IELTS LISTENING TEST 11

Part 1: **Questions 1-6**

Complete the table below. Write **NO MORE THAN TWO WORDS OR SOME NUMBERS.**

	Rule one	**Rule two**
Payment of rent	on the 5th	full amount expected
Cooking/ kitchen	must clean (1)………………..	must (2)………………..
Cleaning duties	must (3)……………….	do every (4)…………………..
Other	no noise (5)……………………	no (6)…………………..

(1) [   ]   (2) [   ]
(3) [   ]   (4) [   ]
(5) [   ]   (6) [   ]

Questions 7-10

Complete the form below. Write **NO MORE THAN TWO WORDS AND/ OR A NUMBER** for each answer.

Tenancy service

Online advertising form

Gender: **(7)** [   ]

Job: **(8)** [   ]

Rent: **(9)** [   ]

Move in: **(10)** [   ]

Part 2: **Questions 11-17**

Complete the sentences below. Write **NO MORE THAN TWO WORDS** for each answer.

11. The crime rate in the speaker's city is [   ]

12. Students will receive much benefit if they do some [   ]

13. Advice can be obtained from friends, homestay parents and [   ]

14. A 24 hour police station is called a [   ]

15. For late night travel use a [   ]

16. Dialing 000 will put you through to [   ]

17. To save time, students should have the nearest station's [   ]

Questions 18-20

Choose **THREE** answers A-G from the list.

Which **THREE** pieces of advice does the police officer give?

(18) [   ]

(19) [   ]

(20) [   ]

List of advice

A avoid dangerous areas

B avoid strangers

C carry a personal siren

D do not stay out late

E stay in well lit areas

F use common sense

G carry pepper spray

Part 3: Questions 21-25

Choose the correct letter A, B or C.

21. Nicole interviewed

☐   **A** over 50 students

☐   **B** 50 students

☐   **C** less than 50 students

22. The proportion of students not satisfied with the staff is

☐   **A** one quarter

☐   **B** one tenth

☐   **C** two thirds

23. Overseas students were mostly concerned about

☐   **A** homestay issues

☐   **B** the attitude of the teachers

☐   **C** the facilities

24. The proportion of teachers Nicole thinks needs improving is

☐   **A** 10%

☐   **B** one third

☐   **C** 90%

25. The speakers agree to show their findings to the

☐   **A** assistant dean

☐   **B** course convener

☐   **C** CEO

Questions 26-30

Complete the flow chart below. Write **ONE WORD ONLY** for each answer.

Nicole's interviewing technique

• **(26)** [_____] the right place to conduct the interview

• **(27)** [_____] the interviewee has sufficient time

• **(28)** [_____] the purpose of the interview

• Guarantee complete confidentiality

• **(29)** [_____] the interview of beneficial outcomes

• Give them a **(30)** [_____] (e.g. lottery ticket)

Choose the correct letter A, B or C.

31. 'Hard' HRM is

☐ **A** bad

☐ **B** best for organisations

☐ **C** necessary

32. 'Soft' HRM

☐ **A** was quickly realized

☐ **B** considers human needs

☐ **C** regards workers as tools

33. Human resources

☐ **A** must also be softly managed

☐ **B** are more important than a company's assets

☐ **C** mostly apply to factories and shops

Questions 34-40

Complete the table below. Write **NO MORE THAN TWO WORDS** for each answer.

Motivation	Retention	(34) .... staff well
Raise awareness that job serves a (35)……………. All products and services are (36)……………….	Make workers feel (37)………………. e.g. say thank you in a (38) .... way	Involve staff in (39)……………. Anyone can display intelligence know-how and (40)…………….

(34) [_____]   **(35)** [_____]

(36) [_____]   **(37)** [_____]

(38) [_____]   **(39)** [_____]

(40) [_____]