

Exercise 1. READ THE PASSAGE BELOW AND DO THE FOLLOWING TASKS

- If a fire is detected inside the room, exit the room immediately, close the door, and activate the nearest emergency alarm. Notify in-house personnel by dialling 1999 and the Fire Department at 911.
- If you are alerted to fire in the building, make sure it is safe to leave your room. Check for heavy smoke. Once you have determined it is safe, take your room key and proceed to the exit nearest to you.
- If it is not safe to leave your room, fill your bathtub and other containers with water. Block all openings, such as vents and under the door, with wet towels. This will prevent fumes from entering your room. Call the hotel staff, informing them of your location.
- If smoke already exists in your room, hold a wet towel over your mouth and stay low.
- Do not break any windows unless absolutely necessary. This will only worsen the situation.
- Do not try to exit by use of the elevators.

It is important to remember that in any emergency situations your ability to STAY CALM during the evacuation process is the key to success.

Complete the following sentences with NO MORE THAN THREE WORDS taken from the passage.

1. When you decide it is safe to leave your room, run quickly to the nearest
2. When you don't feel it is safe to leave the room, call the hotel staff to tell them about
3. If you detect heavy smoke in your room, cover your mouth with
4. Unless necessary it is not suggested to
5. The key to success in all emergency situations is

Exercise 2. Read the passages below and do the following tasks

A city survey with a difference

There are many websites on the Internet which provide lists of the world's best cities to visit, live or work in. These lists usually grade the cities in order, from 'best' to 'worst', and are based on facts and figures provided by local or national organizations.

The City Brands Index (CBI) also provides a list of best and worst cities. However, unlike other surveys, it is based on the idea that cities are similar to products in shops. It asks ordinary people in other countries to grade cities in the same way that they would grade a product, like a soft drink or a car. What is particularly different about the CBI is that the people who take part in the survey may not have ever visited the cities. Instead, they are asked to say what they think the cities are like, basing their opinions on things like news stories, magazine articles or television programmes they have heard or seen.

Each year, about 10,000 people in 20 countries take part in the CBI survey, and they grade a total of 50 cities. They do this by filling in an online questionnaire. There are several categories in the survey. These include things like the economy, education, the environment, local culture, climate and what the city's residents are like.

The CBI list is useful because it helps people choose a good place to live, find work or take a holiday. It also helps regional governments to understand why people and businesses are, or are not, coming to their cities, and so shows them areas which they could develop or improve.

Complete the sentences below with ONE WORD OR A NUMBER from the passage for each answer.

1. The CBI believes that cities are like which people can buy when they go shopping.
2. Surveys take place every
3. A maximum of cities are included in the survey.
4. A number of different are included in the survey.