

NB *Read out the text which is not in italics. Read at normal speed making it sound as much like spoken English (rather than English which is read aloud) as possible.*

Part one, part one.

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 [15 seconds]. You will hear the conversations twice.

Number one. Number one.

(6 seconds)

M: *[concerned]* I certainly had it in the hotel. I put in my pocket.

F: *[trying to help]* You actually remember doing that?

M: *[momentarily frustrated/angry]* Yes. How many times do I have to tell you?

(Wait 10 seconds before repeating.)

(10 seconds)

Number two. Number two.

(6 seconds)

F: Mmm ... *[hesitant]* I like the idea in principle, but ...

M: *[rather impatient]* Are we agreed then? Shall we go ahead?

F: *[reserved]* I'm not sure. What about the costs?

(Wait 10 seconds before repeating.)

(10 seconds)

Number three. Number three.

(6 seconds)

M: *[not very hopeful]* We can't really solve the problem without Martin.

F: *[trying to sound reassuring]* Well, he promised to help us out.

M: *[sighs unbelievably]* What's the likelihood of that happening?

(Wait 10 seconds before repeating.)

(10 seconds)

Number four. Number four.

(6 seconds)

M: Oh that book you lent me. I haven't forgotten.

F: Take your time. There's no rush.

M: *[relieved]* Really? Oh thanks; I haven't read it yet.

(Wait 10 seconds before repeating.)

(10 seconds)

Number five. Number five.

(6 seconds)

F: No. I've made my mind up. I don't think I can work in this place any more.

M: [*can't quite believe it*] So you're really going to leave?

F: Yes. Time to move on.

(Wait 10 seconds before repeating.)

(10 seconds)

Number six. Number six.

(6 seconds)

F: [*incredulous*] Of all the people to get that job.

M: Yes. He's the last one I would have expected.

F: Well I say well done to him.

(Wait 10 seconds before repeating.)

(10 seconds)

Number seven. Number seven.

(6

seconds)

M: [*irritated*] You know I wish you wouldn't do that.

F: [*seeking clarification*] Do what, exactly?

M: [*emphasis on 'thing'*] That thing with your chair. It's so annoying.

(Wait 10 seconds before repeating.)

(10 seconds)

Number eight. Number eight.

(6 seconds)

M: [*embarrassed at having taken the woman's case*] Oh my goodness, I'm terribly sorry. I think I've taken your briefcase.

F: [*understanding*] Don't worry; here's yours. They're almost identical.

M: Except yours has the extra zip.

(Wait 10 seconds before repeating.)

(10 seconds)

That is the end of Part One.

Part two, part two.

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. (10 seconds.)

Conversation One

M1: *[Attracting attention, a bit breathless, as if returning from somewhere]* Hallo! *[trying to sound matter-of-fact]* Sorry about that. Had to get change from the shop.

F: *[very formal, as if following training manual for traffic wardens]* I'm sorry sir; this is a metred area. I'm issuing you with a fixed penalty notice.

M: *[playing it down]* Wait a minute, I just told you. I had to get some change; *[very deliberate]* for the meter, from that shop. *As if seeing another person and calling out* Oh, excuse me! *[imploring]* Can you tell her?

M2: *[to the warden]* Yeah it's true. He just bought a paper from my shop and I gave him change for the parking meter.

F: Sir; this is a controlled parking zone. You are required to display a parking receipt. I've got no alternative.

M1: *[losing his cool]* Of course you have. *[getting angry now]* Just don't give me a fine!

M2: *[knowing]* I'd save your breath mate; they're terrible round here. You'll get no leeway.

F: *[still with the same formality]* Sir, you can pay the fine at a reduced rate within twenty-eight days.

M: *[at his wits end]* This is ridiculous. *[emphasis on 'one']* I was gone one minute.

F: After that you'll have to pay for the full amount.

M: *[absolutely incredulous]* I don't believe this!

M2: *[unsurprised]* Huh! What'd I tell you?

(Wait 10 seconds before repeating.)

(10 seconds)

Now, look at the questions for Conversation Two. (10 seconds.)

Conversation Two

F1: Jeff, that shower's still leaking you know.

M: [*rather offhand*] OK, Mary, I'll give them a call.

F1: [*trying to make him see it's serious*] You've been saying that for ages. There's water coming into the kitchen from upstairs.

M2: It's true Dad. It happened again this morning.

M: Well Peter, can't you be more careful when you use the shower? The water goes all over the bathroom floor and seeps through into the kitchen below.

M2: [*offended; emphasis on 'do'*] Don't blame me! It shouldn't do that, should it?

F1: [*at her wits end*] Look; what's so difficult about getting someone in?

M: [*getting flustered*] Yeah OK; I'll give them a call in a minute, when I've finished this.

F1: [*needling him*] Here we go again. You're always putting things off.

M: [*slightly offended*] Well I don't think that's true. It may take a while but I always get round to it eventually.

M2: [*unimpressed*] Huh! Like my wardrobe door. It took you a year to fix that.

M: [*incredulous*] You said you preferred not having to open the door.

F1: [*equally incredulous*] Come off it. It's impossible to do anything with you.

M: [*take it or leave it*] Believe what you like. It's true.

(Wait 10 seconds before repeating.)

(10 seconds)

Now, look at the questions for Conversation Three. (10 seconds.)

Conversation Three

F1: *[teacherly enthusiasm]* OK everybody, very quickly, definitions of good citizenship. Any thoughts? Sam.

M1: *[young male student] [hesitant]* Erm ... respecting others and their property; er ... helpful and considerate.

F1: OK. What about you Frank?

M2: *[young male student]* The same, Miss. Helping people who can't help themselves. People who work hard.

F1: Is working hard a feature of good citizenship?

M: Depends, Miss. If it's for your family, yes, but lots of people just work hard to make money. They only care about themselves.

F1: *[enthusiastic]* Good. It's easy to generalise isn't it? *[quickly changing subject]* Now what about in the street? Do you see examples of good and bad citizenship?

M: Both. There's lots of antisocial behaviour like vandalism and not respecting people.

F1: Why, Frank?

M2: Lots of reasons. *[thinking hard]* Bad families, both parents at work, poor discipline, media pressure, oh lots of things.

F1: *[drawing conclusions]* So you blame the parents?

M2: Not necessarily; it's society that makes the parents like that.

F1: Exactly; people used to support each other. *[lamenting]* It seems to happen less today.

M2: Yeah, communities used to be much stronger.

(Wait 10 seconds before repeating.)

(10 seconds)

That is the end of Part Two.

Part three, part three.

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. [1 minute.]

[beep]

Now for people like me who suffer from allergies, hay fever, asthma, food allergies, whatever, annoying as they are, often the only way to deal with them is to take drugs, like antihistamines. They actually make the symptoms better but don't make the problem go away. But now researchers have come up with a better way to de-sensitise people, in other words to make the immune system tolerate better the thing that they're reacting to. They are Gabriella Senti and her colleagues at the University Hospital in Zurich. And they've pioneered an approach in which you inject people with allergen. Not into the skin, but into the lymph nodes, the glands. Now in the past when doctors have tried to desensitise patients, they've made a weak solution of the thing the person is allergic to and injected this into the skin and over a course of several years of doing this, eventually in some people the body learns to tolerate the thing they're injecting. But it's not without risks, because the skin is all tooled up to tackle allergen like this and you get very profound and pronounced reactions. And this includes anaphylaxis which can be life threatening.

So this group of researchers thought, well, if we inject the allergen instead directly into the lymph nodes, that's where the cells are that can re-programme the immune system and re-educate immunity in order to better tolerate allergens, so instead of giving the allergens to the skin where there can be an intense reaction, we can inject it into the lymph nodes where it might be better. So they recruited a hundred and eighty three people who had hay fever. They divided them into two groups. Group one just got skin injections. This went on for three years and they had fifty-four injections of the thing that they were allergic to into the skin. The other group got just three injections, one month apart into their lymph nodes, glands in their groin, which you can find very easily just by palpation or by using ultrasound to spot them.

The results at a three year follow-up were really, really impressive. The people who had the lymph node injections, after just three injections began to show dramatic improvements in their symptoms and that effect persisted for the three years of the study, and they had far fewer side effects. And because the response was much quicker, they all improved in symptoms much sooner and they also reported that it was less uncomfortable. It's less painful being injected in your lymph nodes than it is in to your skin. So they're saying this is a very good way to control the immune response and to drive re-education of immunity by injecting people with the thing they're allergic to and to do it in a much safer way. This is published in the Journal PANS, so you can have a read about it and what they're saying is this is an initial trial. We need to do this a bit more in order to assess what happens if you do this to bigger groups of people and perhaps look at other allergies as well.

(Wait 10 seconds before repeating.)

(10 seconds)

You will now have two minutes to read through and check your answers

(2 minutes)

(beep)

That is the end of Part Three.

Part Four, Part Four.

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. [2 minutes.]

{beep}

- M: We're going to look now at the reaction to the news that the big supermarket chains have again made huge profits this year. There has been the usual barrage of criticism from community groups, local farmers and small business owners claiming that communities and livelihoods are all being irreversibly affected by this kind of expansion, so I've invited to the studio Jane Soames, chief executive officer of BestCo, the biggest of the supermarket chains. Thank you for coming.
- F: My pleasure.
- M: Perhaps you would like to first of all respond to these claims.
- F: Well yes. I'm afraid they simply aren't borne out by facts. On the contrary, we contribute to the vitality of the local economy and community to ensure its long term success. As a result of our stores, people from the surrounding community visit the towns regularly. And of course, we use local produce whenever possible from local farmers.
- M: Yes, but the very farmers you claim to be supporting are the ones that claim to be facing ruin. They get the business, but at what cost? Many are currently paid less for milk than it costs them to produce. Ironically, they are being driven out of business by the very people they supply.
- F: Can I just respond to that? It ignores a simple truth. A successful and sustainable food business needs excellent relations with its suppliers. Almost 100% of our meat is British and we are working with UK farmers to extend the growing season so we can source more in the UK.
- M: But are you seriously telling me that the farmers are happy to be paid less for their milk than it costs them to produce it?
- F: Why would they stay with us if that were the case?
- M: Because they know that as soon as they opt out someone else will step in. There's nowhere else to go. It's a monopoly in their eyes.
- F: No, no. Another myth, I'm afraid. Look, the Competition Commission's recent report recognised that our profits were not unreasonable and that they represented just over three pence in the pound. Hardly an excessive margin. But to get to the real question here, people need to realise that shopping habits change. We have to move on. Queuing at one store, then trudging down the High Street in the rain to another store... Is that what people actually want to go back to? We have provided the alternative.
- M: No, I'm not saying that at all. I agree that for many, the advent of the superstore makes our shopping lives much easier. But let's turn to another topic. Many observers note that the UK's vegetable consumption has declined by almost a third since the 1960s while the supermarkets' retail dominance has grown. Supermarkets claim to promote healthy eating. But you only have to look at the floor space devoted to fresh fruit and vegetables compared to that given over to crisps, sweets, fizzy drinks and ready meals to see where the supermarkets' real interests lie.
- F: Oh dear! People want to blame supermarkets for everything. It all boils down to choice. We have introduced fruits and vegetables to our stores that were never even heard of a matter of years ago, produce you simply can't get in your local store. But we can't tell the consumer what to buy.

(continued)

- M: But in a way you do, don't you? You entice people to overspend and bombard us with so-called "choices" between variations of over-processed, unhealthy foods that are poor value for money. Consumption of processed food is up; those are the facts; and the health of the nation is at risk.
- F: People seem determined to lay the blame for their problems at our door. BestCo offers what customers want, at prices they can afford, with service to match. It's not rocket science. People don't seem to recognise that.
- M: OK, I'm afraid we'll have to leave it there.

(Wait 10 seconds before repeating.)

(10 seconds)

That is the end of Part Four.

You now have 2 hours 40 minutes to complete the rest of the paper.