

## 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 .....

## **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**

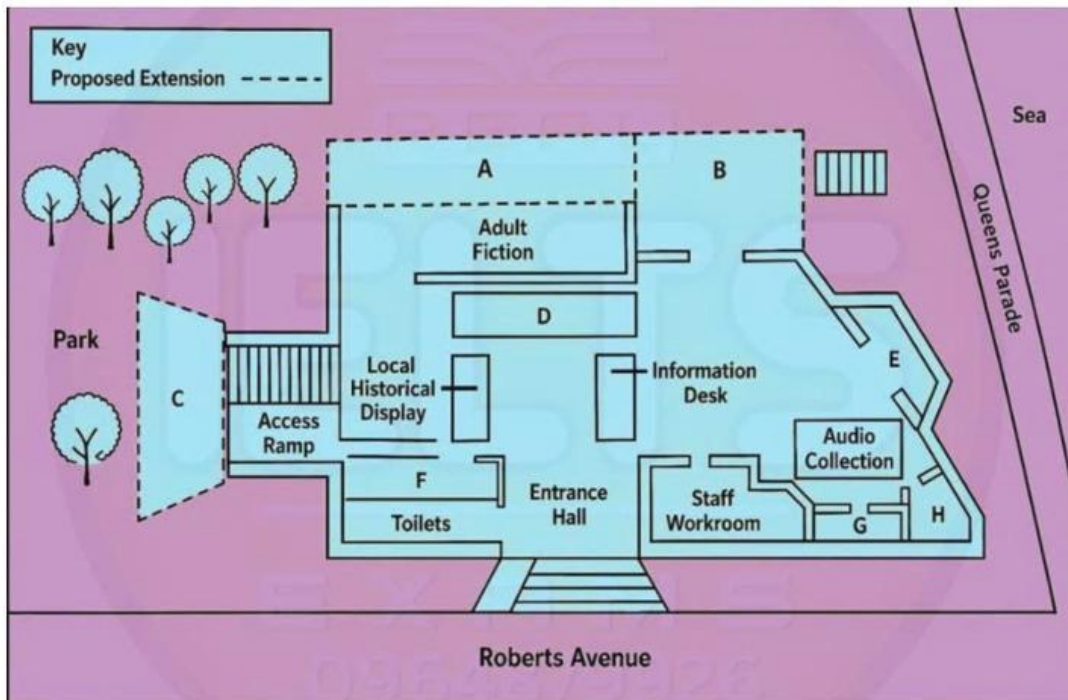
- A extra staff recruitment
- B buy more computers
- C improve the lighting

### 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								