



Listening Test

Set 2

08 December 2025

- You will hear four recordings.
- Write your answers on the question paper.
- You will have time to read the questions before you listen.
- Use a pencil. Write clearly and follow instructions.
- At the end, you will have 10 minutes to transfer your answers.

Part 1

Complete the table below. Write ONE WORD AND / OR A NUMBER for each answer.

PARKVIEW HOTEL BOOKING			
Room Type	Price per Night	Available From	Features
Standard Double	£120	August 15th	Free Wi-Fi Hair dryer Ironing board No (1)
Deluxe Twin	£ (2)	September 1st	Mini-bar Ensuite bathroom (3) view
Family Suite	£250	(4)	Living area Kitchenette Balcony with (5) view

1. _____
2. _____
3. _____
4. _____
5. _____

Complete the form below. Write ONE WORD AND / OR A NUMBER for each answer.

RESTAURANT FOOD ENQUIRY FORM

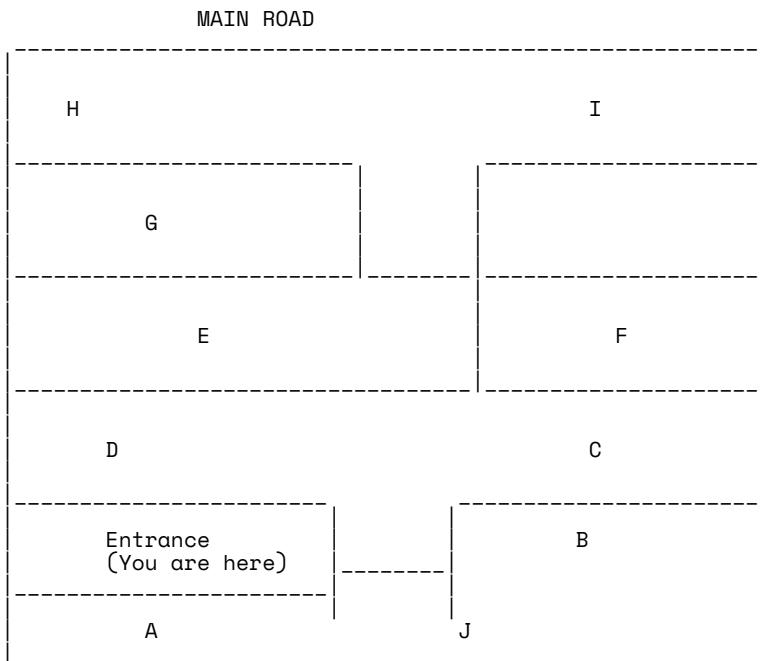
Restaurant Name: The Golden Spoon
Enquiry Type: Food Menu

Details of Food Enquiry:

1. Specialty dish recommended: Spicy 6.....
 2. Main course taste description: 7..... and rich
 3. Average price per main course: £ 8.....
 4. Option for children: Small 9.....
 5. Allergies catered for: Most, especially 10.....
-

Part 2

Label the map below. Write the correct letter, A-J.



11. Main Reception. _____
12. Student Union Building. _____
13. Medical Centre. _____
14. Computer Lab. _____
15. Cafeteria. _____
16. Bookshop. _____
17. Lecture Theatre 1. _____
18. Library. _____
19. Arts Block. _____
20. Sports Centre. _____

Part 3

Questions

Choose FIVE answers from the box and write the correct letter, A-G, next to questions 21-30.

-
- A. Liam
 - B. Chloe
 - C. Ben
 - D. Zara
 - E. The whole group
 - F. The tutor
 - G. Not yet decided
-

- 21. Researching background literature: _____
- 22. Designing the survey questionnaire: _____
- 23. Conducting the interviews: _____
- 24. Analyzing the quantitative data: _____
- 25. Analyzing the qualitative data: _____
- 26. Drafting the introduction: _____
- 27. Writing the methodology section: _____
- 28. Preparing the discussion and conclusion: _____
- 29. Creating the presentation slides: _____
- 30. Compiling the bibliography and appendices: _____

Part 4

Complete the sentences below. Write NO MORE THAN TWO WORDS for each answer.

31. Early AI research focused on tasks like pattern recognition and _____.
32. Current AI systems help communication tools provide more _____ responses.
33. AI in communication has the potential to improve global _____.
34. AI translation tools are effective in overcoming _____ barriers.
35. A major concern about AI in communication is maintaining _____ in interactions.
36. AI's ability to generate content quickly raises fears about the spread of _____.
37. The example of _____ demonstrates AI's practical use in generating human-like text.
38. Developing effective AI models requires extensive _____ datasets.
39. Many experts recommend that AI should support human _____ rather than replace it.
40. A future challenge for AI in communication is ensuring its _____ and ethical deployment.

Answers

Part 1

1. balcony
 2. 180
 3. river
 4. October 1st
 5. park
-

Part 1

6. Lamb
 7. savoury
 8. 25
 9. portions
 10. nut
-

Part 2

11. B
12. D
13. A
14. J

15. C

16. E

17. F

18. G

19. I

20. H

Part 3

21. B

22. A

23. E

24. C

25. D

26. A

27. B

28. E

29. D

30. A

Part 4

31. symbol manipulation

32. personalized

33. accessibility

34. language

35. authenticity

36. misinformation

37. GPT-3

38. training

39. collaboration

40. responsible

Transcripts

Part 1

Narrator: You will hear a telephone conversation between a customer and a hotel receptionist. First, you have some time to look at questions 1 to 5.

Narrator: 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.

Receptionist: Good morning, Parkview Hotel. How may I help you?

Customer: Hello, I'm calling to inquire about booking a room for next month. I'd like to get some information about your room types and facilities.

Receptionist: Certainly, sir. What dates are you looking for, roughly?

Customer: Well, I'm flexible on the exact dates, but I'd like to know about your rooms first, especially a Standard Double.

Receptionist: Okay. Our Standard Double rooms are very popular. They are priced at £120 per night.

Narrator: The price per night for a Standard Double is £120, so 120 has been written in the table. Now we shall begin. You should answer the questions as you listen because you will not hear the recording a second time. Listen carefully and answer questions 1 to 5.

Receptionist: Good morning, Parkview Hotel. How may I help you?

Customer: Hello, I'm calling to inquire about booking a room for next month. I'd like to get some information about your room types and facilities.

Receptionist: Certainly, sir. What dates are you looking for, roughly?

Customer: Well, I'm flexible on the exact dates, but I'd like to know about your rooms first. Let's start with your Standard Double rooms.

Receptionist: Okay. Our Standard Double rooms are very popular. They are priced at £120 per night.

Customer: And when are those available?

Receptionist: We have availability for the Standard Double from August 15th onwards.

Customer: Good. And what kind of facilities do they include?

Receptionist: All our Standard Doubles come with free Wi-Fi, a hair dryer, and an ironing board.

Customer: Right. And do they have a (1) balcony?

Receptionist: No, I'm afraid the Standard Double rooms do not have a balcony. They have large windows, but no outdoor space.

Customer: I see. Okay. What about your Deluxe Twin rooms?

Receptionist: The Deluxe Twin rooms are a bit more spacious. They include a mini-bar and an ensuite bathroom.

Customer: And what's the price for a Deluxe Twin? (2)

Receptionist: For a Deluxe Twin, it's £180 per night.

Customer: That sounds reasonable. And when are those available?

Receptionist: The Deluxe Twin rooms are available from September 1st.

Customer: Okay. And what kind of view do they offer? (3)

Receptionist: They have a lovely river view, overlooking the city's main waterway.

Customer: A river view, excellent. Now, I'm also interested in your Family Suites. We might be traveling with more people.

Receptionist: Our Family Suites are very popular. They are our largest rooms, offering a separate living area and a small kitchenette.

Customer: And the price for a Family Suite?

Receptionist: The Family Suites are £250 per night.

Customer: And their availability? (4)

Receptionist: The Family Suites are available from October 1st.

Customer: October 1st, understood. And do these suites have a balcony?

Receptionist: Yes, all our Family Suites feature a spacious balcony.

Customer: Great! And what's the view like from there? (5)

Receptionist: They have a superb park view, facing the beautiful central park. It's very peaceful.

Customer: A park view, perfect. So, just to confirm, a Standard Double at £120, no balcony. A Deluxe Twin at £180 with a river view. And a Family Suite at £250 with a balcony and a park view.

Receptionist: That's correct.

Customer: I think I'll go with the Deluxe Twin. I'll call back later today to book. Thank you.

Receptionist: Wonderful. We look forward to hearing from you. Is there anything else I can assist you with today?

Customer: No, that's all for now. Thank you very much.

Receptionist: You're welcome. Goodbye.

Part 1

Narrator: You will hear a telephone conversation between a customer and a restaurant employee. First, you have some time to look at questions 6 to 10.

Narrator: 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.

Narrator: The conversation now continues. Refer to questions 6 to 10.

Customer: Hello, I'm calling about a potential booking for next month, but before I commit, I had a few questions about your food menu, if that's okay?

Staff: Of course, sir. You've called The Golden Spoon, how can I help you today?

Customer: Yes, The Golden Spoon, that's right. My wife and I are celebrating our anniversary, and we're looking for somewhere special. So, I wanted to inquire specifically about the food. First, I'm curious about your signature dishes, or perhaps what your chef would highly recommend?

Staff: Absolutely! We have several popular choices, but our most highly recommended dish, a real customer favourite, is the Spicy Lamb Curry. It's a special recipe, made with slow-cooked Welsh lamb and a blend of our unique spices. It's very popular and often requested by guests who are looking for something truly memorable.

Customer: Oh, Spicy **Lamb** Curry. That sounds rather appealing, actually. So that would be for question number six, I imagine. And generally, for your main courses, how would you describe the overall taste profile? Are they very traditional, or do you have a more modern approach?

Staff: Well, we aim for a blend of traditional techniques with a contemporary twist. Most of our main dishes are wonderfully **savoury** and rich, but we always ensure there's a freshness to them, so they aren't overly heavy. We focus on high-quality, seasonal ingredients to bring out a depth of flavour in every dish. We like to think of them as comforting yet sophisticated.

Customer: "Savoury and rich"... I like the sound of that. That would be for question seven. Could you give me an idea of the average price per main course? Just so I can budget appropriately for our evening.

Staff: Certainly. Our prices vary slightly depending on the specific ingredients, but for a main course, you're generally looking at an average of about **£25**. Some of our vegetarian options might be a little less, and some of the premium fish or steak dishes might be a little more, but twenty-five pounds is a good estimate.

Customer: Right, **£25**. That's for question eight. I'll bear that in mind. It sounds like the quality would justify the price. And do you offer anything suitable for younger guests? We might be bringing our two children along, depending on childcare.

Staff: Yes, we definitely do. We're very family-friendly. While we don't have a separate children's menu as such, we're always happy to prepare smaller **portions** of many of our main dishes. Alternatively, we can offer simpler pasta dishes or grilled chicken with vegetables, specifically tailored for kids. Just let us know when you book.

Customer: That's great news about the small portions for question nine. One last thing – my younger daughter has a serious food allergy, specifically to nuts. How do you handle allergies in your kitchen?

Staff: We take allergies extremely seriously here at The Golden Spoon. Our kitchen staff are fully trained, and we have very strict protocols in place to prevent cross-contamination. We can accommodate most dietary requirements, and we are especially careful with **nut** allergies. We encourage all guests with allergies to inform us at the time of booking, and then again upon arrival, so we can ensure a safe and enjoyable dining experience for everyone. We'll provide a detailed allergy sheet and speak with you personally about suitable options.

Customer: Excellent, that's very reassuring to hear, especially about nut allergies for question ten. Thank you so much for all this information. It's been incredibly helpful. I think we'll definitely go ahead with a booking. I'll call back shortly with the exact date and time.

Staff: You're most welcome, sir. We look forward to hearing from you again soon. Goodbye.

Customer: Goodbye.

Part 2

You will hear a guide giving visitors a tour of a university campus. First, you have some time to look at questions 11 to 20.

Now listen carefully and answer questions 11 to 20.

Good morning, everyone, and welcome to the Weston University campus! My name is Sarah, and I'll be your guide today. We're starting our tour right here at the main Entrance, marked 'You are here' on your map. From here, we'll navigate through the key facilities and buildings on campus. Please feel free to ask questions as we go along.

Alright, let's begin by identifying our first building. If you look straight ahead from our current position, you'll see a path leading directly into the campus. The very first building on your right, immediately after the entrance, is the Main Reception. This is where all general enquiries are handled, and it's a good place to pick up leaflets or get directions. So, for question 11, the Main Reception is located at B.

Now, if you look directly opposite the Main Reception, on your left-hand side as we walk in, you'll find the Student Union Building. This is a hub for student activities, with various common rooms, meeting spaces, and the Student Council offices. So, for question 12, the Student Union Building is at D.

Continuing our tour, let's explore some areas slightly off the main path. If you were to turn left just past the Student Union Building, you'd find a smaller pathway. Follow that path, and straight ahead, you'll see a modern, glass-fronted building. This is our Medical Centre, offering comprehensive health services to all students and staff. So, for question 13, the Medical Centre is marked as A on your map.

Returning to the main path, and now looking to the right just past the Main Reception, you'll see a similar smaller pathway. Take that path, and the building directly in front of you houses the Computer Lab. These labs are open 24/7 during term time and provide access to high-spec computers and specialist software. Therefore, for question 14, the Computer Lab is at J.

Let's head back to the main walkway. As we proceed further into the campus, you'll notice the pathway widens. On your right-hand side, a short distance past the Main Reception, you'll see a large, vibrant building. That's our main Cafeteria, serving a wide range of hot and cold food options throughout the day. It's often bustling with students, especially around lunchtime. So, for question 15, the Cafeteria can be found at C.

Directly opposite the Cafeteria, on your left, is the University Bookshop. Here, you can purchase all your textbooks, stationery, and university merchandise. It's also got a great selection of general interest books. So, question 16, the Bookshop, is located at E.

Moving further along the main path, towards the back of the campus, the next significant building you'll come to on your right is Lecture Theatre 1. This is one of our largest lecture halls, capable of seating over 300 students, and it's frequently used for major lectures and presentations. So, for question 17, Lecture Theatre 1 is at F.

And across the path from Lecture Theatre 1, on your left, you'll see a very prominent, traditional-looking building. This is the University Library, a central resource for all academic research and study. It spans three floors and houses an extensive collection of books, journals, and digital resources. So, for question 18, the Library is situated at G.

Finally, we're almost at the very back of the campus. If you continue straight ahead, the path curves slightly. To your right, in the far corner of the campus, you'll find the Arts Block. This building is home to our Fine Arts and Performing Arts departments, with studios, rehearsal rooms, and a small gallery space. So, for question 19, the Arts Block is located at I.

And last but not least, to complete our tour of the main buildings, if you look to your left, also at the very back of the campus, you'll see the modern, glass-paneled structure of our Sports Centre. It features a gym, a swimming pool, and several indoor courts for various sports. So, for question 20, the Sports Centre can be found at H.

That concludes our initial walk-through of the main campus buildings. I hope you found it informative. Please gather any final questions you have, and we can discuss them before heading to our next destination...

Part 3

Narrator: You will hear four students, Liam, Chloe, Ben, and Zara, discussing the division of tasks for their upcoming group research project.

Liam: Right, everyone, let's try and finalise our task assignments for the 'Urban Green Spaces' project today. We've got quite a lot to cover before the deadline.

Chloe: Absolutely. I've made a list of all the main sections we need to address. So, first off, the initial background research. That's always a big one, getting a comprehensive overview of existing studies and theories.

Ben: I agree. We need to make sure we're building on solid foundations. Who wants to take on the bulk of the initial background literature review? I did a lot of that for our last project, so I'm happy to let someone else lead on it this time.

Zara: I'm quite good at digging through academic papers, but I also enjoy the practical aspects. How about I help out, but not lead?

Chloe: Actually, I wouldn't mind taking the lead on that myself. I find delving into academic journals quite interesting. So, I can be responsible for **21. researching background literature**. Does that sound good to everyone?

Liam: Perfect, Chloe. That takes care of the early stages. Next up, we've decided to use a mixed-methods approach, so we'll need a survey questionnaire and some interviews. Who's going to design the questionnaire?

Ben: I'm better with statistics and data analysis than drafting questions that flow well.

Zara: I could assist, but I'm not confident leading that.

Liam: Well, I've had some experience designing surveys in my previous course. I can take charge of **22. designing the survey questionnaire**. I think I know what kind of questions we need to get useful data on public perception.

Chloe: Great, Liam. That's a good fit. Now, about conducting the interviews. We agreed we'd do ten semi-structured interviews. That's quite a workload.

Ben: I think **23. conducting the interviews** would be best handled as a collective effort. It ensures consistency, and we can split them up, maybe five each for two people, or two and a half each. It's too much for one person, and we need to ensure a standardised approach to questioning.

Zara: I agree. It feels like a **whole group** task, or at least two of us, but splitting it equally among everyone would be the fairest and most efficient way to get it done properly.

Liam: Okay, so conducting the interviews will be a group effort. Moving on to data analysis. We'll have both quantitative data from the surveys and qualitative data from the interviews. Ben, you mentioned you're strong with statistics?

Ben: Yes, that's definitely my strength. I can definitely handle **24. analyzing the quantitative data** from the surveys. I'm comfortable with the software required for that.

Chloe: Excellent. And Zara, how do you feel about the qualitative data? We'll have a lot of interview transcripts to go through.

Zara: I've done some thematic analysis before. It's quite time-consuming, but I don't mind it. I can take on **25. analyzing the qualitative data** from the interviews. I'll make sure to look for key themes and patterns.

Liam: Brilliant. That settles the research and analysis phases. Now for the report writing. We need an introduction, methodology, discussion, and conclusion. Who's up for **26. drafting the introduction**?

Chloe: Liam, since you're handling the survey design and have a good overview of the project aims, perhaps you could draft the introduction?

Liam: Hmm, yes, that makes sense. I can start working on that. I'll make sure it sets the scene properly for the project. So, I'll take **26. drafting the introduction**.

Ben: Okay, that leaves the methodology section. Chloe, you're very organised and detailed. Would you be willing to write that part? It needs to clearly outline our research design.

Chloe: Yes, I can do that. Given I'm doing the background literature, I'll have a good grasp of the theoretical framework. I can definitely focus on **27. writing the methodology section**. I'll make sure it's precise and clear.

Zara: And for **28. preparing the discussion and conclusion**? That part requires synthesising all our findings and drawing meaningful conclusions.

Liam: I think that's another section that really benefits from input from everyone. It ties everything together, so it makes sense for **the whole group** to collaborate on that. We should meet up once we have all the data analysed and draft it together.

Ben: Agreed. A joint effort for the discussion and conclusion will ensure we capture all perspectives.

Chloe: So, that just leaves the final presentation and the bibliography. Zara, you're quite artistic. Would you be interested in **29. creating the presentation slides** for our final submission? Making it visually engaging is key.

Zara: Oh, I'd love to! I enjoy putting presentations together. I'm happy to handle **29. creating the presentation slides**. I'll make sure they look professional and highlight our key findings effectively.

Liam: Excellent. And finally, the bibliography and appendices. It's crucial that all our sources are correctly cited and formatted. I can take on **30. compiling the bibliography and appendices**. I'm pretty meticulous with referencing.

Ben: Perfect, Liam. So, just to recap...

Narrator: That is the end of Section 3. You now have half a minute to check your answers.

Part 4

Narrator: You will hear a university lecture about the impact of Artificial Intelligence on human communication.

Lecturer: Good morning, everyone. Today's lecture delves into a topic that is not only at the forefront of technological innovation but also profoundly reshaping the very fabric of human interaction: the impact of Artificial Intelligence on communication. We'll explore the historical trajectory, current capabilities, the myriad benefits it offers, the significant challenges it poses, and the ethical considerations that must guide its future development. This is a complex area, demanding careful thought and critical analysis.

To begin, let's cast our minds back to the foundational years of AI research. Early efforts, particularly during the mid-20th century, were largely conceptual, focusing on foundational logic and symbolic reasoning. If you look at point 31 in your notes, you'll see that early AI research was primarily concerned with tasks like pattern recognition and what researchers then termed 'symbol manipulation'. This involved creating systems that could process and infer meaning from structured data, laying the groundwork for more sophisticated language models to emerge decades later. These were the nascent steps towards machines understanding and generating human-like communication.

Now, fast forward to the present day. Modern AI, particularly with advancements in deep learning and natural language processing, has endowed communication tools with unprecedented capabilities. Unlike those early systems, contemporary AI can analyze vast, unstructured datasets to glean nuanced insights. This allows communication platforms, from chatbots to email assistants, to offer far more personalized responses. As we address point 32, this tailoring of content and interaction to individual user preferences and historical communication patterns represents a significant leap, making digital communication not only more efficient but also remarkably more engaging and contextually relevant.

One of the most compelling advantages of integrating AI into communication platforms lies in its ability to foster greater inclusion and enhance global accessibility. AI-driven tools can democratize communication for individuals with diverse needs and abilities, whether through advanced speech-to-text, text-to-speech, or sign language translation interfaces. This contributes directly to point 33, highlighting AI's potential to significantly improve global accessibility, enabling participation and interaction for segments of the population previously marginalized by technological barriers. The inclusive nature of these advancements cannot be overstated.

Indeed, expanding on accessibility, AI is making monumental strides in overcoming critical language barriers. Real-time translation tools, powered by sophisticated neural networks, can now interpret and convert spoken and written language across a multitude of dialects and cultures almost instantaneously. This directly addresses point 34, which considers AI translation tools' effectiveness in overcoming language barriers that have historically impeded cross-cultural understanding and global collaboration. Imagine a world where linguistic differences no longer present an obstacle to immediate, meaningful communication.

However, as with any powerful technology, AI in communication comes with its own set of profound challenges and ethical dilemmas. A significant concern, which brings us to point 35, is the inherent difficulty in maintaining authenticity in interactions. When AI algorithms mediate, curate, or even generate parts of conversations, profound questions arise regarding the genuineness of the exchange, the emotional sincerity, and the true intent behind the communication. This can lead to a perceived 'flattening' of human connection, where nuanced expressions and emotional depth might be lost or misinterpreted by an algorithm. The very essence of human connection could be diluted.

Furthermore, a serious ethical concern that AI presents, particularly in the realm of information dissemination, is the potential for the rapid proliferation of misinformation. If you consider point 36, AI's ability to generate highly realistic, yet entirely fabricated, content – be it text, audio, or increasingly, video – at an unprecedented scale poses a grave threat. Malicious actors can leverage these capabilities to create sophisticated 'deepfakes' or persuasive but false narratives, making it extraordinarily difficult for individuals to discern truth from falsehood, thereby undermining trust in digital media and public discourse.

To illustrate some of AI's current transformative capabilities in content generation, let's consider a practical and widely discussed example. Technologies like GPT-3, which stands for Generative Pre-trained Transformer 3, have undeniably revolutionized text production. This powerful autoregressive language model, utilizing deep learning, is capable of producing human-like text across a vast range of styles and topics. This perfectly encapsulates point 37, demonstrating AI's practical use in generating human-like text for everything from journalistic articles and marketing copy to creative writing and even coding. It signifies a new era where machines can actively contribute to the creative aspects of communication.

The development of such sophisticated AI systems, however, is not without its own set of prerequisites and challenges. Building effective and unbiased AI models, especially for natural language understanding and generation, demands gargantuan efforts in data collection and processing. As we reflect on point 38, it becomes clear that developing effective AI models requires extensive training datasets – vast repositories of diverse linguistic and contextual information. The quality, breadth, and representativeness of this data are paramount to ensure the AI's accuracy, reduce inherent biases, and enable it to comprehend and generate human language effectively across varied cultural and social contexts. Poor or biased training data leads to poor or biased AI output.

Looking towards the future, many leading researchers and ethicists advocate for a thoughtful and strategic approach to AI development in communication. The prevailing consensus, as indicated in point 39, is that the focus should emphatically be on building AI that robustly supports human collaboration rather than seeking to replace human interaction entirely. This paradigm positions AI as an intelligent assistant, augmenting our cognitive abilities, enhancing our productivity, and fostering creativity, rather than a substitute for genuine human connection. The goal is augmentation, not automation of human relationships.

Finally, and perhaps most crucially, a paramount challenge for the future of AI in communication is ensuring its responsible and ethical deployment. This encompasses a broad spectrum of considerations, including safeguarding individual privacy, ensuring robust data security protocols, actively mitigating algorithmic bias, and establishing clear, transparent guidelines for its use across all sectors. Addressing point 40, this means striving for AI systems that are not only powerful and efficient but also inherently trustworthy and equitable. We must strive to maximize societal benefit while meticulously preventing harm, ensuring these powerful tools serve humanity wisely and justly in the ongoing evolution of our communication landscape. Thank you.
