

SECTION C

You will hear an interview between a manager and a member of her staff.
Answer questions 17–21 by ticking the best answer A, B, C or D. You will hear the interview twice.

17. Why is Dorothy dissatisfied with Natalie's schedules?
A Natalie has not said when the jobs will be done.
B Natalie has not estimated how much it will cost.
C Natalie has not had enough time to complete her objectives.
D Natalie has made some mistakes in her estimates.
18. What does Natalie feel about the schedules?
A regretful that she hasn't completed them
B content to leave them as they are
C unhappy to have irritated her manager
D frustrated at being given the task
19. Why does Dorothy say she needs the schedules?
A to give to the director
B to improve the quality of the products
C to help staff to plan their work
D to reduce workloads
20. What does Natalie regard as the most important part of her job?
A ensuring that the products are top quality
B arranging meetings with other departments
C talking to the customers
D encouraging colleagues to work more efficiently
21. When Natalie says 'Oh, here we go . . .', she is commenting on
A the language being used.
B the number of products she is responsible for.
C being contacted by her manager.
D being made to finish the task.

SECTION D

You will hear various people talking. There are five extracts which are not related in any way except that everyone is talking about experiences they have had. You will hear the people twice.

Task 1

For questions 22–26 look at the topics below labelled A–H. As you listen, put the topics in the order in which you hear them by completing the boxes 22–26 with the appropriate letter. Three topics will not be used.

A solitary confinement	Topic 1	22.	
B people's attitude to the disabled	Topic 2	23.	
C memory	Topic 3	24.	
D a marvellous surprise	Topic 4	25.	
E becoming a writer	Topic 5	26.	
F looking after the elderly			
G an earthquake disaster			
H marriage			

Task 2

For questions 27–31 look at the types of people listed below labelled A–H. As you listen, decide in what order you hear each person speak and complete the boxes 27–31 with the appropriate letter. Three people will not be used.

A a proud parent	27.	
B a long-lost relative	28.	
C a kidnap victim	29.	
D an author	30.	
E a blind woman	31.	
F a man in a wheelchair		
G a psychiatrist		
H a nurse		