IELTS LISTENING TEST 11

Part 1: Questions 1-6

| Payment of rent on the 5th full amount expected must clean (1) | Complete the table be | llow. Write NO MORE THAN TWO WORD | OS OR SOME NUMBERS. |
|--|---|---|--|
| Cooking/ kitchen Cleaning duties must (3) | | Rule one | Rule two |
| Cleaning duties Other no noise (5) | Payment of rent | on the 5th | full amount expected |
| Other no noise (5) | Cooking/kitchen | must clean (1) | must (2) |
| (1) (2) (3) (4) (6) (6) (6) (7) (6) (7) (8) (8) (9) (9) (9) (9) (10) (10) (10) (10) (10) (10) (10) (10 | Cleaning duties | must (3) | do every (4) |
| (3) (4) (5) (6) (6) (6) (Complete the form below. Write NO MORE THAN TWO WORDS AND/ OR A NUMBER for each answ Tenancy service Online advertising form Gender: (7) (Job: (8) (Rent: (9) (Move in: (10) (Mo | Other | no noise (5) | no (6) |
| 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) | (3) Questions 7-10 Complete the form below Tenancy service Online advertising form Gender: (7) Job: (8) | (4) (6) low. Write NO MORE THAN TWO WORD | S AND/ OR A NUMBER for each answer. |
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| Which THREE pieces of advice does the police officer give? | Questions 18-20 | | |
| Which THREE pieces of advice does the police officer give? | Choose THREE answ | ers A-G from the list. | |
| (18) | | | |
| (19) | | or advice does the police officer give? | |
| | ` _ | | |
| | (19) | | |

| 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 estisfied with the staff's | | | | |
| 22. The proportion of students not satisfied with the staff is • A one quarter | | | | |
| B one tenth | | | | |
| C two thirds | | | | |
| C two trillas | | | | |
| 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 | | | | |

List of advice

| • Guarantee complete confidentiality | Guarantee complete confidentiality | | | | |
|---|--|--|--|--|--|
| • (29) the interview of beneficial outcomes | | | | | |
| • Give them a (30) (e. | • Give them a (30) (e.g. lottery ticket) | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| Part 4: Questions 31-33 | | | | | |
| 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) | Make workers feel (37) | Involve staff in (39) | | | |
| All products and services are (36) | e.g. say thank you in a (38) way | Anyone can display intelligence knowhow and (40) | | | |
| (34) (35) | | | | | |

(37)

(39)

(36)

(38)

(40)