

Part 5

For questions 62–74, read the following memorandum and use the information in it to complete the numbered gaps in the leaflet on page 23. The words you need **do not** occur in the memorandum. **Use no more than two words for each gap.** The exercise begins with an example (0).

Example:

0	<i>no charge</i>	0
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MEMORANDUM

To: Jane Smith – Marketing Manager
From: Karen Jones – Information Officer
Subject: School Visits

Please can you make sure that all the following points are included in the information. First of all, it's worth mentioning that teachers don't have to pay if they want to have a look round Antley House before taking their class there. Also, they get 20% off when they take a group of more than 15.

Most of what's in the house is more than 200 years old and worth a lot of money, so visitors aren't allowed to do the following:

- (1) Touch anything on show – lots of things would break easily.
- (2) Take their own pictures – there are postcards they can buy.
- (3) Take in big bags – they'll have to hand them in at the security desk as they go in. There have been some cases of people unintentionally knocking things over and breaking them.
- (4) Try to open blinds – it's meant to be quite dark in there so that the furniture doesn't get damaged. This shouldn't spoil their visit!

Explain that we have to have these rules to stop the house from being damaged.

LEAFLET

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Antley House – Advice for school parties

Teachers are urged to make a preliminary visit, for which there is (0), prior to arranging a school visit. There are (62) rates for groups of 15 or more.

Many of the contents of Antley House (63) the 17th century. Therefore, owing to the (64) nature of the furniture and ornaments on display in this property, there are certain things which visitors are (65) doing.

As many exhibits are extremely (66), visitors are asked to refrain from touching or handling anything. We regret that no (67) is allowed by visitors inside the historic house. However, postcards are (68) Visitors will be asked (69) large items at the security desk, (70) Antley House. This is to stop furniture and ornaments from being (71) damaged. We therefore advise school parties not to bring bags with them. Blinds are used in most rooms (72) the furniture from fading caused (73) Please do not open them.

These measures are considered (74) for the safekeeping of Antley House.

Part 5

For questions **62–74**, read the following note from a Directors' meeting and use the information in it to complete the numbered gaps in the memorandum on page 49. The words you need **do not** occur in the note. **Use no more than two words for each gap.** The exercise begins with an example (0).

Example:

0	inform you	0
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NOTE

Tim

Could you circulate a memo to all staff to let them know that we made up our minds at the Directors' meeting last week to have the office done up? We've now hired a firm to do the work and they're probably going to begin on the 14th. They reckon they'll probably need three weeks to do the job – life will be difficult, but there's no way we can get round this. While it's going on, the staff will have to work as normal. Tell them we're sorry if this causes them any trouble but we hope that it'll put them out as little as possible. Also say we'll be very glad of their co-operation and point out that when the work is finished, we are absolutely sure that the office environment will be much more pleasant. Oh, and mention that between now and then, if there are any colours they'd especially like, they should feel free to tell us.

MEMORANDUM

To: All Staff

From: Tim Trout – Assistant to the Directors

I am writing to (0) of the (62) taken at the Directors' meeting last week to (63) the offices. A firm has been contracted to carry out this work, with the 14th May as the expected (64) They have (65) that the work will take three weeks – this will involve some disruption, which I am afraid is totally (66) While the work is in (67) all departments will continue to operate normally. The Directors would like to (68) any problems that may be caused and hope that there will be only the (69) inconvenience to you. They would greatly (70) your co-operation in this matter and they have no (71) that, on completion of the work, you will all be pleased to work in much more attractive (72) In the meantime, should you have any particular (73) regarding colours, please do not (74) put them forward.

Part 5

For questions 62–74, read the following leaflet and use the information in it to complete the numbered gaps in the letter on page 75. The words you need **do not** occur in the leaflet. **Use no more than two words for each gap.** The exercise begins with an example (0).

Example:

0	<i>staying there</i>	0
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HOTEL INFORMATION LEAFLET

HOTEL SERVICES

- Car parking is available for residents but the hotel will not be liable in respect of loss or damage to any vehicle. Car keys should be deposited at Reception for safekeeping.
- Messages will be delivered to your room, or in your absence, kept at Reception until your return. All incoming post will be handled in the same way.
- Facsimile messages may be sent via Reception. The cost of these will be added to your bill.
- Light refreshments can be ordered through the 24-hour Room Service.
- If you wish to make use of the laundry service, please deposit items in the bag provided in your room and they will be returned the following day.
- Guests are reminded to vacate their rooms by 11 am on the day of their departure. Should you require assistance with your luggage, please dial '0' for a porter, who can also arrange storage if necessary.
- If you wish to settle the bill by personal cheque, it must be supported by a cheque guarantee card.
- Invoices can only be sent to companies if an agreement has been made in writing a minimum of seven days prior to arrival.

LETTER

Dear Julie

Thanks for your letter. You wanted to know about the hotel I stayed in when I was in London last month.

Anyone (60) can park in the hotel car park. However, the hotel won't accept (62) if anything happens to your car. It's best to (63) your keys in Reception. They are very organised – the Reception Staff will take messages that come for you if you're (64) It's the same for (65) which arrive for you. You can send faxes, but that service is (66) If you get (67) at any time, you can ring Room Service. If you want any of your (68) put them into the laundry bag in your room and you'll (69) back the following day.

You have to get out of your room by 11 am on the day that (70) You can ring the porter if you want help with your (71) and he can also arrange storage for them.

Remember, they won't take cheques (72) have a cheque guarantee card. If your company's (73) , make sure they write and arrange it at least (74) before you arrive.

I hope everything goes well.

With best wishes

Jane

Part 5

For questions **62–74**, read the following letter from a Head of Department and use the information in it to complete the numbered gaps in the letter to a friend on page **101**. The words you need **do not** occur in the letter from the Head of Department. **Use no more than two words for each gap**. The exercise begins with an example (0).

Example:

0	<i>change</i>	0
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LETTER FROM HEAD OF DEPARTMENT

Thank you for your letter regarding your wish to transfer to another course. I am pleased that you have informed me at this early stage of your concerns, but am of the opinion that you should allow yourself more time. In my experience new students often suffer from homesickness, but this disappears within a short period. I advise you to continue on the same programme for another two weeks and at the same time make an appointment to see your personal tutor to discuss matters in detail.

Should you finally decide to apply for a new programme, acceptance is conditional not only on whether there is a vacancy on the course of your choice, but also on whether you meet the course entry requirements.

Finally, I would say that once a decision is made you should take prompt action by first obtaining a letter of approval from your personal tutor. Making such a transfer should present no difficulties provided that it is made during the first term.