

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

Example

- Travel on an old*steamship*.....

- 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 – 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

SECTION 3

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 expect 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.