

# LISTENING

## SECTION 1

## Questions 1-10



Questions 1-6

Complete the flow-chart below.

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

### Making an International Money Transfer

Example

**Step 1:** Access global payments system

- Log on to Wesley Bank Internet Banking
- Select 'Transfer Money'
- Select 'International Money Transfer' (under International Services)



**Step 2:** Click on 'Payment Destination 1

- Scroll down and choose the place



**Step 3:** Enter '2 Details'

- Name, address, phone number



**Step 4:** 'Transaction Details'

- Select transaction, savings or 3 account
- Enter reason: medical care, 4



**Step 5:** 'Recipient Account Details'

- Account name and number
- (NB: complete the page within 5 hours)



**Step 6:** 'Recipient Bank Details'

- Name, branch, address



**Step 7:** 'Confirmation Page'

- Press Submit
- Print receipt or write down Transaction 6

Questions 7-10

Answer the questions below.

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

7 How long does it take for the Wesley Bank to process a transfer?

.....

8 How much does it cost to make each online international transaction from the Wesley Bank?

.....

9 What is the maximum amount of each transfer?

.....

10 What is a security token?

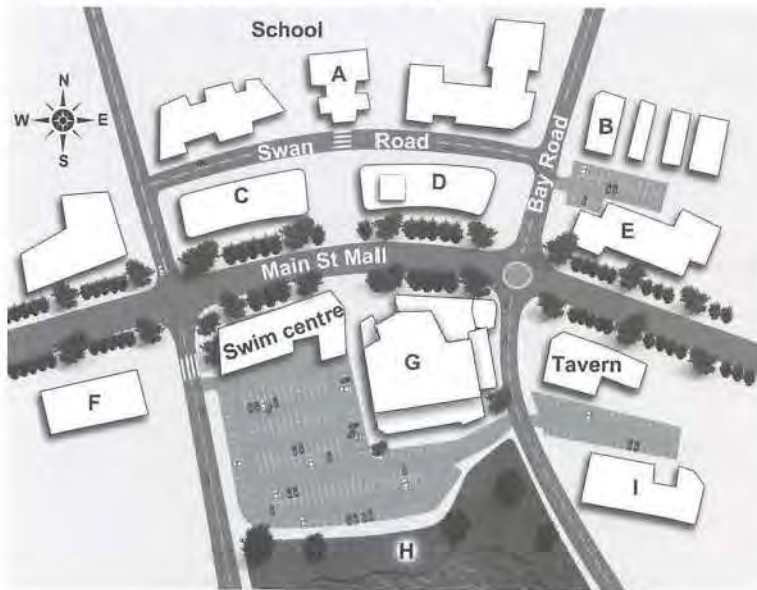
.....

Questions 11-17

Label the plan below.

Write the correct letter, **A-I**, next to questions 11-17.

**Plan for upgrade of Bayfield town centre**



- 11 supermarket .....
- 12 park .....
- 13 market .....
- 14 office block .....
- 15 gymnasium .....
- 16 library .....
- 17 council .....

Questions 18-20

Complete the sentences below.

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

18 The key issue for residents is better .....

19 The council needs to buy suitable ..... for playgrounds.

20 The council's first choice for controlling the movement of vehicles on Swan Road is to add .....



Complete the notes below.

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

### CORPORATE CULTURES

Studies by Quinn and Cameron propose:

#### 'Competing Values Framework'

- **Hierarchy Culture**
  - obeys rules, **21** ..... and bureaucracy
  - solid, well-organised and **22** ..... operations
  - leaders use power, **23** ..... and position to deal with employees
  - common among **24** ..... organisations and large companies
- **Market Culture**
  - main difference is the importance of **25** ..... with clients or suppliers
  - this culture produces the best **26** ..... (due to emphasis on competitiveness and success)
- **Clan Culture**
  - family-like
  - focus on doing things together leads to better morale and a high degree of worker **27** .....
  - paternalistic, mentoring style of leadership
  - employee training
  - company expects **28** ..... from workers, with similar ideas and shared goals
- **Adhocracy Culture**
  - workers must be adaptable and accept change
  - focus on flexibility and **29** ..... with quick responses to outside factors
  - dynamic and entrepreneurial leaders looking for **30** .....
  - employees encouraged to experiment with new ideas
  - might seem disorganised but inventive and progressive

## Questions 31-34

Complete the summary below.

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

### Environmental Effects of Pesticide Use

Most pesticides are carried into other environments. They travel along rivers or streams or are carried by the **31** \_\_\_\_\_ into unwanted areas. Pesticides can harm animals or remove their **32** \_\_\_\_\_, causing starvation. Those that stay in the soil can cause damage, and also decrease the quality and number of organisms in contrast to **33** \_\_\_\_\_. Furthermore, insects can develop immunity to pesticides, and thus **34** \_\_\_\_\_ are needed, which create further problems.

## Questions 35-40

Complete the table below.

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

Technique	Procedure	Comment
Handpicking	Remove insects with gloves	Effective and low-cost; but <b>35</b> _____ so not useful for large farms
<b>36</b> _____	Breed 'good' insects to attack pests	Risky due to <b>37</b> _____ outcomes
Companion planting	Use plants with ability to <b>38</b> _____ certain insects	Low risk, but additional plants compete for space and soil nutrients
Crop rotation	Change plant varieties after each harvest — insects must <b>39</b> _____ to access food	Unappealing for big businesses as <b>40</b> _____ are reduced