SUSIE: Hello?

PAUL: Hi, Susie, it's Paul here. How are you? Enjoying your new job? You're working at the _____ , aren't you?

SUSIE: Yes. I started when **the library re-opened a month ago (Example)**. It's great.

PAUL: Actually Carol and I have been meaning to join for a while.

SUSIE: Oh, you should. It doesn't cost anything, and the new library has all sorts of _____. It's not just a place where you borrow books. For instance, there's an area with comfortable _____ where you can sit and read the magazines they have there. Some people spend the whole morning there.

PAUL: Mmm. Wish I had that amount of _____ to spend!

SUSIE: Yes, you must be pretty busy at present, with the children and everything?

PAUL: We are, yes. But we're hoping to get away this summer. We're thinking of going to _____.

SUSIE: Well, **we've got a much larger section of the library devoted to _____ books now (Q1)**, so you should come and have a look. I can't remember if there's anything specifically on Greece, but I should think so.

PAUL: OK. Now Carol's organising a _____ for the history class she teaches at school – it's about life in the town a hundred years ago. Do you have anything that might be useful?

SUSIE: Yes, actually **we've now got a new section with materials on the _____ of the town and surrounding region**. **(Q2)**

PAUL: Right. I'll tell her. You can't always find that sort of thing on the internet. Now in the old library there used to be a separate room with _____ books. It was a really nice quiet room.

SUSIE: Yes. We've put those books in the main part of the library now, but **we do have a room called the _____ room. It can be hired out for meetings, but at other times people can use it to _____. (Q3)**

PAUL: I might use that. It's hard to find anywhere quiet at home sometimes.

SUSIE: I can't remember how old your son and daughter are … **we've introduced a special section of fiction written specially for _____ (Q4)**, but they might be a bit young for that?

PAUL: Yes, they would be.

———-

SUSIE: Well, we do have lots of activities for younger children.

LIVEWORKSHEETS

PAUL: Yes?

SUSIE: For example **we have a Science Club. At the next meeting, they're going to be doing experiments with stuff that everyone has in the _____ (Q5)** – sugar and flour and so on.

PAUL: They might be interested, yes.

SUSIE: And we have a _____ for children called Reading Challenge. That doesn't begin until after the end of term. They have to read six books, and they get a _____ if they manage it.

PAUL: So that gives them something to do while they're on holiday, instead of getting bored.

SUSIE: That's the idea. And there's special activities for adults too. **On Friday we have a local _____ called Tanya Streep who's going to be talking about her new novel. It's called 'Catch the Mouse' and she based the story on a _____ that actually took place here years ago. (Q6)**

PAUL: Right. We're not free on Friday, but I'll took out for the book.

SUSIE: Now this probably isn't for you, but **we do have _____ support available for members. We get quite a few older people coming along who are wanting to get up to speed with computer technology. It's on _____ mornings – they don't need to make an _____ or anything, they just turn up. (Q7)**

PAUL: Well, my mother might be interested, I'll let her know.

SUSIE: OK. **And there's another service which you wouldn't expect from a library, which is a free medical check-up. The hospital arranges for someone to come along and measure the level of _____ in your blood, and they check _____ levels at the same time. (Q8)**

PAUL: **Really?**

SUSIE: **Yes, but that's only for the over-_____** , so you wouldn't qualify.

PAUL: OK. Well, I'll tell my mother, she might be interested.

SUSIE: What other information … well, **we do have a little shop with things like wallcharts and greetings cards, and also _____ (Q9)** so you can post the cards straightaway, which is really useful.

PAUL: Yeah. Well, I'll bring the children round at the weekend and we'll join. Oh, one more thing – I'll be bringing the car, **is there _____ available? (Q10)**

SUSIE: **Yes, and it's free in the evening and at _____ .**

PAUL: Perfect. Well, thanks, Susie see you …

LIVEWORKSHEETS

Questions 1 – 10

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

PUBLIC LIBRARY

Example

The library re-opened last ……*month*…….

The library now has

- a seating area with magazines
- an expanded section for books on **1**…….
- a new section on local **2**…….
- a community room for meetings (also possible to **3**……. there)
- a new section of books for **4**…….

For younger children

- the next Science Club meeting: experiments using things from your **5**…….
- Reading Challenge: read six books during the holidays

For adults

- this Friday: a local author talks about a novel based on a real **6**…….
- IT support is available on Tuesday – no **7**……. is necessary
- free check of blood **8**……. and cholesterol levels (over 60s only)

Other information

- the library shop sells wall-charts, cards and **9**…….
- evenings and weekends: free **10**……. is available

In this session in your training day we're going to look at home of the more specialised holidays we offer at BC Travel. Now, the travel business is very competitive and it's important to be aware of how the market's changing and developing. In terms of age groups, the over-65s are an important market, and one that's increasing steadily year on year. The fewest holidays are taken by the 31 to 42-year-olds, and that figure shows no sign of rising. The biggest market at present is still the youngest group, the 16 to 30s, but this group's also seen the biggest drop over the last few

LIVEWORKSHEETS

years, whereas there's a noticeable growth in the number of holidays taken by the 55 to 64-year-olds. As far as the 43 to 54-year-olds are concerned, bookings there are steady, but I have to say we haven't seen the increase we expected.

Statements	True	False
There has been no change in the market.		
The over-65s has witnessed a stable growth annually.		
31 to 42-year-olds are keen travelers.		
People aged from 16 to 30s account for the largest proportion.		
The figure for 43 to 54-year-olds remains static.		

One trend we're noticing with nearly all age groups is the growing popularity of holidays in which clients do some kind of specialised activity. I'm not talking here about adventure holidays, where clients take part in high-risk activities like white water rafting just for the thrill of it. Activity holidays usually involve rather less high-risk sports, or things like art and music. They're not necessarily cheaper than ordinary holidays, often the opposite, in fact. But they do often take place outside the main tourist centres, which gives an opportunity for clients to find out more about the local people and customs, and many say this is one of the most positive features of these holidays. Of course, they offer the chance to develop a new skill or talent, but clients often say that more than this, it's the chance to create lasting relationships with other like-minded people that's the main draw.

Statements	True	False
White water rafting is an example for the activities in adventure holidays.		
Activity holidays are often more expensive than ordinary holidays.		
Activity holidays allow people to discover indigenous cultural features.		
People find it hard to make friends when going on activity holidays.		

Let me give you some examples of BC Travel activity holidays. Our painting holidays take place in four different centres in France and Italy and they're very popular with clients of all abilities from beginners onwards. We've got an excellent team of artists to lead the classes – some of them have been with us from the start, and five additional ones will be joining us this year so that we can offer a greater number of classes in each centre.

As far as cooking holidays are concerned, I know a lot of agents offer holidays where clients cook recipes related to one particular country, usually the one they're staying in, but we focus on dishes from a great many different ones. Apart from that you'll find the usual emphasis on good quality, organic ingredients – that's more or less a given nowadays – and there are generally some meat-free recipes included.

Our photography holidays take place in a wide range of countries from Iceland to Vietnam, and clients have the opportunity to see some stunning scenery. Groups are small, no more than eight, so clients can have one-on-one tuition during the holiday, and excursions are arranged with fully-trained guides. At the end of each holiday an exhibition is held of the photographs taken so that clients can see one another's work and receive valuable feedback from the tutor.

LIVEWORKSHEETS

Statements	True	False
Painting holidays are not for beginners.		
There are five people in the artist team.		
Cooking holidays of BC Travel focuses on one particular country.		
A handful of meals do not contain meat.		
Tourists can travel to different countries when they choose photography holidays.		
One-on-on tuition is feasible in photography holidays.		
Clients give feedback to each other in the exhibition in the end.		

Questions 11 and 12

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

Which **TWO** age groups are taking increasing numbers of holidays with BC Travel?

A 16-30 years

B 31-42 years

C 43-54 years

D 55-64 years

E over 65 years

Questions 13 and 14

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

Which **TWO** are the main reasons given for the popularity of activity holidays?

A Clients make new friends.

B Clients learn a useful skill.

C Clients learn about a different culture.

D Clients are excited by the risk involved.

E Clients find them good value for money.

Questions 15 – 17

15 How does BC Travel plan to expand the painting holidays?

A by adding to the number of locations

B by increasing the range of levels

C by employing more teachers

16 Why are BC Travel's cooking holidays unusual?

A They only use organic foods.

B They have an international focus.

C They mainly involve vegetarian dishes.

17 What does the speaker say about the photography holidays?

A Clients receive individual tuition.

B The tutors are also trained guides.

C Advice is given on selling photographs.

LIVEWORKSHEETS