City&
Guilds

NB   Read out the text which is not in italics. Read at normal speed making it sound as much like spoken English (rather than English which is read aloud) as possible.

Part one, part one.
You will hear eight sentences twice. Choose the **best reply** to each sentence. Look at the example. *(15 seconds.)* If you hear 'What's the matter? You look very pale, What's the matter? You look very pale' the best reply is (c). Put a circle round the letter of the **best reply**.

Number one. Number one.   *(6 seconds)*

It's important this document doesn't fall into the wrong hands.
It's important this document doesn't fall into the wrong hands.   *(10 seconds)*

Number two. Number two.   *(6 seconds)*

Half the time he doesn't turn up at all.
Half the time he doesn't turn up at all.   *(10 seconds)*

Number three. Number three.   *(6 seconds)*

Mr Smith insists that we keep everything above board.
Mr Smith insists that we keep everything above board.   *(10 seconds)*

Number four. Number four.   *(6 seconds)*

What do you think **you're** doing?
What do you think **you're** doing?   *(10 seconds)*

Number five. Number five.   *(6 seconds)*

What's got into **you**?
What's got into **you**?   *(10 seconds)*

Number six. Number six.   *(6 seconds)*

There's nothing to choose between them.
There's nothing to choose between them.   *(10 seconds)*

Number seven. Number seven.   *(6 seconds)*

I'm afraid it's out of the question.
I'm afraid it's out of the question.   *(10 seconds)*

Number eight. Number eight.   *(6 seconds)*

I really think that comment is uncalled for, John.
I really think that comment is uncalled for, John.   *(10 seconds)*

That is the end of Part One.

Part two, part two.
You will hear three conversations. Listen to the conversations and answer the questions below. Put a circle round the letter of the correct answer. You will hear each conversation twice. Look at the questions for Conversation One. *(10 seconds.)*

Conversation One

M:	Oh hallo, I've got an appointment with Brendan Miles at your Southgate branch on Thursday, but I can't make it. I'd like to reschedule.
F:	Yes sir, I need to take you through our security check. First, I need your name and account number.
M:	John Sillet, 06644897. *[slightly exasperated]* Do I really need to go through security checks for this? It's not as if I'm trying to get hold of personal information or anything. I just want to…
F:	I'm sorry Mr Sillet, but we have to do security checks on all callers. I'll need your date of birth and your mother's maiden name.
M:	OK. *[trying to sound reasonable]* This really is a bit pointless. My date of birth is the thirtieth of…
F:	Oh, I'm sorry Mr Sillet, but the system's gone down. I'm afraid you'll have to call back later.
M:	*[gives a resigned sigh]*
F:	I know it's inconvenient but…
M:	Yes I know, you're only doing your job. I'll call back. *[puts phone down]* Urghh! Technology!

(Wait 10 seconds before repeating.)

(10 seconds.)

Now, look at the questions for Conversation Two. *(10 seconds.)*

Conversation Two

M:	Sue, I'm getting really fed up with Jim. He seems to think he can just come in here and do what he likes. We've all got jobs to do, you know. He expects us to drop everything and do what **he** wants us to do.
F:	Oh I shouldn't worry if I were you, Bob. That's just Jim. You learn how to take him with a pinch of salt. He's OK really.
M:	Well, I don't like the way he pulls rank. If you tell him you're really busy with something he starts going on about company priorities.
F:	Yes but really, he's not doing it out of spite. He's just anxious to get things done, that's all. He's pretty vital to the company at the end of the day. You'd notice if he wasn't around.
M:	Yeah, I suppose you're right. He certainly keeps everyone on their toes, that's for sure, but he just needs to make sure he doesn't upset people.

(Wait 10 seconds before repeating.)

(10 seconds.)

Now, look at the questions for Conversation Three. *(10 seconds.)*

Conversation Three

M:	Oh hi. I'm terribly sorry to bother you but I've broken down and I don't have my mobile with me. Could I possibly make a call, get someone down here?
F:	*[reluctantly]* Well yes I suppose… *[thinking better of it]* I tell you what. Can you give me the number you want to ring and I'll do it for you. It's just I'm not very keen on allowing people in if I don't know them.
M:	Yes of course, I completely understand. If you could phone the number on this card and quote the membership number.
F:	OK. If you don't mind waiting out there for a moment?
M:	No, that's fine. You'll need the make and reg too. I've written it down for you here. My name's on the card.
F:	OK, Mr erm *[gets name from card]* Gerrard, I'll be two minutes. Don't go away.
M:	That's very good of you.

(Wait 10 seconds before repeating.)

(10 seconds.)

That is the end of Part Two.

Part three, part three.
Listen to the lecture about the future of architecture and complete the notes. Write **short** answers (1-5 words). An example is done for you. At the end of the lecture you will have two minutes to read through and check your answers. You will hear the lecture twice.

You have one minute to look at the notes below. *(1 minute.)*

[beep]

Will architecture always need us?

In a recent article entitled, 'Why the future doesn't need us', Sun Microsystems founder, Bill Joy, argues that emerging technologies threaten to spiral out of control and endanger humanity. As we slip deeper into dependence on machines, he says, we will rely on them to make every decision for us, and existence without them might become impossible. Eventually, the machines themselves may decide that existence with us is unnecessary. What will happen then?

Not everyone agrees with Joy's fatalistic view. The possibility of computers eliminating the human race seems to be the stuff of science fiction, but nanotechnology offers exciting and disquieting possibilities. These new technologies have already begun to redefine daily life at an astounding rate.

Experts anticipate that within the next few decades, large-scale buildings could be fabricated using microscopic robots called assemblers, which would join to make a cybernetic glue, able to assume any shape and size. This revolutionary technique would eliminate traditional constraints of design and construction, and enable standard-size pieces of wood or bricks, steel shapes, nails and screws, to be replaced by microscopic parts. Form, texture, colour, and strength would be defined at the cellular level. Orthogonal geometry, demanded for efficiency by standard frame construction, could disappear altogether.

This is not science fiction; nanoscience is quickly becoming reality. Everything we make will become better, faster, stronger, smaller, and cheaper. For architects, nanoconstruction could finally accommodate the restless search for new forms, allowing varieties never even imagined. We will be able to construct anything we imagine through computer programming by simply entering only a few parameters and requirements.

But in our love affair with technology, we often forget to question its use. All great buildings are a marriage of technique and purpose, but in much recent architecture, technique overshadows purpose. If the task of architecture is to create exotic forms, eventually we may find that our tools will overtake us in this ability. But if our aim is to provide meaningful, humane places, we must be vigilant in pursuing this goal, or future architecture may not need us.

(Wait 10 seconds before repeating.)

(10 seconds)

You will now have two minutes to read through and check your answers.

(2 minutes.)

[beep]

That is the end of Part Three.

Part Four, Part Four.
Listen to the conversation and answer the questions. Put a circle round the letter of the correct answer. An example is done for you. You will hear the conversation twice.

You have two minutes to read through the questions below. *(2 minutes)*
(beep)

M:	Well Margaret, you've seen the figures. We're just about keeping afloat but I'm very concerned about the number of projects that come in over budget.
F:	Yes, Brian, we've had a great year in terms of customer satisfaction, and the business is expanding, but it comes at a cost. Some of those numbers are mind-boggling. It seems that some of the project managers are simply not pulling their weight.
M:	Yes I know it looks like that, but I can't see it myself. I can't think of one who has not put in a good year's work, apart from Mike perhaps, but he's a specific issue we need to talk about another time.
F:	Yes, poor Mike. He has a real problem. Anyway…
M:	Mmmm…
F:	I really don't know what to do to improve the company situation. At the moment we're alright but you never know what's around the corner. If there's a sudden downturn in the sector, our small profit margin could become a deficit and then we'd be in trouble, we're just not big enough nor established enough to weather the storm if that were to happen.
M:	I've actually been considering a bonus scheme for the project managers.
F:	A bonus scheme! How do you square that with the profit margins?
M:	Hold on, hold on. What's been the biggest problem with the company this year? Quality of work? No, the customers are generally happy. Staff? They all seem to be happy here. Project managers? They're mainly good people. But they need incentives. I looked into the issues surrounding a company like ours with regard to the effect of bonus schemes on profit margins. There's a company in the States I read about. They had the same problem, great quality of work, high level of customer satisfaction, good workforce, but consistent overspend on projects. Management worked on the idea of bonus payments for project managers and it was a huge success.
F:	Were they in the same sector as us? Renovation and remodelling of properties?
M:	Yes. The idea was to focus on actual job costs, rewarding project managers for each job they completed on budget. They just said, 'Make the numbers and get 1.5% of the job's estimated costs'.
F:	And what was the result?
M:	Well, profitability rose almost immediately. The previous year, job overruns had exceeded $130,000 for the company. That deficit was replaced with a $13,000 surplus, even after paying thousands more in bonuses. Most of the project managers were suddenly making lots of extra money while benefitting the company.
F:	Mmmm. I can see the point. And it's not particularly risky. If they don't come in on or under budget, then there's no bonus, if they do, then we're only giving them some of the money we would have lost on the overspend. I can see the advantages, and it would create enormous incentives. *(continued)*

M: Well, going back to this company again, some of the projects were so under budget, the company turned their finances around completely, even though they were paying loads of money in bonus payments, and of course there were a lot of happy project managers around.

F: I guess quality would improve as well. Project managers would do a better job because they know it's going to affect their bottom line if they have to go back and redo something. It's a sort of control at grass-roots level. Rather than us managing from the office, the project managers themselves would have to make sure everything was as it should be on the ground. I'm beginning to like this.

M: OK, let's not get carried away. The idea needs a lot of fine-tuning, and the key is to make sure that estimates are carefully controlled and realistic from the beginning, but I'm ready to give it a go.

F: Yes, I'll call a meeting as soon as possible and float the idea to the managers. Now, what are we going to do about Mike? *[fade]*

(Wait 10 seconds before repeating.)

(10 seconds.)

That is the end of Part Four.

You now have 2 hours 40 minutes to complete the rest of the paper.