

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS**  
**ASSET LANGUAGES**  
**INTERMEDIATE**  
**LISTENING (WORLD OF WORK)**  
**SAMPLE PAPER**

Additional materials:  
Answer sheet  
Soft pencil (type B or HB)  
Soft clean eraser

30 minutes

**TIME**      Approximately 30 minutes (including transfer time).

**INSTRUCTIONS TO CANDIDATES**

Do not open this booklet until you are told to do so.

Answer **all** questions.

Write your name, Centre number and candidate number in the spaces on this page. Write these details on your answer sheet if they are not already printed.

Write your answers on the question paper.

You will have five minutes at the end of the test to copy your answers, in pencil, onto the separate answer sheet.

At the end of the test you must hand in both the question paper and the answer sheet to your supervisor.

Dictionaries must not be used.

Candidate Name _____	Centre Number	Candidate Number
	<input type="text"/>	<input type="text"/>

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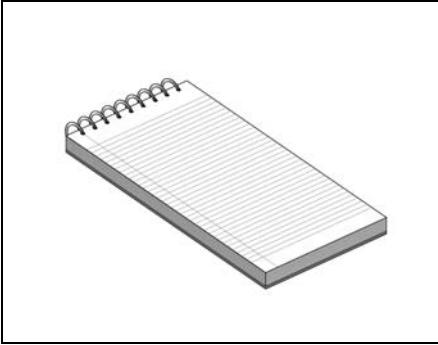
**This question paper consists of 7 printed pages.**

## Part 1

## Questions 1–5

You will hear five short conversations.  
Listen to them and look at the questions.  
Choose the correct answer, **A**, **B** or **C**. Put a tick (✓) in the box.

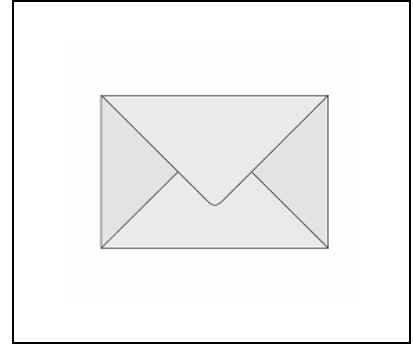
1 What was Sue unable to order?



A

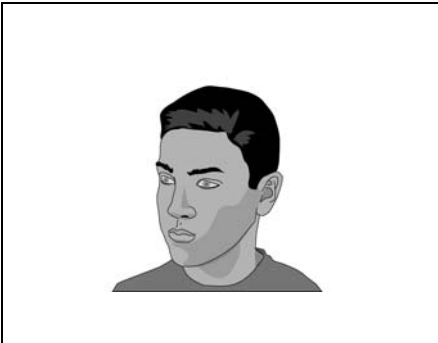


B



C

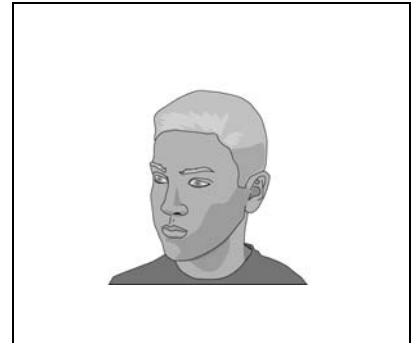
2 What does the new member of staff look like?



A

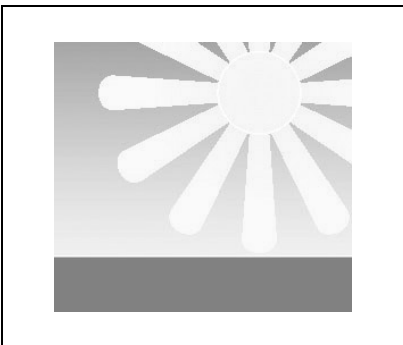


B

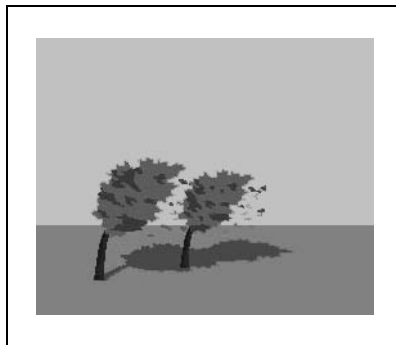


C

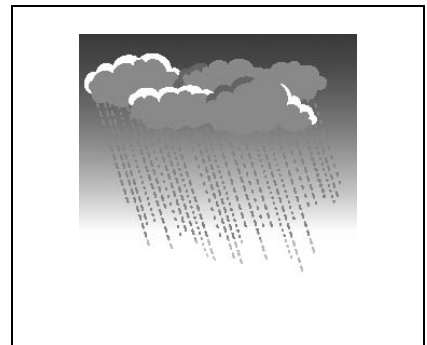
3 Why can't the builders work today?



A

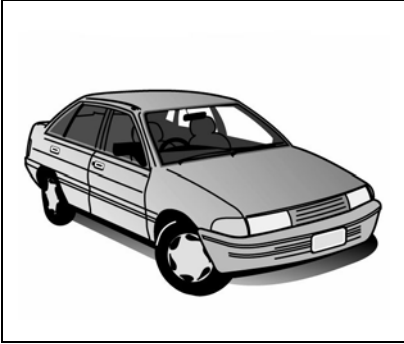


B

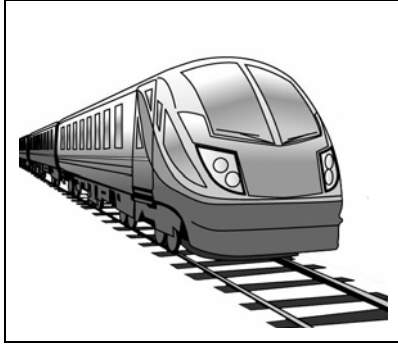


C

4 How did the man get to work yesterday?



A



B



C

5 How much does the customer spend on tyres?



A



B



C

## Part 2

## Questions 6–10

You will hear five people talking about their managers.

For questions 6–10, listen and choose the letter (A–F) which matches each person best.

There is one extra letter you do not need to use.

- |    |          |                          |   |  |
|----|----------|--------------------------|---|--|
| 6  | Anna     | <input type="checkbox"/> | A | feels lucky to have a sympathetic manager. |
| 7  | George   | <input type="checkbox"/> | B | wishes the manager was more helpful.       |
| 8  | Michelle | <input type="checkbox"/> | C | misses a previous manager.                 |
| 9  | Leo      | <input type="checkbox"/> | D | is glad the manager is an old friend.      |
| 10 | Sara     | <input type="checkbox"/> | E | wishes the manager was absent less often.  |
|    |          |                          | F | has to help a new manager.                 |

## Part 3

## Questions 11–15

You will hear a flight attendant talking about flight details.  
For each question, fill in the missing information in the numbered space.  
You must write your answers in English.

**Flight L418**

The duration of the flight will be \_\_\_\_\_ hours. (11)

A problem with the \_\_\_\_\_ caused a delay to take-off. (12)

The weather forecast for Santiago predicts \_\_\_\_\_ on arrival. (13)

As well as TV and films, first-class passengers  
have access to \_\_\_\_\_ and the Internet. (14)

The airline suggests using \_\_\_\_\_ for onward travel from the airport. (15)

## Part 4

## Questions 16–20

You will hear Stephan and Heidi talking about job interviews.

Read statements **16–20** and decide who agrees with each of them: **Stephan, Heidi** or **both**.

Choose the correct answer, **A**, **B** or **C**. Put a tick (✓) in the box.

There will be some pauses to give you time to write your answers.

First, you have 10 seconds to read the statements.

**16** You should only apply for a job if you have some relevant experience.

**A**  Stephan

**B**  Heidi

**C**  both

**17** If you can't start work right away, employers are not prepared to wait.

**A**  Stephan

**B**  Heidi

**C**  both

**18** Communication skills are vital during the interview process.

**A**  Stephan

**B**  Heidi

**C**  both

**19** Personality tests are too easy to be worthwhile.

**A**  Stephan

**B**  Heidi

**C**  both

**20** Dressing smartly is essential for any interview.

**A**  Stephan

**B**  Heidi

**C**  both

## Part 5

## Questions 21–25

You will hear an interview with Kelly, who is a physical training instructor in the army. Listen to the conversation and look at the questions.

Choose the correct answer, **A**, **B** or **C**. Put a tick (✓) in the box.

There will be some pauses in the conversation to give you time to write your answers.

First, you have 15 seconds to read the questions.

**21** Kelly helps instil fitness in the army by

**A** raising awareness of diet.

**B** increasing the distance soldiers have to run.

**C** conducting fitness tests.

**22** Kelly joined the army because

**A** the salary was good.

**B** she couldn't get into university.

**C** it gave her the chance to study and work.

**23** What does Kelly most like about her job?

**A** meeting a wide range of people

**B** having the opportunity to travel abroad

**C** competing at sports events

**24** Kelly finds it very hard to cope with

**A** the living conditions.

**B** being away from family.

**C** getting up early.

**25** Kelly says that, in the future, she wants to

**A** leave the army.

**B** keep competing in sports events.

**C** undertake specialist training.

R This is the OCR Asset Languages Intermediate Listening sample test.

There are five parts to the test. You will hear each part twice. For each part of the test, there will be time for you to look through the questions, and time for you to check your answers.

Write your answers on the question paper. You will have five minutes at the end of the test to copy your answers onto the answer sheet.

The recording will now be stopped.

Please ask any questions now, because you must not speak during the test.

**PAUSE 00'03''**

R Now open your question paper and look at Part One.  
You will hear five short conversations. Listen to them and look at the questions.  
Choose the correct answer, A, B or C. Put a tick in the box.

**PAUSE 00'03''**

R One. What was Sue unable to order?

M *Hi Sue, did you get through to the stationery supplier yesterday?*

F *I did, but I couldn't order the envelopes we need. They're out of stock.*

M *Did they have the notepads and pens?*

F *Yes, so I just ordered those.*

**PAUSE 00'03''**

R Now listen again.

**[REPEAT QUESTION ONE]**

**PAUSE 00'03''**

R Two. What does the new member of staff look like?

F *Morning. The new security guard is starting today, isn't he?*

M *Yeah – what did he look like? Did he have blond hair?*

F *We interviewed so many people...but I think he had dark hair.*

M *And glasses?*

F *No, there was someone who looked like that, but he didn't get the job.*

**PAUSE 00'03''**

R Now listen again.

**[REPEAT QUESTION TWO]****PAUSE 00'03''**

R Three. Why can't the builders work today?

M *Hello, I'm calling to let you know that we won't be on site today.*

F *Oh, is it because of the rain?*

M *No, it should be sunny later so that's not a problem. But as it's so windy it's dangerous for the builders to be on the scaffolding.*

F *OK, I understand.*

**PAUSE 00'03''**

R Now listen again.

**[REPEAT QUESTION THREE]****PAUSE 00'03''**

R Four. How did the man get to work yesterday?

F *Are you taking the bus to work today?*

M *No, I'll take the train. The bus was so slow yesterday – no quicker than the car despite the bus lanes. I was even late for work.*

F *That's no good – I'm glad I live close enough to walk!*

**PAUSE 00'03''**

R Now listen again.

**[REPEAT QUESTION FOUR]****PAUSE 00'03''**

R Five. How much does the customer spend on tyres?

F *Hello, can I help you?*

M *I need to get the oil changed in my car, and get a new tyre. How much is that?*

F *The oil change is €35. Tyres are between €70 and €180.*

M *Is there something in the middle of that range?*

F *There's these at €110 each.*

M *Great, I'll take one of them.*

**PAUSE 00'03''**

R            Now listen again.

**[REPEAT QUESTION FIVE]**

R            That is the end of Part One.

- R Part Two.  
You will hear five people talking about their managers.  
For questions 6–10, listen and choose the letter (A–F) which matches each person best. There is one extra letter you do not need to use.

**PAUSE 00'03''**

**[REPEAT FROM HERE]**

- R Six. Anna

- F *Everyone in my office is always busy. It would be nice to have more support from my manager, as I'm still quite new. I realise he has a lot to do but I'd like to have more time with him.*

**PAUSE 00'03''**

- R Seven. George

- M *My job feels strange at the moment, as I'm teaching my manager about the company. She's only worked here for a month, so is still learning what to do. I get on well with her though, so I don't mind.*

**PAUSE 00'03''**

- R Eight. Michelle

- F *I've had a bit of a bad time this year, as I've been unwell and had a lot of time off. Some bosses would be annoyed about this, so I'm glad that my manager understands that it's not my fault.*

**PAUSE 00'03''**

- R Nine. Leo

- M *I've had 3 different managers in the last 5 years. Most of them have been friendly enough, but my last manager was the best. I wish she was still here. Much better than my current manager, who can be grumpy.*

**PAUSE 00'03''**

- R Ten. Sara

- F *I just got a new job, and it turns out that I know my manager! I haven't seen her for years but it's great to get on so well together. She's more of a friend than a boss.*

**PAUSE 00'03''**

- R Now listen to Part Two again.

**PAUSE 00'03''**

**[REPEAT PART TWO]**

**PAUSE 00'03''**

R            That is the end of Part Two.

**PAUSE 00'05''**

- R Part Three.  
You will hear a flight attendant talking about flight details.  
For each question, fill in the missing information in the numbered space.  
You must write your answers in English.

**PAUSE 00'05''**

**[REPEAT FROM HERE]**

- F *Good morning ladies and gentlemen. Welcome onboard this flight to Santiago. We will be taking off shortly, and the flight time is expected to be 12 hours. We are sorry for the 2 hour delay to our departure.*

*This delay was caused by a technical fault on the rear doors, which has now been resolved. This meant we had to wait for air-traffic clearance.*

*We will arrive at our destination at 15.40. Although at the moment it is very sunny in Santiago, the weather forecast for this afternoon when we arrive predicts storms. We are expecting a smooth flight with clear skies.*

*All entertainment systems on-board include a wide-screen television with a choice of films. First-class customers are also able to play computer games and have access to the internet.*

*If you are travelling to a hotel or resort on arrival, you will find taxis available at the front of the airport. However, we would recommend using the local bus company, as you get a discount if you show your boarding card.*

*We hope you have a pleasant flight. The flight attendants will pass through the cabin shortly serving drinks.*

**PAUSE 00'03''**

- R Now listen to Part Three again.

**[REPEAT PART THREE]**

**PAUSE 00'03''**

- R That is the end of Part Three.

**PAUSE 00'05''**

- R Part Four.  
 You will hear Stephan and Heidi talking about job interviews.  
 Read statements 16 to 20 and decide who agrees with each of them:  
 Stephan, Heidi or both. Choose the correct answer, A, B or C. Put a tick (✓)  
 in the box.  
 There will be some pauses to give you time to write your answers.  
 First, you have 10 seconds to read the statements.

**PAUSE 00'10''**

**[BEEP!]**

**[REPEAT FROM HERE]**

- F *Did you apply for that job Stephan?*
- M *No, Heidi, my experience is in customer services, and this was a finance job. it wasn't worth it.*
- F *Why not? Just because you haven't done the same job before doesn't mean that you haven't the skills.*

**PAUSE 00'03''**

- F *At least you could start right away. When I say to employers I have 3 months to wait I go to the bottom of the list.*
- M *If they think you are the right person, I don't think it makes any difference.*

**PAUSE 00'03''**

- F *My problem is, I'm shy. I know it's essential to communicate well at interviews, but I'm no good at it...*
- M *You should practise interview techniques – selling yourself at the interview is definitely the key to getting a job.*

**PAUSE 00'03''**

- F *Have you ever done a personality test? It's easy to work out what you're supposed to say. I can't see how they work at all.*
- M *Well, they can be useful to see if you'd fit in with the other employees. The majority of companies use them now.*

**PAUSE 00'03''**

- F *Well I still think that a good first impression is important, and that means wearing something smart.*
- M *First impressions are important at interview – I'd better buy myself a new suit!*

**PAUSE 00'03''**

R Now listen to Part Four again.

**PAUSE 00'03''**

**[REPEAT PART FOUR]**

**PAUSE 00'03''**

R That is the end of Part Four.

**PAUSE 00'05''**

R Part Five.  
 You will hear an interview with Kelly, who is a physical training instructor in the army.  
 Listen to the conversation and look at the questions.  
 Choose the correct answer, A, B or C. Put a tick in the box.  
 There will be some pauses in the conversation to give you time to write your answers.  
 First, you have 15 seconds to read the questions.

**PAUSE 00'15''**

**[BEEP!]**

**[REPEAT FROM HERE]**

M *Kelly, what does it mean to be a fitness instructor in the army?*

F *My job is to ensure that officers and soldiers are as effective as they can be. It's expected that soldiers are physically fit, but I also help them think about what they eat, rather than just how far they can run.*

**PAUSE 00'03''**

M *And why did you choose the army?*

F *I didn't know what to do after school, and didn't think that University was for me. I didn't want lots of debt either. The army was appealing as I could get work experience and still do more study later if I wanted.*

**PAUSE 00'03''**

M *Tell me about some of your experiences so far.*

F *There are so many opportunities, and the most rewarding part is being able to meet people with different backgrounds and trades. I've represented the army at sports events all over the country too and hope to do so abroad next year.*

**PAUSE 00'03''**

M *What do you find most difficult about the job?*

F *People think that getting up at 4.30am is awful, but I don't mind that. I've got used to sharing with other people too. But being sent to different parts of the country is hard, as it means I can't often see my family.*

**PAUSE 00'03''**

M *What's next for you?*

F *Well, this job definitely gets harder as you get older, and I won't be able to compete in sports events forever. I'd like to do a physiotherapy course so I can help people who have been injured. Luckily I can do that in the army as well.*

**PAUSE 00'03''**

R Now listen to Part Five again.

**PAUSE 00'03''**

**[REPEAT PART FIVE]**

**PAUSE 00'03''**

R That is the end of Part Five.

**PAUSE 00'05''**

R You now have five minutes to copy your answers to your answer sheet.

**PAUSE 04'00''**

**[PING!]**

R You have one more minute.

**PAUSE 01'00''**

**[PING!]**

R That is the end of this test.

## Answer key Intermediate Listening Sample Test

Question	Answer
1	C
2	A
3	B
4	C
5	B
6	B
7	F
8	A
9	C
10	D
11	12
12	(back/rear) doors
13	storms
14	computer games
15	bus(es)
16	A
17	B
18	C
19	B
20	C
21	A
22	C
23	A
24	B
25	C