

[pause]

Section C. You'll 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.

[pause]

tone

Natalie: Well, Dorothy, here are the schedules for next year, for what they are worth.
(sigh)

Dorothy: Oh, thank you, Natalie, that'll really make the job a lot easier. Ah – but have you put target dates for each of your objectives?

Natalie: Well, that's quite impossible.

Dorothy: Why? I'm only asking for *target* dates. If you don't meet them, feel unable to meet them at a later stage, then you can reconsider them, change them . . .

Natalie: What's the point? Anyway, who needs these objectives, what are these objectives, who are they for . . . him, our director?

Dorothy: I need them – not just for our department but for the whole company. I think they will make things clearer for everyone, help people know where they're going, aiming at . . . Now come and sit down . . .

Natalie: I haven't time, there isn't enough time ever! Anyway, what I'm trying to say is that there's much more to the job than simply making a list of how and when we produce the products. In fact, that's the easy part and I just don't think it's helped at all. You mustn't forget the other side – that's just as important.

Dorothy: What do you mean exactly?

Natalie: The liaising with the other departments, the administrative back-up support. All this takes time.

Dorothy: I hope I'm not forgetting all that. Of course it's important, but we have to start somewhere. The product, our products, are the easiest thing to get hold of, they're tangible.

Natalie: Yes, but that's just it. They hide what the job's really about.

Dorothy: And that is?

Natalie: That's seeing people, talking to the people who buy our stuff. That's what gives people job satisfaction. That's what's really important.

Dorothy: Of course, I agree with you, but there's got to be an objective in doing all that, hasn't there?

Natalie: Oh, all this jargon, this management language. Where does it get us? All I know is that I am not doing what I should be doing, what I'm trained to do.

Dorothy: Or what you want to do? Your job is basically to produce a quality product. One that everyone wants and one that satisfies them.

Natalie: Oh, here we go 'product'. That's just words, words . . .

Dorothy: Perhaps we should meet again later and discuss things in more detail. Could you think about how you see your job now and how you see it developing . . .

Natalie: Developing! Disintegrating, more like. But, yes, all right. I think we should. I think you need to know about things, how I feel, what I have to do . . .

Dorothy: Monday, then, about two.

Natalie: Well, all right, but I may have other things to do.

Dorothy: I'll put it in my diary, then.

[pause]

tone

Practice Test 2

Now you will hear the piece again. [The recording is repeated.]

[pause]

That is the end of Section C.

[pause]

Section D. In a few moments 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. Task One lists the topics that the people are talking about and Task Two lists the people. It is better to concentrate on Task One during the first hearing and Task Two during the second hearing. For Task One look at the topics labelled A–H. As you listen, decide in what order you hear them and complete the boxes 22–26 with the appropriate letter. For Task Two look at the people labelled A–H and put them in the order in which you hear them by completing the boxes 27–31 with the appropriate letter. Listen carefully. You will hear the people twice.

[pause]

tone

Man in wheelchair:

I think what I find most disheartening is people's reaction when they see me. They seem to think that if a person is in a wheelchair that they're only half-human or like a child or something. We don't get treated in the same way as the able-bodied, we don't come in for the same respect.

Long lost relative:

Getting a letter like that, out of the blue, was wonderful. I had given up hope of ever seeing my sister again.

Blind woman:

I remember when I lost my sight all those years ago, I said I'd never forget what my husband looked like. But you know, I have! (*with a laugh*) He feels very good looking though!

Nurse:

To go up there and be part of all that suffering was what I'd wanted. My medical training has been mainly in highly technical hospital environments, and so I couldn't help very much. But I'm still glad I went . . . Life seems sweeter somehow.

Proud parent:

She never talked much as a child, very self-composed you know. It's hard to see where she got the talent from, but there's no doubt she has a way with words. She's working on her second at the moment. She works all night sometimes. We're delighted, you know . . .

[pause]

tone

Now you will hear the piece again. [The recording is repeated.]

[pause]

That is the end of Section D. There will now be a pause to allow you to check your work.

[pause]

That is the end of the test.

Section C [One mark for each correct answer]

17. A 18. D 19. C 20. C 21. A

[Total: 5 marks]

Section D [One mark for each correct answer]

Task 1: 22. B 23. D 24. C 25. G 26. E

Task 2: 27. F 28. B 29. E 30. H 31. A

[Total: 10 marks]

