



Learning Resource Network

LRN Entry Level Certificate in ESOL International (Entry 3) (CAB)(CEF B1)

Listening

Sample Paper 1

(approx. 25min)

Instructions

- Write your name, centre number and candidate number on your answer sheet.
- Read the instructions for each section before answering the questions.
- Mark your answers on the mark sheet in pencil.
- Check your answers when you finish
- Do not leave the exam room until the end of the exam

Task 1: Listen to 5 short recordings and answer questions 1 to 5 below by selecting and marking ONE correct option A, B or C.

Questions 1 to 5

Hi, Ahmed. We've just had a call from a client. He needs a pick-up at 6:30am tomorrow morning. Business client, needs to get to Manchester station for 7:30am. He's travelling on to London before returning on the 4:30pm train, scheduled arrival in Manchester at a quarter to six. Can you do it? The client wants to get back home in time for tea at 7pm. Let me know asap. Bye.

1. The operator...

A. ...is asking the driver, Ahmed, to take the client to the airport.

B. ...is asking the driver, Ahmed, to pick up the client at 7:30am and 7pm.

C. ...is asking the driver, Ahmed, to pick up the client at 6:30am and 5:45pm.

Good morning everyone and thanks for coming here at such short notice. As agreed, I'm going to bring you up to date on our new telephone call management system. I just want to remind you all that we are starting the new system at the end of this month, and not at the beginning of next month as we had originally said. So make sure you're ready!

2. The new system will be in operation...

A. ...as agreed.

B. ...later than planned.

C. ...earlier than planned.

John, I need to talk to you about that completion date again because I thought that I could pick up the car from the garage on Saturday, and now you are telling me it's next Monday. I really need my car back as soon as possible – every day I haven't got the car costs me £300 in lost income. I appreciate your work, and I know you're thorough, but you'll understand where I'm coming from.

3. The speaker...

A. ...thinks that the completion date is too soon.

B. ...thinks that the completion date is not soon enough.

C. ...is satisfied with the completion date given by the garage.

We are delighted to announce that we've had a small but steady increase in our business from the local authority, although we haven't really done a lot of advertising. But we still want to deliver some leaflets to the local schools – any volunteers from those of you who would like to help us with that?

4. The business from the local authority...

A. ...owes its success to a strong advertising campaign.

B. ...has had a lot of help from volunteers.

C. ...can be improved even more.

Hiya David. Hope you're ok. We've had a cancellation from your client due for pick up at 3:00pm. I'm actually quite annoyed about it. But, anyway, I've got a replacement: Mrs. Dogherty needs picking up from the GP surgery on Donegal Road at 3:00pm. I think you've met her before, she can't walk very well. Just let me know if you are ok with that. Cheers.

5. How does the speaker feel about the cancellation?

A. pleased

B. angry

C. surprised

Task 2: Listen to the phone message and complete the gaps in questions 6 to 15 with the missing information (NO MORE THAN 5 WORDS PER GAP).

Hello, Mr. Walters, this is Helen Smith calling from Auto Mirrors Ltd. I'm calling about your order for a new wing mirror, order number WM258532, which you placed with us via email on 21st September. We have received your cheque for £85.99 covering the cost of the mirror at the special offer price available until the end of September. The normal price is £95.50. The problem is that we don't have the item you ordered in stock. So the delivery to your home address is now expected to be the end of October. Of course, your purchase at the discounted price is protected. If there is an issue with the delay in delivery or if you have any other query, please phone me, Helen, on 01567 5345. The company address is 54, Mountain Road, Toxted MA3 4RT. Thank you. (140 words)

6. Name of the company calling: _____

(Auto Mirrors Ltd. – accept phonemically close spellings)

7. Item ordered: _____

(wing mirror)

8. Order number: _____

(WM258532)

9. Date order was made: _____

(21 September)

10. Discounted item price: _____

(£85.99)

11. Problem: _____

(item not in stock)

12. Expected delivery date: _____

(end of October)

13. Company telephone number: _____

(01567 5345)

14. Company postcode: _____

(MA3 4RT)

15. What should the client do there is a problem? _____

(call/phone [the company/Helen Smith])

Task 3: Listen to the phone message and complete the written note taken by the receptionist by filling each gap 16 to 20 with NO MORE THAN 3 WORDS.

Hello, this is Mr. Hunt, calling from Autoglass in Birmingham. I've got a meeting with Mrs. Ramon at 5pm this Thursday, 20 November. Please tell her that I'll be unable to make it, I'm sorry to say. The reason is that there's a problem with our production line. We've had a fire in our factory and I've had to sort it all out. What is more, due to the football match in the evening, traffic will be terrible. There is no way I can make it in time. The only thing I can do is to come up to see Mrs. Ramon on Saturday morning, that's 22 November, if that's OK with you. I'd have to drive up and return the same day, so maybe we could start the meeting at around 10am and finish by 2pm at the latest. I'll expect this change of date is OK if I don't hear from you. If Mrs. Ramon has got any questions, please ask her to call me at this number: 0112464345. Thank you very much. Goodbye. (180 words)

Complete the receptionist's message below (NO MORE THAN 3 WORDS PER GAP).

Message for Mrs. Ramon

Mr. Hunt from Autoglass called. He has had to (16)_____ (cancel) the meeting on Thursday because of a (17)_____ (fire) at their workshop. What is more, (18)_____ (traffic) will be very heavy on Thursday evening because of the football match, so he couldn't possibly arrive in time.

He suggests meeting on Saturday instead. He can be here for a meeting at 10am, but he'll have to leave the same day at 2pm. If you (19)_____ (don't) call him to arrange another date, he'll expect that the new date is confirmed. He has asked you to call him on 0112464345 if you have (20)_____ ([any] [other] question[s]).