

Part 1: Listening to Problem Solving

Total Time: 8 mins.

You will hear a conversation between a man and a woman at an auto shop. The man fixes cars, and the woman is a customer.



1. a) to ask for a new muffler
b) to get a routine tune-up
c) to pick up her vehicle
d) to solve a noise problem ✓
2. a) angry
b) content ✓
c) impatient
d) puzzled
3. a) have a hot or cold beverage ✓
b) leave and come back later
c) go down to the mall ✓ X
d) buy some magazines

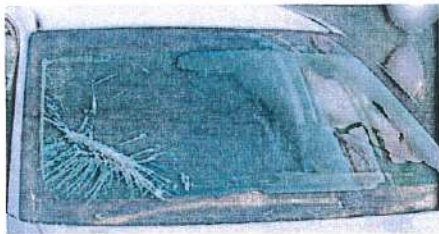
Part 1: Listening to Problem Solving

4.

a)



b)



c)



d)



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5. a) It is slightly more expensive.
b) It does not fit quite perfectly.
c) It is slightly lower in quality. ✓
d) It would take a day to arrive. ✓ X
6. a) Bring my car around to me.
b) Go straight and then turn right.
c) Start working on my car now. ✓
d) Walk ahead of me and I'll follow.
7. a) to ask some questions
b) to get her car keys
c) to make a phone call
d) to pay for the repair ✓
8. a) It was excellent. ✓
b) It was good.
c) It was fair.
d) It was poor.

Part 2: Listening to a Daily Life Conversation

Total Time: 5 mins.

You will hear a conversation between a man and a woman. They are discussing their plans for Friday evening.

1. a) They are co-workers.
b) They are divorced.
c) They just met.
d) They live together. ✓
2. a) They saw it before on TV.
b) They watched it too many times. ✓
c) They should watch something new. ✓ X
d) They should do something else.
3. a) to get him to agree about the movie ✓
b) to provide more food than peanuts
c) to thank him for the hockey game
d) to use the blueberries they picked
4. a) Beer is too heavy to carry.
b) Beer isn't allowed at the park. ✓
c) Lemonade is what the woman prefers.
d) Snacks taste better with lemonade.
5. a) She will cook a delicious dinner for him. ✓
b) He can bring food to eat at the movie.
c) She will go to another hockey game.
d) He will choose the next movie.

Part 3: Listening for Information

Total Time: 6 mins.

You will hear a conversation between a man and a woman. This conversation takes place in a real estate office.

1. a) to leave a document ✓
b) to do an interview
c) to apply for a vacancy
d) to inquire about an exam
2. a) It keeps him very busy.
b) He meets a lot of people. ✓
c) He evaluates interesting houses.
d) It pays him high commission.
3. a) being free to work 24 hours a day
b) knowing how to dress professionally
c) understanding the commission system ✓
d) communicating well with people ✓ ✗
4. a) She is enthusiastic about the career. ✓ ✗
b) He thinks she would become a good agent.
c) There will be a job opening soon.
d) She already has the qualifications. ✓
5. a) She likes the appearance of the people. ✓ ✗
b) She knows some of the agents.
c) It is in her neighbourhood. ✓
d) It was recommended by licensing course.
6. a) wait to hear back from the company
b) talk to other staff members in the office
c) take the salesperson exam ✓ ✗
d) visit other real estate offices ✓

Part 4: Listening to a News Item

Total Time: 5 mins.

*You are about to hear a news story about a man who has a hearing problem.
Choose the **best** way to complete each of the following statements.*

1. Bernie is
 - a) a child.
 - b) a young man.
 - c) a middle-aged man. ✓
 - d) an old man.

2. Bernie's ear pain is from
 - a) a piece of pencil in his ear. ✓
 - b) failing to wear ear protectors.
 - c) an accident on the runway.
 - d) a knock to the head.

3. Bernie's brother
 - a) caused the problem. ✓
 - b) resolved the problem.
 - c) denied anything had happened.
 - d) wrote about the situation.

4. The doctor will
 - a) operate. ✓
 - b) X-ray.
 - c) medicate.
 - d) investigate.

5. Bernie's feelings about the incident are
 - a) indifferent. ✓
 - b) affectionate.
 - c) resentful.
 - d) confused.

Part 5: Listening to a Discussion

Total Time: 6 mins.

You will watch a discussion between a woman and two men. They all work in the same insurance office.

1. Why did the woman go to work?
 - a) She wanted to finish her task. ✓
 - b) A sick co-worker was absent.
 - c) She had started to feel better.
 - d) A client needed a claim done.
2. Does the woman think the younger man will get sick?
 - a) No, she knows he protects his health.
 - b) No, she thinks she isn't spreading illness. ✓
 - c) Yes, because he has been sick recently.
 - d) Yes, because she coughed near him.
3. Which opinion does the older man hold?
 - a) Your health is more important than work.
 - b) Work is more important than your health. ✓
 - c) Sick days should be saved for later use.
 - d) Employees should be paid for sick days.
4. Who probably agrees with the older man?
 - a) just the other man he's speaking with
 - b) only the woman in the conversation
 - c) both of the two other speakers present
 - d) the guy who came in sick last month ✓
5. How did the younger man try to stay well?
 - a) by avoiding shaking hands with people
 - b) by disinfecting the office coffee mugs ✓
 - c) by sanitizing his desktop devices ✓
 - d) by wearing a disposable face mask

Part 5: Listening to a Discussion

6. What does the younger man probably believe?
- a) Careful precautions eliminate common illnesses.
 - b) Shared offices make catching colds unavoidable. ✓ ✗
 - c) Workplace wellness is a shared responsibility. ✓
 - d) You can use your mind to influence your health.
7. How does the company support employee health?
- a) granting more sick days for each year of service
 - b) installing hand sanitizer dispensers in the office
 - c) offering an employee health benefit plan ✓ ✗
 - d) paying staff members who stay home sick ✓
8. What is the best caption for this discussion?
- a) "Attention sick workers: Just stay home."
 - b) "Before calling in sick, check company rules."
 - c) "Not feeling well? Just work harder."
 - d) "Work ethic, yes; infecting colleagues, no." ✓

Part 6: Listening to Viewpoints

Total Time: 8 mins.

*You are going to hear a report on the trickle-down theory of economics. Choose the **best** way to complete each of the following statements.*

1. "Trickle-down economics" is a term that
 - a) has negative connotations. ✓
 - b) almost all economists use.
 - c) large corporations encourage.
 - d) refers to tax breaks for the poor. ✓ ✗
2. Economics professor Jeffrey Walsh confirms that the
 - a) wage gap in Canada has been shrinking for years.
 - b) wage gap in the United States is smaller than ever.
 - c) division between the rich and poor is growing. ✓
 - d) US's policies are much more liberal than in Canada.
3. Vancouver Sun columnist Albert Steingetz says,
 - a) tax breaks and subsidies should go to large corporations.
 - b) corporations might look elsewhere for cheap labour. ✓
 - c) the poor need to look for work overseas.
 - d) the wealthy need much more disposable income. ✓ ✗
4. "Supply-side economics"
 - a) is another term for "trickle-down economics." ✓
 - b) describes policies that are only used in Canada.
 - c) describes policies criticized by Colin Sutherland
 - d) is an outdated term that is rarely used these days.
5. Canadian author Colin Sutherland says that when companies are successful
 - a) everyone shares in the increase in wealth. ✓
 - b) there is always an increase in Chinese labour.
 - c) employees can invest their money overseas.
 - d) their employees are always given wage increases.
6. According to the text, Apple is a company that
 - a) never relies on cheap labour in other countries.
 - b) thinks taxes and regulations on corporations are too high. ✓ ✗
 - c) has a hard time marketing its products to youth.
 - d) helps the economy by employing North Americans. ✓