

SECTION 1

Read the text and answer questions 1–10

Questions 1–10

Complete the form below.

Write ONE WORD AND/OR NUMBER for each answer.

Superior Home Appliances – Customer Complaint Form

Example

Type of appliance: fridge

Name: Jessica Brown

Tel: 5823 2210

Under warranty: yes

Model type: a 1..... mount

Model number: S 654 391 X

Colour: 2.....

Date of purchase: 3.....

Problems: · the 4..... in the fridge sounded

· freezer temperature is 5degrees

· main fridge not working.

Nearest service centre: Ken's Appliances (near the 6.....)

Comments:

· customer needs the fridge to store food for her
7..... shop

· value of food in fridge.....: \$ 8

To do: · get the 9..... to call her today

· replace damaged 10.....

SECTION 2

Read the text and answer questions 11–20

Questions 11–14

Choose the correct answer.

11 People who act as hosts for Connections

- A. are given a little money.
- B. do not receive payment.
- C. can apply for expenses.

12 Connections is for people from other countries who

- A. have difficulty making friends.
- B. are looking for temporary work.
- C. can offer language support.

13 According to the speaker, what can a guest expect to do during their stay?

- A. cook food for their host family
- B. explain their own family traditions.
- C. discuss matters of personal interest.

14 According to the speaker, a long-term benefit of the Connections scheme could be

- A. an increased understanding between cultures.
- B. a programme of weekly visits.
- C. more involvement from people of different communities.

Questions 15–20

Complete the flow – chart below.

Choose SIX correct answers, A – H, next to questions 15 – 20.

A. Acknowledgement

B. Decision

C. Identity

D. An interview

E. Legal status

F. Records

G. Rejection

H. Vetting

To apply to *Connections* as a guest

The applicant makes an initial phone call to the 15..... department.



The applicant sends in a reference to confirm his/her 16..... .



Following approval, an application form is emailed to the applicant.



The applicant returns the completed form with two photographs (one for 17.....and one for the family).



The applicant receives 18..... within seven days.



The applicant has 19..... with a staff member.



The applicant receives a final 20..... in writing.

SECTION 3

Read the text and answer questions 21–30

Questions 21–25

Choose the correct answer.

Climate change and allergies

21 Why is Beth unconvinced that allergies are linked to vitamin D deficiency?

- A.because people's diets have improved since the 1950s
- B.because most people get enough vitamin D
- C.because the evidence only applies in Britain

22 Eliot explains that rising CO2 levels

- A.will mean distribution of pollen over a wider area.
- B.are having less impact on pollen than milder winters.
- C.are responsible for higher quantities of pollen.

23 What does Beth say about seasonal changes?

- A.There is no clear short-term trend for the arrival of spring.
- B.In general, spring is likely to continue arriving early.
- C.Springs are becoming milder and longer.

24 What point is made about the plant ragweed?

- A.it is spreading to more countries.
- B.it is the most widespread cause of allergies globally.
- C.it causes the most severe type of allergy.

25 Why is tree pollen a more serious problem in cities?

- A.Trees produce more pollen there.
- B.There is less to absorb the tree pollen.
- C.There is not enough control over tree-planting.

Questions 26–30

What comment is made about the seasonal changes in pollen in each of the following European countries?

Choose FIVE correct answers, A – G, next to question 26 – 30.

Seasonal changes in pollen.

European countries

26.Australia

27.France

28.The Netherlands

29.Switzerland

30.UK

A greatest change recorded for oak pollen

B changes identified for two pollen types only

C a longer season for grass pollen

D earlier start dates for all pollen types

E significant change in start date of birch pollen

F little difference in start dates

G information only available for birch pollen

SECTION 4

Read the text and answer questions 31–40

Questions 31–40

Complete the notes below.

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

Saffron

Saffron: a spice which comes from the crocus flower

Cultivation and production

Harvested in October

Number of stigmas needed for 50 grams: **31**.....

Method of preservation: **32**.....

Taste and aroma: like honey

Forms in which sold: as whole stigmas and as a **33**.....

Uses of saffron today

To colour and flavour food in many countries especially for making

34dishes

In medicine

- as a drug in treatment of problems affecting the **35**.....
- experiments with rats as protection from exposure to some types of **36**.....

History of saffron use

Ancient Crete as a dye for **37**.....

Roman Empire

- in oil used for the production of **38**.....
- as a **39**..... in public baths

Persia (Iran) as a dye used in the making of **40**.....