

Part 2 (11 points, 1 point per item) You are going to read an article about a man who works as a professional shopper. Choose from the list (A-H) the sentence which best expresses the idea of each part (1-6) of the article. There is one extra sentence which you do not need to use. The first has been done for you as an example (0). For questions 7-11 find the words in the text that mean the same as the following definitions.

THE GOOD BUY MAN

- A Bryan successfully avoids some of the problems that shoppers encounter.
- B Bryan's success may be related to a recognized trend.
- C Bryan's experience allows him to predict bargains.
- D Bryan makes his terms and conditions clear.
- E Bryan's initial success was not anticipated.
- F Bryan's clients are offered special treatment in shops.
- G Bryan's strategy is to provide a flexible service.
- H Bryan feels fortunate that he is able to combine work with pleasure.

So, you don't want to get your toes crushed in the summer sales? Michele Dalton meets a man who will do your shopping for you.

0 | H |

Bryan Bonaparte is that rare find - a man who loves shopping. Indeed, he loves it so much that he's set up an agency to provide a shopping service for those people who don't share his enthusiasm. 'I get a real buzz out of shopping,' admits Bryan. 'It's a challenge to track down what people want and to find new and interesting things on their behalf. People say to me, 'I can't believe you enjoy doing this', but I do. And it's great to get paid for it as well.'

1 | |

Bryan's agency, called Ace, started in a small way one Christmas. It was meant to be just a seasonal thing, but it turned out to be so successful that he carried on throughout the year. It seems there are always gifts to buy for weddings, birthdays, anniversaries and retirements.

2 | |

A survey published in the *London Evening News* last year found that many people are getting increasingly depressed at the prospect of shopping, and this may go some way to explaining Bryan's success. The survey pinpointed crowds, bad weather, choosing the right present and carrying heavy bags as stress triggers.

3 | |

Planning a shopping trip with military precision is Bryan's solution. 'A lot of people go shopping, especially during the sales, with no idea what they are looking for,' he explains. 'It's no wonder they find wandering around the stores frustrating and exhausting.'

4 | |

The shopping stretch covered by Ace runs through most of London's West End shopping districts. Bryan, or another member of his team, is happy to take anyone shopping within this area or to visit stores on their behalf, delivering goods to client's homes or offices at a convenient time, including evenings and weekends. If you don't actually know what you want, Ace will make suggestions, buy the items, then return to the shops to exchange them if you are not completely satisfied.

5 | |

A flat charge of £15 per hour applies to service. Clients with a list of requests are given a quote based on the amount of time involved. The only thing Bryan won't do is buy food. For sales shopping, customers need to be specific about size, colour, style and designer labels. Details about the normal price and the discount that clients want are required, and Bryan warns that shops generally won't exchange items bought in sales.

6 | |

Bryan's specialist knowledge means that clients usually get a good deal. 'I've come to know how long the sales will run for, the stock that will be carried and whether old stock will be brought back in at sale time. If I know the store will reduce prices after a month, then I'll hang on before buying. Sometimes, prices can be slashed by up to 70% a few days before the sale ends.' With Bryan to guide you, will shopping ever be the same again?

(Adapted from *The Evening Sunday*)

For questions 7-11 find the words in the text that mean the same as the following definitions. You may write from one to three words.

- 7 If shopping is a strong feeling of excitement, pleasure and success, it means that you have _____ out of it.
- 8 If shopping makes you feel annoyed, upset or impatient because you can't buy what you want, you think that shopping is _____ because you can't change a situation.
- 9 The act of bringing goods to a particular person or place is _____.
- 10 Clothes made by fashionable companies are called _____.
- 11 During the season sales when the owners of the shops want to reduce the amount of goods, they _____ the amount of money you have to pay for goods.

Part 1 (10 points, 1 point per item) For questions 1-4 choose the answer (A, B or C) which you think fits best according to the text. For questions 5-10 decide whether the statements are true (T) or false (F) according to the text. **CHANGE** the form of the word if necessary.

ENTER A DIFFERENT WORLD

Welcome to Harrods - a different world for a million reasons. Harrods is the largest store in Europe with goods displayed in 60 windows and 5 1/2 hectares of selling space. In one year over 14 million purchases are made in the 214 departments where you can buy anything from a pin to an elephant - if you can convince the manager of the Pet Department that you're a suitable elephant owner, that is! It is Harrods policy to stock a wide and exciting range of merchandise in every department to give the customer a choice of goods which is unique in its variety and which no other store can match: Harrods stocks 100 different whiskies, including 57 single malts, 450 different cheeses, 500 types of shirts and 9000 ties to go with them, 8000 dresses and 150 different pianos.

Harrods also offers a number of special services to its customers including a bank, an insurance department, a travel agency, London's last circulating library, a theatre ticket agency and a funeral service. £40 million worth of goods are exported annually from Harrods and the Export Department can deal with any customer purchase or order and will pack and send goods to any address in the world. Recently, for example, six bread rolls were sent to New York, a handkerchief to Los Angeles, a pound of sausages to a yacht anchored in the Mediterranean, a Persian carpet to Iran and a £5000 chess set to Australia. Harrods has a world-wide reputation for first-class service. It has a staff of 4000 rising to 6000 at Christmas time.

Harrods sells 5 million different products, not all of which are actually kept in stock in the store itself. To handle this enormous range, a new computerized warehouse is being built. It will be the largest warehouse in Britain and the second largest in Europe and will deal with a wider range of goods than any other distribution centre in the world. Thanks to its modern technology a customer will be able to order any product (for example, a dining table or a dishwasher) from any assistant in the store. The assistant will be able to check its availability immediately on a computer screen, decide with the customer on a suitable delivery date and time then pass the order directly to the warehouse through the computer. The time of delivery will be guaranteed to within one hour.

For many of London's visitors Harrods is an important stop on their sightseeing programme. Henry Charles Harrod's first shop was opened in 1849, but the building as it stands today was started in 1901 and it has become one of London's landmarks. It has many items of architectural interest: the plaster ceilings are original, as is the famous Meat Hall with its Victorian wall tiles, and the light fittings on the ground floor date back to the 1930s. A morning spent strolling round Harrods is guaranteed to give any shopper an appetite, and to feed its customers Harrods has six restaurants, ranging from the Circle self-service restaurants offering delicious food at reasonable prices to the famous Harrods Restaurant, where queues form every afternoon for the "Grand Buffet Tea", which for a fixed price allows you to eat as many cream cakes and gateaux as your greed will allow while waitresses serve you with India or China tea. If you feel like a drink you can choose between the pub atmosphere of the Green Man Tavern and the sophistication of the Cocktail Lounge. Harrods truly is a different world.

(Adapted from *The Sunday Times*)

- 1 What is Harrods?
A a self-service shop B a chain store C a department store
- 2 What is the choice of goods for the customer?
A It is rather average. B It is unique in its variety. C It is unique for the customer.
- 3 What is the purpose of Export Department?
A It packs goods for Harrods shop. B It delivers purchase to every world's customer.
C It orders goods for Harrods.
- 4 What is the advantage of modern technology?
A Every shop assistant can fulfill customers order during one hour.
B Every customer can choose goods quickly.
C Every customer can choose goods during one hour.

For questions 5-10 decide whether the statements are true (T) or false (F) according to the text.

- 5 The Pet department will sell an elephant if you are good enough to look after it.
- 6 There are five hundred shirts for sale in Harrods.
- 7 Harrods stocks 100 different strong drinks.
- 8 A customer once asked to have a handkerchief sent to the USA.
- 9 Harrods employs 6,000 regular staff.
- 10 The restaurants at Harrods are good but very expensive.