

CB L 15.4

PART 1 Questions 1-10

Complete the form below.

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

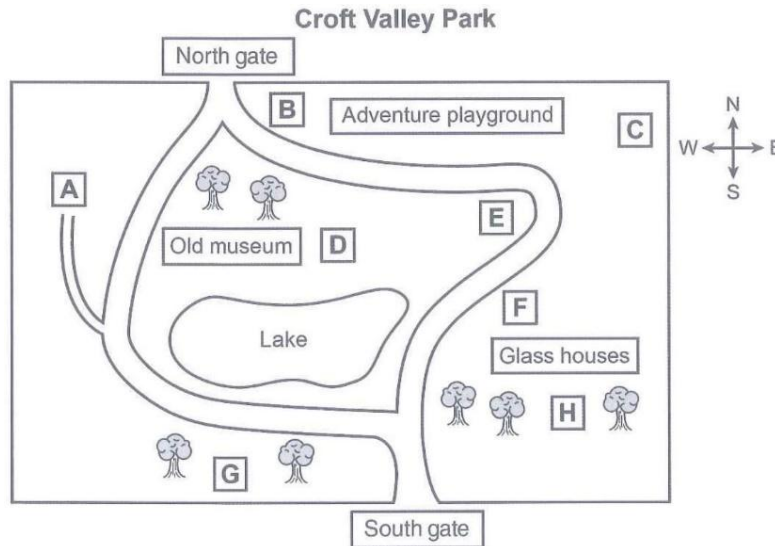
Customer Satisfaction Survey	
Customer details	
Name:	Sophie Bird
Occupation:	1. _____
Reason for travel today:	2. _____
Journey Information	
Name of station returning to:	3. _____
Type of ticket purchased:	standard 4. _____ ticket
Cost of ticket:	5. £ _____
When ticket was purchased:	yesterday
Where ticket was bought:	6. _____
Satisfaction with journey	
Most satisfied with:	the wifi
Least satisfied with:	the 7. _____ this morning
Satisfaction with station facilities	
Most satisfied with:	how much 8. _____ was provided
Least satisfied with:	lack of seats, particularly on the 9. _____
Neither satisfied nor dissatisfied with:	the 10. _____ available

PART 2 Questions 11-20

Questions 11-16

Label the map below.

Write the correct letter, A-H, next to Questions 11-16.



11. café _____

12. toilets _____

13. formal gardens _____

14. outdoor gym _____

15. skateboard ramp _____

16. wild flowers _____

Questions 17 and 18

Choose TWO letters, A-E.

What does the speaker say about the adventure playground?

- A. Children must be supervised.
- B. It costs more in winter.
- C. Some activities are only for younger children.
- D. No payment is required.
- E. It was recently expand.

Questions 19 and 20

Choose TWO letters, A-E.

What does the speaker say about the glass houses?

- A. They are closed at weekends.
- B. Volunteers are needed to work there.
- C. They were badly damaged by fire.
- D. More money is needed to repair some of the glass.
- E. Visitors can see palm trees from tropical regions.

PART 3 Questions 21-30

Questions 21-24

Choose the correct letter, A, B or C.

Presentation about refrigeration

- 21. What did Annie discover from reading about icehouses?
 - A. why they were first created
 - B. how the ice was kept frozen
 - C. where they were located
- 22. What point does Annie make about refrigeration in ancient Rome?
 - A. It became a commercial business.
 - B. It used snow from nearby.
 - C. It took a long time to become popular.
- 23. In connection with modern refrigerators, both Annie and Jack are worried about
 - A. the complexity of the technology.
 - B. the fact that some are disposed of irresponsibly.
 - C. the large number that quickly break down.
- 24. What do Jack and Annie agree regarding domestic fridges?
 - A. They are generally good value for money.
 - B. There are plenty of useful variations.
 - C. They are more useful than other domestic appliances.

Questions 25-30

Who is going to do research into each topic?

Write the correct letter, A, B or C, next to Questions 25-30.

People
A. Annie
B. Jack
C. both Annie and Jack

Topics

- 25. the goods that are refrigerated _____
- 26. the effects on health _____
- 27. the impact on food producers _____
- 28. the impact on cities _____
- 29. refrigerated transport _____
- 30. domestic fridges _____

PART 4 Questions 31-40

Complete the notes below.

Write ONE WORD ONLY for each answer.

How the Industrial Revolution affected life in Britain

19th century

- For the first time, people's possessions were used to measure Britain's 31. _____
- Developments in production of goods and in 32. _____ greatly changed lives.

MAIN AREAS OF CHANGE

Manufacturing

- The Industrial Revolution would not have happened without the new types of 33. _____ that were used then.
- The leading industry was 34. _____ (Its products became widely available).
- New 35. _____ made factories necessary and so more people moved into towns.

Transport

- The railways took the place of canals.
- Because of the new transport:
 - greater access to 36. _____ made people more aware of what they could buy in shops.
 - when shopping, people were not limited to buying 37. _____ goods.

Retailing

- The first department stores were opened.
- The displays of goods were more visible:
 - inside stores because of better 38. _____
 - outside stores, because 39. _____ were bigger.
- 40. _____ that was persuasive became much more common.

Answers – CB L 15.4

1. Journalist
2. Shopping
3. Staunfirth
4. Return
5. 23.70
6. Online
7. Delay
8. Information
9. Platform(s)
10. Parking
11. D
12. C
13. G
14. H
15. A
16. E
17. & 18. A, D (in either order)
19. & 20. A, C (in either order)
21. B
22. A
23. B
24. A
25. A
26. A
27. B
28. B
29. A
30. C
31. Wealth
32. Technology
33. Power
34. Textile(s)
35. Machines
36. Newspapers
37. Local
38. Lighting
39. Windows
40. Advertising

