

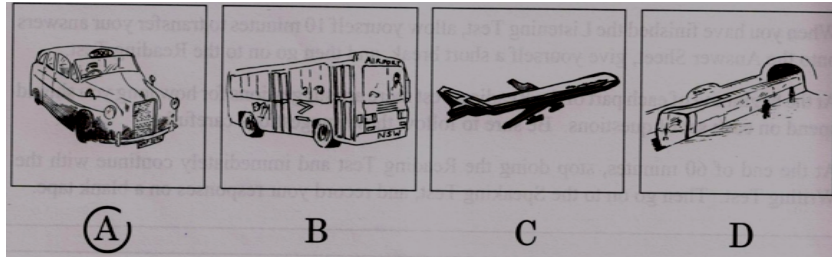
The test consists of four sections. Answer the questions as you listen to the recording. Note that the recording is played **once only**.

**LISTENING SECTION 1**

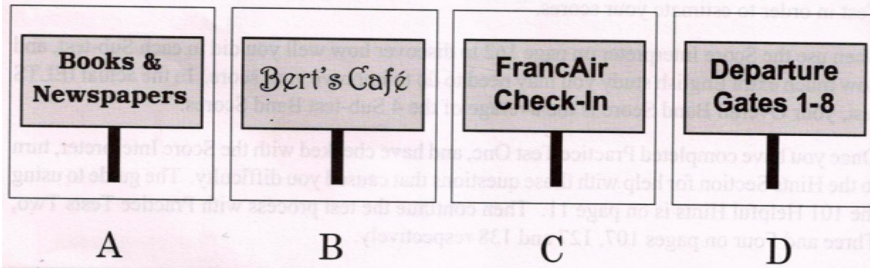
**Questions 1-4**

Decide which picture is the best match with what you hear on the tape, and circle the letter under that picture. The first one has been done for you as an example.

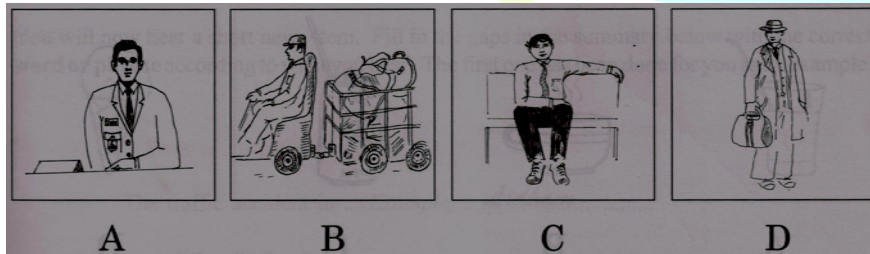
**Example:** How do George and Lisa get to the airport?



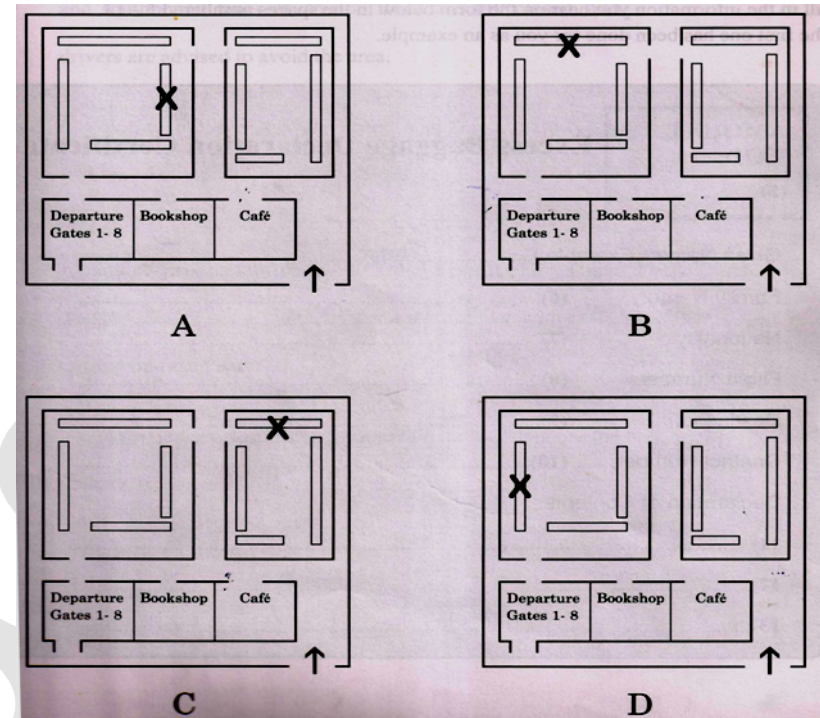
Q1. What are they looking for?



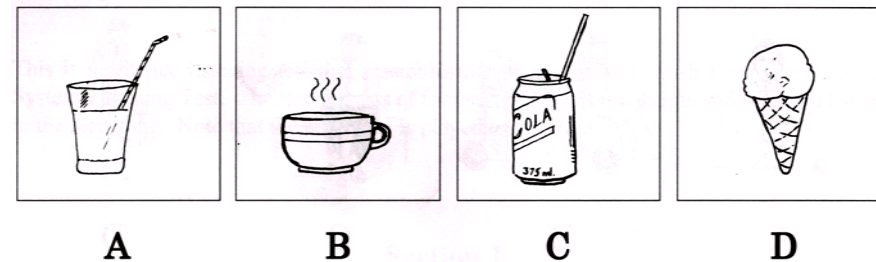
Q2. Who do they ask for directions?



Q3. Where is the France Air Check-In desk?



Q4. What does George want to buy before he catches the plane?



**Questions 5-13**

Fill in the information you hear on the form below in the spaces numbered 5-13. The first one has been done for you as an example.

<p><b>AMOUNT PAID:</b> (5) .....</p>	<b>EXCESS BAGGAGE DECLARATION CERTIFICATE</b>	
Given Name : <b>(Example:)</b>	<b>George</b>	
Family Name:	<b>(6)</b>	.....
Nationality:	<b>(7)</b>	.....
Flight Number:	<b>(8)</b>	.....
Destination:	<b>(9)</b>	.....
Contact Number:	<b>(10)</b>	.....
Declaration of Contents:		
<b>11)</b>		.....
<b>12)</b>		.....
<b>13)</b>		.....

**LISTENING SECTION 2**

**Questions 14-21**

You will now hear a short news item. Fill in the gaps in the summary below with the correct **word or phrase** according to what you hear. The first one has been done for you as an example.

The traffic accident in **(Example) Lidham** has caused the death of **(14)** ..... persons, and a further **(15)** ..... People have been taken to St. John's **(16)** ..... for treatment. The northbound and southbound lanes of Avalon Road are still closed, and drivers are advised to avoid the area.

Police believe the driver of a **(17)** ..... lost control of the vehicle before reaching the traffic **(18)** ..... at the corner of Avalon Road and Batty Avenue. Witnesses told reporters that they heard the lorry sound the **(19)** ..... moments before it collided with traffic turning into the **(20)** .....

Anyone requiring further information should telephone the police hotline on **(21)** .....

**LISTENING SECTION 3**

**Questions 22-28**

You will hear the first part of an interview on the radio. Write a **word or a short phrase** to answer each of the questions below.

- Q 22. Which company does Julie work for?  
.....
- Q 23. What diploma course did Julie take at college?  
.....
- Q 24. What does Julie like most about her job?  
.....
- Q 25. What is Julie's main responsibility when on duty?  
.....
- Q26. / Q27. Name two of the airline's most frequent overseas destinations:  
(1) .....  
(2) .....
- Q 28. Why does Julie regularly change the time on her watch?  
.....

**Questions 29-33**

Complete the table below with information from the next part of the radio interview. Write **NO MORE THAN THREE WORDS** for each answer.

	Changes	Benefits
seats	(29) .....	to the consumer
entertainment	(30) .....	to the consumer
smoking	restrictions	(31) ..... (32) .....
economy class meals	(33) .....	to the consumer

**Table 1. Improvements to Service on British AirWorld**

**LISTENING SECTION 4**

**Questions 34-40**

You will hear part of a seminar given at a Hotel Management School. Circle the letter beside the most suitable answer for each of the question below. The first one has been done for you as an example.

**Example:** How many major career areas does the lecturer mention?

- a) 3                      c) 5
- b) 4**                      d) 6

- Q 34. For each professional area the lecturer discusses:
  - a) the professional qualifications necessary
  - b) the available career opportunities
  - c) the personal skills needed
  - d) all of the above
- Q 35. The reception desk in a hotel is described as:
  - a) impressive at first
  - b) a switchboard operating system
  - c) the nervous centre of the hotel
  - d) the first point of contact with a guest
- Q 36. It is essential in front desk and reception work to have:
  - a) a foreign language
  - b) a good dictionary
  - c) switchboard operation skills
  - d) none of the above
- Q 37. The lecture says that a member of a drink and bar service team:
  - a) need not have a thorough knowledge of wine
  - b) must not drink on the job
  - c) can eventually become a wine maker
  - d) can eventually manage a cellar dealing only with wines

- Q 38.** The most experienced cook is a :
- a) Grade 3 chef
  - b) Grade 1 chef
  - c) Grade A chef
  - d) Grade 10 chef
- Q 39.** Students completing the Catering Core option can start working as:
- a) a Grade 2 chef
  - b) a Grade 1 chef
  - c) an Assistant chef
  - d) none of the above
- Q 40.** The seminar was given:
- a) by the Principal of the school
  - b) to introduce the school to potential students
  - c) to introduce students to the course options available
  - d) to introduce the staff to new students

