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.

LIVEWORKSHEETS

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

LIVEWORKSHEETS

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

ADVERTISEMENT

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

LIVEWORKSHEETS

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.

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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.

LIVEWORKSHEETS

- 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.

LIVEWORKSHEETS