

R: University of Cambridge ESOL Examinations. This is the ESOL for Work Sample Test.

As you listen, write your answers on the Question Paper. When the listening test finishes, you have 5 minutes to copy your answers onto your Answer Sheet. There will now be a pause. Please ask any questions now, because you must not speak during the test.

PAUSE: 00'10"

Part One. Questions 1 to 10.

You will hear 10 short recordings.

For questions **1** to **10**, circle one letter **A**, **B** or **C** for the correct answer.

You will hear each recording **twice**.

R: Question 1. Which of the products ordered are out of stock?

PAUSE: 00'05"

(answer phone message)

M: This is David Marshall, Office Furniture. It's about your order TH89100. We've despatched your desks today, but I'm afraid we've had a problem in our warehouse and the chairs won't be ready to send until tomorrow. There's also a delay with the filing cabinets, which have been so popular that we've sold out. We're now awaiting another delivery. Sorry for the inconvenience this causes. Please call if you need to. Bye.

PAUSE: 00'05"

[repeat]

PAUSE: 00'10"

R: Question 2. What is the first thing that the speaker usually does at work?

PAUSE: 00'05"

M: A driver meets me at my home at about seven to take me to work. Once I'm there, I start the day by making phone calls. Then I check my schedule and bring myself up to date for site visits. Most of the visits are to meet with construction people, from site managers to sales staff.

PAUSE: 00'05"

[repeat]

PAUSE: 00'10''

R: **Question 3.** Which is the company's best selling range?

PAUSE: 00'05''

F: I'm pleased to say that the last year has seen impressive growth in sales. This was particularly true of toys, where turnover was up by nine percent. Sales of sports equipment, too, showed a healthy increase, of almost seven percent. Clothing sales came in with a disappointing one percent rise, so while that still accounts for just over half of our total turnover, it's a lower proportion than before.

PAUSE: 00'05''

[repeat]

PAUSE: 00'10''

R: **Question 4.** Which piece of equipment needs to be repaired?

PAUSE: 00'05''

F: Hello, technicians department.

M: Hi, Jan. Thanks for fixing my laptop yesterday. I've got another problem now. The photocopier keeps jamming paper, and I think it's overheating. I'm printing off copies from file on the printer at the moment, but it takes much longer. Could you come and have a look?

F: OK. I'll come over this afternoon.

PAUSE: 00'05''

[repeat]

PAUSE: 00'10''

R: **Question 5.** Where has the company sold most of its new products?

PAUSE: 00'05''

M: As you know, we've introduced three new ready meals into our range, and I'm here to report on sales. As expected – we've had most success with family restaurants, as the meals were designed to appeal to children as much as to adults. We've had satisfactory sales to factory canteens. Finally, we'll be making changes to the ingredients of meals sold to aircraft companies, in order to boost profits.

PAUSE: 00'05''

[repeat]

PAUSE: 00'10"

R: Question 6. Which training course does Claire decide to take?

PAUSE: 00'05"

M: Have you looked at the training programme yet, Claire?

F: Yes, the one on operations management looks very interesting.

M: I'm sure it is, but would it really be helpful for you? Wouldn't production processes be more relevant to your work? Or perhaps quality assurance?

F: I suppose you're right and I'd better do one of those. I don't fancy quality assurance, though. Perhaps I'd better go for the one on production.

PAUSE: 00'05"

[repeat]

PAUSE: 00'10"

R: Question 7. What is the man's opinion of Garvey's?

PAUSE: 00'05"

M: I've been analysing the performance of all our suppliers, and I've reached some interesting conclusions. Let me start with Garvey's. The quality of their goods is adequate – by no means the best in the market, but better than the worst. But we can't always get deliveries when we want them. On the other hand, their prices are very reasonable, so I'd say we're getting what we pay for.

PAUSE: 00'05"

[repeat]

PAUSE: 00'10"

R: Question 8. What does the woman want her colleague to do?

PAUSE: 00'05"

F: Matthew, you're the only person in the office who really understands this multifunctional system, so it'd help the rest of us if you put together a short booklet on how to use it. You know the sort of thing – a brief written outline of

what it can do, how to deal with problems that can come up, and so on. Think of the questions people might have, and give the answers.

PAUSE: 00'05''

[repeat]

PAUSE: 00'10''

R: Question 9. Who is the shop assistant talking to?

PAUSE: 00'05''

F: This range has just come in and we expect it's going to be very popular.

M: Is this the only colour you have?

F: Oh. If you could wait just a moment, I'll check with my manager to see if we'll be getting any different colours in.

PAUSE: 00'05''

[repeat]

PAUSE: 00'10''

R: Question 10. What does the man do?

PAUSE: 00'05''

F: Do you do all the training courses here, Mike, or just this one?

M: At the moment this is my main course.

F: Because you've got a lot of staff to put through this, haven't you?

M: Oh yes, there are about 800 to 900 people.

F: You've got your work cut out then.

M: Yes, I run the general part of the training on this one.

F: And what do you think of this place as a centre?

M: It's clean, it's big – yes, it's not bad really. Nice rooms to work in....

PAUSE: 00'05''

[repeat]

PAUSE: 00'15"

R: Part Two. Questions 11 to 22

You will hear three conversations. Fill in the numbered spaces, using one or two words, or a number.

You will hear each conversation **once** only.

R: Conversation One. Questions 11 to 14.

Look at the form below. You will hear a woman questioning a visitor at a Trade Fair for a market survey.

You have 20 seconds to look at the form.

PAUSE: 00'20"

Now listen and complete the form.

PAUSE: 00'02"

F: Good afternoon. I'm doing a market survey. May I ask you a few questions?

M: OK.

F: Thank you. First of all, could you tell me the name of your company?

M: Agri-Techno.

F: Right, and what is your company's product?

M: We make machinery for farms.

F: Oh yes, that's your stand over there, isn't it?

M: Yes, we've just finished setting it up.

F: Now, could I ask your name, please?

M: Yes, James Willums.

F: Is that Williams?

M: No, Willums, W-I-L-L-U-M-S.

F: Are you in the Sales department of your company?

M: No, I'm a Designer, but I'm here to support the sales team.

F: Are you here for all four days of the Fair, Mr Willums?

M: No, I can't spare the time, I'm afraid. Just two days.

F: OK. And can I ask your opinion of...

PAUSE: 00'15"

R: Conversation Two. Questions 15 to 18.

Look at the notes below. You will hear a man giving some information to new hotel staff on their first day at work.

You have 20 seconds to look at the notes.

PAUSE: 00'20"

Now listen and complete the notes.

PAUSE: 00'02"

M: Welcome to your new jobs at the City Hotel. Before you go off to your departments, I'd like to tell you a few things. First off, some of you may have already been there, but for those of you who haven't, the staff room is in room F249, that's on the second floor.

Next... we have to take your photos... and we're going to do that here... so that on Wednesday you can all be given ID cards. We'll do that in a minute but, before we start that, can I just tell you that from noon today, your uniforms will be ready for you to pick up from the laundry.

Finally, at half past three this afternoon, we're testing the fire alarm. So please tell any customers not to worry, it's just routine. Right, well that's....*(fade)*

PAUSE: 00'15"

R: Conversation Three. Questions 19 to 22.

Look at the note below. You will hear a man leaving a message for his company's printing department about changes needed on a print order.

You have 20 seconds to look at the note.

PAUSE: 00'20"

Now listen and complete the note.

PAUSE: 00'02"

M: Hello. This is Paul Kwok from Accounts. You delivered an order to our department yesterday – Job reference K435T – but I'm afraid there were several mistakes and we'd like you to do it again. Firstly, you used the new logo on the letterheads as we asked, but you must also put on our new address. This is a bad mistake – it's very

important you get this right. Secondly, on the invoice pro forma, we'd like to leave room to fill in the unit cost. ... And finally, there's a problem with the new expenses forms. They need to include a section on entertaining, you know, of visitors, which we had specifically requested as a priority. So can you do that on the re-print?

PAUSE: 00'15"

R: Part Three. Section One. Questions 23 to 27.

You will hear five trainee managers saying what they find difficult about their jobs.

As you listen, decide what each speaker finds difficult.

Choose your answer from the list A to I, and write the correct letter in the space provided.

You will hear the five pieces **once** only.

You have 20 seconds to read the list A to I.

PAUSE: 00'20"

R: Now listen to the example.

PAUSE: 00'02"

M: I'm quite good at writing on the whole. I can do shorthand, so writing the minutes at meetings is no problem, and I like writing letters. But, I'm useless at short messages – you know, notes and memos. I can't say what I want in a few words, and I end up sending round memos that are pages long. Everybody else in the department laughs at my enormous memos. (laughs)

PAUSE: 00'02"

R: He is talking about writing memos, so you write 'I' as your answer.

PAUSE: 00'05"

R: Question 23. Person 1.

F: Well, I wouldn't like giving presentations, but fortunately in our department that's not necessary. We have regular meetings, though, and it's difficult for me to say anything at these. I'm not confident enough and I usually just listen. Often nobody notices because I'm taking the minutes anyway, but I'll have to learn to speak up for myself.

PAUSE: 00'10"

R: Question 24. Person 2.

M: One of the things I have to do, and it really worries me, is to take the minutes at management meetings. I can do shorthand, sort of, but I always feel I've missed some important points. I suppose I'm a bit of a perfectionist. I'll spend ages preparing a

presentation or ... erm... writing a report until I've got it exactly right, which I enjoy. I'm slow, but thorough.

PAUSE: 00'10"

R: Question 25. Person 3.

F: I'm in the Sales Department, so I spend a lot of time with customers, which I love. But I hate standing up in front of customers and making a presentation. I'm no good at giving a talk in public – I just get in a muddle. Meeting them is great, especially the socialising. I think I'm good on the telephone as well. You know, as long as it's two-way communication, I have no problems.

PAUSE: 00'10"

R: Question 26. Person 4.

M: In the Marketing Department we do a lot of interviewing. And I like discussing the products with customers and finding out what they need. But the hard part comes when I have to write up the reports afterwards. I have a terrible time with that. I can't seem to organise the information from the questionnaires and put it down on paper in usable form.

PAUSE: 00'10"

R: Question 27. Person 5.

F: I like being with clients. It's interesting visiting them and seeing how their businesses work. And I know I'm good at selling. My boss says I could sell anything. But I don't feel so comfortable if I have to go out with the clients – to a restaurant or bar. I'm shy in social situations and I never know how to keep a conversation going. (sighs) It's quite stressful for me.

PAUSE: 00'15"

R: Part Three. Section Two. Questions 28 to 32.

You will hear five speakers talking about mistakes made by retail companies.

As you listen, decide which mistake each speaker refers to.

Choose your answer from the list **A** to **I**, and write the correct letter in the space provided.

You will hear the five pieces **once** only.

You have 20 seconds to read the list **A** to **I**.

PAUSE: 00'20''

R: Now listen to the example.

PAUSE: 00'02''

F: The thing you always have to remember about retailing is the obvious one – that there's plenty of competition. If customers don't find your goods attractive, they'll go somewhere else. And my last employer lost sight of that basic fact. They specialised in stationery, but most of the designs hadn't changed for twenty years. So of course more and more customers no longer bothered to go in.

PAUSE: 00'02''

R: She says items seemed out-dated, so you write 'I' as your answer.

PAUSE: 00'05''

R: Question 28. Person 1.

M: I worked for a clothing chain some years ago – quite a well-known company. And I was amazed, because the fifty top-selling items were only available in half their outlets. So people would go in and ask for something that their friends had bought, or that was popular that season, and the shop assistants would have to say 'Sorry, we don't have it here. Try another branch.' It was quite ridiculous.

PAUSE: 00'10''

R: Question 29. Person 2.

F: I used to be with a chain where a quarter of the turnover came from people buying goods for children – books and CDs, mostly, and they'd buy wrapping paper too. But someone in finance decided to drop children's wrapping paper, because the margins on it were low. This was such a short-sighted policy, because of course people went to competitors, where they could buy the book *and* the wrapping paper.

PAUSE: 00'10''

R: Question 30. Person 3.

M: I used to be a store manager for a big retail chain. I'd order whatever stock I needed, but the depots didn't ship enough goods into the stores, so although we managed to fill the shelves, it wasn't necessarily with the items that I *wanted* to display. And if people have decided to buy something, they may not be willing to wait another few days for it to come in.

PAUSE: 00'10"

R: Question 31. Person 4.

F: Stocking a good range of items is only half the battle: you need customers to get everything they want from you. And that can include information about goods – however polite the assistants are, if they haven't been given that information, they can't help customers. One company I worked for did nothing to equip their front line staff for dealing with queries, and, customers simply went elsewhere.

PAUSE: 00'10"

R: Question 32. Person 5.

M: When I took over as manager of a greeting card store, the display racks were so low that we couldn't have many items on display, and customers simply didn't look down to see what was there. So the first thing I did was to get the units replaced with higher ones. This added fifty percent to our display, and meant we could put the most important items at eye level.

PAUSE: 00'15"

R: Part Four. Section One. Questions 33 to 38.

You will hear two friends, Matthew and Anthea, discussing a curriculum vitae (CV) that Matthew has written.

For questions **33** to **38**, circle **one** letter, **A**, **B** or **C** for the correct answer.

You will hear the conversation **twice**.

You have 20 seconds to read the questions.

PAUSE: 00'20"

R: Now you will hear the conversation.

PAUSE: 00'02"

[M: in 20's, F: in 30's]

M: Hi Anthea.

F: Hi Matthew.

M: Thanks for coming over to help me with my CV. Did you get my draft?

F: Yes, I've looked through it... you said you're applying for the accounts job at Hartland – I know the company pretty well so I'm happy to help.

M: Great.

F: And it generally looks fine. It's impressive that you've managed to squeeze in so much information. But you can spread it out a bit more, I think.

M: Well, I tried to get it onto just one A4 sheet. I heard most employers don't want to plough through long lists of everything people have done.

F: Yes, and I think two sides should be the limit for this job.

M: So, is that always the case?

F: Well, no. It should be longer for a more senior position.

M: So, I've got a bit of extra space to play with.

F: Yes.

M: Now, how about the details at the beginning. Is everything I included necessary? Contact details, for example.

F: Yes, though some CVs leave them out, because they're given elsewhere.

M: OK. And should I give marital status?

F: For this kind of job, shouldn't think so. I tell you what – you haven't given your age.

M: You think I need to?

F: Definitely. And don't forget nationality.

M: OK. I know there's still a few other things to do before I'm ready to print the final version.

F: Yes, in the section on previous employment, I don't think you've written enough.

M: Should I say more about my responsibilities?

F: Well, at the moment, it's lacking detail.

M: Yes, but I don't want to appear boastful – you know, exaggerate what I've achieved.

F: OK.

M: One thing still to do, is to find out a bit more about Hartland – so I'll look up what sort of clients they have and so on.

F: Now the section on qualifications looks fine. But in the last section, you should add more details. Hartland will want to know a bit more about you as a person.

M: Should I say more about my speaking French?

F: What you've already put is fine.

M: You mean something about my hobbies?

F: The football club... and surfing.

M: Won't that give the impression I'm socialising all the time – unreliable? No – I wanted to put that I like reading.

F: That suggests you spend a lot of time alone. The club shows that you can get on well with other people.

M: Oh right. What do you think about the presentation? Is the layout OK?

F: I think it's pretty clear. You've avoided falling into the trap of using different print sizes and fonts.

M: My brother said I should put headings in bold and maybe use two columns for the qualifications.

F: Really? No, stick to one column, but bold titles are a good idea.

M: Right.

F: And Hartlands are asking for a photo. Have you got one in mind?

M: I've got plenty but I don't know which one's suitable.

F: Get your brother to help you choose!

M: When I've finished can you have a quick check?

F: Grammar and spelling are hardly my strongest points... but I can search out some sites which give good advice on interviews.

M: Right...

PAUSE: 00'02"

R: Now you will hear the conversation again.

PAUSE: 00'02"

[repeat]

PAUSE: 00'10"

R: Part Four. Section Two. Questions 39 to 44.

You will hear a supervisor, called Belinda, talking to new recruits at AnswerCall, a call centre.

For questions **39** to **44**, circle **one** letter, **A**, **B** or **C** for the correct answer.

You will hear the talk **twice**.

You have 20 seconds to read the questions.

PAUSE: 00'20"

R: Now you will hear the talk.

PAUSE: 00'02"

F: Good morning, everyone, and welcome. My name's Belinda Hughes and I'll be your supervisor while you're working here at AnswerCall.

First, some background information about our company. AnswerCall was set up in 1998, by the current owner, Jane Westwood, after she'd worked as a phone operator herself. Now, I'm sure many of you at some point have received less than adequate service from phone operators in some companies. But where Jane had been working, the telephone operators always managed to provide good service to their callers. That gave her the idea for her own company, as she'd seen first-hand just how important a good phone service could be.

Our job here is to answer calls on behalf of a lot of different companies. We work 52 weeks a year for the majority of our clients, as a lot of potential business comes by phone these days and company phones are kept busy. But we can also offer temporary help if companies need it, for example for holiday cover. And we recently

helped out a firm when a number of staff were off sick, and they were finding it hard to cope. So we can step in to help for all kinds of reasons.

So, who are our clients? Well, we work with a wide range of different companies. In the beginning, because of the owner's background, she got quite a number of clients from factories making motor vehicles. That quickly grew to include several catering firms, and more recently a number of health care professionals have come on board too, but the majority of our clients are still the ones we started with.

I'm pleased to say that by joining us, you'll be joining a very successful company. Of course, we've had lots of positive feedback about our very professional service – many callers don't even realise they're speaking to a call centre! But I personally believe the real key to our success is that our clients see us more as an extension to their own company, with staff they know personally.

Now, a word about our training. You're all from customer service backgrounds, so you have experience in dealing with customers on the phone. But while you're here, we'll be focusing on client-specific training, to prepare you for dealing with more difficult incoming calls. This will involve asking callers the right questions so that they're put through to the most appropriate person to help them. This is one very important factor in keeping callers happy.

Also, before I hand you over to training, here's some advice. Of course, from your interviews we know you're all practised at speaking on the phone at an appropriate volume. And you already know that if you use difficult words, your caller may not understand you. But there is one thing that call centre staff rarely do – that is, to think about what the caller can't see. Smiling and nodding, while you're talking may seem a waste of time, but it does make you sound more friendly, which is exactly what we want. Now, your trainer will no doubt tell you more, so *(fade)*

PAUSE: 00'02"

R: Now you will hear the talk again.

PAUSE: 00'02"

[repeat]

PAUSE: 00'10"

R: Part Four. Section Three. Questions 45 to 50.

You will hear Dan and Kasha, two junior managers working for a shoe manufacturer, Kingston. They are discussing a seminar Dan attended on quality control (QC) issues. For questions **45 to 50**, circle **one** letter, **A**, **B** or **C** for the correct answer.

You will hear the discussion **twice**.

You have 20 seconds to read the questions.

PAUSE: 00'20"

R: Now you will hear the discussion.

PAUSE: 00'02"

M: I didn't see you at the seminar last week, Kasha?

F: Oh, hi Dan. Do you mean the one on quality control? No, I was too busy. Was it good?

M: Yeah, on the whole, very good.

F: Did it deal with wider issues, you know, like the quality of our designs and how far we involve customers in the process?

M: I think that's really important but they didn't really go into that. They started the session by discussing what they meant by quality control and how it's distinct from the broader concept of quality assurance. I didn't think they explained it very well though – I think they should have said more about the role of consultation. Or maybe given us some of the background, you know, the history of how it developed in industries like ours.

F: Yeah, that would have been helpful.

M: Hmm.

F: What else did it cover?

M: Well, it looked at all stages of the quality control process from ways of judging the standard of our raw materials to assessing the finished shoes themselves. But for me the really fascinating bit was about the quality control which takes place during the actual process of production – you know, how our shoes are crafted.

F: Did they do a critical analysis of Kingston's current QC systems?

M: Well... *(is cut off)*

F: I know it's hard to find a perfect system, but I mean we're spending a reasonable amount of money on it and frankly we're not picking up on the problems quickly enough. By the time we've identified the difficulties, the shoes are almost ready to leave the factory.

- M:** The seminar did say that with modern, 'just in time' manufacturing techniques, traditional 'inspection' approaches to QC just don't work.
- F:** Do you agree?
- M:** I don't think they're incompatible, no. What I do think is a problem with our current QC is that it's bad for staff self-esteem and confidence. It makes workers feel they're being spied on to see when they make a mistake. I think we ought to look on it positively rather than negatively – that QC is about ways of encouraging good practice, which is appreciated by customers, rather than punishing errors.
- F:** So did the seminar suggest any ways forward?
- M:** Yeah. The MD announced a new initiative. Now that they've analysed the whole QC system they are going to publish a document setting out which personnel will manage which part of the process. They promise the system will be completely open and accessible.
- F:** Well, I think that's a good idea.
- M:** I think this seminar will provide the prompt we need to start re-examing other aspects of our operation, for example ways of making the assembly line safer.
- F:** I'm not sure that should be our priority. I'd like to see senior management opening proper lines of contact within the company, telling us more and listening to us more.
- M:** Now that would be an improvement... (fade out)

PAUSE: 00'02"

R: Now you will hear the discussion again.

PAUSE: 00'02"

[repeat]

PAUSE: 00'10"

R: That is the end of the Listening Section. You now have 5 minutes to copy your answers onto your Answer Sheet.