

Part 1

Questions 1-5

For each question, choose the correct answer.

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1



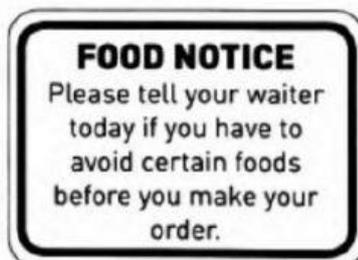
- A Get £10 off all sales.
- B Offer lasts two weeks.
- C Spend up to £50 and save £10.

2



- A Charles can't meet Paul at 9.00.
- B Charles will email Paul.
- C Paul should confirm that 9.00 is OK.

3



- A The waiter will explain our special meals of the day.
- B Inform us of any issues with your diet.
- C Orders must be paid for before you eat.

4

<b>To:</b> tracyhardy@yahoo.com
<b>From:</b> sheila@gmail.com
Tracy, the boss has just called. Her train gets in at 1.00. If nobody from the office is around to pick her up could you call a taxi for her and let her know.

- A Tracy needs to take a taxi to the station.
- B The boss needs to be collected from the station.
- C The boss doesn't know when the train arrives.

5

<b>Wanted!</b>
Volunteer driver for local community centre. Would suit retired person as only 1 hour per day, Monday to Friday.

- A Driver needed for five hours a week.
- B Lifts available to community centre.
- C Driver needed for retired people.



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## Part 2

### Questions 6–10

For each question, choose the correct answer.

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The people below are all looking for a job.

On the opposite page there are descriptions of eight jobs.

Decide which jobs would be the most suitable for the people below.

6



Sandra is doing a four-year degree in hair and beauty and wants to work as a volunteer for her third-year work experience. She likes to be part of a team and would enjoy dealing with customers.

7



Manuela is from Spain and is looking for work to support herself financially while she studies English at a local college. She can only work on Saturdays and Sundays and some evenings.

8



Stella is looking for work during the holidays. She's studying business at college and would love somewhere she can gain experience in a business environment and put her IT skills into practice.

9



John is looking for a job where he can work with customers. He recently completed a course in this area of work and is keen to find a job that would offer support in developing skills in managing staff.

10



Simon has a job but wants to work with teenagers during the weekend. He is planning a career change and is happy to work without pay in order to gain experience.

## Jobs Available

### A ABC Computer Specialists

Do you have customer service skills? ABC Computer Specialists are looking for sales advisers to join our growing customer service team. This is a full-time post, 37 hours a week, with great opportunities for the right person.

### B Mansion House Hotel

An exciting opportunity for students wanting work experience in the Mansion House Hotel on a part-time basis. You will be dealing with international customers and a second language would be an advantage. Hours of work can be agreed to suit your needs though you would be required to work some weekends.

### C Susie's Hairdressing

We are a new hairdresser's and we want a young, hard-working volunteer to manage our reception desk. You will take calls, make bookings and help build a relationship with our customers. Suitable candidates will be offered a one-year contract.

### D The Daily News

Our business is growing and we need an assistant for our customer service team. The successful person will assist in managing our sales staff and be responsible for reporting on sales. The successful person will receive training.

### E Amega

Would you like to work in a modern office environment, building relationships with customers, and working with our excellent team? If you've recently completed your studies at university and are looking for a career in the beauty industry, then please get in contact.

### F Peterfield Forum

We are looking for keen volunteers to help run our summer school. You will have experience in working with young people and be prepared to accompany them on trips. The school is open from Monday to Friday and we need volunteers for at least two of these days.

### G Hall Green Community Centre

This is a great opportunity to gain experience in youth work. We are looking for a volunteer with work experience to support our young people as they begin to enter employment. You would be expected to work on Saturdays from 9 a.m. to 5 p.m. with occasional Sunday sessions.

### H Lucas Media

Are you a student looking for work from Monday to Friday over the vacation period? We are offering a short-term contract to a keen young person to work with our sales team. You will get an idea of how a modern company operates, deal with customer enquiries and have the chance to help develop our website.



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Questions 11–15

For each question, choose the correct answer.

## Sarah Forbes talks about how she gets a good night's sleep

I can't remember when I started to have problems sleeping. As a student I seemed to spend half of my life sleeping. But after my graduation I found myself spending hours lying awake until the early hours of the morning. After a few weeks of this I decided to do something about it. I often went to bed at different times; perhaps there was a programme on TV I wanted to watch, or I'd be watching videos on my phone. So I tried going to bed at the same time each night. This took a while to get used to but slowly I found myself getting into a regular routine.

I also took the advice of a friend and made sure I did things to help me relax before I went to bed. I'd start by writing a list of things I needed to do the next day so I wouldn't end up thinking about them during the night. I got into the habit of having a nice warm bath before bedtime and then did some relaxation exercises like meditation. Reading also seemed to work, but not in the way I expected. I would sometimes just fall asleep in the middle of a chapter!

I also found some suggestions online about how to make your bedroom sleep-friendly. I used to have very thin curtains that let the light from outside shine through, so I changed these for thicker ones. I also removed all technology from the room like the TV and the laptop as these are not supposed to help you sleep, even if they are switched off. And of course I left the mobile phone downstairs!

And the result? I'm pleased to say it's worked. Of course, there are some nights where I find it difficult to go to sleep but mostly I'm getting a good seven hours' sleep a night. I started to make a note of my sleep patterns and this is also useful as it helps show things that were making me lie awake, like problems at work. So, I have to say it has been a very successful experiment.

11 When did Sarah's sleeping problems begin?

- A when she was a student
- B after she finished at university
- C a few weeks ago
- D at different times during the week

12 Writing a list of jobs to be done

- A helped Sarah read.
- B meant Sarah worked harder the next day.
- C was the first thing Sarah did at bedtime.
- D helped her think more clearly.

13 What does Sarah say was the problem with her bedroom?

- A Her friends didn't like it.
- B It didn't have a TV.
- C She often left her laptop switched on.
- D It was too bright.

14 Sarah says that now

- A she never finds it difficult sleeping.
- B she keeps a record of how well she sleeps.
- C she never thinks about work at night.
- D sleeping better is helping her at work.

15 What would be a good introduction to this article?

A Our sleep expert Sarah Forbes explains how you can make sure you get a good night's sleep.

B Sarah Forbes has not slept well for years. She told us how it affects her work.

C Sarah Forbes suddenly found herself having trouble getting to sleep. But she took control of the situation.

D Sarah Forbes knows what it's like not being able to sleep. Here she explains the dangers of lying awake at night.