

L - 21

SECTION 1

Questions 1-10

Complete the notes below.

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

Driving school

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. _____
Best time to take lessons:	practice during the 5. _____
Safety driving depends on:	good 6. _____
Obtain:	a driving 7. _____
Final test fee:	\$ 8. _____
Duration of test:	approximately 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

The government finally paid \$ 11._____ to complete the heads of four United States Presidents.

The purpose of the construction of the president's heads is to develop 12._____.

The carvings face 13._____ to experience maximum exposure to sunlight.

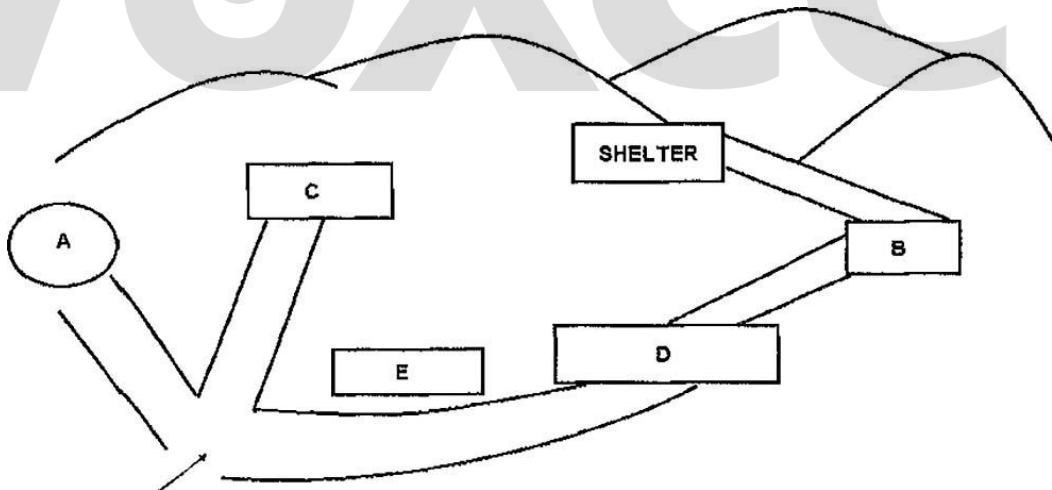
In 1885, the mountain was renamed after a 14._____.

It took 15._____ 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 21-25

Choose the correct letter, A, B or C.

21. Why does the student want to study Tourism?

- A. good future
- B. good pay
- C. parents' will

22. What kind of skill will the student gain in the course?

- A. time-management
- B. financial planning
- C. note-taking

23. The student has the ability of

- A. independence.
- B. communication
- C. coping well with statistics.

24. The teacher believes that the industry of tourism is

- A. shrinking
- B. seeing a bright future.
- C. growing popular.

25. How does the student compare the university course with polytechnics?

- A. There are summer schools.
- B. The course is structured in modules.
- C. The price is reasonable.

Questions 26-30

What feature do the speakers identify for each of the following courses?

Choose FIVE answers from the box and write the correct letters, A-G, next to questions 26-30.

Features	
A	limited value
B	useful
C	relevant to career
D	flexible admission
E	intensive
F	improving leadership
G	self-control and time management

Courses

26. Travel and Business _____

27. Japanese _____

28. Medical Care _____

29. Computer _____

30. Public Relations _____

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.

Answers – L 21

1. 67 King's
2. north
3. Sutcliffe
4. automatic
5. day
6. weather
7. licence/ license
8. 50
9. 30
10. notebook/ diary
11. 1 million
12. tourism
13. southeast/ south-east
14. lawyer
15. 7/seven
16. A
17. C
18. E
19. D
20. B
21. A
22. B
23. A
24. C
25. C
26. E
27. A
28. B
29. D
30. C
31. democratic
32. internal website
33. transparency
34. (company's) income
35. employee first
36. solution
37. promotion
38. ticket
39. vacation
40. ban

