

LISTENING

SECTION 1 Questions 1–10

Complete the notes below.

Write **ONE WORD AND/OR A NUMBER** for each answer.

FAMILY EXCURSIONS
Cruise on a lake
<i>Example</i> Travel on an old <u>steamship</u>
Can take photos of the 1 that surround the lake
Farm visit - Children can help feed the sheep - Visit can include a 40-minute ride on a 2 - Visitors can walk in the farm's 3 by the lake 4 is available at extra cost
Cycling trips - Cyclists explore the Back Road - A 5 is provided - Only suitable for cyclists who have some 6 - Bikes can be hired from 7 (near the Cruise Ship Terminal)

- Cyclists need:
 - a repair kit
 - food and drink
 - a **8** (can be hired)
- There are no **9** or accommodation in the area

Cost

- Total cost for whole family of cruise and farm visit: **10** \$

SECTION 2 Questions 11–20

Questions 11–14

Choose the correct letter, **A**, **B** or **C**.

Talk to new kitchen assistants

- 11 According to the manager, what do most people like about the job of kitchen assistant?
- A the variety of work
 - B the friendly atmosphere
 - C the opportunities for promotion
- 12 The manager is concerned about some of the new staff's
- A jewellery.
 - B hair styles.
 - C shoes.
- 13 The manager says that the day is likely to be busy for kitchen staff because
- A it is a public holiday.
 - B the head chef is absent.
 - C the restaurant is almost fully booked.
- 14 Only kitchen staff who are 18 or older are allowed to use
- A the waste disposal unit.
 - B the electric mixer.
 - C the meat slicer.

Questions 15 and 16

Choose **TWO** letters, **A–E**.

According to the manager, which **TWO** things can make the job of kitchen assistant stressful?

- A They have to follow orders immediately.
- B The kitchen gets very hot.
- C They may not be able to take a break.
- D They have to do overtime.
- E The work is physically demanding.

Questions 17–20

What is the responsibility of each of the following restaurant staff?

Choose **FOUR** answers from the box and write the correct letter, **A–F**, next to Questions 17–20.

Responsibilities

- A** training courses
- B** food stocks
- C** first aid
- D** breakages
- E** staff discounts
- F** timetables

Restaurant staff

- 17 Joy Parkins
- 18 David Field
- 19 Dexter Wills
- 20 Mike Smith

Test 5

SECTION 3 Questions 21–30

Questions 21–23

Choose the correct letter, A, B or C.

Paper on Public Libraries

- 21** What will be the main topic of Trudie and Stewart's paper?
- A** how public library services are organised in different countries
 - B** how changes in society are reflected in public libraries
 - C** how the funding of public libraries has changed
- 22** They agree that one disadvantage of free digitalised books is that
- A** they may take a long time to read.
 - B** they can be difficult to read.
 - C** they are generally old.
- 23** Stewart expects that in the future libraries will
- A** maintain their traditional function.
 - B** become centres for local communities.
 - C** no longer contain any books.

Questions 24–30

Complete the notes below.

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

Study of local library: possible questions

- whether it has a **24** of its own
- its policy regarding noise of various kinds
- how it's affected by laws regarding all aspects of **25**
- how the design needs to take the **26** of customers into account
- what **27** is required in case of accidents
- why a famous person's **28** is located in the library
- whether it has a **29** of local organisations
- how it's different from a library in a **30**

SECTION 4 Questions 31–40

Complete the notes below.

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

Four business values

Many business values can result in 31

Senior managers need to understand and deal with the potential 32 that may result.

Collaboration

During a training course, the speaker was in a team that had to build a 33

Other teams experienced 34 from trying to collaborate.

The speaker's team won because they reduced collaboration.

Sales of a 35 were poor because of collaboration.

Industriousness

Hard work may be a bad use of various company 36

The word 'lazy' in this context refers to people who avoid doing tasks that are 37

Creativity

An advertising campaign for a 38 was memorable but failed to boost sales.

Creativity should be used as a response to a particular 39

Excellence

According to one study, on average, pioneers had a 40 that was far higher than that of followers.

Companies that always aim at excellence may miss opportunities.