

Part 1: Questions 1-3

Complete the form below. Write **ONE WORD OR A NUMBER**.

Rented Properties Customer's Requirements

Name: Steven Godfrey

No. of bedrooms: 4

Preferred location: in the (1)..... area of town

Maximum monthly rent: (2) £.....

Length of let required: (3).....

Starting: September 1st

Questions 4-8

Complete the table below. Write **ONE WORD OR A NUMBER**.

Address	Rooms	Monthly Rent	Problem
Oakington Avenue	Living/ dining room, separate kitchen	£ 550	No (4).....
Mead Street	Large living room and kitchen, bathroom and a cloakroom	£ 580	The (5)..... is too large
Hamilton Road	Living room, kitchen, diner and a (6).....	£ 550	Too (7).....
Devon Close	Living room, dining room, small kitchen	(8) £	None

Questions 9 and 10

Choose **TWO** letters, A-E.

Which **TWO** facilities in the district of Devon Close are open to the public at the moment?

- A** museum
- B** concert hall
- C** cinema
- D** sports centre
- E** swimming pool

Part 2:

Questions 11-16

Complete the notes below. Write **NO MORE THAN THREE WORDS OR A NUMBER**.

THE NATIONAL ARTS CENTER

Well known for: (11).....

Complex consists of: concert rooms, theatres, cinemas, art galleries, public library, restaurants and a (12).....

Historical background: 1940-area destroyed by bombs

1960s-1970s: centre was (13)..... and built in (14)..... – opened to public

Managed by: the (15).....

Open: (16)..... days per year

Questions 17-20

Complete the table below. Write **NO MORE THAN THREE WORDS OR A NUMBER**.

Day	Time	Event	Venue	Ticket price
Monday and Tuesday	7.30 pm	The Magic Flute	(17).....	From £ 8
Wednesday	8.00 pm	(18).....(Canadian Flim)	Cinema 2	(19) £.....
Saturday and Sunday	11 am to 10 pm	(20).....(art exhibition)	Gallery 1	Free

Part 3: Questions 21-26

Choose the correct letter A, B or C.

Latin American Studies

21. Paul decided to get work experience in South America because he wanted

- A to teach English there
- B to improve his Spanish
- C to learn about Latin American life

22. What project work did Paul originally intend to get involved in?

- A construction
- B agriculture
- C tourism

23. Why did Paul change from one project to another?

- A His first job was not well organized
- B He found doing the routine work very boring
- C The work was too physically demanding

24. In the village community, he learnt how important it was to

A respect family life

B develop trust

C use money wisely

25. What does Paul say about his project manager?

A He let Paul do most of the work

B His plans were too ambitious

C He was very supportive of Paul

26. Paul was surprised to be given

A a computer to use

B so little money to live on

C an extension to his contract

Questions 27-30

What does Paul decide about each of the following modules?

Write the correct letter A, B or C next to questions 27-30.

Module

27. Gender studies in Latin America

28. Second language acquisition

29. Indigenous women's lives

30. Portuguese language studies

A He will do this.

B He might do this.

C He won't do this.

Part 4:

Questions 31-34 Choose the correct letter A, B or C.

Trying to repeat success

31. Compared to introducing new business processes, attempts to copy existing processes are

A more attractive

B more frequent

C more straightforward

32. Most research into the repetition of success in business has

A been done outside the United States

B produced consistent findings

C related to only a few contexts

33. What does the speaker say about consulting experts?

A Too few managers ever do it

B It can be useful in certain circumstances

C Experts are sometimes unwilling to give advice

34. An expert's knowledge about a business system may be incomplete because

A some details are difficult for workers to explain

B workers choose not to mention certain details

C details are sometimes altered by workers

Questions 35-40

Complete the notes below. Write **ONE WORD ONLY**.

Setting up systems based on an existing process

Two mistakes:

Manager tries to:

- Improve on the original process
- Create an ideal (35) from the best parts of several processes

Cause of problems

- Information was inaccurate
- Comparison between the business settings was invalid
- Disadvantages were overlooked e.g. effect of changes on (36).....

Solution

- Change (37).....
- Impose rigorous (38).....
- Copy original very closely:
 - Physical features of the (39).....
 - The (40) of original employees