

TEST 14

SECTION 1 Questions 1-10

Complete the notes below.

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

DRIVING SCHOOL

Example

Answer

Looking for driving lessons given during the: weekends

Address: 1 Road

Drive: the city center

2 above the city

Teacher's name: Allen 3

Popular type of car on roads: 4

Had better: practice during the 5

Safety driving depends on: good 6

Obtain: a driving 7

Final test fee: 8 \$

Duration of test: approx 9 minutes

More advice: keep a driving 10

SECTION 2 *Questions 11-20*

Questions 11-15

Complete the sentences below.

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

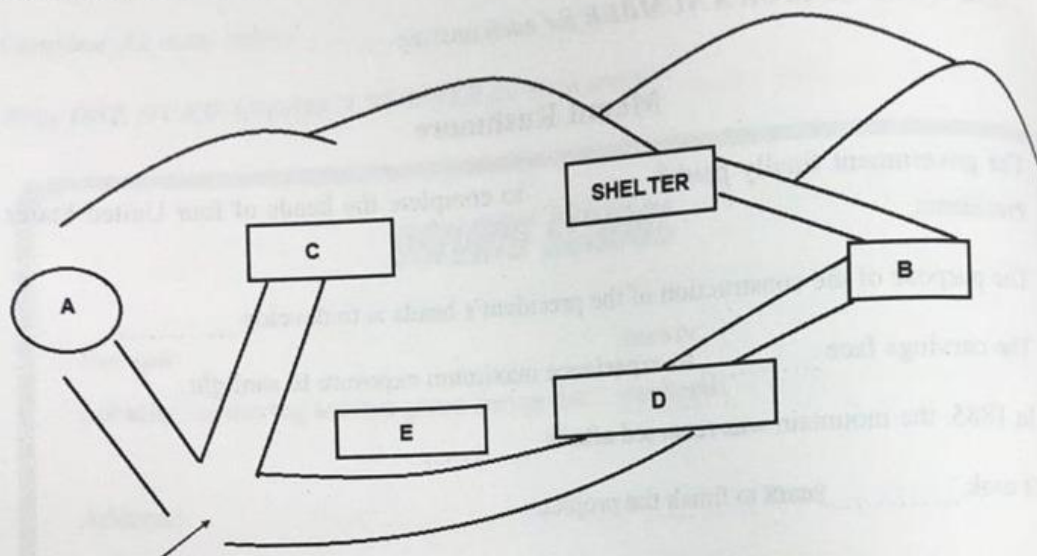
Mount Rushmore

- 11 The government finally paid \$ to complete the heads of four United States Presidents.
- 12 The purpose of the construction of the president's heads is to develop
- 13 The carvings face to experience maximum exposure to sunlight.
- 14 In 1885, the mountain was renamed after a
- 15 It took years to finish the project.

Questions 16-20

Label the map below.

Write the correct letter, A-E, next to questions 16-20.



- 16 information centre
- 17 refreshment centre
- 18 gift shop
- 19 workshop
- 20 visitor centre

SECTION 3 Questions 21-30

Questions 21-26

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

- 21 What kind of research method does the professor recommend?
A interview
B observation
C questionnaire
- 22 What is the project based on?
A a study they did before in Australia
B a similar angle someone has done before
C an Australian study
- 23 What does the professor advise Douglas to do about the formation of the focus groups?
A strengthen the group in size
B reduce the number of children in each group
C build more than 3 groups
- 24 To do the project best, the professor suggests the students
A interview various people or sectors.
B not be too ambitious.
C work hard enough.
- 25 To gather data, the professor asks Jane
A to replace other people's advice.
B to simplify the textbook.
C to practice using the date table.
- 26 The reason why Douglas hasn't read enough reference books is that
A he doesn't have enough time.
B he thinks there are too many books to read.
C he hasn't spent time in the library.

Questions 27-30

What do the students decide about the following parts of the project?

Write the correct letter, **A**, **B** or **C**, next to questions 27-30.

- | | |
|----------|-----------------------|
| A | Jane will do |
| B | Douglas will do |
| C | They will do together |

- | | | |
|----|-------------------|-------|
| 27 | final report | |
| 28 | sheet preparation | |
| 29 | letter | |
| 30 | transcript | |

SECTION 4 Questions 31-40

Complete the notes below.

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

Company Outsourcing

Case study – TCP Technologies:

- Manager: Manjeet Khanna
- Main target: to create a 31 environment

Grading for staff:

- Every month grades are published on an 32
- The cultural openness increased the quantity of incoming contracted opportunities.
- The cultural openness improved the level of 33 of the company.
- The increased rate of staff satisfaction has led to growth of 32% in the 34

Recent interview:

- A company is not one entity comprised of components, but a living organism composed of cells.
- Manjeet's motto is 35

Benefits of management style:

- The rate of staff turnover has been reduced.
- A 36 can be from any other company.
- Grades are not used for 37

Features of managing style:

- Personally, the manager wrote emails to respond to the complaints.
- The complaint form known as a 38 has access to all employees online.
- The manager can receive any complaints concerning air conditioning, food quality and 39 entitlement.
- A 40 on the anonymous complaint was introduced in the new system.