

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 SO2 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:	<ul style="list-style-type: none">• no 9 at station• a 10 was missing

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

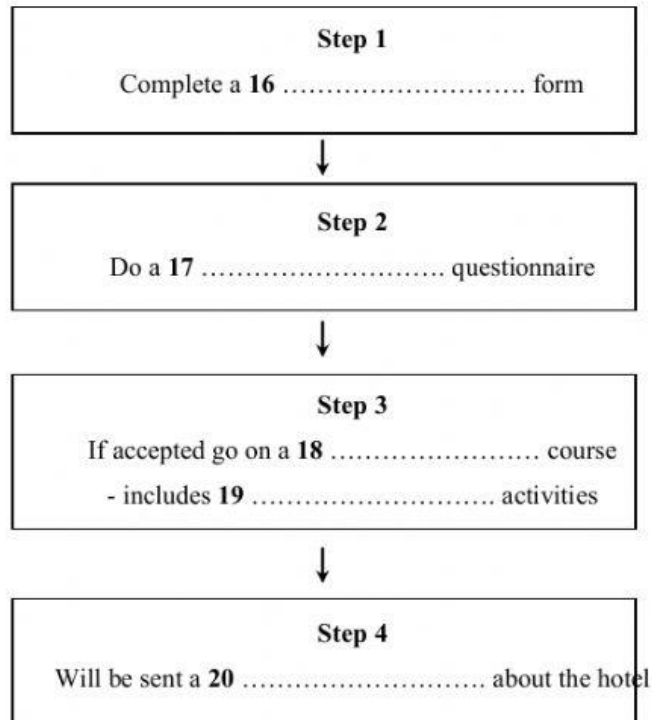
JOB	EMPLOYER	NOTES
Reception Assistant	Park Hotel	<ul style="list-style-type: none">• 11• foreign languages• 12
General Assistant	Avenue Hotel	<ul style="list-style-type: none">• low pay• 13• 14
Catering Assistant	Hotel 56	<ul style="list-style-type: none">• free uniform• 15• outside city

Questions 16-20

Complete the flow chart below.

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

RECRUITMENT PROCESS



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

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.

