

PART 1 – LISTENING

Exam 1

You will hear short conversations between two people. After each conversation, choose the statement which is true. You will hear each conversation twice.

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| <p>1 A He works for a newspaper. B They work in the same office. C He wants to be an operator.</p> <p>2 A He will have to pay extra to use the ATM. B He doesn't have an account with National Bank. C He is not allowed to use the ATM.</p> <p>3 A He leaves without buying anything. B She only takes debit cards. C He has traveler's checks and cash.</p> <p>4 A She has not visited Paris before. B She is visiting from the US. C She wants to visit the US.</p> <p>5 A She does not have 3 euros. B He only has three postcards left. C She thinks the postcard is expensive.</p> | <p>6 A He did not hear the announcement. B He thinks she is lying to him. C He has missed his flight.</p> <p>7 A The plane is about to land at the airport. B The pilot wants all passengers in their seats. C The seats on the plane are not comfortable.</p> <p>8 A She has not checked her email. B She did not receive his email. C She will send him an email.</p> <p>9 A He wants a different room. B He is leaving the hotel. C He is staying for a few more days.</p> <p>10 A She wants a job as a tour guide. B She wants to tell him about the job. C He is pleased to hear about the position.</p> |
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Choose the correct item (A, B, C or D) to complete the sentences.

- 1 Mr. Smith isn't in the office this week, so we need to his calls to his assistant.
A transfer C operate
B connect D contact
- 2 Please the line; the person you are calling is busy.
A pass C direct
B join D hold
- 3 If you want cheap lodging, *The Baumhaus* is a very good hotel.
A youth C budget
B drive-through D resort
- 4 *The Lilies* is a luxury hotel with a 5 star
A rating C selection
B option D service
- 5 Please have your pass ready to show at passport control.
A departure C security
B duty-free D boarding
- 6 The train to Rome will be ready to from platform B in ten minutes.
A embark C disembark
B depart D escort
- 7 We want to rent a car for our family holiday, so the economy is too small.
A getaway C cabin
B deal D model
- 8 This store only accepts cards or cash as payment.
A traveler's C checking
B debit D billing
- 9 James used his credit card to \$100 from the ATM near the hotel.
A release C withdraw
B recover D convert
- 10 The doctor said the skin came from a mosquito bite.
A immunization C application
B vaccination D infection
- 11 You don't need money for refreshments and food at the hotel on a(n) holiday.
A round-trip C full-size
B all-inclusive D half-board
- 12 The transfer bus is free of for all guests at the hotel, so don't pay the driver.
A expense C price
B fee D charge
- 13 Don't forget the most important bargaining : never forget your price limit.
A position C tip
B rate D tag
- 14 Forecasters are temperatures as high as 44°C tomorrow.
A ensuring C predicting
B negotiating D reporting
- 15 That airline has a great safety
A reference C record
B transcript D resolution
- 16 Please to this email if you wish to cancel your booking with us.
A return C confirm
B react D respond
- 17 Long-distance calls are charged according to international
A scales C degrees
B rates D figures
- 18 Hotel employees must always guests using a title and surname.
A target C address
B attend D refer

Read the exchanges. Which answer (a or b) best completes each exchange?

- 1 A: Could you please put me through to Mr. Jones' office?
B: **a** Certainly. It's the third door on the left.
b Certainly. Please hold the line.
- 2 A: Where are you visiting from?
B: **a** I'm from Scotland.
b It's my first time in Germany.
- 3 A: How long does it take to arrive in York?
B: **a** I'm not sure. Please check the timetable inside the terminal.
b The York stop is only ten minutes, for a change of drivers.
- 4 A: How would you like to pay?
B: **a** Now, if possible.
b I'll use my card.
- 5 A: How are you enjoying your stay with us, Mr. Smith?
B: **a** On the top floor, if possible.
b It's wonderful, thank you.
- 6 A: Can you tell me what the bag looks like?
B: **a** It's a red leather one with a blue strap.
b It was checked in at Heathrow with the others.
- 7 A: How will I know when it's time to board?
B: **a** You can wait in the airport terminal.
b I'll make an announcement.
- 8 A: The hospital isn't far. I can arrange a cab to take you there.
B: **a** That's not necessary, but thanks for your concern.
b But I need a doctor, so I can't go to my accommodation.
- 9 A: What exactly are the symptoms?
B: **a** They are listed in the policy documents.
b I have a bad headache and a rash.
- 10 A: Bob, do you have a moment?
B: **a** Sure, Ann. What can I help you with?
b Here it is. What do you need it for?
- 11 A: I'd like to speak to Ms. Harper, please.
B: **a** Certainly. Is there anything else?
b I'm afraid Ms. Harper is away from her desk right now.
- 12 A: May I ask who's calling?
B: **a** I'm calling about your special offer.
b My name's Becky Adams.
- 13 A: How much of the money can I get back?
B: **a** We can refund 50% of the cost of the tickets.
b The price is fixed, but there's a discount if you book early.
- 14 A: Can you get me on that flight, please?
B: **a** Yes, you're right, it is delayed.
b I'm afraid it's fully booked.
- 15 A: Can you talk about your strengths as a worker?
B: **a** I have great customer service skills.
b Yes, that's my strong point.
- 16 A: Is there anything else I can do for you?
B: **a** No, everything is fine, thanks.
b No, I can't do any more now.

You will read some information related to tourism. For questions 1-4, choose the correct answer A, B or C.

A

Information for hotel guests: access to money

There is an SBC Bank located on the corner of Main and 21st Street, which is two blocks away.

Turn right when you leave the entrance and you will find it easily.

Facilities: ATM, Traveler's checks, Foreign Exchange

Hours: 8 am-5 pm daily, except Friday 4:30 pm

ATM available 24 hours – access with ATM card

B

Imperial Hotel dining

- **The Imperial Steakhouse** on the ground floor is a family restaurant, with plenty to please the kids.
- **The Western Terrace** on the fourth floor provides top-quality Asian cuisine. On Fridays we always have a jazz band.
- **The Rooftop Lounge** is mainly a cocktail bar, but offers a variety of small snacks – and an unbeatable view of the city!

Or simply order room service!

- 1 If a visitor needs money at midnight, can they use the ATM at the bank?

A No, they can't, because the bank is closed.
B Yes, they can, if they have a card.
C Yes, they can, except on Fridays.

- 2 Where is the bank?

A at the entrance to the hotel
B two blocks from the hotel
C at the corner of the hotel

- 3 How is the Rooftop Lounge different from the other two?

A It has the best view of the city.
B It offers full meals.
C It doesn't serve alcohol.

- 4 Where would a guest find live music?

A the Imperial Steakhouse
B the Western Terrace
C the Rooftop Lounge

You are going to read an extract from a tourist leaflet. For questions 5 and 6, read the text and choose the correct answer T (true), F (false) or DS (doesn't say).

C

Cruises with Golden Queen

There are so many cruises to go on with Golden Queen ships. We offer a wide choice of routes and number of days that visitors can stay on board: 7, 10 or 14 nights. Why not enjoy the delights of the Caribbean and open your window every morning to a new destination? How do you feel about sitting on the viewing deck and watching the sunset? Perhaps you want to go ashore for sightseeing or perhaps you don't; we have an itinerary that suits your needs and desires. From the moment that you embark on a Golden Queen cruise you will receive top quality service.

- 5** Visitors on *Golden Queen* ships can choose between three different lengths of cruise.
6 All cabins have got windows.

T / F / DS
T / F / DS

Read the magazine article about job interviews. Complete the gaps (1–5) with the correct pair of sentences (A–F). One pair of sentences is extra.

- A** Be prepared for the basics, too. In other words, take with you official copies of your qualifications.
- B** People have different views on fashion. So try not to be too showy with your appearance.
- C** This is inappropriate at the first interview. However, it's definitely a good idea to follow up with a thank you note after the interview.
- D** Of course, hundreds of applicants will be weeded out immediately. This can happen on the basis of their CV or application letter.
- E** This is your big opportunity, so make the most of it. To do this, you must be prepared.
- F** However, making an impression involves much more. For a start, you should come across as confident and enthusiastic.

A Successful Job Interview

When you submit a job application, there may be thousands of well-qualified people hoping to get the same post. **1)** However, you still need to impress the interviewer. **2)**

Before going to the interview, you should have done some research on the company. You can find out a lot from people who work there and from the company's website. **3)** Get references from previous employers and your college professors as well.

Make sure you are smartly dressed for the interview. **4)** This is a great opportunity to talk about your strengths and experiences. Also, you can express your interest by asking questions related to what you have learned about the company.

Finally, don't ask about things like salary details. **5)**