

## SECTION 1: HOMECARE CLEANING AGENCY

### (Questions 1-10)

#### Questions 1-4

Complete the form below

Write NO MORE THAN TWO WORDS for each answer.

Customers referred by: friend

Location: in the 1.....

Type of cleaning: regular

Rooms:

- (two) 2..... bedrooms
- third bedroom used as 3.....
- kitchen/diner
- 4.....
- family room
- two bathrooms

#### Questions 5-7

Choose the correct answer.

5 Which extra service does 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.

Name: Rose Kelly

Address: 48 8 Road, Mount Eden

Day of job: 9.....

Time: 9:00 am

Cost per hour: \$25

Maximum length of job: 10.....

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## SECTION 2: Museum tour (Questions 11-20)

#### Questions 11-16

Choose the correct answer.

11 What does the tour guide advise the visitors to do in the museum today?

- A. see the most popular exhibits first

- B. pay a brief visit to each gallery
- C. go to the photography gallery last
- 12 The museum was designed by William Craven, who also designed
  - A. a textile factory
  - B. a town hall
  - C. a railway station
- 13 The museum won an award for the preservation of the
  - A. staircase
  - B. floor
  - C. windows
- 14 Most of the money for the project came from
  - A. the public
  - B. the government
  - C. local business
- 15 Over the next five years, the museum will invest mainly in
  - A. restoring existing collections.
  - B. developing educational programmes.
  - C. purchasing new objects for display.
- 16 Visitors who are interested in learning more about the exhibits should
  - A. visit the museum's website
  - B. read the leaflet on display
  - C. attend the monthly lectures

### Questions 17-20

What information does the guide give about each of the following collections?  
Choose FOUR correct answers, A-F, next to questions 17-20.

| Collections                          | Information                                     |
|--------------------------------------|-------------------------------------------------|
| 18th-century paintings:<br><b>17</b> | <b>A</b> has been shown in different museums    |
| Farnley collection:<br><b>18</b>     | <b>B</b> consist of work by a local resident    |
| Kitchen appliances:<br><b>19</b>     | <b>C</b> has exhibits from various countries    |
| Fashion gallery:<br><b>20</b>        | <b>D</b> in only on temporary display           |
|                                      | <b>E</b> shows things that are no longer common |
|                                      | <b>F</b> is on loan from foreign museum         |

## SECTION 3: Analysis methods (Questions 21-30)

### Questions 21-25

What are the characteristics of the following analysis methods?  
Choose FIVE correct letters, A-G, next to questions 21-25.

| Analysis methods | Characteristics                                  |
|------------------|--------------------------------------------------|
| PEST: 21         | A It will save a lot of business time and effort |
| Drill Down: 22   | B It is visualized                               |
| PMI: 23          | C It does not fit our company                    |
| Pareto: 24       | D It will take too long                          |
| SWOT: 25         | E It is easy to use                              |
|                  | F It is difficult to apply                       |
|                  | G It is suitable to almost all sized companies   |

### Questions 26-30

Choose the correct answer.

- 26 What does Frances consider as the best strength of the company?  
 A. reputation  
 B. experienced employees  
 C. management
- 27 What factor did Sam overlook for the future growth of the company?  
 A. seek for cheaper suppliers  
 B. set up an overseas office  
 C. compete with major competitors
- 28 Which of the following can be the threat to a company?  
 A. increasing competition  
 B. outdated technology  
 C. new legislation
- 29 What has Sam learned from the research?  
 A. using better tools  
 B. cost of a success business  
 C. gap between reality and theory
- 30 What is the professor's suggestion for the report?  
 A. give a final determination  
 B. reorganize a clear structure  
 C. add more detailed information

## SECTION 4: Employment Survey on Graduates (Questions 31-40)

### Questions 31-40

Complete the notes below

Write NO MORE THAN TWO WORDS for each answer.

#### Overview

- Interviews from which subject: **31**.....
- Two research methods: email questionnaires and **32**.....

#### Findings

- 32% of students tended to acquire another **33**.....
- only 4% were unemployed

- most of students work in the **34**..... sector
- majority are happy with: **35**.....

Feedback

Useful skills learned in college:

- working as a **36**..... member
- personal organization
- **37**..... ability

**Useless skills:**

- **38**..... (lack of training)
- advice on **39**..... (unnecessary)
- advice on finding a **40**..... (not enough)