

SECTION 1

Questions 1-3

Complete the notes below.

Write **ONE WORD AND/OR A NUMBER** for each answer.

Complaint to the airport

<i>Example</i>	<i>Answer</i>
Name:	<i>Jack Dawson</i>
Address:	1 Road, Exeter
Postcode:	2
Telephone:	work: 3 home: 798662

Questions 4-6

Choose the correct letter, **A**, **B** or **C**.

4 What aspect of the flight does the man complain about?

- A** punctuality
- B** legroom
- C** temperature

5 What does the man think about the food served during the flight?

- A** It is not enough to eat.
- B** It is expensive.
- C** It has a bad taste.

6 What does the man think of the service of the staff?

- A** satisfied
- B** long wait
- C** bad attitude

Questions 7-10

Complete the sentences below.

Write **NO MORE THAN TWO WORDS** for each answer.

The man felt satisfied with **7**..... because it was quick.

During the flight, **8**..... facilities helped him distract from other poor quality of the service.

As a gift, a 20% discount on the **9**..... fees will be offered.

The flight company also offers the man a **10**..... worth £20.

SECTION 2

Questions 11-16

What is customers' attitude towards the following services?

*Write the correct letter, **A**, **B** or **C**, next to questions 11-16.*

- A** They are very interested.
- B** They might be less interested.
- C** They are not interested.

- 11** a free gift
- 12** a driver for an extra fee
- 13** a package service
- 14** updated car models
- 15** a discount
- 16** a new branch company

Questions 17-20

Choose the correct letter, **A**, **B** or **C**.

- 17** What is the problem of the public transport?
- A** Traffic jams
 - B** Pedestrian safety
 - C** Low efficiency
- 18** According to the speaker, what is true about the transportation?
- A** Buses are easy to find.
 - B** Taxis are punctual.
 - C** Airplanes are unaffordable.
- 19** According to the speaker, what is true about the bus?
- A** Passengers occasionally spend more than half an hour waiting for it.
 - B** It is sometimes overcrowded.
 - C** It is often dirty.
- 20** What is the existing situation about the price of bus tickets?
- A** It is fluctuating severely.
 - B** It is declining.
 - C** It needs to be increased.

SECTION 3

Questions 21-25

Choose the correct letter, **A**, **B** or **C**.

- 21** What was the most difficult problem when the company was founded?
- A** No clear objectives
 - B** No formal structures
 - C** No perfect premises
- 22** What is the staff unsatisfied with?
- A** The type of work
 - B** The work assignment
 - C** The feeling of appreciation
- 23** What was the problem of the manager?
- A** He had a lot of tasks to do.
 - B** He employed too many people and let them go then.
 - C** He always made decisions by himself.
- 24** What does the staff think of the new manager of the company?
- A** They are delighted to see that the meeting time is shorter.
 - B** They feel annoyed toward him.
 - C** They are amazed that he has done it well.
- 25** What achievement has the organisation made already?
- A** Children were involved in painting the entrance area.
 - B** There was no particular achievement.
 - C** It built a local primary school.

Questions 26-30

Complete the summary below.

Write **NO MORE THAN THREE WORDS** for each answer.

Major Problems of a Company

Since the company opened, there have been many problems with employment, but there is no **26**..... He needs to find a venue for financial training. It is very hard to run an organisation and the **27**..... is of great importance to staying organised. To enhance the organisation skills, there is a section on **28**..... in the library where some valuable books can be found. In addition, the library contains some useful resources, such as a collection of documentaries on personal organisation, the literature on **29**....., and the articles on the **30**.....

SECTION 4

Questions 31-40

Complete the notes below.

Write **NO MORE THAN TWO WORDS** for each answer.

CLIMATE AND ARCHITECTURE

- Cases and examples are from practice conducted in **31**..... as well as rural areas.

Acid rain

- The chemicals have devastating effects on the architecture.
- The government try to reduce the negative effects.
- Funds have been received from a **32**.....
- **33**..... experience lower levels of acid in damaging pollutants.
- In recent years, Alter Project focuses on the buildings made of **34**.....

Pollution

- One of the main sources of pollution is from the construction industry.
- **35**..... is used to reduce pollution in Sky Tower.
- Construction is affected by the increased **36**..... in winter.
- Humidity affects the **37**..... buildings whose grain can be condensed by moisture from the air.

Building & Technology

- Ground conditions can be a problem when the density of the **38**..... is wrong.
- Architects can now monitor the **39**..... of buildings.
- The government should make **40**..... for the architects.