

IELTS Listening - Exams 4

IELTS Listening - Section 1

Questions 1-5

Complete the details below.

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

You will hear a number of different recordings and you have to answer questions on what you hear.

There will be time for you to read the instructions and questions and you have a chance to check your work.

All the recordings will be played **once only**.

The test is in 4 Sections. At the end of the test you will be given **10 minutes** to transfer your answers to an answersheet.

Now turn to section 1:

You are going to listen a telephone conversation, between a caller and a call centre operator

First you have some time to look at **Questions 1-5**.

You will see that there is an example which has been done for you. So Card has been written on the form.

Now we shall begin. You should answer the questions as you listen, because you will **NOT** hear the recording a second time.

Listen carefully and answer **Questions 1 to 5**:

(Now Play Exams 4 Section 1A Tape)

<i>Example</i>	
Identification and security check:	Platinum <u>Card</u> Service
Card number: 6992 1	1147 8921
Name:	Carlos da Silva
Postcode: 2	
Address: 3	Vauxhall Close, London
Date of birth: 13 July 4	
Mother,s maiden name: 5	

Questions 6-10

Choose the correct letter, **A, B, or C**.

Before the caller and operator continue the telephone conversation, look at **Questions 6 to 10**

(Now Play Exams 4 Section 1B Tape)

- 6** The caller has paid
A less than the computer shows.
B more than the computer shows.
C £500 twice.
- 7** The caller is also worried about
A a bill that is too high.
B an overpayment to a restaurant.
C a payment that he does not recognize.
- 8** The interest
A went up in April.
B has not changed.
C has gone down.
- 9** The caller's number is
A 020 7997 9909.
B 020 7989 7182.
C 020 8979 7182.
- 10** The operator will ring the caller
A tomorrow.
B in two hours.
C very soon.

IELTS Listening - Section 2

Questions 11-13

Choose the correct letter, A, B, C, or D.

Section 2:

You are going to hear a radio interview about giving up smoking.
First you have some time to look at **Questions 11-13**.

Now Listen carefully and answer **Questions 11 to 13**:

(Now Play Exams 4 Section 2A Tape)

- 11** Mr Gold had problems because he
A hated smoking.
B smoked.
C couldn't touch his toes.
D was very lazy.
- 12** Mr Gold used to travel across London to
A get exercise.
B see London at night.
C get cigarettes.
D buy food.

- 13** What did Mr Gold have difficulty with in the past?
A running
B giving up smoking
C getting to sleep at night
D getting up early in the morning

Questions 14-20

Write **NO MORE THAN ONE WORD** for each answer.

Now look at **Questions 14 to 20**.

(Now Play Exams 4 Section 2B Tape)

- 14** Mr Gold stopped smoking on
15 Mr Gold said he was if people had not seen him smoking.
16 The worst side effects he experienced were
17 He saw giving up smoking as an
18 It was easier for Mr Gold to stop smoking than he had
19 The radio presenter would like to have Mr Gold's
20 The presenter hopes listeners will find their own to success.

IELTS Listening - Section 3

Questions 21-23

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

Section 3:

You are going to listen to a conversation between a tutor and two students.
 First you have some time to look at **Questions 21-23**.

Now Listen carefully and answer **Questions 21 to 23**:

(Now Play Exams 4 Section 3A Tape)

<p>Lorraine</p> <ul style="list-style-type: none"> • has been with them on the course for 21 • has left because she has got a 22 • has returned to 23
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Questions 24-30

Choose the correct letter, **A, B, C** or **D**.

Now Listen carefully and answer **Questions 24 to 30**:

(Now Play Exams 4 Section 3B Tape)

24 Steve's mark could have been better if he had

- A not made mistakes in his project.
- B done a better book review.
- C written more words.
- D chosen a different topic for his project.

25 Steve's book review was

- A too long.
- B not as good as his project.
- C excellent.
- D fairly good.

26 Steve's tutor criticizes which aspect of his project?

- A the beginning
- B the argument about road pricing
- C the end
- D the length

27 The tutor recommends that Frances should do

- A a PhD but not an MPhil.
- B an MPhil or a PhD.
- C another project.
- D her work more carefully.

28 As regards getting funding, the tutor thinks Frances's

- A chances are slim.
- B chances are greater than many other students'.
- C exam results will be decisive.
- D chances are better now than in the past.

29 The last time a student in the department achieved a first in their exams was

- A three years ago.
- B thirty years ago.
- C last year.
- D in the first three years the college was open.

30 Steve does not plan to go on to do research because he wants to

- A stop studying.
- B do lots of really exciting things.
- C earn some money to do the things he would like to do.
- D return to his job.

IELTS Listening - Section 4

Questions 31-40

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

Section 4:

You will hear a talk on bullying in the workplace, giving by a university lecturer to a group of students.

First you have some time to look at **Questions 31-33**.

Now Listen carefully and answer **Questions 31 to 33**:

(Now Play Exams 4 Section 4A Tape)

Notes:
The speaker specializes in management **31**
Bullying in the workplace costs the **32** up to £4 billion a year.

Bullying is caused by

- insufficient experience,
- insecurity, or
- a lack of **33** on the part of managers.

Questions 34-40

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

Now Listen carefully and answer **Questions 34 to 40**:

(Now Play Exams 4 Section 4B Tape)

Main methods of bullying

- Setting **34** tasks.
- Constantly moving the goalposts.
- Stopping individuals **35** to criticism.
- Not **36** or replying to e-mails. This means you cannot expect your staff to **37** you.
- Using technology. Companies should develop an **38** of practice.

Task
In groups **39** other bullying strategies and ways in which they can be **40**