

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 freezer 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.

C. discuss matters of personal interest.

14 According to the speaker, a long-term benefit of the Connections scheme could be

- an increased understanding between cultures.
- a programme of weekly visits.
- 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?

- because people's diets have improved since the 1950s
- because most people get enough vitamin D
- because the evidence only applies in Britain

22 Eliot explains that rising CO₂ levels

- will mean distribution of pollen over a wider area.
- are having less impact on pollen than milder winters.
- are responsible for higher quantities of pollen.

23 What does Beth say about seasonal changes?

- There is no clear short-term trend for the arrival of spring.
- In general, spring is likely to continue arriving early.
- Springs are becoming milder and longer.

24 What point is made about the plant ragweed?

- It is spreading to more countries.
- It is the most widespread cause of allergies globally.
- It causes the most severe type of allergy.

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

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