

<https://www.youtube.com/watch?v=e-oKyo7qXy8>

## 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 Questions 11–20

### 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

**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 21–30

### 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 expects 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.

#### 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.

**Listen to the song and fill each blank with NO MORE THAN FOUR WORDS.**

<https://www.youtube.com/watch?v=kUrOzGL41Xo>

### SEASONS IN THE SUN

Goodbye to you, (1) .....

But we've known each other since we were (2) .....

Together, we've (3) .....

Learned of love and ABC's

Skinned (4) ..... and skinned (5) .....

Goodbye, my friend, it's hard to die

When all the birds are singing in the sky

Now that spring is in the air

(6) .....

Think of me and I'll be there

*\* We had joy, we had fun, we had seasons in the sun*

*But the hills that we climbed were just seasons out of time*

Goodbye, papa, please pray for me

I was (7) ..... of the family

You tried to teach me (8) .....

Too much wine and too much song

Wonder (9) .....

Goodbye, papa, it's hard to die

When all the birds are singing in the sky

Now that the spring is in the air (10) .....

When you see them, I'll be there

*\*\* We had joy, we had fun, we had seasons in the sun*

*But the wine and the song like the seasons have all gone*

*We had joy, we had fun, we had seasons in the sun*

*But the wine and the song like the seasons have all gone*

Yeah, yeah, yeah

Goodbye, Michelle, my little one

(11) ..... and helped me (12) .....

And every time that (13) .....

You would always come around

And (14) ..... on the ground

Goodbye, Michelle, it's hard to die

When all the birds are singing in the sky

Now that the spring is in the air

(15) .....

I wish that we could both be there

**REPEAT \* & \*\***