

Test 4

LISTENING

PART 1 Questions 1–10

Complete the notes below.

Write **ONE WORD** for each answer.



Listening test audio

Easy Life Cleaning Services

Basic cleaning package offered

- Cleaning all surfaces
- Cleaning the **1** throughout the apartment
- Cleaning shower, sinks, toilet etc.

Additional services agreed

- Every week
 - Cleaning the **2**
 - Ironing clothes – **3** only
- Every month
 - Cleaning all the **4** from the inside
 - Washing down the **5**

Other possibilities

- They can organise a plumber or an **6** if necessary.
- A special cleaning service is available for customers who are allergic to **7**

Information on the cleaners

- Before being hired, all cleaners have a background check carried out by the **8**
- References are required.
- All cleaners are given **9** for two weeks.
- Customers send a **10** after each visit.
- Usually, each customer has one regular cleaner.



PART 2 Questions 11–20

Questions 11–14



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Choose the correct letter, A, B or C.

- 11** Many hotel managers are unaware that their staff often leave because of
- A** a lack of training.
 - B** long hours.
 - C** low pay.
- 12** What is the impact of high staff turnover on managers?
- A** an increased workload
 - B** low morale
 - C** an inability to meet targets
- 13** What mistake should managers always avoid?
- A** failing to treat staff equally
 - B** reorganising shifts without warning
 - C** neglecting to have enough staff during busy periods
- 14** What unexpected benefit did Dunwich Hotel notice after improving staff retention rates?
- A** a fall in customer complaints
 - B** an increase in loyalty club membership
 - C** a rise in spending per customer

Questions 15–20

Which way of reducing staff turnover was used in each of the following hotels?

Write the correct letter, **A**, **B** or **C**, next to Questions 15–20.

Ways of reducing staff turnover

- A** improving relationships and teamwork
- B** offering incentives and financial benefits
- C** providing career opportunities

Hotels

- 15** The Sun Club
- 16** The Portland
- 17** Bluewater Hotels
- 18** Pentlow Hotels
- 19** Green Planet
- 20** The Amesbury

PART 3 **Questions 21–30**

Questions 21–22

Choose **TWO** letters, **A–E**.



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Which **TWO** points do Thomas and Jeanne make about Thomas's sporting activities at school?

- A** He should have felt more positive about them.
- B** The training was too challenging for him.
- C** He could have worked harder at them.
- D** His parents were disappointed in him.
- E** His fellow students admired him.

Questions 23 and 24

Choose **TWO** letters, **A–E**.

Which **TWO** feelings did Thomas experience when he was in Kenya?

- A** disbelief
- B** relief
- C** stress
- D** gratitude
- E** homesickness

Questions 25–30

What comment do the students make about the development of each of the following items of sporting equipment?

Choose **SIX** answers from the box and write the correct letter, **A–H**, next to Questions 25–30.

Comments about the development of the equipment

- A** It could cause excessive sweating.
- B** The material was being mass produced for another purpose.
- C** People often needed to make their own.
- D** It often had to be replaced.
- E** The material was expensive.
- F** It was unpopular among spectators.
- G** It caused injuries.
- H** No one using it liked it at first.

Items of sporting equipment

- 25** the table tennis bat
- 26** the cricket helmet
- 27** the cycle helmet
- 28** the golf club
- 29** the hockey stick
- 30** the football

PART 4 Questions 31–40

Complete the notes below.

Write **ONE WORD ONLY** for each answer.



Listening test audio

Maple syrup

What is maple syrup?

- made from the sap of the maple tree
- colour described as **31**
- added to food or used in cooking
- very **32** compared to refined sugar

The maple tree

- has many species
- needs sunny days and cool nights
- maple leaf has been on the Canadian flag since 1964
- needs moist soil but does not need fertiliser as well
- best growing conditions and **33** are in Canada and North America

Early maple sugar producers

- made holes in the tree trunks
- used hot **34** to heat the sap
- used tree bark to make containers for collection
- sweetened food and drink with sugar

Today's maple syrup

The trees

- Tree trunks may not have the correct **35** until they have been growing for 40 years.
- The changing temperature and movement of water within the tree produces the sap.

The production

- A tap is drilled into the trunk and a **36** carries the sap into a bucket.
- Large pans of sap called evaporators are heated by means of a **37**
- A lot of **38** is produced during the evaporation process.
- 'Sugar sand' is removed because it makes the syrup look **39** and affects the taste.
- The syrup is ready for use.
- A huge quantity of sap is needed to make a **40** of maple syrup.