

Test 4 answer key with extra explanations

Listening

Part 1

Questions 1–10

- 1 The correct answer is 'floor' or 'floors':** The man says that 'the floor would need cleaning'. The woman replies, 'Of course'. **'Carpets' is incorrect** as when the woman asks, 'Does your apartment have carpets?', the man replies, 'No'.
- 2 The correct answer is 'fridge':** The man asks, 'can you do the fridge?' The woman replies, 'Sure.' **'Oven' is incorrect** as the man tells the woman 'I hardly ever use that (the oven)'.
- 3 The correct answer is 'shirts':** The man says, 'It (the ironing) wouldn't be much, just my shirts'. **'Work' is incorrect** as an item of clothing is needed in the gap.
- 4 The correct answer is 'windows':** The woman says, 'if the inside of your windows need cleaning, we could do that'. The man replies, 'Yes, that'd be good.' **'Microwave' is incorrect** as the man says, 'I wipe [the microwave] out pretty regularly so there's no need for that'.
- 5 The correct answer is 'balcony':** The man asks, 'would you be able to do something about the balcony?' The woman replies, 'Yes, we can get the pressure washer onto that.' **'Curtains' is incorrect** as when the woman asks about them, the man says, 'No, they're OK.'
- 6 The correct answer is 'electrician':** The woman says, 'we can put you in touch with ... a plumber ... And the same thing if you need an electrician'. The man replies, 'Right. That's good to know'. **'Reliable one' is incorrect** as the instructions tell you to write one word only. The answer must begin with a vowel as 'an' comes before the gap.

7 The correct answer is 'dust': The woman offers 'a special vacuum cleaning system which can ... [capture] up to 99% of all the dust in the air'.

'Air quality' is incorrect as the instructions tell you to write one word only.

'Air' is incorrect as the words 'allergic to' come before the gap.

8 The correct answer is 'police': The woman says that her cleaning staff 'have to undergo a security check with the police'. **'Security' is incorrect** as a person or organisation is needed in the gap.

9 The correct answer is 'training': The woman tells the man that 'training ... lasts for two weeks'. **'Test' is incorrect** as this does not last two weeks: 'at the end of it (the training) they have a test'.

10 The correct answer is 'review': The woman says, 'we ask all our clients to complete a review ... after every visit'.

'Monitor' is incorrect as this is something the cleaning company does: 'we monitor them very carefully' and it is a verb not a noun.

'Email' is incorrect as 'a' not 'an' comes before the gap.

Questions 11–20

11 The correct answer is A: The speaker says, ‘what they (managers) don’t realise is that it’s the lack of training ... which is a huge factor’. **B and C are incorrect** as the speaker explains that these are false ideas: ‘A lot of managers think it’s this (the low pay) and the long hours that are the main causes of high staff turnover – but what they don’t realise is ...’.

12 The correct answer is A: The speaker says that ‘managers may have to cover some duties’.

B is incorrect as it is the staff who may have low morale: ‘It (staff leaving) has a negative effect on remaining staff’.

C is incorrect as the speaker does not mention targets.

13 The correct answer is A: The speaker tells managers to make sure they ‘never give certain staff preferential (special) treatment’.

B is incorrect as the speaker only mentions ‘organising shifts’.

C is incorrect as the speaker refers to staff ‘[stepping in] and [helping] when extra staff are needed’. The speaker does not mention managers not having enough staff in busy periods.

14 The correct answer is C: The speaker says that the hotel ‘noticed a significant increase in the amount each customer spent during their stay’.

B is incorrect as the speaker says, the hotel has ‘now introduced a customer loyalty scheme’.

A is incorrect as the speaker refers to staff complaints, not customer complaints.

- 15 The correct answer is A:** The speaker says, 'Junior staff at all levels are regularly invited to meetings where their ideas are welcomed'.
B is incorrect as nothing is said about staff pay (financial benefits).
C is incorrect as different levels of staff are mentioned (managers; junior staff), but nothing is said about career changes or prospects (opportunities).
- 16 The correct answer is C:** The speaker says that the hotel is 'organising training for individuals with management potential'. **A is incorrect** as nothing is said about staff relationships or teamwork.
- 17 The correct answer is B:** The speaker says, 'As a reward, they're sent on an all-expenses-paid trip abroad every year'.
A is incorrect as nothing is said about improving relationships or teamwork.
C is incorrect as the speaker mentions '50 high achievers' but does not discuss promotions or changes in career (opportunities).
- 18 The correct answer is C:** The speaker says that in order to show staff that 'working in a hotel could be worthwhile and rewarding, with good prospects, they introduced a management programme'. **A is incorrect** as there is no mention of improving relationships among staff.
- 19 The correct answer is B:** The speaker says that the hotel 'began issuing vouchers to help cover the cost of childcare'. **A and C are incorrect** as there is no mention of improving relationships or providing career opportunities.
- 20 The correct answer is A:** The speaker says that the hotel manager has created 'a co-operative and supportive environment' and that 'the staff are part of a large family where everyone is valued'. **B and C are incorrect** as there is no mention of incentives, financial benefits or career opportunities.

Part 3

Questions 21–30

21 and 22 The correct answers are C and E (in either order): Thomas says, ‘all my classmates assumed I would achieve it (being a professional athlete); they thought I was brilliant’. Jeanne replies, ‘That must have been a nice feeling.’ Thomas says, ‘I should have practised more’.

A is incorrect as Thomas felt positive: ‘I thought I could win anything’.

B is incorrect as Thomas says nothing about the training being too hard (challenging).

D is incorrect as Thomas says, ‘Perhaps they (his parents) should have pushed me harder’. He says nothing about them being disappointed in him.

23 and 24 The correct answers are A and D (in either order): Thomas says, ‘I just kept thinking how fortunate I was. What a great chance this was!’ He was grateful for the chance. Thomas then says, ‘I very quickly realised I wasn’t good enough’. Jeanne replies, ‘That must have been a huge shock.’ Thomas says, ‘I thought “this can’t be happening!”’ He could not believe it.

B, C and E are incorrect as he says nothing about feeling relief, stress or homesickness.

25 The correct answer is B: Thomas says, ‘In about the 1920s, a factory was making rolls of the rubber (used on table tennis bats) in bulk for something like horse harnesses.’

E is incorrect as nothing is said about the cost of the material.

26 The correct answer is F: Thomas says that the batsman who wore the first helmet ‘was booed and jeered by people watching because it was so ugly’. **G is incorrect** as Jeanne says that the helmet prevented, rather than caused, injuries: ‘players have to protect themselves from getting hurt!’

27 The correct answer is A: Thomas points out that ‘serious cyclists ended up with wet hair from all the hard exercise’. Jeanne replies, ‘I guess that’s why they have large air vents in them now so that the skin can breathe more easily.’ **H is incorrect** as Jeanne notes that the woman in an early picture is ‘so proud to be wearing it (the helmet)’.

28 The correct answer is D: Jeanne says that early golf clubs ‘would easily break and players had to get another’. **G is incorrect** as Jeanne says that golf clubs are ‘much more powerful’ now, but nothing is said about the clubs causing injuries.

29 The correct answer is C: Jeanne says that ‘when the game started you had to produce a stick yourself’. **D and G are incorrect** as there is no mention of replacing the sticks or of them causing injuries.

30 The correct answer is G: Thomas says, ‘You can imagine the damage to players’ necks when the ball was headed.’ Jeanne replies, ‘How painful that must have been!’

B is incorrect as Jeanne says, ‘the first balls were made of animal skin’.

C is incorrect as the students do not say who made the balls.

Questions 31–40

- 31 The correct answer is 'golden':** The speaker says, 'Maple syrup is a thick, golden, sweet-tasting liquid'. **'Honey' is incorrect** as the speaker compares maple syrup to 'clear honey' but does not use the word 'honey' to describe its colour. **'Natural' is incorrect** as the speaker says it is a 'natural product', not that it is a natural colour.
- 32 The correct answer is 'healthy':** The speaker says that maple syrup 'provides a healthy alternative to refined sugar'. **'Alternative' is incorrect** as this word makes no sense in the gap.
- 33 The correct answer is 'climate':** The speaker says, 'In these areas (Canada and North America), the climate suits the trees perfectly.' **'Trees' is incorrect** as the speaker does not say whether the trees in these areas are the best.
- 34 The correct answer is 'rock' or 'rocks':** The speaker says that the early producers of maple syrup used 'pieces of rock that had become scorching hot from the sun' to boil the liquid sap. **'Sun' is incorrect** as they did not use the sun to heat the sap.
- 35 The correct answer is 'diameter':** The speaker says that the trees 'cannot be used to make syrup until the trunks reach a diameter of around 25 centimetres. This can take anything up to 40 years'. **'Centimetres' is incorrect** as objects, such as trees, cannot have centimetres.
- 36 The correct answer is 'tube':** The speaker says that production of the syrup involves 'inserting a tube into [a hole in the trunk] that ends in a bucket'. **'Worker' or 'workers' is incorrect** as they perform a different function: 'The workers take care not to cause any damage to the healthy growth of the tree'.
- 37 The correct answer is 'fire':** The speaker says that 'a fire is built, and the pans are then heated until the sap boils'. **'Heat' is incorrect** as 'a' comes before the gap and the answer is too vague.
- 38 The correct answer is 'steam':** The speaker says, 'The evaporation process creates large quantities of steam'. **'Syrup' is incorrect** as the speaker does not mention how much syrup is produced.
- 39 The correct answer is 'cloudy':** The speaker says that sugar sand 'gives the syrup a cloudy appearance'. **'Gritty' is incorrect** as the speaker uses this word to describe the taste: 'a slightly gritty taste'.
- 40 The correct answer is 'litre' or 'liter':** The speaker says, 'It takes 40 litres of sap to produce one litre of maple syrup'. **'Variety' is incorrect** as the speaker refers to the 'variety of products' that are made using maple syrup, not the variety of syrups: '[The syrup] can be used for a whole variety of products'.