

# Test 4

## LISTENING

### PART 1 Questions 1–10

Complete the notes below.

Write **ONE WORD AND/OR A NUMBER** 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**

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**

- |           |                  |       |
|-----------|------------------|-------|
| <b>15</b> | The Sun Club     | ..... |
| <b>16</b> | The Portland     | ..... |
| <b>17</b> | Bluewater Hotels | ..... |
| <b>18</b> | Pentlow Hotels   | ..... |
| <b>19</b> | Green Planet     | ..... |
| <b>20</b> | The Amesbury     | ..... |



**PART 3 Questions 21–30****Questions 21–22**

Choose **TWO** letters, **A–E**.



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
- added to food or used in cooking
- colour described as 31 .....
- 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.



**TEST 4****LISTENING**Answer key with extra explanations  
in Resource Bank**Part 1, Questions 1–10**

- 1 floor(s)
- 2 fridge
- 3 shirts
- 4 windows
- 5 balcony
- 6 electrician
- 7 dust
- 8 police
- 9 training
- 10 review

**Part 2, Questions 11–20**

- 11 A
- 12 A
- 13 A
- 14 C
- 15 A
- 16 C
- 17 B
- 18 C
- 19 B
- 20 A

**Part 3, Questions 21–30****21&22** IN EITHER ORDER

C

E

**23&24** IN EITHER ORDER

A

D

**25** B**26** F**27** A**28** D**29** C**30** G**Part 4, Questions 31–40**

- 31 golden
- 32 healthy
- 33 climate
- 34 rock(s)
- 35 diameter
- 36 tube
- 37 fire
- 38 steam
- 39 cloudy
- 40 litre / liter

**If you score ...**

1–17	18–27	28–40
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