

TEST 5

Listening

SECTION 1

Questions 1–10



Questions 1–6

Complete the table.

Write **NO MORE THAN TWO WORDS AND/OR NUMBERS** for each answer.

	Rule One	Rule Two
Payment of rent	On the <u>Example</u> 5 th	Full amount expected
Cooking/Kitchen	must clean 1 _____	must 2 _____
Cleaning Duties	must 3 _____	do every 4 _____
Other	no noise 5 _____	no 6 _____

Questions 7–10

Complete the form.

Write **NO MORE THAN TWO WORDS AND/OR NUMBERS** for each answer.

Tenancy Service	
Online Advertising Form	
Gender:	7 _____
Job:	8 _____
Rent (\$):	9 _____
Move in:	10 _____

SECTION 2 Questions 11–20 

Questions 11–17

Complete the sentences.

Write **NO MORE THAN TWO WORDS** for each answer.

- 11 The crime rate in the speaker's city is _____.
- 12 Students will receive much benefit if they do some _____.
- 13 Advice can be obtained from friends, homestay parents, and _____.
- 14 A 24-hour police station is called a _____.
- 15 For late-night travel, use a _____.
- 16 Dialling 000 will put you through to _____.
- 17 To save time, students should have the nearest station's _____.

Questions 18–20

Choose **THREE** answers, **A–G**, from the list.

Which **THREE** pieces of advice does the police officer give?

- 18 _____
- 19 _____
- 20 _____

List of Advice

- A Avoid dangerous areas
- B Avoid strangers
- C Carry a personal siren
- D Do not stay out late
- E Stay in well-lit areas
- F Use common sense
- G Carry pepper spray

SECTION 3 Questions 21–30 

Questions 21–25

Choose the correct letter, **A**, **B**, or **C**.

- 21 Nicole interviewed **A** over 50 students.
B 50 students.
C less than 50 students.

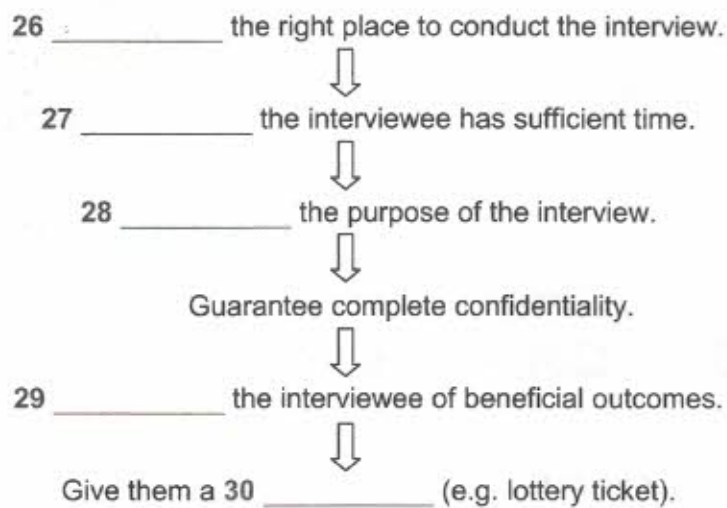
- 22 The proportion of students NOT satisfied with the staff is
A one quarter.
B one tenth.
C two thirds.
- 23 Overseas students were mostly concerned about
A homestay issues.
B the attitude of the teachers.
C the facilities.
- 24 The proportion of teachers Nicole thinks needs improving is
A 10%.
B one third.
C 90%.
- 25 The speakers agree to show their findings to the
A assistant dean.
B course convener.
C CEO.

Questions 26–30

Complete the flowchart.

Write ONE WORD ONLY for each answer.

Nicole's Interviewing Technique



SECTION 4 Questions 31–40



Questions 31–33




Choose the correct letter, A, B, or C.

- 31 'Hard' HRM is A bad.
 B best for organisations.
 C necessary.
- 32 'Soft' HRM A was quickly realised.
 B considers human needs.
 C regards workers as tools.
- 33 Human resources A must also be 'softly' managed.
 B are more important than a company's assets.
 C mostly apply to factories and shops.

Questions 34–40

Complete the table.

Write **NO MORE THAN TWO WORDS** for each answer.

Three Elements of 'Soft' HRM		
Motivation	Retention	34 _____ staff well
Raise awareness that job serves a 35 _____ 	Make workers feel 37 _____ 	Involve staff in 39 _____ 
All products and services are 36 _____	e.g. say thank you in a 38 _____ way	Anyone can display intelligence, know-how, and 40 _____