

USE OF ENGLISH AS-LEVEL SECTION A
LISTENING TEST
Question-Answer Book

(18% of the subject mark)

INSTRUCTIONS

1. Write your Candidate Number in the spaces provided on Page 1.
2. Stick barcode labels in the spaces provided on Pages 1, 3 and 5.
3. Answer **ALL** questions.
4. Write your answers in the spaces provided in this Question-Answer book, **IN PENCIL**. Do not write in the margins.
5. This test is in three parts. In all three parts you are required to write your answers as you listen.
6. You are reminded that all examination materials will be played **ONCE** only.
7. Supplementary answer sheets will be supplied on request. Write your Candidate Number and stick a barcode label on each sheet, then fasten them with string **INSIDE** this Question-Answer Book.

Please stick the barcode label here.

Candidate Number									
------------------	--	--	--	--	--	--	--	--	--

	Marker's Use Only		Examiner's Use Only	
	Marker No.		Examiner No.	
Part 1				
Part 2				
Part 3				
Total				

	1st Appeals Marker Only		2nd Appeals Marker Only	
	Marker No.		Marker No.	
Part 1				
Part 2				
Part 3				
Total				

Checker's Use Only		
Checker No.		
Part 1		
Part 2		
Part 3		
Total		

INTRODUCTION

Situation

You are a new employee of a hotel group managed by an American company. Recently, a hotel run by the same company in another part of the world was the target of a terrorist attack. In order to educate the staff about safety and security, the company organized a Terrorist Awareness session at the group's hotel in Hong Kong.

Senior Security Advisors Sue Lee and David Perrins conducted the session and it was recorded by one of your colleagues. You should take notes and do various tasks in the Session Materials Booklet while listening to the recording.

Part 1

In this part, you will hear the advisors give some general information about terrorist awareness.

You will now have two and a half minutes to familiarize yourself with the note-headings for Part 1.

At the end of Part 1, you will have two and a half minutes to tidy up your answers.

Part 2

In this part, you will hear the advisors play three taped conversations which include suspicious behaviour.

You will now have two minutes to familiarize yourself with the note-headings for Part 2.

At the end of Part 2, you will have two minutes to tidy up your answers.

Part 3

In this part, you will hear the advisors talking about possible signs of terrorism outside the hotel.

You will now have two minutes to familiarize yourself with the note-headings for Part 3.

At the end of Part 3, you will have 10 minutes to tidy up your answers for the whole paper.

READ THE INSTRUCTIONS AND NOTE-HEADINGS CAREFULLY

Please stick the barcode label here.

Session Materials Booklet

Part 1

General awareness

(6 marks)

Marker's
Use Only

Marker's
Use Only

1. Which newspaper headline is referred to? *Tick the correct box.*

A

B

C

D

Holiday bus crash kills 8	Tourism minister attacked for funding failure	<i>Hotel bomb blast kills holidaymakers</i>	Saudis lose hands as punishment for terrorist acts
--------------------------------------	--	--	---

2. The aims of the session:

- (a) _____
- (b) _____
- (c) _____
- (d) _____

3. *Write the staff security motto:*

Marks

Marks

Please stick the barcode label here.

Marker's
Use Only

(6 marks)

Marker's
Use Only

20

20

21

21

22

22

23

23

8. Photo restrictions:

- (a) _____
- (b) _____
- (c) _____
- (d) _____

9. Areas of the hotel open to terrorist attacks:

<p><i>Put numbers from 1 to 5 to indicate the level of security.</i></p> <p><i>1 = the most secure</i> <i>5 = the least secure</i></p>	
Inside	
Guest rooms	
Lifts/elevators	2
Restaurants	
Lobby	
Business centre	

<p><i>Put numbers from 1 to 5 to indicate the level of security.</i></p> <p><i>1 = the most secure</i> <i>5 = the least secure</i></p>	
Outside	
Pool area	
Gardens	1
Service entrance	
Car park	
Drop-off area	

24 25

24 25

Marks

Marks

Marker's Use Only

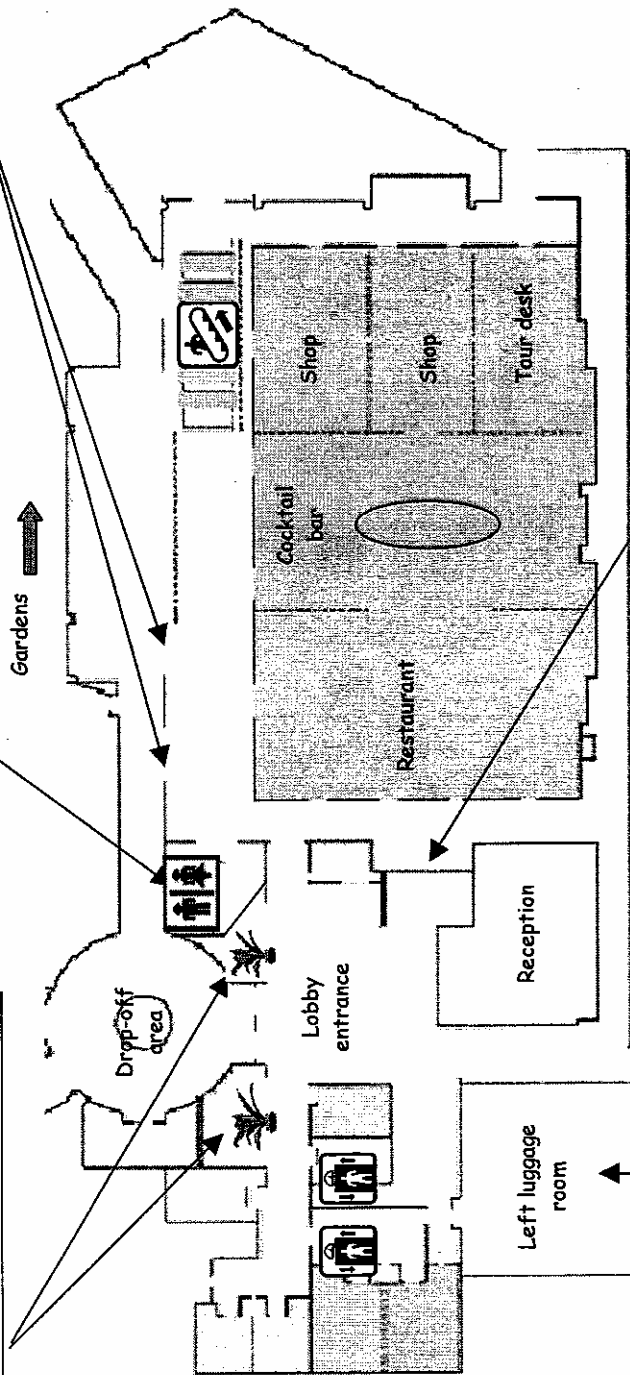
26
27
28
29
30
31

(10 marks)

Problem	
Action	

Problem	
Action	

Problem	
Action	



32
33
34
35

Problem	
Action	

Problem	
Action	

Problem	
Action	

Marks
Total Marks for Part 1

END OF PART 1

Problem	
Action	

Marks
Total Marks for Part 1

10. Security-related hotel building renovations:

Marker's Use Only

26
27
28
29
30
31

32
33
34
35

Part 2

(17 marks)

Marker's Use Only

Marker Use Only

Awareness of guest behaviour

11. Conversations:

36

36

Conversation 1

Location: _____

How the guest sounds:

37

37

confused

apathetic

nervous

impatient

What the hotel staff member says/does

What the guest says/does

38 39

38 39



40 41

40 41



42 43

42 43



44 45

44 45



46

46

Conversation 2

Location: _____

How the guest sounds:

47

47

confused

apathetic

nervous

impatient

What the hotel staff member says/does

What the guest says/does

48 49

48 49



50 51

50 51



52

52

gives him a free travel pack



--	--

Marks

--	--

Marks

Marker's Use Only

(9 marks)

Marker's Use Only

53

Conversation 3

Location: _____

53

How the guest sounds:

54

confused

apathetic

54

nervous

impatient

What the hotel staff member says/does

What the guest says/does

55 56



55 56

57 58



57 58

Further details of customer's suspicious behaviour in Conversation 3:

59

(a)

59

60

(b)

60

61

(c)

61

Marks

Marks

END OF PART 2

Total Marks for Part 2

Total Marks for Part 2

Part 3

(15 marks)

Awareness of activity outside the hotel

Marker's
Use Only

Marker's
Use Only

12. The aspects of Hong Kong that make it advantageous or disadvantageous *to terrorists in vehicles*:
Tick the correct boxes.

	Advantageous to terrorists in vehicles	Disadvantageous to terrorists in vehicles
Hotels are often close to the road.	✓	
Hong Kong streets are crowded and busy.		
Parking spaces are limited.		
The police usually move people on.		
Many Hong Kong streets are narrow.		
Other drivers get angry.		
Hong Kong hotels do not have security checkpoints.		
Valet parking is common.		

62

62

63

63

64

64

65

65

66

66

67

67

68

68

13. Details that should be noted regarding a suspicious vehicle:

69

69

70

70

71

71

72

72

14. Further signs that should be looked for:

73

73

74

74

75

75

76

76

--	--

Marks

--	--

Marks

Marker's
Use Only

77

78

79

80

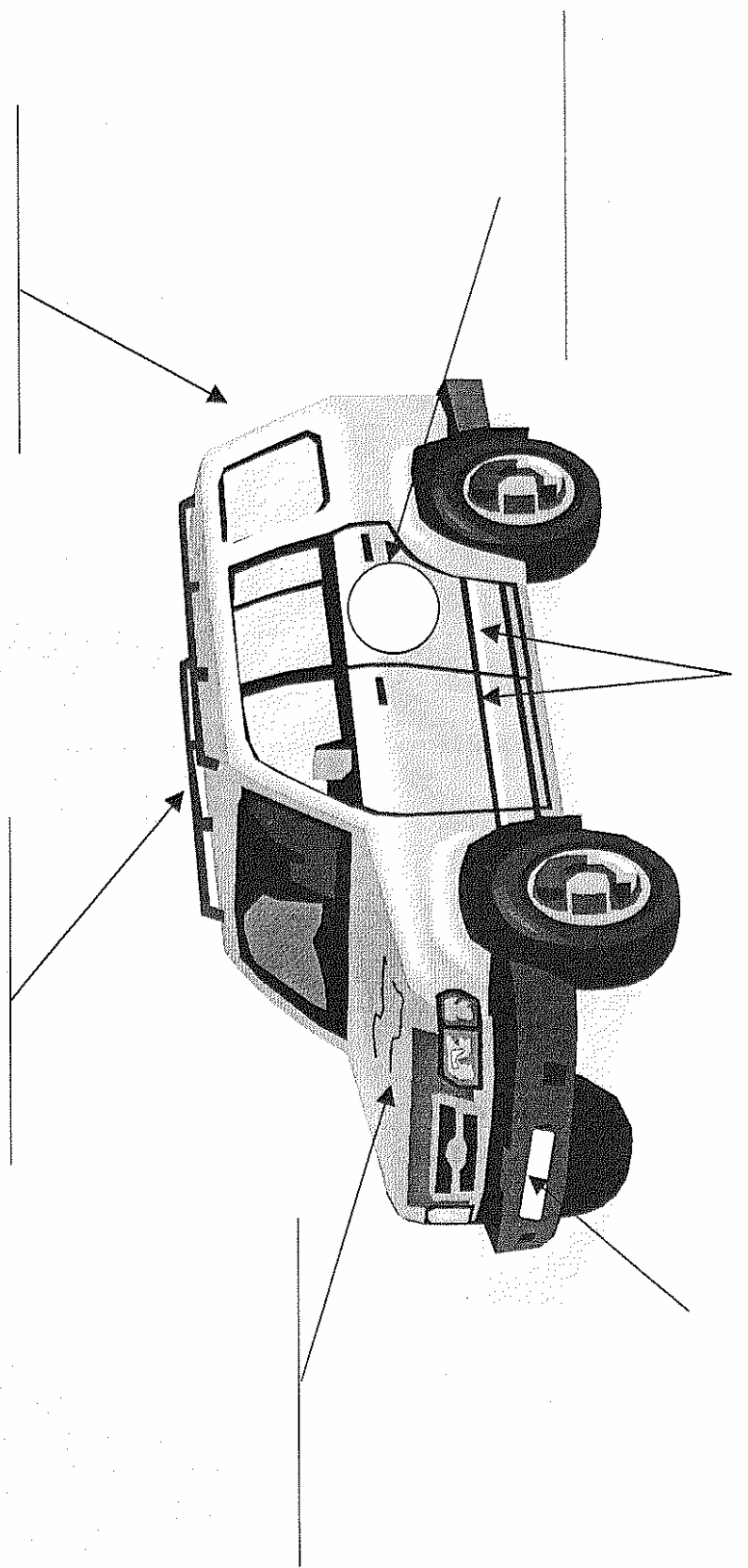
81

82

83

15. Physical details of vehicles to be noted:

(7 marks)



--	--

Marks

--	--

Marks

Marker's
Use Only

77

78

79

80

81

82

83

Marker's Use Only		Marker's Use Only
84	16. Passengers' suspicious activities: (a) _____ (b) _____ (c) _____	84
85		85
86		86
<i>(9 marks)</i>		
87 88	17. How to behave when observing suspicious activity:	87 88
89 90	Don't	89 90
91 92	Do	91 92
91 92		91 92

	Marks
--	-------

	Total Marks for Part 3
--	------------------------

	Marks
--	-------

	Total Marks for Part 3
--	------------------------

END OF TEST