Section 1

Questions 1-10

Q. 1-4

Write **ONE WORD ONLY** for each answer.

HOUSE SERVICE INFORMATION

Location:1_____London

Postcode: SW105

Rooms: two 2 _____ Bedrooms

The other room used as: an 3 _____

Downstairs: kitchen-diner, conservatory, and 4_____

Pets: 2 dogs and 3 cats

Q. 5-7

Choose the correct answers A-C and write them next to 5-7 on your answer sheet

5**Which of these extra services does the agent agree to do?**

A Change the bed linen

B Do some gardening work

C Clean the glass

6 **What does the customer want to be cleaned every 3 months?**

A Curtains

B Carpets

C Mats

7 **What does the customer want to be done with clothes?**

A Wash and iron the clothes

B Iron the clothes

C Clean and dry the clothes

Q. 8-10

Complete the sentences below.

Write **ONE WORD/OR NUMBER** for each answer.

8 The Agent's address is 12_____ Road.

9 Her house will get cleaned next _____

10 The maximum time of cleaning service is_____

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Section 2

Questions 11-20

Q. 11-17

Choose the correct answers A-C

11 The main purpose of service is to

A Educate people

B Persuade people to fly

C Provide people with comfort

12 The number of people working at Sydney Airport is

A 200

B 360

C 440

13 Dogs are chosen according to

A. their ability to stay calm

B their friendliness

C their skill at locating narcotics

14 The number of postal items processed last year amounted to

A 4,400

B 52,000

C 72,000

15 People carrying items that are not allowed

A Will get arrested

B Will be refused on board

C Will be given a warning

16 Which of the following is NOT allowed to be taken on the flight?

A Carry-on items

B Plant seeds

C Parcels

17 What is the proper security protocol for a pocket knife found in a carry-on suitcase?

A It is returned to the passenger after the examination.

B. It is thrown away in a safe receptacle.

C It is passed on to higher-level authorities

Q. 18-20

Complete the sentences below

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

18 The acceptable material for packing goods in Australia is _____

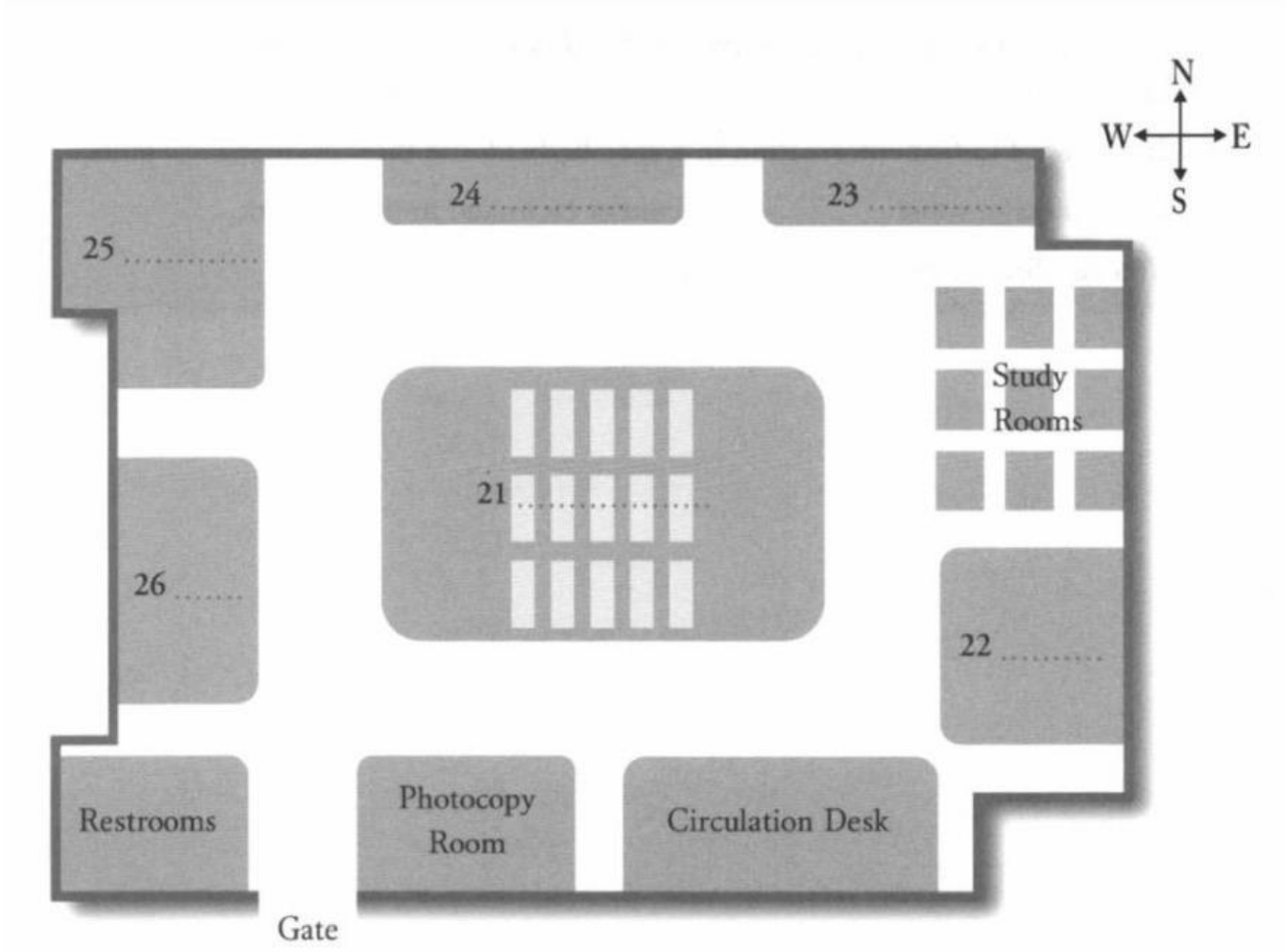
19 The belongings most of the time are refused due to problems with the _____

20 The customs must be given notice of the goods from _____ days before it arrives in Australia.

Section 3

Questions 21-30

Q. 21-26



Write the correct letter A -F next to 21-26

A	Video Resource Centre
B	Reading Room
C	Food Service Centre
D	Periodicals Sections

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E	Enquiry Desk
F	Satellite TV Station

21

22

23

24

25

26

Q. 27-30

Complete the sentences below.

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

27 If you need to find information on a certain book, you can use _____ check-out cards.

28 If you want to find information in a specific field, use the _____ guides.

29 Computers in some _____ cannot be linked to the network.'

30 You can find more information in a _____ on my desk.

Section 4

Questions 31-40

Q. 31-35

Choose the correct answers A-C and write them next to 31-35on your answer sheet

31 **The students thought there were no crocodiles in Northern Africa because**

A North Africa contains very little wildlife for the crocodile to prey on.

B She found no mention in the literature of their existence there.

C. there is very little water in Africa.

32 **Crocodiles live in groups of about**

A 28

B 38

C 46

33 **African crocodiles usually live in areas with**

A hot, dry climates.

B hot, wet rainforests.

C warm, wet climates.

34 **Crocodiles in dry areas live in caves located**

A underground.

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B in mountainsides.

C underwater.

35 **What change caused changes in crocodile populations in North Africa?**

A They were driven away by a fierce predator.

B Crocodiles evolved from desert creatures to wetland creatures.

C North Africa used to be a wetland and slowly turned to a desert in overtime.

Q. 36-40

Write **NO MORE THAN TWO WORDS/OR A NUMBER** for each answer.

36 Desert crocodiles sometimes live in places with dry periods that last up to _____ months.

37 A hole dug by a female crocodile in which to lay eggs can have a _____ of up to 60cm.

38 Local people do not _____ crocodiles.

39 Crocodiles _____ out of fear when humans populate their habitat.

40 Researchers want to study more about population size, _____, and relations to other populations of crocodiles.

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