

CBL 17.4

PART 1 Questions 1-10

Complete the notes below.

Write ONE WORD for each answer.

Easy Life Cleaning Services

Basic cleaning package offered

- Cleaning all surfaces
- Cleaning the 1. _____ throughout the apartment
- Cleaning shower, sinks, toilet etc.

Additional services agreed

- Every week
 - Cleaning the 2. _____
 - Ironing clothes – 3. _____ only
- Every month
 - Cleaning all the 4. _____ from the inside
 - Washing down the 5. _____

Other possibilities

- They can organise a plumber or an 6. _____ if necessary.
- A special cleaning service is available for customers who are allergic to 7. _____

Information on the cleaners

- Before being hired, all cleaners have a background check carried out by the 8. _____
- References are required.
- All cleaners are given 9. _____ for two weeks.
- Customers send a 10. _____ after each visit.
- Usually, each customer has one regular cleaner.

PART 2 Questions 11-20

Questions 11-14

Choose the correct letter, A, B or C.

Q11. Many hotel managers are unaware that their staff often leave because of...

- A. lack of training
- B. long hours
- C. low pay

Q12. What is the impact of high staff turnover on managers?

- A. an increased workload
- B. low morale
- C. an inability to meet targets

Q13. What mistake should managers always avoid?

- A. failing to treat staff equally
- B. reorganising shift without warning
- C. neglecting to have enough staff during busy periods

Q14. What unexpected benefit did Dunwich Hotel notice after improving staff retention rates?

- A. a fall in customer complaints
- B. an increase in loyalty club membership
- C. a rise in spending per customer

Questions 15-20

Which way of reducing staff turnover was used in each of the following hotels?

Write the correct letter, A, B or C, next to questions 16-20.

<p>WAYS OF REDUCING STAFF TURNOVER</p> <ul style="list-style-type: none">A. improving relationships and teamworkB. offering incentives and financial benefitsC. providing career opportunities
--

Hotels

15. The Sun Club _____

16. The Portland _____

17. Bluewater Hotels _____

18. Pentlow Hotels _____

19. Green Planet _____

20. The Amesbury _____

PART 3 Questions 21-30

Questions 21 and 22

Choose TWO letters, A-E.

Which TWO points do Thomas and Jeanne make about Thomas's sporting activities at school?

- A. He should have felt more positive about them.
- B. The training was too challenging for him.
- C. He could have worked harder at them.
- D. His parents were disappointed in him.
- E. His fellow students admired him.

Questions 23 and 24

Choose TWO letters, A-E.

Which TWO feelings did Thomas experience when he was in Kenya?

- A. disbelief
- B. relief
- C. stress
- D. gratitude
- E. homesickness

Questions 25-30

What comments do the students make about the development of each of the following items of sporting equipment?

Choose SIX answers from the box and write the correct letter, A-H, next to questions 25-30.

COMMENTS ABOUT THE DEVELOPMENT OF EQUIPMENT

- A. It could cause excessive sweating.
- B. The material was being mass produced for another purpose.
- C. People often needed to make their own.
- D. It often had to be replaced.
- E. The material was expensive.
- F. It was unpopular among spectators.
- G. It caused injuries.
- H. No one using it liked it at first.

Items of sporting equipment

25. the table tennis bat _____

26. the cricket helmet _____

27. the cycle helmet _____

28. the golf club _____

29. the hockey stick _____

30. the football _____

PART 4 Questions 31-40

Complete the notes below.

Write ONE WORD ONLY for each answer.

Maple Syrup

What is maple syrup?

- made from the sap of the maple tree
- added to food or used in cooking
- colour described as 31. _____
- very 32. _____ compared to refined sugar

The maple tree

- has many species
- needs sunny days and cool nights
- maple leaf has been on the Canadian flag since 1964
- needs moist soil but does not need fertiliser as well
- best growing conditions and 33. _____ are in Canada and North America

Early maple sugar producers

- made holes in the tree trunks
- used hot 34. _____ to heat the sap.
- used tree bark to make containers for collection
- sweetened food and drink with sugar

Today's maple syrup

The trees

- Tree trunks may not have the correct 35. _____ until they have been growing for 40 years.
- The changing temperature and movement of water within the tree produces the sap.

The production

- A tap is drilled into the trunk and a 36. _____ carries the sap into a bucket.
- Large pans of sap called evaporators are heated by means of a 37. _____
- A lot of 38. _____ is produced during the evaporation process.
- 'Sugar sand' is removed because it makes the syrup look 39. _____ and affects the taste.
- The syrup is ready for use.
- A huge quantity of sap is needed to make a 40. _____ of maple syrup.

Answers – CB L 17.4

1. floor(s)
2. fridge
3. shirts
4. windows
5. balcony
6. electrician
7. dust
8. police
9. training
10. review
11. A
12. A
13. A
14. C
15. A
16. C
17. B
18. C
19. B
20. A
21. – 22. C, E (IN EITHER ORDER)
23. – 24. A, D (IN EITHER ORDER)
25. B
26. F
27. A
28. D
29. C
30. G
31. golden
32. healthy
33. climate
34. rock(s)
35. diameter
36. tube
37. fire
38. steam
39. cloudy
40. litre/liter

