SECTION 1: HOMECARE CLEANING AGENCY (Questions 1-10)

Questions 1-4

Complete the form below
Write NO MORE THAN TWO WORDS for each answer.
Customers referred by: friend
Location: in the **1**.....
Type of cleaning: regular
Rooms:

- (two) **2**..... bedrooms
- third bedroom used as **3**.....
- kitchen/diner
- **4**.....
- family room
- two bathrooms

Questions 5-7

Choose the correct answer.

5 Which extra service does agency agree to provide?

A. changing the bed linen
B. washing the windows
C. cleaning the fridge

6 What will be cleaned more thoroughly every three months?

A. the children's room
B. the carpet
C. the bathroom

7 The woman would like the cleaners to

A. do the washing
B. iron the clothes
C. put the clothes away

Questions 8-10

Complete the form below
Write NO MORE THAN TWO WORDS AND/OR A NUMBER for each answer.
Name: Rose Kelly
Address: 48 8 Road, Mount Eden
Day of job: **9**.....
Time: 9:00 am
Cost per hour: $25
Maximum length of job: **10**.....

SECTION 2: Museum tour (Questions 11-20)

Questions 11-16

Choose the correct answer.

11 What does the tour guide advise the visitors to do in the museum today?

A. see the most popular exhibits first

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B. pay a brief visit to each gallery
C. go to the photography gallery last

12 The museum was designed by William Craven, who also designed
A. a textile factory
B. a town hall
C. a railway station

13 The museum won an award for the preservation of the
A. staircase
B. floor
C. windows

14 Most of the money for the project came from
A. the public
B. the government
C. local business

15 Over the next five years, the museum will invest mainly in
A. restoring existing collections.
B. developing educational programmes.
C. purchasing new objects for display.

16 Visitors who are interested in learning more about the exhibits should
A. visit the museum's website
B. read the leaflet on display
C. attend the monthly lectures

Questions 17-20

What information does the guide give about each of the following collections?
Choose FOUR correct answers, A-F, next to questions 17-20.

Collections	Information
18th-century paintings: **17**	**A** has been shown in different museums
Farnley collection: **18**	**B** consist of work by a local resident
Kitchen appliances: **19**	**C** has exhibits from various countries
Fashion gallery: **20**	**D** in only on temporary display
	E shows things that are no longer common
	F is on loan from foreign museum

SECTION 3: Analysis methods (Questions 21-30)

Questions 21-25

What are the characteristics of the following analysis methods?
Choose FIVE correct letters, A-G, next to questions 21-25.

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Analysis methods	Characteristics
PEST: **21**	**A** It will save a lot of business time and effort
Drill Down: **22**	**B** It is visualized
PMI: **23**	**C** It does not fit our company
Pareto: **24**	**D** It will take too long
SWOT: **25**	**E** It is easy to use
	F It is difficult to apply
	G It is suitable to almost all sized companies

Questions 26-30

Choose the correct answer.

26 What does Frances consider as the best strength of the company?

A. reputation
B. experienced employees
C. management

27 What factor did Sam overlook for the future growth of the company?

A. seek for cheaper suppliers
B. set up an overseas office
C. compete with major competitors

28 Which of the following can be the threat to a company?

A. increasing competition
B. outdated technology
C. new legislation

29 What has Sam learned from the research?

A. using better tools
B. cost of a success business
C. gap between reality and theory

30 What is the professor's suggestion for the report?

A. give a final determination
B. reorganize a clear structure
C. add more detailed information

SECTION 4: Employment Survey on Graduates (Questions 31-40)

Questions 31-40

Complete the notes below
Write NO MORE THAN TWO WORDS for each answer.

Overview

- Interviews from which subject: **31**.....
- Two research methods: email questionnaires and **32**.....

Findings

- 32% of students tended to acquire another **33**.....
- only 4% were unemployed

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- most of students work in the **34**..... sector
- majority are happy with: **35**.....

Feedback

Useful skills learned in college:

- working as a **36**..... member
- personal organization
- **37**..... ability

Useless skills:

- **38**..... (lack of training)
- advice on **39**..... (unnecessary)
- advice on finding a **40**..... (not enough)

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