The BULATS Listening Test

The BULATS Listening Test takes about 55 minutes. This includes 5 minutes at the end to transfer your answers onto a separate Answer Sheet. You can see an example of an Answer Sheet on page 94. There are 50 questions in the Listening Test. The questions, in general, become more difficult as you go through the test.

The aim of the test is to see how well you can understand spoken English and how well you can respond to it. The spoken English you will hear is in a number of different situations. All the situations are related to work and the working environment.

You will hear a mixture of people speaking: both men and women with different English accents such as British and American.

You might hear:

**Monologues** 1 person speaking
- telephone messages
- public announcements (e.g. at an airport)
- parts of a business presentation
- half of a conversation (you can’t hear the other person)

**Dialogues** 2 people speaking
- face-to-face conversations
- telephone conversations
- interviews (e.g. a job interview)

Here is what is in each part of the test:

<table>
<thead>
<tr>
<th>You will hear</th>
<th>Your task</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong> 10 short conversations or monologues</td>
<td>10 multiple-choice questions (5 using pictures or graphs; 5 using written text)</td>
</tr>
<tr>
<td>&quot;listen twice&quot;</td>
<td>3 options for each question (A, B or C)</td>
</tr>
<tr>
<td><strong>2</strong> 3 telephone messages or conversations</td>
<td>3 texts (such as an order form or a telephone message) to complete</td>
</tr>
<tr>
<td>&quot;listen once&quot;</td>
<td>each form has 4 spaces and you must write 1 or 2 (or sometimes 3) words in each space</td>
</tr>
<tr>
<td><strong>3</strong> 10 short monologues</td>
<td>match the person speaking (1–5) with the subject they are talking about (A–I)</td>
</tr>
<tr>
<td>&quot;listen once&quot;</td>
<td></td>
</tr>
<tr>
<td><strong>4</strong> 3 long monologues or dialogues</td>
<td>18 multiple-choice questions</td>
</tr>
<tr>
<td>&quot;listen twice&quot;</td>
<td>6 questions for each monologue or dialogue</td>
</tr>
<tr>
<td></td>
<td>3 options for each question (A, B or C)</td>
</tr>
</tbody>
</table>
ListeningPart 1
Understanding short extracts (10 QUESTIONS)

This unit will help you to prepare for Part 1 of the Listening Test. In this part of the test, you listen to 10 short conversations or monologues and choose the correct information from 3 options. You might hear:

- dates (e.g. 27th July)
- times (e.g. 10 o’clock)
- places (e.g. in reception)
- descriptions of charts and graphs (e.g. someone describing their company’s sales figures)
- opinions (e.g. I think …)
- people’s jobs (e.g. salesperson)
- people’s plans (e.g. We’re going to …)

Points to remember
- This part of the test concentrates on getting factual information from different listening texts.
- You will hear each recording twice, so you have a chance to check your answers the second time you listen and even to change your answer if you think it is wrong.
- The questions are multiple choice (A, B or C) so only 1 answer can be correct.
- Never leave a question unanswered. If you don’t know, guess! (You have a 1 in 3 chance of being correct.)
- You will have 10 seconds to look at each question before you listen. Use this time carefully to read the question and the 3 options. Think about the information you need to find. Underline the key word(s) in the question.

Listening skills practice (picture questions)
In this section, you are going to practise listening skills for Part 1 questions. Here is an example of the type of question in this part. The recording script is also given.

Example

1. Which is the platform number for the train to London?

   Announcer: This is an announcement for all passengers waiting for the 12 o’clock train to London Waterloo. This train will be leaving from platform 8 in 15 minutes.

   Often you will hear all the numbers in the recording. Only 1 is correct.

   Question 1: Which is the platform number for the train to London?

   The correct answer is A.

Look at questions 2 and 3. Listen and complete the spaces in the recording script with 1 or 2 words. Listen twice, then check the answer key and recording scripts on page 78. Then answer each question.

2. Which product is the company going to launch?

   Manager: And finally, I’m delighted to tell you that this year our sales have been very good. Sales of photo printers have (a) ................. , laptops have also (b) ................. , and we expect the HR4M digital camera (c) ................. a great success (d) ................. it goes on to the market (e) ................. .
3 Which is the correct picture of the new office?

[A] [B] [C]

Question 3: Which is the correct picture of the new office?
Woman: What’s happened to the office? I couldn’t find the photocopier this morning.
Man: We made some changes while you were on holiday.
Woman: I noticed!
Man: Yes, it’s (a) …………. to the coffee machine (b) …………. – it was too crowded sometimes during coffee breaks. We (c) …………. reception, but that would be too noisy.
Woman: So it’s in the (d) …………. room (e) …………. .

Test practice (picture questions)
Now try these questions. They are like the ones you will see in the test.

4 Which graph shows the correct production figures?

[A] [B] [C]

5 What date does the sales conference start?

[A] [B] [C]

Check your answers on page 78. The recording scripts are also on page 78.

Listening Part 1

6 Which department will Steve’s new job be in?
A Sales
B Human Resources
C Financial management

Example

This refers to the future. You should listen for a future plan or fact.

Can you see all the options in the recording script below?

Only this option is talking about a future plan.

This is what you will hear:

Question 6: Which department will Steve’s new job be in?
Woman: So, you’ve finished your training, Steve. Any plans?
Steve: I enjoyed the financial management training, and selling sounds interesting, but I’ve always liked working with people, so I’m starting in Human Resources on Monday.

The correct answer is B.

Now try these questions.

7 Who is the sales person talking to on the phone?
A her boss
B a customer
C a supplier

Think before you listen. What would a sales person talk to these people about?

8 What does the announcer say about the flight to Malaga?
A The plane has a technical problem.
B The flight will be delayed.
C The flight will depart soon.

Think before you listen. What typical phrases do you hear in airport announcements?

9 What is the manager going to do tomorrow?
A attend a strategy meeting
B make some phone calls
C give a presentation

Listen carefully to the verbs you hear. Does she say ‘attend’, ‘make’ or ‘give’?

10 Who is the man on the phone going to meet today?
A his line manager
B a client
C a colleague

Would you talk to these people in the same way?

Check your answers on page 78. The recording scripts are also on pages 78–79.

Now do the test on pages 8–11.
Listening Test

Part One
Questions 1–10

- You will hear 10 short recordings.
- For questions 1–10, circle one letter A, B or C for the correct answer.
- You will hear each recording twice.

1 Which pie chart is correct?

A

- Pizza bought retail
- Pizzas delivered to homes from takeaways
- Pizzas consumed in restaurants

B

- Pizza bought retail
- Pizzas delivered to homes from takeaways
- Pizzas consumed in restaurants

C

- Pizza bought retail
- Pizzas delivered to homes from takeaways
- Pizzas consumed in restaurants

2 Which of the products ordered are out of stock?

A

B

C

- Pizza bought retail
- Pizzas delivered to homes from takeaways
- Pizzas consumed in restaurants
3 Which piece of equipment needs to be repaired?

A

B

C

4 What is the first thing that the speaker usually does at work?

A

B

C
5. Which chart shows the correct figures?

![Chart A](chart_a.png)

- **A** % of total spending on advertising in Europe
- **B** % of total spending on advertising in Europe
- **C** % of total spending on advertising in Europe

6. What is the latest news about Peterson's?

- **A** It has gone out of business.
- **B** It has been acquired by another company.
- **C** It has been re-launched under a new name.

7. What is notable about the consumption of eggs by 17- to 24-year-olds?

- **A** They eat the highest number of eggs of all age groups.
- **B** The trend is different from that of most other age groups.
- **C** There is a difference between the numbers of males and females who eat eggs.
8 What was causing a problem for shopkeepers?
   A the size and shape of the drinks bottles
   B the design of the labels on the drinks bottles
   C the strength of the containers that the drinks bottles came in

9 What is the speaker's view of the housing market?
   A It has become less likely to show massive swings up or down.
   B It is showing signs of being increasingly unstable.
   C It may well suffer a huge drop in the near future.

10 What does the speaker criticise about the website?
    A Details about the stores weren't available on the site.
    B The company's products weren't shown in enough detail.
    C The design of the home page wasn't consistent with other pages.

Check your answers on page 79. The recording scripts are also on page 79.
Listening Part 2
Taking down messages, notes, etc. (12 QUESTIONS)

This unit will help you to prepare for Part 2 of the Listening Test. In this part of the test, you will listen to 3 telephone messages or conversations and write down 4 pieces of information from the conversations.

You might have to complete:

- a note for another person (e.g. a telephone message)
- notes for you (e.g. something you need to remember in your job)
- a form (a printed document) used as part of your job, such as an order form

Points to remember
- This part of the test concentrates on factual information.
- All the answers are in the conversations or telephone messages you will hear. Write down exactly what you hear. Don’t change the grammar or the vocabulary.
- There are no contractions (e.g. can’t), possessives (e.g. John’s) or hyphens (e.g. high-quality) in the answers.
- Correct spelling is important. You will lose marks for incorrect spelling. Always check your answers at the end.
- You will only hear each recording once, so be prepared for this.
- You will have 20 seconds to look at each part before you listen. Use this time carefully to read the question. Think about the information you need to find. Is it a verb? Is it a noun? Is it a number?
- The answer could be 1 or 2 (or sometimes 3) words or a number.

This is what you will see in Part 2 of the Listening Test:

Part Two
Questions 11–22
- You will hear three conversations.
- Fill in the numbered spaces, using the information you hear.
- You will hear each conversation once only.

Listening skills practice
In this section, you are going to practise listening skills for Part 2 questions. Here is an example of the type of question in this part. The recording script is also given.

1. Look at the message and underline the answers in the recording script.

Message
To: Jim Carter
From: Phillip Allen, (1) Zenith Industries
Message: His order of (2) ...................... (50 packs), didn’t arrive. Please ring him (3) ............... .
Contact details: Call him on (4) .................. .

Check your answers on page 79.
2 Read the advice below. Then listen and complete the sentences.

Thinking about the missing words
Before you listen: Look at each space and think about what type of word each one could be. Most of them will be nouns, but what type? Are they things? Are they places? Are they days or months?
As you listen: Write the missing words. There might be 1 or 2 (or sometimes 3) words missing in each space. Concentrate on the correct spelling because this is important in the test.

Test practice
Now try these questions. They are like the ones you will see in the test. Fill in the numbered spaces on the forms.

● Look at the message below.
● You will hear a man leaving a message for your colleague about a delivery problem.

Telephone Message
Message from: Pete Thompson, FX Transport
Message to: Alain
Re: your order for (1) ………… supplies.
There is a problem because a (2) ………… has affected their records. Please could you confirm the product (3) ………… by calling 0203 4533 3455. Also, the last delivery was to the (4) ………….
Please also confirm if that’s the case for this order, too.

● Look at the notes below.
● You will hear a man talking to a colleague about a meeting they are going to attend.

Re: Project meeting
● Remember to take information on raw material and (5) …………. costs.
● Prepare cost breakdown for the bank’s (6) …………. Manager.
● Meet Matt at (7) …………. 
● Remember report on (8) ………….

Check your answers on page 79. The recording scripts are on page 80.
Part Two
Questions 11–22

- You will hear three conversations.
- Fill in the numbered spaces, using the information you hear.
- You will hear each conversation once only.

Conversation One
Questions 11–14

- Look at the form below.
- You will hear a phone call from a magazine reader to the magazine asking for franchising company prospectuses.

Franchiser Magazine

Company Prospectus Request Form

Reader
Name: Bill Tyson
Postcode: SN2 8BY
House number: 10
Current Position: (11) .................................................................
Special skills/Qualifications: (12) ...................................................
Franchise company prospectus request:
Type of company interested in: (13) .............................................
Geographical area of interest: (14) ..............................................
Listening Part 2

Conversation Two
Questions 15–18

● Look at the message below.
● You will hear a phone message from a supply company.

Phone Message
For: Emily Chung
From: Sam Webster, SW Packaging Supplies
Re: your order for (15) …………………………………. rolls
The order delivery will be delayed until (16) …………………………………. – they’re waiting for an overdue (17) …………………………………. to arrive from the manufacturers.
They apologise for the inconvenience. If this causes any problems, contact (18) …………………………………. department on 01424 797999.

Conversation Three
Questions 19–22

● Look at the notes below.
● You will hear a phone call between an employment agent and his client about a job vacancy.

Vacant post: (19) …………………………………. at Campbell and Ross
Type of business: (20) ………………………………….
Additions to basic salary: (21) ………………………., pension and long holidays
Closing date for applications: (22) ………………………………….

Check your answers on page 80. The recording scripts are on pages 80–81.
Listening Part 3
Understanding short extracts (10 QUESTIONS)

This unit will help you to prepare for Part 3 of the Listening Test. This part of the test has 2 sections.
In each section:

- you will hear 5 people talking
- the 5 people might be talking about 5 different subjects or about different parts of the same subject
- you have to decide what subject, or part of the subject, each person is talking about
- you have 9 options to choose from (A–I)

Points to remember
- This part of the test checks how well you can understand what a speaker means (what his or her main message is). It does not test how well you can understand individual words or numbers like Part 1 or Part 2.
- You will only hear each recording once, so be prepared for this.
- You will have 20 seconds to look at each part before you listen. Use this time carefully. Read the question and think about what type of language or vocabulary you might hear for each part.
- There is an example at the beginning of each section. (The answer to this is always I.)

This is an example of what you will see in Part 3, Section 1 of the Listening Test:

Part Three
Section One
Questions 23–27

- You will hear five people talking about the department of a company where they work.
- As you listen to each one, decide in what part of their company each person works.
- Choose your answer from the list A–I, and write the correct letter in the space provided.
- You will hear the five pieces once only.

Example: ...........................................

Listening skills practice

In this section, you are going to practise listening skills for Part 3 questions.

Look back at the example of a question in Part 3, Section 1 of the Listening Test. Then look at the recording script below for the example. Which department is the person talking about?

A delivery department
B customer services
C sales and marketing
D accounts department
E research and development
F quality control
G production department
H IT department
I training department

Remember: this is always the example.

Example

We get a lot of people straight from university and the problem is, they may have studied business and know something about finance and cash flow and things like that, but not how to run a meeting or what to do if customers complain. That’s what we do – we turn them from students into managers.

1, 2 and 3 are included to distract you. You hear words which sound like they might be one of the answers. ‘Finance’ and ‘cash flow’ could be connected to the accounts department (D). ‘Customers complain’ could be connected to customer services (B). In this example, they are not the correct answer.
Look at the recording scripts below and listen to speakers 1 and 2.

The first time you listen:
- complete the spaces in the recording scripts. These words are distractors (words or expressions that sound like possible answers, but in fact are not).
- then in the left-hand column, write the letter of the department name (and the department name) that the distractor in each space refers to.

The second time you listen:
- underline the correct answer in the recording scripts and write the answers in the spaces provided.

Check your answers on page 81. The recording scripts are also on page 81.

Test practice
Now listen to speakers 3, 4 and 5 and choose the correct letter for each one.

Check your answers on page 81. The recording scripts are also on page 81.

Now do the test on page 18.
Listening Test

Part Three
Section One
Questions 23–27

- You will hear five people talking about changes that companies have made.
- As you listen to each one, decide the area in which each company has made changes.
- Choose your answer from the list A–I, and write the correct letter in the space provided.
- You will hear the five pieces once only.

Example:      !

23 Person 1  
24 Person 2  
25 Person 3  
26 Person 4  
27 Person 5  

A media exposure  
B product development  
C brand stretching  
D group structure  
E workforce diversity  
F quality control  
G internal communication channels  
H customer loyalty  
I organisation of work activities

Section Two
Questions 28–32

- You will hear five people giving advice about what to do before signing a contract.
- As you listen to each one, decide what advice each speaker gives.
- Choose your answer from the list A–I, and write the correct letter in the space provided.
- You will hear the five pieces once only.

Example:      !

28 Person 1  
29 Person 2  
30 Person 3  
31 Person 4  
32 Person 5  

A Be clear about what you want from the contract before reading it.  
B Make notes to summarise each section.  
C Always ask for changes if necessary.  
D While you read the contract, give it your full attention.  
E Be prepared to be flexible.  
F Never sign if you feel under pressure.  
G Ask another person to read it for you carefully.  
H Read each section of the contract more than once.  
I Always check the contracts written by your own lawyers.

Check your answers on page 81. The recording scripts are on pages 81–82.
Listening Part 4
Understanding a longer recording (18 QUESTIONS)

This unit will help you to prepare for Part 4 of the Listening Test. This part of the test has 3 sections: normally the easier questions are at the beginning. There are 3 possible types of listening in this part:

- a monologue (1 person speaking)
- an interview (a dialogue where 1 person asks short questions and the other person answers)
- a conversation (a dialogue where both people talk for about the same amount of time)

You might hear:

- radio broadcasts
- speeches (e.g. at conferences, presentations)
- meetings, job interviews and other business situations

Points to remember

- This part of the test checks how well you can understand details, attitudes or opinions from a longer listening.
- You will hear each recording twice, so you have a chance to check your answers the second time you listen and even to change your answer if you think it is wrong.
- The questions are multiple choice (A, B or C) so only 1 answer can be correct.
- Never leave a question unanswered. If you don’t know, guess! (You have a 1 in 3 chance of being correct.)
- Remember that the words used will not be the same in the question and the options (A, B or C) as in the listening text. You need to listen for words/expressions with similar meanings.
- You will have 20 seconds to look at each part before you listen. Use this time carefully to read the question and the 3 options. Think about the information you need to find. Underline the key word(s) in the question.

Part Four
Section One
Questions 33–38

- You will hear a radio interview with Jane Holden, a Human Resources specialist, talking about problems with recruiting new staff.
- For questions 33–38, circle one letter A, B or C for the correct answer.
- You will hear the conversation twice.

33 According to Jane, what is the biggest problem companies have when recruiting new staff?
A There aren’t enough qualified people available.
B Most people don’t have the right experience.
C Training doesn’t attract young people.

This is what you will hear:

Interviewer: Jane, what is the biggest problem companies have when looking for new staff these days?
Jane: We’re still having a few problems finding people with the right qualifications and experience. Those problems will always exist, but one thing we now see – and I think this is very serious – is that school leavers just aren’t interested in training; perhaps it’s the low salaries.

The correct answer is C.
Listening skills practice

Look at the 4 questions from an interview with a businessman, but cover the options (A, B and C) for each one. Listen to excerpts from the interview and try to answer the questions without looking at the options.

Now listen again, and look at both the options and the questions. Which one is correct?

Check your answers on page 82. The recording scripts are on pages 82–83.

Test practice

Now try this exercise. It is like the one you will see in the test. You will hear an extract from a presentation made by a woman about her company’s services. This time read the questions and the options before you listen.

Check your answers on page 82. The recording scripts are on pages 82–83.

Which method worked best for you: covering the options or reading them first?

Use the method you liked best in the test.

Now do the test on pages 21–23.
Listening Test

Part Four
Section One
Questions 33–38

- You will hear a college lecturer talking about the contribution of production and marketing to achieving business aims.
- For questions 33–38, circle one letter A, B or C for the correct answer.
- You will hear the talk twice.

33 According to the speaker, in mass production decision-making is
   A based on workers' skills.
   B separate from production itself.
   C a continuous process.

34 In the shoe factory, the ‘walk’ was a term used to describe
   A the distance materials had to be moved in production.
   B how much time it took to move shoes through production.
   C how far each worker needed to move during production.

35 The production manager was surprised because
   A quality was improved.
   B efficiency was increased.
   C space was saved.

36 What was a sign of success for the car factory?
   A Errors were less likely to be serious.
   B Fewer suppliers were needed.
   C The amount of stock was reduced.

37 The ice cream company decided to focus their competitiveness on
   A making sure that their prices undercut those of their rivals.
   B ensuring that their products were consistently of high quality.
   C setting up an effective distribution network.

38 The ice cream company's marketing strategy was special because they
   A introduced the product in a new kind of packaging.
   B advertised the product more widely than their competitors.
   C depended on customers telling each other about the product.
Section Two
Questions 39–44

- You will hear a radio interview with Simon Cartier, the owner of a chain of clothing shops.
- For questions 39–44, circle one letter A, B or C for the correct answer.
- You will hear the interview twice.

39 Why did Cartier leave the company that employed him for ten years?
   A He was replaced by a new appointee.
   B His position disappeared in a restructuring of the company.
   C The company was closed down.

40 To start his first business, The Outfit, he used
   A venture capitalists.
   B his own savings.
   C money from Jack Cartier.

41 What section of the clothing market was his second company, Massive Stores, aimed at?
   A clothing for a specialist market
   B top-of-the-range clothing for leisure
   C reduced price clothing

42 What advantage did previous experience in business give him when developing Massive Stores?
   A He knew who to turn to for advice on starting the business.
   B Manufacturers were willing to take a risk by helping him.
   C A landlord let him have premises at a reduced rent.

43 Which area of business does he concentrate on now?
   A the overall management of the company’s finances
   B the control of purchasing of stock for retailing
   C the setting up of additional outlets

44 How does he feel about the possibility of retiring from business?
   A He enjoys the world of business too much to give it up.
   B He looks forward to spending more time doing leisure activities.
   C He’d like to take temporary retirement for a while then return to work.
Section Three
Questions 45–50

- You will hear Diana Warren, a business consultant, giving a talk on how she set up her business consultancy.
- For questions 45–50, circle one letter A, B or C for the correct answer.
- You will hear the talk twice.

45 What was the first step Diana Warren took when she decided to be a business consultant?
   A She identified the areas where there was a lack of specialists.
   B She examined what her career had taught her.
   C She took time to research potential clients.

46 What does she say about her own personal qualities?
   A She had to pretend to be confident when she started her consultancy.
   B She believes experience gave her sufficient confidence.
   C She has always had plenty of confidence with clients.

47 She says the skills that you offer as a consultant ideally ought to suit clients
   A in areas where demand is growing.
   B in areas likely to emerge in the future.
   C in an area which has maintained its popularity.

48 To sell your ‘product’, she says you need to
   A promote as many of your skills as possible.
   B list particular skills that you can provide.
   C present your skills in clear groups.

49 How did she market her new consultancy?
   A She advertised in industry publications.
   B She asked her first clients to recommend her.
   C She informed all the people she knew about it.

50 What is her opinion about writing articles for business journals?
   A It was time-consuming, but provided useful publicity.
   B The articles brought in a lot of new business in a short time.
   C Writing for internet sites was a more profitable use of her time.

Check your answers on page 83. The recording scripts are on pages 83–85.