



EnglishScore

EnglishScore Practice Questions

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About the practice questions

This bank of 200 practice questions is designed to help you to prepare for the EnglishScore mobile English test. The questions are written to the same standard as the questions you will see in the exam, with answers and transcripts provided for each question.

The questions are divided into three sections:

- **Grammar and vocabulary**
- **Reading**
- **Listening**

Each section includes questions for the four **CEFR** levels that EnglishScore covers: **A2, B1, B2, C1**. At the end of each section, you will find the answers and the listening transcripts.

The questions cover the Personal, Public and Professional domains, using authentic language and contexts.

Note that EnglishScore is a mobile test, so the question format in the real test is different from what you see in this bank, e.g. in the mobile test, you will need to tap the correct answer for the multiple-choice questions. However, this question bank will help you to prepare and practise for the test and to understand the different question types we use in our test.

For more information about the test-taking experience and other useful information, please see the EnglishScore Core Skills Test Guide. You can also visit our website at **www.englishscore.com**.

Grammar and Vocabulary Practice Questions

About the Grammar and Vocabulary practice questions

All of the grammar and vocabulary questions are multiple choice.
You must choose the correct word to **Complete the text** or **Complete the conversation**.

This is an example:

A party

We need new for the party tomorrow night. Can I borrow yours?

Choose the correct word to complete the text.

A. speakers ✓ **B. music** **C. sounds**

The difficulty level of the questions increases as you continue.

You can find answers to all the questions on the last page.

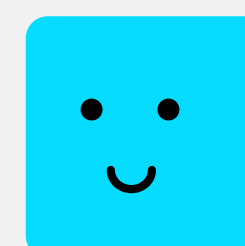
A2 Grammar practice questions

1 Time for tea



Do you want a cup of tea?

No, thank you. I need _____ writing this report.



Choose the correct word to complete the conversation.

A. finish

B. to finish

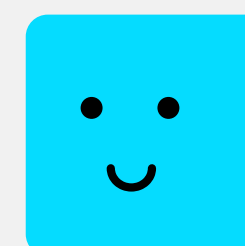
C. finished

2 Going to the cafe



Have you ever been to the Durban Cafe?

No. Where is _____ ?



Choose the correct word to complete the conversation.

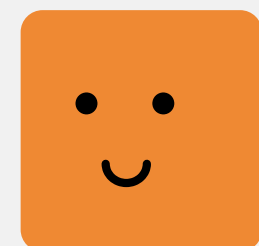
A. it

B. there

C. this

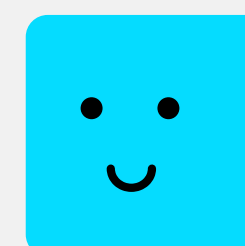
3

A work meeting



Was the meeting ok?

It was the _____ meeting I've ever been to.



Choose the correct word to complete the conversation.

A. boring

B. more boring

C. most boring

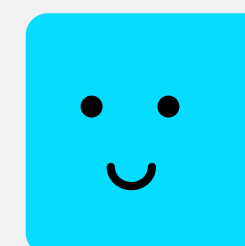
4

Forgetting things



I can't find my glasses anywhere.

I think you left _____ in the car.



Choose the correct word to complete the conversation.

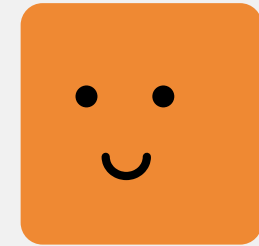
A. them

B. mine

C. him

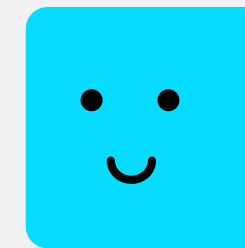
5

A question



What about calling him to ask?

He hasn't got to work _____. I'll wait.



Choose the correct word to complete the conversation.

A. already

B. yet

C. soon

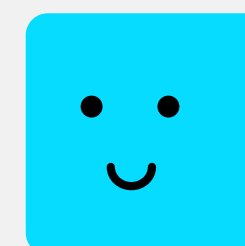
6

A party



It's the party tomorrow. Who _____ ?

Some friends. It's going to be great!



Choose the correct word to complete the conversation.

A. are you going with

B. with are you going

C. are with you going

7

Arriving late

There's a lot of traffic. I _____ be home before 7 o'clock tonight.

Choose the correct word to complete the text.

A. won't

B. don't

C. didn't

8

A busy day

I was very tired after work, _____ I went to bed early.

Choose the correct word to complete the text.

A. that

B. when

C. so

9

After the meeting

When you leave the meeting room, _____ forget to close the window.

Choose the correct word to complete the text.

A. don't

B. mustn't

C. can't

10 In the office

I'm looking _____ Mrs Grey's office. Do you know where it is?

Choose the correct word to complete the text.

A. into **B. at** **C. for**

11 A bank visit

When I went to the bank, I spoke to the man _____ has a beard.

Choose the correct word to complete the text.

A. which **B. who** **C. he**

12 At work

_____ you need more information, here is my email address.

Choose the correct word to complete the text.

A. That **B. If** **C. Do**

13

Manager talking to customer

Our beds are very comfortable and modern. They _____ in our factory.

Choose the correct word to complete the text.

A. made

B. are made

C. make

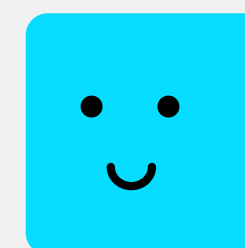
B1 Grammar practice questions

1 No answer



Have you heard from them yet?

No! It's been two weeks and they still haven't said
_____. I can't believe they're taking so long!



Choose the correct word to complete the conversation.

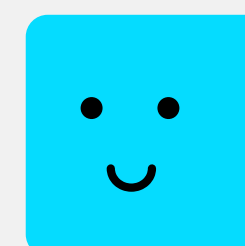
- A. nothing B. anything C. something

2 Expensive gift



You _____ have bought such an
expensive watch. But I love it – thanks!

I'm so happy you like it.

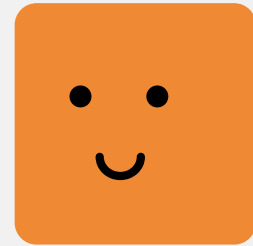


Choose the correct word to complete the conversation.

- A. shouldn't B. couldn't C. mightn't

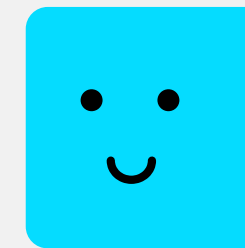
3

Are you free?



Are you free tomorrow for the meeting?

I'm afraid not. I _____ on a business trip for two days. I leave in the morning.



Choose the correct word to complete the conversation.

A. have gone

B. go

C. am going

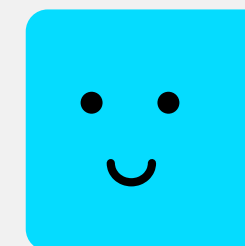
4

Staff meeting



Sam told me _____ all the staff to the planning meeting on Friday.

That's a good idea. I think everyone should attend.



Choose the correct word to complete the conversation.

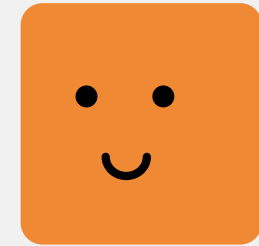
A. invite

B. to invite

C. inviting

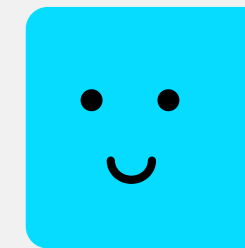
5

Business meeting



We really don't have enough money to develop this new product.

_____, we do. We just won't want
the business to move in this direction.



Choose the correct word to complete the conversation.

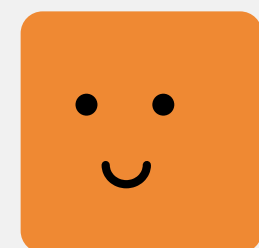
A. Actually

B. Besides

C. Furthermore

6

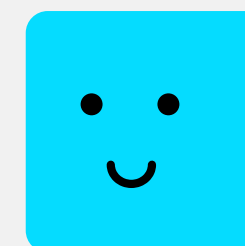
Asking the boss



I have a dentist appointment tomorrow morning.

_____ I take the whole day off?

No problem. Hope it all goes OK.



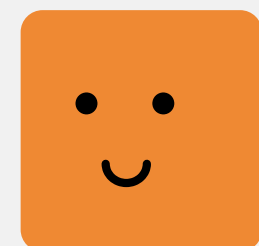
Choose the correct word to complete the conversation.

A. Will

B. Could

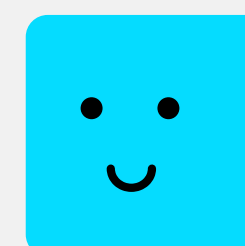
C. Would rather

7

Job application help

Have you sent in your job application yet?

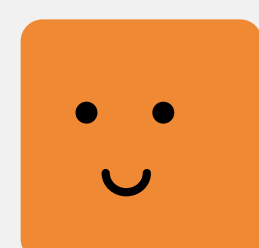
No, not yet. Philippe's good at writing CVs and he said he _____ me with mine before I sent it.



Choose the correct word to complete the conversation.

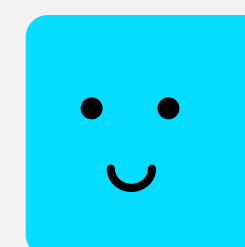
A. was helping B. is helping C. would help

8

Online customer question

I _____ for the tickets I bought online to arrive, but they haven't.

We will send your tickets by email tomorrow.



Choose the correct word to complete the conversation.

A. have been waiting B. waited C. had waited

9**The lecture**

Please do not ask questions _____ the talk. Wait until the speaker has finished, and he will be happy to answer them.

Choose the correct word to complete the text.

A. along**B. for****C. during****10****Star athletes**

Very _____ people in the world can run a mile in less than four minutes.

Choose the correct word to complete the text.

A. little**B. few****C. some****11****Old friend**

It's Jenny, _____ ? We used to play badminton together at the sports centre about three years ago! How are you?

Choose the correct word to complete the text.

A. isn't it**B. is it****C. wasn't it**

12

Create your own t-shirt

Do you want to put your own picture onto a t-shirt? Just send us your design and we'll do the

Choose the correct word to complete the text.

A. most

B. other

C. rest

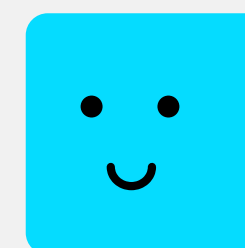
B2 Grammar practice questions

1 Great concert



I heard the concert was amazing. It's a pity we couldn't go.

If only _____ bought a ticket in advance!



Choose the correct word to complete the conversation.

A. I've

B. I

C. I'd

2 With conditions

We can renegotiate your contract _____ your deal with the buyers goes through.
Unfortunately, if there's no deal, you'll have to wait until your next performance meeting.

Choose the correct word to complete the text.

A. as if

B. as long as

C. in order that

3**Crowded city**

When he took me to the city centre I couldn't believe how busy it was. I was _____.

Choose the correct word to complete the text.

A. amazing**B. amazed****C. amazement****4****Party invitation**

I'm doing my best to persuade John _____ to the party at the Town Hall. However, I'm afraid he hasn't confirmed yet.

Choose the correct word to complete the text.

A. that he comes**B. coming****C. to come****5****A polite request**

Glenda, turn off the lights for us, _____? We'll be able to see the presentation a bit better that way.

Choose the correct word to complete the text.

A. will you**B. don't you****C. shall you**

6**Winner**

You think Fittipaldi will win the Grand Prix? Well, I suppose he _____. It all depends on the weather, really.

Choose the correct word to complete the text.

A. shall**B. would****C. might****7****Best new product**

If the chief engineer _____ his design a few years ago, he wouldn't be receiving that award now.

Choose the correct word to complete the text.

A. hadn't developed**B. didn't develop****C. hasn't developed****8****A great employee**

_____ in the restaurant for so many years, Helena had become an expert in knowing how to deal with difficult customers.

Choose the correct word to complete the text.

A. After having worked**B. Because of work****C. Since working**

9

Good feelings

As I lay in the sunshine, a feeling of _____ came over me, and I felt sure that everything would be OK.

Choose the correct word to complete the text.

A. a great calm B. great calm C. the great calm

10

Handheld devices

In the long term, I think mobile phones and tablets _____ have a lasting effect on the way we work.

Choose the correct word to complete the text.

A. might obviously B. certainly can C. will definitely

11

Talks collapse

The negotiations failed because the president seemed to be ignorant of the rules the committee had all agreed _____ beforehand.

Choose the correct word to complete the text.

A. through B. upon C. at

12 Annual holiday

The highlight of the year was my cruise holiday. _____ that was particularly enjoyable was the opportunity to experience different cities and cultures.

Choose the correct word to complete the text.

- A. Something B. Anything C. Everything**

13 Action film

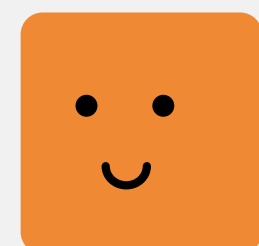
In the opening scene of the movie, a mysterious masked figure _____ down the door of a New York apartment and starts looking for something.

Choose the correct word to complete the text.

- A. kicked B. has kicked C. kicks**

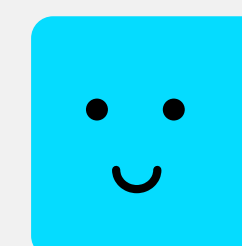
C1 Grammar practice questions

1 Celebrating a workplace deal



Congratulations! I hear you've managed to obtain a new contract.

Yes, not only _____ a new contract, but the customer has also recommended us to another large organisation.



Choose the correct word to complete the conversation.

A. we didn't get B. did we get C. we did get

2 A new employee



What shall I have Agata do? It's her first day.

Let's get her _____ the email to send out to prospective buyers. I'll check it once she's done.

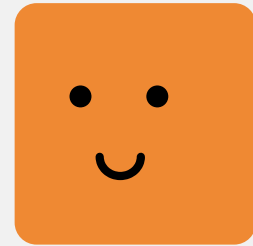


Choose the correct word to complete the conversation.

A. drafted B. draft C. drafting

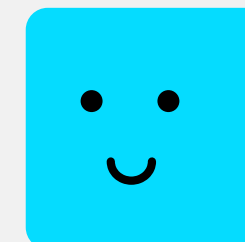
3

Regrets about a choice



I can't believe you booked a flight with them.
They're notorious for terrible customer service.

Well, I didn't know that, did I? _____,
I would have flown with someone else.



Choose the correct word to complete the conversation.

A. Had I known B. Unless I knew C. If knowing

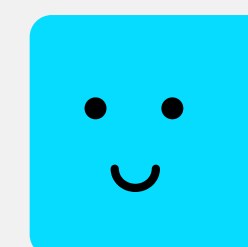
4

Conversation about clinic visit



Your appointment at the blood clinic isn't while we're away, is it?

Not sure. That's something I'd better _____ straight away.



Choose the correct word to complete the conversation.

A. check it up on B. check up on C. check up on it

- 5 Project manager's announcement**
- It will be difficult to keep within the budget. _____ for further finances to finish the project.
- Choose the correct word to complete the text.
- A. Inevitably we will have to apply B. We will have to apply inevitably C. We will have inevitably to apply**

- 6 Response to customer email**
- Thank you for getting in touch. _____ during our phone call earlier today, our company can cover your event. We will just need a 50% deposit.
- Choose the correct word to complete the text.
- A. As it was mentioned B. As mentioned C. As it mentioned**

- 7 Bad cat**
- My neighbour's cat is always coming into my garden, and even my house. There _____ to be a law preventing it.
- Choose the correct word to complete the text.
- A. had B. need C. ought**

8**Font suggestion**

I really like the presentation so far, but _____ I suggest we steer clear of vibrant colours for the font? They tend to distract, so I think black is better.

Choose the correct word to complete the text.

A. might**B. should****C. would****9****Car insurance**

You need to be especially careful _____ a car on holiday in a foreign country. What is covered by insurance may vary from country to country.

Choose the correct word to complete the text.

A. to rent**B. if renting****C. when rented****10****Report for management**

_____ in the conclusion are the three main action points that need to be addressed by senior management as soon as possible.

Choose the correct word to complete the text.

A. Highlight**B. Highlighting****C. Highlighted**

11 Successful project

The statistical analysis project is now almost finished, which is fantastic news.

It _____ much less time to complete than anticipated.

Choose the correct word to complete the text.

A. takes B. will have taken C. will have been taking

12 Fashion talk

Mr Glover mentioned he was a fan of the latest fashions. Well, of course!

After all, in the entertainment business, _____?

Choose the correct word to complete the text.

A. who wouldn't B. who doesn't C. who isn't

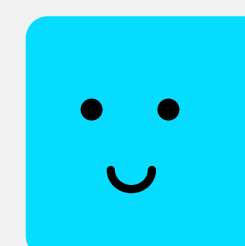
A2 Vocabulary practice questions

1 Favourite season



What is your favourite time of the year in your country?

I like the _____, when the leaves fall off the trees.



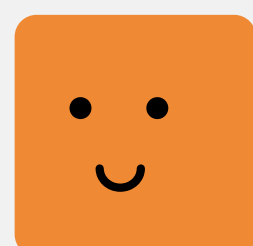
Choose the correct word to complete the conversation.

A. autumn

B. spring

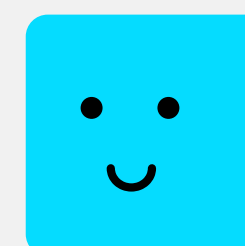
C. summer

2 A question



Excuse me. Can I _____ you a question?

Yes, of course. How can I help you?



Choose the correct word to complete the conversation.

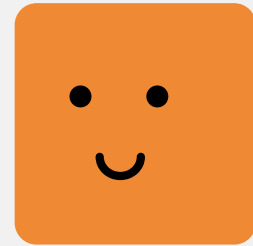
A. give

B. tell

C. ask

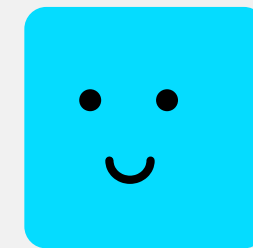
3

At the café



Hi, what would you like?

An egg sandwich and a _____ of lemonade, please.



Choose the correct word to complete the conversation.

A. spoon

B. bowl

C. bottle

4

A telephone call

Hello, Mr Schmidt. We should talk about the contract. Can we arrange a quick _____ soon?

Choose the correct word to complete the text.

A. email

B. meeting

C. presentation

5

Next meeting

Our next planning meeting is at the _____ of April.

Choose the correct word to complete the text.

A. last

B. end

C. finish

6

Bad at sports

I'm terrible at basketball. I just can't _____ the ball hard enough!

Choose the correct word to complete the text.

A. kick

B. throw

C. catch

7

At the restaurant

These two tables are free. Which one would you _____ ?

Choose the correct word to complete the text.

A. prefer

B. love

C. give

8

A long flight

It is a long _____ by plane, and I'll be very tired when I arrive.

Choose the correct word to complete the text.

A. run

B. journey

C. visit

9

After school

I'm expecting my father to arrive in about a _____ of an hour.

Choose the correct word to complete the text.

A. piece

B. second

C. quarter

10

Information for meeting

I need to _____ a report for the meeting on Thursday. Can you send me that information we talked about?

Choose the correct word to complete the text.

A. prepare

B. plan

C. arrange

11

New office

Simon has moved to a _____ office on the top floor of the building.

Choose the correct word to complete the text.

A. large

B. high

C. heavy

12

Dirty dishes

There are no clean plates in the _____. If you want a plate, you can wash a dirty one.

Choose the correct word to complete the text.

A. bookcase B. cupboard C. pocket

13

Old phone number

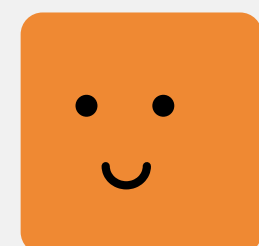
Francesca doesn't work here _____. She left this office last year.

Choose the correct word to complete the text.

A. even now B. yet C. any more

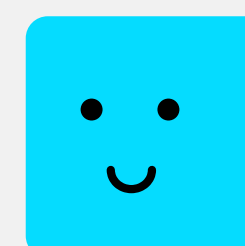
B1 Vocabulary practice questions

1 Wrong way



What was the meeting with your boss about?

Well, I'm not sending out orders in the _____ way, apparently!



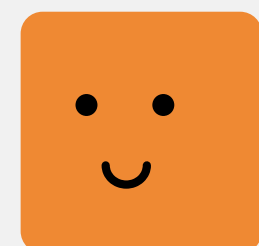
Choose the correct word to complete the conversation.

A. TRUE

B. real

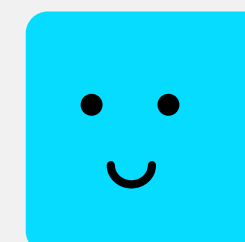
C. proper

2 New office



How do you know we're moving to a new office?

The boss made _____ yesterday.



Choose the correct word to complete the conversation.

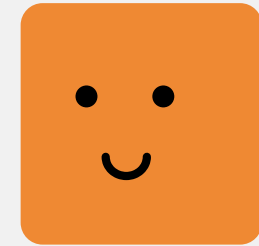
A. an announcement

B. a notice

C. an interview

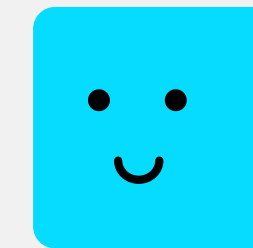
3

Working with others



How do you keep a good working _____ with colleagues?

It's about communication and being patient with each other.



Choose the correct word to complete the conversation.

A. partner B. communication C. relationship

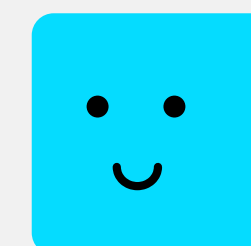
4

An important letter



I need to send this letter to Spain. It's quite _____ .

It'll take two days. Is that fast enough?



Choose the correct word to complete the conversation.

A. useless B. rapid C. urgent

5

No information

Jake told the police that he didn't have any _____ of where his friend had gone after school.

Choose the correct word to complete the text.

A. experience B. understanding C. knowledge

6

Bad restaurant

As your restaurant refused to apologise for the poor _____ yesterday, we had no choice but to make a formal complaint.

Choose the correct word to complete the text.

A. service B. custom C. assistance

7

Good study practices

Zheng likes knowing a lot about a topic before writing an essay. That's why he goes to the library to do some _____ before he starts.

Choose the correct word to complete the text.

A. review B. research C. revision

8

Banking services

We understand each customer's _____ banking needs. We always make sure our products are perfect for you.

Choose the correct word to complete the text.

A. individual **B. limited** **C. general**

9

Football score

China's women's team _____ South Korea 5,Äì2 in last night's football match to go into the final next week.

Choose the correct word to complete the text.

A. won **B. defeated** **C. scored**

10

Your opinions wanted

Please write a message and tell us why you like our products. We will
_____ the best ones in our next newsletter.

Choose the correct word to complete the text.

A. bring **B. publish** **C. advertise**

11

Registration appointment

It is _____ that you bring your identity documents with you for your appointment. Without them, your request will not be dealt with.

Choose the correct word to complete the text.

A. essential

B. urgent

C. serious

12

Bad weather

It started snowing as soon as we left the house. We were _____ freezing by the time we arrived.

Choose the correct word to complete the text.

A. hardly

B. regularly

C. absolutely

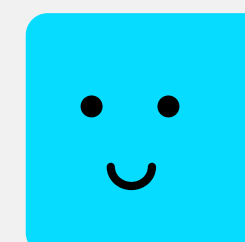
B2 Vocabulary practice questions

1 Finding a bargain



This belt was so cheap! I can't believe it's _____ Dolce & Gabbana.

It probably isn't for that price!



Choose the correct word to complete the conversation.

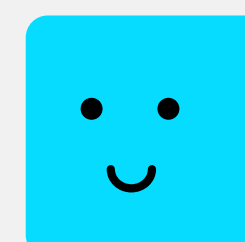
- A. a true B. a genuine C. a valid

2 A job interview



What makes you suitable for this _____ ?

Well, I graduated top of my class and have experience in some of the most respected firms in the industry.



Choose the correct word to complete the conversation.

- A. advert B. function C. role

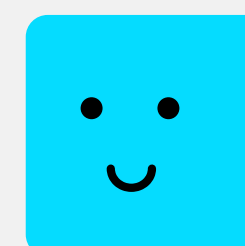
3

Job evaluation



Do you think Gabriela is a competent lawyer?

Yes, I think she showed herself to be extremely _____ in her last case.



Choose the correct word to complete the conversation.

A. capacious

B. capable

C. brilliant

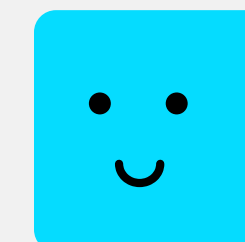
4

Singing in a choir



I'm going to join the new choir. Do you want to come?

I'm far too _____ to be singing in public. Let me practise first!



Choose the correct word to complete the conversation.

A. rusty

B. rotten

C. rough

5

Employee of the year

Hardworking, cheerful, patient ,À these are just a few examples of Gill's many admirable _____. This award is very much deserved.

Choose the correct word to complete the text.

A. achievements B. qualities C. assets

6

Your new phone

The system will monitor the equipment's health and alert you only when _____ is really necessary.

Choose the correct word to complete the text.

A. requirement B. maintenance C. regulation

7

Be prepared for weather

Weather conditions in this part of the world can be very unpredictable. Ensure you _____ yourselves properly with warm, waterproof clothing.

Choose the correct word to complete the text.

A. equip B. supply C. provide

8**Bad day for business**

Sahar was having a _____ day in the shop. There'd only been three customers all day, so she decided to close up early and go home.

Choose the correct word to complete the text.

A. slim**B. slight****C. slow****9****Skin treatment**

The treatment helps to prevent skin from ageing and to keep _____ look.

Choose the correct word to complete the text.

A. a youthful**B. a modern****C. an in-depth****10****Protest**

The government is asking the workers to _____ the strike and return to work.

Choose the correct word to complete the text.

A. call off**B. take down****C. pull up**

11 Employee review

Well done! You have _____ that you are a capable worker and a real team player this year. It's great to have you in the department.

Choose the correct word to complete the text.

A. praised B. claimed C. demonstrated

12 Nature magazine

New farming methods are affecting wildlife. For example, there has been a large _____ in the numbers of birds spotted in rural areas.

Choose the correct word to complete the text.

A. scale B. drop C. shade

13 Making a complaint

Merve suggested I should follow the _____ procedures to complain about my ill-treatment by the management.

Choose the correct word to complete the text.

A. maintenance B. grievance C. accounting

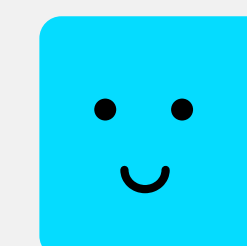
C1 Vocabulary practice questions

1 A new deal



They're accepting _____ for the new stadium contract.

Really? Let's put one in. It would be great for us if we get accepted.



Choose the correct word to complete the conversation.

A. pacts

B. bids

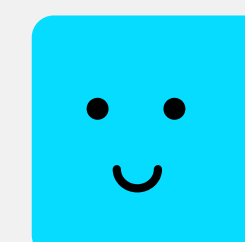
C. bonds

2 A true talent



How is it Frank never gets these amounts mixed up? It's so confusing!

I know what you mean. I just think he's got a real _____ for this kind of thing.



Choose the correct word to complete the conversation.

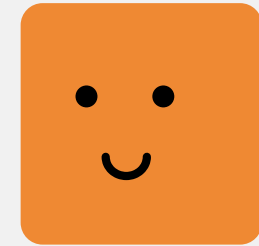
A. gift

B. power

C. faculty

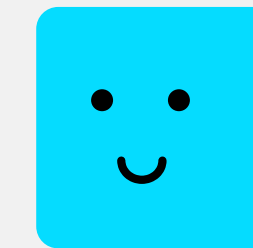
3

Partnership agreement



Are you ready to sign the contract for our partnership agreement?

No, we can't accept this _____
allowing you to use our logo on your website.



Choose the correct word to complete the conversation.

A. query

B. clause

C. legislation

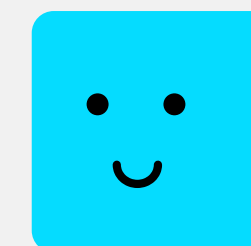
4

Impossible to meet



We need to have a meeting to make a final decision. Have you managed to organise one?

I've tried, but Jorge just doesn't have
any spare _____ in his schedule!



Choose the correct word to complete the conversation.

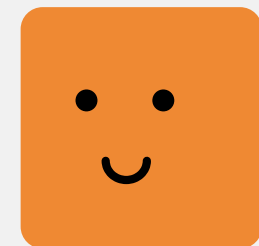
A. gaps

B. pauses

C. slots

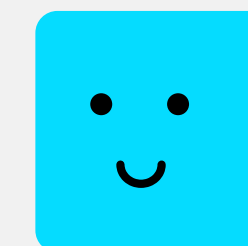
5

A wonderful worker



I'm so glad we hired Yvie. She's doing such a great job.

I agree. I think she's going to be a huge _____ to the team.



Choose the correct word to complete the conversation.

A. counterpart

B. initiative

C. asset

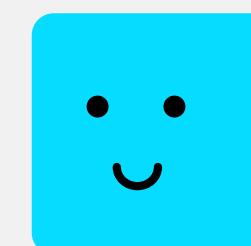
6

A new colleague



What did you think of the new guy?

I liked him. He's a bit _____, but that's better than not talking at all!



Choose the correct word to complete the conversation.

A. communicative

B. chatty

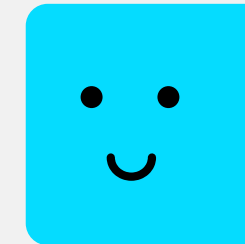
C. conversational

7

More difficult than it seems

We've got the paperwork and it looks like it's ____
_____ a matter of getting enough signatures.

It can't be that easy, surely. Nothing ever is.



Choose the correct word to complete the conversation.

A. partially **B. presently** **C. purely**

8

University costs

Despite protests, university fees are increasing as governments cut _____ for higher education. It is expected that students will have to pay double as of September.

Choose the correct word to complete the text.

A. supplies **B. income** **C. funding**

9**After the doctor's appointment**

According to the consultant, the _____ is quite positive, but I have a muscle injury that will require some time and ample rest to heal.

Choose the correct word to complete the text.

A. forecast B. perspective C. outlook

10**Reading a document**

There was only half an hour to go before the meeting, so Akio quickly _____ through the contract to check the deadlines she had to meet.

Choose the correct word to complete the text.

A. studied B. scanned C. inspected

11**Online news reporting**

News corporations have come under criticism for the number of _____ in their online pieces. It is essential that journalists verify the facts irrespective of the medium they communicate in.

Choose the correct word to complete the text.

A. inaccuracies B. insecurities C. uncertainties

12

Changes to the neighbourhood

The local council is building a school next to the new housing development on the
----- that there will be lots of families moving to the area.

Choose the correct word to complete the text.

A. assumption B. establishment C. occasion

Grammar answers

Section: A2

1. **A** autumn
2. **C** ask
3. **C** bottle
4. **B** meeting
5. **B** end
6. **B** throw
7. **A** prefer
8. **B** journey
9. **C** quarter
10. **A** prepare
11. **A** large
12. **B** cupboard
13. **C** any more

Section: B1

1. **C** proper
2. **A** an announcement
3. **C** relationship
4. **C** urgent
5. **C** knowledge
6. **A** service
7. **B** research
8. **A** individual
9. **B** defeated
10. **B** publish
11. **A** essential
12. **C** absolutely

Grammar answers

Section: B2

1. **B** a genuine
2. **C** role
3. **B** capable
4. **A** rusty
5. **B** qualities
6. **B** maintenance
7. **A** equip
8. **C** slow
9. **A** a youthful
10. **A** call off
11. **C** demonstrated
12. **B** drop
13. **B** grievance

Section: C1

1. **B** bids
2. **A** gift
3. **B** clause
4. **C** slots
5. **C** asset
6. **B** chatty
7. **C** purely
8. **C** funding
9. **C** outlook
10. **B** scanned
11. **A** inaccuracies
12. **A** assumption

Vocabulary answers

Section: A2

1. **B** to finish
2. **A** it
3. **C** most boring
4. **A** them
5. **B** yet
6. **A** are you going with
7. **A** won't
8. **C** so
9. **A** don't
10. **C** for
11. **B** who
12. **B** If
13. **B** are made

Section: B1

1. **B** anything
2. **A** shouldn't
3. **C** am going
4. **B** to invite
5. **A** Actually
6. **B** Could
7. **C** would help
8. **A** have been waiting
9. **C** during
10. **B** few
11. **A** isn't it
12. **C** rest

Vocabulary answers

Section: B2

1. **C** I'd
2. **B** as long as
3. **B** amazed
4. **C** to come
5. **A** will you
6. **C** might
7. **A** hadn't developed
8. **A** After having worked
9. **B** great calm
10. **C** will definitely
11. **B** upon
12. **A** Something
13. **C** kicks

Section: C1

1. **B** did we get
2. **C** drafting
3. **A** Had I known
4. **B** check up on
5. **A** Inevitably we will have to apply
6. **B** As mentioned
7. **C** ought
8. **A** might
9. **B** if renting
10. **C** Highlighted
11. **B** will have taken
12. **C** who isn't



EnglishScore

Reading Practice Questions

About the Reading practice questions

There are four different types of question in the Reading part of the test.

There is an example at the start of each question type.

The difficulty level of the questions increases as you continue.

You can find answers to all the questions on the last page.

A2 Reading practice questions – Complete the text

Example

Mia at college

Mia is studying English at Manchester College. She is a good student and can speak English well, but
.....

Choose the best words to complete the text.

- A. she phones her family every weekend
- B. she has difficulties with her writing ✓
- C. she lives a long way from the college

A2 Reading practice questions – Complete the text

1 Playing the guitar

I play the guitar because it helps me relax, but I don't want to be in a band.
I'm too shy to _____.

Choose the best words to complete the text.

- A. play in front of many people**
- B. take lessons every week**
- C. go to a music concert**

2 Silke's day

Silke is very busy at work at the moment. _____
_____, so she usually stays at the office later than her colleagues.

Choose the best words to complete the text.

- A. She works very quickly all day**
- B. She doesn't have time to finish everything**
- C. She is thinking of changing jobs**

3

A place for activities

The best thing about where we live is the amount of green space. I can ride my bicycle all day in the park, and we can also play _____.

Choose the best words to complete the text.

- A. the guitar with other students in the next room
- B. football and tennis with our friends from school
- C. cards in the kitchen with my four brothers

4

Going to the cinema

One of my favourite things to do is go to the cinema. _____, and I love hearing all the sounds around me. It makes a good film even better!

Choose the best words to complete the text.

- A. I always buy my ticket the day before
- B. Sometimes, I have to spend a long time waiting
- C. Watching the film on a big screen is amazing

5

Dentist appointment

I have dentist appointment this afternoon, so
..... Do you want me to get the kids from school?

Choose the best words to complete the text.

- A. I am not going to work today**
- B. am meeting with an important client**
- C. am not taking the car today**

6

Relaxing Sundays

On Sundays, Meike likes to stay at home. She spends the day reading and doing yoga. Before bed,

Choose the best words to complete the text.

- A. she plays basketball with her team**
- B. she goes out for dinner with friends**
- C. she watches a film on the sofa**

7

Living in a village

I live in a small village in the south of England. It's very beautiful, and the people are friendly. But there aren't many things for teenagers to do, so _____.

Choose the best words to complete the text.

- A. there is a shopping centre**
- B. I am usually very busy**
- C. it's a little boring sometimes**

8

Planning a holiday

Duddha wants to go somewhere this weekend. He would like to go camping, but _____
_____. So, he thinks it might be better to find a hotel to avoid the rain.

Choose the best words to complete the text.

- A. he loves nature**
- B. the weather looks bad**
- C. he prefers the beach**

9

Choosing well

Max did not like studying very much at school, so _____.
_____ . He started his own company instead, and now he earns lots of money.

Choose the best words to complete the text.

A. he decided not to go to university.

B. he became a teacher.

C. he passed all of his final exams

10

Instructions for use

Use this before the date below. You need to wash it well before you can use it. Make sure you _____ to keep it cool.

Choose the best words to complete the text.

A. eat it with ice cream

B. put it in the fridge

C. drink cold water

11

Good place to eat

The Italian restaurant in my town is amazing. The food is wonderful and it's also quite cheap. However, _____ and you need to book a table.

Choose the best words to complete the text.

- A. all the food is fresh
- B. the waiters are friendly
- C. it's sometimes very busy

12

Answering an invitation

Thanks for inviting me to your house this weekend. _____
_____ I have to look after my little brother. How about next weekend instead?

Choose the best words to complete the text.

- A. I can't wait for your visit.
- B. Can I bring somebody with me?
- C. Unfortunately, I won't be able to come.

13

Michiko's hobby

Michiko enjoys cooking very much. She often makes roast chicken because
..... Her friends love it, too. That's why she usually prepares it for them when they come for lunch.

Choose the best words to complete the text.

- A. that's her favourite food
- B. she buys one at the market
- C. her cooker is very fast

B1 Reading practice questions – Put the sentences in the correct order

Example

Plastic in the environment

🔒 One good thing about plastic is that it is strong and lasts a long time.

A. The result of this is there will be more plastic than fish in our oceans by 2050.

B. Not all plastic can be recycled, however, and much of it ends up in the sea.


C. That's why it is the perfect material for so many different purposes.

Put the sentences in the correct order to complete the text.

C. B. A. ✓

B1 Reading practice questions – Put the sentences in the correct order

1 Online shopping

 Don't you think it's great being able to buy everything you want online, from clothes to food?

A. It's so easy! All you need is just a few clicks, and your order is soon on its way.

B. But all those delivery lorries driving around are doing some serious damage to the environment.

C. So, that's why it's better to try and place larger orders instead of lots of little ones.

Put the sentences in the correct order to complete the text.

2 Making Suzhou more beautiful

 Suzhou is a beautiful city in China, west of Shanghai, which has a lot of canals.

A. So, the government has decided to fix all the walls and make sure the water is clean.


B. But the canal walls were built a very long time ago, and they have started breaking.

C. They hope that this will encourage more tourists to visit the city in the future.

Put the sentences in the correct order to complete the text.

3

The Globe Theatre

 William Shakespeare was an English writer who was famous for his plays for the theatre.

A. This meant that both rich and poor people could watch plays there, but the rich had more comfortable seats.

B. This was a large, open-air theatre and had space for people from all walks of life.

C. Many of his plays were first performed in a large wooden theatre called the Globe.

Put the sentences in the correct order to complete the text.

4

Trip to the city

 If you're ever in this part of the world, then you must definitely visit Barcelona.

A. We loved everything about it, from the amazing architecture to the delicious food, especially the potato dishes.

B. So, we're planning on going back next year to explore more of that wonderful city.

C. Sadly, we didn't have time to visit everything because we were only there for three days.

Put the sentences in the correct order to complete the text.

5

Letter about a past employee

 Omar Noor worked for our company on a temporary contract for one year and six months.

A. During this period, he was responsible for finding, and working with, new customers from Asian countries.

B. He also greatly improved our methods of dealing with all types of customer enquiries from there.

C. It is for these reasons that I recommend Omar Noor for the job of Customer Services Manager.

Put the sentences in the correct order to complete the text.

6

Writing programme

 There is only one week left to apply to our 2021 Young Book Writers programme.

A. For more information on any of the above and to apply, please click on the link below.


B. However, it also includes lessons on how to write newspaper articles and how to apply for jobs in publishing.

C. This programme is designed to teach people aged 16–25 how to write books, short stories and poems.

Put the sentences in the correct order to complete the text.

7

Working from home

 I believe that being able to work from home offers workers a lot of advantages.

A. This also usually saves you money because you are not paying for tickets or fuel.

B. One of the most obvious ones is the time you save by not travelling to work.

C. However, in the end, you may spend what you save on your electricity or internet bills!

Put the sentences in the correct order to complete the text.

8

Online registration

 Before registering on our website, we would like to ask you to please take a minute to read the following:

A. After entering the code from the text message, you will be able to use the website.

B. You will need to know your tax number and social security number and provide an email address.

C. After entering these details, you will be sent a confirmation email, as well as a text message with a code.

Put the sentences in the correct order to complete the text.

9

Typical interview questions

 When you go to an interview, there are typical questions that the interviewers ask you.

A. But don't think that pausing will look bad because you're probably the only one who notices!


B. They usually start with easy ones, such as about your previous work experience and your studies.

C. Then, the questions get harder, and it takes a bit longer to think about what you should say.

Put the sentences in the correct order to complete the text.

10

TV interview with graduate

 On the programme today we have Malik, a 25-year-old university graduate who used an interesting method to find a job.

A. Malik had been looking for a job for months after finishing university, but with very little success.

B. He then had the brilliant idea to stand outside a central train station and give everyone his CV.

C. It was there that he met Freya Williams, a business expert, who helped him get a job at her company!

Put the sentences in the correct order to complete the text.

11

Staying active is important

 Most of us spend the day working very hard to finish all of our work.

A. When we can finally go home after, we might not feel like doing very much.

B. This can help you stay healthy and not have serious health problems in the future.

C. However, although you'd love to relax and watch TV, it's important to do some exercise.

Put the sentences in the correct order to complete the text.

12

Job application

 Dear Ms Summers, I am writing to apply for the role of Store Manager advertised on your website.

A. For the above reasons, I believe I would be perfect for this position and look forward to hearing from you.

B. I also have significant experience as a manager, including five years managing a large supermarket.

C. As you can see from my CV, I have a range of skills that would be useful in this role.

Put the sentences in the correct order to complete the text.

B2 Reading practice questions – Choose the best heading

Example

The director of an environmental think-tank has pointed to a new study as evidence that social policy has a role to play in the fight against global warming. Richard Wilcott, head of the Institute for Environment Research (IER), said the study found that the rate of global warming dropped in conjunction with historical events that slowed economic activity. Mr Wilcott said the study proved it was necessary to strictly control activities known to be linked to global warming. There is clear agreement in the scientific community that the effects of global warming will be increasingly harmful, so the government needs to respond promptly.

Choose the best heading for the text.

- A. Immediate actions against global warming are needed** ✓
- B. The role of historical events in economic activity**
- C. The place of public policy to stop global warming**

B2 Reading practice questions – Choose the best heading

1

When the economy isn't going too well, most people would do anything to keep their jobs. But companies sometimes take advantage of this and become more demanding. The result is that we end up giving them more of our time than we should. So, we need to take a step back and consider just how much of our lives we want to dedicate to work. After all, if we are always working, when can we possibly have time to ourselves? We need to be able to relax for a while. Taking time to unwind is what keeps us healthy.

Choose the best heading for the text.

- A. Not everything is about work
- B. Hard work is the key to success
- C. Making sure your job is safe

2

Everyone's looked at the green spots, called 'mould', on bread, trying to decide whether to eat it or put it in the bin. With an estimated 6.6 million tonnes of food discarded by households every year, many unnecessarily, how can we know what's safe to eat? Any food can be contaminated as mould likes warm, moist conditions, but although not all mould is bad for us, we have no way of knowing which is which. Instead, we need to be better at planning our meals and should always cut mould out and save the rest of the food to prevent further waste.

Choose the best heading for the text.

- A. The environmental impact of food waste
- B. Food safety is critical in the home
- C. How we can avoid throwing food away

3

The mystery of why Neanderthals died out may have been solved. Scientists say it could have been something as simple as a common childhood illness. A new study has suggested that ear infections were responsible for their disappearance. Today, they can be simply treated with modern medicines like antibiotics. But the Neanderthals contracted many complications from ear infections, including breathing infections, hearing loss and pneumonia. The study published in The Anatomical Record journal found that the ears of Neanderthals were comparable to those of human children and did not change with age, as children's do.

Choose the best heading for the text.

- A. Were Neanderthal children born with hearing difficulties?
- B. Neanderthals may have been allergic to antibiotic treatments
- C. Common childhood illness may have killed off Neanderthals

4

The combination of a growing population and an increased number of migrant workers means that there is a shortage of places to live in most major cities. The usual response to this is to simply build more houses and blocks of flats. But there is little space in the city itself to build, so construction usually takes place on green areas in the outskirts. In some areas, forests are even being cleared to build new houses. This is a worrying trend for the future and one that must be stopped if we want to do anything about protecting nature.

Choose the best heading for the text.

- A. Effective solutions for current problems in cities
- B. Solving one problem but making another one worse
- C. Imaginative ways to solve the housing crisis

5

You will be in charge of new products for the length of their development. You will supervise all aspects of product creation, marketing and evolution. You will also ensure the product and the marketing efforts to support it match the company's goals and strategies. Among other things, this will include researching customer demand for products and managing the development of marketing activities and advertising strategies. Finally, you will also be required to submit regular reports about product income predictions and results. This will help us as a company to stay up to date with our competitors and competing products.

Choose the best heading for the text.

- A. Job description
- B. Job application
- C. Annual review report

6

The first moon landing was in 1969, and now it has been suggested that we should go back. However, this time, the plan is to stay for a while longer. Scientists argue that a base on the moon can be used to test out some of the difficulties that people going to Mars will have to deal with. But first, they will need to develop all the equipment, from a spacecraft to get there to accommodation once they arrive and a means of transport for the surface. So, they won't be living on the moon just yet.

Choose the best heading for the text.

- A. Early plans to go back to the moon
- B. Mars mission plans are revealed
- C. Moon vehicle to be built

7

Hi Akram. You asked about the new booking policy. It seems to be operating quite effectively after a few issues at the beginning, so I'm grateful you allowed me to make those changes as things are definitely moving faster now. Accounts have reported that they are able to track money from bookings with less difficulty, and the reservations staff have been quite positive about it. Jack from IT has made some changes on the system that make life easier. I've got some figures on how this has affected company finances. If you like, I can send them to you. Paula.

Choose the best heading for the text.

- A. Financial benefits of the new booking system
- B. Feedback on the new booking system
- C. Operating the new booking system

8

To provide you with the best possible service, we must process information about you. This includes your full name, home address and telephone number, as well as your email address. We do not share this information with third parties, nor do we allow users to access information on other users. We may, however, occasionally be forced to share information with law enforcement depending on the regulations of your country of residence. You can send a request to delete all the information we hold on you at any time, but please note that this will result in your account no longer being accessible.

Choose the best heading for the text.

- A. Company guidance on how to close a user account
- B. Company notice regarding privacy rules
- C. Company use of personal information for legal purposes

9

The statues of Easter Island are best known for their deep-set eyes and long ears. They also have impressive multitonne hats, made from a different kind of rock. Quite how these pukao, as the hats are known, were transported and placed on top of the statues has long been a puzzle. But now American archaeologists believe they have a clearer understanding. The giant hats were moved with minimal effort and resources using a slope and rope technique, they say. The fact that they successfully assembled these monuments is a clear signal of the engineering skills of the ancient Rapanui people.

Choose the best heading for the text.

- A. How hats got onto the Easter Island statues
- B. New statues discovered on Easter Island
- C. Engineers duplicate lost building skills

10

Home working has become more popular in recent years. This is the result of the demands of the modern lifestyle and people's desire to improve their work-life balance. It is also beneficial for employers. This is because it reduces costs in several ways, including removing the need for large offices. However, home working is actually not a specifically modern concept. Throughout much of history, highly skilled jobs such as metal work and sewing were done at home, and it wasn't until the growth of corporations that large groups of people started to work together in a single office building.

Choose the best heading for the text.

- A. How companies can decrease spending
- B. Why home working is good for most people
- C. How work locations have changed over time

11

Every job advert attracts so many applications. That's why it's no surprise that companies are trying new ways to choose their staff. One of the most fashionable ways is using personality tests. The candidate simply answers a series of questions, and if their answers match what the company is looking for, they pass to the next round. However, it is extremely difficult to judge if someone is a good match for the role from such methods. Perhaps companies should just invite the candidate for an interview and then decide whether they're suitable or not.

Choose the best heading for the text.

- A. An easy way to pick extra staff
- B. A popular but unsuitable system
- C. An impossible decision for bosses

12

During the past year, we began to expand our product range beyond just the mobile phone market. Our new anti-theft devices launched during this year, with a total of six new products in these areas. In addition, we began working with app company 'Apptivate' to improve the quality of our present apps. We hope this will help us to compete with the biggest names in our industry. We have invested a large amount of money in developing and launching these areas and expect to see a rapid sales growth, especially in Asia. We also predict a large return on investment next year.

Choose the best heading for the text.

- A. Recent product developments
- B. Profits made from new products
- C. Moving away from traditional mobiles

13

Businesses often face huge challenges, and they don't always have the talent internally to be able to solve them. Areas such as performance, following regulations, tech support and brand image all require expert knowledge. This is where consultants come in useful. They are skilled at addressing particular problems at particular times and guiding companies towards the best possible outcome. They're expensive, but they're often worth it. If they do a good job, the company's problems are solved – and as they rely on being recommended by others to get work, they are usually motivated to do well.

Choose the best heading for the text.

- A. Finding the best consultant for your company's needs
- B. The hidden costs of hiring a consultant
- C. Why hiring a consultant is in a company's best interests

C1 Reading practice questions – Answer the question

Example

Law targeting commerce tricks

A new law is being considered in the United Kingdom to target ‘scalpers’ – people who buy products and services online only to then sell them on to others for profit. Currently, it is illegal to purchase football game tickets and sell them for a higher price, but everything else is fair game for scalpers – including concert tickets, theatre tickets and even things like video game consoles or shoes. In fact, there are people who do this professionally: buying multiple things they know are low in stock, so they can sell them afterwards for double the price, or even more. These professional scalpers do this with the help of computer programs that can automatically buy products on their behalf as soon as they become available and before any regular customer can get their hands on them.

The biggest problem this proposed legislation faces is that it’s impossible to ban the sale of second-hand goods. Indeed, being able to sell items you don’t need – be they old or brand-new – is a fundamental right in the current capitalist system, and also pivotal to achieving sustainability goals. To bypass this issue, the government has suggested it will be focusing on the technologies used by scalpers instead. In effect, the goal is to stop scalpers from using programs to do their buying for them, creating a fairer system for all customers.

What about scalpers themselves? Many must be acutely aware that what they do is, although not currently illegal, certainly morally dubious. But as long as the law allows them to, the money’s probably just too good to give up.

Answer three questions about the text.

1. Why is 'scalping' such a big problem?

A. Because scalping creates supply issues for companies

B. Because scalpers are using an unfair advantage to profit ✓

C. Because scalping is forcing businesses to raise their prices

C1 Reading practice questions – Answer the question

1

Finding happiness at work

Throughout their lives, most people are engaged in the pursuit of happiness, both in their personal lives as well as at work. The question of what workplace happiness looks like, however, has puzzled psychologists and career advisors. According to recent research, and contrary to popular belief, being offered a better salary can only help so much. Indeed, there is a host of other factors that can affect workplace happiness, such as the field a person works in, their company or their role. Studies have shown that some fields, such as those involving the care of animals, can make people content in ways other fields simply can't. Likewise, a sense of community and a cohesive team of co-workers can lift spirits in ways other perks can't. This will probably come as a surprise to poorly skilled managers, but among most employees, it is common knowledge.

What is a common misconception according to the text?

- A. That offering workers more money makes them happy
- B. That work benefits are less important than a close-knit team
- C. That it's impossible to make people happy in most fields

2**Pollution from ships**

Most people are surprised to learn that ships are significant sources of air pollution globally. This is predominantly due to their fuel. Thick, black and scary-looking, “bunker” fuel is made from the remains of the fuel production process and contains high amounts of sulphur. This produces poisonous gases and fine particles that can harm human health and the environment, especially in coastal areas with high levels of traffic. As more evidence points to the risks of burning bunker fuel, the global industry is launching a major change in its fuel supply. Starting in January, the International Maritime Organization will require that all fuels used in ships contain no more than 0.5 per cent sulphur. The cap is a significant reduction from the existing limit of 3.5 per cent. Public health experts estimate that once the sulphur cap takes effect, it would prevent roughly 150,000 early deaths and 7.6 million childhood asthma cases globally each year.

Why is the change in fuel happening now?

- A.** There is now enough proof of the harm caused
- B.** There has been enough development in the area
- C.** There is a need for ships to be closer to land

Job interviews

While job candidates often focus on preparing for the possible interview questions they'll be asked, body language is rarely given a thought. However, initial judgements about a person are formed in as little as 20 seconds and are based almost entirely on body language. So how can a candidate ensure they leave a positive impression? Good eye contact communicates confidence, though getting the balance right without coming off as threatening can be tricky. A slight tilt of the head as the interviewer talks shows that the applicant is listening carefully, while leaning in slightly also indicates interest. Finally, avoiding excessive use of gestures while talking encourages interviewers to focus on the words, instead of the body language. All of this may seem obvious, but most candidates get at least one thing wrong, so remember: practice makes perfect.

What advice does the text give to job candidates?

- A. Maintain eye contact throughout the interview
- B. Rehearse to improve your body language
- C. Focus on listening carefully instead of talking

4**Supermarket activities**

A small chain of food stores in Finland has just celebrated its tenth anniversary, and we have spoken to Managing Director Saara Martinen to find out the key to their success, especially in the face of fierce competition from massive retailers. As she explained, a common customer complaint was always that, even in a recession, many essential foodstuffs were still beyond most budgets: “If I could find a way of dropping those prices and get the message out, then I felt sure those on strict budgets would be interested. We set about a social media campaign and very shortly we had thousands of followers”. So how did Martinen manage to maintain her low prices while keeping the business going? “We came up with the notion of making products available that are close to their so-called best-before dates. This still allows a few more days before they have to be consumed or discarded.”

To what does Saara Martinen credit the success of her company?

- A.** Finding a way to source products during a recession
- B.** Identifying and exploiting a gap in the market
- C.** Determining the best approach to social media marketing

In the third century BC, a massive statue was erected on the Mediterranean island of Rhodes. After surviving a long siege, the inhabitants of Rhodes decided to build this extraordinary statue in honour of Helios, one of the gods who ruled over Greece. The statue was said to have needed 12 tons of bronze for its construction. It became known as the 'Colossus' for its size, and it took 12 years to complete. Little is known about its manufacture or even its exact size; the Roman writer Pliny the Younger put its height at '70 cubits' – around 110 feet. However, we have no idea what the statue looked like or where it was erected. Sadly, the statue was not destined to last. Only fifty years later, an earthquake destroyed most of the city of Rhodes, including the Colossus. The bronze remains were eventually carried away by Syrian scrap merchants several centuries later.

What do we know for sure about the statue?

- A.** It was built by a small number of metal workers
- B.** It was erected in the harbour at Rhodes
- C.** Its name reflects an aspect of its appearance

What is leadership?

These days, leadership is a common term in business. A quick search online will reveal thousands of videos and blogs on how to be an inspirational leader. Sadly, however, being inspirational at work is harder than listening to an online talk. This is because leadership is considered distinct from management insofar as the former is more strategic and about communicating values and aspirations, while the latter concerns efficiency and being effective. One of the mistakes that many aspiring leaders, especially those who are new to leadership roles, make is confusing these two concepts. As such, they tend to pay more attention to what people in the company are doing rather than where the company itself is going. The result of this, which is all too frequent nowadays, is an organisation which lacks leadership, and such organisations run the risk of becoming disorganised quite quickly.

What does the writer say the main problem with leadership in business is?

- A. That the qualities necessary for leaders aren't clear
- B. That the writing on the subject is largely unhelpful
- C. That people wish to achieve it but can rarely realise it

The new face of news

Social media has revolutionised how rapidly events can be shared. Traditional news outlets stand no chance of competing, so they often end up picking up stories from social media to publish. However, these companies need to be cautious as they don't know what the original source is trying to convey. Another issue is that the original author of the content is its owner and has a say in how it is used and is likely to be reluctant to allow media outlets to use it. Because of this, it is increasingly important that people should be critical and take everything they read with a pinch of salt. Mainstream media may favour one viewpoint or another, but at least they try to ensure that only the truth is printed. The same cannot be said for every single user of social media.

What does the text suggest about people posting content on social media?

- A. They may be aware that what they're posting is based on lies
- B. They are doing so to make news outlets go out of business
- C. They are impartial and write about a range of opinions

Creating good passwords

The number of online accounts that the average person uses has increased rapidly in recent years, with each one requiring a password. As it's near impossible to remember multiple unique passwords by heart, a lot of us end up reusing the same passwords across different accounts. Unfortunately, this makes us vulnerable to 'hackers' – computer experts who try to access our accounts to steal our personal information. So how can we ensure that our sensitive data is safe? To begin with, experts agree that we must never use passwords based on things about us that a stranger could find out in a conversation or by looking around our house. A combination of lowercase and uppercase letters, numbers and symbols is advised – but avoid common tricks, such as replacing “a” with “@” and “l” with “1” or always capitalising the second letter. Finally, never reuse a password, though that's probably easier said than done!

Which of the following bad habits related to passwords does the text mention?

- A. Trying to remember multiple different passwords for all our online accounts
- B. Basing our passwords on things that are important to us and that others can guess
- C. Forgetting to use tricks to make passwords complicated, such as changing “l” to “1”

Using technology for nature research

Drones are small cameras that can be flown into the sky using a remote control and have become an increasingly important component of wildlife ecology research, by being used to spy on animals in the wild. Observing animals in their natural habitat can help us to understand how they behave and interact with their environment. It has enhanced our ability to track the location of nests, determine the size of bird groups and assess different types of habitats. It has even helped governments to protect animals from poachers, who can no longer steal animals in the wild without being identified. Despite these benefits, scientists have also posed serious questions about whether drones can disrupt nature. However, they have not provided solutions that are safer than drones or, indeed, the methods we relied on in the past to observe wildlife. One thing is for certain: drones are here to stay.

Which of the following benefits of drone use does the author mention?

- A. It has helped to explain why birds live so close to each other
- B. It has helped to determine the size of different habitats
- C. It has made it easier to catch criminals who target wildlife

Teaching philosophy in schools

It has been argued that philosophy is a subject better suited for university-level studies, but this couldn't be further from the truth. It's something we need on a daily basis to solve problems and make better decisions. The question, then, is why philosophy isn't more present in many education systems. Without philosophy, there'd be no original thought or new ideas. We'd be stuck in the past because no one would have the initiative to try and improve society. We wouldn't worry about anything other than the present, either. This is dangerous because failing to link present experiences to those in the past and future means that individuals don't create meaning from them and therefore cannot understand what these experiences can teach them. It is this understanding, though, that helps individuals find their voice and create new paths. Studying philosophy, therefore, creates individuals who can identify problems and build a better society for everyone.

What does the writer say individuals need to do to learn from their experiences?

- A. Relate their experiences to other events in their lives
- B. Be more creative when coming up with solutions to old problems
- C. Focus more on their own problems instead of helping others

The future of recruitment

It could soon be commonplace that a computer, instead of a human, asks the first series of questions for those who are applying for jobs via recruitment agencies. Many recruiters say that automation could be helpful for handling the more routine, yet time-consuming, areas of recruitment. For example, some technical companies are starting to develop systems that can manage recruiters' initial duties, such as matching the most relevant CVs to a position, asking applicants where they would like to work and so on. This enables preliminary, basic questions to be dealt with by automated technology since that is not a key task for a human recruiter. Unfortunately, this could eventually mean fewer human recruiting positions. The human recruiters who survive will need to focus on the tasks that computers are unable to perform, such as conducting a live interview or judging personality and values.

How does the writer feel about automated recruitment?

- A. It is a welcome development for all involved
- B. It is endangering future human employment
- C. It is an unnecessary feature of recruitment activity

Extreme sports

Evolution has programmed our genes to perform activities that will enhance the probability of survival in dangerous situations. This means that participating in extreme sports, such as skydiving and climbing, doesn't always seem logical. In fact, extreme sports is often viewed as abnormal, as it involves taking unnecessary risks that may lead to death. However, our body also has reward mechanisms that are stimulated when we experience risky activities. One such 'reward' is the chemical dopamine. High levels of dopamine affect our mental processes and lead to feelings of well-being, and so, this "natural high" becomes the reason to participate in such sports. These positive effects are so strong and desired that they outweigh the high risk of serious injury or death. Additionally, repeated exposure to fearful situations may lead to familiarity towards the danger and, gradually, a more positive emotional response. This leads some people to seek new and bigger thrills.

What is the main purpose of this text?

- A. To challenge the psychology behind extreme sport participation
- B. To outline the brain's role in motivation to do extreme sports
- C. To evaluate the mental health of extreme sports participants

Reading answers

Section: A2

1. **A** play in front of many people
2. **B** She doesn't have time to finish everything
3. **B** football and tennis with our friends from school
4. **C** Watching the film on a big screen is amazing
5. **A** I am not going to work today
6. **C** she watches a film on the sofa
7. **C** it's a little boring sometimes
8. **B** the weather looks bad
9. **A** he decided not to go to university.
10. **B** put it in the fridge
11. **C** it's sometimes very busy
12. **C** Unfortunately, I won't be able to come.
13. **A** that's her favourite food

Section: B1

1. **A B C**
2. **B A C**
3. **C B A**
4. **A C B**
5. **A B C**
6. **C B A**
7. **B A C**
8. **C A B**
9. **C A B**
10. **A B C**
11. **A C B**
12. **C B A**

Reading answers

Section: B2

1. **A** Not everything is about work
2. **C** How we can avoid throwing food away
3. **C** Common childhood illness may have killed off Neanderthals
4. **B** Solving one problem but making another one worse
5. **A** Job description
6. **A** Early plans to go back to the moon
7. **B** Feedback on the new booking system
8. **B** Company notice regarding privacy rules
9. **A** How hats got onto the Easter Island statues
10. **C** How work locations have changed over time
11. **B** A popular but unsuitable system
12. **A** Recent product developments
13. **C** Why hiring a consultant is in a company's best interests

Reading answers

Section: C1

1. **A** That offering workers more money makes them happy
2. **A** There is now enough proof of the harm caused
3. **B** Rehearse to improve your body language
4. **B** Identifying and exploiting a gap in the market
5. **C** Its name reflects an aspect of its appearance
6. **C** That people wish to achieve it but can rarely realise it
7. **A** They may be aware that what they're posting is based on lies
8. **B** Basing our passwords on things that are important to us and that others can guess
9. **C** It has made it easier to catch criminals who target wildlife
10. **A** Relate their experiences to other events in their lives
11. **B** It is endangering future human employment
12. **B** To outline the brain's role in motivation to do extreme sports



EnglishScore

Listening Practice Questions

About the Listening practice questions

All of the Listening questions are multiple choice.
Tap the links to listen to the audio.

This is an example:

Listen to someone working at a theatre

[Click to listen to the audio](#)



Scan for the audio

What do customers need to show at the entrance?

A. Their tickets

B. Their bags ✓

C. Their IDs

Scan the QR code if the questions are printed.

The difficulty level of the questions increases as you continue.

You can find answers to all the questions on the last page.

A2 Listening practice questions

1 Finding the restaurant

[Click to listen to the audio](#)



Scan for the audio

What is opposite Franco's restaurant?

- A. The post office
- B. The supermarket
- C. The hairdresser's

2

A journey

[Click to listen to the audio](#)



Scan for the audio

Which way do the woman and the man need to go?

- A. Right
- B. Left
- C. Straight on

3

Holiday plans

[Click to listen to the audio](#)



Scan for the audio

Where is the man going on holiday?

- A. Mexico
- B. Spain
- C. Greece

4 Going to town

[Click to listen to the audio](#)



Scan for the audio

How often does the bus leave?

- A. Every fifteen minutes**
- B. Every ten minutes**
- C. Every twenty minutes**

5 Going to the movies

[Click to listen to the audio](#)



Scan for the audio

Which day will they go to the movies?

- A. Wednesday**
- B. Thursday**
- C. Friday**

6

Laptop repair

[Click to listen to the audio](#)



Scan for the audio

When will the laptop be ready?

- A. In three days
- B. Tomorrow morning
- C. Today

7

Fire safety

[Click to listen to the audio](#)



Scan for the audio

Where is the meeting point?

- A. Next to the library
- B. Next to the café
- C. In the car park

8

Taking a message

[Click to listen to the audio](#)



Scan for the audio

Why did the woman call?

- A. To request a meeting
- B. To delay a meeting
- C. To cancel a meeting

9

Traffic report

[Click to listen to the audio](#)



Scan for the audio

Which road has a problem with farm animals?

- A. M9
- B. A59
- C. A55

10

A hobby

[Click to listen to the audio](#)



Scan for the audio

What sport does the woman play?

- A. Tennis
- B. Football
- C. Basketball

11

Hobbies

[Click to listen to the audio](#)



Scan for the audio

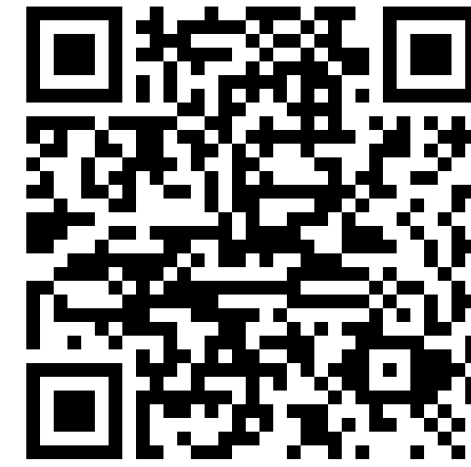
Why does the woman prefer walking?

- A. It's relaxing
- B. It keeps her fit
- C. It's fun

12

Dinner tonight

[Click to listen to the audio](#)



Scan for the audio

What is the man going to eat for dinner tonight?

- A. Pizza
- B. Chicken
- C. A sandwich

A2 Transcript

- 1** **Male:** Excuse me, could you help me? I'm trying to find Franco's pizza place.
Female: Um, sorry, I don't think I know it.
Male: Well, my friend said it's near the Post Office, do you know where that is?
Female: Oh, yes, I remember now. Take that road on the left, where you see the supermarket, after 100 metres you'll see Franco's right opposite the Post Office, next to the hairdressers.
Male: Great, thank you.

- 2** **Female:** So, which way do we need to go now?
Male: Well, it says here to turn right, but the park is over there.
Female: So, are we lost?
Male: Um, I don't think so. Oh wait, I've got the map the wrong way round.
Female: Oh, and, is it straight on?
Male: Let's see, the park is there now, so we need to go left.
Female: Are you sure?
Male: Yeah, of course.

- 3** **Female:** Do you have any plans for your holiday yet?
Male: Yeah, finally. We're off to Greece in July, I booked two weeks in a resort in Mexico, but then they closed the hotel.
Female: That's terrible, did you get your money back?
Male: Yeah, luckily, but finding something else was difficult, all the cheap deals were in Spain but we didn't want to go there again. At least we're going somewhere new.

4 **Male:** To go into town, well, there's a bus that leaves from the bus stop over there, it comes every fifteen minutes but it doesn't go right into the centre. You have to walk for about ten minutes after you get off. It might be better to take the tram, it takes you right into the town centre in twenty minutes, but they don't run regularly today.

5 **Male:** Hi, it's Phil, would you like to see the new horror movie on Thursday evening?

Female: I'd like to but I'm working late on Thursday. What about Friday evening, I'm free then?

Male: No, I'm playing tennis with my brother on Friday. How about Wednesday, are you free then?

Female: Yes, I'll be home by 18:00.

Male: Great, the film starts at 20:00, so I'll pick you up at 19:30?

Female: Thanks, bye.

Male: Bye.

6 **Female:** Hi Mr Beston, this is Olivia from MCB Computers, I'm calling about the laptop you left with us this morning. We've had a look and you need new memory, we don't have any in the shop, so we'll order it. It should take three days to arrive and then we can repair it the same day. Please call us back before we close today to confirm that this is okay.

7 **Male:** Morning everyone, before we start our presentation today, we have some safety information. If you hear the fire alarm, you need to go out to the nearest exit as quickly as you can, and go towards the car park. Our meeting point is just next to the café across the road. You'll see the sign as soon as you walk past the library. Remember, do not stop to pick up your things.

8

Male: Good morning, this is the accounts department, can I help you?

Female: Oh hi, this is Francesca Suarez, is Marta there please?

Male: I'm sorry, she's on the phone with a client.

Female: I see, could you give her a message please, we have a meeting this afternoon but I'm going to be running about, um, ten minutes late.

Male: Sure, could you give me your name again please?

9

Female: Here is a traffic announcement for the West Chester area, there is slow traffic today on the A59 between Station Road and Beaston Road. This is because roadworks are slowing cars down. There are also reports of cows in the road, on the A55 near the Northampton services. Please drive carefully and keep your eyes open for animals. Traffic on the M9 is running as normal.

10

Male: Do you want to go for dinner tonight?

Female: I can't, I have a basketball match at 19:00.

Male: Really, I didn't know you play?

Female: Yeah, I've been on the team for a few months now. I joined because I was terrible at football and they asked me to leave.

Male: That's terrible.

Female: Oh, it's fine, I wasn't good at tennis either, at least now I've found a sport I can play.

11

Female: Lots of my friends ask me to play tennis or join their football team, I say, 'No thanks, I prefer to go for a walk.' I go out into the countryside where it's peaceful and I completely relax. Sports are fun, they keep you fit and you can make lots of friends, but for me a long walk is better than anything.

12

Male: What are we having for dinner tonight, Angela?

Female: I don't know, I'm not really hungry, I had a huge pizza for lunch. Why don't you make a sandwich?

Male: I don't want a sandwich, I want a hot meal.

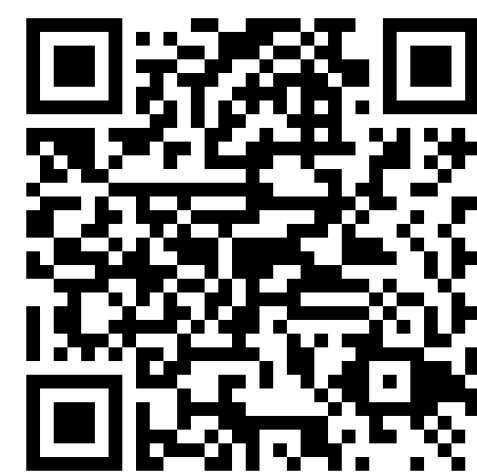
Female: You can finish the chicken we had yesterday with some salad.

Male: Okay, I'll do that.

B1 Listening practice questions

1 Swimming lessons

[Click to listen to the audio](#)



Scan for the audio

What lesson does the man decide on?

- A. Wednesday at 4:30
- B. Thursday at 4:00
- C. Thursday at 4:30

2

A shopping list

[Click to listen to the audio](#)



Scan for the audio

What do the man and the woman need to buy?

- A. Onions and garlic
- B. Pasta and tomatoes
- C. Tomatoes and garlic

3

Dangerous weather

[Click to listen to the audio](#)



Scan for the audio

When are people allowed to leave home?

- A. If it is necessary
- B. To contact the police
- C. To obtain information

4 Bank problems

[Click to listen to the audio](#)



Scan for the audio

What happened with the woman's bank account?

- A. The account was closed
- B. A payment was rejected
- C. Money was stolen

5 Radio guest

[Click to listen to the audio](#)



Scan for the audio

What is today's guest famous for?

- A. TV acting
- B. Book author
- C. Radio presenting

6

Hard work

[Click to listen to the audio](#)



Scan for the audio

What does the man offer to do for the woman?

- A. Some work at the weekend
- B. Some of her work tomorrow
- C. Two jobs tomorrow

7

Buying a newspaper

[Click to listen to the audio](#)



Scan for the audio

Where will the woman go?

- A. The gardens
- B. The swimming baths
- C. The railway station

8 Sharing a flat

[Click to listen to the audio](#)



Scan for the audio

Why did the man tell his friend to leave?

- A. He didn't return the games**
- B. He didn't clean his room**
- C. He didn't pay his rent**

9 Looking for Daniela

[Click to listen to the audio](#)



Scan for the audio

Where was the man going to meet Daniela?

- A. At the staff meeting**
- B. At the reception**
- C. At the gym**

10

At the airport

[Click to listen to the audio](#)



Scan for the audio

When is the man's birthday?

- A. January
- B. February
- C. March

11

Homework problems

[Click to listen to the audio](#)



Scan for the audio

What is the problem with the homework?

- A. There isn't enough feedback
- B. It isn't challenging
- C. There is too much of it

12

Identity card

[Click to listen to the audio](#)



Scan for the audio

What information is on the identity card?

- A. Institutional email address
- B. Emergency phone number
- C. Name of the course

13

A home visitor

[Click to listen to the audio](#)



Scan for the audio

What is the relationship between the two speakers?

- A. They are neighbours
- B. They don't know each other
- C. They are colleagues

B1 Transcript

1

Male: Hi, I'd like to enroll my children for swimming lessons.

Female: Okay, right, let's see. What proficiency level are they?

Male: I think they're both intermediate.

Female: Great, now the intermediate lessons are at 16:00 or 16:30, and they last for 30 minutes.

Male: How is the availability on Wednesdays?

Female: Oh, I'm sorry, there is only one space available on Wednesdays, can you do another day?

Male: Thursday is a possibility, can we book the later one?

Female: It looks like we have space then, so let me take some details.

2

Male: I'm going to the supermarket, what do we need?

Female: Oh, um, I don't know, let's look. We have lots of potatoes, some rice and peppers.

Male: Oh okay, don't forget your whole family is coming around for dinner tomorrow, do we have enough pasta for everyone?

Female: Um, for six people, yes, I think so, but we need a sauce, so get some tomatoes and garlic.

Male: Do we still have onions from last week?

Female: Err, yes we do, so that's everything then.

3

Female: The government has repeated its warnings about the weather for the next few days. The entire country is expecting heavy rain and strong winds. There are already flood warnings in place for much of Wales and the South West. All trains in these areas have been suspended. During this time, do not leave your home unless it is absolutely necessary, and do not call the police unless it is a real emergency. Regular updates will be made on radio, television, Internet and via text message.

4

Female: I think somebody stole my bank card details yesterday.

Male: Oh no, how could that happen?

Female: Well, the bank said it was probably when I paid for the taxi from the airport, returning from holiday.

Male: Has any money been stolen from your account?

Female: No, the bank was fantastic, they noticed an unusual payment and stopped it.

Male: Then what happened?

Female: I did some shopping this morning, but my bank card didn't work, so I had to phone the bank and that was when I found out.

Male: Thank goodness the bank acted quickly.

5

Male: And now it's time to welcome today's guest on the show. Good morning to award-winning author Aisha Ali. Hi Aisha.

Female: Hi David, thanks for having me, I've always wanted to be on the radio.

Male: Excellent, so tell us more about your latest project.

Female: Well, I was contacted by a media company who wants to turn my most recent book into a TV show. So, I'm busy working on the adaptation.

Male: Excellent stuff, will you have an acting part?

Female: I doubt it, they get professionals to do the acting.

6

Male: I'll be glad when the weekend comes, I've had so much work this week.

Female: Me too, I have two jobs to finish by tomorrow.

Male: Really, I managed to finish most of mine, do you need any help with anything?

Female: That's so nice, um, could you possibly do some of the statistical analysis for one of the jobs?

Male: I'm sure I can manage that, if you send me the data, I will start in the morning.

Female: Fantastic, I can't do it at the weekend, as I'm going away.

7

Female: Excuse me, do you know where I can buy a newspaper?

Male: Let me think, oh yes, you can get one at Piccadilly Train Station.

Female: Thanks, how do I get there? I'm not from around here.

Male: Can you see that large yellow building over there, the one with the gardens?

Female: Yes.

Male: That's the swimming baths, if you turn right there and walk about 100 yards, you'll see the station on the left, you can't miss it, it's opposite the library.

Female: Thanks, I'll do that.

8

Male: I used to share my apartment with a friend, but not anymore. At the start we got on really well, we both liked the same sort of computer games and I often lent him my games, but after awhile I realised that every time I went into the kitchen, there were dirty plates in the sink and the cooker was a mess. I usually had to clean it all up. then last month he didn't pay his rent, that was it, I told him to leave.

9

Male: Oh hi Jules, have you seen Daniela anywhere?

Female: No, not since early this morning, she was at the staff meeting we had earlier.

Male: I wasn't at that meeting, I was supposed to see her at the gym at 10:00, but she never turned up.

Female: Do you have her mobile number?

Male: Yes, she gave it to me yesterday at the reception, I'll give her a call now, thanks.

10

Male: It was a complete nightmare actually, they almost didn't let me board the plane because I filled out the passport information on the website with the wrong information. Everything else was okay, then I put March instead of February for my birthday, it's on 29th you see, and most systems only let you put 29th January or March. I'm usually so careful, they let me through in the end, but it was a very stressful start to the holiday.

11

Female: I'm getting pretty annoyed about Sam's homework.

Male: Why, isn't it challenging enough?

Female: No, that isn't the issue, sometimes it doesn't make any sense and even if it does, it often isn't give a mark or there isn't any feedback, so he has no idea whether he did it properly or not. I'm getting more and more annoyed and he's becoming more and more upset.

Male: Sounds like the pair of us need to talk to his teacher, have you contacted him?

12

Female: Hello everybody, and welcome to Clifton College, I am your course director. Now, please put your mobile phones away for a moment and listen, because I have some important information for you. But first of all, I have a question, does everyone here have a student identity card, and a college Internet account? On the card if you have one, you should see your name, student number and college email address. If you don't have a student card, please put your hand up so I can see you.

13

Female: Good morning, can I help you?

Male: Yes, I understand you're having problems with your dishwasher?

Female: No, not us. Maybe it's the family next door? We're having problems with our washing machine.

Male: Oh, my mistake, yes, on my list it's a washing machine, sorry. I'm Antonio and I work for Horlicks.

Female: Do you have any identification with you?

Male: Yes, of course, here's official ID and the company card. You can call the office if you'd like to confirm.

Female: No, that seems fine, okay, come in.

B2 Listening practice questions

1 Film review

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Scan for the audio

What do the man and woman agree on?

- A. The special effects were realistic
- B. The action sequences were natural
- C. The acting wasn't good

2

Job interview

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Scan for the audio

Why does the woman think she is a good candidate for the job?

- A. She's a heart disease specialist
- B. She enjoys working in sales
- C. She has a wide range of expertise

3

Holiday choices

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What kind of holiday activity would the man's wife prefer this year?

- A. Walking and camping
- B. Swimming in the sea
- C. Exploring ancient ruins

4

Marketing

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Scan for the audio

What is the relationship between the two speakers?

- A. The man is an independent consultant
- B. The woman does research for the man
- C. They are colleagues in the same company

5

Delays at work

[Click to listen to the audio](#)



Scan for the audio

How would you describe the woman's attitude?

- A. Angry
- B. Sympathetic
- C. Satisfied

6

Beginning of the day

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Scan for the audio

Why is the man explaining this information to the people?

- A. They need to finish training
- B. They are on a guided tour
- C. They are new employees starting work

7

Business idea

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Scan for the audio

What type of company does the man work for?

- A. Health services
- B. Telecommunications
- C. Transport

8

Company training

[Click to listen to the audio](#)



Scan for the audio

What is the training about?

- A. How to write emails
- B. The company image
- C. The new logo

9

Teenagers and phones

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What is the woman's main point about mobile phones?

- A. They should be used in education
- B. They should replace books
- C. They are used too much

10

Work schedules

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Scan for the audio

What does the man think of the new system?

- A. It will affect the quality of his work
- B. It will make going to work boring
- C. It will still be quite limiting

11

Angry boss

[Click to listen to the audio](#)



Scan for the audio

What is the story about?

- A. Not showing enough attention to detail
- B. Being blamed unfairly for something
- C. Doing something uncharacteristic

12

The car

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Scan for the audio

What is the story about?

- A. A pedestrian who had an accident
- B. A silly mistake the speaker made
- C. Mechanical problems with a car

B2 Transcript

1

Female: Oh wow, I love that film, those fight scenes were fantastic.

Male: Really, they didn't seem a little forced to you? And at times it seemed like they ignored the rules of physics.

Female: That was just down to poor special effects. It's a safe bet to say that they're not winning any awards for that one.

Male: Well, they won't win anything for the acting either, it was painful to watch Johnny White at times.

Female: I'll admit that perhaps it wasn't his best film, but you have to expect that sometimes actors accept roles that they're not suitable for.

Male: Well, maybe he should've waited for something more suitable then.

2

Male: So, can you tell us a bit about yourself and why you're suitable for this role?

Female: I've got a strong background in the industry because I did pharmacology at university, I was even lucky enough to get a six month work placement in a company which specialises in heart medication. While I was there, I was on rotation so to speak, I moved around different areas and departments getting some amazing hands-on experience along the way.

Male: Which area did you like the most?

Female: Sales was very interesting but I had a real passion for the research side and I hope that that's what I can work on here.

3

Female: Where are you going on holiday this year Simon?

Male: I haven't really decided yet, somewhere quiet I guess, with some decent weather, get away from all this rain.

Female: Like, a holiday on a sunny tropical beach?

Male: That would be great, but my wife doesn't like the seaside, she can't stand the sand.

Female: So, where do you usually go?

Male: Well, for the last couple of years we've been going to places with a bit of history, Rome, Athens, places like that, but this year my wife has said she'd like a more active holiday. So, I think we may go backpacking in Patagonia, if we can afford it.

4

Female: Good morning Mr Schmitt, I'm Maggie Harman, CEO of Mars Holdings, please take a seat.

Male: Thank you, nice place you have here.

Female: Thanks, I understand you're here to discuss our new marketing plans?

Male: Yes, that's the idea, you'll have to leave the budgets and schedules to someone else, but I do have a few ideas about the campaign materials.

Female: We invested quite a lot of money in the creative side, are you suggesting you can do better?

Male: Well, given the sensitivity of your markets, I think some of your current video clips run the risk of upsetting potential clients.

Female: I see, perhaps you could give me some examples?

5

Female: Have you got those sales projections yet, Daniel?

Male: No Mrs Castro, I'm, I'm still working on them.

Female: They were supposed to be with me yesterday, Daniel.

Male: I know Mrs Castro, you, you'll have them tomorrow morning, I promise.

Female: It's not like you to get behind with your work Daniel, is everything alright?

Male: Yes, thank you Mrs Castro, well no, not really. My mum has not been very well recently and I, I've been having to look after her and my little sister. I get very tired.

Female: I see, I'll see if I can lighten your load for a couple of weeks, come back and see me in a couple of hours, will you?

6

Male: Welcome to the company, my name's Jake and I'll be doing the introduction this morning. I'm sure you're aware that this is a fully functional location and therefore we have some rules we have to follow. Although we have an excellent safety record at this facility, we may be obliged to clear the area for a variety of reasons. If the alarm sounds, simply follow me and I'll lead you to a safe area. It's vital that you don't touch anything while I'm showing you around. Some pipes may be dangerously hot, other containers might be below freezing. Okay, let's get your protective equipment.

7

Male: Okay, so looking back, 2018 was a great year for us. We managed to get 99% of all our services running on time, which is far better than any other network in the metropolitan area. Our drivers managed to keep our accident record spotless for the third year running, but we can still improve. I feel the key is appealing to environmentally conscious individuals who want to reduce their carbon footprint. We need a strong advertising campaign, ideally digital, directed at young people. They're the ones more likely to give up using their cars and use us instead.

8

Female: Are you going to this training session later?

Male: Yes, I think so, what's it on?

Female: Company image or something, sounds like a waste of time to me.

Male: I agree, what do they expect us to learn?

Female: No idea, probably how to make the right impression in e-mails and in meetings with customers, I really can't spare the time, but we have to go.

Male: I heard that they're going to launch a new logo, so maybe it has something to do with that?

Female: You could be right, hopefully it won't be too boring. Do you fancy a drink afterwards?

9

Female: Are your kids allowed to use their phones in class?, Mine aren't. In fact, my kid's school has a no phone policy, and that's great, at least I know they're not spending all day on social networks. But do you know what teens nowadays use their phones for? Everything. So, why not learning? I'm not saying we should get rid of books, far from it, but if kids are so hooked on these things, it might be a good idea to take advantage of that. New technologies can make learning fun, or at least a little less boring, and then kids will want to learn.

10

Female: Have you seen the e-mail from Chris? Isn't it great that we can work from home two days a week?

Male: Yeah, but did you notice that your boss decides when?

Female: I did, I suppose it's for making sure that people are around for meetings, and that we still work as a team. After all, if you never see someone, how can you work well together?

Male: That's true, and working in the same space is all part of the fun. I just think that your boss making decisions stops it being a flexible system, doesn't it? You're still having to ask for permission every week.

11

Female: So, I got called in by my line manager the other day and she was fuming. She launched into a long speech about how I'd messed up all the travel arrangements for one of her business trips to India, I thought this was so unlike me. I always pride myself in paying attention to detail, I was getting more and more panicky and I thought that I'd be fired. Then I glanced at a bit of paper in front of her, and I realised that I was off sick on the day the arrangements were made. It was difficult to keep a straight face after that.

12

Male: I went to town in the car to buy some food for the cats, it was raining hard when I came out of the store and I ran to the car. I pulled hard at the door handle, but it wouldn't open. I pulled and pulled and suddenly I heard a scream, I looked through the car window and saw an elderly man in the front passenger seat, he looked terrified. I was trying to open a car that looked just like mine, but it wasn't. I didn't know where to look or what to do.

C1 Listening practice questions

1 News interview

[Click to listen to the audio](#)



Scan for the audio

Why does the government official expect a reduction in output?

- A. Because of government measures
- B. Because of global economic trends
- C. Because of media expectations

2

Recycling issues

[Click to listen to the audio](#)



Scan for the audio

What is the opinion of the man about recycling?

- A. Not enough is being done
- B. Recycling is too expensive
- C. People talk too much about recycling

3

Language death

[Click to listen to the audio](#)



Scan for the audio

How does the man feel about government attempts to save endangered languages?

- A. Uninterested
- B. Supportive
- C. Frustrated

4

Changes at work

[Click to listen to the audio](#)



Scan for the audio

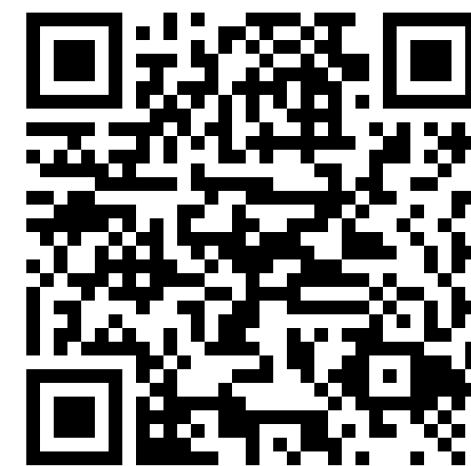
What does the woman think about the changes?

- A. They'll be too drastic for the company to survive
- B. They'll have a negative effect on employees
- C. They'll help the company in the long run

5

Drone threat

[Click to listen to the audio](#)



Scan for the audio

What is the man's opinion?

- A. Drones could do a lot of damage to aircraft
- B. Drones should not be banned
- C. Drones could not make an aircraft crash

6 Survey results

[Click to listen to the audio](#)



Scan for the audio

What does the company hope to improve?

- A. Feedback on the company's products
- B. Popular opinion of the company
- C. Efficacy of online marketing attempts

7 Buying experiences

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Scan for the audio

What does the speaker suggest about the amount of money spent on experiences?

- A. The thrill of an expensive experience lasts longer
- B. Cost is not important when buying an experience
- C. Cheap experiences have to be repeated to be effective

8

Languages

[Click to listen to the audio](#)



Scan for the audio

Why does the woman want to learn Arabic?

- A. Because of the origins of Swahili**
- B. Because it reflects her heritage**
- C. Because it is the official language of Rwanda**

9

Wrong facts

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Scan for the audio

What has been a significant development in social media lately?

- A. Its automated function to make up stories**
- B. Its ability to distinguish between true and fake news**
- C. Its capacity to distribute news quickly**

10

Types of sports

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Which of these statements best matches what the woman says?

- A. Individual sports do not develop social skills**
- B. Team sports can encourage a spirit of loyalty**
- C. All kinds of sport can sometimes become monotonous**

11

Bilingualism

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What is the man's main point?

- A. We have progressively learned more and more about bilingualism**
- B. Speech therapists still know little about bilingualism**
- C. Some attitudes have inhibited our knowledge of bilingualism**

12

Retail problems

[Click to listen to the audio](#)



Scan for the audio

Why are there fewer high-street shops?

- A. Reduced demand due to an economic crisis
- B. Higher costs for shops
- C. Increasing use of online shops

13

Problems with plastic

[Click to listen to the audio](#)



Scan for the audio

What's the woman's opinion?

- A. The government has taken positive steps to help the planet
- B. Urgent action needs to be taken to protect the environment
- C. Natural material should be used instead of plastic

C1 Transcript

1

Male: Thank you for talking to us today.

Female: Thanks for inviting me.

Male: Economic figures for the last quarter will be published later today, and there are rumours that they won't be good. Can you comment on that?

Female: You'll forgive me if I don't comment on specific numbers that have been mentioned in the media.

Male: I realise that.

Female: But the government expects economic performance to be broadly in line with expectations for the last quarter. That would suggest a slight drop in output, mirroring the general world economy.

Male: I understand that the world economic outlook is not positive but we seem to be doing worse than similar countries around the world.

Female: Well, we have put measures in place that will boost economic activity, such as tax cuts and other incentives.

2

Female: Is this plastic container recyclable, or not?

Male: They wouldn't be recycled where I live, but here at the company I have no idea.

Female: They haven't provided any receptacles for that kind of recycling anyway.

Male: I know what you're saying, but on the other hand, I'm not absolutely convinced that simply putting it in the correct container leads to it getting recycled properly.

Female: Really, you don't think they just bury it or incinerate it, do you?

Male: I'm not convinced, there's still too much talk about the cost of recycling, and that's missing the point in my opinion.

Female: What do you mean?

Male: Well, with the limited resources on this little planet of ours, it shouldn't be a matter of how much it costs financially.

3

Female: Did you see that report on how languages are dying out at an astonishing rate?

Male: I did, it was quite an interesting read actually, but I think they're going about it all wrong. By focusing solely on education they're missing the bigger picture.

Female: But isn't that the best way? The languages gain prestige and younger generations feel a sense of pride when speaking them. It's a win-win.

Male: Usefulness beats pride I'm afraid, I can't believe that they don't understand that you wouldn't learn something that you hardly ever use, these languages need to be relevant to the 21st Century with strong online representation. Without that, young people won't care will they? It will all have been in vain once the older generation disappears.

4

Female: Well, we're getting rid of the image that we're a dying company, aren't we, so it's not exactly a bad thing to be doing, is it? And yeah, perhaps the amount of restructuring seems a bit excessive, but it will help us get rid of a bit of dead weight. Of course they'll be loads of redundancies, but just think of how future new highs will change staff outlook for the better. They'll come with new energy and new ideas. Current staff will fight it every step of the way, the value of our stocks and shares will decrease in the short term, but we have to keep pushing forward, don't we? Without this move, we'll risk not being a player in today's market.

5

Male: I was getting our drinks when I saw a man over there reading a newspaper article about another drone sighting at an airport.

Female: How can a little radio controlled flying vehicle close down an airport?

Male: Well, they aren't so little these days, at least not the professional ones. The drones used commercially by photographers for example are pretty big.

Female: Big enough to bring down a passenger aircraft?

Male: Possibly, search online and you'll find test videos flying them into wing sections of aircraft and they make a big hole when they impact.

Female: What can they do about it? They can hardly ban them.

Male: Why not, they could become a massive security concern.

Female: True enough I suppose, but that would upset people who had already bought one.

6

Female: We've got the results of the surveys back, one thing stands out, we have a problem with the public's perception of us. Despite our best efforts to modernise and meet the demands of the 21st Century, it seems it's just not enough, but we can work on it. We've called in sustainability experts, they're going to be taking a good look at our operations to see where we can make the necessary changes. Working in parallel, our public relations team are going to be putting out press releases, ad campaigns, you name it. Anything that shows that we're socially conscious and taking responsibility. I mean obviously this is an ongoing process, but we should start to see the positive effects within six months.

7

Female: For a large part of the population in the richer countries in the world, the people have no need for more stuff. There is probably a strong connection with this in the expanding volume of research linking experiences to happiness. Apparently happiness comes more from buying experiences rather than things. However, this only applies if you are spending spare money. The difference between them is that it doesn't matter if the experience is cheap or expensive. Buying an expensive car might be more exciting than going to the cinema with friends, however the thrill of a new car soon fades, while the relatively low cost of the cinema means you can keep going and it remains effective at giving you happiness.

8

Male: What does your name mean, Saba?

Female: Well, it means seven in Swahili, my parents are from Rwanda, so they wanted to name me something that reflected our heritage.

Male: Do you speak Swahili with them?

Female: Yes, and sometimes French, it's one of the official languages in Rwanda, so my parent's generation all had to learn it and they wanted me to speak it too.

Male: Wow, I only did French and Spanish at school. I can get by in French but my Spanish is pretty rusty now. I started learning Arabic about three years ago but it's slow progress.

Female: I've always wanted to learn Arabic because of its influence on Swahili. I haven't had the chance yet, but hopefully soon.

9

Male: It is generally agreed that the modern concept of social media began in 1996 with SixDegrees.com. My own first contact with this world was Myspace, which started in 2003. The rest as they say, is history. Part of that history that has become increasingly important in recent years has been the ability to spread news at lightning speed. Unfortunately, this has proved to be easier to abuse, with people spreading so-called news that is untrue. This can be done due to an honest belief that it is true or it can be the result of people or organisations intentionally spreading misleading information for their own purposes. In the next part, we will look at how this happens.

10

Male: Okay everyone, so we're debating the topic, what's better for school children, individual sports or team sports?

Female: Well, I think they've both got a bunch of advantages, but overall team games are much better.

Male: Any particular reason for that?

Female: Yes, well if you're in a team you have this feeling, this obligation that you can't let people down. So, that makes you more committed to what you're doing, to help fellow team members and all that. And sometimes doing sport just by yourself can be boring, can't it?

Male: I agree, and you can develop communication and negotiation skills too, right?

Female: Yes, and all these skills come in handy in other areas of life, as well as in sport, we could call them life skills, couldn't we?

11

Male: In the past a serious barrier to working with bilingual clients was the scarce availability of information about other languages, regarding phonological issues, descriptions of syntax, morphology and cultural knowledge. A great deal of research has been carried out in these areas in recent years, and data are now available for many languages. These data include specific resources for speech and language therapists working in languages other than English. Much is still to be done in this area, but for most families resident in the UK, therapists no longer need to work from a blank slate. Attitudes towards bilingualism of both the individual and of societies in general can often be critical factors in determining the value that clients and families give their home language.

12

Female: As we sell 60% of our products to high street retail outlets, it is important to understand the trends in this important business sector. It is a sector that is very sensitive to economic variations. While rises in energy prices, local taxes and pension payments for its workers have not really had any obvious impact, a significant factor is the continued rise in online shopping. This factor has led to a decline in the number of retail shops. We need to keep this in mind when planning for the future. This presentation will look at ways we could continue to provide cost effective products for this sector, in a period of reduced demand whilst also diversifying into other business areas.

13

Male: Banning plastic straws, seriously, pretty soon any type of plastic is going to be illegal.

Female: But isn't that the whole point? There's already far too much plastic floating around in places where it shouldn't be, at least the government is finally doing something about it.

Male: Don't tell me you expect everyone to stop using plastic, just like that? These things take time.

Female: And that's one thing we don't have, we need to act now.

Male: So, what do you suggest, suddenly go back to using natural materials, like in the good old days?

Female: Well, that's a good place to start, but it's hardly going to put an end to all our problems. New ones will just crop up, better to just stop using so much in the first place.

Listening answers

Section: A2

1. **A** The post office
2. **B** Left
3. **C** Greece
4. **A** Every fifteen minutes
5. **A** Wednesday
6. **A** In three days
7. **B** Next to the café
8. **B** To delay a meeting
9. **C** A55
10. **C** Basketball
11. **A** It's relaxing
12. **B** Chicken

Section: B1

1. **C** Thursday at 4:30
2. **C** Tomatoes and garlic
3. **A** If it is necessary
4. **B** A payment was rejected
5. **B** Book author
6. **B** Some of her work tomorrow
7. **C** The railway station
8. **C** He didn't pay his rent
9. **C** At the gym
10. **B** February
11. **A** There isn't enough feedback
12. **A** Institutional email address
13. **B** They don't know each other

Answers

Section: B2

1. **C** The acting wasn't good
2. **C** She has a wide range of expertise
3. **A** Walking and camping
4. **A** The man is an independent consultant
5. **B** Sympathetic
6. **C** They are new employees starting work
7. **C** Transport
8. **B** The company image
9. **A** They should be used in education
10. **C** It will still be quite limiting
11. **B** Being blamed unfairly for something
12. **B** A silly mistake the speaker made

Section: C1

1. **B** Because of global economic trends
2. **A** Not enough is being done
3. **C** Frustrated
4. **C** They'll help the company in the long run
5. **A** Drones could do a lot of damage to aircraft
6. **B** Popular opinion of the company
7. **B** Cost is not important when buying an experience
8. **A** Because of the origins of Swahili
9. **C** Its capacity to distribute news quickly
10. **B** Team sports can encourage a spirit of loyalty
11. **A** We have progressively learned more and more about bilingualism
12. **C** Increasing use of online shops
13. **B** Urgent action needs to be taken to protect the environment



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