SECTION 1

Read the text and answer questions 1–10

Questions 1–10

Complete the form below.

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

Car Servicing

Example

Customer name: **Ian Croft**

Cars details

Registration number: 1 …….

Make and model: Vida (4-door saloon)

Date of manufacture: 2001

Number of miles 2 …….

Problems

- needs two new 3 ……..
- the inside 4 …….. needs fixing
- one passage seat 5 …… is stuck
- the 6 ……. needs replacing
- the 7 …… brakes of the car need attention
- needs a spare 8 ……

Service arrangements

Date/Time: Tuesday 5 October 8.00 a.m.

Courtesy car? 9 …… Yes, preferably

Customer details

Address: 361 College Road, Norwich

Phone: 10 …….

LIVEWORKSHEETS

SECTION 2

Read the text and answer questions 11–20

Questions 11–15

Choose the correct answer.

11 Why David Laws leading the meeting instead of Penny Williams today?

A Penny Williams is not well recently
B David Laws is the director now
C The meeting will be postponed

12 What does David say has been a problem with guest speaker talks?

A expensive tickets
B lack of publicity
C inconvenient time

13 What did the man say about break-in at library?

A the building was destroyed to some damage
B some valuable items were stolen
C the thieves had a good preparation

14 Why they want to make an extension of the library?

A it has no renovation since founded
B it need to double the number of computers
C increased number of visiting people

15 The investment from the city council will be deployed for

A extra staff recruitment
B buy more computers
C improve the lighting

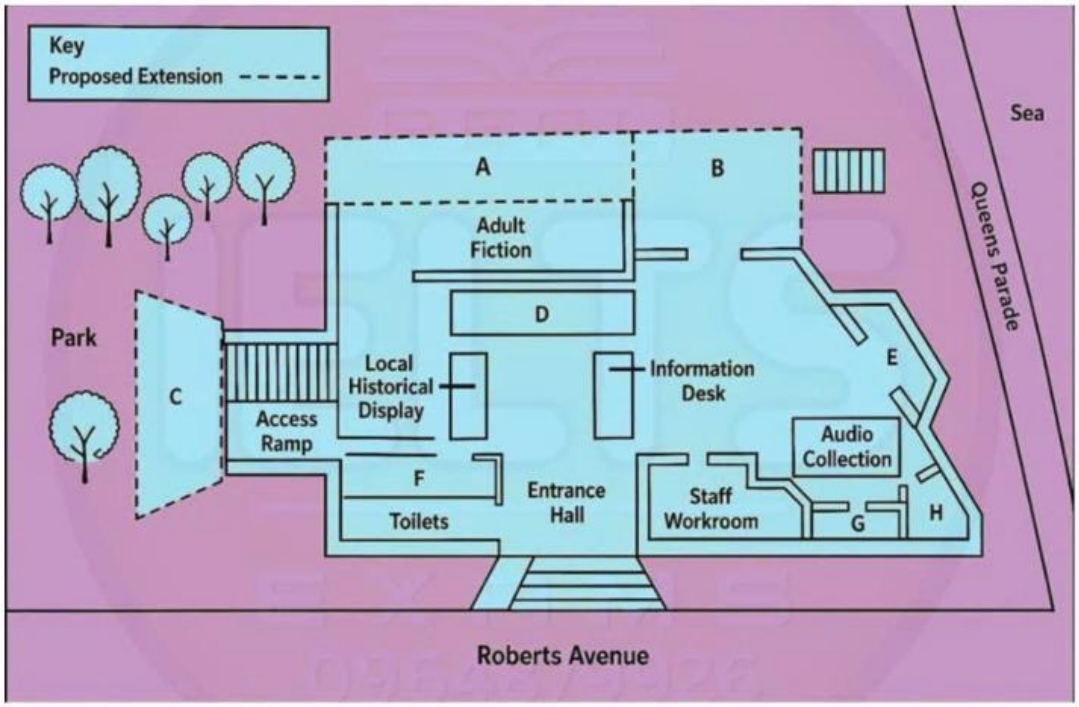
LIVEWORKSHEETS

Questions 16–20

Label the map below

Choose **FIVE** correct letters from the map, **A-H**, next to the questions **16-20**.

Rosedale Library



A	B	C	D	E	F	G	H
16 Children's room							
17 Community room							
18 Café							
19 Academic study room							
20 Multimedia room							

LIVEWORKSHEETS