

I. VOCABULARY

Choose the word that doesn't go with the word in bold.

1. **high** quality / tech / ~~customer~~
2. **helpful** advice / staff / phone
3. **reliable** nice / car / staff
4. **good** quality / value / reliable
5. **popular** product / user-friendly / film
6. **really** quality / original / expensive

II. READING

A restaurant is researching new uniforms for its staff. Complete the report with the phrases below.

Finally	we recommend	We wanted
First	We did this by	showed
The purpose	Then we asked	the majority

(1) The purpose of our research was to find a company that creates original designs at a reasonable price. (2)..... to find a new uniform that was modern and attractive.
(3)..... testing three different designs and then getting feedback from our customers and staff. (4)....., we asked three different designers to produce a new uniform.
(5)..... three of our staff to wear the uniforms for a week, and we asked customers what they thought of the designs. (6)....., we asked the staff for their opinions.

Our research (7) that the most popular uniform with customers and staff was from Fatima Fashion. However, (8) of customers found that the colours weren't right for our image.

For this reason, (9) asking Fatima Fashion to provide two different colour designs.

III. LISTENING

Listen to a radio interview about maintaining a good work–life balance and choose the best answer.

1. How popular is Chris Svensson's book?

Not very popular

Very popular

It's new. People don't know it yet.

2. What is the work–life balance like in traditional workplaces?

Work lives and private lives are clearly divided.

People work too much overtime and so they have no private life.

People are free to manage the balance themselves.

3. How often do people do overtime?

Often

Sometimes

They don't.

4. In traditional workplaces, do people work at weekends or when on holiday?

Yes, it's normal.

No, never.

Usually, they don't.

5. How has technology helped people work with more flexibility?

They can send and receive emails from their phones from home.

Their working hours can be easily tracked.

Robots can do their work for them.

IV. WRITING

What do you think about work-life balance. Write a short paragraph of about 4-5 sentences to express your idea(s).