

# Test 4

## LISTENING

### PART 1 Questions 1–10

Complete the notes below.

Write **ONE WORD** 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



**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.

