



IELTS Practice Test Volume 1

Listening Practice Test 2

HOW TO USE

You have 2 ways to access the listening audio

1. Open this URL <https://link.intergreat.com/NMUM6> on your computer
2. Use your mobile device to scan the QR code attached



Questions 1-6

Complete the table.

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

	Rule One	Rule Two
Payment of rent	on the <u>5th</u> (Example)	full amount expected
Cooking/Kitchen	must clean 1 <input type="text"/>	must 2 <input type="text"/>
Cleaning Duties	must 3 <input type="text"/>	do once every 4 <input type="text"/>
Other	no noise 5 <input type="text"/>	no 6 <input type="text"/>

Questions 7-10

Complete the form.

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

Tenancy Service Online Advertising Form	
Gender: 7	<input type="text"/>
Job: 8	<input type="text"/>
Rent: \$ 9	<input type="text"/>
Move in: 10	<input type="text"/>

Questions 11-17

Complete the sentences.

Write **NO MORE THAN TWO WORDS** for each answer.

The crime rate in the speaker's city is 11

Students will receive much benefit if they do some 12

Advice can be obtained from friends, homestay parents, and 13 _____

A 24-hour police station is called a 14 _____

For late-night travel, use a 15 _____

Dialling 000 will put you through to 16 _____

To save time, students should have the nearest station's 17 _____

Questions 18-20

Choose **THREE** answers, A-G, from the list.

Which **THREE** pieces of advice does the police officer give?

List of Advice

- A Avoid dangerous areas
- B Avoid Strangers
- C Carry a personal siren
- D Don't stay out late
- E Stay in well-lit areas
- F Use common sense
- G Carry pepper spray

Questions 21-25

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

21 Nicole interviewed:

- A over 50 students.
- B 50 students.
- C less than 50 students.

22 The proportion of students NOT satisfied with the staff is:

- A one quarter.
- B one tenth.

C two thirds.

23 Overseas students were mostly concerned about:

A homestay issues.

B the attitude of the teachers.

C the facilities.

24 The proportion of teachers Nicole thinks needs improving is:

A 10%

B one third.

C 90%

25 The speakers agree to show their findings to the:

A assistant dean.

B course convener.

C CEO.

Questions 26-30

Complete the flow chart.

Write **ONE WORD ONLY** for each answer.

Nicole's Interviewing Technique	
26 _____	the right place to conduct the interview.
↓	
27 _____	the interviewee has sufficient time.
↓	
28 _____	the purpose of the interview.
↓	
Guarantee complete confidentiality.	

↓
29 _____ the interviewee of beneficial outcomes.
↓
Give them a 30 _____ (e.g. lottery ticket).

Questions 31-33

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

31 'Hard' HRM is:

- A bad.
- B best for organisations.
- C necessary.

32 'Soft' HRM:

- A was quickly realised.
- B considers human needs.
- C regards workers as tools.

33 Human resources:

- A must also be 'softly' managed.
- B are more important than a company's assets.
- C mostly apply to factories and shops.

Questions 34-40

Complete the table.

Write **NO MORE THAN TWO WORDS** for each answer.

Three Elements of 'Soft' HRM

Motivation	Raise awareness that job serves a 35 _____	→	All products and services are 36 _____
Retention	Make workers feel 37 _____	→	e.g. say thank you in a 38 _____ way
34 _____ staff well	Involve staff in 39 _____	→	Anyone can display intelligence, know-how, and 40 _____



Solution:

Part 1: Question 1 - 10

- | | |
|-----------------|----------------------|
| 1 after use | 2 tidy up |
| 3 take turns | 4 week |
| 5 after 10 (pm) | 6 overnight visitors |
| 7 any | 8 must(-)have |
| 9 175 | 10 March 5th |

Part 2: Question 11 - 18

- | | |
|---------------------|--------------------|
| 11 very low | 12 research |
| 13 teachers | 14 main station |
| 15 night bird | 16 an/the operator |
| 17 emergency number | 18
20 C,E,F |

Part 3: Question 21 - 30

- | | |
|------|-----------|
| 21 C | 22 C |
| 23 A | 24 B |
| 25 B | 26 Select |

27 Confirm

29 Remind

Part 4: Question 31 - 40

31 C

33 A

35 higher purpose

37 appreciated

39 key decisions

28 Outline

30 payback

32 B

34 Using (the)

36 important

38 sincere

40 clever innovation

SECTION 1

You will hear two flatmates, Tom: and Richard, discussing the rules of their shared house.

Tom: Richard, as we discussed before, with this extra bedroom in the house, we should advertise for another tenant, but I think we've got to establish rules this time.

Richard: We already have two rules, about the rent money. Remember? We **pay on the 5th** and expect full payment, with no excuses.

Tom: Sure, but I mean additional rules, apart from those two.

Richard: Okay. There's certainly no harm in that.

Tom: Remember the problems we've had with people in the past. I think we should learn from those bad experiences.

Richard: You may have a point there. For example, you know that I like cooking, so I can propose a kitchen rule straightaway: every tenant must clean **Q1 after use**. We shouldn't allow what happened last time.

Tom: You mean that guy who left all his dirty dishes piling up, and food on the floor? Clean after use! We should write that down. I'm happy with that.

Richard: And not only clean, but they also have to **Q2 tidy up**. We can't have them cluttering up our very small kitchen counter.

Tom: I'm with you there. That will make life far more manageable. So, 'tidy up' is our second 'cooking' rule, let's say. And now, can I tell you what really annoys me?

Richard: Sure.

Tom: Dirty tenants. Those who just allow dirt and dust to build up around the house, and don't care less. We've got to have a strict rule prohibiting that.

Richard: What about a cleaning roster? We can make a list of everything that we expect to be done: carpets vacuumed, furniture dusted, toilet cleaned, and so on.

Tom: And everyone is required to **Q3 take turns**. First my turn, then your turn, then the third tenant's turn. This spreads the load, so we can keep the apartment very clean.

Richard: I'm happy with that. Otherwise one person will be working harder than the others. But how often do we do it? Every day, twice a week, or once a week, or what?

Tom: Every day What do you think?

Richard: Too often, I would say.

Tom: Well, every three days, then.

Richard: I don't know. We're all busy, with part-time jobs and study. I'd say that once a **Q4 week** is good enough. It's probably what most households do, anyway.

Tom: Alright, alright. Let's run with that, then. As long as we do clean regularly and well. Okay, are there any other rules? What about music, loud TV, that sort of thing?

Richard: I want absolute quiet at night because I go to bed early, in order to get up early for my job.

Tom: So, why don't we say no noise after... say... 11 at night?

Richard: Earlier than that! **Q5 10 pm!** That's consistent with most rental properties, and... **Q6 no overnight visitors**, either!

Tom: You're right. That caused a lot of problems when the last tenant brought his drinking buddies in for the night. So, we prohibit late-night noise, and overnight visitors as well.

Richard: That sounds good to me.

Tom: Okay Richard, if we want to advertise for an extra tenant for the third bedroom, there's a website, with an online form here that we can fill out. That will speed things up.

Richard: Good idea - in fact, let's do it now, and get it over and done with.

Tom: Sure. The first category here is 'gender'. I guess that means we write male or female.

Richard: I think I'd prefer a male. He'd fit in with us - one of the boys, something like that.

Tom: Sure, but that might limit things, and I'd say a female might be just what this household needs.

Richard: Why don't we say 'any', and let fate decide. See who turns up, and judge them as they come.

Tom: Okay, I'll type '**Q7 any**', so now we move on to 'job'. What sort of job do you want them to have?

Richard: To me, it doesn't matter - doctor, lawyer, cleaner - as long as they have a job, of course. Unemployed tenants can be a problem. Just type in, **Q8 'must-have'**.

Tom: You mean a job?

Richard: Yes.

Tom: Must... Okay, that's done. Now, how much should we ask them to pay? \$180 would be about one third of the total rent.

Richard: I'm doing the maths now with a calculator. The figure would be closer to \$173.50.

Tom: Well, let's round that up to the nearest \$5. I'll type in **Q9 \$175**, and we can share the

extra \$ 1.50.

Richard: Done! Now, finally, when can we let the new tenant move in?

Tom: Immediately, I'd say. The sooner the better. Type in 'immediately'.

Richard: But I'm busy this week, with my job, so I'm not in the mood to interview tenants right now, and anyway, we've had just you and me for so long, what does another couple of weeks matter?

Tom: So, when would you like the tenant to move in, then? One week from now? Beginning of the month, March 1st?

Richard: Later. Give it another four days at least. **Q10** March 5th is better for me.

Tom: Okay, I'll type that in. It should be fine. Any later than March 8th and I'll be too busy with my exams. And that's about it.

SECTION 2

You will hear a police officer giving a lecture to some overseas students about ways to minimise risk in public.

Hello everyone. As new students, having just arrived, it is important that you are conversant with some of the aspects of living safely here. Let me immediately say that, in contrast to the high crime rate in other cities, ours is **Q11** very low. Nevertheless, there is some advice that would be considered prudent in even the safest of places.

It is therefore in your interest to look at this map of the city, and familiarise yourself with its areas, some of which may not be as safe as others, particularly at night. A little **Q12** research now, in this respect, will obviously help you a great deal. For this reason, we have provided a variety of brochures and information leaflets, which we encourage you to take and read. In addition, you should talk to people you know, to your homestay parents, and **Q13** teachers, and get a feel for the situation both in the neighbourhood where you live, and the city at large.

Now, you should know about the police presence in this city. There are local police stations in every suburb, but not all of these are open 24 hours a day. For that, you need a '**Q14** main station', of which there are many, and you should familiarise yourself as to the location of the one nearest to you.

Moving on, many of you might like to go out at night, so, you should also familiarise yourself with the public transport system. It could put you at risk if you are wandering around lost in the late hours of the night, particularly if you are a woman. Our city has a fairly good public transportation system, but not all of it operates necessarily to late hours. For this reason, you can avail yourself of the special late-night buses, known as '**Q15** Night Birds', which operate along most major routes. Again, collect one of the brochures on the table here for the 'Night

Bird' timetables.

Finally, if you do feel there is an emergency, you can dial triple zero; however, this does not take you through to a police station, but rather **Q16 an operator**. This operator will question you as to the nature of the problem, and then send your call through to the relevant department: police, fire, or ambulance, as the situation demands. This may take up valuable time, and for this reason, we suggest that you find the **Q17 emergency number** of the nearest main station to where you live. This will speed up the process should you need police services in the event of a serious problem. Having said all this, let me remind you once again that this is a very safe city, and we don't expect any problems to occur. Yet it always pays to be prepared.

On the same subject as being prepared for problems, it is a fact that the police cannot cover every part of the city at all times of the day. Thus, it is advisable for you to take some precautions, and be prepared for any problems which may occur. There are less safe areas which you may inadvertently find yourself in, and through no fault of your own, be faced with difficulties. In this respect, some people advise that women in particular carry 'mace' or 'pepper spray', which can be sprayed into the eyes of an assailant; however, please be informed that these are illegal, and consequently cannot be purchased, constituting as they do, an attack weapon.

On that same theme, any knives or small arms, while perhaps being legal in your country, are illegal here, and must not be carried on your person. One thing you can carry, however, is a **Q18 personal siren**. In the advent of a problem, you just push a button, and the siren will sound, loudly, drawing such attention that any assailant almost invariably flees immediately from the scene.

Moving on, you may wish to stay out late, to have fun or see the sights of this city at night, and we do not necessarily discourage that; however, we do advise that you confine yourself to areas that have sufficient, **Q19 street lighting or illumination**. In the course of your activities, you may well meet strangers, but if this happens under clearly lit areas, visible to everyone in the vicinity, statistics prove that in almost all cases, nothing will go wrong, particularly if you carry your siren. Above all, the greatest rule is simply to **Q20 exercise discretion and intelligence** when you go about your business. All the rules that I have given are simply based on this, and by following them all, your stay here will be both enjoyable and safe.

SECTION 3

You will hear two students, Frank: and Nicole, discussing their survey results.

Frank: Okay Nicole, did you interview the required 50 people?

Nicole: Yes, I have them all here. I had intended to talk to over 50 actually, but I could only talk to **Q21 46** in the end, all students front the university, It should be fine for our purposes, and it was interesting, actually, to hear what they said.

Frank: I was hoping for 50 to make a round number. Better for statistical purposes, but 46 should be okay, Nicole: I think so. What was interesting was that many of them were not happy with the staff here.

Frank: Really? What proportion?

Nicole: Well, one quarter of them said the staff were okay, and another ten percent said they were good, which together makes about a third, so basically, **Q22** the rest of the people I interviewed weren't happy in this respect.

Frank: So, what was the main cause of complaint?

Nicole: Well, it's rather mixed. A lot of the foreign students complained about the homestay accommodation, and the attitude of the **Q23** homestay officers when dealing with these issues. Most of the foreign students said this, actually, but the bulk of the mainstream students had concerns with the attitude of the teachers. It seems they feel the teachers don't care enough. And facilities weren't that important, relatively speaking.

Frank: I think the teachers here are okay. Don't you think so, Nicole?

Nicole: Personally, I'd say most of them are fine, but, obviously there are a few I'd say need to improve in their commitment to helping students.

Frank: Oh, not many, though. Only about 10%, maybe.

Nicole: More, I'd say. At least **Q24** one third.

Frank: Wow Nicole, that's a bit harsh! That many! I'd say 90% of the teachers here are fine.

Nicole: I think I definitely disagree there.

Frank: Well, whatever the case, the university seems to have some problems. Who should we inform about these findings?

Nicole: The course convener. He runs our program.

Frank: Yeah, just a small program. These problems are serious and university-wide. I think we should talk to the assistant dean, at least.

Nicole: Come on! We're just a couple of students. We can't go that high. It's like some cleaners wanting to talk to the CEO! We've got to follow the chain of command, and start at the bottom.

Frank. Okay, the **Q25** course convener it is.

Frank: So Nicole, can you explain the technique you used for interviewing people? Every time I try interviewing, I seem to encounter problems, and yet you managed to interview so many people so quickly. What's the secret?

Nicole: It's really quite simple. Let me explain it all. The first step, and this is probably the most important point, is to **Q26** select the position, or the location where you're going to

do the interviewing. It's got to be a good one. For me it was the university cafeteria at lunch time, where people would be relaxed, have time, be sitting down, and be more willing to speak.

Frank: Ah, clever!

Nicole: But that leads to the next point. Everyone's in a hurry these days, so you've got to immediately **Q27 confirm** that they can, in fact, spare some moments to answer your questions. There's no point starting and then having them rush off in the middle of the interview. It just ruins everything.

Frank: Yeah. That's happened to me a few times, actually.

Nicole: And then it's equally important to carefully **Q28 outline why you want to talk to them** in the first place. Some people might think you're a salesman, or a busybody, or some nutcase from a religious cult. They have to know the purpose, and trust you. Now, part of that trust involves guaranteeing that the information will be kept in total confidence, and for that reason, I show how we don't take down names or any personal data. After that, you're ready to begin, but sometimes they're not won over, or not ready to give you the time, in which case you **Q29 remind** them about how their information can actually improve life for all students, and that they are actually serving the purposes of everyone by cooperating.

Frank: Right. Make it seem like a noble cause.

Nicole: It is, in a way, but the last step is not so noble at all. I just offer them a **Q30 payback** - usually a 'scratchy' lottery ticket - if they promise to answer all the questions. Everyone dreams of scratching one of those tickets and winning a million dollars, so that makes them do everything you want.

Frank: Ah-ha! Very clever.

SECTION 4

You will hear a lecturer discussing human resource management.

Obviously, the people who work in companies need to be managed. Pay must be added up, hours clocked, and leave tallied. This is known as 'hard' human resource management, or hard FIRM. This is because it is based on 'hard' numbers, facts, and rules - that is, an impersonal calculative aspect - and, again, there **Q31 must be such an outlook**, with all its paper-based systems, in order to carry out company tasks. But, if there's a hard, there must be a soft, and it is this 'soft' element of FIRM that I'd like to consider now.

Historically, it took a long while before the importance of this 'soft' element was realised. Originally -for example, in Henry Ford's car-making factories - workers were regarded as unthinking tools who would mindlessly repeat the same task for eight hours a day. This attitude worked for a while. However, the Ford motor company faced the growing challenges of huge

turnover, lack of motivation, declining quality of their product, and labour disputes. It eventually became clear that the original ethos about workers was wrong. It needed **Q32** to take their human needs more into account.

That leads us to the modern soft FIRM model, where the staff - or human resources- are now considered one of the most important assets a company may have - an asset just as tangible as the factories, shops, and money in the bank, and something that needs **Q33** to be managed in a 'soft' way, as well as 'hard'.

So, what is soft FIRM? It basically involves three elements. One is motivating your staff; the second is making sure they stay with your company - that is, reducing turnover, and remember, turnover costs money, diverts resources, disturbs the system, and you may be losing a lot of experience there in just one staff member. The third element is **Q34** using the staff in the best way, in a way that gets the most out of them. All of these elements are closely related, and sometimes overlap, but are still distinct enough to be considered separately.

Now, let's talk about motivation first. Obviously people will work harder if they feel good about being where they are. This means the company should let people know that they are significant, and you do that by emphasising the **Q35** higher purpose their job serves in society as a whole. And this sense of higher purpose will drive people onwards. So, for example, if the company makes paper, have a 'motivation session', letting them all understand the importance of paper to modern society, and it is important. Basically, everything is **Q36** important, when you think about it, so make this (act clear to all.

As for keeping staff, well, that also comes from motivation, but do you know the number one reason why people leave jobs? The answer? Because they don't feel **Q37** appreciated. So, you need to make sure that they have this feeling. How? At its simplest, the boss can say 'thank you' to the staff. You can remember their birthdays, bring out a cake, celebrate milestones, take them to a restaurant once in a while, and say thank you again, but more importantly, mean it, sincerely, if this is going to work, **Q38** sincerity is very important here.

Well, we've motivated the staff, and retained them with the company, so now we've got to use them optimally. This is often done by getting them to participate more in the **Q39** key decisions. This has two advantages: one, the employees feel more in control of their destinies, helping again with motivation and retention, and two: the company tends to make better decisions. Remember, often it is (he people closest to the customer who can really tell you the very best things about what works, and what doesn't. The modern organisation realises that insight, knowledge, and **Q40** clever innovation can come from anyone in the company, no matter how close, or far, from the decision-making process they may be.