

Listening 10

Text 1 Catching up after a trip**Task 1** You will hear people talking on eight different topics. (8 points)

Write a number (1–8) to put the conversation topics in the order they are mentioned.

1. The description of a holiday flat in Toronto;
2. Rental flats in general;
3. A rental in Barcelona;
4. Long-distance phone calls;
5. The weather in winter;
6. Toronto neighbourhoods;
7. The underground city;
8. A house in the countryside.

Task 2. Choose the best answer. (8 points)

9. If Dave was abroad and saw a phone call from someone at home, he ...
 - a. wouldn't answer it.
 - b. would be worried something had happened.
 - c. would think it was a work call.
10. When he first arrived in Toronto, Dave was a bit worried about ...
 - a. contacting his uncle.
 - b. his accommodation.
 - c. being mugged.
11. Jean's friend had a problem in her holiday flat, because ...
 - a. it didn't look like what was advertised.
 - b. the air conditioning didn't work.
 - c. the neighbours were really noisy.
12. Dave's apartment was ..
 - a. small but modern, with spectacular views.
 - b. comfortable and with a roof garden with spectacular views
 - c. big, light and with spectacular views.
13. He particularly enjoyed the ...
 - a. green spaces.
 - b. shopping.
 - c. meeting of different cultures.
14. Dave thought the PATH was particularly good ...
 - a. as a shortcut when walking around the city.
 - b. for tasting many different types of food all in one place.
 - c. for keeping warm.
15. The temperature ...
 - a. can feel much lower because of the humidity.
 - b. can feel much lower because of the wind.
 - c. was unusually low for that time of year.
16. Dave's uncle lives ...
 - a. in the suburbs of the city.
 - b. in an area that was more beautiful before it was affected by development work.
 - c. in a small house next to a lake.

Task 3. Match the definitions (a–h) with the vocabulary (17–21). (5 points)

| | Vocabulary | Definition |
|-----|-------------------|--|
| 17. | fabulous | a) shocking and very bad |
| 18. | appalling | b) very unsuccessful said of a situation where everything goes badly wrong |
| 19. | disastrous | c) giving a beautiful view of nature |
| 20. | unspoiled | d) extremely good |
| 21. | scenic | h) somewhere that has not been changed in a way that makes it less beautiful |

Text 2 A phone call from a customer

Task 4. Listen to the phone call from a customer. Are the sentences true or false? (6 points)

22. The delivery hasn't arrived yet.
23. Andrea is having cash flow issues and needs a payment extension.
24. Andrea usually asks for an extension of the payment terms.
25. Andrea has a new order to place, even bigger than the last one.
26. Junko can extend the payment terms on the last order to 60 days.
27. Junko will send Andrea an email confirmation.

| True | False |
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Task 5. Write the sentences in the correct group. (8 points)

28. Let me see what I can do.
29. I promise this won't become the norm.
30. I'm happy to help you.
31. I'm not sure if I can do that.
32. You'll really be helping us.
33. I appreciate your help.
34. I need a favour.
35. I think we can make an exception this time.

| The customer (c) says: | The supplier(s) says: |
|---------------------------|--------------------------|
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Task 6. Match the definitions (a–e) with the vocabulary (36–40). (5 points)

- | Vocabulary | Definition |
|-----------------------------|--|
| 36. an exception | a) a document which shows how much a customer has to pay, for what and by when |
| 37. an invoice | b) when something doesn't follow the usual rule |
| 38. a delivery confirmation | c) the timing and amount of money coming in and going out of a company |
| 39. cash flow | d) an official or organisational rule |
| 40. a regulation | e) a proof that a delivery has been made |

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| Task 1 | 1 | 2 | 3 | 4 | 5 |
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| | 6 | 7 | 8 | | |
| Task 2 | 9 | 10 | 11 | 12 | 13 |
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| | 14 | 15 | 16 | | |
| Task 3 | 17 | 18 | 19 | 20 | 21 |
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| Task 4 | 22 | 23 | 24 | 25 | 26 |
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| | 27 | | | | |
| Task 5 (c/s) | 28 | 29 | 30 | 31 | 32 |
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| | 33 | 34 | 35 | | |
| Task 6 | 36 | 37 | 38 | 39 | 40 |
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