

# 2a

## Listening for specific information

### *Profit and loss*

UNIT AIMS

**skill:** listening for specific information

**vocabulary:** work topic vocabulary

**exam practice:** *Advanced Listening Part 2*

### Improve your listening skills: listening for specific information

#### Why is listening for specific information important?

*Specific information is often factual in nature, for example, a name, a place, a profession, an object, a number or a quantity. When you listen for specific information, you need to have some idea of what you're listening for before you listen and while you're listening. In an exam situation, predict and anticipate the kind of information that will answer the question, being aware that the idea you're listening for could be expressed in the recording in a number of different ways. As you listen, you need to recognise when the information is about to be given, and pay particularly close attention at that point. Sometimes, listening for specific information also involves listening to determine whether information is stated or not. Listening for specific information is particularly relevant to Listening Parts 1 and 2.*

When you listen for specific information in a listening exam,

- A you usually know in advance how the information will be expressed.
- B it's impossible to know what to expect before you actually listen.
- C it's sensible to listen for ideas rather than specific words and phrases.

#### Get started

Look at the photo and answer the question.

- What are some things business owners can do to make their business more successful? Use the ideas in the box to help you.

advertising campaigns ■ business investments ■ market research  
■ reduction of expenses ■ staff training ■ system upgrades

#### Develop your vocabulary

1 Choose the correct word to complete each sentence.

- 1 You're more likely to be considered for a promotion if you work hard to hone your **skills / qualifications**.
- 2 A business plan can help you attain your **purposes / goals**.
- 3 A computer engineer has the **expertise / intelligence** in building computers.
- 4 The executive met with the potential clients in the hope of **shutting / sealing** an elusive deal.
- 5 The operations manager reviewed the assembly line in order to **maximise / streamline** the process and make it more efficient.
- 6 The only way I'm going to finish these projects is if I keep my **face / nose** to the grindstone and work all weekend.
- 7 Joseph hired a(n) **administrator / consultant** who specialises in making investments in the stock market.
- 8 If you lower expenses in a number of key areas, you're more likely to **produce / make** a profit by the year's end.

## Develop your listening skills: listening for specific information

1 Decide what kind of information is probably required to fill each gap.

- 1 The speaker is a former \_\_\_\_\_ in a bottling company.
- 2 The speaker invested \_\_\_\_\_ in her company to ensure its success.
- 3 All candidates must have obtained a \_\_\_\_\_ in order to qualify for this position.
- 4 This speaker uses a \_\_\_\_\_ to make his work easier to accomplish.
- 5 This speaker is known as \_\_\_\_\_ in her profession as an actor.
- 6 This speaker works in a \_\_\_\_\_ at the weekends.
  - a name \_\_\_\_\_
  - b object \_\_\_\_\_
  - c place \_\_\_\_\_
  - d profession \_\_\_\_\_
  - e qualification \_\_\_\_\_
  - f quantity \_\_\_\_\_

2  1.10 Listen to six people talking about their work and write a word or short phrase in each gap in exercise 1.

3  1.11 Listen to six speakers. For each short extract, write down the phrase you hear which is synonymous with these ideas.

- 1 make money \_\_\_\_\_
- 2 lose money \_\_\_\_\_
- 3 owe money \_\_\_\_\_
- 4 spend money \_\_\_\_\_
- 5 argue about a price \_\_\_\_\_
- 6 earn according to what you sell \_\_\_\_\_

4  1.11 Listen to the extracts from exercise 3 again and circle the correct word or phrase in each sentence.

- 1 The company is planning to put money into **other businesses / advertising** to bring in more profits.
- 2 Because of a **sharp / gradual** reduction in stock prices, the company's investments lost value.
- 3 The company's drop in revenues happened **before / after** the company started to owe money.
- 4 The reason the hotel is spending money is to **make changes / repair damages** to a particular area of the hotel.
- 5 The rewards of the restaurant manager's efforts are that the restaurant **is paying less for / has more variety of** certain food supplies.
- 6 The sales staff work hard **and as a result / because** they get paid based on sales.

5  1.12 Listen to six dialogues and choose the correct topic for each one.

- |                              |                           |
|------------------------------|---------------------------|
| 1 a losing a job             | b quitting a job          |
| 2 a business travel          | b business expansion      |
| 3 a maximising the workforce | b minimising expenses     |
| 4 a hiring employees         | b checking accounts       |
| 5 a borrowing money          | b saving money            |
| 6 a suing a company          | b shutting a company down |

6  1.12 Listen to the dialogues from exercise 5 again and write a word or short phrase in each gap.

- Julie was \_\_\_\_\_ at her previous place of employment.
- The man has worked in the region of \_\_\_\_\_ and knows how the market works there.
- The man is planning to have discussions with members of the \_\_\_\_\_ department.
- The man mentions that he might be able to lower the company's \_\_\_\_\_ after he has had some time to review it.
- The man found an interest rate of \_\_\_\_\_ at the bank he visited.
- The woman says Martha's problem with her business was because she couldn't \_\_\_\_\_.

## Exam focus:

# listening for specific information in Advanced

1 Look at the exam practice section on page 17 and choose the correct word or phrase.

- The presentation is about a man who **opened / dined at** a restaurant.
- You will hear a **monologue / dialogue**.
- In question 1, you will listen for an idea that is **essential / quite significant**.
- The answer to question 4 is related to **profits / expenses**.
- The answer to question 6 is likely to be **an expert / a government official**.
- The gap fill questions will be **in the order / not in the order** in which you hear them in the recording.

2 Decide if these statements are true (T) or false (F).

- You are required to answer questions about main ideas in *Advanced* Listening Part 2. \_\_\_\_\_
- You may have to provide more than one word as your answer in *Advanced* Listening Part 2. \_\_\_\_\_
- The questions in *Advanced* Listening Part 2 have multiple answers. \_\_\_\_\_
- Every answer in *Advanced* Listening Part 2 is explicitly spoken in the audioscript. \_\_\_\_\_
- You will NOT be penalised if you use incorrect spellings in *Advanced* Listening Part 2. \_\_\_\_\_
- Listening for specific grammar structures is a key element in *Advanced* Listening Part 2 answers. \_\_\_\_\_

### Skills tip

In *Advanced* Listening Part 2, will you

- a** focus on listening for main ideas and attitudes? **Yes / No**
- b** have to write precise phrases you hear in each gap? **Yes / No**

*Exam practice:***Advanced Listening Part 2**

**1.13** You will hear a young business owner called Matt Hawkins, giving a presentation about his experience of opening his own restaurant. For questions 1–8, complete the sentences.

**SUCCESS IN THE RESTAURANT BUSINESS**

Matt considers  **1** to be of secondary importance in starting a restaurant.

Matt says you have to stay focused on  **2** for your business to be a success.

To get a busy location for your restaurant, you might have to compromise on  **3** to afford it.

Matt had to spend a little extra on  **4** to get his restaurant up and running.

Matt says you must be good at  **5** to meet all the responsibilities of a restaurant owner.

For one of the mistakes Matt made in his business, he paid a(n)  **6** to come in and fix it.

In trying to get more customers, the idea for a(n)  **7** was a big success for Matt.

To make things more efficient, Matt set up a(n)  **8** for getting orders to the kitchen.

**Skills tip**

In *Advanced Listening Part 2*, you will often be required to write more than one word in each of the gaps, possibly for at least half of the answers. This means you need to listen for phrases and compound nouns in order to answer the question completely. Sometimes, one of the words in the phrase will not be necessary and you will not be penalised for not including it in your answer, but to be safe, aim to write the entire phrase or compound noun in case all the words are required.

# 2b

## Comparing

### Profit and loss

UNIT AIMS

**skill:** comparing

**vocabulary:** work topic vocabulary

**exam practice:** *Advanced Speaking Part 2*

#### Improve your speaking skills: comparing

##### Why is comparing important?

*Comparing involves talking about the similarities and differences between two or more things. This may be in terms of their physical appearance or their qualities. One of the key skills when comparing is to recognise and focus on the most important and relevant similarities/differences. There are a large number of different ways to express comparisons in English. These include comparative and superlative adjectives and adverbs, words and phrases used for comparing, such as A major difference between them is, One aspect they have in common is, etc, words and phrases for linking similar ideas, such as both, equally, similarly, etc and words and phrases to link contrasting ideas, such as whereas, in contrast, etc. Comparing is particularly relevant to Speaking Parts 2 and 3.*

Which of these is a sensible strategy for *Advanced Speaking Part 2*?

- A Don't focus on similarities and differences that are insignificant.
- B Mention as many similarities and differences as you possibly can.
- C Always describe similarities before describing differences.

#### Get started

Look at the photo and answer the questions.

- What are some ways that companies can make employees more productive?
- Which of the following are the best ways for companies to motivate employees?

generous holiday entitlements ■ lavish company outings ■ lucrative salary  
■ opportunities for advancement ■ superb health benefits ■ supportive leadership

#### Develop your vocabulary

1 Write a word from the box in each gap to complete the sentences.

compensation ■ inefficient ■ productivity ■ profitable ■ prospects ■ redundant

- 1 Karen was made \_\_\_\_\_ and she had to look for employment elsewhere.
- 2 What kind of \_\_\_\_\_ did you receive as a result of the accident?
- 3 What \_\_\_\_\_ do you have of getting a promotion in your firm?
- 4 The manager reviewed the department's processes to determine if any were \_\_\_\_\_ and how much they were costing the company in lost revenue.
- 5 Having a pet care business is quite \_\_\_\_\_ – it requires little capital to set up and people spend a lot of money on their pets.
- 6 Computerised systems increase the \_\_\_\_\_ in most companies because they help employees to do their work faster.