much. Then I was going through a bad patch at work. Too many deadlines and not enough hours in the day. A friend suggested that I listen to Mozart while I was trying to work. She'd read something about how it helped your performance if you listened to it while working. So I tried. You wouldn't believe the difference it made. I got things done much faster and everyone said the quality of my work was better too.
- M I was always listening to music when I was at school. I had my radio or my record player on whenever I was doing my homework. My parents didn't really approve and I think it was better for keeping me up-to-date with music trends than with helping me to concentrate on my studies. In fact, if I have to learn anything important now I do it much better if there is no noise going on around me at all. I'm afraid I hardly ever listen to anything these days – just occasionally in the car – but I'm determined to take it up again when life is less frantic.
- F I listen to music much more than I ever used to. I guess because it's got so easy to carry music around and I spend so much of my time – for both work and family reasons – in cars and planes. My little iPod fits easily into my pocket and yet it can hold a roomful of cassettes or vinyl. It's great. Music really helps me to relax during a stressful journey and I can choose whatever I want to suit my mood. It's really made business trips much less of an ordeal than they used to be.
- M You'd think your musical tastes would get more classical as you got older but it doesn't seem to have worked like that for me. When I was at university I loved listening to classical music and going to the opera but now I'm really into pop music. Even though I'm in my 50s. I think my kids are quite embarrassed by me and my friends try to persuade me to go back to the classical music scene but I'm just far more interested in modern sounds now.

**That is the end of Part 3.**



**Now turn to Part 4.**

**You will hear a man and a woman talking about a problem at work. For questions 24 to 30 choose the best answer (A, B or C).**

**You now have 45 seconds in which to look at Part 4.**



- M So how's things been at work this last week?  
 F Pretty horrible actually. Everyone's been feeling a bit upset about the changes that the new boss is planning to make.  
 M So what's he actually done?  
 F Nothing as yet. Apart from holding a few meetings telling us what to expect, and what his old firm used to do.  
 M So what exactly has he got in mind?  
 F He says we don't do things efficiently enough.  
 M Well, you've been saying that for years too.  
 F Yes, but he thinks the best way to deal with things is to get rid of some staff and make the rest work longer hours.  
 M He can't do that surely!  
 F Oh, I'm afraid he can. The Union's already had our contract checked out.  
 M I don't suppose he'd give people more money. You'd effectively be getting a pay cut.  
 F Well, he does say he'd offer a bit more. But a lot of people value the time more than the money. We work long enough hours as it is.  
 M Well, look on the bright side. You might have all the free time you could possibly want if you're one of the people to be made redundant.  
 F I don't think I will be actually. He said it'd be done strictly on a last in first out basis. And I've been there far longer than almost everyone else, amazingly.  
 M But you've only been there for five years.  
 F I know. There was a lot of turnover just after I arrived.  
 M Surprise, surprise!  
 F Very funny! Anyway, this whole business has been such a shock. I thought I was going to like Kevin when he took over as boss but I couldn't have been more wrong. He's far worse than any boss I've ever worked for.  
 M So what are you going to do about it? Go on strike?  
 F People are too scared to do that. They seem to think it'll make it harder for them to get another job in the future.  
 M Yes, now I come to think of it, there was an article about prejudice against strikers in the paper. I'm sure I'd feel the same in their shoes.  
 F So what do you think we should do? You had something a bit similar in your place a few years back, didn't you?  
 M Well, it was a bit different. But we took legal advice. It cost a lot but helped us a great deal in the end. No one got the sack and the place works pretty well now, in fact. Everyone's almost forgotten about things. So I think it'd be worth your spending on that too.  
 F Well, there's another meeting at lunch time tomorrow. I'll put it to the others then. I hope we can sort something out. Everyone's in such a state!  
 M Good luck!

**That is the end of Part 4.**