

**L – 38**

SECTION 1

Questions 1 – 10

Complete the table below.

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

NOTES ON CONCERTS			
What to order start: coffee			
Type of Concerts	Time	Cost	Additional Information
1. _____ concert	Every afternoon	\$2. ____ for students \$6.50 for adults	• Organise a press tent • Broadcast on the local 3. _____ station
4. _____ concert	Friday	Entrance fee: approx \$40	Decorate with 5. _____
Opera show	6. _____	Charged by 7. _____	There will be 8. _____ performance
Karaoke night	Saturday	No group 9. _____	To end the show, a popular 10. _____  will perform

SECTION 2 Questions 11-20

Questions 11 -16

Choose the correct letter, A, B or C.

11. What was Jill surprised to find?
  - A. Some work to reduce the water usage to her house could be done soon.
  - B. The house was poorly insulated.
  - C. She could get financial help.
12. What does Jill say every family can do straight away?
  - A. Use energy-saving bulbs.
  - B. Turn down the thermostat.
  - C. Turn off their appliances completely.
13. What pleased Jill about the energy provider?
  - A. reduction in price for prompt payment
  - B. allowing customers to pay online
  - C. having a reduction in price of the energy-saving sources
14. What difficulty does Jill have with the energy meters?
  - A. They are difficult to access.
  - B. The figures are hard to read accurately.
  - C. She can't tell whether they're for electricity or for gas.
15. What kind of energy-saving method is Jill going to take next?
  - A. Use an energy-saving boiler.
  - B. Have the walls checked for their insulation level.
  - C. Install double-glazed windows.
16. Why is Jill doubtful about renewable energy?
  - A. She thinks it's unsuitable for her house.
  - B. She doesn't understand the technical details.
  - C. She believes it's too expensive.

Questions 17 – 18

Choose TWO letters, A-E.

Which TWO water-saving tips does Jill recommend?

- A. use more showers than baths
- B. keep the washing machine full before using it
- C. boil only as much water as you need
- D. turn off the taps while you are brushing your teeth
- E. repair leaking taps

Questions 19 – 20

Choose TWO letters, A-E.

Which TWO topics do people most frequently ask about?

- A. the ideal temperature setting on the thermostat
- B. whether to leave the light on or not
- C. whether to use a computer or laptop to watch movies
- D. how to work out the operating cost of appliances
- E. whether solar panels only work on sunny days

SECTION 3 Questions 21-30

Questions 21-25

Choose the correct letter, A, B or C.

21. Students may fail the exam if they
- A. do not collect primary statistics.
  - B. copy other people's work.
  - C. do not follow the instructions.
22. Why does the man think they should avoid including the pictures of the first volcano in the presentation?
- A. They are not attractive.
  - B. The time is limited.
  - C. People have never heard of it.
23. About Mount Fago, a volcano in Mexico or the USA, the man thinks
- A. they should not use inaccurate information in the presentation.
  - B. they should use another example.
  - C. it does not matter where the volcano is.
24. The woman thinks they should mention Mount Etna since
- A. it covers most of the important points.
  - B. It was formed a long time ago.
  - C. it has stunning views.
25. They agree to leave out Mount Herton as
- A. other students have used it before.
  - B. it is irrelevant to their topic.
  - C. there is nothing special about this volcano.

Questions 26 – 30

Which statement applies to each of the following situations?

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

- A. make a short film
- B. lacked his/her own points
- C. neglect the positive aspect
- D. watch some documentaries
- E. did not prepare beforehand
- F. identify the differences between them

26. The woman's last presentation was criticized because it \_\_\_\_\_
27. The tutor suggests for the next presentation the woman should \_\_\_\_\_
28. People do not know enough about volcanoes and so they \_\_\_\_\_
29. The reason why the man felt very nervous is that he \_\_\_\_\_
30. They are researching active and extinct volcanoes to \_\_\_\_\_

SECTION 4 Questions 31 – 40

Complete the notes below.

Write NO MORE THAN TWO WORD ONLY for each answer.

A Chain Store in the UK

Initial expansion

- The company expanded by opening more 31. \_\_\_\_\_ to increase market share in England.
- They could raise capital by reducing the number of branches in southern 32. \_\_\_\_\_.

Consultation

- They closed the 33. \_\_\_\_\_ of the convenience stores in Oxford.
- Over 200 staff had to be transferred and 34. \_\_\_\_\_.
- A new brand image was established to focus on selling 35. \_\_\_\_\_.

The future way

- A 36. \_\_\_\_\_ was assigned to hold each discussion.
- Retail stores should be flexible in making 37. \_\_\_\_\_.
- Changes should be introduced in 38. \_\_\_\_\_ so that the staff can become accustomed to the new rules.

Conclusion

- Be open-minded about the 39. \_\_\_\_\_ for expansion they choose.
- Companies have saved costs by changing the structure of the 40. \_\_\_\_\_ of department stores.

**Answers – L 38**

1. Children
2. 4
3. radio
4. Evening
5. candles
6. Tuesday
7. donation
8. piano
9. discount
10. singer
11. A
12. C
13. B
14. B
15. C
16. A
17. &18. C, E (in either order)
19. &20. A, C (in either order)
21. B
22. A
23. A
24. C
25. B
26. B
27. A
28. C
29. E
30. F
31. petrol stations
32. Scotland
33. head office
34. retrained
35. fresh food
36. manager
37. profits
38. stages
39. strategies
40. organisation

