

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

<i>Example</i>	<i>Answer</i>
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.

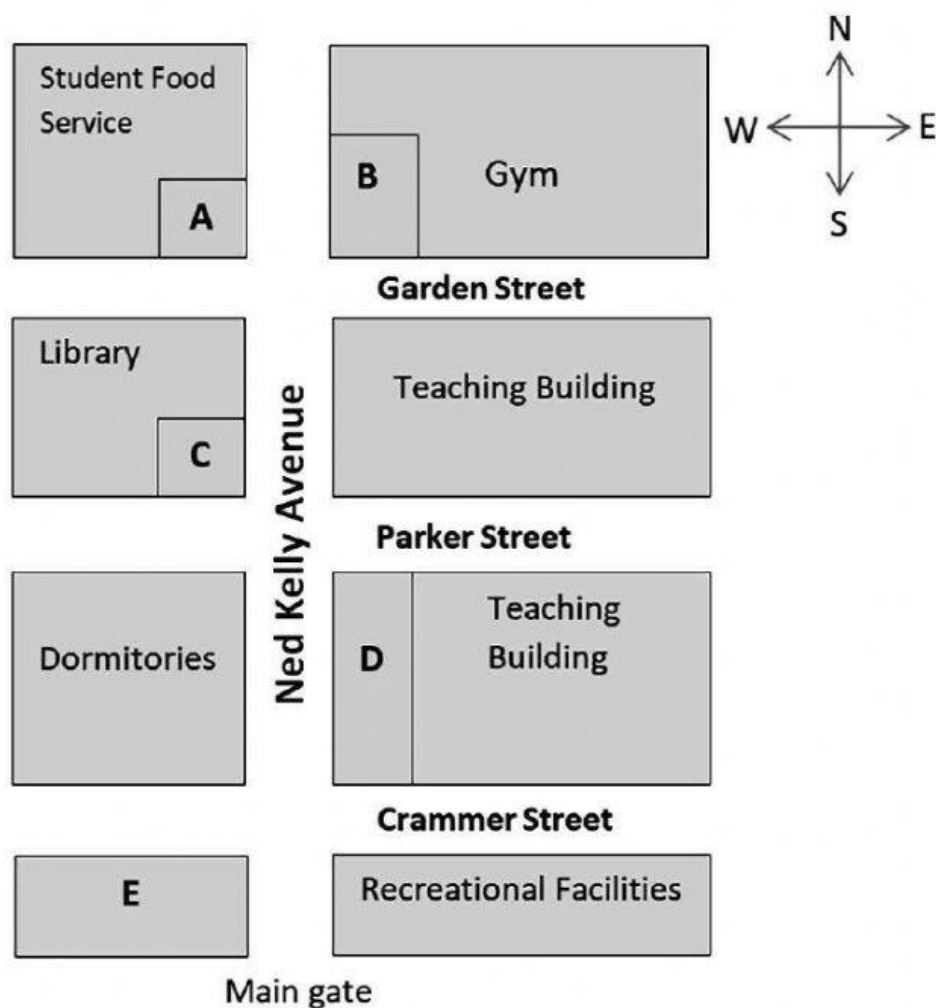
CUSTOMER'S INFORMATION DETAILS

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

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

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**.....

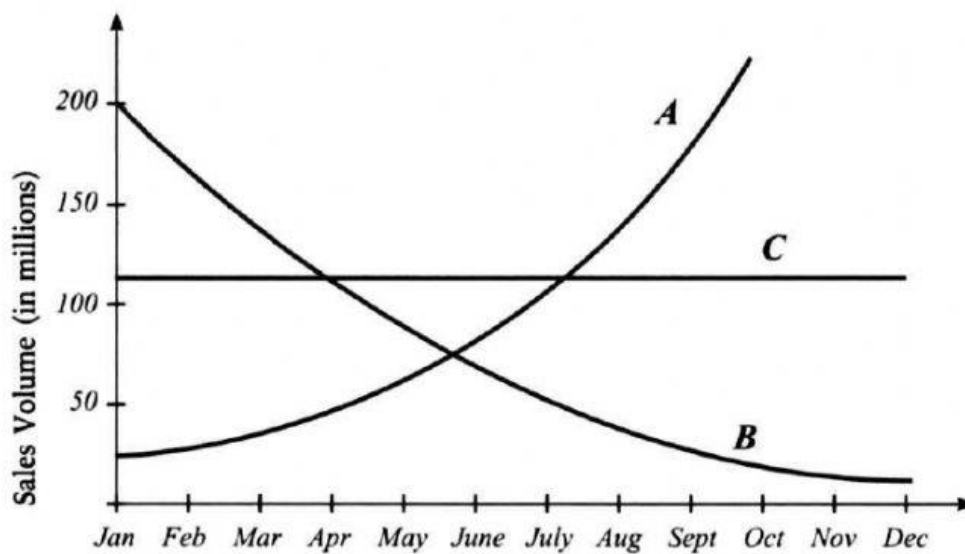
The dormitory closes at **20**..... every night.

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

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**.....

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