

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.