

# ANGLAIS

LANGUE ÉTRANGÈRE

SÉRIE

2

## COMPRÉHENSION AUDITIVE - SCRIPT

### PART 1

- Listen to a telephone conversation.
- Fill in the missing information below using a word, numbers or letters.
- You will hear the recording twice.
- You now have time to read the questions.

Man: Hello, Ben Jones here from Blue Rope Software. I'd like to come and show you some of our company's new software products we've just developed. Last time I came I met Matilda North. Could I arrange to see her again?

Receptionist: I'm sorry but Ms North no longer works here. You'd need to see Peter Hawksbury. I'm Tina, his secretary.

Man: Thanks, Tina. And how do you spell his name?

Receptionist: It's H – A – W – K – S – B – U – R – Y. Peter Hawksbury. He's out today, but I could arrange an appointment.

Man: Thanks. What about August the fourth, when I'll be in your area?

Receptionist: OK. ... Oh, I'm afraid he's actually fully booked on that day. Would the day after suit you?

Man: OK. Shall we say ten o'clock? We'd need about an hour.

Receptionist: Um..., let's make it eleven thirty. That way you could have lunch together after your meeting here, in our new cafeteria.

Man: That sounds great.

Receptionist: How will you get to our premises?

Man: Last time I came by train and then by bus, but it really took me ages. This time, I'll come by car.

Receptionist: Could you let me know your registration number, and I'll book you a free car parking space.

Man: Sure. It's Q – E – one – oh – two – six – A – J.

Receptionist: OK. I've got it. And could I have your phone number to confirm the meeting?

Man: Well, as I am often out of the office, I think it's better if you contact my PA, Sarah Baker, oh no, Sarah Grey, she's just got married, I keep forgetting. You can reach her on oh one three seven six three two double eight.

Receptionist: Thanks. And what shall I say to Peter, have you got anything special to show him at the meeting?

Man: Yes, of course. Tell him that it is about some new mailing software. It's called VISION twenty twenty. It is very simple to use and has a lot of great new features, such as...  
(fade away...)

*Now listen again.*

Délai de libération : Cette série d'examen ne doit pas être utilisée comme exercice avant le  
**1<sup>er</sup> janvier 2017.**

**PART 2**

- You will hear five recordings.
- For each recording, decide which delivery problem the speaker is talking about.
- Write one letter (A-H) next to the number of the speaker.
- There is only one correct answer per speaker.
- There are three extra answers you do not need to use.
- You will hear the recordings twice.
- You now have time to read the questions.

**Speaker 1:**

I'm a store manager in a chain that sells stationery. We order goods, packed in small amounts, ready to go straight onto the shelves of the stores. For example, pens usually come in boxes of ten. But in the latest delivery, we received the right number of pens, but in boxes of a thousand! It took a long time to sort them out.

**Speaker 2:**

Once I needed to replace our office chairs, so I compared products in several brochures, chose the best-looking model and ordered ten units. Well, we had to wait twenty-eight days for delivery, and when they finally arrived, we found out that the quality of the chairs didn't match the description at all. We sent them back, and had a lot of trouble with the manufacturer.

**Speaker 3:**

I'm responsible for centralised ordering for a multi-site organisation and it's amazing how often supplies get confused. Of course we double check the paperwork before sending it, but even so, things happen like the time kitchen equipment arrived at the head office instead of at one of the branches.

**Speaker 4:**

I run my own beauty salon and my orders are in quite small quantities compared with the big chains. But I still expect my suppliers to provide a high level of service. And with all the packaging that's available these days, it should be easy enough to ensure consignments are properly protected, but I've had to return goods because shampoo bottles have sometimes arrived broken.

**Speaker 5:**

We're a small printing firm, so of course we need regular supplies of ink and paper. Usually, we sign a contract with a supplier for a full year, and they send the same quantity each month, unless we phone to change it. Well, one year we didn't renew the contract. However, they kept sending us our usual supplies.

*Now listen again.*

**PART 3**

- Listen to two colleagues talking together.
- For each question, choose one answer A, B or C.
- There is only one correct answer per question.
- You will hear the recording twice.
- You now have time to read the questions.

Alice: I can't believe it!

Paul: Me either, what a shock!

Alice: I knew the company had problems but not to this extent!

Paul: Yes, I had imagined salary cuts or some kind of measures, but this!

Alice: Look Paul, we just have to face it, we have both been put on unemployment for economic reasons, together with four other people in our department. Maybe they will announce other restrictions next month. We must start thinking about reinventing ourselves some way.

Paul: Reinventing ourselves? You can, you are only thirty-five years old but I am fifty-five, I won't find another comparable job at my age!

Alice: Don't say that, not only do you have degrees, but unlike me, you have a lot of experience. I have only been in the company for one year.

Paul: I don't even know if I will find the energy to look for something else. I never expected this. What will my wife say!

Alice: She might even be glad. She is always saying that you work too much. Look, let's take one day at a time. First of all, we were promised some financial compensation which will help us for the following months. We'll just have to start organising our lives differently.

Paul: You have your professional future in front of you, I don't.

Alice: Don't be so negative.

Paul: I never thought they would fire me. With all the years I have put into this company.

Alice: I understand the way you feel but you must be more positive.

Paul: You know, Alice, I am so disgusted by the system that I feel more inclined to open my own little company than going round offering my services that nobody wants.

Alice: What do you mean?

Paul: Well, I could open a kind of consultancy firm and give advice to companies on a freelance basis. It would give me more free time and still keep me active. I don't **feel** old!

Alice: I think that is a great idea. That's the spirit!

Paul: I could even ask two or three other colleagues from other departments to join me.

Alice: Who were you thinking of?

Paul: Well, colleagues from other departments, like Martha from accounts. She is over forty and might be the next one to go and Kevin, our overseas expert. He has expressed his worries, too.

Alice: Well, I think you should give it a try. If I don't find anything soon I might even apply myself!

Paul: At your age, you will certainly find a better-paid job. I won't have great salaries to offer.

Alice: Do you have any premises you could use?

Paul: Yes, our house has a second floor that we rent but I could take it back and use it as my office. It is quite large. I have to talk to my wife about all this. I don't know how she will take it.

Alice: Paul, you know how much your wife loves travelling. Now if you have more time, you will be able to travel with her.

Paul: Yes, I know. Well, look Alice! Let's go home and think about it over the weekend. On Monday I might have a clearer idea of my future.

Alice: Yes, I shall start looking on the internet to see if there are any interesting equivalent positions. I don't want to be without work, even for a month, I can't afford it with my mortgage and all my expenses. Besides, my boyfriend is unemployed.

Paul: Right. See you on Monday then.

Alice: OK. Bye for now.

*Now listen again.*