

PART 1

Questions 1-10

Complete the notes below.

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

Transport survey

Name: Sadie Jones

Year of birth: 1991

Postcode: 1.....

Travelling by bus

Date of bus journey: 2.....

Reason for trip: shopping and visit to the 3.....

Travelled by bus because cost of 4..... too high

Got on bus at 5..... Street

Complaints about bus service:

- bus today was 6.....
- frequency of buses in the 7.....

Travelling by car

Goes to the 8..... by car

Travelling by bicycle

Dislikes travelling by bike in the city centre because of the 9.....

Doesn't own a bike because of a lack of 10.....

PART 2

Questions 11-13

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

Becoming a volunteer for ACE

- 11** Why does the speaker apologise about the seats?
A They are too small.
B There are not enough of them.
C Some of them are very close together.
- 12** What does the speaker say about the age of volunteers?
A The age of volunteers is less important than other factors.
B Young volunteers are less reliable than older ones.
C Most volunteers are about 60 years old.
- 13** What does the speaker say about training?
A It is continuous.
B It is conducted by a manager.
C It takes place online.

Questions 14 and 15

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

Which **TWO** issues does the speaker ask the audience to consider before they apply to be volunteers?

- A** their financial situation
- B** their level of commitment
- C** their work experience
- D** their ambition
- E** their availability

Questions 16-20

What does the speaker suggest would be helpful for each of the following areas of voluntary work?

Choose **FIVE** answers from the box and write the correct letter, **A-G**, next to Questions 16-20.

Helpful things volunteers might offer

- A experience on stage
- B original, new ideas
- C parenting skills
- D an understanding of food and diet
- E retail experience
- F a good memory
- G a good level of fitness

Area of voluntary work

- 16 Fundraising
- 17 Litter collection
- 18 'Playmates'
- 19 Story club
- 20 First aid