SECTION 1

Questions 1-4

Complete the form below.

Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer.

Product Incident Report

Example	***Answer***
Product:	*rice cooker*
Model Number:	**1**.....
Price of the Product:	£ **2**.....
Name of the Branch:	**3**.....
Problem:	**4**.....

Questions 5-10

Complete the form below.

Write **NO MORE THAN THREE WORDS AND/OR A NUMBER** for each answer.

CUSTOMER'S INFORMATION DETAILS

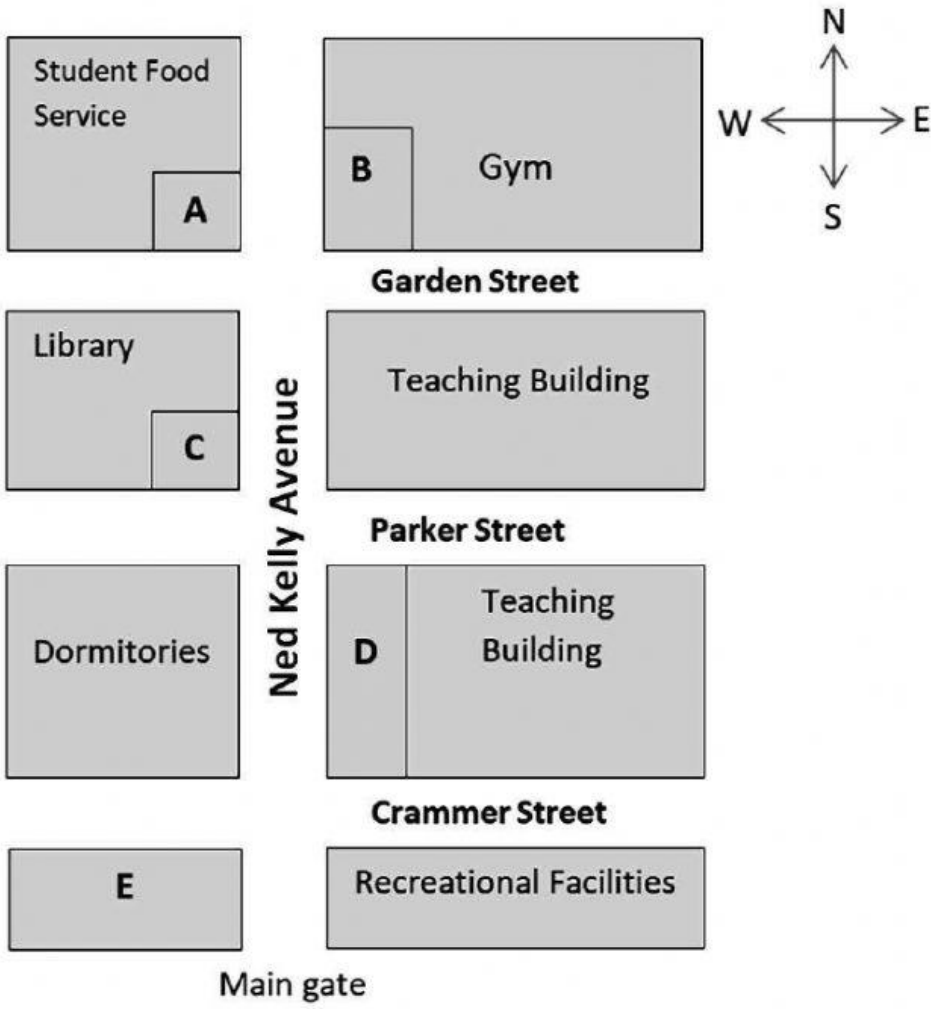
Name:	Herbert Hewitt
Address:	**5**.....
Postcode:	**6**.....
Method of payment:	**7**.....
Card's Expiry Date:	**8**.....
Method of Compensation:	**9**.....
Shopping Frequency:	**10**.....

LIVEWORKSHEETS

SECTION 2

Questions 11-15

*Listen to the directions and match the places in questions **11-15** to the appropriate place among **A-E** on the map.*



11 Student Centre

12 Health Centre

13 Internet Unit1

14 Complaint Office

15 Cafe

LIVEWORKSHEETS

Questions 16-20

Complete the sentences below.

Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer.

Students in a room don't need to share a **16**..... with ones in other rooms.

Everyone has to write down his name on the **17**.....

All the students use a **18**..... to enter the dorm's front door.

If you want to wash your clothes, go to the laundry room which is located in the **19**.....

The dormitory closes at **20**..... every night.

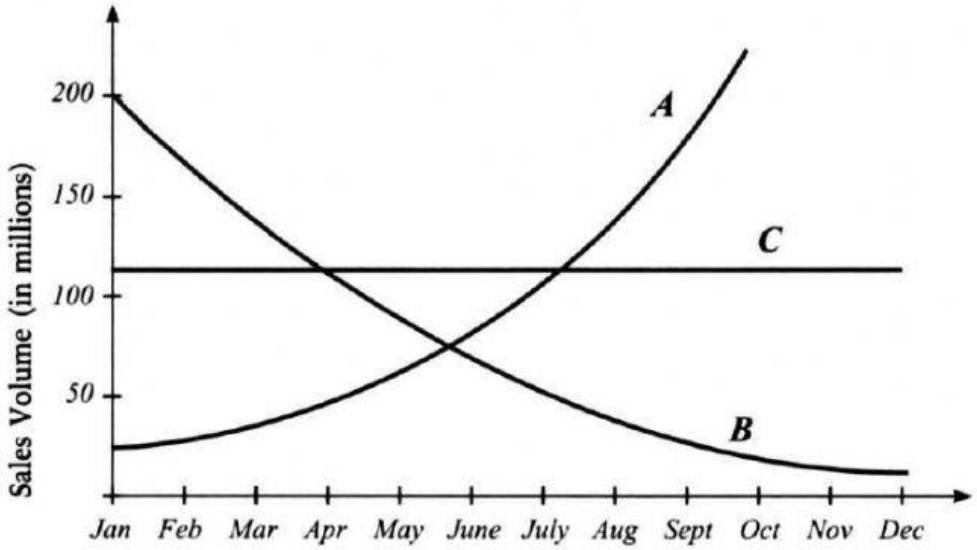
LIVEWORKSHEETS

SECTION 3

Questions 21-22

*Choose the correct letters, **A-C**, and write each next to questions **21** and **22**.*

According to Betty, which lines describe the sales of both **cheese and oil** in **New Zealand** and **Colombia**?



21 .....

22 .....

Questions 23-24

*Write the correct letters, **A-E**, next to questions **23-24**.*

Which **TWO** of the following are sales strategies for chocolate in Italy and Germany?

A Locate near a children's school

B Change the location of the product on shelves

C Give a free gift

D Make it the cheapest brand

E Make Schmutzig the second cheapest brand

LIVEWORKSHEETS

Questions 25-30

Complete the table below.

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

Research plan

Betty is interested in how **25**..... affects the sales of cosmetics and **26**.....

Bruce is going to be concerned with how **27**..... may impact on sales

of cookies and the relationships among **28**....., **29**....., and sales.

The professor advised the students to bear in mind the extensions of **30**.....

LIVEWORKSHEETS

SECTION 4

Questions 31-37

Complete the table below.

Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer.

Talking about the history of bikes

Years/Time	Feature	Advantage	Disadvantage
1830s	wooden wheels covered with metal	need **31**..... than walking	quite **32**.....
33.....	Chain and sprocket are **34**.....	easier and **35**..... ride	harder to balance
1880s	use **36**.....	more comfortable	The faster you go, the more you feel every bump.
1890s	equal-sized wheels	**37**.....	dangerous before brakes appeared

Questions 38-40

*Choose **THREE** letters, **A-F**, and write them next to questions **38-40**.*

The invention of different gears on a bicycle affected which **THREE** of the following?

A Wheel size

B Balance

C Rate of speed

D The back wheel

E Safety

F Downhill travel

LIVEWORKSHEETS