



## Listening

### SECTION 1

### Questions 1-10

#### Questions 1-2

Complete the form below.

Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer.

### North Star Pet Supplies Invoice #1927

Example Answer

Account: 455-6078-9051

Product	Quantity (pcs)	Notes
1103-02 Essential Puppy Pliable Chew Toys	<b>1</b> _____	-Custom sizing (9x9cm) OK after payment clears -Custom sizing not possible for less than 200 items -Custom items require <b>2</b> _____ premium per item

#### Questions 3-5

Choose the correct letter, **A**, **B** or **C**.

**3** What kind of discount can the supplier offer if the buyer buys in bulk?

- A** Loyalty discount
- B** Frequent buyer discount
- C** Quantity discount

4 Why can the buyer not wait for the black Dog Sleepers on back order?

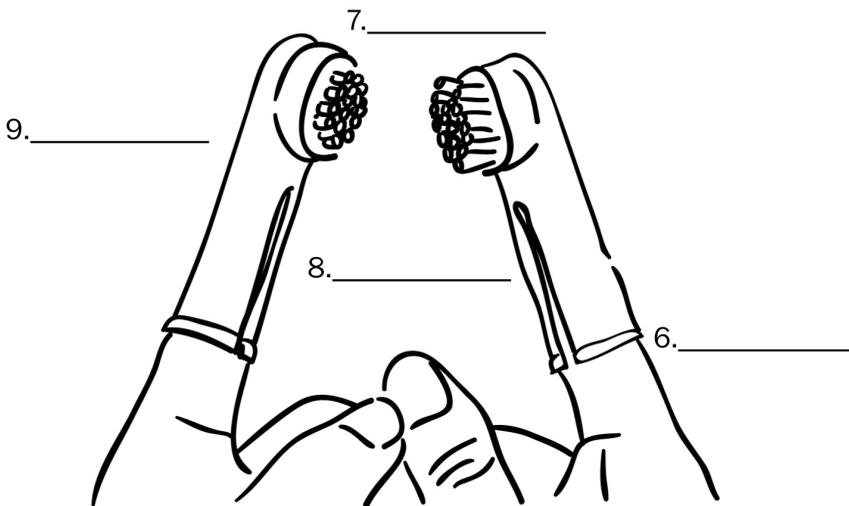
- A He is opening a new store.
- B He is attending a dog show.
- C His store ran out of stock.

5 How many Winks Dog Sleepers does the customer buy?

- A 25
- B 70
- C 140

Questions 6-9

Label the diagram below. Write **NO MORE THAN THREE WORDS** for each answer.



Question 10

Choose the correct letter, **A**, **B** or **C**.

10 How was the buyer going to be notified when the items were shipped?

- A Via text message
- B Via phone call
- C Via email

**SECTION 2**

**Questions 11-20**

*Questions 11-12*

*Choose the correct letter, A, B or C.*

**11** What kind of driving is the CVX designed for?

- A** city driving
- B** long distance driving
- C** short distance driving

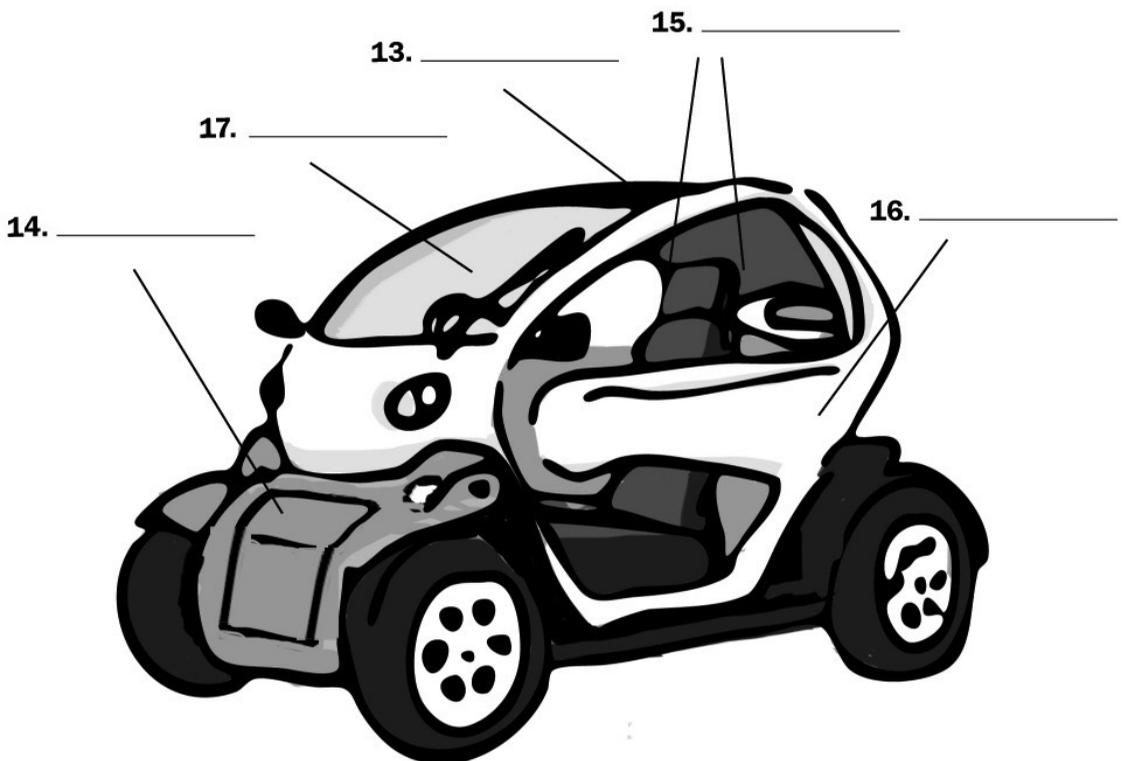
**12** What does the CVX require to be able to connect to the Internet?

- A** a Wi-Fi connection
- B** a mobile network
- C** a smart device

*Questions 13-17*

*Label the diagram below*

*Write **NO MORE THAN THREE WORDS AND/OR A NUMBER** for each response.*



Questions 18-20

Choose **THREE** letters, **A-G**.

What **THREE** things does a driver require to be able to rent a CVX in Hetherington?

- A** a car sharing licence
- B** a smart device
- C** an account on Hetherington's website
- D** a digital key
- E** a vacant CVX
- F** a data receiver
- G** a laptop computer

**18** \_\_\_\_\_

**19** \_\_\_\_\_

**20** \_\_\_\_\_

**SECTION 3**

**Questions 21-30**

Questions 21-24

Which statement applies to each of the following teams?

- A** is equipment dependent
- B** is boys only
- C** could do a lot for student morale
- D** had a great season
- E** is not mentioned
- F** has several players on scholarship

**21** girls basketball team \_\_\_\_\_

**22** field hockey team \_\_\_\_\_

**23** cricket team \_\_\_\_\_

**24** equestrian \_\_\_\_\_

Questions 25-27

Choose **THREE** letters, **A-F**.

What **THREE** colours make up the college's varsity colours?

- A** white
- B** black
- C** navy
- D** grey
- E** red
- F** burgundy

**25.** \_\_\_\_\_

**26.** \_\_\_\_\_

**27.** \_\_\_\_\_

Questions 28-30

Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each of the following.

**Rugby Pitch Schedule**

	Monday	Tuesday	Wednesday	Thursday
Senior Boys	3:15-4:45	vacant	3:15-4:45	vacant
<b>28.</b> _____	vacant	3:15-4:45	vacant	3:15-4:45

**Football Pitch Schedule**

	Monday	Tuesday	Wednesday	Thursday
<b>29.</b> _____	vacant	3:15-4:45	vacant	3:15-4:45
<b>30.</b> _____	3:15-4:45	vacant	3:15-4:45	vacant

**SECTION 4**

**Questions 31-40**

Questions 31-37

Complete the flow-chart below.

Choose **NO MORE THAN THREE WORDS AND/OR A NUMBER** for each answer.

**The Extinction of the Great Auk**

The Great Auk was heavily hunted from the 8th century onwards

In 1553, Britain attempted to **31** \_\_\_\_\_ the protection of the Great Auk.

The ban on Great Auk hunting in Newfoundland applied only if its **32** \_\_\_\_\_ were sought.

It was last spotted in Britain in the year **33** \_\_\_\_\_

The absolute final sighting of an auk occurred in **34** \_\_\_\_\_ in 1844.

The Great Auk had few **35** \_\_\_\_\_, and this contributed to its small numbers.

Fishermen caught Great Auk to use as **36** \_\_\_\_\_

The extinction of the Great Auk is among the first **37** \_\_\_\_\_

Questions 38-40

Choose **THREE** letters, **A-G**.

What **THREE** things has the disappearance of the Great Auk help achieve?

- A** recognition for extinction patterns
- B** ethical fishing practices
- C** systems for categorizing an animal's level of endangerment
- D** an understanding of animal extinction in the North Atlantic
- E** legislation against poaching
- F** more animal breeding grounds
- G** recognition of dangerous human practices

**38** \_\_\_\_\_

**39** \_\_\_\_\_

**40** \_\_\_\_\_

**Answers:**

1. 200
2. \$0.35
3. C
4. B
5. B
6. insertion point
7. bristles
8. slit
9. outer shaft
10. C
11. A
12. B
13. Wi-Fi receiver
14. spare tire compartment
15. speakers
16. data receiver
17. smart windshield
18. B
19. D
20. E
21. D
22. A
23. C or A
24. E
25. A
26. C
27. F
28. Senior Girls
29. Senior Boys
30. Senior Girls
31. legislate
32. feathers
33. 1840
34. Iceland
35. breeding grounds
36. bait
37. well documented extinctions
38. A
39. C
40. G

**Band score calculator:**

Band score	9	8.5	8	7.5	7	6.5	6	5.5
Score / 40	39-40	37-38	35-36	32-34	30-31	26-29	23-25	18-22

5	4.5	4	3.5	3	2.5
16-17	13-15	10-12	8-10	6-7	4-5

## SECTION 1

### *Audio Script*

**Supplier:** North Star Pet Supplies, this is Ian Hershwitz. How may I help you?

**Buyer:** Good Afternoon, Ian. My name is Joseph Thomas; I'm calling on behalf of Pawsitively Pampered in Manhattan. I want to place an order for several of your products.

**Supplier:** Not a problem, Mr. Thomas. Do you already have an account set up with us?

**Buyer:** I do, the account number is 455-6078-9051.

**Supplier:** Alright, Mr. Thomas. For security purposes, can I verify the address on file as well as your mother's maiden name?

**Buyer:** The address is 99 6<sup>th</sup> Ave, Unit 67, New York, New York, Zip Code 10013. My mother's maiden name is McLean, spelt M-C-L-E-A-N.

**Supplier:** Ok, thank you. I see here that you had a recent order put on hold for one hundred and fifty Essential Puppy Pliable Chew Toys, product code 1103-02. Did you want to add this to today's order?

**Buyer:** That order was held because I was told that someone would get back to me with sizing details for the chew toys. The 12 by 12 centimetres is too large. We need 9 by 9.

**Supplier:** Ah yes, I see the notes on your file. I'm sorry no one got in contact with you. Yes, it looks as though our production manager has OK'ed the custom sizing. We can have the smaller chew toys in production as soon as your payment clears. Could you note though that custom product orders can only be completed for unit purchases of 200 or more. You will also need to pay a \$0.35 cent premium per item.

**Buyer:** OK, so what would be the total cost?

**Supplier:** With shipping and handling, plus the premium for the altered dimensions, an order of two hundred Essential Puppy Pliable Chew Toys would be \$1,874.36 including taxes. If you place the order today, we can have everything shipped to you a week from Monday.

**Buyer:** I was hoping to keep the chew toys under \$1,500.

**Supplier:** You mentioned that you were looking to buy other products as well? If you bundle the orders together, I can see if we can implement a quantity discount.

**Buyer:** OK, well, I was also interested in seventy Winks Dog Sleepers, product code 2563-34. I need thirty-five of them in black, and thirty-five in brown.

**Supplier:** Unfortunately, Mr. Thomas, we are currently on back order for the black sleepers. We have ten left in stock that I could ship to you with this order, but the remainder would likely need an additional 14 days.

**Buyer:** No, that won't work. I need them for next week's Dog Show in Scranton. What other colour do you have?

**Supplier:** The brown is no problem. Um, it looks like we have burgundy and navy blue available, too.

**Buyer:** Ok, let me change the order. Give me twenty-five brown sleepers, the remaining ten black ones you have in stock, ten burgundy and twenty-five navy blue.

**Supplier:** OK. So twenty-five brown, ten black, ten burgundy and twenty-five navy. I've keyed that in. Did you want us to ship more black sleepers to you when we get them in stock?

**Buyer:** No, thanks.

**Supplier:** OK. Was there anything else you'd like to buy today?

**Buyer:** Um, I'm interested in your Clean Away Dog Toothbrushes, product code 861-93, but the image on your website isn't that clear. Are the toothbrushes hollow?

**Supplier:** Yes, they are. They are designed to fit on the user's finger to allow for a more versatile cleaning of a dog's teeth. At the base of the toothbrush, you see the *insertion point*. The *insertion point* is where the finger enters the toothbrush. Towards the tip of the toothbrush you can see the *bristles*. This is of course where you would apply special formulated pet toothpaste. Between the *bristles* and the *insertion point* is a long *slit*. This *slit* allows the product to fit different hand sizes. On the back of the toothbrush is the *outer shaft*. We have reinforced the *outer shaft* with additional plastic to make the product more durable. If used 3 times a week, the product lifetime is 1 year.

**Buyer:** That sounds great. OK, give me five hundred. Half of them in pink, and half in blue. Would this order qualify for any discount?

**Supplier:** Actually, yes. When you buy four hundred or more, the unit price is reduced to \$1.98 per unit, so this is a savings of 13%.

**Buyer:** Will this discount impact the overall quantity discount you said could be applied to the entire order?

**Supplier:** No. The quantity discount is calculated separately by my computer. After we finish keying in your order, we can see how much quantity discount you are eligible for. Were there any other products I could show you today?

**Buyer:** No, I think that is it. What is the total price including all the fees and shipping?

**Supplier:** OK ... With taxes and fees, the total cost for all three products shipped express on Monday, July 8<sup>th</sup> would be \$3,377.96. Orders of \$2000 and more receive a quantity discount of 5%, so your new total is actually \$3209.06. I am assuming that you would like all three products shipped together on the same date to avoid extra fees, right? And should I charge this to the visa I have here on file?

**Buyer:** Yes to both questions. Ship them together and charge that card, thanks.

**Supplier:** Great. So to recap the order, we have two hundred Essential Puppy Pliable Chew Toys with modified dimensions of 9 X 9 centimetres, seventy Winks Dog Sleepers, twenty-five in brown, twenty-five in navy blue, ten in black and ten in burgundy, and five hundred Clean Away Dog toothbrushes, half pink and half blue. Is all of this correct?

**Buyer:** Yes, it is. Thanks.

**Supplier:** Mr. Thomas, I have placed your order. Please expect to receive your tracking number via email. Is there anything else I can help you with today?

**Buyer:** No, thank you. I'm all set.

**Supplier:** Great. Thank you for ordering from North Star Pet Supplies, and have a great day.

## SECTION 2

### *Audio Script*

**Winston Motors CEO:** Good evening. My name is Jack Samson, Chief Executive Officer at Winston Motors Inc. I'm very pleased to announce the introduction of a new model to our 2014 line up—the Compact Vehicle Experience, or CVX as we more lovingly call it. Let me explain to you why we're so proud of this new addition to the Winston family.

You know, since its invention in the 1880s, the automobile has undergone continuous innovation —from rubber tires and speedometers to airbags and rear-view cameras. Motorized vehicles have evolved to the needs of humanity and are among the first outlets for the latest in technological advances.

Thus, the challenges and concerns of today's driver are the focus of our vehicle designers at Winston—climate change, pollution, increased urbanization, and record oil prices to name a few - we at Winston have been listening to our buyers, and I'm so proud to present the revolutionary CVX to you today.

More than five years ago we set out with an idea: to revolutionize the way people experience driving in the urban environment. Our team of engineers, software developers, and designers have taken what was once only an idea and turned it into a reality. The CVX is not only the most exciting car you'll ever own, it is also the most practical.

And over the next few minutes, I'm going to guide you through some of the more important CVX innovations that you won't find in other compacts.

Firstly, each of our vehicles allows for the seamless integration of your personal technology. Like other cars, the CVX seamlessly connects to your smart phone via Bluetooth. But the CVX also boasts the capability of connecting to your computer, tablet or other smart device, and it provides strong Wi-Fi connection wherever 4G LTE mobile service can be found. Stream music as you drive, surf the net while waiting to pick someone up, do a quick Google search for that restaurant your friend liked on Facebook— everything is right at your fingertips. Our patented Wi-Fi receiver runs through the roof of the vehicle, and can pick up even the weakest of signals, allowing you to access your mobile network almost anywhere— including downtown parking garages.

A second exciting innovation is that the CVX makes the hassles of changing a flat tire a thing of the past. Your CVX will likely detect the flat before *you* do and indicate the flat to you via the communications screen built into the dashboard. Simply pull the vehicle over to the side of the road and press the 'change tire' option that appears on the communications screen. The car will automatically raise itself and disconnect the flat. All you have to do is take the spare from the compartment in the hood of the car and place it on the exposed wheel axis. The CVX will take care of tightening and realigning the wheel. In fact, the entire process takes less than two minutes.

A third innovation is the manner in which we've designed the driver and passenger seats. Both seats are now 30 percent thinner than our other models. Driver and passenger legroom has been increased by 15 percent as a result, which means the vehicle

is not only lighter but more comfortable. In addition to this, on either side of the driver's headrest are speakers that allow the driver to receive updates on things like city traffic and weather conditions.

And we've also taken security to another level with the CVX. Unlocking the door and turning on the vehicle is done remotely from your smart device. Where you would have once inserted a key, there is now a data receiver that can read a digital 'key' transmitted from any Bluetooth capable device. Because of this feature, you can say 'good-bye' to lost car keys forever.

Our final revolutionary change is the introduction of a smart windshield. Our smart windshield can cater to driver visibility issues. For example, intense sunlight causes the smart windshield to automatically tint - no more dangerous fumbling for sunglasses or the sun visor. At night the smart windshield detects the headlights of oncoming traffic and dims their intensity. It can also detect fog and other inclement weather conditions and alert the driver of difficult to see obstacles.

So that's a bit about the features you can expect to experience with your CVX.

OK, now I'd like to talk a bit about the CVX and society.

We at Winston empathize with concerns everywhere over the environment and have done what we can to ensure the CVX is among the most environmentally friendly vehicles on the road. The lightweight design and extremely compact dimensions of our car means less fuel is used. The CVX motor can be switched from petrol to electricity by selecting an option from the communications screen. But perhaps our most environmentally friendly feature is that the CVX allows for car sharing.

Let me explain how this works. As I pointed out earlier, each vehicle has a data receiver built into the door making it possible to unlock and start a CVX vehicle with a signal sent from your smart phone. Now, this digital "key" can be shared to other smart phones via a text message. The municipal government here in Hetherington has taken this technology a step further and will be working with Winston Motors to make ninety CVXs available publically across the city. What this means is that if you spot a vacant CVX parked at the side of the road, you can simply use your smart device to visit the Hetherington city website, punch in the vehicle's licence plate number and make an online rental payment. The digital key for the CVX is sent to your phone and within a minute you can unlock the vehicle and drive away. Making personal vehicles publically accessible like this means less cars on the road, and this is a project we at Winston hope will catch on in larger cities. *Just imagine* the implications this could have for traffic problems across the UK. It's so exciting!

Our team has worked hard to take what was previously just a mere concept and turn it into reality. We believe the CVX represents the next breakthrough in motorized technology—cars that are designed for the way we live, work, and play in the urban environment.

## SECTION 3

### *Audio Script*

**Headmaster:** So as you know, we're here to discuss a few topics today. Firstly, I wanted to address our concerns over varsity budgeting for the college's coming academic year. Following this, let's talk about the issues you brought to my attention in your email.

**Coach Mary:** That sounds fine.

**Headmaster:** So, what are your thoughts regarding sport budgeting for the year?

**Coach:** Well, we've had a great couple of seasons. The senior girls' basketball team taking first place two years in a row was obviously a highlight. Senior boys basketball and rugby had great seasons, too.

**Headmaster:** Yes, indeed, yes, well noted.

**Coach:** As you know, my goal is to get funding that will allow the college to branch out into other sport. More equipment-dependent sport, like cricket and field hockey.

**Headmaster:** It's a balancing act, isn't it. We're already struggling to fund the various scholarships we have in play. Attracting talented young people is important, so I would hesitate shifting funds from our scholarship pool here.

**Coach:** Yes, I'd agree. The only point I'll make there is that we can't underestimate the value of having a recognized brand for the college. The more sport we participate in and participate *well* in, the more popular the college will be among prospective students.

**Headmaster:** Hmm, so what do you suggest, Mary?

**Coach:** Currently we offer 18 sport-based scholarships to 9 talented young men and 9 talented young women. If we could reduce this to 14, we could put the saved funds towards establishing cricket teams for both senior boys and girls. I'm sure the first couple of seasons would be a little rough, but our foray into cricket would likely be great for the college's image and popularity among prospective students.

**Headmaster:** You do realize that by reducing the number of sport scholarships we offer we'd also be reducing the number of uniquely talented students that walk through our door.

**Coach:** I've taken that into consideration, yes. But I think the college has the opportunity to grow into something more. You're right, the initial move to reduce the number of scholarships will likely reduce our talent pool for a few years, but the exposure we'll get from being involved in more sport will, in my opinion, make us attractive to increasing amounts of future talent.

**Headmaster:** Hmm, well, yes, you make a good case.

**Coach:** And don't forget the effect a cricket team would have on our student morale.

**Headmaster:** Yes, I suppose that's true. I'll make a note to bring this up at Friday's faculty meeting. They'll want to weigh in before any decisions are made. Could I ask you to join and address them as you've addressed me today?

**Coach:** Of course.

**Headmaster:** Right. Let's move on to our second issue for the day: the boys' football team. You said you wanted my input on something.

**Coach:** Yes. Well, we've got a couple issues. Firstly, regarding the order for new uniforms, we've received a sample. Um, the college colours are all there – burgundy, white and navy – but the shorts are in the burgundy. Traditionally, we've had them in navy.

**Headmaster:** That's very strange. I'm not sure who ordered them in burgundy.

**Coach:** So it's an oversight on our supplier's part. No problem. Just to check with you to see if this was an intentional decision on your part. I'll contact the supplier and rectify this.

**Headmaster:** Great.

**Coach:** The only other thing is the schedule. This year, I was hoping to arrange the senior boys' rugby practices for Mondays and Wednesdays from 3:15-4:45. The boys' football practices would remain at their normal time Tuesdays and Thursdays.

**Headmaster:** Their normal time being...

**Coach:** The same time, actually: 3:15-4:45.

**Headmaster:** OK, and how about senior girls?

**Coach:** I was thinking to have them follow the same schedule but on alternate days.

**Headmaster:** So senior girls rugby would be Tuesdays and Thursdays on the rugby pitch?

**Coach:** Right, and senior girls football would be on the football pitch Mondays and Wednesdays.

**Headmaster:** Yep, that should work. Have the schedule printed out and run it past the secretaries. They should be able to arrange pitch scheduling.

**Coach:** Terrific. Right then. I'll leave you to it. Thanks very much for the time.

**Headmaster:** My pleasure, Mary. Bye for now.

## SECTION 4

### *Audio Script*

**Lecturer:** The great auk was a small flightless bird approximately three feet tall. A superior swimmer, it spent most of its life in water, coming to land only to breed. It did so in select breeding grounds, the densest of which were the rocky shores of Newfoundland. But the great auk's habitat wasn't limited to this region alone. It spread right across to the northern islands of Europe, including Iceland and the British Isles. Its population has been suggested to have been in the very low millions at its peak.

Let's pause here a second. I hope you noticed that I delivered my introduction to the great auk using the past tense. This was entirely intentional. You see, the great auk is no longer with us. It is a species that has regretfully become extinct.

As far back as the mid 1500s, people were aware the great auk was in danger of extinction. Hunted since the 8<sup>th</sup> century, legislation was created in 1553 to protect auks in Britain for fear their numbers would start to dwindle. A similar ban arose in St. John's, Newfoundland stipulating that a great auk could be killed for food or fish bait, but not for its feathers. Despite these efforts, poaching continued unabated.

The last great auk in the UK was killed in 1840 by superstitious sailors, who thought the auk brought a curse to their ship. Four years later, the last sighted pair of auks in the world were killed in Iceland.

Now, you may be asking yourself why the great auk became extinct when so many other similar birds did not. The reason for this is its localized nature. This was a bird that was picky about its habitat and as such, concentrated itself to relatively few areas across the north Atlantic. It had only 20 breeding grounds, for example. It was also a bird that was easy to catch, and its meat was prized as inexpensive fishing bait. For fishermen working in the North Atlantic, the great auk was an easy and inexpensive means of luring large fishing hauls.

The great auk's disappearance is also remarkable in that it was one of the first well-documented extinctions. We're lucky to have the records we do of great auk numbers, as this sort of information has helped us create systems for categorizing an animal's level of endangerment. It also helps us study patterns of extinction, as animal behaviour tends to change when their populations decrease past a certain level.

But perhaps what this extinction teaches us most of all is the need to recognize dangerous human trends. Great auk poaching increased on both sides of the Atlantic in response to tremendous growth in worldwide fishing industries. Today, there are handfuls of similar cases that require the awareness of the entire human family. The great auk acts as a reminder of humanity's responsibility to living things everywhere.