

**PART 1**

**Questions 1 – 10**

Questions 1 – 4

Complete the form below.

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

| HOMECARE CLEANING AGENCY |                                                                                                                                                                                                     |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| House Details            |                                                                                                                                                                                                     |
| Customer referred by:    | friend                                                                                                                                                                                              |
| Location:                | in the 1 .....                                                                                                                                                                                      |
| Type of cleaning:        | regular                                                                                                                                                                                             |
| Rooms:                   | <ul style="list-style-type: none"><li>• two 2 ..... bedrooms<br/>(third bedroom used as 3 ..... )</li><li>• kitchen/diner</li><li>• 4 .....</li><li>• family room</li><li>• two bathrooms</li></ul> |

Questions 5 – 7

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

**5** Which extra service does the agency agree to provide?

- A** changing the bed linen
- B** washing the windows
- C** cleaning the fridge

6 What will be cleaned more thoroughly every three months?

- A the children's room
- B the carpet
- C the bathroom

7 The woman would like the cleaners to

- A do the washing.
- B iron the clothes.
- C put the clothes away.

Questions 8 – 10

Complete the form below.

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

| REAL<br>IELTS<br>EXAMS   |                                        |
|--------------------------|----------------------------------------|
| HOMECARE CLEANING AGENCY |                                        |
| Customer Details         |                                        |
| Name:                    | Rose Kelly                             |
| Address:                 | 48 8 ..... Road<br>Mount Eden<br>..... |
| Day of job:              | 9 .....                                |
| Time:                    | 9.30 am.                               |
| Cost per hour:           | \$25                                   |
| Maximum length of job:   | 10 .....                               |