SECTION 1 ***Questions 1-10***

Questions 1-10

Complete the form below.

Write ***NO MORE THAN TWO WORDS AND/OR A NUMBER*** *for each answer.*

COMPLAINT RECORD FORM

Holiday booked in name of:	**1** *First name* ……..…….. *Last name* ……
Address:	*Flat 4* **2** ……..……. *Winchester S02 4ER*
Daytime telephone number:	**3** ……..……
Booking reference:	**4** …….
Special offer?	*Yes, from* **5**…… *company*
Insurance?	*Yes, had* **6** …….. *Policy*
Type of holiday booked:	**7** ……..……..
Date holiday commenced:	**8** ……..…….
Details of complaint:	• *no* **9** …….. *at station* • *a* **10** …….. *was missing*

LIVEWORKSHEETS

SECTION 2 ***Questions 11-20***

Questions 11-15

Complete the table below.

Choose your answers from the box and write the appropriate letters ***A-H*** *next to questions* ***11-15****.*

A	driving licence
B	flexible working week
C	free meals
D	heavy lifting
E	late shifts
F	training certificate
G	travel allowance
H	website maintenance

TEMPORARY HOTEL JOBS

JOB	EMPLOYER	NOTES
Reception Assistant	Park Hotel	• **11** …… • foreign languages • **12** ……..
General Assistant	Avenue Hotel	• low pay • **13** …….. • **14** ……..
Catering Assistant	Hotel 56	• free uniform • **15** …….. • outside city

LIVEWORKSHEETS

Questions 16-20

Complete the flow chart below.

*Write **NO MORE THAN TWO WORDS** for each answer.*

RECRUITMENT PROCESS

Step 1

Complete a **16** …… form

↓

Step 2

Do a **17** …… questionnaire

↓

Step 3

If accepted go on a **18** …… course

- includes **19** …… activities

↓

Step 4

Will be sent a **20** …… about the hotel

LIVEWORKSHEETS

SECTION 3 ***Questions 21-30***

Questions 21-26

Complete the sentences below.

Write ***NO MORE THAN THREE WORDS*** *for each answer.*

21 David feels that progress on the project has been slow because other members of the group are not …….. .

22 Jane thinks that …….. were not clearly established.

23 Dr Wilson suggests that the group use the …….. available from the Resource Centre.

24 David doubts that the research will include an adequate …… .

25 According to Dr Wilson, the …… is now the most important thing to focus on.

26 Jane believes the group could make more use of some …….. .

Questions 27-30

Complete the timetable below.

Choose your answers from the box and write the letters ***A-H*** *next to questions* ***27-30***.

A Compare photographs at newspaper offices.
B Interview a local historian.
C Listen to tapes in the City Library.
D Study records of shop ownership.
E Take photographs of the castle area.
F Talk to the archivist at the City Library.
G Tour city centre using copies of old maps.
H Visit an exhibition at the University Library.

MON – WED: FIELD TRIP TO CAMBRIDGE

Mon 22nd	am	*arrive at hotel*
	pm	**27** ……..
Tues 23rd	am	**28** ……..
	pm	*free time*
Wed 24th	am	**29** ……..
	pm	**30** ……..

LIVEWORKSHEETS

SECTION 4 ***Questions 31-40***

Questions 31-35

Complete the summary below.

Write ***NO MORE THAN TWO WORDS*** *for each answer.*

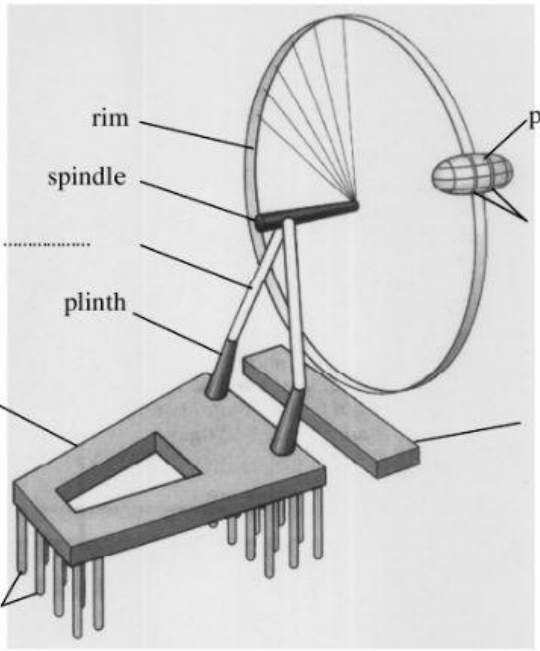
THE LONDON EYE

The architect who designed the London Eye originally drew it for a **31** …….. in 1993. Subsequently, they formed a partnership with **32** …….. to develop the project. As the biggest observation wheel ever built, its construction involved 1,700 people in five countries. Most of its components had to be **33** ……., and delivering them had to be coordinated with the **34** ……. in the River Thames. On average, 350 hours a week are spent on maintenance of the Eye, and only **35** …… is used to clean the glass.

Questions 36-40

Label the diagram below.

Write ***NO MORE THAN TWO WORDS*** *for each answer.*



LIVEWORKSHEETS