

## 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](http://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	<ul style="list-style-type: none"> <li>Pleasant and friendly</li> <li>Give <b>3</b> ..... information</li> <li>Good quality work</li> </ul>	<ul style="list-style-type: none"> <li>Always <b>4</b> .....</li> </ul>
John Damerol Plumbing Services	<ul style="list-style-type: none"> <li><b>5</b> ..... than other companies</li> <li>Reliable</li> </ul>	<ul style="list-style-type: none"> <li>Not very polite</li> <li>Tends to be <b>6</b> .....</li> </ul>
Simonson Plasterers	<ul style="list-style-type: none"> <li>Able to do lots of different <b>7</b> .....</li> </ul>	<ul style="list-style-type: none"> <li>More <b>8</b> ..... than other companies</li> </ul>
H.L. Plastering	<ul style="list-style-type: none"> <li>Reliable.</li> <li>Also able to do <b>9</b> .....</li> </ul>	<ul style="list-style-type: none"> <li>Prefers not to use long <b>10</b> .....</li> </ul>

## 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.

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?

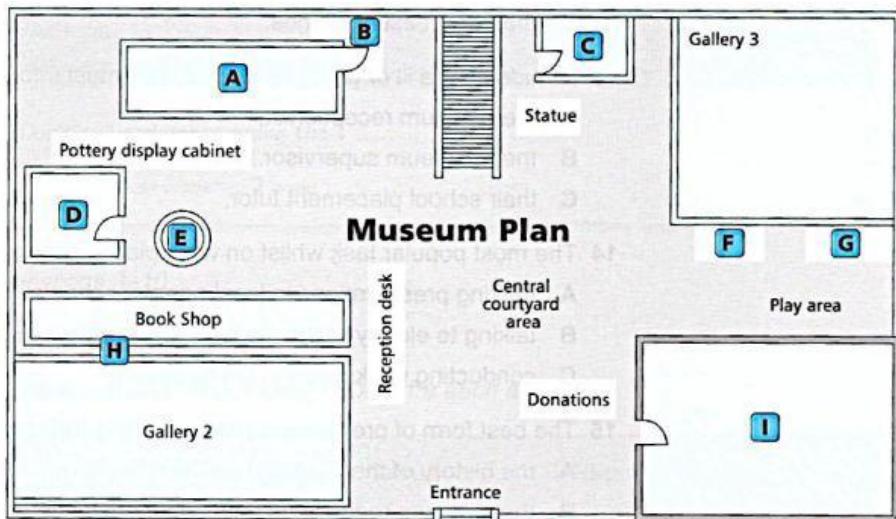
**16** Sign-in office .....

**17** Gallery 1 .....

**18** Key box .....

**19** Kitchen area .....

**20** Staff noticeboard .....



**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.

**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

HabitatMainly 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** .....SurvivalTwo 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** .....