SECTION 1

Questions 1 – 10

Complete the notes below.

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

FAMILY EXCURSIONS

Cruise on a lake

Example

- Travel on an old .....*steamship*.....

- Can take photos of the **1**..... that surround the lake

Farm visit

- Children can help feed the sheep
- Visit can include a 40-minute ride on a **2**.....
- Visitors can walk in the farm's **3**..... by the lake
- **4**..... is available at extra cost

Cycling trips

- Cyclists explore the Back Road
- A **5**..... is provided
- Only suitable for cyclists who have some **6**.....
  - Bikes can be hired from **7**..... (near the Cruise Ship Terminal)
- Cyclists need:
  - a repair kit
  - food and drink
  - a **8**..... (can be hired)
- There are no **9**..... or accommodation in the area

Cost

- Total cost for whole family of cruise and farm visit: **10** $.....

SECTION 2

LIVEWORKSHEETS

Questions 11 – 14

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

Talk to new kitchen assistants

11 According to the manager, what do most people like about the job of kitchen assistant?

A the variety of work

B the friendly atmosphere

C the opportunities for promotion

12 The manager is concerned about some of the new staff's

A jewellery.

B hair styles.

C shoes.

13 The manager says that the day is likely to be busy for kitchen staff because

A it is a public holiday.

B the head chef is absent.

C the restaurant is almost fully booked.

14 Only kitchen staff who are 18 or older are allowed to use

A the waste disposal unit.

B the electric mixer.

C the meat slicer.

Questions 15 and 16

*Choose **TWO** letters, **A-E**.*

According to the manager, which **TWO** things can make the job of kitchen assistant stressful?

A They have to follow orders immediately.

B The kitchen gets very hot.

C They may not be able to take a break.

D They have to do overtime.

E The work is physically demanding.

Questions 17 – 20

What is the responsibility of each of the following restaurant staff?

*Choose **FOUR** answers from the box and write the correct letter, **A-F**, next to Questions 17-20*

Responsibilities

LIVEWORKSHEETS

A training courses

B food stocks

C first aid

D breakages

E staff discounts

F timetables

Restaurant staff

17 Joy Parkins .....

18 David Field .....

19 Dexter Wills .....

20 Mike Smith .....

SECTION 3

Questions 21 – 23

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

Paper on Public Libraries

21 What will be the main topic of Trudie and Stewart's paper?

A how public library services are organised in different countries

B how changes in society are reflected in public libraries

C how the funding of public libraries has changed

22 They agree that one disadvantage of free digitalised books is that

A they may take a long time to read.

B they can be difficult to read.

C they are generally old.

23 Stewart expect that in the future libraries will

A maintain their traditional function.

B become centres for local communities.

C no longer contain any books.

Questions 24 – 30

Complete the notes below.

Write **ONE WORD ONLY** for each answer.

LIVEWORKSHEETS

Study of local library: possible questions

- whether it has a **24**…….. of its own
- its policy regarding noise of various kinds
- how it's affected by laws regarding all aspects of **25**……
- how the design needs to take the **26**……. of customers into account
- what **27**…….. is required in case of accidents
- why a famous person's **28**…… is located in the library
- whether it has a **29**…… of local organisations
- how it's different from a library in a **30**……

SECTION 4

Questions 31 – 40

Complete the notes below.

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

Four business values

Many business values can result in **31**…… .

Senior managers need to understand and deal with the potential **32**…… that may result.

Collaboration

During a training course, the speaker was in a team that had to build a **33**……. .

Other teams experienced **34**…….. from trying to collaborate.

The speaker's team won because they reduced collaboration.

Sales of a **35**…….. were poor because of collaboration.

Industriousness

Hard work may be a bad use of various company **36**……. .

The word 'lazy' in this context refers to people who avoid doing tasks that are **37**…… .

Creativity

An advertising campaign for a **38**…….. was memorable but failed to boost sales.

Creativity should be used as a response to a particular **39**……. .

Excellence

According to one study, on average, pioneers had a **40**…… that was far higher than that of followers.

Companies that always aim at excellence may miss opportunities.

LIVEWORKSHEETS