

## **CAMBRIDGE IELTS LISTENING BOOK 17 TEST 4**

### **PART 1 Questions 1–10**

Complete the notes below.

Write **ONE WORD** for each answer.

#### **Easy Life Cleaning Services**

##### **Basic cleaning package offered**

- Cleaning all surfaces
- Cleaning the **1** ..... throughout the apartment
- Cleaning shower, sinks, toilet etc.

##### **Additional services agreed**

- Every week
  - Cleaning the **2** .....
  - Ironing clothes – **3** ..... only
- Every month
  - Cleaning all the **4** ..... from the inside
  - Washing down the **5** .....

##### **Other possibilities**

- They can organise a plumber or an **6** ..... if necessary.
- A special cleaning service is available for customers who are allergic to **7** .....

##### **Information on the cleaners**

- Before being hired, all cleaners have a background check carried out by the **8** .....
- References are required.
- All cleaners are given **9** ..... for two weeks.
- Customers send a **10** ..... after each visit.
- Usually, each customer has one regular cleaner.

## PART 2 Questions 11–20

Questions 11–14

Choose the correct letter, **A**, **B** or **C**.

- 11 Many hotel managers are unaware that their staff often leave because of
  - A** lack of training.
  - B** long hours.
  - C** low pay.
- 12 What is the impact of high staff turnover on managers?
  - A** an increased workload
  - B** low morale
  - C** an inability to meet targets
- 13 What mistake should managers always avoid?
  - A** failing to treat staff equally
  - B** reorganising shift without warning
  - C** neglecting to have enough staff during busy periods
- 14 What unexpected benefit did Dunwich Hotel notice after improving staff retention rates?
  - A** a fall in customer complaints
  - B** an increase in loyalty club membership
  - C** a rise in spending per customer

Questions 15–20

Which way of reducing staff turnover was used in each of the following hotels?

Write the correct letter, **A**, **B** or **C**, next to questions 15–20.

### Ways of reducing staff turnover

- A** improving relationships and teamwork
- B** offering incentives and financial benefits
- C** providing career opportunities

### Hotels

- 15 The Sun Club .....
- 16 The Portland .....
- 17 Bluewater Hotels .....
- 18 Pentlow Hotels .....
- 19 Green Planet .....
- 20 The Amesbury .....

## PART 3 Questions 21–30

Questions 21 and 22

Choose **TWO** letters, **A–E**.

Which **TWO** points do Thomas and Jeanne make about Thomas's sporting activities at school?

- A** He should have felt more positive about them.
- B** The training was too challenging for him.
- C** He could have worked harder at them.
- D** His parents were disappointed in him.
- E** His fellow students admired him.

Questions 23 and 24

Choose **TWO** letters, **A–E**.

Which **TWO** feelings did Thomas experience when he was in Kenya?

- A** disbelief
- B** relief
- C** stress
- D** gratitude
- E** homesickness

Questions 25–30

What comments do the students make about the development of each of the following items of sporting equipment?

Choose **SIX** answers from the box and write the correct letter, **A–H**, next to questions 25–30.

### Comments about the development of equipment

- A** It could cause excessive sweating.
- B** The material was being mass produced for another purpose.
- C** People often needed to make their own.
- D** It often had to be replaced.
- E** The material was expensive.
- F** It was unpopular among spectators.
- G** It caused injuries.
- H** No one using it liked it at first.

### Items of sporting equipment

- 25** the table tennis bat .....
- 26** the cricket helmet .....
- 27** the cycle helmet .....
- 28** the golf club .....
- 29** the hockey stick .....
- 30** the football .....

## PART 4 Questions 31–40

Complete the notes below.

Write **ONE WORD ONLY** for each answer.

Maple Syrup	
<b>What is maple syrup?</b> <ul style="list-style-type: none"> <li>made from the sap of the maple tree</li> <li>added to food or used in cooking</li> <li>colour described as <b>31</b> .....</li> <li>very <b>32</b> ..... compared to refined sugar</li> </ul>	
<b>The maple tree</b> <ul style="list-style-type: none"> <li>has many species</li> <li>needs sunny days and cool nights</li> <li>maple leaf has been on the Canadian flag since 1964</li> <li>needs moist soil but does not need fertiliser as well</li> <li>best growing conditions and <b>33</b> ..... are in Canada and North America</li> </ul>	
<b>Early maple sugar producers</b> <ul style="list-style-type: none"> <li>made holes in the tree trunks</li> <li>used hot <b>34</b> ..... to heat the sap.</li> <li>used tree bark to make containers for collection</li> <li>sweetened food and drink with sugar</li> </ul>	
<b>Today's maple syrup</b> <p><i>The trees</i></p> <ul style="list-style-type: none"> <li>Tree trunks may not have the correct <b>35</b> ..... until they have been growing for 40 years.</li> <li>The changing temperature and movement of water within the tree produces the sap.</li> </ul> <p><i>The production</i></p> <ul style="list-style-type: none"> <li>A tap is drilled into the trunk and a <b>36</b> ..... carries the sap into a bucket.</li> <li>Large pans of sap called evaporators are heated by means of a <b>37</b> .....</li> <li>A lot of <b>38</b> ..... is produced during the evaporation process.</li> <li>'Sugar sand' is removed because it makes the syrup look <b>39</b> ..... and affects the taste.</li> <li>The syrup is ready for use.</li> <li>A huge quantity of sap is needed to make a <b>40</b> ..... of maple syrup.</li> </ul>	