



Master IELTS General Training Volume 5

Listening Practice Test 1

HOW TO USE

You have 2 ways to access the listening audio

1. Open this URL <https://link.intergreat.com/T7a1U> on your computer
2. Use your mobile device to scan the QR code attached



Questions 1-3

Complete the form below.

Write **ONE WORD AND/OR A NUMBER** for each answer.

Rented Properties

Customer's Requirements

Name:	Steven Godfrey
Example	Answer
No. Of bedrooms:four.....
Preferred location:	in the 1 <input type="text"/> area of town
Maximum monthly rent:	£ 2 <input type="text"/>
Length of let required:	3 <input type="text"/>
Starting:	September 1 st

Questions 4-8

Complete the table below.

Write **ONE WORD AND/OR A NUMBER** for each answer.

Address	Rooms	Monthly rent	Problem
Oakington Avenue	Living/dining room, separate kitchen	£550	no 4 <input type="text"/>
Mead Street	Large living room and kitchen, bathroom and a cloakroom	£580	The 5 <input type="text"/> is too large
Hamilton Road	living room, kitchen-diner, and a 6 <input type="text"/>	£ 550	too 7 <input type="text"/>
Devon Close	Living room, dinning room, small kitchen	£ 8 <input type="text"/>	none

Questions 9-10

Choose **TWO** letters A-E.

Which **TWO** facilities in the district of Devon Close are open to the public at the moment?

- A museum
- B concert hall
- C cinema
- D sports centre
- E swimming pool

Questions 11-16

Complete the notes below.

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

THE NATIONAL ARTS CENTRE

Well known for: 11 _____

Complex consists of:

concert rooms

theatres

cinemas

art galleries

public library

restaurants

a 12 _____

Historical background:

1940 – area destroyed by bombs

1960s-1970s- Centre was 13 _____ and built

in 14 _____ - opened to public

Managed by: the 15 _____

Open: 16 _____ days per year

Questions 17-20

Complete the table below.

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

Day	Time	Event	Venue	Ticket price
Monday and Tuesday	7.30 p.m	'The Magic Flute' (opera by Mozart)	17 _____	From £8.00
Wednesday	8.00 p.m	18 _____ (Canadian film)	Cinema 2	£ 19 _____
Saturday and Sunday	11 a.m. to 10 p.m	20 _____ (art exhibition)	Gallery 1	free

Questions 21-26

Choose the correct letter, A, B or C.

Latin American studies

21 Paul decided to get work get work experience in South American because he wanted

- A to teach English there
- B to improve his Spanish
- C to learn about Latin American life

22 What project work Paul originally intend to get involved in?

- A construction
- B agriculture
- C tourism

23 Why did Paul change form one project to another?

- A His first job was not well organized.
- B He found doing the routine work very boring.
- C The work was too physically demanding.

24 In the village community, he leant how important it was to

- A respect family life.
- B develop trust
- C use money wisely.

25 What does the Paul say about his project manager?

- A He let Paul do most of the work
- B His plans were too ambitious.
- C He was very supportive of Paul.

26 Paul was surprised to be given

- A a computer to use
- B so little money to live on
- C an extension to his contract

Questions 27-30

What does Paul decide about each of the following modules?

Write the correct letter, A, B or C, next to questions 27-30.

A	He will do this.
B	He might do this.
C	He won't do this.

Module

- 27 Gender Studies in Latin America
- 28 Second Languages Acquisition
- 29 Indigenous Women's Lives
- 30 Portuguese Language Studies

Questions 31-34

Choose the correct letter, A, B or C.

Trying to repeat success

31 Compared to introducing new business processes, attempts to copy existing processes are

- A more attractive.
- B more frequent
- C more straight forward.

32 Most research into the repetition of success in business has

- A been done outside the United States.

- B produced consistent findings
- C related to only a few contexts.

33 What does the speaker say about consulting experts?

- A Too few managers ever do it.
- B It can be useful in certain circumstances.
- C Experts are sometimes unwilling to give advice.

34 An expert's knowledge about a business system may be incomplete because

- A some details are difficult for workers to explain
- B choose not to mention certain details.
- C details are sometimes altered by workers.

Questions 35-40

Complete the notes below.

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

Setting up systems based on an existing process

Two mistakes

Manager tries to:

- improve on the original process
- create an ideal 35 _____ from the best parts of several processes.

Cause of problems

- information was inaccurate
- comparison between the business settings was invalid
- disadvantages were overlooked, e.g. effect of changes on 36 _____

Solution

- change 37 _____
- impose rigorous 38 _____
- copy original very closely
 - physical features of the 39 _____
 - the 40 _____ of original employee



Solution:

Part 1: Question 1 - 9

- 1 central
- 2 600
- 3 2 year(s)
- 4 garage
- 5 garden
- 6 study
- 7 noisy
- 8 595
- 9 $\frac{9}{10}$ B,E

Part 2: Question 11 - 20

- 11 classical music
- 12 bookshop/bookstore
- 13 planned
- 14 1983/(the) 1980s
- 15 City Council
- 16 363
- 17 (the) Garden Hall
- 18 Three Lives
- 19 4.50
- 20 Faces of China

Part 3: Question 21 - 30

- 21 C
- 22 C
- 23 A
- 24 B

25 C

27 C

29 B

Part 4: Question 31 - 40

31 B

33 B

35 combination/system

37 attitude(s)

39 factory/factories

26 A

28 A

30 C

32 B

34 A

36 safety

38 control(s)

40 skills

Section 1

You will hear an estate agent talking to a customer who wants to rent a house.

First you have some time to look at questions 1 to 8. You will see that there is an example that has been done for you. On this occasion only, the conversation relating to this will be played first.

Estate agent: Good morning. How can I help you?

Customer: Hello, I'm interested in renting a house somewhere in the town.

Estate agent: Right. Could I have your name please?

Customer: Yes, it's Stephen Godfrey.

Estate agent: And tell me how many bedrooms you're looking for?

Customer: Well we'd need four because I'm going to share the house with three friends.

Estate agent: Okay, there are several of that size on our books. They mostly belong to families who are working abroad at the moment. What about the location?

Customer: It would be nice to be **Q1 central**.

Estate agent: That might be difficult as most houses of that size are in the suburbs. Still, there are a few. What's your upper limit for the rent?

Customer: We'd like something around 500 pounds a month but we could go up to **Q2 600** pounds if we have to. But we can't go beyond that.

Estate agent: Do you know how long you want to rent the house for? The minimum left is six months as you probably realize.

Customer: We're at college here for **Q3 two years** and we don't want to have to move during that time if we can avoid it.

Estate agent: All right and how soon do you want to move in? All our let start on the first of the month.

Customer: Well as soon as possible really so that means September 1st.

Estate agent: Okay, let me have a look at what we've got. We have photographs of all the houses on our book so you can get an idea of what they're like. There's this one in Oakington Avenue at five hundred and fifty pounds a month, combined living room and dining room with a separate kitchen. It doesn't have a **Q4 garage** though you can park in the road.

Customer: We prefer to have one if possible.

Estate agent: Right. Then, have a look at this house in Meade Street. It's got a very large living room and kitchen, bathroom, cloakroom.

Customer: How much is it?

Estate agent: That one's 580. It's very well furnished and equipped. It also has plenty of space for parking and it's available for a minimum of a year. Oh and there's a big **Q5 garden**.

Customer: I don't think we could cope with that, to be honest. We'll be too busy to look after it.

Estate agent: Okay, then there's this older house in Hamilton Road. Living room, kitchen diner and it has a **Q6 study** of 550 a month.

Customer: That looks rather nice but where about in Hamilton Road?

Estate agent: Towards the western end. Oh, that'll be very **Q7 noisy**. I know the area.

Estate agent: Yes it's pretty lively, but some people like it though. Well, what about this house in Devon Close?

Customer: That looks lovely.

Estate agent: There's a big demand for houses in that area so prices tend to be quite high but this one hasn't been decorated for a few years which has kept the rent down a bit. It's got a living room, dining room and small kitchen. And it's **Q8 595** a month. I think it would suit you from what you've said.

Customer: It sounds fine.

Before you hear the rest of the conversation, you have some time to look at questions 9 and 10. Now listen and answer questions 9 and 10.

Customer: Why is that part of town so popular?

Estate agent: Well, there's a big scheme to improve the district and it'll soon have the best facilities for miles around.

Customer: What sort of thing?

Estate agent: There's a big Sports Center under construction which will be very impressive when it's finished. In fact, the swimming pools already opened ahead of schedule and it's attracting a lot of people. What's about cinemas? Are there any in the area?

Estate agent: The only one closed down last year and it's now in the process of being converted into a film museum. The local people are trying to get a new **Q9 cinema** added to the scheme.

Customer: I think I heard something about a plan to replace the existing **Q10 concert hall** with a larger one.

Estate agent: Ah, that's due to start next year. Well, it sounds an interesting area to live in.

Could I go and see the house please?

Estate agent: Yes, of course.

SECTION 2

Hello, and welcome to Focus on the Arts. I'm your host – Dave Green- and this is your very own local radio programme. Every Friday evening we put the spotlight on different arts and culture facilities, and look at the shows and events that are on offer in the coming weeks.

And today the focus is on The National Arts Centre. Now, if you don't already know it yourself, I'm sure you're all heard of it. It's famous throughout the world **Q11** as one of the major venues for classical music.

But did you know that it is actually much more than just a place to hear concerts? The Centre itself is a huge complex that caters for a great range of arts. Under a single roof it houses concert rooms, theatres, cinemas, art galleries and a wonderful public library, as well as service facilities including three restaurants and a **Q12** bookshop. So at any one time, the choice of entertainment there is simply enormous.

So, how did they manage to build such a big arts complex right in the heart of the city? Well, the area was completely destroyed by bombs during the war in 1940. So the opportunity was taken to create a cultural centre that would be, what they called: 'THE City's gift to the Nation'. Of course it took a while for such a big project to get started, but it was **Q13** planned in the 60s, built in the 70s and eventually opened to the public in **Q14** 1983. Ever since then it has proved to be a great success. It is not privately owned, like many arts centres, but is still in public hands – it's run by the **Q15** City Council. Both our National Symphony Orchestra and National Theater Company were involved in the planning of the project, and they are now based there – giving regular performances every week - and as the Centre is open **Q16** 363 days of the year, there are plenty of performances to choose from.

So, to give you some idea of what's on, and to help you choose from the many possibilities, we've made a selection of the star attractions.

If you're interested in classical music, then we recommend you go along to the National on either Monday or Tuesday evening at 7.30 for a spectacular production of 'The Magic Flute' - probably the most popular of all Mozart's operas. It's in **Q17** the Garden Hall and tickets start at only £8.00, but you'll have to be early if you want to get them that cheap! And remember, it's only on for those two evenings.

For those more interested in the cinema, you might like to see the new Canadian film which is showing on Wednesday evening at 8pm in Cinema 2. And that's called '**Q18** Three Lives'. It's had fantastic reviews and tickets cost just **Q19** £4.50, which is a reduction on the usual price of £5.50. So, it's really good value, especially for such a great movie.

But you can see the centre's main attraction at the weekend, because on Saturday and Sunday, 11 am to 10 pm, they're showing a wonderful new exhibition that hasn't been seen anywhere else in Europe yet. It's a collection of Chinese Art called 'Q20 Faces of China' - that's in Gallery 1 - and it has some really fascinating paintings and sculptures by leading artists from all over China - and the good news is that it is completely free, so don't miss it!

So why not go along to the National Art Centre next week for one - or all - of these great events - and you can always pick up a programme and check out all the other performances and exhibitions on offer, or coming soon, on almost every day of the year.

Next week we'll be looking at the Museum of Science...

SECTION 3

WOMAN: I've been reading your personal statement, Paul. First, let's talk about your work experience in South America. What took you there? Was it to gain more fluency in Spanish?

PAUL: Well, as I'm combining Spanish with Latin American studies, my main idea was Q21 to find out more about the way people lived there. My spoken Spanish was already pretty good in fact.

WOMAN: So you weren't too worried about language barriers?

PAUL: No. In fact, I ended up teaching English there, although that wasn't my original choice of work.

WOMAN: I see. How did you find out about all this?

PAUL: I found an agency that runs all kinds of voluntary projects in South America.

WOMAN: What kind of work?

PAUL: Well, there were several possibilities.

WOMAN: You mean construction? Engineering work?

PAUL: Yes, getting involved in building projects was an option. Then there was tourism - taking Q22 tourists for walks around the volcanoes - which I actually chose to do, and then there was work with local farmers.

WOMAN: But you didn't continue with that project. Why not?

PAUL: Because I never really knew whether I'd be needed or not. I'd thought it might be difficult physically, but I was certainly fit enough...no, Q23 I wanted to do something that had more of a proper structure to it, I suppose, I get de-motivated otherwise.

WOMAN: What do you think you learned from your experience? It must have been a great opportunity to examine community life.

PAUL: Yes, but it was difficult at first to be accepted by the locals. It was a very remote village and some of them were reluctant to speak to me – although they were always interested in my clothes and how much I'd had to pay for them.

WOMAN: Well, that's understandable.

PAUL: Yes, but things soon improved. **Q24** What struck me was that when people became more comfortable with me and less suspicious, we really connected with each other in a meaningful way.

WOMAN: You made good friends?

PAUL: Yes, with two of the families in particular.

WOMAN: Good. What about management. Did you have a project manager?

PAUL: Yes and **Q25** he gave me lots of advice and guidance.

WOMAN: And was he good at managing too?

PAUL: That's wasn't his strong point! I think he was often more interested in the academic side of things than filling reports. He was a bit of a dreamer.

WOMAN: And did you have a contract?

PAUL: I had to say for a minimum of three months. My parents were surprised when I asked to stay longer – six months in the end. I was so happy there.

WOMAN: And did anything on the administration side of things surprise you? What was the food and lodging like?

PAUL: Simple...but there was plenty to eat and I only paid seven dollars a day for that which was amazing really. And they gave me all the equipment I needed... **Q26** even a laptop.

WOMAN : **Q26** You didn't expect that then?

PAUL: **Q26** No.

WOMAN : Well, I'll look forward to hearing more.

WOMAN : But now let's look at these modules. You'll need to start thinking about which ones you'll definitely want to study. The first one here is Gender Studies in Latin America.

PAUL: Mmm...

WOMAN : It looks at how gender analysis is reconfiguring civil society in Latin America. Women are increasingly occupying positions in government and in other elected leadership positions in Latin America. I think you'd find it interesting.

PAUL: **Q27** If it was to do with people in the villages rather than those in the public sphere, I would.

WOMAN : Okay. What about Second Language Acquisition?

PAUL: Do you think I'd find that useful?

WOMAN : Well, you've had b some practical experience in the field, I think it would be.PAUL: I hadn't thought about that. **Q28** I'll put that down as a definite, then.

WOMAN : Okay. What about indigenous Women's Lives. That sounds appropriate.

PAUL: I thought so too, but I looked at last year's exam questions and that changed my mind,WOMAN : Don't judge the value of the course on that. May be, talk to some other student first **Q29** and we can talk about it again later.

PAUL: Okay.

WOMAN : Yes, And lastly, will you sign up for Portuguese lessons?

PAUL: My Spanish is good, so would I find that module easy?

WOMAN : Not necessary. Some people find that Spanish interferes with learning Portuguese... getting the accent right too.It's quite different in a lot of ways.

PAUL: **Q30** Well, I'd much sooner do something else, then.

WOMAN : Alright. Now, what we need to do is...

SECTION 4

Good morning, everyone. In the last few lectures I've been dealing c with business finance, but now I'm going to move on to business systems. And in today's c lecture I'm going to talk about what can go wrong when businesses to try to copy their own best practices.

Once a business has successfully introduced a new process, managing a branch banks say or selling a new product – The parent organisation naturally wants to repeat that success, and capture it if possible on a bigger scale. The goal, then, is to utilize existing knowledge and not to generate new knowledge. It's a less glamorous activity than pure innovation, but **Q31** it actually happens more often, as a matter of fact. However, surprisingly, getting things right the second d time is not necessarily and simpler than it was the first time.

Now, there's been a lot of research into how companies can repeat their previous successes, and it certainly hasn't been confined to the United States. It seems that most large industries are trying to repeat their own successes, and manage the knowledge they've acquired – but even so it has been shown that the overwhelming majority of attempts fail. **Q32** A host of studies confirm this, covering a wide range of business settings: branch banks, retail stores, real estate agencies, factories, call centres...to name but a few.

So why do so few managers get things right the second or third time? Let's consider one reason for failure – placing too much trust in the people who are running the successful

operation, the 'experts' shall we say. Managers who want to apply existing knowledge typically start off by going to an expert – such as the person who designed and is running a successful department store – and picking their brains. **Q33** Now, this approach can be used if you want to gain a rough understanding of a particular system, or understand smaller, isolated problems. The trouble is, even the expert doesn't fully grasp the whole thing because when it comes to complex systems, the individual components of the process are interwoven with one another. The expert never has complete access to the necessary information and the situation's complicated even further by the fact that experts are usually not aware of their own ignorance. Their ignorance can take various forms. For instance, a lot of details of the system are invisible to managers. **Q34** Some may be difficult to describe – learned on the job and well known by workers perhaps, **Q34** but impossible to describe in a way that's helpful. And there are some things that people know or do that they're not even aware of.

Now, let's consider two types of mistake that can occur when a manager actually starts to set up a duplicate system to replicate a successful process. Firstly, perhaps he forgets that he was just trying to copy another process and starts trying to improve on it. Another mistake is trying to use the best parts of various different systems, in the hope of creating the perfect **Q35** combination.

Unfortunately, attempts like these usually turn out to be misguided and lead to problems. Why? Well, for various reasons. Perhaps there weren't really any advantages after all, because the information wasn't accurate. Or perhaps the business settings weren't really comparable. More typically, the advantages are real enough, but there are also disadvantages that have been overlooked. For example, the modifications might compromise **Q36** safety in some way.

So, what's the solution? Well, I don't intend to suggest that it's easy to get things right the second time ... it's not. But the underlying problem has more to do with attitudes than the actual difficulty of the task, and there are ways of getting it right. These involve adjusting **Q37** attitudes, first of all...being more realistic and cautious really. Secondly, they involve exerting strict **Q38** controls on the organizational and operational systems. And this in turn means copying the original as closely as possible. Not merely duplicating the physical characteristics of the **Q39** factory, but also duplicating the **Q40** skills that the original employees had. Reliance on a template like this offers the huge advantage of built-in consistency.