

PART 1

Questions 1 – 8

Complete the form below.

Write **NO MORE THAN THREE WORDS AND/OR A NUMBER** for each answer.

PACKHAM'S SHIPPING AGENCY – customer quotation form

Example

Country of destination: **Kenya**....

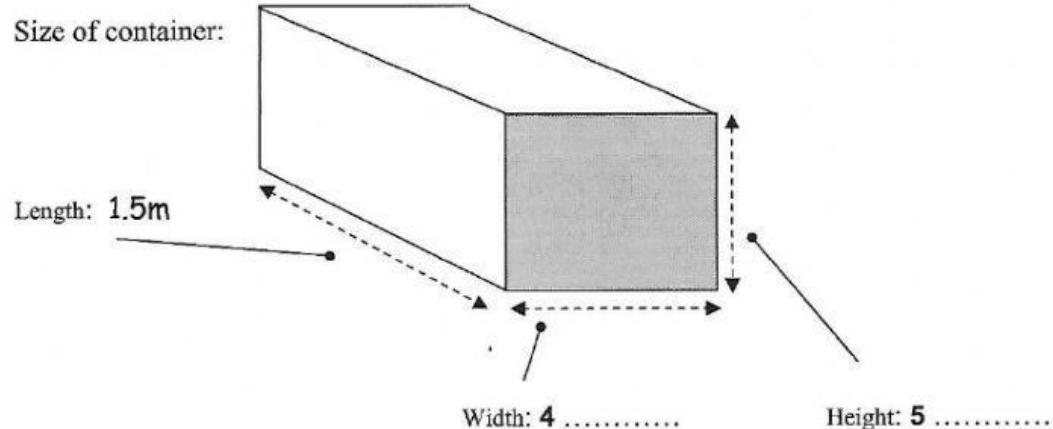
Name: **Jacob 1**

Address to be collected from: **2** *College, Downlands Rd*

Town: **Bristol**

Postcode: **3**

Size of container:



Contents: **clothes**

6

7

Total estimated value: **8** £.....

PART 1

Questions 9 and 10

Choose the correct letter, A, B or C.

9 Type of insurance chosen

- A** Economy
- B** Standard
- C** Premium

10 Customer wants goods delivered to

- A** port
- B** home
- C** depot

PART 2

Questions 11 – 16

Answer the questions below.

Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

What **TWO** factors can make social contact in a foreign country difficult?

- 11
- 12

Which types of community group does the speaker give examples of?

- theatre
- 13
- 14

In which **TWO** places can information about community activities be found?

- 15
- 16

PART 3

Questions 27 – 30

Complete the sentences below.

*Write **NO MORE THAN TWO WORDS** for each answer.*

Studying with the Open University demanded a great deal of **27**

Studying and working at the same time improved Rachel's **28** skills.

It was helpful that the course was structured in **29**

She enjoyed meeting other students at **30**