

LanguageCert
Expert C1
Level 2
International ESOL (Listening, Reading, Writing)
Practice Paper 1

Listening part one.

You will hear some short conversations. You will hear each conversation twice. Choose the correct answer to complete each conversation.

Number one. Number one. (6 seconds)

M: Have you checked how much it'll all be?
F: Well, it's going to cost an arm and a leg, I'm afraid.
M: Surely there're other options? (10 seconds)

Number two. Number two. (6 seconds)

F: We need to celebrate. Let's go somewhere really posh!
M: *[not keen]* Must we? I'd be quite happy with a takeaway.
F: Oh, come on! Choose somewhere really special. (10 seconds)

Number three. Number three. (6 seconds)

M: *[disappointed]* You haven't given up, have you?
F: I've really tried, honestly.
M: What – banks, friends, relatives? (10 seconds)

Number four. Number four. (6 seconds)

M: *[exasperated]* The department's in a total mess.
F: Oh, I know! Ever since John took over.
M: *[back-peddalling]* Well, I'm not into blaming anyone in particular... (10 seconds)

Number five. Number five. (6 seconds)

F: *[stressed]* I must finish this before tomorrow.
M: *[firm]* Ella, I insist you take a break. You're exhausted.
F: *[desperate]* No, no. I'll work on through the night. (10 seconds)

Number six. Number six.

(6 seconds)

M: To be honest, you could've done a better job.

F: *[bristling]* That's a bit harsh, isn't it?

M: *[cold]* You've wasted a lot of time and energy.

(10 seconds)

That is the end of Part One.

Listening part two.

You will hear some conversations. You will hear each conversation twice. Choose the correct answers for each conversation. (10 seconds.)

Conversation One

Book programme running from literary festival

M1: Aziz Marmon – programme presenter M2: Martin Dawes – writer F: Liz Bell – publisher

- M1: Welcome to Book Talk, Channel Nine's foremost culture show. I'm Aziz Marmon. This week, instead of being studio-bound, we're in front of a live audience at the Corin Literary Festival, hosted by the University of Brunswick. On stage with me are detective writer Martin Dawes and publisher Liz Bell.
- F/M2: Hello.
- M1: Could we start with the new hyped-up Ali Ball novel, *Cold Spies*? I have to admit to feeling slightly let down after his previous book, *Tempest Tossed*. The characters seem, well, more like caricatures. As for turning it into a movie, not enough happens.
- M2: Absolutely – *[laughs]* it'd be like watching paint dry.
- F: Yes, that's true but, going back to the characters, I thought that Harold Sykes was very well-drawn.
- M2: *[not convinced]* Really? But the storyline was very thin, wasn't it? You could see straight through it.
- F: *[disagreeing and surprised]* Are we talking about the same book? *[laughs]* I had to make notes to keep up!

(Wait 10 seconds before repeating.)

(10 seconds.)

Conversation Two

Female client and husband in male lawyer's office.

M1: Lawyer – male F: Ann – female client M2: Sam – Ann's partner

- F: Good afternoon, Mr Steadman. Hope you don't mind me bringing Sam along.
- M1: *[brisk and formal, lawyer-style]* No, that's fine, Mrs Jenkins. Now, I've had a good look at your case notes.
- M2: *[concerned – wanting good news]* And? What do you think? Ann's in the clear, isn't she? Her car was only going at twenty, for heaven's sake...I mean, it obviously wasn't her fault...
- M1: The prosecution will claim otherwise. It's always difficult in these kinds of driving cases. All the evidence points to a victory but there could be some technicalities.
- F: *[aghast]* You mean I could actually lose?
- M1: Highly unlikely but you can never tell with magistrates. Even with the legal adviser's direction.
- M2: Whatever the result, it'll damage the bank balance – though that seems unimportant now.
- F: I **could** lose my driving licence.
- M2: That doesn't worry me in the slightest.
- F: But what worries **me**, Sam, is that I might have to pay a hefty fine or go to gaol – or both!

(Wait 10 seconds before repeating.)

(10 seconds.)

Conversation Three

In a hairdressers': F: Mrs Turner – customer M1: David – hairdresser M2: Leon – manager

F: *[furious]* Look at this bit – it's practically green. I've had my hair coloured here for three years. Never seen anything like it. *[livid]* And I want to know what you're going to do about it. *[slight pause]* I want the manager **now**.

M1: *[terrified]* Yes, of course.

M2: *[utterly placatory]* Mrs Turner. What can I say? I'm so sorry. David, here, hasn't used this particular colourant before and has left it to process too long, I imagine. *[reassuring]* But it's easily rectified and we'll get it sorted. How long did you give it, David?

M1: An hour, as usual.

M2: *[very calm]* I see. It's a maximum of forty minutes, actually. Very different from the Deep Magic product.

F: *[bewildered]* For goodness' sake... So what can be done?

M2: *[brisk and professional]* We can book you in for this afternoon and should be able to completely reverse the process. I'll deal with it personally. And we'd like to offer you fifty pounds of hair products by way of an apology.

F: *[slightly grudging but pleased at the same time]* Well, OK then. So what time can you see me then *[fade]*?

(Wait 10 seconds before repeating.)

(10 seconds.)

That is the end of Part Two.

Listening part three.

You will hear someone talking. You will hear the person twice. Complete the information. Write short answers of one to five words. (20 seconds.)

Ladies and gentlemen. Welcome to today's talk on franchising. Hopefully, by the end of the session the concept of franchising will be clarified and perhaps some of you may go on to become franchisees. However, taking on a franchise is not easy and you need to be a certain type of person. Somebody asked me recently whether entrepreneurs are born or made. That question is too simplistic. What I do think is needed though is a certain amount of self-reliance.

So what exactly is franchising? Well, basically it's about licensing and distributing a product or a service. The company sells you the product and you sell it on to the public. Many well-known brands are franchises, like The Body Shop, for instance. In fact, fifty per cent of all retail businesses in the US operate through franchises and in Australia, it's forty-six.

The joy of franchising is that the organisation will deliver back-up managerial skills to complement your talent for business. It is also a relatively safe environment. All entrepreneurs have to assess risk and most people opt for franchising because of the limited risk of failure.

Now – what are the advantages of getting a franchise rather than starting your own business from scratch? Well, firstly, and most importantly, you don't need a brand new idea. The product will have already been tried and tested and may even be quite well-known. And if it **is** a well-known product with an established company, you'll get the benefit of national advertising. There is clear delineation about who's in control. The franchisee owns the outlet and operates his or her business on a daily basis. The franchiser or company supplies the product and gives support. Franchisers usually provide training to their franchisees on how to grow the business and can even help secure funds. It's this mix of the individual entrepreneur **and** the franchising organisation which appeals to many.

Normally, if you take on a franchise, you'll need to pay an initial fee. This can be quite expensive and if you lack funds, you might need a loan. However, unlike when trying to get a loan for a new business, there are often plus points if it's a franchise and your bank manager sees the potential in your business plan. After you pay the initial fee, there is an ongoing service fee, normally a percentage of the turnover each year.

Remember that franchises are a bit like leases. They don't go on forever and it's important you are aware of this. In some countries, there are special business laws concerning franchises, in others this is not the case. If you want more details, then you can contact the British Franchising Association, commonly known as the BFA and have a look at their website.

As for details of a franchise agreement, they will vary from company to company. The type of agreement which is taken up by most people is the business format franchise, by which a licence is bought to use a trade name or mark. Remember that exclusivity can also be important and be part of the agreement. Obviously, if you are the exclusive provider in an area, this will bring added advantages. OK, now if you have any questions we've set aside fifteen minutes before lunch... [fade]

(Wait 10 seconds before repeating.)

(10 seconds.)

You now have thirty seconds to read through and check your answers.

(30 seconds.)

That is the end of Part Three.

Listening part four.

You will hear a conversation. You will hear the conversation twice. Choose the correct answers.

You have one minute to look at the task below. (1 minute.)

[beep]

Partners discussing renting out their flat. M: Paul F: Sue

- M: Now that Peter's going to live in Spain, we need to think about what's going to happen to the flat.
- F: Well, we could sell it. We don't really need it.
- M: Yes, but the market's terrible. Property prices have been falling. I think it'd be better to hold on to it until there's an upturn.
- F: But it's an appalling waste to have a property lying around empty with so many people homeless and...
- M: Sue, I wasn't thinking of leaving it unoccupied. I thought about letting it.
- F: Mmm, not sure about that.
- M: Why not? It's financially worthwhile, certainly. We can make a proper tenancy agreement – you know, all legal and so on. Then in a year or so, if the property market is on the up, we can sell. We won't lose and we'll get rent 'til it goes on the market.
- F: Yes, Paul, but you hear terrible stories. You know, awkward tenants...
- M: And awful landlords too! I'm sure we could screen prospective tenants carefully.
- F: How d'you mean?
- M: Well, up-to-date references for a start. Information about their credit history. Banker's reference. One from their current landlord. Even one from their employer?
- F: Oh, that seems very intrusive...
- M: That's what people do, Sue. You have to safeguard your interests.
- F: Yes, but checking up on people...snooping about...
- M: Well, you can employ a property management company if you want. Winnie – you know, at work – she'd know of any pitfalls cos she's got a flat rented out through one of these companies.
- F: Mmm, that seems to be defeating the purpose of letting the flat. A big chunk of the rent will go to the company, lawyers...
- M: It's still a decent option for a couple of years.
- F: So, what do these companies do exactly?
- M: I'm not, like, a hundred per cent sure, but I guess they'd produce a written tenancy agreement so it's legally binding for all parties. They'd do the screening, I suppose, and

would probably deal with the security deposits.

F: The what?!

M: Security deposits. Where the tenant gives a sum of money to cover any damage they cause and then they get it back if they leave the flat in a decent state. I always had to do it when I was a student, though I never seemed to get the full amount back.

F: *[boastfully]* Oh, really? I always did, Paul!

M: Well, you would, wouldn't you? Anyway, it does mean the flat would have to be in perfect nick before it's rented out.

F: Oh, it's pretty good, newly-decorated and if any jobs need doing...

M: *[laughs]* I can see to them!!

F: Well, if everything's in good working order, tenants aren't likely to have any issues and any there are can be nipped in the bud.

M: So, are you warming to the idea, Sue?

F: It's worth finding out more, I agree, but there're a number of questions I'd want answering.

M: Me too. Might be an idea to jot them down before I give Winnie a call.

F: Once the tenants are there, are we allowed to go in, I wonder.

M: *[rebuking]* Oh, come on Sue! That really would be a bit **too** nose-y!

F: Not at all. There may be lots of reasons you'd need to get into the flat.

M: Well, I'm sure that'd be included in the agreement. Like we'd have to give the tenant twenty-four hours' notice before turning up. It'd be fine. Oh, that reminds me – we'd have to let the insurance company know what's happening.

F: Another expense!

M: But the flat itself doesn't need much doing. Security isn't an issue. The locks are good, security lights, alarm... But there can be hazards.

F: *[amazed and taken aback]* Hazards?

M: I read a story. Old property that was rented out had lead pipes. The tenant reckoned he was entitled to a rebate as it was a health hazard. Ended up in court.

F: Mmmm *[slight pause]*... Wonder if we could specify non-smokers for tenants? The smell gets into the furniture.

M: Hmm. No idea. I'm going to call Winnie!

(Wait 10 seconds before repeating.)

(10 seconds.)

That is the end of Part Four.

You now have two hours and forty minutes to complete the rest of the paper.