

R: University of Cambridge ESOL Examinations. This is the BULATS Standard Sample Test EN00.

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"

Now open your Question Paper and look at Part One.

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.

Question One. Which is the gate number for the flight to Bangkok?

PAUSE: 00'05"

F: Attention all passengers waiting at Gate 17 for flight BA203 to Bangkok. Please proceed immediately to Gate 12 where your plane will be boarding shortly.

PAUSE: 00'05"

[repeat]

PAUSE: 00'10"

R: Question Two. Which product will the company stop making?

PAUSE: 00'05"

M: Can we now turn to our furniture range. As some of you already know, we shall continue producing office desks and chairs. The desks have sold very well this year, but production of the filing cabinets, which have never been very successful, will end next year.

PAUSE: 00'05"

[repeat]

PAUSE: 00'10"

R: Question Three. Which graph shows the correct figures?

PAUSE: 00'05"

F: John, have you seen the company magazine?

M: Yes, and I know what you're going to say!

F: The sales figures are wrong?

M: Yes, they are. Look, let me show you this graph. These are the right figures. Domestic sales are down, not up! June: down to 450,000, July: down further to 400,000!

F: Oh, what an awful mistake! What will Tim say?

PAUSE: 00'05"

[repeat]

PAUSE: 00'10"

R: **Question Four.** Which team is working on the project in Russia?

PAUSE: 00'05"

F: Franz, listen, I just wanted to check who is in the team that's working on the project we have in Russia. You're still on that, aren't you?

M: That's right.

F: With Mr Lim and Sarah?

M: Yes, that's it. It was Tony Atherton who was working with me and Mr Lim, but he moved over to Finance in January - that's why we brought Sarah in. She speaks excellent Russian - very useful.

PAUSE: 00'05"

[repeat]

PAUSE: 00'10"

R: **Question Five.** When will the new product be ready for testing?

PAUSE: 00'05"

F: Hi, Malcolm, it's Anna. I need to know when the new product will be ready for testing.

M: In the next two to four weeks.

F: Can't you give me an exact date?

M: Well, OK. I'm looking at the second week of next month. Let's say the 10th.

PAUSE: 00'05"

[repeat]

PAUSE: 00'10"

R: Question Six. Who is the sales assistant in the shop talking to?

PAUSE: 00'05"

F1: This range has just come in and we expect it's going to be very popular.

F2: Is this the only colour?

F1: Oh. If you could wait just a moment, I'll check with the supervisor to see if we'll be getting any different colours in.

PAUSE: 00'05"

[repeat]

PAUSE: 00'10"

R: Question Seven. What does Mike do at the training centre?

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 and it's also sort of putting people in for the right courses.

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 teaching rooms.

PAUSE: 00'05"

[repeat]

PAUSE: 00'10"

R: **Question Eight.** What does the announcer say about the train to Portsmouth?

PAUSE: 00'05"

M: Attention all passengers on Platform 9. The 10.37 train for Portsmouth will now depart at 11.15 from Platform 5, where it will be arriving shortly. We would like to apologise for the delay, which was caused by a signal failure at Petersfield. Would passengers please make their way to Platform 5 for the 10.37 service to Portsmouth. There will now be a full bar and snacks buffet service on this train.

PAUSE: 00'05"

[repeat]

PAUSE: 00'10"

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

PAUSE: 00'05"

F: Come on, Steve, I promise it'll be really easy. Anyone would think you'd never stood up in front of a group of people before. I've prepared all the slides - you just have to make a few comments on each one. And remember - they're all potential customers so it's important to impress them. Shall we have another practice?

PAUSE: 00'05"

[repeat]

PAUSE: 00'10"

R: **Question Ten.** Who is the man on the phone talking to?

PAUSE: 00'05"

M: Just make sure you fax those figures over to Head Office by 3.00 pm, otherwise all our jobs will be on the line. *[pause]* Yes, I know you haven't had lunch yet, but it's hardly my fault. If you hadn't messed up those customer files we wouldn't be in this position. *[pause]* Look I'll think about letting you off early once I know those figures have gone out.

PAUSE: 00'05"

[repeat]

PAUSE: 00'10"

R: Part Two. Questions 11 to 22.

You will hear three conversations. Fill in the numbered spaces, using the information you hear.

You will hear each conversation once only.

R: Conversation One. Questions 11 to 14.

Look at the form below. You will hear a man calling to place an order.

You have 20 seconds to look at the form.

PAUSE: 00'20"

R: Now listen and complete the form.

PAUSE: 00'02"

M: I'd like to make an order, please.

F: Certainly, sir. Could you give me your name, please?

M: Yes. It's Ken Saunders.

F: How do you spell that, please?

M: S-A-U-N-D-E-R-S.

F: And the name of your company is?

M: Greenlight Communications, 201 Hall Road, Manchester.

F: And could I take a telephone number and fax number?

M: Er, telephone 0161 313 988. And the fax is 0161 318 005.

F: Thank you very much. Now, can I take your order?

M: It's for some computer printers. They're Model XT519 in your catalogue.

F: And how many did you want to order?

M: Can I have six of them, please.

F: Right, I'll send your order to our Despatch Department. Delivery usually takes between two to three days. *[fade]*

PAUSE: 00'15"

R: Conversation Two. Questions 15 to 18.

Look at the form below. You will hear a woman making a complaint.
You have 20 seconds to look at the form.

PAUSE: 00'20"

R: Now listen and complete the form.

PAUSE: 00'02"

M: Thank you for coming in, Mrs Hector. Just let me take down a few details first. Your address is, er?

F: 31 Langley Road, Rossington.

M: That's Langley, L-A-N-G-L-E-Y?

F: Right, and my phone is 01923 951975.

M: Mmm. And the date on which you made the original complaint?

F: I think it um was the 29th.

M: Of March?

F: Yes.

M: OK. So that's about a week ago. And at which of our branches was this?

F: At London Road.

M: OK. Could you tell me exactly what the problem was?

F: Well, it's very simple. I bought a set of wine glasses and the assistant packed them for me. But um, when I got home, two of the glasses were broken.

M: Mmm.

F: I do feel the goods were only damaged because the packing wasn't done properly.

M: Yes, I do understand. I'm very sorry about that. I'll issue you a credit note and you can use this to buy a new set of glasses.

PAUSE: 00'15"

R: Conversation Three. Questions 19 to 22.

Look at the notes below. You will hear a woman calling about an order.
You have 20 seconds to look at the notes.

PAUSE: 00'20"

R: Now listen and complete the notes.

PAUSE: 00'02"

F1: Hello, Sue. Is that you? It's Karen here, calling from Spain.

F2: Hi, Karen. How are things going?

F1: Oh, great. That's why I'm calling. Look, I've got an order for us, but on certain conditions. I need to know if we can meet them. Can you note this down, ask production if they can manage it and ring me back in my hotel as soon as possible?

F2: Sure. What do you need to know?

F1: Well, the company's name is Ollero, that's O-double L-E-R-O, in Leon, in the north-west. They want an extra 300 of model X42 and they must have them no later than the 14th of June. They want us to airfreight them at their expense.

F2: Right. Anything else?

F1: Not at the moment.

F2: I'll get straight on to Production and ring you back. OK?

F1: Fine. I'll wait to hear from you. Bye.

F2: Bye.

PAUSE: 00'15"

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

You will hear five people answer the question 'What do you like about your work?'

As you listen, decide what each person likes most.

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"

M1: Well, I suppose I took the job because I thought, er, well, the salary's good and it's a good place to work but, to be honest, what I really enjoy is the chance to go abroad, just visiting other countries, that's the best thing.

PAUSE: 00'02"

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

PAUSE: 00'05"

R: Question 23. Person 1.

F1: What do I like about it? Well, I suppose it's interesting. When I get in in the morning I never know what's going to happen. One day I'll be going to five different meetings, the next day I'll be working by myself the whole day, writing a report or something.

PAUSE: 00'10"

R: Question 24. Person 2.

F2: Well, the best thing, if I'm honest, is that I live so close to the office. It might not seem important, but it does now mean that I can go home for lunch and I avoid any travel problems in the morning.

PAUSE: 00'10"

R: Question 25. Person 3.

M2: For me, the best thing about working here is that everyone knows you're selling high-quality products. They trust you and listen to your opinion and you know they are happy to buy from you.

PAUSE: 00'10"

R: Question 26. Person 4.

F3: Working here's OK generally, but I have to say, it's really the money that makes it worthwhile. There's not much variety and you don't meet many people, but I earn enough to do what I want in my free time and holidays.

PAUSE: 00'10"

R: Question 27. Person 5.

M3: The reason I took this job is that I knew I would have plenty of opportunities to practise my French. My company has a lot of business in France and I often have to speak to them on the phone or look after them when they visit us here.

PAUSE: 00'15"

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

R: You will hear five people talking. As you listen, decide what each of them is talking about. 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"

M1: It's gone up by quite a good percentage this year, but fortunately not so much that I'll be paying any more in tax. Of course, I don't expect it will make a lot of difference to how rich I feel, because prices are going up all the time too!

PAUSE: 00'02"

R: He is talking about a pay rise, so you write 'I' as your answer.

PAUSE: 00'05"

R: Question 28. Person 1.

F1: Well, I was feeling really nervous when I went in, but as soon as I sat down and they started asking me questions I felt fine. By the time they started asking me about my previous employment and my reasons for wanting to change I was feeling pretty confident I'd got it.

PAUSE: 00'10"

R: Question 29. Person 2.

M2: I think we'll put the photocopier here, so that there's room for a table next to it, and then there'll still be plenty of room for the three desks and all the shelves and storage cabinets people need.

PAUSE: 00'10"

R: Question 30. Person 3.

F2: In your working environment it's important not to leave drawers open, particularly at low levels where people may trip over them. Telephone cords can also be a hazard. Make sure they're not left trailing across walkways, where they might cause an accident.

PAUSE: 00'10"

R: Question 31. Person 4.

M3: It went really well, although at first I didn't think we would be able to reach any sort of agreement. But then they just seemed to give in and we got our own way about all the things that really matter. We've got the sort of budget and time-scale we wanted, and it will all be confirmed in writing as soon as we get a contract drawn up.

PAUSE: 00'10"

R: Question 32. Person 5.

F3: I've got to get this finished by 5 o'clock, and I just don't know how I'm going to do it. For one thing, I'm supposed to be in a meeting in ten minutes, and to be honest I'm not sure if I even understand what it is he wants me to do!

PAUSE: 00'15"

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

R: You will hear a conversation between a university student (Sally) and a company representative (Dan) at a recruitment seminar. Sally is interested in working for Dan's company, Manson's PLC.

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"

F: Hello, I'm Sally Robinson, a student.

M: Hello Sally, I'm Dan Stone.

F: I'm very interested in working for your company.

M: When do you finish studying?

F: Oh, not long now, after this month's holiday, I've got two weeks of exams, and then it's over. Just six weeks left as a student!

M: Right, so you'd like to join Manson's this year?

F: Yes.

M: Which department?

F: Well, I've done a lot of degree assignments on marketing - I found it a lot more interesting than financial management - and during my holidays I've done some research for local food retailers. That's the sort of thing I'd like to do.

M: Yes, well, they usually have vacancies. But it can depend on where you want to work.

F: I don't mind where I go.

M: As well as our European divisions, we've just set up printing operations in Hong Kong. So the opportunities are good. We get thousands of applicants every year.

F: I know. What sort of people do Manson's like?

M: Well we get a lot of candidates with good academic qualifications, but that's not necessarily what a dynamic company like Manson's needs. It's better to have employees who are interested in finding out everything about the job - then they can develop.

F: Uh-huh, so can you tell me about the training.

M: Yes, you'd be sent on several courses. Market development, that's the first course you'll do, within a few weeks of starting, and then sales techniques and personnel management - those'll be later, after you've completed your first year.

F: I see. And there's a progress assessment every six months, am I right?.

M: No. For the first 12 months they assess your progress every quarter.

F: You mean every three months?

M: Yup. Look, I've got an application form here - I could help you fill it in if you like.

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.

R: You will hear a conversation between two employees of a 24-hour supermarket discussing some tenders they have received for a cleaning contract. Helen is a purchasing officer, and Tony is Head of Maintenance. For questions 39 to 44, 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: Right, are you ready to start looking at the tenders for the cleaning contract, Helen?

F: Yes – now we've got tenders from Quickco and Bentons. But what about United Cleaners, who've got the contract now? Why haven't they put in a tender?

M: Oh yes. Well, we told them we wouldn't renew their contract. We've had a few problems with them - like they forgot to tell us when their cleaners were off sick. So some days we came to work, and nobody'd cleaned the shop. So we couldn't be certain that the work had been done.

F: I see. So, let's return to the companies that we're looking at: Bentons and Quickco. I must say that I found little difference between the two deals. What about you Tony? I mean their hourly rates are very similar; there were some differences in working hours and some other details, but they were close I thought.

M: I agree. It makes it quite difficult to decide. Anyway. Let's start by looking at their offers on working hours. We need them to come in when we're quietest, say, sometime between four and seven am every day, which Quickco say they can do. Bentons can't start until at least eight.

F: I see. And what about start dates? Can Quickco start when we want them to? The present cleaners finish at the end of August ...

M: Yes, in fact both companies are able to start in September, as we'd like. Then everything'll be settled well before December, our busiest time.

F: Good. Well at the moment, I think Quickco is ahead of Bentons, because they'll start work at the most suitable hour. But more important than that is how long they'll take each day. Whoever can do it quicker should get the contract, never mind what time they start, and we know they both quote similar costs.

M: But both companies would take the same time: three hours per shift. However, there is a very good reason for Quickco to win.

F: Oh? What's that?

M: The offer they make at the end of their tender, which was very clearly presented, wasn't it?

F: Yes.

M: They say we could have a temporary contract with them for a month, if everything's OK, give them a full contract after that.

F: It's a very good idea. Bentons offers nothing like that. I think that settles it. Let's offer Quickco the contract. I've heard from other places that they're good workers too.

M: Right then. I'll let them know. I'm sure it's the right decision, aren't you?

F: Oh yes, they're definitely the better choice.

M: OK, I'll get the contract drawn up.

PAUSE: 00'02"

R: Now you will hear the conversation again.

PAUSE: 00'02"

[repeat]

PAUSE: 00'10"

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

R: You will hear a personnel manager interviewing an applicant for a job.
For questions 45 to 50, circle one letter A, B or C for the correct answer.
You will hear the interview twice.
You have 20 seconds to read the questions.

PAUSE: 00'20"

R: Now you will hear the interview.

PAUSE: 00'02"

F: Well, David, perhaps we could begin by discussing your current job?

M: Yes, of course. I'm working as a Progress Chaser at Hawkin's Diesels at the moment.

F: What exactly does that involve?

M: Basically, it means I have to check on the progress of various jobs as they move through the factory - see which parts have been made, where they are in the assembly process and whether there are any problems.

F: And you're based in the factory itself?

M: Not on the factory floor, no. I'm in the main office block, I work right next door to the Sales Department. But I have to visit the production area to talk to staff from time to time.

F: So the progress of work is checked directly by you.

M: Not exactly. When I took the job it was like that, but now we have a computer system which holds all the production information. That's updated by the staff at each stage of the process.

F: That must make the job easier.

M: In some ways, yes. I can monitor the movement of products quickly and it keeps me better informed about the situation in the factory as a whole. On the other hand, if production staff forget to enter data into their computer, things can go wrong without me knowing and problems aren't dealt with immediately.

F: What's the most common problem you have to deal with?

M: The thing that annoys me most is when people make stupid mistakes - mistakes which could be avoided. But, thankfully, that's quite rare. The most frequent difficulty we have is when we have a lot of parts ready for processing, and one of the machines goes wrong.

F: Right, OK. Now the job you're applying for, Customer Relations Manager, is quite a shift from what you're doing now - why does it interest you?

M: Essentially, because it's primarily about dealing with people. In some ways it's very different as you're not a production company and many of your customer problems are going to be new to me. Similarly, the technical skills I've acquired will be less important. However, in a customer service role like this, I think the skills I've acquired in dealing with a whole range of difficulties and complaints will be very valuable.

F: Does that mean you see yourself primarily as a caring type of person?

M: Well I've always tried to be aware of other people's problems but, as an employee, I actually see myself as more of a co-operator - the sort of person who works well with others. I feel I need to develop my leadership skills more, but that's something I can work on in the future.

F: So moving on to ... *[fade]*

PAUSE: 00'02"

R: Now you will hear the interview 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.