SECTION 1 (Questions 1-10)

Read the text and answer questions 1-10

Questions 1-10

Complete the form below.
Write ONE WORD AND/OR NUMBER for each answer.

Superior Home Appliances - Customer Complaint Form

Example
Type of appliance: fridge
Name: Jessica Brown
Tel: 5823 2210
Under warranty: yes

Field	Answer
Model type: a **1** mount	
Model number: S 654 391 X	
Colour: 2	
Date of purchase: 3	
Problems: the **4** in the fridge sounded **5** degrees	
freedzer temperature is	
main fridge not working.	
Nearest service centre: Ken's Appliances (near the **6**)	
Comments:	
customer needs the fridge to store food for her 7 shop	
Value of food in fridge: $ 8	
To do: get the 9 to call her today	
replace damaged 10	

SECTION 2 (Questions 11-20)

Questions 11-14

Choose the correct answer.

11 People who act as hosts for Connections
- A. are given a little money.
- B. do not receive payment.
- C. can apply for expenses.

12 Connections is for people from other countries who
- A. have difficulty making friends.
- B. are looking for temporary work.
- C. can offer language support.

13 According to the speaker, what can a guest expect to do during their stay?
- A. cook food for their host family
- B. explain their own family traditions.

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C. discuss matters of personal interest.

14 According to the speaker, a long-term benefit of the Connections scheme could be
A. an increased understanding between cultures.
B. a programme of weekly visits.
C. more involvement from people of different communities.

Questions 15-20

Complete the flow - chart below.
Choose SIX correct answers, A-H, next to questions 15-20.

To apply to *Connections* as a guest

Flowchart Step	Answer Choices
The applicant makes an initial phone call to the: **15** department.	**A** acknowledgement
The applicant sends in a reference to confirm his/her: **16** .	**B** decision
Following approval, an application form is emailed to the applicant.	**C** identity
The applicant returns the completed form with two photographs (one for **17** and one for the family).	**D** an interview
The applicant receives: **18** within seven days.	**E** legal status
The applicant has: **19** with a staff member.	**F** records
The applicant receives a final: **20** in writing.	**G** rejection
	H vetting

SECTION 3 (Questions 21-30)

Questions 21-25

Choose the correct answer.

Climate change and allergies

21 Why is Beth unconvinced that allergies are linked to vitamin D deficiency?
A. because people's diets have improved since the 1950s
B. because most people get enough vitamin D
C. because the evidence only applies in Britain

22 Eliot explains that rising CO2 levels
A. will mean distribution of pollen over a wider area.
B. are having less impact on pollen than milder winters.
C. are responsible for higher quantities of pollen.

23 What does Beth say about seasonal changes?
A. There is no clear short-term trend for the arrival of spring.
B. In general, spring is likely to continue arriving early.
C. Springs are becoming milder and longer.

24 What point is made about the plant ragweed?
A. It is spreading to more countries.
B. It is the most widespread cause of allergies globally.
C. It causes the most severe type of allergy.

25 Why is tree pollen a more serious problem in cities?

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A. Trees produce more pollen there.
B. There is less to absorb the tree pollen.
C. There is not enough control over tree-planting.

Questions 26-30

What comment is made about the seasonal changes in pollen in each of the following European countries?
Choose FIVE correct answers, A-G, next to question 26-30.

European countries	Seasonal changes in pollen
Australia: **26**	**A** greatest change recorded for oak pollen
France: **27**	**B** changes identified for two pollen types only
The Netherlands: **28**	**C** a longer season for grass pollen
Switzerland: **29**	**D** earlier start dates for all pollen types
UK: **30**	**E** significant change in start date of birch pollen
	F little difference in start dates
	G information only available for birch pollen

SECTION 4 (Questions 31-40)

Read the text and answer questions 31-40

Questions 31-40

Complete the notes below.
Write ONE WORD AND/OR A NUMBER for each answer.

Saffron

Saffron: a spice which comes from the crocus flower
Cultivation and production

- **Harvested in October**
- Number of stigmas needed for 50 grams: **31**
- Method of preservation: **32**
- Taste and aroma: like honey
- Forms in which sold: as whole stigmas and as a **33**

Uses of saffron today

- To colour and flavour food in many countries especially for making **34** dishes
- **In medicine**
  - as a drug in treatment of problems affecting the **35**
  - experiments with rats as protection from exposure to some types of **36**

History of saffron use
Ancient Crete as a dye for 37
Roman Empire

- in oil used for the production of **38**
- as a 39 in public baths
  Persia (Iran) as a dye used in the making of 40

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