

## Part 1

You will hear three different extracts. For questions **1-6**, choose the answer (**A**, **B** or **C**) which fits best according to what you hear. There are two questions for each extract.

### Extract One

You will hear two people talking about a problem at work.

**1.** What is the man's problem?

**A** Nobody will listen to his complaints at work.

**B** There is friction between him and a colleague.

**C** He's fallen out with his boss.

**2.** What does the woman think?

**A** He needs to approach the problem in a different way.

**B** He has to accept that there will be problems in any office.

**C** He is the main cause of all the office problems.

### Extract Two

You will hear two people talking about how the woman got her job.

**3.** What were Janet's expectations of the recruitment fair?

**A** She was hoping to get some ideas for a career.

**B** She was sure that someone would offer her a job in Public Relations.

**C** She had incorrect preconceptions as to what she would gain from it.

**4.** How did Paul gain from the recruitment fair?

**A** He passed an interview there and got a job.

**B** He impressed someone who then recommended him for a job.

**C** He applied for several jobs there and was successful.

### Extract Three

You will hear two people talking about the man's job as a prison officer.

**5.** What does the man say about his job?

**A** You need to have a degree to get a promotion.

**B** If you want a promotion you will have to go into management.

**C** It's a career that offers incentives for industrious people.

**6.** What is the woman's opinion of the man?

**A** He is both courageous and mad.

**B** He must have a cruel side to him.

**C** His desire to get a promotion is more important than anything else

## Part 2

You will hear a woman talking about her job as a probation worker. For questions 7-14, complete the sentences with a word or short phrase.

### The Probation Worker

Georgia grew up on a 7\_\_\_\_\_.  
Georgia didn't think she had enough 8\_\_\_\_\_ for a career in probation work.  
While studying for her degree, Georgia worked as a 9\_\_\_\_\_ in three different places.  
Being able to work out which 10\_\_\_\_\_ is the most urgent is an important skill.  
While working face to face with an offender, you both have 11\_\_\_\_\_ to deal with.  
Georgia works in the prison, 12\_\_\_\_\_ and her office.  
The worst part of Georgia's job is dealing with 13\_\_\_\_\_.  
Georgia has to work with the courts to decide on a fair 14\_\_\_\_\_ for each offender

## Part 3

You will hear part of a radio interview with an economist. For questions 15-20, choose the answer (A, B, C or D) which fits best according to what you hear.

- 15 According to the Fawcett Society,  
A women would need to work into their eighties to earn as much money as men.  
B good qualifications aren't necessarily rewarded with high wages.  
C women will never earn as much as men.  
D more women have degrees than men.
- 16 What is said about careers advice in schools?  
A it has been improved but it is still inadequate.  
B It is now quite good for girls but boys are being neglected.  
C There is no advice for girls that are ambitious.  
D Girls are always encouraged not to be ambitious.
- 17 According to Jim,  
A women are to blame for not insisting on higher wages.  
B new government policies have solved most of the problems.  
C there is nothing more the government can do.  
D women shouldn't necessarily be encouraged to change their choice of career
- 18 A London School of Economics report showed that  
A women who worked part-time found it difficult to get a full-time job later on.  
B after having children, women find it harder to earn as much money as men.  
C women find it hard to find a job after having children.  
D most women want a full-time job after having a child.

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**19** What does the 'stuffed shirt' policy mean?

- A** Women are being forced to choose between family commitments and work.
- B** Only men can have part-time senior positions.
- C** Women don't get the opportunity to train for high-powered jobs.
- D** No woman can have a senior position.

**20** Jim seems to believe that

- A** women should stay at home and look after their children.
- B** women now earn as much money as men in the workplace.
- C** women have been disadvantaged by outdated work ethics.
- D** having children will soon be an advantage for working women.

## Part 4

You will hear five short extracts in which people are talking about work.

TASK ONE For questions 21-25, choose from the list <b>A-H</b> the person who is speaking.		TASK TWO For questions 26-30, choose from the list <b>A-H</b> what each speaker is expressing or talking about	
<b>A.</b> a receptionist	<i>Speaker 1 21</i>	<b>A.</b> a suspicion that people like to find excuses not to do work	<i>Speaker 1 26</i>
<b>B.</b> an apprentice	<i>Speaker 2 22</i>	<b>B.</b> the view that you should never ask for a pay rise	<i>Speaker 2 27</i>
<b>C.</b> a temporary worker	<i>Speaker 3 23</i>	<b>C.</b> the feeling that helping an understudy may go unappreciated	<i>Speaker 3 28</i>
<b>D.</b> a manager	<i>Speaker 4 24</i>	<b>D.</b> an intimate knowledge of other people's affairs that could be profitable	<i>Speaker 4 29</i>
<b>E.</b> a caretaker	<i>Speaker 5 25</i>	<b>E.</b> the view that you should never take work home with you	<i>Speaker 5 30</i>
<b>F.</b> a secretary		<b>F.</b> a distrust of colleagues who are nice to you	
<b>G.</b> a courier		<b>G.</b> a feeling of having been taken advantage of on account of inexperience	
<b>H.</b> a pensioner		<b>H.</b> the wisdom of prioritising tasks	

## Answer Keys

### Part 1

1. B | 2. A | 3. C | 4. B | 5. C | 6. A

### Part 2

7. council estate 8. qualifications 9. volunteer 10. deadlines  
11. emotional barriers 12. in court 13. domestic violence 14. sentence

### Part 3

15. B | 16. A | 17. D | 18. B | 19. A | 20. C

### Part 4

21. F | 22. B | 23. D | 24. H | 25. A  
26. D | 27. G | 28. A | 29. H | 30. C

## Tapescript

The part of the text containing the answer is underlined with the question number given in square brackets []. If you still struggle with CAE Listening, please refer to [Listening tips](#).

### Part 1

#### Extract One

**Man:** One of my colleagues is always complaining about his job, or moaning about our boss, or the company's management. It's making other team members dissatisfied because some of his complaints are true and it's created a very negative atmosphere. I've tried to speak to him about it, but now he just thinks I'm trying to be the boss' favourite. [1]

**Woman:** Well, I'm not trying to question your analysis of the problem or your motives for trying to sort it out, but I do suspect you've gone about trying to solve it in a way that casts you, however unjustly, as a bit of a self-important bore. Why don't two or three of you put your complaints to your boss in a fair and constructive way? And, it might be a good idea to involve your unhappy colleague in that. [2]

#### Extract Two

**Janet:** I'm glad you persuaded me to go to the recruitment fair. It was nothing like I thought it would be. [3]

**Paul:** Yes, it was really interesting.

**Janet:** I was quite sure that I would become a translator before I went to the fair because I was just about to finish my degree in modern languages. I wandered up to a stall that was promoting careers in Public Relations, just to have a nose really. I was blown away. It seemed perfect to suit my skills and interests.

**Paul:** Well, I'd been looking for a job in the papers and in employment agencies and I didn't find anything at the fair, but one of the employees I spoke to there passed on my CV to the marketing and business development manager and a week later I was invited for an interview. [4] I couldn't believe my luck when they offered me the position.

#### Extract Three

**Man:** It's not just a job for men you know and it's a career where you can achieve promotion very quickly. [5]

**Woman:** What's the salary like?

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**Man:** Typically, graduates who join can expect to earn £28,000 within a year and achieve two promotions within the first two years. Of course, you can join up straight from school but it will take you longer to get to a higher position such as management.

**Woman:** To be honest, I didn't think I could ever do your job. You've got to be out of your mind to want to work with dangerous people like that, plus I wouldn't have the courage to face violent criminals. [6] You never know what they are going to do next.

**Man:** Well, I just wanted to be sure of a career where I could do well without having to wait until I was a lot older.

### Part 2

**Woman:** My background is from a family of six children from a council estate [7] where I saw friends drift in and out of crime. I had a desire to help people see that there are choices in life. I was interested in probation work but having left school with little in the way of qualifications [8], I never thought I could do it. It was only after taking an IQ test that I realised that I might have a chance.

After leaving school, I joined the army. Then I started to study for a degree in Health and Social care. At the same time I was a volunteer for the St. John's Ambulance Service, the Probation Service and at a residential children's school. [9] Then I applied to be a trainee probation officer. Time management is the most important skill, especially the need to prioritise deadlines [10], read and digest information and then write clear reports for the courts. I also have to be able to interact with people from all walks of life. There is a lot of one-to-one work with offenders and this requires you to work through both your own and their emotional barriers. [11]

Every day is different. Of a working week, about three days are spent in the office with the remainder split between prison and being in court [12]. The best thing is that you get to work with a huge spectrum of people from the homeless to professionals who have made mistakes. The worst thing is that the job is generally very pressured and there are times when you have to engage with people that have committed crimes that involve domestic violence. [13] That is really hard to take.

My role is currently that of Case Manager where I manage up to 35 offenders at one time. I liaise with the courts which is basically providing guidance on the best sentence for people to be given. [14] I also visit prisons where I am involved in the release process. As a next step, I'd see myself as a Practice Manager, monitoring a team and ultimately I'd like to be a senior Probation Officer.

### Part 3

**Interviewer:** Today we have the economist, Jim Bower in the studio. Jim, according to the government's Women and Work Commission, women are still earning 17% less than men. Now the government has released new policies to tackle gender equalities in pay, but will they be enough?

**Jim:** Well, according to the Fawcett Society, under the current system it will take about 80 years before women working full-time earn as much as their male counterparts, and 140 years before part-time female workers catch up with men. Despite girls consistently outperforming boys at GCSE, A-level and Degree, findings show that within three years of graduating women are still earning less than men. [15]

**Interviewer:** So would you say that inequality starts in the classroom?

**Jim:** According to the Equal Opportunities Commission, 15% of young people in school are neither given advice nor encouraged into work experience placements in professions dominated by the opposite sex. The government's response in schools is being praised by most, and involves introducing new schemes to give young girls better understanding of the wider choice of careers available to them, but there is still room for improvement [16].

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**Interviewer:** Do you think that the government is missing the point?

**Jim:** Well, instead of closing the gap between wages of men and women in careers that require similar skill levels, the government is instead planning to spend £20 million to raise the skill level of women working in these roles, encouraging them to change careers altogether. This policy will only reduce the available ‘woman-power’ in these lower paid jobs. [17] What we have to do is revalue the kind of work that women are doing such as cleaning, catering and caring for others - we’ve got to value it more highly.

**Interviewer:** Is it true to say that children cost mothers more than fathers?

**Jim:** According to the London School of Economics, mothers who returned to their previous jobs as part-timers quickly fell behind their male colleagues financially, and those that entered new jobs on a part-time basis did even worse. [18] Currently many companies still conform to ‘stuffed shirt’ policies that have no openings for part-time workers in senior positions. This is forcing a large workforce of highly skilled and qualified women with young children out of the boardroom [19], because they cannot deliver a 40-plus-hour week, and into jobs below their capabilities. Basically, the whole system still needs further reform if women are to have equal rights in the workplace and be able to bring up a family too. [20]

**Interviewer:** I’m afraid that’s all we have time for today. Jim, thank you very much.

**Jim:** My pleasure.

## Part 4

### Speaker 1

If you put all the country’s chief executives in one room, all they would produce would be a range of share options that would only benefit themselves and a load of corporate waffle and gossip. We are the people that actually organise and lay out coherently all the facts and figures. They wouldn’t even remember half of what was said if we didn’t record it for them. [21] You’d be surprised what we know about a business. Our internal knowledge should never be underestimated. I suppose I could earn a small fortune blackmailing the many bosses I’ve had over the years. [26]

### Speaker 2

One thing I’ve learned quickly is never offer to make coffee. In many businesses there is a ritual where everyone waits hours for the first person to say, “Who wants coffee?” That person then finds themselves in the kitchen for the rest of the day working as a junior catering manager. I should know, it happened to me when I first started here [22]. Being the new person leaves you vulnerable, especially as I’m kind of on the lowest rung on the ladder [27]. Once I’m qualified, I’m going to get someone else to make coffee for me! [22]

### Speaker 3

I run a tight ship and the secret is not to allow time wasting. [23] Half of every working day is spent in meetings, half of which are not worth having, half the time is wasted. Which means that nearly one third of office life is spent in small rooms with people you don’t like, doing things that don’t matter. The only reason people have so many meetings is that they are the one time you can get away from your work, your phone or your customers. [28] People say that the secret of a good meeting is preparation. But if people really prepared for meetings, the first thing they would realise is that most are unnecessary. In fact, a tightly run meeting is one of the most frightening things in office life. These are meetings for which you have to prepare, in which you have to work and after which you have to take action.

### Speaker 4

I’ve always had a strong work ethic. I believe that the best way to approach work is to write a list at the end of each

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day of what has to be achieved the next day. Then, get the most important jobs done first. [29] Most people do the opposite and do the easy, trivial things first, but that difficult report is not going to go away. I still maintain a routine in my life, although, of course, the activities and jobs to be done have changed quite a lot. The working environment is so different from my day. I'm not exactly a technophobe, but I'm glad I haven't got to learn how to do everything by computer. I escaped the technological rat race just in time. [24]

### Speaker 5

I have to deal with everyone in the company to some extent. Everyone knows me and I believe it's important to try to keep some harmony between my fellow workers. Being the first face they see, I try to be cheerful even if I'm not feeling on top form. [25] Think how easy it is to upset someone at home and then triple it: that's how easy it is to upset someone at work. Upsetting your boss is the easiest thing to do. All you have to do is turn up and you are in their bad books. Keeping on the right side of them is simply a matter of anticipating their every whim and laughing at their pathetic jokes. People at the bottom are also easily upset. Helping them do their job is only going to be appreciated if you are the undisputed master of what they are trying to do. [30]