

I. LISTENING

Questions 1–10

Questions 1–2

Complete the notes below.

Write **NO MORE THAN ONE WORD** for each answer.

Advice on plumbers and decorators

Example

Make sure the company is : *local*.

Don't call a plumber during the **1**

Look at trade website: **2** *www.com*

Questions 3–10

Complete the table below.

Write **NO MORE THAN ONE WORD** for each answer.

Name	Positive points	Negative points
Peake's Plumbing	- Pleasant and friendly - Give 3 information - Good quality work	Always 4
John Damerol Plumbing Services	5 than other companies - Reliable	- Not very polite - Tends to be 6
Simonson Plasterers	Able to do lots of different 7	More 8 than other companies
H.L. Plastering	- Reliable. - Also able to do 9	Prefers not to use long 10

Questions 11–20

Questions 11–15

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

Museum work placement

- 11** On Monday, what will be the students' working day?
- A** 9.00 a.m. – 5.00 p.m.
 - B** 8.45 a.m. – 5.00 p.m.
 - C** 9.00 a.m. – 4.45 p.m.
- 12** While working in the museum, students are encouraged to wear
- A** formal clothing such as a suit.
 - B** a cap with the museum logo.
 - C** their own casual clothes.
- 13** If students are ill or going to be late, they must inform
- A** the museum receptionist.
 - B** their museum supervisor.
 - C** their school placement tutor.
- 14** The most popular task whilst on work placement is usually
- A** making presentations in local primary schools.
 - B** talking to elderly people in care homes.
 - C** conducting workshops in the museum.
- 15** The best form of preparation before starting their work placement is to read
- A** the history of the museum on the website.
 - B** the museum regulations and safety guidance.
 - C** notes made by previous work placement students.

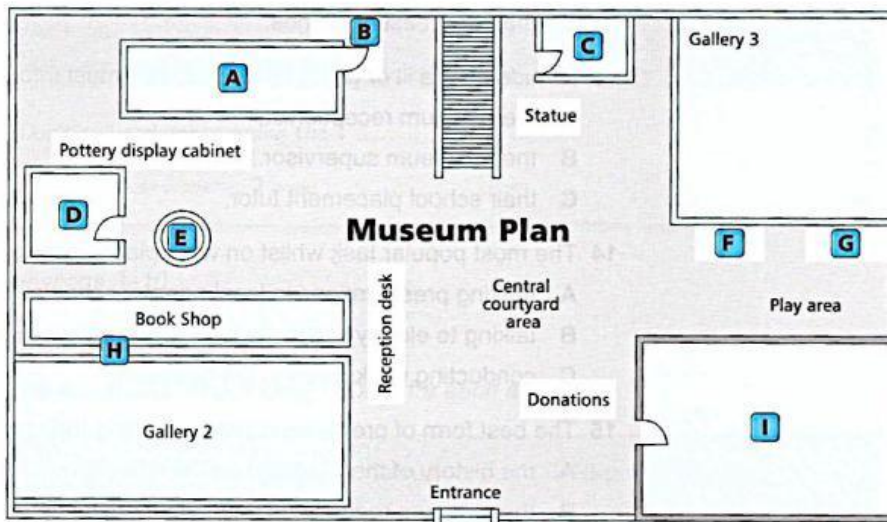
Questions 16–20

Label the plan below.

Write the correct letter, **A–I**, next to questions 16–20

Where in the museum are the following places?

- 16 Sign-in office
- 17 Gallery 1
- 18 Key box
- 19 Kitchen area
- 20 Staff noticeboard



Questions 21–30

Questions 21–26

What is the tutor's opinion of the following company projects?

Choose **FIVE** answers from the box, and write the correct letter, **A–H**, next to questions 21–26.

Tutor's opinion

- A** It would be very rewarding for the student.
- B** It is too ambitious.
- C** It would be difficult to evaluate.
- D** It wouldn't be sufficiently challenging.
- E** It would involve extra costs.
- F** It is beyond the student's current ability.
- G** It is already being done by another student.
- H** It would probably have the greatest impact on the company.

Company projects

- 21** Customer database
- 22** Online sales catalogue
- 23** Payroll
- 24** Stock inventory
- 25** Internal security
- 26** Customer services

Questions 27–30

Questions 27–28

Choose **TWO** letters, **A–E**.

Which **TWO** problems do Sam and the tutor identify concerning group assignments?

- A** Personal relationships.
- B** Cultural differences.
- C** Division of labour.
- D** Group leadership.
- E** Group size.

Questions 29–30

Choose **TWO** letters, **A–E**.

Which **TWO** problems does Sam identify concerning the lecturers?

- A Punctuality.
- B Organisation.
- C Accessibility.
- D Helpfulness.
- E Teaching materials.

Questions 31–40

Questions 31–40

Complete the notes below.

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

The Tawny Owl

Most **31** owl species in UK

Strongly nocturnal

Habitat

Mainly lives in **32**, but can also be seen in urban areas, e.g. parks.

Adaptations:

- Short wings and **33**, for navigation
- Brown and **34** feathers, for camouflage
- Large eyes (more effective than those of **35**), for good night vision
- Very good spatial **36**, for predicting where prey might be found
- Excellent **37**, for locating prey from a perch

• Diet

Main food is small mammals.

Owls in urban areas eat more **38**

Survival

Two thirds of young owls die within a **39**

Owls don't disperse over long distances.

Owls seem to dislike flying over large areas of **40**