

**LanguageCert Test of English (LTE)
A1-C2 examination
Listening & Reading
Practice Paper 2**

Candidate's name (block letters please)

Centre no

Date

Time allowed:

- Listening about 50 minutes
- Reading 70 minutes

Instructions to Candidates

- An Answer Sheet will be provided.
- All answers must be transferred to the Answer Sheet.
- Please use a soft pencil (2B, HB).

Listening Part 1

You will hear some sentences. You will hear each sentence twice. Choose the correct answers.

1.



a)



b)



c)

2.



a)



b)

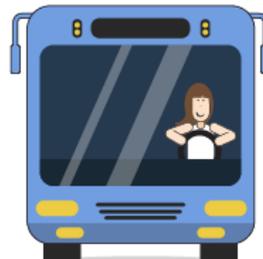


c)

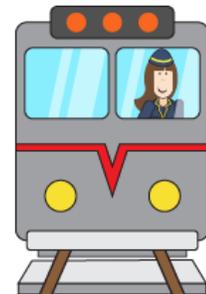
3.



a)



b)



c)

4.



a)



b)



c)

5.



a)



b)



c)

6.



a)

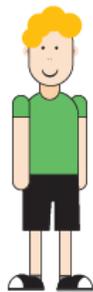


b)



c)

7.



a)



b)



c)

8.



a)



b)



c)

Listening Part 2a

You will hear some sentences. You will hear each sentence twice. Choose the best reply to each sentence.

1. a) That's great!
 b) A book please.
 c) Yes, I would.

2. a) That's too late.
 b) I'm not hungry, thanks.
 c) Where is it?

3. a) Let me take your number.
 b) I'll be free all afternoon.
 c) Sorry I didn't return your call.

4. a) That's all right.
 b) All kinds of things.
 c) Quite a few, actually.

5. a) Oh, never mind.
 b) That sounds good!
 c) I'll make sure I do.

Listening Part 2b

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

1.
 - a) You'd better make up your mind.
 - b) But I'm sure it's worth it.
 - c) You're not the only one!

2.
 - a) Well, I'd be willing to have a go.
 - b) That I honestly feel bad about doing it.
 - c) Find out who to speak to and contact them.

3.
 - a) I've been dying to do it for years.
 - b) I'll try it as long as you do.
 - c) It's the same either way.

4.
 - a) Well it did take a long time.
 - b) That's annoying – I sent it first thing.
 - c) But why shouldn't you?

5.
 - a) It's none of my business.
 - b) All in all, it's a great result.
 - c) That would be my suspicion.

6.
 - a) On the contrary, I find it worthwhile.
 - b) Let's change the subject, shall we?
 - c) It didn't make a big difference.

7.
 - a) Let's start all over again.
 - b) I'd rather not go into detail.
 - c) Just take a deep breath and relax.

8. a) Well, I'll get you up to speed.
b) It's not the best course of action, I'm afraid.
c) Tell me when you've had enough.
9. a) Well, there's no harm in trying, I suppose.
b) It's just as well the boss wasn't here.
c) He did nothing of the sort.
10. a) You've no option but to make a formal complaint.
b) It's all very well for you, but you don't work with him.
c) I seriously urge you to reconsider your actions.

Listening Part 3

You will hear some short conversations. You will hear each conversation twice. Choose the correct answers for each conversation.

Conversation 1

You hear a man talking to his line manager, Amanda, about his work.

1. How does the man feel as he speaks to Amanda?
 - a) worried about giving her more work
 - b) anxious about asking for more time to do a project
 - c) embarrassed about needing some help

2. What does the woman say the man should do?
 - a) write down a limited number of goals
 - b) check emails when he gets into the office
 - c) look around for a task management system he likes

Conversation 2

You hear two work colleagues talking about dressing for a job interview.

3. The woman advises the man to
 - a) check that his best suit still fits him.
 - b) find out what the company's employees wear.
 - c) ask the company what its dress policy is.

4. What does the man get annoyed by?
 - a) ties with bright patterns on them
 - b) shoes that haven't been cleaned
 - c) suits made of shiny material

Conversation 3

You hear two senior managers talking about a visit from a manufacturing quality inspector.

5. What do the speakers identify as their first step?
- a) to put together an action plan
 - b) to give the woman additional training
 - c) to inform everyone involved in the visit
6. What does the woman think is a possible weakness?
- a) the preparation of all the documents
 - b) the experience of a key member of staff
 - c) the availability of some personnel

Conversation 4

You hear a designer called Dan talking to a client called Renee about her office furniture.

7. What is Dan doing?
- a) persuading Renee to buy some used furniture
 - b) recommending a particular make of office furniture
 - c) warning his client that he may not meet her deadline
8. What is Renee excited by?
- a) spending less money than she expected
 - b) getting a sophisticated look for her office
 - c) being able to add a personal touch to the design

Conversation 5

You hear a manager called Helen talking to her boss about customer complaints.

9. What aspect of customer complaints is Helen concerned about?
- a) the efficiency of the staff working in the complaints department
 - b) the quality of the record keeping being done within customer complaints
 - c) the increasing call volumes to customer complaints
10. What is the most likely outcome of this conversation?
- a) An external trainer will be hired to improve the customer experience.
 - b) The customer complaints policy will be given to all staff.
 - c) The whole complaints procedure will be reviewed.

Conversation 6

You hear two junior managers talking about a reverse mentoring programme between senior executives and junior managers.

11. The man thinks reverse mentoring would
- a) enable the company to retain more graduates.
 - b) lead to technology being used in more innovative ways.
 - c) offer advantages to both members of the mentoring partnership.
12. What point does the woman make about the mentor-mentee relationship?
- a) It could make the executives quite fearful.
 - b) It will only work if the pair have similar personalities.
 - c) It can be successful if both partners have initial training.

Listening Part 4

You will hear the recordings twice. Choose the correct answers.

You hear a radio interview with a Business Communications Skills expert called John Bradshaw.

1. John warns people in business meetings not to
 - a) make too many notes in the meeting.
 - b) plan too much in advance.
 - c) add to the discussion too frequently.

2. John says that good speakers
 - a) are often good at writing too.
 - b) always make an effort to listen.
 - c) are people who can lead a conversation.

3. When writing certain business emails, John suggests
 - a) checking the email before you send it.
 - b) phoning or meeting soon afterwards.
 - c) using a relaxed and friendly style.

4. What advice does John have for practising communication skills?
 - a) do it as a group
 - b) end with a fun activity
 - c) do it outside of the work place

5. In John opinion, the managers at Mainway
 - a) required more information from the owner.
 - b) ignored some important details in their plan.
 - c) created problems by delaying communication.

You hear a customer support manager called Elsa, talking to another manager called Connor, about her performance review.

6. What aspect of performance reviews does Connor dislike?
 - a) the amount of preparation that is expected
 - b) the focus on the things that didn't go well
 - c) the requirement to take on unequal roles

7. What do they agree is a positive part of performance reviews?
 - a) taking the time to look back on your work
 - b) getting the chance to learn from your manager
 - c) having the opportunity to explain yourself

8. Elsa gives the example of reducing customer waiting time
 - a) to justify setting ambitious goals.
 - b) to show that some performance goals are unrealistic.
 - c) to explain how an individual's performance affects company performance.

9. How does Elsa feel about the four-week limit John added?
 - a) that it was unfair on her staff
 - b) that it was the clearest way to assess ability
 - c) that it should have been preceded by more training

10. What point does Connor make about goals?
 - a) Don't just focus on day-to-day goals and ignore wider ones.
 - b) Goals should come from you rather than your manager.
 - c) A goal may have unintended consequences.

You hear a careers expert called Josh Krasnik giving a talk to some undergraduates.

11. What point does Josh make to get the audience's attention?

- a) More people are attending college today than previous estimates suggested.
- b) Courses offered today are unlikely to get students ready for the workplace.
- c) A divide is growing between those getting adequate training and those who aren't.

12. Josh thinks that one effect of increased automation on graduates will be

- a) a lower rate of remuneration for those entering work.
- b) employers demanding highly specialised skills.
- c) an increase in opportunities to take on responsibility early.

13. Josh characterises workers under the age of 30 as

- a) being somewhat uncertain about where their real strengths lie.
- b) being slightly dismissive of traditional hierarchy.
- c) tending to have unrealistically high expectations of their first jobs.

14. Josh suggests that to gain new skills, graduates

- a) should be willing to dedicate long periods of time to it.
- b) need to adopt a pragmatic and flexible approach.
- c) can rely on the methods they used for their degrees.

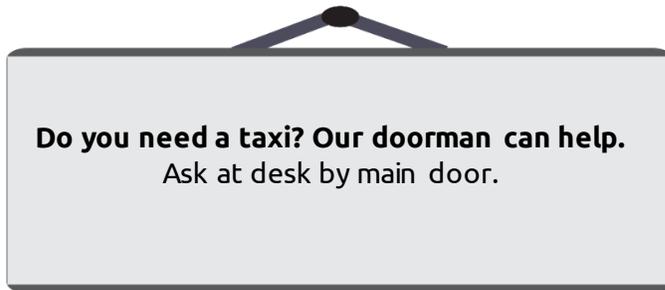
15. According to Josh, why are some companies boosting their employees' skills?

- a) It's more cost effective to train staff than to hire new workers.
- b) High-quality, in-house training resources are rapidly coming down in price.
- c) A company tends to be more profitable when staff pool their knowledge.

Reading Part 1

Read the texts. Choose the correct answer for each question.

1.



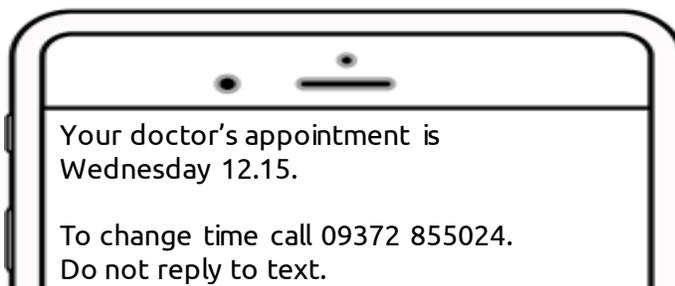
- a) Someone will get a taxi for you.
- b) Wait for your taxi at the desk.
- c) Your taxi is outside the main door.

2.



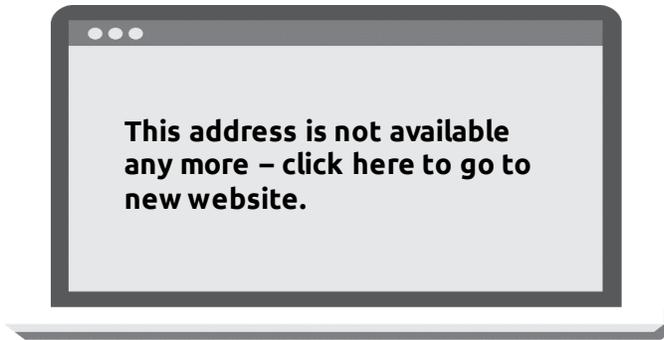
- a) This shop opens every day of the week.
- b) This shop sells very good fresh food.
- c) This shop is cheap.

3.



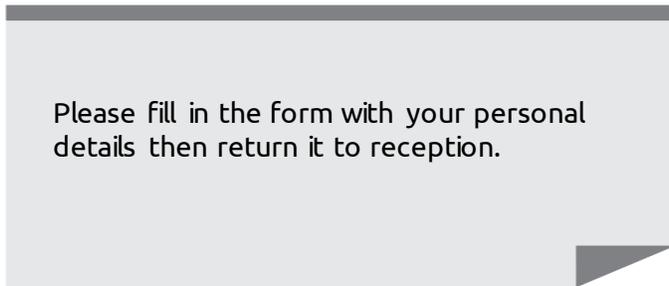
- a) The doctor wants to change your meeting time.
- b) Text the doctor for an appointment.
- c) Your doctor will see you on Wednesday.

4.



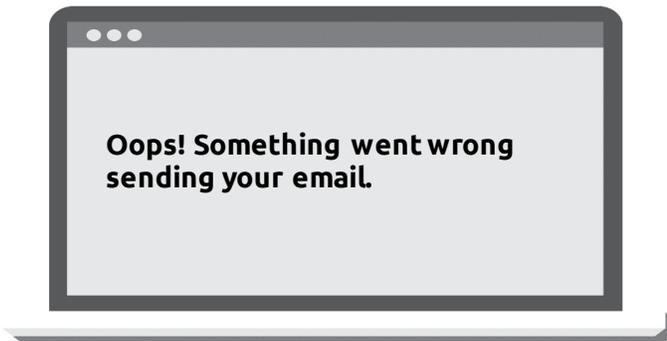
- a) The company's new website is not ready yet.
- b) You cannot visit this company's website now.
- c) The company's website is now at a different address.

5.



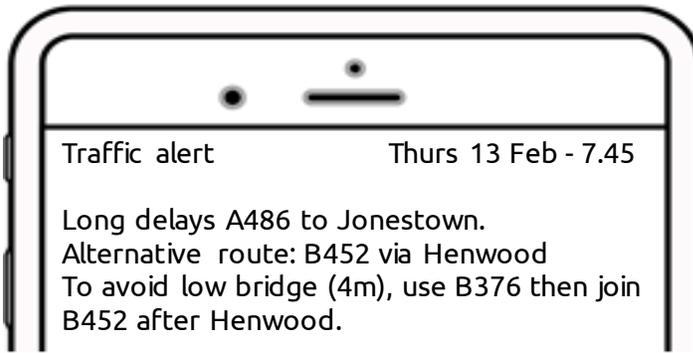
- a) You need to give some information about yourself.
- b) The receptionist can help you complete the form.
- c) Ask at reception for the form you need.

6.



- a) You can read new messages here.
- b) There's a problem with your webmail.
- c) Connect to the internet with your password.

7.



- a) A faster way to Jonestown is to go through Henwood first.
- b) There are problems on all roads into Jonestown.
- c) To miss the low bridge, tall lorries must stay on the A486.

Reading Part 2a

Read the text. Choose the correct answers to complete the text.

Interesting jobs: zoo keeper

Are you tired of working in an office? Then why don't you **(1)** a zoo keeper? There are about 50 zoos and wildlife parks in the UK plus many more wildlife reserves and animal rescue centres.

All of them are full of cute animals to **(2)**

As **(3)** as feeding the animals and making sure they have everything they need, zoo keepers have to get their hands dirty, and clean out the animals' enclosures daily. They also educate the visitors by answering their questions and may even **(4)** talks to school groups.

Zoo keeping can be a hard job. Keepers work weekends and public holidays, summer and winter, **(5)** the job can also be wonderful, especially when an animal shows it can trust you. There's no other job like it!

1. a) try
b) change
c) become
2. a) grow up
b) look after
c) come round
3. a) much
b) soon
c) well
4. a) give
b) hold
c) make
5. a) when
b) as
c) but

Reading Part 2b

Read the text. Choose the correct answers to complete the text.

How to deal with a lazy co-worker

Do you have a work-shy workmate? Does their lack of motivation **(1)** the performance of your whole team down? Although you may be **(2)** to go straight to your boss, more subtle strategies may not only solve your problem but might even earn you a promotion.

Leading by **(3)** may well be the best option, as having a conscientious attitude yourself can inspire other people. However, it is also worth looking at the situation from the other person's point of view. Perhaps they feel ill-equipped for their role but are too proud to ask for help. Offering assistance and adopting a helpful, coaching style with your colleague will undoubtedly be noticed by your boss and can only benefit you in **(4)** of experience.

If you have tried these approaches and still feel it is essentially a laziness issue, then it is probably time to **(5)** it with your boss.

1. a) drop
b) drag
c) draw
2. a) tempted
b) interested
c) attracted
3. a) model
b) example
c) standard
4. a) terms
b) means
c) regards
5. a) introduce
b) suggest
c) raise

Reading Part 2c

Read the text. Choose the correct answers to complete the text.

Sustainable Fashion

With consumers being more environmentally conscious than ever, it's no surprise that sustainability has become a familiar refrain in the fashion industry. But are brands **(1)** on it?

Among mass-market apparel brands and retailers, only 1% of new products introduced in the first half of this year were tagged sustainable, according to a recent study. "Apparel companies still have a long way to go to **(2)** the demand for sustainability," said the report, which polled 64 global sourcing executives with the combined buying **(3)** of \$100 billion.

The higher cost and more limited availability of sustainable materials is an issue of major concern for fashion brands. **(4)**, more than half of the industry players want at least half of their products to be made with sustainable materials within the next five years.

Why do sustainability and transparency surface as fashion executives' top focus? Well, getting sustainability right will pay **(5)** as consumers are demanding it. The report found that online searches for 'sustainable fashion' have tripled over the past three years.

1. a) fulfilling
b) delivering
c) committing
2. a) reach
b) touch
c) meet
3. a) command
b) faculty
c) power
4. a) Nonetheless
b) Furthermore
c) Notwithstanding
5. a) benefits
b) dividends
c) gains

Reading Part 3

Read the sentences. Choose the correct word to fill the space.

1. Henry is tired to do any more work today.
 - a) very
 - b) really
 - c) too

2. They sell all of things at the market.
 - a) sets
 - b) sorts
 - c) ways

3. At the weekend it's important to a rest.
 - a) have
 - b) do
 - c) make

4. of the three models did the customers prefer?
 - a) What
 - b) Who
 - c) Which

5. Make sure you arrive at the store early in order to advantage of the amazing discounts.
 - a) take
 - b) get
 - c) make

6. The report includes a range of opinions from employees at all the company's branches.
 - a) clear
 - b) deep
 - c) broad

7. The management finally gave to the workers' demands for more pay.
 - a) in
 - b) away
 - c) up

8. David Greenhowe and Carol Jones, whose contracts end next month, are to be offered positions.
- a) remaining
 - b) permanent
 - c) certain
9. The engineering firm knew the workers would rather have a pay than lose their jobs.
- a) cut
 - b) loss
 - c) fall
10. As part of our effort to security in the building, new ID cards will be issued next week.
- a) tighten
 - b) close
 - c) save
11. The ideal candidate will have a keen for detail as they will be required to check advertising copy.
- a) head
 - b) eye
 - c) sense
12. Everyone in the department takes it in to answer the phones during the lunch hour.
- a) turns
 - b) goes
 - c) changes
13. At the end of the meeting you will have the opportunity to any matters you wish to discuss.
- a) break out
 - b) tell off
 - c) bring up
14. how few people were working on the project, it was completed relatively quickly.
- a) Providing
 - b) Considering
 - c) Regarding

15. Neither the CEO nor any other member of the senior management team was available to on the takeover.
- a) state
 - b) declare
 - c) comment
16. There was opposition to the building of three hundred new homes from the general public.
- a) fierce
 - b) thick
 - c) sharp
17. Sales figures remained poor in the first two quarters but they had by the third quarter.
- a) bounced back
 - b) jumped in
 - c) leaped out
18. The company is looking for someone who knows the computer system and out, and can train others to use it.
- a) through
 - b) over
 - c) inside
19. The modest apartment was a from the house he had grown up in.
- a) far cry
 - b) big ask
 - c) tall order
20. The high of nursing staff at the hospital is an ongoing recruitment issue.
- a) breakdown
 - b) comeback
 - c) turnover
21. The details in the report little resemblance to the facts on the ground as we found them.
- a) bear
 - b) carry
 - c) admit

22. In the event of disruption at the ports, there is sufficient stock in the warehouse to back on until things return to normal.

- a) hold
- b) fall
- c) set

23. As someone who is normally very shy, Kristen went against the when she spoke up for her colleagues in the meeting.

- a) flow
- b) grain
- c) tide

Reading Part 4a

Read the text and the questions. Choose the correct answer for each question.

Being a flight attendant - Harry Jones talks about his job

Look at Cloud 9's careers page and you'll see that flight attendants can expect 4am wake-up calls, long hours, delays, flight cancellations and weekends and holidays spent working. But the advantages are getting to see the world and not taking your work home with you.

I've worked for the airline Cloud 9 for the past 20 years, and year after year it's given 4.5 out of 5 stars for being a wonderful place to work. But let me tell you, being an attendant is far more than serving drinks and meals. We have to be professional at all times and we're trained to deal with all sorts of unexpected situations.

In the past, Cloud 9 used to advertise for attendants. Now they don't need to. They receive approximately 60,000 applications annually, but only 1% are invited to interview. Those who are invited need to come in business attire. We flight attendants take pride in our uniform so it's important to look the part.

I help recruit new employees, so I know a thing or two about the interview process. At Cloud 9 we make sure that those we hire fit well within our organization. We use a variety of techniques, including video interviews, question and answer sessions, and one-to-one meetings. It's a tough process, but we make sure there's some fun, and frequent breaks.

As a flight attendant, it's important to be patient and above all, to pay careful attention to what the passengers are telling you. Our customers are as different as the places we fly to, and their wants and needs can be equally different. Flying can be exhausting at times, so I do whatever I can to make the customer's journey a pleasure and it helps that I can speak Spanish and a little French. Customers always appreciate that.

1. What does Harry say about Cloud 9, the airline company he works for?
 - a) People report that it is a great employer.
 - b) It has the hardest training programme.
 - c) He always wanted to work for the company.

2. Harry advises people applying to be a Cloud 9 attendant
 - a) to study the company's history.
 - b) to send their application in quickly.
 - c) to make sure they are smartly dressed.

3. What does Harry say about the interview process?
 - a) The interviews can take a long time.
 - b) The company has a range of interview methods.
 - c) The candidates often find it surprisingly enjoyable.

4. What quality does Harry think is important for flight attendants?
 - a) being able to speak several languages
 - b) being willing to listen to customers
 - c) being prepared to work long hours

5. In this article Harry
 - a) describes a flight attendant's typical day.
 - b) encourages people to apply to be flight attendants.
 - c) shows that being a flight attendant is more challenging than it first seems.

Reading Part 4b

Read the text and the questions. Choose the correct answer for each question.

Have you ever considered taking a career break?

Often, people see a career break as an unrealistic goal, or the first step to leaving a job. However, it can be done, and a well-planned career break will help you return to your day job full of enthusiasm. Bob Sandler, Head of Content for an education company, says "I first raised the idea of a career break with my line manager several months before I ultimately went. She welcomed it, as she realised I was completely burnt out. So I took six months off and spent the majority of the time in the Brazilian capital studying Portuguese, before travelling around the country."

For Bob, the most difficult aspect was getting his superiors on board. "A lot of negotiation was required, as they were only prepared to authorise three months. But, with my line manager's backing, I got my argument across." Bob's advice is to do as he did: know exactly what you want to get out of your break, anticipate its impact on the rest of the business, and have measures in place to minimise that.

Bob recalls how his team took the news. "It was a department I'd built up from scratch in the preceding 18 months, and I felt like I was abandoning them. They took it well – they were hugely excited for me. I was also able to calm their fears by creating a reorganised responsibilities chart so they could see how the department would work in my absence."

As for his time away, Bob says that it's best to travel with few expectations: "The main thing I would say is that Brazil, for all its attractions from a tourist's perspective, is somewhat less sugary sweet when you live and study there – in terms of infrastructure, finding your way around, getting things done and trying to integrate."

Despite this, Bob found his break to be beneficial in a number of ways. "I could better understand our target audience of international students, as I'd gained valuable first-hand insight in that respect and was full of ideas for new markets and revenue streams. The break also helped to broaden my horizons and understand a hugely complex country."

1. Why was Bob Sandler's boss keen to support his request for a career break?
 - a) She had suggested it to him in the first place.
 - b) She feared he might resign if she didn't.
 - c) She knew he was exhausted.

2. Bob managed to persuade the senior management
 - a) by offering ways to reduce any negative effects on the company.
 - b) by asking his line manager to argue his case.
 - c) by agreeing to shorten his career break.

3. What was Bob's attitude towards his staff?
 - a) He was confident they could take on more responsibility.
 - b) He worried that they would be split up in his absence.
 - c) He suffered feelings of guilt about leaving them.

4. What does Bob say about his time in Brazil?
 - a) He failed to make the most of it.
 - b) It presented him with daily challenges.
 - c) It wasn't long enough to see everything.

5. What is the main point the writer is making about career breaks?
 - a) Business is starting to become more open to them.
 - b) They are suitable for a variety of companies.
 - c) They can bring firms commercial gains.

Reading Part 4c

Read the text and the questions. Choose the correct answer for each question.

The Family Connection

There are many examples of relatives working together, whether in a small family business or as colleagues in a big firm, and having a family connection is definitely one way to get a first step on the career ladder. GoGet Recruitment commissioned a study recently, and interestingly, one of their findings suggests that UK workers tend not to want to work somewhere where a family member is also employed. When the 5,795 workers surveyed in the study were asked if they would recommend a family member for a job within the company they work for, two thirds said they wouldn't. But on delving a bit deeper, GoGet found that the phenomenon of related colleagues is widespread: 42% have worked at one time or another with a family member. So, what's the true picture?

Why are British workers seemingly so unwilling to give their relatives a step up? Perhaps Rachael Alsop's experience can shed some light on this. Rachael told me she was nervous the first time she booked her makeup artist mother to do some work for her advertising agency. "I was worried that it would look like nepotism and appear unprofessional," explains co-founder and managing partner Rachael. "Mum and I were so concerned that just before we got to the photo shoot, I kicked my mum out of the car so that we arrived separately!" Fortunately, Rachael and her mother have gone on to work on several more projects together.

In GoGet's study, 31% of respondents believe that those working with relatives may progress faster within a company. However, a similar proportion (30%) hold the opposite opinion. Indeed, the majority of respondents rejected the assertion that those working for family members earn more and don't have to work as hard. So, it's possible that while the respondents might worry that they would be frowned upon if they were employed by, or chose to employ relatives, they generally don't see any harm in it in principle.

Of the respondents who've worked in family businesses, the overwhelming majority reported that they felt they were treated just like anyone else. One such respondent was James Parkhouse. He works for his father's holiday business. James told me, "I'm very much one of the team, but my siblings, aunts and uncles have perhaps given me a bit more respect for stepping in and helping to grow the business." It hasn't all been plain sailing but James says it's definitely been worth it.

Mark Trafford, Marketing Director at GoGet comments, "While there are difficulties in working with family, most of the challenges are imagined rather than real, and many people find it a rewarding experience."

1. In the first paragraph, the writer points out that GoGet's study
 - a) failed to do any meaningful follow-up.
 - b) uncovered some conflicting messages.
 - c) may not have been responded to honestly.

2. When talking about employing her mother, Rachael Alsop says
 - a) it was a rather naive thing to do.
 - b) her business partners were not aware of her decision.
 - c) she and her mother downplayed their connection.

3. In the third paragraph, the writer suggests that the study's respondents
 - a) may not judge themselves and others equally.
 - b) believe that employing family members is favouritism.
 - c) want unfair hiring practices to be removed.

4. According to James Parkhouse, joining the family business
 - a) was something that was largely expected of him.
 - b) improved his standing within the family at large.
 - c) occurred when the company got into financial trouble.

5. Which is the most suitable sub-title for this article?
 - a) How can family-run businesses in the UK become more cost effective?
 - b) Are UK workers missing out by not wanting to work with family members?
 - c) Do British businesses understand the benefits of treating staff like family?