LISTENING COMPREHENSION

You will hear the interview with a high-rank politician. Listen carefully and complete the text below. You will need to use between one and three words.

According to the interviewer, the government is in

Yet, the Prime Minister maintains that they are supported by

of the population.

The government has voted to give themselves 40 per cent rise, while the nurses will receive only

and the

1.7 per cent.

In the Prime Minister’s opinion, the rise is closer to 20 per cent if you consider regular

such as air and rail,

an entertainment allowance, the personal secretaries, etc.

The pay rise is five times the rate of

An independent was set up to investigate this matter, but as the interviewer notices, it consists of

The Prime Minister claims that the politicians’ salaries are

in comparison to these in industry and banking.
I. Complete the text using the words from the list. There are twice as many words as you need. Write the correct words below in the spaces provided.

**Bizlangue**

Bizlangue is the world’s premier (1) …xx… and professional English language training organisation, offering both (2) …xx… and small group courses. Established 35 years ago, we are ready to provide everything you need. Participants obtain maximum benefit from our residential centres in the US and the UK. Use and practise the language every hour of the day! The benefits of taking a (3) …xx… with us are many, and include the opportunity to meet and study with professionals from all over the world. Our client list is impressive and (4) …xx… students from 35 countries. We provide a truly (5) …xx… environment! All centres, three in the US and two in the UK, are externally inspected and we (6) …xx… the highest standards in (7) …xx… training.

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<th>professional, systematic, business, provides, homeless, international, includes, statement, course, needs, guarantee, individual, unemployed, unemployment</th>
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II. Use the words in brackets to form words that fit in the sentences.

1. In the next century, people will have more ……………………………. and less time. [INFORM]
2. What customers want will …………………………… evolve. [CONTINUE]
3. It is easy to predict some individual products, but most new ideas cannot be ……………………………. [ANTICIPATE]
4. However, we do know that new products will be superseded …………………………… rather than later. [SOON]
5. The …………………………… of a company will be based on the customers that they cultivate. [SUCCEED]
6. This means all the products and …………………………… related to their business. [SERVE]
7. Rather than buying services from different companies, consumers will be ……………………………. one provider for all of them to save time and money. [CHOOSE]
8. Therefore, any company …………………………… on its core product alone will struggle. [FOCUS]
III. Fill in the correct form of the verbs in brackets.

1. I …………………………… (have) this job since I left the university.

2. I am writing ……………………….. (enquire) about job opportunities in your company.

3. He only bought the franchise after he …………………… (do) extensive market research.

4. While I …………………………. (try) to write the letter, people kept interrupting me.

5. I would take out a loan if the interest rates …………………………… (not be) so high.

6. They ………………………….. (should hold) the conference in Shanghai, but they didn’t.

7. Their new face cream ……………………….. (launch) just a couple of months ago.

8. Next week, the boss …………………………. (travel) to India to see the company’s latest call centre.

9. Pete ……………………….. (invest) in potato business since 1990; last year he put in $1m, and next year he is going to increase this amount by 20%.

10. We have to avoid ………………………….. (lose) market share to our competitors.
FLEXIBLE FRIENDS

[1] Now that we are able to reach one another so easily via mobile phones and sms service, it should be easier than ever to plan successful meetings and outings. But social arrangements are increasingly scuppered by the knowledge that we can text one another to say we are late, or we have changed our minds.

[2] The young people I know are constantly kept on tenterhooks about what they may be doing on, say, Saturday night. Something is proposed, but nobody is willing to commit to doing it in case something more tempting comes up. Right up until the start time of the proposed outing and beyond, they seem to be waiting for information as to whether it’s really happening or not. When I ask, “Aren’t you going out?” they say, “I haven’t heard.” When I ask “Who haven’t you heard from?” they say, “Everybody.” It seems they all have to await the emergence of some mysterious collective, electronic assent.

[3] Even when there seems to be general agreement, they set off for the meeting point, only to receive a text from one of the group saying that they haven’t left the house yet. Sometimes they’re actually standing on the station platform when they get a text from one of their friends: “Going to be another hour.”

[4] Because they can change the arrangements at the last minute, they do. This never happened back in the middle ages when I was a teenager and discouraged from using our one family phone unless it was really important. If my friends and I wanted to see one another at the weekend, we had to make an arrangement in school by Friday afternoon and stick to it. Once we were out and about at the weekend, there was no way of letting one another know that we would be late, or had found a better offer. Consequently, nobody was late, because we all knew that the others would be shivering at the bus stop.

[5] But now, constant change is here to stay. The thrill of knowing that your mates can be reached at any moment has made pre-planned outings seem old hat. Why go to a film when you can spend the evening dissecting why it wasn’t possible to meet at the cinema? It seems that flexibility has become the main entertainment.

I. Decide if the statements below are true (T) or false (F)

1. According to the author, flexibility of cellular communication makes young people’s social life more difficult. _____

2. Young people seem unable to decide on how to spend an evening because they are disorganised and lack the initiative. _____

3. Possibility of sending quick and short messages exposes sometimes other people to discomfort or waste of time. _____

4. The author says at her times social life was much better organised since there was more discipline at home and school. _____

5. The author predicts that young people will not change their habits because communicating via mobile phones has become a pastime activity in itself. _____

II. Find synonyms (words or phrases) to the following words and expressions:

1. destroyed or ruined a plan (prgh 1) ………………………

2. are kept waiting (prgh 2) ………………………

3. they couldn’t change or leave a plan (prgh 4) ………………………

4. trembling (prgh 4) ………………………

5. old-fashioned, out-of-date (prgh 5) ………………………
Situation

You have recently flown with British Airways from Krakow to London. The flight was only two hours, but there were quite a few things that you were absolutely not happy with. For example, there were no sandwiches, beverages or alcoholic drinks available on board (and there usually are, as this is BA’s policy to feed their passengers), the flight attendants never smiled (and were, in fact, quite rude to the passengers), and there were also two other problems.

Task

Write a letter of complaint to the airline, explaining the situation and providing examples of all things that you were not happy with. Express your dissatisfaction, explain that you have never experienced anything like that before, and mention what sort of compensation you would expect from the airline. Write between 120 and 180 words.