

PART ONE
Questions 1 – 12

- You will hear the introduction to a seminar, called the Business Master Class, about the use of Information Technology in the workplace.
- As you listen, for questions 1 – 12, complete the notes, using up to three words or a number.
- You will hear the recording twice.

THE BUSINESS MASTER CLASS

SEMINAR NOTES
Arrangements for participants

- The event will take place over
 - Seminar organised by
 - The title of the last session will be
 - To use the New City Hotel car park, delegates must obtain a
- Dr Sangalli**
- Dr Sangalli has advised many
 - The name of his consultancy is
 - He is the author of
 - In Europe, he is the best-known

The Business Master Class

Two problems for companies:

- to become more
 - to establish new
- Two outcomes of session:
- design your own
 - take away documents containing actual

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PART TWO
Questions 13 – 22

- You will hear five different business people talking about trips they have recently been on.
- For each extract there are two tasks. For Task One, choose the purpose of each trip from the list A – H. For Task Two, choose the problem described from the list A – H.
- You will hear the recording twice.

TASK ONE – PURPOSE

- For questions 13 – 17, match the extracts with the purposes, listed A – H.
- For each extract, choose the purpose stated.
- Write one letter (A – H) next to the number of the extract.

- | | |
|---|--|
| <p>13</p> <p>14</p> <p>15</p> <p>16</p> <p>17</p> | <p>A to supervise staff training</p> <p>B to hold job interviews</p> <p>C to introduce new policy</p> <p>D to visit possible new premises</p> <p>E to observe working practices</p> <p>F to meet a new manager</p> <p>G to sign a new contract</p> <p>H to deal with a complaint</p> |
|---|--|

TASK TWO – PROBLEM

- For questions 18 – 22, match the extracts with the problems, listed A – H.
- For each extract, choose the problem described.
- Write one letter (A – H) next to the number of the extract.

- | | |
|---|--|
| <p>18</p> <p>19</p> <p>20</p> <p>21</p> <p>22</p> | <p>A I forgot a document.</p> <p>B My hotel was noisy.</p> <p>C I was late for a meeting.</p> <p>D I didn't understand some figures.</p> <p>E The service at my hotel was bad.</p> <p>F I had some wrong information.</p> <p>G I didn't have an interpreter.</p> <p>H I experienced computer problems.</p> |
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Turn Over ▶

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PART THREE

Questions 23 – 30

- You will hear part of a conversation between a management consultant and the Human Resources Manager of Jenkins, a company which manufactures children's clothing.
- For each question **23 – 30**, mark one letter **A**, **B** or **C** for the correct answer.
- You will hear the recording twice.

23 What is said about the ownership of Jenkins?

- A** The founder has sold the company to someone else.
- B** Jenkins has merged with another company.
- C** There has been no change of ownership.

24 What does the Human Resources Manager see as the main external threat to Jenkins?

- A** Their retailers are becoming less willing to pay their prices.
- B** Consumers are buying more top-of-the-range children's clothes.
- C** More and more companies are producing children's clothes.

25 The Human Resources Manager sees the company's main strength as the fact that

- A** it has several long-term contracts.
- B** it makes products of high quality.
- C** its distribution system is efficient.

26 The Human Resources Manager believes that Jenkins's main weakness at present is that

- A** the machinery is inadequate for current requirements.
- B** the management style is out of line with modern demands.
- C** the relations between management and workers are poor.

27 According to the Human Resources Manager, why do many machinists choose to leave?

- A** They think that they can get better paid work elsewhere.
- B** They feel that too much is expected of them.
- C** They lack confidence in the company's future.

28 When working to produce a batch of clothes

- A** each team is responsible for a particular operation.
- B** each member of the team produces a complete item.
- C** each person carries out one part of the production process.

29 What change has been made to the range of goods?

- A** A smaller number of different items is produced.
- B** Each item is now made in smaller quantities.
- C** Fewer new styles are introduced each year.

30 What is said about the machinists?

- A** More of their work is falling below the required standard.
- B** Some of them are earning less than they used to.
- C** They have to spend longer learning to operate new machines.

You now have ten minutes to transfer your answers to your Answer Sheet.

