

SECTION 1**Questions 1-10**

Complete the notes below.

Write ONE WORD AND/OR A NUMBER for each answer.

Driving school

Example	Answer
<i>Looking for driving lessons given during the:</i>	<i>weekends</i>
Address:	1..... Road
Drive:	the city center 2..... above the city
Teacher's name:	Allen 3.....
Popular type of car on roads:	4.....
Best time to take lessons:	practice during the 5.....
Safety driving depends on:	good 6.....
Obtain:	a driving 7.....
Final test fee:	\$ 8.....
Duration of test:	approximately 9..... minutes
More advice:	keep a driving 10.....

SECTION 2**Questions 11-15**

Complete the sentences below.

Write ONE WORD AND/OR A NUMBER for each answer.

Mount Rushmore

The government finally paid \$ 11..... to complete the heads of four United States Presidents.

The purpose of the construction of the president's heads is to develop 12.....

The carvings face 13..... to experience maximum exposure to sunlight.

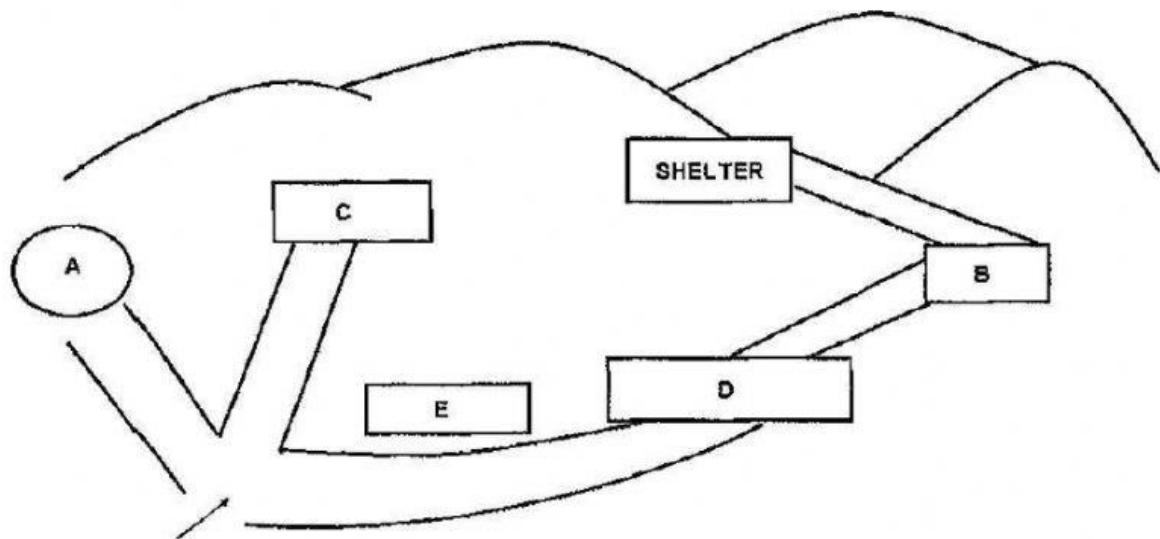
In 1885, the mountain was renamed after a 14.....

It took 15..... years to finish the project.

Questions 16 -20

Label the map below.

Write the correct letter, **A-E**, next to questions **16-20**.



16 information centre

17 refreshment centre

18 gift shop

19 workshop

20 visitor centre

SECTION 3

Questions 21-25

Choose the correct letter, **A**, **B** or **C**.

21 Why does the student want to study Tourism?

- A** good future
- B** good pay
- C** parents' will

22 What kind of skill will the student gain in the course?

- A** time-management
- B** financial planning
- C** note-taking

23 The student has the ability of

- A** independence.
- B** communication
- C** coping well with statistics.

24 The teacher believes that the industry of tourism is

- A** shrinking
- B** seeing a bright future.
- C** growing popular.

25 How does the student compare the university course with polytechnics?

- A** There are summer schools.
- B** The course is structured in modules.
- C** The price is reasonable.

Questions 26-30

What feature do the speakers identify for each of the following courses?

Choose **FIVE** answers from the box and write the correct letters, **A-G**, next to questions **26-30**.

Features

- A** limited value
- B** useful
- C** relevant to career
- D** flexible admission
- E** intensive
- F** improving leadership
- G** self-control and time management

Courses

26 Travel and Business

27 Japanese

28 Medical Care

29 Computer

30 Public Relations

SECTION 4

Questions 31-40

Complete the notes below.

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

Company Outsourcing

Case study - TCP Technologies:

- Manager: Manjeet Khanna
- Main target: to create a 31..... environment

Grading for staff:

- Every month grades are published on an 32.....
- The cultural openness increased the quantity of incoming contracted opportunities.
- The cultural openness improved the level of 33..... of the company.
- The increased rate of staff satisfaction has led to growth of 32% in the 34.....

Recent interview:

- A company is not one entity comprised of components, but a living organism composed of cells.
- Manjeet's motto is 35.....

Benefits of management style:

- The rate of staff turnover has been reduced.
- A 36..... can be from any other company.
- Grades are not used for 37.....

Features of managing style:

- Personally, the manager wrote emails to respond to the complaints.
- The complaint form known as a 38..... has access to all employees online.
- The manager can receive any complaints concerning air conditioning, food quality and 39..... entitlement.
- A 40..... on the anonymous complaint was introduced in the new system.