I. LISTENING

Questions 1–10

Questions 1–2

Complete the notes below.

*Write **NO MORE THAN ONE WORD** for each answer.*

Advice on plumbers and decorators

Example
Make sure the company is : local

Don't call a plumber during the **1** ..... .

Look at trade website: **2** *www.* ..... *.com*

Questions 3–10

Complete the table below.

*Write **NO MORE THAN ONE WORD** for each answer.*

Name	Positive points	Negative points
Peake's Plumbing	• Pleasant and friendly • Give **3** ..... information • Good quality work	• Always **4** .....
John Damerol Plumbing Services	• **5.** ..... than other companies • Reliable	• Not very polite • Tends to be **6** .....
Simonson Plasterers	• Able to do lots of different **7**	• More **8** ..... than other companies
H.L. Plastering	• Reliable. • Also able to do **9**	• Prefers not to use long **10** .....

LIVEWORKSHEETS

Questions 11–20

Questions 11–15

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

Museum work placement

11 On Monday, what will be the students' working day?

A 9.00 a.m. – 5.00 p.m.

B 8.45 a.m. – 5.00 p.m.

C 9.00 a.m. – 4.45 p.m.

12 While working in the museum, students are encouraged to wear

A formal clothing such as a suit.

B a cap with the museum logo.

C their own casual clothes.

13 If students are ill or going to be late, they must inform

A the museum receptionist.

B their museum supervisor.

C their school placement tutor.

14 The most popular task whilst on work placement is usually

A making presentations in local primary schools.

B talking to elderly people in care homes.

C conducting workshops in the museum.

15 The best form of preparation before starting their work placement is to read

A the history of the museum on the website.

B the museum regulations and safety guidance.

C notes made by previous work placement students.

LIVEWORKSHEETS

Questions 16–20

Label the plan below.

*Write the correct letter, **A–I**, next to questions 16–20*

Where in the museum are the following places?

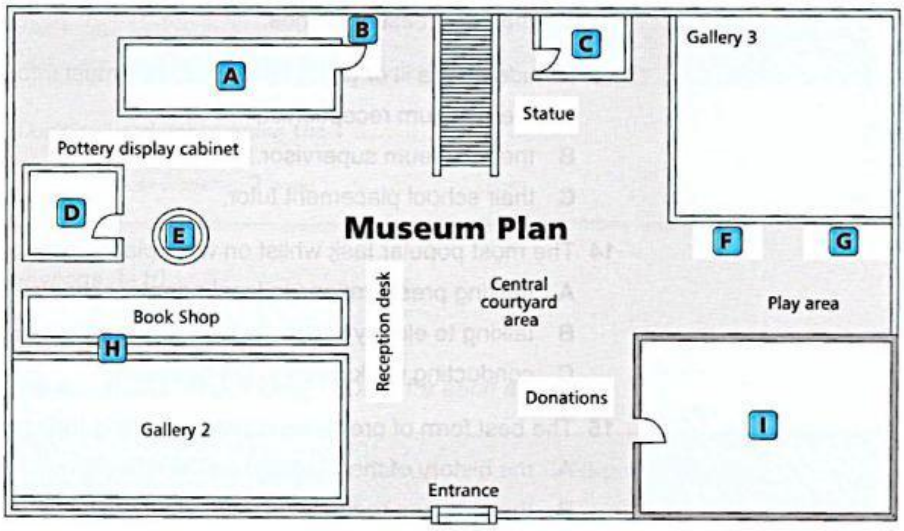
16 Sign-in office .....

17 Gallery 1 .....

18 Key box .....

19 Kitchen area .....

20 Staff noticeboard .....



LIVEWORKSHEETS

Questions 21–30

Questions 21–26

What is the tutor's opinion of the following company projects?

*Choose **FIVE** answers from the box, and write the correct letter, **A–H**, next to questions 21–26.*

Tutor's opinion

A It would be very rewarding for the student.
B It is too ambitious.
C It would be difficult to evaluate.
D It wouldn't be sufficiently challenging.
E It would involve extra costs.
F It is beyond the student's current ability.
G It is already being done by another student.
H It would probably have the greatest impact on the company.

Company projects

21 Customer database .....

22 Online sales catalogue .....

23 Payroll .....

24 Stock inventory .....

25 Internal security .....

26 Customer services .....

Questions 27–30

Questions 27–28

*Choose **TWO** letters, **A–E**.*

Which **TWO** problems do Sam and the tutor identify concerning group assignments?

A Personal relationships.
B Cultural differences.
C Division of labour.
D Group leadership.
E Group size.

LIVEWORKSHEETS

Questions 29–30

*Choose **TWO** letters, **A–E**.*

Which **TWO** problems does Sam identify concerning the lecturers?

A Punctuality.
B Organisation.
C Accessibility.
D Helpfulness.
E Teaching materials.

Questions 31–40

Questions 31–40

Complete the notes below.

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

The Tawny Owl

Most **31** ..... *owl species in UK*

Strongly nocturnal

Habitat

Mainly lives in **32** ..... *, but can also be seen in urban areas, e.g. parks.*

Adaptations:

- *Short wings and* **33** ..... *, for navigation*
- *Brown and* **34** ..... *feathers, for camouflage*
- *Large eyes (more effective than those of* **35** ..... *), for good night vision*
- *Very good spatial* **36** ..... *, for predicting where prey might be found*
- *Excellent* **37** ..... *, for locating prey from a perch*

Diet

Main food is small mammals.

Owls in urban areas eat more **38** ..... .

Survival

Two thirds of young owls die within a **39** ..... .

Owls don't disperse over long distances.

Owls seem to dislike flying over large areas of **40** ..... .

LIVEWORKSHEETS