

## Organisation

Write in clearly defined paragraphs.

Use appropriate opening and closing formulae for an email to a business.

## 3 Report

### Model answer

*This model has been prepared as an example of a very good answer. However, please note that this is just one example out of several possible approaches.*

#### Modern English Literature Course

This term I completed the new Modern English Literature course. On the whole, I found it an extremely valuable addition to the other courses offered by the Language Department in this college.

#### Strengths

What I appreciated most about this course was its breadth. It dealt not only with the novel but also with poetry and drama, and it covered writers from a wide range of countries in the English-speaking world. The lecturer provided us with a lengthy bibliography, which is particularly useful in that it includes brief notes on each of the titles listed. In all, the course gave us an excellent introduction to the topic, as well as offering many suggestions as to how best to follow up the issues we had been discussing.

#### Weaknesses

In my opinion, the course had only two weaknesses. Firstly, the lecture theatre where it was held was not big enough for such a popular course and, secondly, the instructions for the coursework assignment which the lecturer set us were not as clear as they might have been.

#### Suggested improvements

It goes without saying that I would recommend that the course take place in the college's largest lecture hall in future and that the assignment be reworded to avoid ambiguity. However, I would also recommend that the course tutors make better use of the department website. For example, forums could be set up for further discussion of some of the issues raised by the lectures.

## Notes

- Use of an appropriate title
- Opening paragraph sets the context
- All the points from the question are dealt with in the answer
- Clearly organised in paragraphs
- Appropriate use of headings
- Good range of vocabulary, e.g. 'on the whole', 'a valuable addition', 'it goes without saying'
- Shows ability to handle a range of structures, e.g. 'What I appreciated most about the course was ...' and 'It dealt not only with ... but also ...'
- Variety of sentence length
- Appropriate register – neither very formal nor very informal
- No language errors
- Correct length (245 words)

## 4 Proposal

### Style

Neutral to formal

Your proposal should use language that is appropriate for a piece of formal writing.

## Content

Your proposal should make recommendations about both green spaces and street art in your town. It should explain how what you propose would improve the quality of life of the people who live there. You should try to express your ideas clearly and persuasively.

### Organisation

Write in clearly defined paragraphs.

Include a title and sub-headings.

## Listening Part 1

- 1 B A: The woman hasn't made a mistake. C: She says, 'the manager allocates work to everyone, and that's all we have the chance to do,' but doesn't say she has too much work.
- 2 C A: She says, 'you can start and finish late, if you want to, though I don't'. B: She says that unlike most of her colleagues, she works on Friday afternoons.
- 3 C A: The woman thought the production was very interesting. B: She says turning the play into farce didn't really work for her.
- 4 A B: The man loved the soundtrack, but the woman found a lot of it quite distracting. C: They agree that the scenery was poor.
- 5 B A: The man says Isabel has let him down 'again', so he is not surprised. C: He believes she must have known about driving her children to school when she agreed to pick him up, so that can't be unexpected.
- 6 C A: He doesn't know anyone else who's going who could pick him up. B: Although he considers not going, the woman persuades him it's better to arrive late than not at all.

## Listening Part 2

- 7 **coach:** Because few people owned cars, Bennett bought a coach to use for trips to the Lakes. The coach left Manchester in the morning and returned late that night, and the all-in price included meals.
- 8 **Africa:** The largest number of trips are to South America, and Africa is the second biggest category. The company offers only a few European destinations, and it is considering Central America for the future.
- 9 **thrilling:** '[H]er opinion' reflects 'I'd call it' in the transcript.
- 10 **balloon:** The other option, a helicopter ride, is in the morning.
- 11 **architecture:** 'Susan is particularly impressed' reflects 'can compare with any in the world, in my opinion' in the transcript.
- 12 **glaciers:** '[M]ountains' refers to the 'granite peaks' in the transcript.
- 13 **whale(s):** In listing the wildlife off the coast, only whales are mentioned twice – killer whales and humpback whales.
- 14 **viaduct:** Susan talks about a train trip that leaves in the morning, climbs the mountains as far as a viaduct, then returns to Salta.

## Listening Part 3

- 15 D A: The connection with the town's 300th anniversary was made after the council had decided to hold the festival. B: Angela hopes this will be a side effect of holding the festival. C: The interviewer says that some festivals are intended to raise money for charity, but neither speaker says this is true of the Marston festival.
- 16 B A: She had been involved in festivals, but in a more junior role. C: She had contacts with various artists and performers, but doesn't say that was a reason for her appointment. D: She says she isn't an arts expert.



## Listening



*This is Advanced Trainer Test 3, Listening Part 1.*

*I'm going to give you the instructions for this test. I will introduce each part of the test and give you time to look at the questions. At the start of each piece, you will hear this sound: [tone]*

*You will hear each piece twice.*

*Remember, while you're listening, write your answers on the question paper. You will have five minutes at the end of the test to copy your answers onto the separate answer sheet.*

*There will now be a pause. Please ask any questions now, because you must not speak during the test.*

*Now open your question paper and look at Part 1.*

## PART 1

*You will hear three different extracts. For questions 1 to 6, choose the answer (A, B or C) which fits best according to what you hear. There are two questions for each extract.*

### Extract 1

*You hear two friends discussing the woman's new job.*

*Now look at questions 1 and 2.*

**Man:** How's your new job going, Annie? It's with a software company, isn't it?

**Woman:** Yes. Well, I have to say I'm not enjoying it as much as I'd hoped. I thought I'd have plenty of freedom to develop new games, but it's all very structured: the manager allocates work to everyone, and that's all we have the chance to do.

**Man:** Mm, that's a shame.

**Woman:** Still, it'll give me useful experience to put on my CV for when I apply for a more senior position, so I'm glad I took this job rather than the other one I was offered – it's a means to an end, really.

**Man:** What are the hours like?

**Woman:** Oh, we have flexible hours, which I like. You have to work 37 hours a week, but you can start and finish late if you want to, though I don't. Most of my colleagues work four long days and finish at lunchtime on Fridays, so after that I often have the office to myself. It's a good opportunity to concentrate without the usual interruptions.

**Man:** I wish I could have Friday afternoon off! It'd be great to have a longer weekend.

**Woman:** I don't mind. I don't go away at the weekend as often as you do.

**Man:** That's true.

- 17 **C** A: Angela mentions spending time organising the work, because there are so many volunteers. B: She mentions how expensive it would be to pay everyone, but doesn't say anything about raising funding. D: She mentions various areas of expertise, such as sound and lighting, but implies there were volunteers for those activities as well as non-specialised ones.
- 18 **D** A: She says she doesn't blame other people when things go wrong, but this is 'by temperament' – not something she is learning from organising the festival. B: She says she sometimes reacts to the stress by wanting to resign, but she doesn't comment on whether that is a bad response. C: She seems able to cope with stress quite well, but she already knew she could, as it is part of her temperament.
- 19 **C** A: They agree that wouldn't be very original, and Angela says she wanted something different. B: The connections are between events and aspects of the town, not between events. D: Angela mentions clubs following up the events when the festival has finished.
- 20 **A** B: Angela says she is most interested in the arts, implying that she would rather organise an arts festival than one in another field. C: She says she wouldn't be a performer in a festival. D: She mentions her current assistant, but doesn't say she needs more help.

## Listening Part 4

### TASK ONE

- 21 **C** Having found what he thought was the same laptop online at a much lower price, he saw the manager to ask for a discount. The store had ordered a particular laptop, but that was before the speaker spoke to the manager.
- 22 **G** She bought a pair of shoes as a present for her niece, who wasn't keen on them, so she wanted to get her money back. The shoes weren't faulty.
- 23 **E** He wanted to buy a dishwasher, but the shop assistant seemed ignorant about them, so he asked to see the manager. He feels he had poor service, but doesn't complain to the manager about it.
- 24 **F** She wanted to report the behaviour of the shop assistant, who had tried to charge a lot for delivery, and had then been rude to her. She didn't want to cancel a delivery.
- 25 **A** The mirror he had bought was scratched, and he wanted to exchange it for one in perfect condition. The price of the mirror had been reduced, so that wasn't why the speaker talked to the manager.

### TASK TWO

- 26 **E** The speaker felt a fool for confusing the two laptop models. He accepted the manager's offer of a free carrying case.
- 27 **D** The manager sent out mixed messages about doing what the speaker asked. She seemed 'almost hostile' towards her, but apparently believed what she said.
- 28 **H** He thought the manager was rude to break off their conversation several times to talk to various assistants. He doesn't say that he is a loyal customer.
- 29 **C** She says she was thankful that the manager understood why she was annoyed. She considered never shopping there again, despite having been a loyal customer, but didn't decide that.
- 30 **A** The speaker expected anyone working in retail to assume the customer is always right, but found he couldn't convince the manager. It is likely that he was annoyed, but he doesn't say so.



### Extract 2

You hear two friends discussing a play they have both seen.

Now look at questions 3 and 4.

**Man:** What did you think of the production, Amanda? I really enjoyed it.

**Woman:** Me too. I thought it was very interesting. I know the director emphasised the comic aspects of the play – well, it was turned into a farce really, wasn't it? And although that didn't really work for me, it made me realise that I'd been misinterpreting the play ever since I first saw it. I'd always thought it was very serious, because of the awful things that happen to the hero, but that's not the only way of looking at it.

**Man:** I see what you mean. Actually, I loved the music, or rather the soundtrack.

**Woman:** Mm. All those strange sounds, you mean, like the heartbeat and the white noise?

**Man:** Yes. It was really atmospheric.

**Woman:** I found a lot of it quite distracting – I couldn't always concentrate on what was happening on stage because I was wondering how they'd created the sounds. The lighting was quite different, though, particularly the way they used spotlights to show the hero's isolation from everyone else on stage.

**Man:** Mm. That worked really well, didn't it? But as for the scenery ...!

**Woman:** I bet I could design better scenery, even though I've never done it before!

**Man:** I'm sure you could.

### Extract 3

You hear a man telling a friend about a phone call he has just had.

Now look at questions 5 and 6.

**Man:** I've just had a call from Isabel. Would you believe she's let me down again?

**Woman:** No!

**Man:** All I wanted was a lift to the conference on Wednesday. I mean, she'll practically be going past my door, so it wouldn't have been any trouble to her.

**Woman:** So why won't she?

**Man:** Oh, there's a good reason – there always is with her. Something to do with driving her children to school. Well, she must have known about that when she agreed to pick me up in the first place. Goodness knows what time she'll turn up at the conference.

**Woman:** How will you get there?

**Man:** To be honest, I'm tempted not to go at all. I know there are no buses from here early enough – that's why I needed a lift. And I don't know anyone else who's going who could pick me up.

**Woman:** How much of it would you miss if you went by bus?

**Man:** The whole of the first session, I think. Maybe more.

**Woman:** Well, surely that's better than not going at all? After all, you've been looking forward to it, and you said it would be useful.

**Man:** Mm, I suppose you're right. OK, I'll do that.

*That is the end of Part 1.*

*Now turn to Part 2.*



### PART 2

You will hear a woman called Susan Foster talking about holidays organised by the company that she works for. For questions 7 to 14, complete the sentences with a word or short phrase.

You now have 45 seconds to look at Part 2. You will need to play the recording twice.

**Woman:** Good evening. My name's Susan Foster, and I hope to interest you in the tours that we offer at Bennett's Holidays.

First, some background. The company was founded in the early twentieth century by a businessman, John Bennett. He lived in Manchester, in the north of England, which isn't too far from the Lake District. The Lakes were a popular destination, and as very few people owned cars in those days, Bennett bought a coach to provide transport. He offered excursions at an all-in price that included meals, leaving in the early morning and returning to Manchester late that same day. This continued until the 1950s, though by then the company also offered seven-day holidays.

During the next few decades, overseas package holidays were introduced – initially only to European destinations, but since 2005, the largest proportion of our trips are to South America. Although we still offer a few holidays in Europe, our strategy of advertising tours in Africa has really paid off – it's now our second biggest category. And we're currently looking into possibilities in Central America, too.

Argentina is one of our most popular destinations, and it's an enormously varied country. Several of our tours start in the capital, Buenos Aires, a city that's noted for its elegant boulevards, but there's a great deal more to see. I expected it to be quite interesting, but now I've been there, I'd call it one of the most thrilling cities I've ever been to, offering everything from tango in the streets to fascinating museums.

On our Buenos Aires holidays, you can see the city and its surroundings from the air, by taking a helicopter ride in the morning, or a balloon trip as the sun goes down.

You can also book a two-centre holiday, combining Buenos Aires with Montevideo, the capital of Uruguay. Montevideo has a rich cultural heritage, and it's very cosmopolitan. While many people are knocked out by the sandy beaches – and they're certainly very attractive – its architecture can compare with any in the world, in my opinion.

Another holiday that starts in Buenos Aires includes flying south to spend three days among the glaciers that slowly flow between granite peaks. This is a simply spectacular area, and I guarantee the memories will stay with you for ever.

Several of our holidays bring you face-to-face with nature. For instance, you can combine a stay in Buenos Aires with three days on the Valdes Peninsula to see the wildlife off the coast – elephant seals, sea lions, dolphins and, depending on the season, killer whales, humpback whales and penguins.

Another fascinating add-on to a stay in Buenos Aires is to fly to Salta, in north-west Argentina. From there, you can travel more than 400 kilometres on a train, which leaves around seven in the morning, climbs up the mountains as far as a viaduct that's over 4,000 metres above sea level, and arrives back in Salta at midnight. The views of the landscape are just breathtaking.

Now I'd like to talk a little bit further ...

*That is the end of Part 2.*

*Now turn to Part 3.*



## PART 3

*You will hear a conversation on a local radio station between a presenter and Angela Staveley, the director of an arts festival in the town of Marston. For questions 15 to 20, choose the answer (A, B, C or D) which fits best according to what you hear.*

*You now have 70 seconds to look at Part 3. You will need to play the recording twice.*

**Man:** Marston town council is planning a major arts festival for later this year, and today we're going to have a look behind the scenes and learn something about how such a big event is organised. In the studio with me is Angela Staveley, the festival director. Welcome, Angela.

**Woman:** Thank you.

**Man:** Now, lots of towns hold festivals of one sort or another, sometimes to raise funds for local charities, but I believe this is the first one in Marston. This year marks 300 years since the town is thought to have been founded. Is that the reason for the festival?

**Woman:** Actually, that connection was only made after the council had reached a decision. But there's a certain amount of prestige attached to holding an arts festival – at least, if it's successful.

**Man:** Yes, a lot of towns and cities are known for theirs.

**Woman:** And attract loads of visitors. Marston is aiming to be in the same league.

**Man:** And when a festival works really well, it brings people together in a way that doesn't happen every day.

**Woman:** Exactly. If we achieve that, it would be a bonus – the icing on the cake.

**Man:** You were appointed festival director. You've been involved in festivals before, haven't you?

**Woman:** Yes, though in a more junior role. Not that I'm an arts expert, by any means, but through that work, I got to know several of the artists and performers who are going to appear here in Marston.

**Man:** I understand your last full-time job was with a transport company, where you were in charge of several big projects.

**Woman:** That's right. They gave me a good reference, and that helped me to get the job with the council.

**Man:** I'm sure it hasn't all been plain sailing. What's the biggest challenge you've faced?

**Woman:** Organising a festival like this means getting all sorts of people involved, to do everything from publicity to cleaning the venues, and some of it's highly specialised, like sound and lighting. Paying everyone for their work would be prohibitively expensive, so the festival largely depends on volunteers. I've been amazed by how many we have – far more than we need, to be honest, so I've spent a long time making sure there's something for everyone to do. Not a problem I'd had before!

**Man:** Can I ask how having such a responsible job affects you personally? It must be time-consuming and probably very stressful at times.

**Woman:** All the time, to be honest. And occasionally I find myself on the point of wanting to resign when something really frustrating happens.

**Man:** But you haven't given up so far.

**Woman:** Not yet! It helps that by temperament I've always been able to look for solutions rather than blaming other people when things go wrong. One thing I've noticed, though, is that this job is part of a pattern in my life, where I'm frantically busy while the

particular activity is underway, then collapse in a heap when it's finished. I need to do something about that – though probably not just yet!

**Man:** Now, what about the programme of events? You were largely responsible for that, I presume.

**Woman:** Not entirely. I came up with the big picture, the underlying principle that I wanted the festival to reflect.

**Man:** Which was?

**Woman:** Well, if you think about many arts festivals, their objective is to have a wide range of activities, so there's something for everyone. Now that's very good, of course ...

**Man:** But not terribly original.

**Woman:** Exactly. I wanted something a little different, to give people a reason for attending an event even if they weren't particularly interested in that particular art form. So, many of the events, such as an exhibition of photos of residents, highlight a particular facet of Marston. Another example is a performance of old songs about working in a factory, to reflect our industrial past.

**Man:** I like it!

**Woman:** Thanks. I'm hoping it'll inspire local clubs to follow up some of the events when the festival has finished.

**Man:** Will you direct more arts festivals?

**Woman:** Quite possibly. As an amateur painter and singer myself, it's certainly the field I'm most interested in, though not as a performer. But I'd make sure I'm involved from the outset. In this case, the town council had drawn up outline plans before I was appointed, and that hasn't always proved helpful. Luckily, my assistant was put in place before I was, so he's been able to fill me in on what happened before I came along.

**Man:** Angela, many thanks.

**Woman:** Thank you.

*That is the end of Part 3.*

*Now turn to Part 4.*

## PART 4

*Part 4 consists of two tasks. You will hear five short extracts in which people are talking about speaking to the store manager in a shop. Look at Task 1. For questions 21 to 25, choose from the list (A–H) the reason each speaker gives for speaking to the store manager. Now look at Task 2. For questions 26 to 30, choose from the list (A–H) how each speaker felt after speaking to the store manager. While you listen you must complete both tasks.*

*You now have 45 seconds to look at Part 4. You will need to play the recording twice.*

**Speaker 1**

What happened was that the store ordered a particular laptop for me, and they just asked me for a small deposit. Meanwhile, I had a look online and found the same laptop for a fraction of the price, though the delivery charge was on top of that. So I went back and asked the manager for a discount. Well, when we went into details, it turned out the two computers were different models, which I hadn't realised. He said it was easy to confuse them, but I felt such a fool! Anyway, he offered me a free carrying case, which he didn't need to in the circumstances, so I accepted gratefully. And I'm sure I'll shop there again.





### Speaker 2

I never like asking to see a shop manager. The last one I saw seemed almost hostile at first. She said what I wanted was against company policy, but she could understand how I felt, so she'd make an exception. She really sent out mixed messages. What had happened was that I'd bought this really expensive pair of shoes for my niece. I'd spent ages choosing them, with a lot of help from the shop assistant. But as soon as my niece opened the package, it was obvious she wasn't keen. So I said I'd get my money back, and give her something else instead. That's why I wanted to see the manager. But I almost wish I hadn't bothered.

### Speaker 3

You'd hope that people working in retail at least know *something* about what they're selling. But I wanted to buy a dishwasher, and the assistant serving me seemed completely ignorant about the various models. I mean, he didn't even seem to understand about the different energy ratings! So I asked to see the manager, in the hope that she'd be more knowledgeable than the assistant. Well, she was quite helpful, but what I couldn't forgive was that she kept breaking off in the middle of our conversation to talk to various assistants who walked past us – nothing to do with what we were discussing. I thought it was so rude. That's not the way to encourage customers to be loyal.

### Speaker 4

I went to buy a bike for my brother, and wanted it delivered. Well, you'd think I was asking for the moon! I was prepared to pay extra, but the assistant wanted to charge me a fortune. I refused, and said I wouldn't buy the bike, and then she was quite impertinent. I insisted on seeing the manager, to report her behaviour – though I assumed the manager would side with his staff. I was on the point of saying I'd never shop there again, despite having been a good customer over the years, but to give him his due, he understood why I felt as I did, which I was thankful for. I still didn't buy the bike, though.

### Speaker 5

I once had occasion to speak to a shop manager who was fiercely loyal to her staff and suspicious of mere customers. I explained what had happened, but it was impossible to convince her – it was the assistant's word against mine, and the assistant won hands down. I thought that in retail 'the customer is always right', but obviously not. You see, I'd bought a large mirror on special offer, but when I got home I found it was scratched. I went back to get one in perfect condition, because it was meant to be a wedding present. But the assistant said there'd been a sign saying that was why the price was reduced. There certainly wasn't.

*That is the end of Part 4.*

*There will now be a pause of five minutes for you to copy your answers onto the separate answer sheet. Be sure to follow the numbering of all the questions. I will remind you when there is one minute left, so that you're sure to finish in time.*

*You have one more minute left.*

*That is the end of the test. Please stop now. Your supervisor will now collect all the question papers and answer sheets.*

## Test 4

## Key

### Reading and Use of English Part 1

- 1 **B** A: 'Search' without 'for', is followed by a place, e.g. 'to search a house for stolen goods'. C: A direct object following 'seek' refers to what is being looked for, e.g. 'to seek a solution to a problem'. D: 'Enquire' is intransitive.
- 2 **D** Only D can refer to a particular type of something, e.g. technology.
- 3 **A** This use of 'feel' means that somebody watching the interviews nowadays gets the impression that they are over-rehearsed. None of the other options can be 'over-rehearsed'.
- 4 **C** This is the only option that collocates with 'team' to refer to the position of its leader.
- 5 **A** Only A can be used with 'technological' to refer to what couldn't be done.
- 6 **C** A and B: 'Archaic' and 'bygone' are not used to refer to somebody's job in the past. D: 'Outgoing' refers to people as they leave their job and are replaced, e.g. 'The outgoing president had a long conversation with her successor.'
- 7 **B** Only B can be used with 'changes' to mean 'caused the changes to happen'.
- 8 **B** This means 'creating something again that has been destroyed'. A and D are normally used of objects, e.g. 'I lost the application form, so I asked for a duplicate', 'a replica of an old ship', and C is used of paintings or images of people.

### Reading and Use of English Part 2

- 9 **Unlike:** This is a preposition. It makes a contrast between Neanderthals (who developed in Europe and Asia) and Homo sapiens (who developed in Africa).
- 10 **long:** It often collocates with 'ago' to refer to a period of time.
- 11 **from:** 'Far from' means 'not at all'.
- 12 **any:** This often follows 'hardly' to mean 'a very small amount'.
- 13 **least:** 'At least' is used here to reduce the effect of a statement, i.e. possibly not Denisovans but only their DNA.
- 14 **with:** This normally follows 'to interbreed'.
- 15 **Whatever:** This means 'it doesn't matter what the precise connection was'.
- 16 **it:** 'Were it not for' is a fixed phrase. The sentence means that we only know something about the relationship because of advances in DNA retrieval and sequencing.

### Reading and Use of English Part 3

- 17 **global:** An adjective is required to classify the noun 'community'.
- 18 **primarily:** An adverb is needed to modify the verb 'do'.
- 19 **marginalised / marginalized / marginal:** An adjective is required to classify the noun 'communities'. Here, it refers to communities that are not powerful.
- 20 **compliance:** The preceding adjective ('strict') and following preposition ('with') show that a noun is required.
- 21 **consultancy:** 'A' needs to be followed by a singular noun; 'consultant' can only refer to one person, but 'the Collective' is a group of people. A 'consultation' is a process or activity, and so can't refer to the people.
- 22 **expertise:** 'The ... of' requires a noun, which must refer to something that staff, etc. have, i.e. expert knowledge and skill.