

## PART 1 Questions 1–10

Complete the notes below.

Write **ONE WORD** for each answer.

### Easy Life Cleaning Services

#### Basic cleaning package offered

- Cleaning all surfaces
- Cleaning the **1** ..... throughout the apartment
- Cleaning shower, sinks, toilet etc.

#### Additional services agreed

- Every week
  - Cleaning the **2** .....
  - Ironing clothes **3**..... only
- Every month
  - Cleaning all the **4** ..... from the inside
  - Washing down the **5** .....

#### Other possibilities

- They can organise a plumber or an **6**..... if necessary.
- A special cleaning service is available for customers who are allergic to **7**.....

#### Information on the cleaners

- Before being hired, all cleaners have a background check carried out by the **8**.....
- References are required.
- All cleaners are given **9** ..... for two weeks.
- Customers send a **10** ..... after each visit.
- Usually, each customer has one regular cleaner.

## PART 2 Questions 11–20

### Questions 11–14

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

**11.** Many hotel managers are unaware that their staff often leave because of

- A. a lack of training.
- B. long hours.
- C. low pay.

**12.** What is the impact of high staff turnover on managers?

- A. an increased workload
- B. low morale
- C. an inability to meet targets

**13.** What mistake should managers always avoid?

- A. failing to treat staff equally
- B. reorganising shifts without warning
- C. neglecting to have enough staff during busy periods

**14.** What unexpected benefit did Dunwich Hotel notice after improving staff retention rates?

- A. a fall in customer complaints
- B. an increase in loyalty club membership
- C. a rise in spending per customer

### Questions 15–20

Which way of reducing staff turnover was used in each of the following hotels?

Write the correct letter, **A, B or C**, next to Questions 15–20.

#### **Ways of reducing staff turnover**

- A. improving relationships and teamwork
- B. offering incentives and financial benefits
- C. providing career opportunities

### **Hotels**

- 15. The Sun Club
- 16. The Portland
- 17. Blue water Hotels
- 18. Pent low Hotels
- 19. Green Planet
- 20. The Amesbury

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### **PART 3 Questions 21–30**

#### **Questions 21–22**

**Choose TWO letters, A–E.**

Which **TWO** points do Thomas and Jeanne make about Thomas's sporting activities at school?

- A. He should have felt more positive about them.
- B. The training was too challenging for him.
- C. He could have worked harder at them.
- D. His parents were disappointed in him.
- E. His fellow students admired him.

#### **Questions 23 and 24**

**Choose TWO letters, A–E.**

Which **TWO** feelings did Thomas experience when he was in Kenya?

- A. disbelief
- B. relief

- C. stress
- D. gratitude
- E. homesickness

### Questions 25–30

What comment do the students make about the development of each of the following items of sporting equipment?

Choose **SIX** answers from the box and write the correct letter, **A–H**, next to Questions **25–30**.

#### Comments about the development of the equipment

- A. It could cause excessive sweating.
- B. The material was being mass-produced for another purpose.
- C. People often needed to make their own.
- D. It often had to be replaced.
- E. The material was expensive.
- F. It was unpopular among spectators.
- G. It caused injuries.
- H. No one using it liked it at first.

#### Items of sporting equipment

- 25. the table tennis bat
- 26. the cricket helmet
- 27. the cycle helmet
- 28. the golf club
- 29. the hockey stick
- 30. the football

### PART 4 Questions 31–40

Complete the notes below.

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

## Maple syrup

### What is maple syrup?

- made from the sap of the maple tree
- colour described as 31 .....
- added to food or used in cooking
- very 32..... compared to refined sugar

### The maple tree

- has many species
- needs sunny days and cool nights
- maple leaf has been on the Canadian flag since 1964
- best growing conditions and 33 ..... are in Canada and North America

### Early maple sugar producers

- made holes in the tree trunks
- used hot 34 ..... to heat the sap
- used tree bark to make containers for collection
- sweetened food and drink with sugar

### Today's maple syrup

#### The trees

- Tree trunks may not have the correct 35 .....until they have been growing for 40 years.
- The changing temperature and movement of water within the tree produces the sap.

#### The production

- A tap is drilled into the trunk and a 36..... carries the sap into a bucket.
- Large pans of sap called evaporators are heated by means of a 37 .....
- A lot of 38..... is produced during the evaporation process.

- Sugar sand' is removed because it makes the syrup look **39**..... and affects the taste.
- The syrup is ready for use.
- A huge quantity of sap is needed to make a **40** .....of maple syrup.