

Pinder's Animal Park

Example:

Enquiries about temporary work

Personal details:

Name: Jane 1 _____

Address: 2 _____

Exeter

Telephone number: 07792430921

availability: can start work on 3 _____

work details:

preferred type of work: Assistant 4 _____

relevant skills: familiar with kitchen 5 _____

relevant qualifications: a 6 _____ certificate

training required: a 7 _____ course

referee:

Name: Dr Ruth Price

Position: 8 _____

Phone number: 9 _____

other: Applicant has a form of 10 _____

Test 5

SECTION 1

Questions 1-10

Questions 1-5 Complete the notes below.

Write ***NO MORE THAN THREE WORDS AND/OR A NUMBER*** for each answer.

Change of address	
Customer number:	Example: 5062 7840
Name:	1.....
Date of birth:	2.....
New address:	18 King Street, 3
New telephone number:	4.....
Billing period:	5.....

Questions 6-10 Choose the correct letter, **A, B** or **C**.

- 6 The contract the customer has now is
A Economy Saver.
B Flexible Bundle.
C Home Plus.
- 7 The contract the Customer will have in the future is
A Economy Saver.
B Home Plus.
C Three-In-One.
- 8 There are no limits on Internet downloads in the period from
A 10 pm to 6 am.
B 1 am to 6 am.
C 11 pm to 2 am.
- 9 Most of the phone calls this customer makes are
A to friends.
B to relatives.
C for work.
- 10 Overall, the customer finds that the service of the telephone company is
A satisfactory.
B excellent.
C very good.

SECTION 2

Questions 11-20

Questions 11-17

Complete the notes below.

Write ***NO MORE THAN THREE WORDS AND/OR A NUMBER*** for each answer

Always wear 11inside the hotel.

Hire beach items at the 12

Reception opening hours 13

Linen and towels are changed 14

Smoking allowed only 15

Do not feed the 16and the

Be quiet after 17

Questions 18-20

Choose ***TWO*** letters, **A-E**,

18 Which TWO types of rubbish are not recycled?

- A food scraps
- B glass
- C metal
- D newspaper
- E plastic

19 Which TWO types of facilities in the hotel do you have to pay to use?

- A gym
- B spa
- C billiards
- D Internet
- E DVDs

20 What are TWO places for evening entertainment within walking distance of the hotel?

- A bar
- B casino
- C cinema
- D karaoke club
- E nightclub

Test 7

SECTION 1

Questions 1-10

Questions 1-4

Complete the notes below

Write ***NO MORE THAN TWO WORDS AND/OR A NUMBER*** for each answer.

Details of job applicant	
Name of applicant:	George Peters
Phone number:	Example: 0438 637 935
Position applied for:	1
Previous work experience:	worked as a 2
Qualifications:	currently studying 3
Foreign languages spoken:	4.....and

Questions 5-7

Which duties are part of the job that the man is applying for?

Choose ***THREE*** from the list below and write the correct letters, ***A-G***.

- A change light bulbs
- B clear away plates
- C deliver morning papers
- D stock refrigerators
- E take food orders
- F take luggage to rooms
- G work in hotel bar

Questions 8-10

Which of the following are provided for staff by the hotel?

Choose ***THREE*** from the list below and write the correct letters, ***A-G***, next to questions 8-10

- A laundry
- B meals
- C medical insurance
- D parking
- E training
- F transport costs
- G uniforms

Quiz

Example: The respondent is
 A 20-33 years old
 B 34-53 years old
 C over 54 years old

Questions 1-4

Circle the correct letters A-C.

1 The respondent works in _____

A the professions.

B business.

C other.

2. The respondent has a salary of _____

A 0- £ 15,000 a year.

B £ 15,000- £ 35,000 a year.

C over £ 35,000 a years.

3. The respondent watches TV for _____

A relaxation.

B entertainment.

C information.

4. Every day the respondent watches TV for _____

A 30 minutes-1 hour.

B 1 hour-2 hours.

C more than 2 hours.

Questions 5-7

Choose TWO letters A-E

5. The respondent mainly watches TV _____

A in the early morning.

B around midday.

C in the afternoon.

D in the early evening.

E at night.

6. On the new channel, the respondent would like to see more _____

A children's programs.

B documentaries.

C local service programs.

D travel program.

E health program.

7. The respondent would advise the new channel to _____

A spend more money on drama.

B train their broadcasters to higher standards.

C improve sound quality.

D broadcast interviews with famous people.

E talk more to customers.

Questions 8-10

Circle the correct letters A-C

8 The respondent feels that adverts should occur every _____

A 10 minutes.

B 15 minutes.

C 20 minutes.

9 The respondent would like to attend special promotions if _____

A expenses are paid.

B he is invited specially.

C they are held locally.

10 The respondent would like to receive

A no mail.

B requested mail.

C all mail.

SECTION 3

Questions 21-26

Questions 21-30

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

- 21 The largest numbers of Tasmanian devils live in
A coastal areas.
B drier forests.
C rainforests.
- 22 An adult female can weigh up to
A 4.5 kg.
B 9kg.
C 13 kg..
- 23 Tasmanian devils are
A shy.
B aggressive.
C friendly.
- 24 In one year an adult female usually raises
A one baby.
B three babies.
C twenty babies.
- 25 Tasmanian devils become independent when they are about
A 5 months old.
B 8 months old.
C 2 years old.
- 26 Farmers are
A permitted to shoot or poison them.
B paid to kill them.
C prohibited from killing them.

SECTION 3**Questions 21 – 30**

Questions 21 – 23

Choose **THREE** letters, **A-G**.

Which **THREE** factors does Marco's tutor advise him to consider when selecting a course?

- A** possibility of specialisation
- B** relevance to future career
- C** personal interest
- D** organisation of course
- E** assessment methods
- F** range of topics
- G** reputation of lecturer

Questions 24 – 27

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

24 Why does Marco's tutor advise him to avoid the *Team Management* course?

- A** It will repeat work that Marco has already done.
- B** It is intended for students at a lower level than Marco.
- C** It may take too much time to do well.

25 Why does Marco want to do a dissertation?

- A** He thinks it will help his future career.
- B** He would like to do a detailed study.
- C** He has already done some work for it.

26 What does Marco's tutor think about the dissertation outline?

- A** The topic is too narrow to be useful.
- B** The available data may be unsuitable.
- C** The research plan is too complicated.

27 What does Marco decide to do about his dissertation?

- A** contact potential interviewees
- B** change to another topic
- C** discuss it with Professor Briggs

Turn over ►