

**International  
English for Speakers of Other  
Languages**  
Expert Level – C1  
**Practice Paper 2**



8984-75-075  
(EL-IESOL 5)

**City & Guilds new 2009 CEFR aligned Practice Paper**

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**Candidate's name** (block letters please)

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**Centre no** **Date**

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**Time allowed: 3 hours**

- Listening
- Reading
- Writing

**Instructions to Candidates**

- Answer all the questions.
- All your answers must be written in **ink** not pencil.

**For examiner's use only**

Parts	L1	L2	L3	L4	Total	R1	R2	R3	R4	Total	W1	W2	Total
Candidate's score													
RESULTS:	LISTENING					READING					WRITING		
OVERALL RESULT:													

**Listening Part 1**

You will hear eight short unfinished conversations. Choose the **best** reply to continue the conversation. Put a circle round the letter of the **best** reply. First, look at the example. You will hear the conversations twice.

Example:

Speaker 1: Are you sure this one will fit into the room?  
 Speaker 2: It's no bigger than the one we have now.  
 Speaker 1: You really should measure it.  
 Speaker 2: .....

- a) Why are you so surprised?
- b) You worry too much.
- c) I'll change it after I finish this one
- d) I have it right here.

1. a) I don't know about that.  
 b) I'm only trying to help.  
 c) I'm willing to give it a try.  
 d) I don't think I quite follow this.
2. a) If you're happy to get it started.  
 b) I'm glad we feel the same way.  
 c) If you'd rather hold on for a bit.  
 d) I'm surprised we agree for once.
3. a) He's very good at this kind of thing.  
 b) He wouldn't mind, I'm sure.  
 c) He'll tell you how much it is tomorrow.  
 d) He's just very busy at the moment.
4. a) I'd like to know what you think of it.  
 b) I wouldn't read it as quickly as you.  
 c) I'd really like to have a look.  
 d) I'd like you to tell me where it is.
5. a) I'm sure I can give you a hand.  
 b) I'm sure it's the right decision.  
 c) I'm not sure I have enough time.  
 d) I'm not sure it's of any use.
6. a) They'll make it up to him.  
 b) You've got to take it from him.  
 c) They'll have to explain it to him.  
 d) You've got to hand it to him.

7. a) Sorry, I can't describe it.  
b) Sorry, I can't remember it.  
c) Sorry, I wasn't thinking.  
d) Sorry, I wasn't doing it.
8. a) Do you have the same one?  
b) Do you really think so?  
c) Oh, I wouldn't say that.  
d) That's the only difference.

*(Total: 8 marks)*

**Listening Part 2**

You will hear three conversations. Listen to the conversations and answer the questions below. Put a circle round the letter of the correct answer. You will hear each conversation twice. Look at the questions for Conversation One.

**Conversation 1**

- 1.1 The first man is trying to
- a) get off with only a verbal warning.
  - b) deny he has parked without paying.
  - c) convince the woman she is unreasonable.
  - d) appreciate the woman's work obligations.
- 1.2 The woman's attitude towards the motorist is
- a) sympathetic.
  - b) neutral.
  - c) vindictive.
  - d) impatient.

**Conversation 2**

- 2.1 When things need fixing, Mary and Peter think Jeff
- a) takes a long time to do anything.
  - b) refuses to take responsibility.
  - c) spends too long preparing.
  - d) can't accept they need doing.
- 2.2 Mary feels
- a) furious.
  - b) upset.
  - c) surprised.
  - d) frustrated.

**Conversation 3**

- 3.1 The teacher is asking questions to obtain
- a) confirmation.
  - b) information.
  - c) knowledge.
  - d) views.
- 3.2 The speakers all agree that examples of poor citizenship result from
- a) poor parenting within the community.
  - b) the breakdown of traditional communities.
  - c) inability to adapt to new styles of community.
  - d) unemployment within the community.

(Total: 6 marks)

**Listening Part 3**

You will hear a radio broadcast describing some scientific research. Listen to the broadcast and complete the notes below. Write **short** answers (1-5 words). An example is done for you. At the end of the broadcast you will have two minutes to read through and check your answers. You will hear the broadcast twice.

You have one minute to look at the notes below.

**The problem**

Examples given of allergies: hay fever asthma  
food allergies

**The research**

1. Carried out at: .....

2. Proposed location for injections: .....

3. Normal location for injections: .....

4. Length of trial: .....

**Results**

Effects on second group:  
improvements in symptoms

5. ....

6. ....

7. ....

**Next steps**

Research using: larger groups

8. Research looking at: .....

(Total: 8 marks)

**Listening Part 4**

Listen to the radio interview and answer the questions. Put a circle round the letter of the correct answer. An example is done for you. You will hear the interview twice.

You have two minutes to read through the questions below.

Example:

*The reaction to the publication of the results is*

- a) *unexpected.*
- b) *unsurprising.*
- c) *unprecedented.*
- d) *unjustified.*

1. Jane Soames feels that the public claims of destruction of communities and livelihoods are
  - a) a slightly inaccurate interpretation of the facts.
  - b) based on the true facts available.
  - c) misleading when analysed against the facts.
  - d) based on out-of-date facts and figures.
2. The presenter believes that, by supplying the supermarkets with dairy produce, many farmers
  - a) have secured their long term future.
  - b) make only a very small profit.
  - c) spoil the market for everyone else.
  - d) are in danger of going out of business.
3. According to Jane Soames, helping farmers extend their growing season exemplifies
  - a) the need for more and more varieties of produce.
  - b) the company's commitment to supporting suppliers.
  - c) the amount of shortfall in UK produce.
  - d) technological advancement in agriculture.
4. Jane Soames and the presenter of the programme disagree about
  - a) the reasons farmers don't sell milk to supermarkets..
  - b) the price farmers receive for their milk.
  - c) the amount of milk farmers sell to supermarkets.
  - d) why farmers lose so much money on milk sales.
5. Jane Soames quotes the Competition Commission's report in order to show
  - a) that the company has made an excellent profit.
  - b) how well the company has performed.
  - c) the level of profit increase over previous years
  - d) that the company's profit is not excessive.
6. Jane Soames believes that, by opening more stores, her company has
  - a) made shopping more convenient for shoppers.
  - b) made us go shopping much more frequently.
  - c) reduced the number of poor quality high street stores.
  - d) increased the amount of food we buy every year.

7. Critics claim that nowadays most people eat fewer vegetables than before because
- a) there aren't so many vegetables available in supermarkets.
  - b) the quality of vegetables is generally poor in supermarkets.
  - c) supermarkets fail to make their vegetable selection a priority.
  - d) there is too much choice of everything in addition to vegetables.
8. Jane Soames believes that supermarkets in general and her company in particular
- a) have received unfair criticism from their customers.
  - b) have allowed local small stores to thrive.
  - c) have not received the recognition they deserve.
  - d) provide much better quality than most local stores.

*(Total: 8 marks)*  
*(Total marks for Listening: 30)*

**Reading Part 1**

Read the following text then read the ten statements A–J. Five of these statements are correct according to the text. Tick (✓) the boxes of the correct sentences. Do **not** tick more than five boxes. Leave the other five boxes blank.

**International fugitive slips through the net again**

There is no such thing, we older hands like to say, as an intelligence operation that does not occasionally run to farce. The bigger the operation, the bigger the belly laughs, and it is a matter of service history that the week-long manhunt for Bartholomew, alias Barley Scott-Blair, generated enough frenzy and frustration to power a dozen secret networks. Orthodox young novices like Brock learned to hate Barley's life before they even found the man who led it.

After five days of chasing after him, they thought they knew everything about Barley except where he was. They knew his free-thinking parentage and his expensive education, both wasted, and the unedifying details of his marriages, all broken. They knew the café in Camden Town where he played his chess with any layabout spirit who happened to drift in. Under the usual tacky but effective pretexts, they had door-stepped a sister in Hove who despaired of him, tradesmen in Hampstead who were writing to him, a married daughter in Grantham who adored him and a grey-wolf son in the City who was so withdrawn he might have taken a vow of silence.

They had talked to members of a scratch jazz band for whom he had occasionally played saxophone, to the almoner at the hospital where he was enrolled as a visitor and to the vicar at the Kentish Town church where to everyone's amazement he sang tenor. 'Such a lovely voice when he shows up,' said the vicar indulgently. But when they tried to tap his phone to get more of this lovely voice, there was nothing to tap because he hadn't paid his bill.

They even found a trace on him in our own records. Or rather the Americans found it for them, which did not add to their enchantment. For it turned out that in the early sixties, when any Englishman who had the misfortune to possess a double-barrelled name was in danger of being recruited to the Secret Service, Barley's had been passed to New York for vetting under some partially observed bilateral security treaty.

- A Big intelligence organisations sometimes produce comical situations.
- B Brock was keen to meet the man about whom he knew so much.
- C It took them five days to locate Barley.
- D Barley did not take advantage of his privileged upbringing.
- E The service went to Barley's sister's home to speak to her.
- F The service got little information from Barley's son.
- G Barley had formed a music group.
- H Barley regularly sang in his church choir.
- I They tried unsuccessfully to listen to Barley's phone conversations.
- J The Americans had investigated Barley because they recognised his name.


*(Total: 5 marks)*

## Reading Part 2

Read the text and fill the gaps with the correct sentences A–H. Write the letter of the missing sentence in the box in the gap. There are two extra sentences you will not need.

### Dealing with difficult people at work

No workplace comes without its share of difficult people. How difficult a person is for you to deal with depends on your self-esteem, self-confidence and professional courage. Dealing with them is easier when they are just generally obnoxious or when the behaviour affects more than one person. Dealing with difficult people is much tougher when they are attacking you or undermining your professional contribution.

Difficult people come in every conceivable variety.  1. Others must always have the last word. Some co-workers fail to keep commitments. Others criticise anything that they did not create. Difficult co-workers compete with you for power, privilege and the spotlight; some go too far in courting the boss's positive opinion – to your diminishment.

Some co-workers attempt to undermine you and you constantly feel as if you need to watch your back. Your boss plays favourite and the favoured party lords it over you; people form cliques and leave you out. Difficult people and situations exist in every work place.  2. You must address them. No matter the type of difficult situation in which you find yourself, dealing with difficult people is a must.

Initially, people go into shock when they are treated unprofessionally. Once you are fully aware of what is happening, deciding to live with the situation long term is not an option. You become so angry and feel so much pain that your efforts to address the situation become irrational.  3.

Constant complaining about the co-worker or situation can quickly earn you the title of whiner or complainer. Managers wonder why you are unable to solve your own problems – even if the manager's tolerance or encouragement of the situation is part of the problem.

Most importantly, if you are embroiled in a constant conflict at work, you may not only get blamed for being 'unable to handle the situation like a mature professional.' You may even end up being branded as a 'difficult' person yourself.  4.

Finally, if the situation continues to deteriorate over time, the organisation and your boss may tire of you. The boss may decide you are a 'high maintenance' employee, easily replaced with a more professional or cooperative person.  5. However unfair, this sometimes is the reality.

I've experienced workplaces in which all sorts of dysfunctional approaches to dealing with a difficult co-worker have been tried. Putting an anonymous note in the person's mailbox is not an option.  6. . So, it's advisable to look at more productive ways to address your difficult co-worker.

- A As a consequence you could lose your job.
- B Otherwise, you risk becoming the problem maker in the eyes of your colleague.
- C It's far better to address the difficult person while you can maintain some objectivity and emotional control.
- D Be pleasant and agreeable as you talk with the other person.
- E This label is hard to escape and can have devastating consequences for your career.
- F Some talk constantly and never listen.
- G They have one thing in common.
- H Confronting the bully publicly can often lead to disaster.

*(Total: 6 marks)*

**Reading Part 3**

Read the four texts below. There are ten questions about the texts. Decide which text A, B, C or D tells you the answer to the question. The first one is done for you.

**A**

Back in 1993, Scandic started developing the industry's leading sustainability programme. Now we see environmental, economic and social considerations feature in our everyday decisions. We are the trend-setters in our industry. Today, sustainability issues are high on the agenda for many companies. Scandic is proof that you can be progressive in these areas and achieve even better profitability along the way.

Our belief in the future is based on equal parts of sustainable proactivity as well as care and consideration for others. These are fundamental values for everyone within Scandic. We know that it is possible to reduce fossil carbon dioxide emissions. We think that health is an obvious focus. And we realise that accessibility is a must. Come to us any time and you'll find team members who enjoy doing something they believe in. You'll see how, together, we are turning environmental and social issues into natural, everyday actions.

**B**

The majority of 'eco' hotels are found in far away places, where they are aided in their search for a reduced carbon footprint by a benevolent climate. You'll struggle to find many in city centres or in the energy-draining north with its long, freezing winter nights.

Or so you might think. However, one of the biggest hotel chains in the Nordic region has just announced that it has reduced the carbon footprint of its guests by a third.

How? Let's start with the details, like the use of wooden pens and wooden keycards, which are both biodegradable. Then there are the recycling bins in every room. The chain has started phasing out bottled water, instead asking guests to fill an empty water jug from the tap. Even the taps themselves are more efficient, using around half as much water as standard ones when you use them to wash your hands.

**C**

What makes the hospitality industry inefficient? Some things even a casual traveller notices – lack of recycling facilities, little bottles of shampoo, the cold blast of the air conditioner. Hotels, like other buildings, use electricity for lighting, cooling, appliances and fuel for heating. However, hotel structures – individual units that each have their own appliances, heating and cooling sources – combined with hospitality standards – piles of fresh towels and linens – make them more wasteful than traditional buildings. The hospitality industry has several motivations for implementing a greener strategy. First, making their operations more efficient can result in cost savings. Consuming less fuel, electricity and water can reduce costs. Another reason is for competitive positioning of their brands. Facing demand from increasingly environmentally savvy consumers, hotels are changing their practices to meet these preferences. According to a travel industry association study, 87 percent of travellers would be more likely to stay at green properties.

**D**

On arriving at a hotel, I immediately review the room-service menu, bask in the prospect of fresh, silky sheets and inspect the bathroom to ensure I have fluffy, clean towels for every possible need. Then I spy one of those little placards, nestled among the tiny soaps, asking me to reuse my linens: ‘Every day millions of gallons of water are used to wash towels that have only been used once ... Please decide for yourself.’ And, like that, my hotel buzz fizzles. I’ll admit that I sometimes choose not to participate in this programme and request fresh towels and sheets every day. Before you write in scolding me for being wasteful, let me say it’s not the programme I’m against. But I don’t want to be guilt-tripped into going green. It’s the two-facedness of it that gets me. Save our planet!

**In which text does the writer:**

1. disbelieve that hotel’s claim to environmentalism?
2. explain why hotels find going green more difficult than other sectors?
3. describe which organisation has done most to develop this kind of programme?
4. state that certain parts of the world are more conducive to environmentalism?
5. claim that hotels go green partly because customers want them to?

<b>D</b>

**Which text is saying the following?**

6. It’s important that employees are committed to environmental initiatives.
7. It’s unfair for hotels to put the onus on the customer.
8. It’s challenging to maintain high service levels whilst adopting a green strategy.
9. Modifying the way in which water is supplied is an effective strategy.
10. Part of the enjoyment of hotel accommodation is its luxury.


*(Total: 9 marks)*

**Reading Part 4**

Read the text and answer the questions. Put a circle round the letter of the correct answer.

### Why people lie when seeking a job

From foolish fibs to full-on fraud, lying on your CV is one of the most common ways that people stretch the truth. But think twice before you ship off your next half-baked job application. Even if your moral compass doesn't keep you from deceit, the fact that Human Resources is on to the game should.

The percentage of people who lie to potential employers is substantial; an estimated 40 per cent of all CVs aren't altogether above board. And this game of employment Russian roulette is getting riskier. Human Resources professionals have reported they've increased the amount of time spent checking references over the past three years.

CVs are marketing tools designed to do one thing: make the phone ring. Once it does, you'd better be ready to back up your paper claims. Even a white lie can follow people throughout their career.

One of the most common CV lies involves playing with dates to hide employment gaps. The reasons are myriad: hiding being fired, a period of job hopping or even maternity leave. Some women stretch time lines because they fear it will be difficult to re-enter the workplace after starting a family.

Even though it's one of the easiest items on a CV to check, bogus college degree claims are also prevalent. Not having a diploma is one of the things many applicants are most ashamed about. Dave Edmondson, the former chief executive of RadioShack, resigned in February after questions arose about the accuracy of his CV. According to media reports, his claim to have a degree in psychology from Pacific Coast Baptist College in California wasn't true. Nor was there evidence he received a degree in theology from the same unaccredited college.

Fear of ageism can lead to lies by omission. Older job seekers may fudge or leave off the year they received their degree, or lop off their early work history, to appear younger on paper. While it's easy to sympathise, it's also important to remember that the truth behind these lies will quickly become evident at the interview.

Another widespread set of tall tales is embellishment of experience and accomplishments. For example, a mediocre salesperson might claim she increased sales by 80 per cent, or a small-office sales director might say he managed 50 people.

Some job hunters will say they were paid a higher salary at a previous job in an attempt to get more money. One particularly popular move is to combine one's salary and bonus. But employers are wising up and it's becoming more common for companies and recruiters to ask for a recent pay slip or tax return. Imagine talking your way out of that.

Considering that a CV is usually a single sheet of paper, there are surprisingly many opportunities for yarn-spinning. Recent graduates will raise their grade point averages or claim honours they didn't receive. And some people blur the line between familiarity and proficiency when it comes to technical expertise, such as knowledge of software programmes.

Even claims of language proficiency aren't immune. One candidate who claimed fluency in Spanish on his CV was caught out during the interview when the interviewer began speaking to him in Spanish. He didn't know a word.

So why do people do it? Why all the fiction? Simply put, in today's environment fear often leads to desperation. But whether you get caught in the interview, on the job or years down the road, it's best to heed the old adage: 'Whenever you tell the truth, you don't have to remember what you said.'

1. The best summary of this passage is

- a) Presenting untruths as facts on job applications is fraud and many companies now check facts before the interview process. Unfortunately many applicants still get away with the practice of changing dates and qualification details but are not usually found out if they omit or exaggerate information. Slowly but surely they are learning that lying doesn't necessarily get them the job.
- b) Lying on job application forms is becoming more risky as human resources departments increasingly check claims. The most popular practices amongst applicants are changing dates, enhancing qualifications, and omitting information. Exaggeration is another, whether it is of your own level of skills, responsibilities or salary. But honesty is better than spending your life trying to remember details of your lies.
- c) People who lie on job applications are being found out because companies are verifying information, especially on serious issues like changing dates and inventing qualifications. They frequently ask for pay records from previous jobs to check the veracity of salary details. Although omissions are not regarded as lying, they are also checked. Applicants should learn it's best to be honest.

2. The passage develops in which of the following ways?

- a) degrees of lying – dangers – importance of CVs – why lie – what lies – omitting and exaggerating isn't lying – skills claims – why honesty.
- b) consider dangers of lying – stringent checks – follow up your application – ways people lie – success of people who lie – reasons – advice.
- c) warning – risks – common tricks – education grades – omitting information – exaggeration – salary claims – scope for lying - technical knowledge – anecdote – why – why not.

3. The writer believes that falsifying CVs

- a) is now more difficult to get away with.
- b) has increased in recent years.
- c) is now being stamped out completely.
- d) occurs in the majority of job applications.

4. The main purpose of the CV is to

- a) reinforce the interview process.
- b) save time at the interview stage.
- c) make an initial impression.
- d) provide marketing with information.

5. Applicants tend to change dates in order to

- a) present a picture of continuity.
- b) indicate they have been in a job longer.
- c) claim they have had varied experience.
- d) show how hardworking they are.

6. With regard to omitting information the writer suggests

- a) suppressing emotions and recognising it as lying.
- b) making allowances for older applicants.
- c) treating it as more deceitful than lying.
- d) dealing with it more sympathetically.

7. Applicants who have lied about their pay risk

- a) being asked to explain the salary details.
- b) pricing themselves out of the new job.
- c) being embarrassed by their potential employers.
- d) having to accept a considerably lower salary.

8. The writer thinks it is strange that such a small document

- a) can take on so much importance.
- b) can be abused in so many ways.
- c) can contain so much information.
- d) is sufficient for potential employers.

*(Total: 10 marks)*  
*(Total marks for Reading: 30)*



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