

L - 31

SECTION 1

Questions 1-10

Questions 1-4

Complete the form below.

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

Product Incident Report

Product:	rice cooker
Model Number:	1. _____
Price of the Product:	2. £ _____
Name of the Branch:	3. _____
Problem:	4. _____

Questions 5-10

Complete the form below.

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

CUSTOMER'S INFORMATION DETAILS

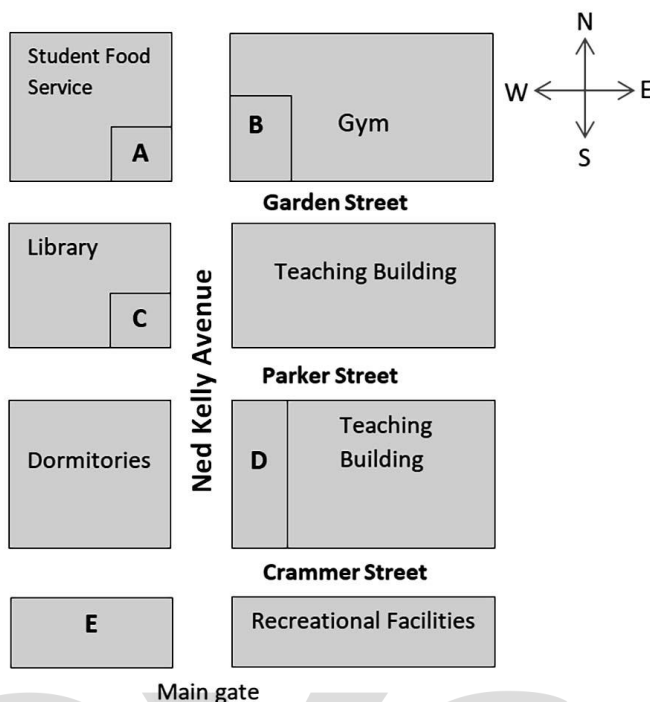
Name:	Herbert Hewitt
Address:	5. _____
Postcode:	6. _____
Method of payment:	7. _____
Card's Expiry Date:	8. _____
Method of Compensation:	9. _____
Shopping Frequency:	10. _____

SECTION 2

Questions 11-20

Questions 11-15

Listen to the directions and match the places in questions 11-15 to the appropriate place among A-E on the map.



- 11. Student Centre _____
- 12. Health Centre _____
- 13. Internet Unit1 _____
- 14. Complaint Office _____
- 15. Café _____

Questions 16-20

Complete the sentences below.

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

Students in a room don't need to share a 16. _____ with ones in other rooms.

Everyone has to write down his name on the 17. _____

All the students use a 18. _____ to enter the dorm's front door.

If you want to wash your clothes, go to the laundry room which is located in the 19. _____

The dormitory closes at 20. _____ every night.

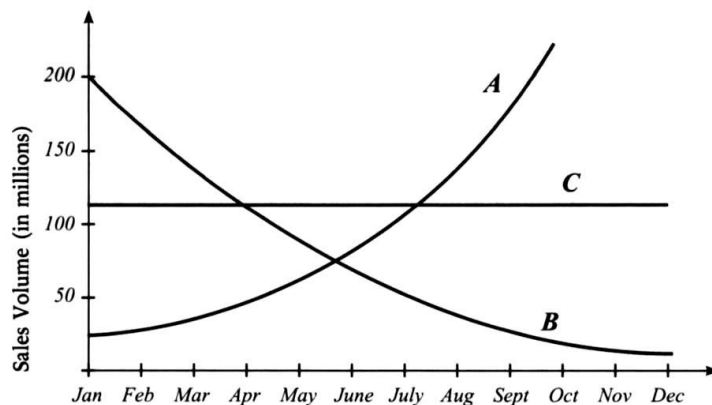
SECTION 3

Questions 21-30

Questions 21-22

Choose the correct letters, A-C, and write each next to questions 21 and 22.

According to Betty, which lines describe the sales of both cheese and oil in New Zealand and Colombia?



21. _____

22. _____

Questions 23-24

Write the correct letters, A-E, next to questions 23-24.

Which TWO of the following are sales strategies for chocolate in Italy and Germany?

- A. Locate near a children's school
- B. Change the location of the product on shelves
- C. Give a free gift
- D. Make it the cheapest brand
- E. Make Schmutzig the second cheapest brand

Questions 25-30

Complete the table below.

Write NO MORE THAN TWO WORDS for each answer.

Research plan

Betty is interested in how 25. _____ affects the sales of cosmetics and 26. _____. Bruce is going to be concerned with how 27. _____ may impact on sales of cookies and the relationships among 28. _____, 29. _____, and sales. The professor advised the students to bear in mind the extensions of 30. _____.

Section 4

Questions 31-40

Questions 31-37

Complete the table below.

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

Talking about the history of bikes

Years/Time	Feature	Advantage	Disadvantage
1830s	wooden wheels covered with metal	need 31. _____ than walking	quite 32. _____
33. _____	Chain and sprocket are 34. _____	easier and 35. _____ ride	harder to balance
1880s	use 36. _____	more comfortable	The faster you go, the more you feel every bump.
1890s	equal-sized wheels	37. _____	dangerous before brakes appeared

Questions 38-40

Choose THREE letters, A-F, and write them next to questions 38-40.

The invention of different gears on a bicycle affected which THREE of the following?

- A. Wheel size
- B. Balance
- C. Rate of speed
- D. The back wheel
- E. Safety
- F. Downhill travel

Answers – L 31

1. R242
2. 89.99
3. City Centre/ City Center
4. steam escaping/ escaping steam
5. 84 Park Rd/Road
6. B0241DJ
7. credit card
8. April 2008
9. refund
10. once a month
11. E
12. A
13. B
14. D
15. C
16. bathroom
17. food containers
18. code
19. basement
20. 11:30/ 11.30
21. B
22. C
- 23 & 24. B, E (in either order)
25. colour/ color
26. cleaning products
27. (different) containers
28. - 29. materials, image (IN EITHER ORDER)
30. advertisement
31. less effort
32. uncomfortable
33. 1860s
34. connected
35. more smoothly
36. rubber wheels
37. safer
38. to 40. C, D, F (IN ANY ORDER)

