LanguageCert Test of English (LTE)
A1-B1 examination
Listening & Reading
Practice Paper 2

Candidate's name (block letters please)	
Centre no	**Date**

Time allowed:

- Listening about 30 minutes
- Reading 40 minutes

Instructions to Candidates

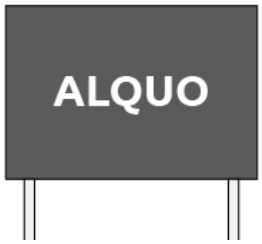
- An Answer Sheet will be provided.
- All answers must be transferred to the Answer Sheet.
- Please use a soft pencil (2B, HB).

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Listening Part 1

You will hear some sentences. You will hear each sentence twice. Choose the correct answers.

1.



a)



b)



c)

2.



a)



b)

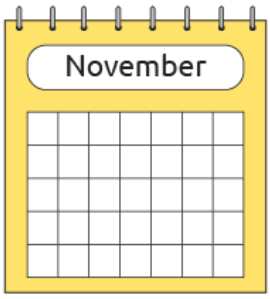


c)

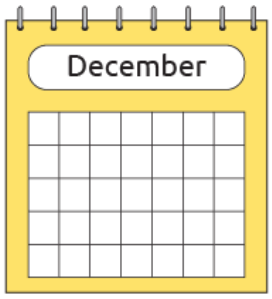
3.



a)



b)



c)

4.



a)



b)



c)

5.



a)

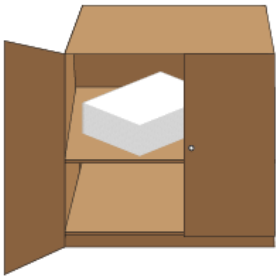


b)



c)

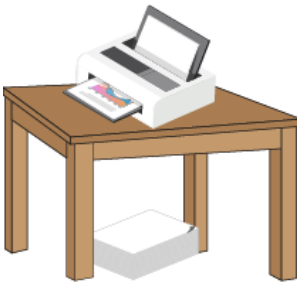
6.



a)



b)



c)

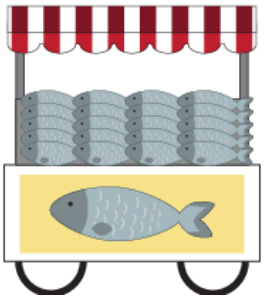
7.



a)



b)



c)

8.



a)



b)



c)

Listening Part 2

You will hear some sentences. You will hear each sentence twice. Choose the best reply to each sentence.

1. a) Here it is.
   b) I need to do this.
   c) Well done!

2. a) I think so.
   b) Me too.
   c) I want to.

3. a) He's the man with dark hair.
   b) He does it every day.
   c) He's in room 9.

4. a) I can't remember the details, sorry.
   b) I'm not having any, thanks.
   c) I'd prefer to do it now.

5. a) Does she need to finish it?
   b) I've asked her to try and come.
   c) Do you really think so?

6. a) Don't worry - just leave it.
   b) Don't forget about it!
   c) I don't really mind.

Listening Part 3

You will hear some short conversations. You will hear each conversation twice. Choose the correct answers for each conversation.

Conversation 1

You hear a senior manager talking to a new employee called Linda.

1. In her first week, Linda says she found it difficult to

   a) find available desk space.
   b) follow certain instructions.
   c) get enough help from colleagues.

2. Linda now has to

   a) make a decision.
   b) do some research.
   c) work with a different department.

Conversation 2

You hear two colleagues talking about a guest visitor.

3. Why does the woman approach the man for help?

   a) He is the last obvious person to ask.
   b) He has already said that he's free if needed.
   c) He knows the guest visitor from a previous meeting.

4. What does the woman do?

   a) She agrees to a request.
   b) She asks for suggestions to a problem.
   c) She makes a change to one arrangement.

Conversation 3

You hear a customer called Paul telephoning a supplier.

5. Why is Paul contacting the company by phone?

   a) He wishes to complain about his last order.
   b) He doesn't have all the information he needs.
   c) His usual way of making contact hasn't worked.

6. What does the woman do?

   a) She takes Paul's order.
   b) She suggests a different option.
   c) She explains a company policy.

Conversation 4

You hear two colleagues discussing health at work.

7. The woman disagrees with the man over

   a) the usefulness of having a well-being officer.
   b) whether infections are mostly due to viruses.
   c) his claim about reduced staff absences.

8. When discussing the causes of sick days, the man says that

   a) people who exercise regularly don't get so many infections.
   b) stress is often the underlying reason for bad health.
   c) too much computer work can have serious consequences.

Listening Part 4

You will hear the recordings twice. Choose the correct answers.

You hear a podcast interview with a man called Levi, who has started work in an office job at a car manufacturer.

1. Levi has worked in his new job for

   a) one week.
   b) three weeks.
   c) a month.

2. Before joining this company, Levi worked as a

   a) car salesman.
   b) service advisor for another company.
   c) mechanic.

3. Levi's best advice is to

   a) put the customer first.
   b) listen carefully to your boss.
   c) learn from your mistakes.

4. The country Levi has most enjoyed visiting on holiday is

   a) India.
   b) Jamaica.
   c) Brazil.

5. Outside work, Levi is busy with

   a) his family.
   b) his football team.
   c) his hobby of photography.

You hear a woman called Ellie Dawson talking about an apprenticeship she is doing in a care home for old people.

6. The most important rule at the care home is

   a) be professional when families are visiting.
   b) always get help from your team.
   c) respect the people you're looking after.

7. Among the old people there's one man who

   a) used to be a professional musician.
   b) is very interested in Ellie's life.
   c) is very generous with everything he owns.

8. What is Ellie allowed to do for the old people?

   a) help them get dressed
   b) accompany them outside
   c) open medicine bottles for them

9. The person Ellie gets on best with is

   a) a temporary worker doing a degree.
   b) another apprentice of the same age.
   c) a schoolgirl who often visits her grandparent.

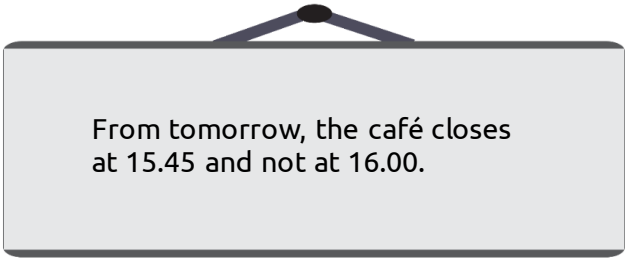
10. The residents say that the young workers like Ellie

    a) make them feel young again.
    b) make them feel really happy.
    c) make the home feel very busy.

Reading Part 1

Read the texts. Choose the correct answer for each question.

1.



a) The café is open late all this week.
b) The café is open today after 15.45.
c) The café is closed today.

2.



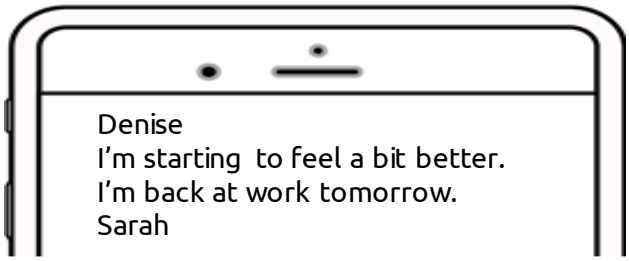
a) Ian is waiting for a report.
b) Ian must write a report.
c) Ian has a report for Brian.

3.



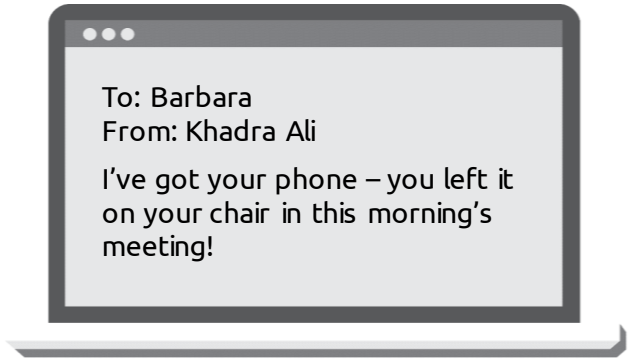
a) You cannot go into the office today.
b) Do not go near the walls today.
c) You need to paint the office today.

4.



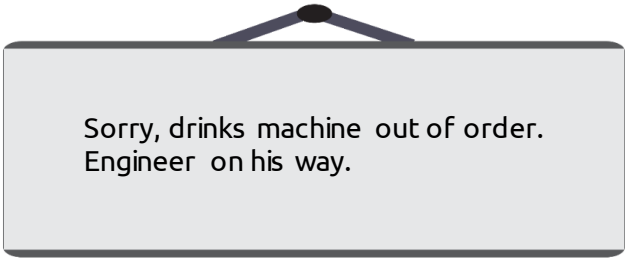
a) Sarah was off work today.
b) Sarah is feeling really good now.
c) Sarah is back from her holiday tomorrow.

5.



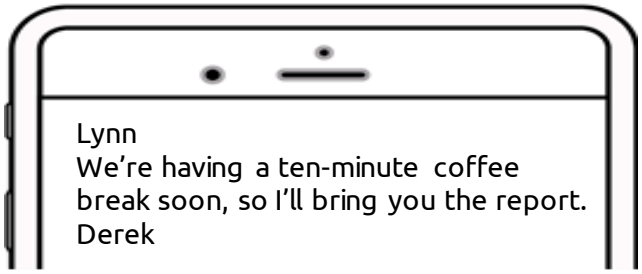
a) Khadra has tried many times to contact Barbara.
b) Barbara had to leave early yesterday.
c) Khadra has something belonging to Barbara.

6.



a) They tried to repair the machine today.
b) You cannot use the machine now.
c) Nobody is available to repair the machine.

7.



a) Lynn and Derek are going for a coffee.
b) Derek is going to give Lynn a document.
c) Derek wants Lynn to come to his meeting.

8.



a) Only employees can enter this area.
b) Members of staff may bring guests here.
c) Visitors must sign in before they can go any further.

Reading Part 2a

Read the text. Choose the correct answers to complete the text.

Our company's buildings: information for new workers

The main office building is in Clarence Road, **(1)** …… to beautiful Seaton Park. You can **(2)** …… a number 45 bus or there's an underground station called Seaton Park West. Many workers go **(3)** …… the park for a picnic during the summer months. We **(4)** …… have a small building in Roundhouse Avenue. There is a special bus which goes between the two buildings, and this is **(5)** …… for staff at Renigold.

1. a) quick
   b) near
   c) easy

2. a) pay
   b) come
   c) catch

3. a) into
   b) out
   c) away

4. a) also
   b) very
   c) too

5. a) often
   b) again
   c) only

Reading Part 2b

Read the text. Choose the correct answers to complete the text.

Personal information on a job application

Seven years ago I **(1)** …… married. My wife and I both worked at TVT Electronics, in the accounts **(2)** ……. . After our daughter was born, we **(3)** …… to ask TVT if I could work part-time from home for a year. TVT said they were **(4)** …… for me to do this. I then returned to TVT full-time, and my wife took a new job with another company in the same city. Our daughter is now at school but goes to an after-school club until either of us is **(5)** …… to pick her up.

1. a) had
   b) got
   c) made

2. a) part
   b) department
   c) area

3. a) felt
   b) believed
   c) decided

4. a) happy
   b) available
   c) good

5. a) ready
   b) alone
   c) correct

Reading Part 2c

Read the text. Choose the correct answers to complete the text.

Marketing to children

Children may spend little actual money – at the end of the day the **(1)** …… decision on whether to spend is made by parents. But despite this, it's still true that children can have a big **(2)** …… on the success of many businesses. There are many things to remember when marketing to children.

You should **(3)** …… that children want to be popular and do the same as everyone in their group. So, in your adverts, show children with others, being happy and doing interesting things together. Use language that is **(4)** …… for the age, keep it simple and don't give them a lecture.

Think at all **(5)** …… about the safety of children. You must never give a negative message, so check your words and photographs carefully.

1. a) last
   b) final
   c) previous

2. a) effect
   b) result
   c) use

3. a) look
   b) aim
   c) recognise

4. a) possible
   b) true
   c) suitable

5. a) periods
   b) moments
   c) times

Reading Part 3

Read the sentences. Choose the correct word to fill the space.

1. Martin has several personal ……. that he is dealing with at the moment.

   a) points
   b) issues
   c) situations

2. "I'll ……. your idea to the CEO, but I'm not sure what she'll say," said Nicky's manager.

   a) mention
   b) tell
   c) advise

3. "Sorry, I don't want to ……. you all up but I do have one more point," said Theo.

   a) put
   b) take
   c) hold

4. ……. it will be a really useful and interesting meeting.

   a) Hopefully
   b) Excitedly
   c) Kindly

5. "I hate to say this, but Eleanor's performance at work is ……. me some concern," said the manager.

   a) making
   b) causing
   c) leading

6. "Did any of the points we'd discussed actually ……. up at the department meeting?" asked Julia.

   a) bring
   b) clear
   c) come

7. An 'eye-catcher' is an advertising ……. which means something that immediately attracts your attention.

   a) term
   b) mark
   c) note

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Reading Part 4a

Read the text and the questions. Choose the correct answer for each question.

Sue Irons, photographer

Sue Irons has her own business, working as a photographer. Most of her work is in companies. For example, she might photograph a company's very important client. Last month she took photos of an employee who worked for a finance company for 50 years. She did such a good job that the company have asked her to photograph their party next summer.

She puts the photographs she's taken on a client area on her website. She says which photographs she thinks are the best, or the company can decide which they prefer. This is the part of the job she likes best.

Recently, a large international book publisher called THP built a new head office in Sue's town over two years. Sue took pictures of the office as they built it. She also took photos during the first week inside the completed building. Later she showed all her pictures in the company.

Sue also does 'portrait' photographs – of people's faces – in her studio at home. Employees from the companies she visits often want pictures of themselves or family members; these photos are popular as birthday presents.

Last spring, two workers at THP got married and asked Sarah to take their wedding photographs. This is quite unusual work for Sarah, but they chose her because she's well-known in their company. If Sarah has to advertise as a wedding photographer, it's very expensive. So Sarah was happy to do this job for a lower fee.

1. Sue worked for a finance company and took photos of

    a) an important customer.
    b) the company party.
    c) a member of staff.

2. What part of her work does Sarah enjoy most?

    a) taking pictures for company websites
    b) giving advice about which photos to select
    c) explaining what she does to customers

3. Sue took photos of a new building

    a) at many different times.
    b) in another country.
    c) for a book she is making.

4. For her 'portrait' pictures Sue

    a) prefers to photograph people at work.
    b) works from her own house.
    c) likes to photograph whole families.

5. Recently, Sarah did some wedding photography

    a) because her advertisement was so good.
    b) when her close friends got married.
    c) and offered the couple a discount.

Reading Part 4b

Read the text and the questions. Choose the correct answer for each question.

Ashya at the reception desk

I'm a receptionist at the headquarters of a large international charity. I work front-of-house, which means that I'm the first person everyone sees when they come in the building. I used to work in a hospital department, so then I had other responsibilities, like keeping patient information, and doing office jobs when I wasn't busy. But now, I welcome guests, clients and other visitors. I give out visitor passes and check employee identification. I make sure everyone knows exactly where to go to in the building. I have to watch whatever goes on and if necessary call security. I deal with general enquiries from the public and with lost property. I don't have to answer outside calls – we have a switchboard for that.

In a way, therefore, I'm the face of the company! It's me who affects how a visitor feels about the place from the beginning. Many people don't realise just how big this role is. I have to be positive, helpful and friendly, while at the same time being efficient and professional.

I think I'm useful to the company. In my last performance review, my line manager told me that in most companies, individuals are hired for their technology skills, or their communication skills and also how well organised they are. Then he pointed out that receptionists require all of these skills, and that I've shown I've got them and more.

I have to be able to look at a situation quickly and know what to do. For example, if a really important client is visiting, but the manager they're supposed to meet is running late, I have to take control. I might begin a conversation with the client, offer them a drink, or attempt to provide help to the manager who's delayed.

1. As part of her job, Ashya has to

    a) take phone calls from the public.
    b) keep information about clients.
    c) direct each visitor to the right place.

2. What is Ashya saying about her role in the second paragraph?

    a) It's more important than it may seem.
    b) It can be hard to explain to people.
    c) It's impossible to do it perfectly.

3. Ashya says that her line manager

    a) is glad she intends to stay with the company.
    b) thinks it's time that she taught her skills to others.
    c) respects the wide range of abilities she has.

4. Ashya describes a situation where she

    a) listens to the complaints of a client.
    b) has to take action in solving a problem.
    c) corrects the mistake of a member of staff.

5. What is Ashya telling us in this text?

    a) her opinions about her company
    b) the facts and details of her job
    c) how to become a receptionist