

L - 23

SECTION 1

Questions 1-10

Questions 1-3

Complete the notes below.

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

Complaint to the airport

Name:	Jack Dawson
Address:	1. _____ Road, Exeter
Postcode:	2. _____
Telephone:	work: 3. _____ home: 798662

Questions 4-6

Choose the correct letter, A, B or C.

4. What aspect of the flight does the man complain about?

- A. punctuality
- B. legroom
- C. temperature

5. What does the man think about the food served during the flight?

- A. It is not enough to eat.
- B. It is expensive.
- C. It has a bad taste.

6. What does the man think of the service of the staff?

- A. satisfied
- B. long wait
- C. bad attitude

Questions 7-10

Complete the sentences below.

Write NO MORE THAN TWO WORDS for each answer.

The man felt satisfied with 7. _____ because it was quick.

During the flight, 8. _____ facilities helped him distract from other poor quality of the service.

As a gift, a 20% discount on the 9. _____ fees will be offered.

The flight company also offers the man a 10. _____ worth £20.

SECTION 2

Questions 11-20

Questions 11-16

What is customers' attitude towards the following services?

Write the correct letter, A, B or C, next to questions 11-16.

- A They are very interested.
- B They might be less interested.
- C They are not interested.

- 11. A free gift _____
- 12. A driver for an extra fee _____
- 13. A package service _____
- 14. Updated car models _____
- 15. A discount _____
- 16. A new branch company _____

Questions 17-20

Choose the correct letter, A, B or C.

- 17. What is the problem of the public transport?
 - A. Traffic jams
 - B. Pedestrian safety
 - C. Low efficiency

- 18. According to the speaker, what is true about the transportation?
 - A. Buses are easy to find.
 - B. Taxis are punctual.
 - C. Airplanes are unaffordable.

- 19. According to the speaker, what is true about the bus?
 - A. Passengers occasionally spend more than half an hour waiting for it.
 - B. It is sometimes overcrowded.
 - C. It is often dirty.

- 20. What is the existing situation about the price of bus tickets?
 - A. It is fluctuating severely.
 - B. It is declining.
 - C. It needs to be increased.

SECTION 3 Questions 21-30

Questions 21-25

Choose the correct letter, A, B or C.

21. What was the most difficult problem when the company was founded?

- A. No clear objectives
- B. No formal structures
- C. No perfect premises

22. What is the staff unsatisfied with?

- A. The type of work
- B. The work assignment
- C. The feeling of appreciation

23. What was the problem of the manager?

- A. He had a lot of tasks to do.
- B. He employed too many people and let them go then.
- C. He always made decisions by himself.

24. What does the staff think of the new manager of the company?

- A. They are delighted to see that the meeting time is shorter.
- B. They feel annoyed toward him.
- C. They are amazed that he has done it well.

25. What achievement has the organisation made already?

- A. Children were involved in painting the entrance area.
- B. There was no particular achievement.
- C. It built a local primary school.

Questions 26-30

Complete the summary below.

Write NO MORE THAN THREE WORDS for each answer.

Major Problems of a Company

Since the company opened, there have been many problems with employment, but there is no 26._____. He needs to find a venue for financial training. It is very hard to run an organisation and the 27._____ is of great importance to staying organised. To enhance the organisation skills, there is a section on 28._____ in the library where some valuable books can be found. In addition, the library contains some useful resources, such as a collection of documentaries on personal organisation, the literature on 29._____, and the articles on the 30._____.

SECTION 4

Questions 31-40

Complete the notes below.

Write NO MORE THAN TWO WORDS for each answer.

CLIMATE AND ARCHITECTURE

- Cases and examples are from practice conducted in 31. _____ as well as rural areas.

Acid rain

- The chemicals have devastating effects on the architecture.
- The government try to reduce the negative effects.
- Funds have been received from a 32. _____.
- 33. _____ experience lower levels of acid in damaging pollutants.
- In recent years, Alter Project focuses on the buildings made of 34. _____.

Pollution

- One of the main sources of pollution is from the construction industry.
- 35. _____ is used to reduce pollution in Sky Tower.
- Construction is affected by the increased 36. _____ in winter.
- Humidity affects the 37. _____ buildings whose grain can be condensed by moisture from the air.

Building & Technology

- Ground conditions can be a problem when the density of the 38. _____ is wrong.
- Architects can now monitor the 39. _____ of buildings.
- The government should make 40. _____ for the architects.

Answers – L 23

1. 33 Hillcrest
2. AL698GQ
3. 754688
4. C
5. A
6. B
7. security (process)
8. entertainment
9. hotel
10. phone card
11. C
12. C
13. A
14. B
15. A
16. B
17. C
18. B
19. A
20. B
21. B
22. B
23. C
24. C
25. A
26. solution
27. role of motivation
28. culture
29. management of change
30. nature of volunteering
31. cities
32. bank
33. skyscrapers
34. stone (construction)
35. recycled glass
36. rainfall
37. wooden
38. soil
39. movement
40. guidelines

