

FINAL EXAM

LISTENING

Task 1

You will hear some advice about preventing car crime. For questions 1-10, fill in the missing information.

Keep Your Car Secure

Having your car stolen leads to delay and **1**
Remember that car crime is the most **2** of all crimes.
Don't leave luggage and valuables **3**.
Never leave **4** in the glove compartment.
Always lock the door when you leave your car.
Have **5** number etched on windows and other glassware.
Take the ignition key out even when your car is **6**.
Retract your aerial when you park
Choose a security-coded radio/cassette machine or one which can be **7**.
Fit lockable wheel nuts to protect wheels.
A lockable fuel cap forces thieves to **8** your car when it runs out of petrol.
Don't leave vehicle documents in the car- they could help a thief to **9**.
Park your car in a busy **10** area.

(___/10)

Task 2

Listen to two people discussing a survey connected to the 'nanny state'. Tick (✓) A, B, or C.

- 1 What does the man say about the woman's opinion of the 'nanny state'?
A He used to agree with it. B It may not be widely shared.
C It isn't logical.
- 2 The man says that the survey indicates that most people in Britain _____.
A have changed their minds about the 'nanny state'
B want the government to tell them what to do on certain issues
C feel that there is no such thing as the 'nanny state'
- 3 The woman believes that government action on various health issues _____.
A is the right thing for the government to do
B shows that the 'nanny state' can be a good thing
C annoys a great many people in Britain
- 4 The woman thinks that the survey results _____.
A suggest that people have the wrong attitude
B show that people have become very confused
C do not indicate approval of the 'nanny state'
- 5 The woman says that the report in the paper _____.
A has interpreted people's opinions incorrectly
B won't be believed by most readers
C may change people's view on the 'nanny state'

(___/10)

READING

Task 1

You are going to read a magazine article in which five career consultants give advice about starting a career. For questions 1-10, choose from the consultants (A-E). The consultants may be chosen more than once.

Which consultant makes the following statements?

1. Keep your final objective in mind when you are planning to change jobs.
2. It takes time to become familiar with the characteristics of a company you have joined.
3. You should demonstrate determination to improve your job prospects.
4. Make sure your approach for information is positive in tone.
5. It is not that you will be given very much support in your job initially.
6. Stay optimistic in spite of setbacks.
7. Promotion isn't the only way to increase your expertise.
8. Ask for information about your shortcomings.
9. Some information you are given may not give a complete picture.
10. It will be some time before you start giving your employers their money's worth.

(___/10)

Starting out on your career

Are you a graduate trying to plan out the best career path for yourself? We've asked five careers consultants to give some tips on how to go about it.

Consultant A

A university degree is no guarantee of a job, and job hunting in itself requires a whole set of skills. If you find you are not getting past the first interview, ask yourself what is happening. Is it a failure to communicate or are there some skills you lack? Once you see patterns emerging it will help you decide whether the gaps you have identified can be filled relatively easily. If you cannot work out what the mismatch is, get back to the selection panel with more probing questions, and find out what you need to do to bring yourself up to the level of qualification that would make you more attractive to them: but be careful to make this sound like a genuine request rather than a challenge or complaint.

Consultant B

Do not be too dispirited if you are turned down for a job, but think about the reasons the employers give. They often say it is because others are 'better qualified', but they use the term loosely. Those who made the second interview might have been studying the same subject as you and be of similar ability level, but they had something which made them a closer match to the selector's ideal. That could be experience gained through projects or vacation work, or it might be that they were better at communicating what they could offer. Do not take the comments at face value: think back to the interviews that generated them and make a list of where you think the shortfall in your performance lies. With this sort of analytical approach you will eventually get your foot in the door.

Consultant C

Deciding how long you should stay in your first job is a tough call. Stay too long and future employers may question your drive and ambition. Of course, it depends where you are aiming. There can be advantages in moving sideways rather than up, if you want to gain

real depth of knowledge. If you are a graduate, spending five or six years in the same job is not too long provided that you take full advantage of the experience. However, do not use this as an excuse for apathy. Graduates sometimes fail to take ownership of their careers and take the initiative. It is up to you to make the most of what's available within a company, and to monitor your progress in case you need to move on. This applies particularly if you are still not sure where your career path lies.

Consultant D

It is helpful to think through what kind of experience you need to get your dream job and it is not a problem to move around to a certain extent. But in the early stages of your career you need a definite strategy for reaching your goal, so think about that carefully before deciding to move on from your first job. You must cultivate patience to master any role. There is no guarantee that you will get adequate training, and research has shown that if you do not receive proper help in a new role, it can take 18 months to master it.

Consultant E

A prospective employer does not want to see that you have changed jobs every six months with no thread running between them. You need to be able to demonstrate the quality of your experience to a future employer, and too many moves too quickly can be a bad thing. In any company it takes three to six months for a new employee to get up to speed with the structure and the culture of the company. From the company's perspective, they will not receive any return on the investment in your salary until you have been there for 18 months. This is when they begin to get most value from you – you are still fired up and enthusiastic. If you leave after six months it has not been a good investment – and may make other employers wary.

Task 2

Read the article and tick (✓) A, B, or C.

THE SCIENCE OF PERSUASION

A Persuasion is key to business and to much more besides. In many walks of life and in many situations, persuading people to do what you want them to do is the key to success. Is persuasion a science with rules that can be taught and learnt, or is it simply a matter of instinct and personal experience? Researchers have looked into different aspects of persuasion and come up with some interesting results.

B One advertising copywriter, for example, came up with an approach to selling a product on a TV shopping channel via phones sales that differed from the norm for such advertising. Instead of being instructed: 'Operators are waiting, please call now', viewers were told 'If operators are busy, please call again'. This might appear to have been a risky tactic, putting potential buyers off by suggesting that they would have to waste their time calling repeatedly until they finally got through to someone to take their order. But the results were extraordinary and an unprecedented number of sales resulted. The advert suggested that instead of there being lots of operators sitting there and hoping people would call, there were so many people who wanted the product that people might have to wait until they could get it. This showed just how desirable the product was. Potential customers decided that, if so many other people wanted it, they definitely wanted it too.

C What role does choice have in persuading people to buy or get something? One study looked at the choices employees made when offered different retirement programmes. This showed that the more choices people were given, the less likely they were to choose anything at all. Another study in a supermarket revealed a similar effect of choice. A particular supermarket displayed either 6 or 24 different kinds of jam. When there were 24 jams to choose from, 3% of customers went to the display and bought one of the jams. When there were 6 jams on display, 30% of customers did so.

D To what extent can fear play a part in persuasion? One experiment involved public health leaflets on the dangers of tetanus infection. Some of the leaflets consisted almost entirely of frightening images of infected people, with a bit of information about infection, while some contained no images at all, only information about infection. Some included information on where people should go to get tetanus injections to protect themselves, while others only gave this information and nothing else. The outcome was that the greatest number of people who went for injections were those who had been given the leaflet with both frightening images and instructions on where for injections. People who had been given the leaflets dealing only with infection did nothing. The conclusion was that fear paralyses people if no solution is offered, but if people are frightened and offered a solution they are motivated to take action.

E Research has also looked into the issue of restaurants persuading people who have booked to let them know if they are not going to turn up. This shows that getting people to promise to do something makes them more likely to do it than simply asking them to do it. If the restaurant asks people to call if they can't make it, 30% of them simply don't turn up and don't tell the restaurant. If, however, the restaurant asks them to call if they have to cancel and they reply that they will do so, only 10% fail to notify the restaurant in advance that they will not be coming.

F Another aspect of persuasion concerns getting someone to change their mind. Everyone knows how hard this can be. It's hard to prove to someone that a previous decision was wrong, and as people get older they get less and less willing to change their minds. This is because people want things to be consistent, they want their attitudes, statements, values and actions to follow a set pattern. The only way to persuade them to change is to acknowledge this by agreeing that the previous decision they made was a perfectly understandable one. This allows them to focus on your suggestion without feeling that their previous decision was wrong in any way. As a result, they may be persuaded to break out of their established pattern without feeling uncomfortable about doing so.

- 1 In section **A**, the writer raises the question of whether or not _____.
- A business is different from other walks in life with regard to persuasion
- B persuasion is as important as people say it is
- C it is possible to generalize about how persuasion works

- 2 The writer says that the instruction mentioned in section **B** _____.
 A sounds like a bad idea B was given by mistake
 C was necessary in the circumstances
- 3 How did some people react to the instruction mentioned in section **B**?
 A Many of them bought more than one of the product.
 B Their interest in the product increased.
 C They bought something they didn't want.
- 4 In both of the studies mentioned in section **C**, _____.
 A some of the choices proved more attractive than others
 B the number of choices affected what people did
 C only a few people selected any of the choices
- 5 What is said about the leaflets mentioned in section **D**?
 A Some of them contained images that were not frightening.
 B Some of them contained images and information.
 C Some of them contained only images.
- 6 What did the experiment described in section **D** show?
 A Fear alone can prevent people from taking action.
 B Fear always causes people to take action.
 C Fear persuades people to take action more than information does.
- 7 The research described in section **E** involved _____.
 A asking people to do different things
 B making the same request more than once C people agreeing to a request
- 8 In section **F**, the writer says that trying to persuade people to change their minds can _____.
 A take longer with some people than with others
 B seem like a challenge to ordinary behaviour
 C fail for reasons that do not seem logical
- 9 The writer advises in section **F** that you should not _____.
 A discuss the other person's attitude in general
 B make your suggestion too strongly C criticize a previous decision
- 10 The writer's purpose in the article as a whole is to _____.
 A discuss a number of different forms of persuasion
 B advise the reader on how to get better at persuasion
 C compare the results of various research into persuasion

(___/10)

USE OF ENGLISH

Task 1

- 1 In **most** lines of the following text there is **one unnecessary word**. It is either grammatically incorrect or does not fit with the sense of the text. For each numbered line 1-16 write the unnecessary word in the spaces next to the line. Some lines are correct. Indicate these lines with **OK**.

Thank God It's Monday

0. The received wisdom is that our lives are more stressful than.....**OK**.
0. those lives of any other age, that the combination of increased.....**lives**
1. workloads, job insecurity, the rapid social change and
2. unrelenting technological progress has been left us frazzled
3. and overburdened. But now it comes the backlash. A growing
4. band of academics, and doctors, and psychologists believe that
5. stress is not always bad. They argue about that stress arousal -
6. where the body produces a burst of adrenalin – is not only
7. good for us, but fundamental to all our survival. In America,
8. this trend has become known as “ Thank God It's Monday”,
9. in which employees will look forward to the exhilaration
10. of starting up another demanding working week. Nobody
11. is denying that the pressures of everyday existence but the
12. new breed of specialists warn that the current methods of

13. dealing with them which are inadequate and often dangerous.
14. Instead of trying to manage the stress of response with drugs
15. or relaxation techniques, we should really be exploiting it
16. and turning it over to our advantage, they argue.

...../8

(___/8)

Task 2

Complete the sentences with the correct word(s).

- 1 You've got such a bad cold, you really need to look after _____.
you yourself one
- 2 The villagers _____ have left the area because they had difficulty growing food.
are thought may understood to
- 3 We're _____ find a petrol station soon. We've been driving for three hours.
sure must bound to
- 4 Not until I've saved enough money _____ leave home and try to find my own place.
I will will I I'll
- 5 As I was _____, if we can borrow a DVD player, we'll be able to watch the film.
saying said to say
- 6 Please let me _____! I'm sure you have more work to do than I have.
to help helping help
- 7 It looks _____ Myron has finally learned to play the violin.
as if that though
- 8 We would rather _____ on holiday in August, but we had to wait until September. In the end, we had a great time.
our have gone that we go
- 9 _____ I need is four extra hours in the day.
What It's The reason
- 10 I don't really like loud music, but Stephen _____.
doesn't is does

(___/5p)

Task 3

Complete the sentences with one word made from the word in brackets.

- 1 When we finished university, Axel and I formed a _____ (partner) and started our own business.
- 2 After the crash, the _____ (wound) were taken to the local hospital for treatment.
- 3 Many animals are fighting for _____ (survive) as humans continue to destroy the environment.
- 4 At the school disco, the boys _____ (number) the girls. There were three times as many boys.
- 5 I'm afraid we _____ (estimate) how popular the tour would be. 1,200 people asked to join, but we only have 100 places.
- 6 The villa has an _____ (door) tennis court so we can only play if it isn't raining or too hot.
- 7 After my illness, it took me several weeks to get back my _____ (strong).

(___/7)

WRITING

Write your answer to **one of the questions** from the following 1-3. Write your answer in **200 – 250** words in an appropriate style. Circle the question number you have chosen.

1 You have listened to a radio discussion programme about facilities which should receive money from local authorities. You have made the notes below:

Which facilities should receive money from local authorities?

- . museums
- . sports centres
- . public gardens

Some opinions expressed in the discussion:

“Museums aren’t popular with everybody!”

“Sports centres mean healthier people.”

“A town needs green spaces – parks are great for everybody.”

Write **an essay** discussing **two** of the facilities in your notes. You should **explain which facility it is more important** for local authorities to give money to, **giving reasons** in support of your answer.

You may, if you wish, make use of the opinions expressed in the discussion, but you should use **your own words** as far as possible.

2 You have just completed six months in a new job. In preparation for a progress meeting, you have been asked to write a report to your manager.

Your report should explain what you feel you have achieved in the job so far, describe any problems you have had, and suggest any future training that would be suitable.

Write your **report**.

3 You see the following announcement on a website, *Great Lives*:

Reviews wanted

Send us a review of a book or film that focuses on somebody who has made an important contribution to society.

Did you learn anything new about the person’s life from the book or film? Did the book or film help you understand why this person made their important contribution?

Write your **review**.

(___/20)

ANSWER KEY

LISTENING

Task 1

1. inconvenience
2. preventable
3. on display
4. credit card
5. an identification/ your registration
6. in the garage
7. easily removed
8. abandon
9. sell the/ your car/ it
10. well-lit

Task 2

- 1 B
- 2 B
- 3 A
- 4 C
- 5 A

READING

Task 1

- 1 D
- 2 E
- 3 C
- 4 A
- 5 D
- 6 B

- 7 C
- 8 A
- 9 B
- 10 E

Task 2:

- 1 C
- 2 B
- 3 A
- 4 B
- 5 A
- 6 C
- 7 A
- 8 B
- 9 C
- 10 B

USE OF ENGLISH

Task 1

- 1. the
- 2. been
- 3. it
- 4. and
- 5. about
- 6. OK.
- 7. all
- 8. OK
- 9. will
- 10. up
- 11. that
- 12. OK
- 13. which
- 14. of
- 15. OK
- 16. over

Task 2

- 1. yourself
- 2. may
- 3. bound to
- 4. will I
- 5. saying
- 6. help
- 7. as if
- 8. have gone
- 9. what
- 10. does

Task 3

- 1. partnership
- 2. wounded
- 3. survival
- 4. outnumbered
- 5. underestimated
- 6. outdoor
- 7. strength

LISTENING SCRIPTS

Task 1

You will hear some advice about preventing car crime. For questions 1-10 fill in the missing information. You will hear the recording twice.

Speaker 1

Car crime is now a problem that affects us all, no matter where we live. Car thefts and thefts from cars make up almost a third of all reported crime. And about one in four of the cars reported missing each year is never recovered.

Speaker 2

Such statistics don't take into account of the delay and inconvenience to you, the owner, if your car gets stolen. It can take a month or more before insurance claims are paid out, and if your car is returned to you, it may be badly damaged and in need of repair.

Speaker 1

Of all crimes, car crime is probably the most preventable. Simply and inexpensive measures can make an enormous difference in reducing the risk of your car becoming the next crime statistic.

Speaker 2

Keep your car safe!

Speaker 1

Don't leave luggage and valuables on display. Take them with you or lock them in the boot out of sight. And never leave credit cards in the glove compartment.

Speaker 2

Lock the doors every time you leave the car.

Speaker 1

Etch an identification number, such as your registration number, on to all glassware: the windows, head lamps and sunroof. Thieves won't want the expense of replacing them.

Speaker 2

Remove your ignition key even when your car is in the garage.

Speaker 1

Put your aerial down when you park.

Speaker 2

When you're choosing a radio cassette machine for the car, look for a security-coded model which won't work if somebody tempests with it. Or buy a machine which is especially designed so that it can be easily removed when you leave your car.

Speaker 1

Lockable wheel nuts are a sensible protection for expensive alloy wheels.

Speaker 2

If you have a lockable fuel cap, thieves will be forced to abandon your car when it runs out of petrol.

Speaker 1

Never leave vehicle documents in your car. Your registration document, MOT and insurance certificate could help a thief to sell your car.

Speaker 2

The safest place to park your car is your garage, if you have one. If you don't, choose your parking space very carefully. A busy, well-lit area is the safest. Thieves don't want to risk being seen.

Speaker 1

You can get more information on crime prevention of all kinds by asking at your local police station for the leaflet called *Practical Ways to Crack Crime*.

Speaker 2

That was a public information announcement on behalf of the City Police.

Task 2

Jim. You know how people talk about 'the nanny' state in Britain, the government interfering in people's lives, telling the what's good for them?

Sonia. Yes, all these officials poking their noses into what should be people's private business. It really gets on my nerves. Most people think the same.

Jim. Well, apparently not. According to some survey in today's paper. Three-quarters of the population think the government should be doing the best to stop people having unhealthy lifestyles. It reconns that people welcome the nanny state when it comes to things like diet or smoking

Sonia. That can't be right. Most people think they should be left alone to make their own decisions on that sort of thing, surely?

Jim. Well, this report says that they want the government to take strong actions on those things and they want it to take more strong action too.

Sonia. What kind of action?

Jim. Well, they want healthier school meals, laws to limit the amount of fat, sugar and salt in foods, a ban on advertising of junk foods to children, a ban on smoking in public places, all sort of things by the look of it.

Sonia. Well obviously, all of those things are desirable, but I don't think this in any way shows that people are in favour of nanny states. It just shows that people are in favour of sensible government action, not the kind of irritating nonsense that most people regard as the nanny state.

Jim. I suppose you have a point there.

Sonia. I'd say what it shows is that they want the government to do all sorts of things they regard as necessary. They want the government to respond to their concerns. That is completely different from the nanny state of thing, where the government tells people how to live their lives, tells them what it thinks is good for them, and tries to make them to do those things.

Jim. That's not the impression you get from this headline in the paper, though, is it? ' People want a nanny state'.

Sonia. No that's silly. People want clear and reliable information about things that affect them, so they can make up their own minds and be responsible for themselves. That's completely different. Who says this survey shows people want a nanny state?

Jim. The organization that conducted the survey. And a government spokes man.

Sonia. Well. I guess that's because they wanted the results to show that for their own reasons. Whatever they say, people don't want the kind of interference that the nanny state brings.