

Part A • Grammar, Vocabulary and How to ...

**GRAMMAR**

1 Choose the correct option (a, b or c) to complete the sentences.

- We left early \_\_\_ avoid the traffic.  
a as to                    b so that                    c to
- She had some extra lessons \_\_\_ prepare for the exam.  
a so as                    b in order to                    c so to
- I turned up the television \_\_\_ I could hear it better.  
a but to                    b so that                    c so as to
- I ran to the bus stop in \_\_\_ miss the bus.  
a order to                    b not to order                    c order not to
- Mary is \_\_\_ serious person I know.  
a by far the most                    b by far the more                    c the most by far
- This computer \_\_\_ the one at work. That one's much faster.  
a is as fast as                    b is faster than                    c isn't as fast as
- The buildings in the financial district are \_\_\_ the tallest in the city.  
a among                    b some                    c one of

/7

2 Complete the sentences with the words in the box.

get had having myself someone themselves

- He doesn't need to \_\_\_\_\_ his eyes tested because he can see well.
- They're building the house \_\_\_\_\_.
- I need \_\_\_\_\_ to fix the door. I can't close it.
- She's \_\_\_\_\_ her motorbike repaired tomorrow.
- I'm going to check the answers \_\_\_\_\_.
- I \_\_\_\_\_ the windows cleaned last week.

/6

3 Choose the correct words to complete the sentences.

- The students were **so** / **such** a hard-working that they passed the exam with top marks.
- They were **so** / **such** a wealthy family that they had three houses.
- It's **so** / **such** cold that I'm going to put on an extra jumper.
- He's a lorry driver so he **used** / **'s used** to driving long distances.
- They never **were** / **got** used to drinking tea with milk.
- I'm **used** / **used** to cycle to work, but now I go by bus.
- She **didn't use** / **used** to enjoy cooking, but she loves it now.

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**VOCABULARY**

4 Complete the sentences with words for advertising and money.

- Your new TV was a **b** \_\_\_\_\_ n. They're usually much more expensive than that.
- I only use my credit card if I need to make an expensive **p** \_\_\_\_\_ e.
- Try not to let the adverts **i** \_\_\_\_\_ e you. Just make your own decisions.
- Would you like to make a **d** \_\_\_\_\_ n? Your money will help buy toys for the children's hospital.
- I got this nice bottle of olive oil because it was on **o** \_\_\_\_\_ r. I usually buy a cheaper one.
- They gave me a **r** \_\_\_\_\_ d when the trip was cancelled. I got all the money back.

/6

5 Choose the correct words to complete the sentences.

- You should be more **direct** / **pleasant**. Say what you think and don't worry about other people so much.
- She's a good teacher because she's **patient** / **shy**. She listens to her students carefully.
- Why do you have to be so **aggressive** / **calm**? There's no need to get angry like that.
- Most of the **historic** / **high-rise** buildings have been built in the last ten years.
- We've found the **ideal** / **tourist** spot for our caravan. It's under a big tree, not far from the swimming pool.
- This is one of the most **relaxed** / **run-down** parts of the city. A lot of the buildings are falling down.
- The area around the old port is known for its **lively** / **wealthy** nightlife.

/7

6 Complete the sentences with the words in the box.

break difficulties familiar safety tough  
water weather

- It was \_\_\_\_\_ for Jamal when he started a new school because he didn't know anyone.
- I'm glad Sarah was at the party. It was nice to see a \_\_\_\_\_ face.
- Could you help Otto? He seems to be having some \_\_\_\_\_.
- The firefighters managed to help the residents get to \_\_\_\_\_.
- I needed to \_\_\_\_\_ the journey and have a rest because it was a long drive.
- She got into hot \_\_\_\_\_ when her boss found out she wasn't really ill.
- If we stay calm, we'll be able to \_\_\_\_\_ the storm.

/7

## HOW TO ...

7 Complete the conversations with the words and phrases in the box.

comes down correctly from what impressive  
into account just because last bit rush hour  
this right unlimited

### Conversation 1

A: What do you think about these headphones?

B: <sup>1</sup> \_\_\_\_\_ everyone says, they're really good. They cancel out all the noise around you.

A: I've heard that, but they seem a bit expensive.

B: It all <sup>2</sup> \_\_\_\_\_ to the quality. You get what you pay for.

A: I'm not so sure. <sup>3</sup> \_\_\_\_\_ something's expensive, it doesn't mean it's better.

B: That's true sometimes, but taking everything <sup>4</sup> \_\_\_\_\_ these headphones are <sup>5</sup> \_\_\_\_\_.

### Conversation 2

A: If you pay another five euros, you can get <sup>6</sup> \_\_\_\_\_ travel.

B: So have I got <sup>7</sup> \_\_\_\_\_? I can travel as much as I like for five euros more.

A: Exactly. It lasts for twenty-four hours.

B: Can you say that <sup>8</sup> \_\_\_\_\_ again?

A: It lasts for twenty-four hours.

B: OK. If I've understood <sup>9</sup> \_\_\_\_\_, I can use it for one day.

A: Yes, but I forgot to say that you can't use it during the <sup>10</sup> \_\_\_\_\_, which is between 7.30 a.m. and 9.30 a.m.

/10

Total: /50

## Part B • Listening and Reading

### LISTENING

1 [Audio PT3.01] Listen to a podcast about complaining. Complete the notes with a word, number or short phrase.

- 1 The majority of people complain approximately \_\_\_\_\_ every day.
- 2 People don't complain so much at the weekend because they are \_\_\_\_\_.
- 3 Bad \_\_\_\_\_ is the thing people complain most about.
- 4 Erica's favourite type of complaint is about \_\_\_\_\_.
- 5 People are more confident about themselves if others have the same \_\_\_\_\_ views.
- 6 Some people complain in restaurants because they want to get a \_\_\_\_\_.
- 7 Complaining in a restaurant improves the \_\_\_\_\_ for some people.
- 8 Erica thinks talking about your feelings can stop you becoming \_\_\_\_\_.
- 9 Making complaints calmly may help you deal with an annoying \_\_\_\_\_.
- 10 Erica thinks listeners should \_\_\_\_\_ to what's happening and think about why they are complaining.

/10

3 [Audio PT3.02] Listen again. Choose the correct answer (A, B or C).

- 1 What does Michelle say about Arthur's Seat?  
A There is a castle at the top.  
B There are plenty of things to see.  
C There are too many high-rise buildings.
- 2 What does Rob say about Smithdown Road?  
A It is one of the wealthier areas of the city.  
B It is not as special as Penny Lane.  
C It is not as expensive as other parts of the city.
- 3 What does Catherine say about Penylan?  
A She thinks it is quieter than the city centre.  
B She has always lived there, on the edge of the city.  
C She doesn't like the tall buildings in the area.
- 4 What does Miles say about Holywood?  
A It is a cheap area to live in.  
B It is quite far from the city centre.  
C It has a lot of creative people.
- 5 What does Victoria say about Hackney?  
A It used to be in bad condition.  
B It is noisier than other parts of London.  
C It has the best street markets in the city.

/5

2 [Audio PT3.02] Listen to five speakers talking about areas of cities which they like. Match the speakers (1–5) with the statements (A–E).

- 1 Michelle: \_\_\_\_
- 2 Rob: \_\_\_\_
- 3 Catherine: \_\_\_\_
- 4 Miles: \_\_\_\_
- 5 Victoria: \_\_\_\_

- A I like a place where there is a lot to do in the evenings.
- B I like a place which feels calm and peaceful.
- C I like a place which is brightly decorated.
- D I like a place which is high up in the city.
- E I like a place where I feel I belong with the people.

/5

## READING

4 Read an article about different types of consumers. Match the statements (a–h) with the types of consumers (1–3) they are connected to.

- 1 Loyal customer: \_\_\_\_\_
- 2 Impulse shopper: \_\_\_\_\_
- 3 Wandering consumer: \_\_\_\_\_

- a These people don't always buy the same brand of product.
- b These people are likely to buy something if the price is reduced.
- c These people prefer places with lots of shops in them.
- d These people tend to purchase the same brand all the time.
- e These people sometimes plan to buy nothing.
- f These people may help sell the product by telling other people about it.
- g These people like to be treated well by the staff in shops.
- h These people are sometimes taken advantage of by companies.

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### What sort of consumer are you?

There are different types of consumer. In this article, we look at three of them. Which type are you?

#### Loyal customer

If you are used to buying the same products then you're probably a loyal customer. You don't think twice before making a purchase because you already know what you're going to buy. You don't even mind paying more to get exactly what you want. As a result, you're an important client for businesses because you help them make more profits! Not only that, you're likely to provide free advertising because you'll probably recommend the product to your friends and family. You might think it's easy for businesses to keep these customers loyal, but the opposite is true. If loyal customers change brand, it's tough to persuade them to return. That's why shops and services offer loyalty cards, which offer discounts to their regular customers.

#### Impulse shopper

Unlike loyal customers, impulse shoppers don't show brand loyalty. They're far more likely to buy things which they hadn't planned to purchase. They'll go into a supermarket for milk and come out with a car cleaning kit just because it's on offer! So, if that sounds familiar, you're probably an impulse shopper. For you, the experience of buying something is often more important than the product itself. Although some people think this is the worst type of shopping, it may have its benefits. For example, surveys have shown that impulse shoppers are usually in a much better mood after making a purchase. However, impulse shoppers need to be careful that shops don't exploit their weakness. If products are made attractive, even if they're useless, the impulse shopper will find it hard to resist buying them.

### Wandering consumer

Are you someone who likes to walk slowly around the shops looking at the goods on offer? If so, then you're probably a wandering consumer. For you, big shopping centres with a variety of shops are the ideal location. You have some things in common with impulse shoppers because sometimes you don't know what you're going to buy. In fact, you might have no intention of buying anything at all! What you really like is checking the quality of the products or looking out for a good deal. However, there's no guarantee you'll make a purchase. It's the experience of being in a shop rather than making a purchase that wandering consumers enjoy. That's why it's important for businesses to make the shopping experience as attractive as possible. They play music and have giant video screens so as to encourage people like you into their shops. Once the wandering consumer is inside, sales assistants will need to be pleasant and convincing in order to make a sale.

5 Read the article again. Are the statements True (T) or False (F)?

- 1 Loyal customers find it hard to choose things to buy. T / F
- 2 Loyal customers are prepared to pay a higher price for the right goods. T / F
- 3 Companies have to do very little to keep loyal customers. T / F
- 4 For some impulse shoppers, the experience is not as important as the product. T / F
- 5 Impulse shoppers may be influenced by the way a product looks. T / F
- 6 Wandering consumers and impulse shoppers have a similar attitude to shopping. T / F
- 7 Wandering consumers enjoy the experience of buying something more than anything else. T / F

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6 Read the story about someone surviving a difficult situation. Put the sentences (a–e) in the correct order (1–5) to complete a summary of the story.

- \_\_\_ a Klaben was involved in an accident because of bad weather.
- \_\_\_ b Klaben got the chance to travel with someone who repaired aeroplanes.
- \_\_\_ c Klaben and Flores were rescued after many weeks.
- \_\_\_ d Klaben left the town she had been staying in temporarily.
- \_\_\_ e Klaben and Flores spent weeks without eating.

/5

### Survival Stories: Helen Klaben

Helen Klaben was 21 when she left home in search of adventure. Originally from New York, Klaben went to Fairbanks, which is one of the coldest cities in the United States. It's so far north that the city has 24 hours of daylight in summer. After several months there, Helen decided it was time to move on and see other places. She planned to go to San Francisco where she could get an international flight. However, in order to get there, she had to get to a small city called Fort St. John in Canada.

The easiest way to get to there was by plane. The road journey would have been long and slow because of the snow. Then Helen met a man called Ralph Flores who was an aeroplane mechanic. He offered to take her to Fort St. John if she shared the costs with him. Helen agreed and they set off on a journey taking them over hundreds of miles of forests and mountains. Unfortunately, Flores had no experience of flying in bad weather and they had taken only a few supplies in case of emergency.

It was a long flight so they broke the journey in a town called Whitehorse. However, the weather was so bad, they ended up spending three days there. Despite the risk, Flores finally took off for Fort St. John. After a while, though, the conditions got worse and he couldn't see where he was going. Flores decided to fly the plane lower so as to find a road to follow. That's when one of the wings hit a tree. Flores warned Klaben they were going to crash just before they came down in a forest.

Luckily, both Klaben and Flores survived, although they both had broken bones. Unable to move, they found themselves in the middle of nowhere with temperatures as low as -40°. If that wasn't bad enough, they had little food and no survival equipment apart from a knife and matches. Thinking on their feet, they made a shelter to protect them from the cold. Their food lasted for ten days, but, after that, they only had melted snow water. To make themselves feel better, they pretended the water was soup.

Finally, after more than five weeks, Flores was able to move. Leaving Klaben alone, he left her to try and get help. He found a suitable spot to write the letters S.O.S. in the snow and, fortunately, a passing aeroplane saw it. The pilot, Chuck Hamilton, also located the crash site thanks to a fire that Klaben had made. He came back the next day and helped the pair get to safety. Klaben later wrote about her experience in a book called, *Hey, I'm alive!*

7 Read the story again. Choose the correct answer (A, B, C or D).

- 1 Why was Klaben planning to fly to Fort St. John?  
A She needed to go home to her family.  
B It was too cold for her in Fairbanks.  
C She wanted to see San Francisco.  
D She was hoping to travel abroad.
- 2 What did Flores agree to do?  
A drive hundreds of miles through the countryside  
B repair an aeroplane so Klaben could fly in it  
C pay the same as Klaben to take an aeroplane  
D take as few supplies as possible on their journey
- 3 What happened when they left Whitehorse?  
A Flores had difficulties working out their location.  
B Flores managed to get them to Fort St. John.  
C Flores landed the aeroplane on a road.  
D Flores turned around and returned to Whitehorse.
- 4 How did they manage to survive until they were rescued?  
A by eating food they had brought with them  
B by drinking water made from snow  
C by making a special kind of soup  
D by hunting with their survival equipment
- 5 How did Flores and Klaben get to safety?  
A They left the crash site to look for help.  
B They waited at the crash site until they were found.  
C They got the attention of someone flying past.  
D They waited until Klaben was able to walk.

/10

Total: /50

**Part C • Speaking and Writing**

**SPEAKING**

**1 Make questions and ask your partner.**

- 1 Do / usually / make / sensible / decisions?
- 2 Are / easily / influenced / advertising?
- 3 What / normally / do / with receipts / from shops?
- 4 Is / important / have / sense of community / in / a town?
- 5 Have / ever / had / do / tough job?

/5

**2 Answer your partner's questions.**

/5

**3 Describe the picture to your partner. What difficulties might the woman face in her job?**



/10

**WRITING**

**4 Match the sentence beginnings (1–5) with the endings (a–e).**

- 1 I was shocked to \_\_\_\_
  - 2 The journey takes \_\_\_\_
  - 3 I found it extremely \_\_\_\_
  - 4 The museum is on \_\_\_\_
  - 5 I am confident that \_\_\_\_
- a about two hours by train.
  - b discover that there was a hair in my food.
  - c the corner of Left Bank and Bridge Street.
  - d annoying that the manager was not available.
  - e we can reach a sensible solution.

/5

**5 You have recently had a bad experience on a train. Write a complaint email to the train company.**

Write 100–140 words.

/15

**Total: /40**