

B 2 R 4 GT

SECTION 1

Questions 1-14

Read the text and answer Questions 1-7.

Enjoy the Beauty of Italy's Amalfi Coast with a Coastal Cruise Holiday

The Amalfi Coast in southern Italy has been known for its beauty since ancient times, with its clifftop villages painted in pastel colours. The area was first put on the tourist map when the famous English actress Gracie Fields retired to the small offshore island of Capri, though the region had been host to VIPs as far back as the nineteenth century, including the playwright Henrik Ibsen and the composer Richard Wagner.

We will dock for two nights in Salerno, so you will have two evenings and a whole day to explore the area. If you're not going to dine in our range of excellent restaurants, there's the opportunity to explore the town, which is home to mozzarella cheese (so a pizza is a must) and the Amalfi lemons (the main ingredient of the famous drink, Limoncello). The town itself boasts the centuries- old Arechi Castle, with its magnificent sea views, the terraced Minerva Gardens (older guests should note that both requiring arduous climbing) and Salerno Cathedral, famed for its Byzantine doors.

There are a number of guided tours available:

- **Sorrento and Capri:** a short coach journey to Sorrento and a ferry ride to Capri, including a boat ride to the famous sea cave, 'the Blue Grotto'.
- **Amalfi Treasures:** a coach tour of the coast's most iconic sights, including a chance to buy souvenirs and taste the famous Limoncello.
- **Pompeii and Vesuvius:** get queue-free access to this renowned ancient Roman town, including an optional climb to look down into the crater of Mount Vesuvius.
- **The Wonders of Naples:** a golf cart tour, including a restaurant visit in the city where the pizza was born and a masterclass in making this most Italian of dishes.

We hope you enjoy your visit before we sail on to the equally charming Greek islands of Santorini and Rhodes.

Questions 1-7

Choose the correct letter, A, B, C or D.

Write the correct letter in boxes 1-7 on your answer sheet.

1. The Amalfi coast became a popular tourist destination mainly due to
 - A. its ancient history.
 - B. its picturesque views.
 - C. celebrity endorsement.
 - D. its port for cruise ships.
2. Eating a pizza in Salerno is recommended because:
 - A. it is a change from eating on the ship.
 - B. it provides an opportunity to sample a local speciality
 - C. Italian pizzas are world famous.
 - D. it is an ideal accompaniment to Limoncello.
3. Advice is given to elderly passengers while:
 - A. visiting Salerno's restaurants.
 - B. drinking Limoncello.
 - C. visiting Salerno cathedral.
 - D. visiting Arechi Castle.
4. Which tour includes a cookery class?
 - A. Sorrento and Capri
 - B. Amalfi Treasures
 - C. Pompeii and Vesuvius
 - D. The Wonders of Naples
5. Which tour includes a chance to sample a local drink?
 - A. Sorrento and Capri
 - B. Amalfi Treasures
 - C. Pompeii and Vesuvius
 - D. The Wonders of Naples
6. Which tour features a change of transport?
 - A. Sorrento and Capri
 - B. Amalfi Treasures
 - C. Pompeii and Vesuvius
 - D. The Wonders of Naples
7. Which tour may involve particular physical effort?
 - A. Sorrento and Capri
 - B. Amalfi Treasures
 - C. Pompeii and Vesuvius
 - D. The Wonders of Naples

Read the text and answer Questions 8-14.

Farmsham Town Council

Your Guide to Refuse Collection

Keeping Our Community Clean and Green

This leaflet provides all the information you need about refuse collection in our community. We aim to make it easy for you to dispose of waste responsibly and keep our area clean.

Collection Schedule

Household waste	Every Tuesday
Recycling	Every Thursday
Garden waste	Every Friday (from April to November)
<i>Please place your bins on the curb before 7am on collection day.</i>	

What Goes Where?

<p>Household waste</p> <p>YES: General waste, food scraps, non-recyclable items</p> <p>NO: Recyclables, hazardous waste, large items</p>	Black bin
<p>Recycling</p> <p>YES: cardboard & paper, glass bottles, cans & metal items, plastic containers</p> <p>NO: Food waste, plastic bags, polystyrene, electronic items</p>	Blue bin
<p>Garden waste</p> <p>YES: Grass and plant clippings, leaves, twigs and small branches</p> <p>NO: Food waste, plastic bags, large logs, soil</p>	Green bin

Special Collection Service

For bulky items like furniture or appliances, please book a special collection. Call the collection centre on 0743 921299 between 9am and 5pm, Monday-Friday.

Hazardous Waste

Items such as old paint, batteries and chemicals should be taken to the nearest Household Waste Recycling Centre.

Garden Waste

Our seasonal garden waste collection runs from April to November. Please use the green bin for grass clippings, leaves, and small branches. For larger items, consider composting. All garden waste can also be taken to a waste recycling centre.

Missed Collections

Your waste will not be collected if the bin contains any incorrect items or if you fail to leave it on the curb before 7am. Please call 0743 921291 to report any missed collections.

Thank you for helping us keep our community clean and green!

Questions 8-14

Answer the questions using **NO MORE THAN FOUR WORDS** from the text for each answer.

Write the answers in boxes 8-14 on your answer sheet.

8. What type of waste is only collected for nine months a year?
9. Where should residents leave their waste containers for collection?
10. Which colour bin should residents use to dispose of leftovers?
11. What colour bin should residents use for weeds and lawn waste?
12. How can residents arrange the disposal of an old fridge?
13. Where can residents dispose of toxic substances?
14. What can residents do to dispose of sizeable pieces of garden waste at home?

SECTION 2 Questions 15-27

Read the text and answer Questions 15-20.

Tourist Information Centre Manager, Job Description

Tourist information centre managers oversee the services that promote leisure and tourism in the local area and provide information both to visitors, local businesses and residents.

The main responsibilities of the role are:

- publicise the centre's services and implement marketing strategies to raise the profile of the centre, increase footfall and sales, and generate more income.
- control and monitor the centre's budget to make sure targets are met in the most cost-effective way.
- buy merchandise and souvenirs for the tourist market to sell in the gift shop.
- keep up-to-date with changes in tourist activities and events.
- ensure the centre is well presented, organised, easy to use and accessible.
- communicate information to members of the public and deal with enquiries in person and by post, email, social media and phone.
- prepare reports for senior management and attend meetings with senior managers and tourism businesses.
- manage the recruitment and training of staff.
- supervise staff and volunteers, working out staff rotas and cover for the centre.

Skills needed:

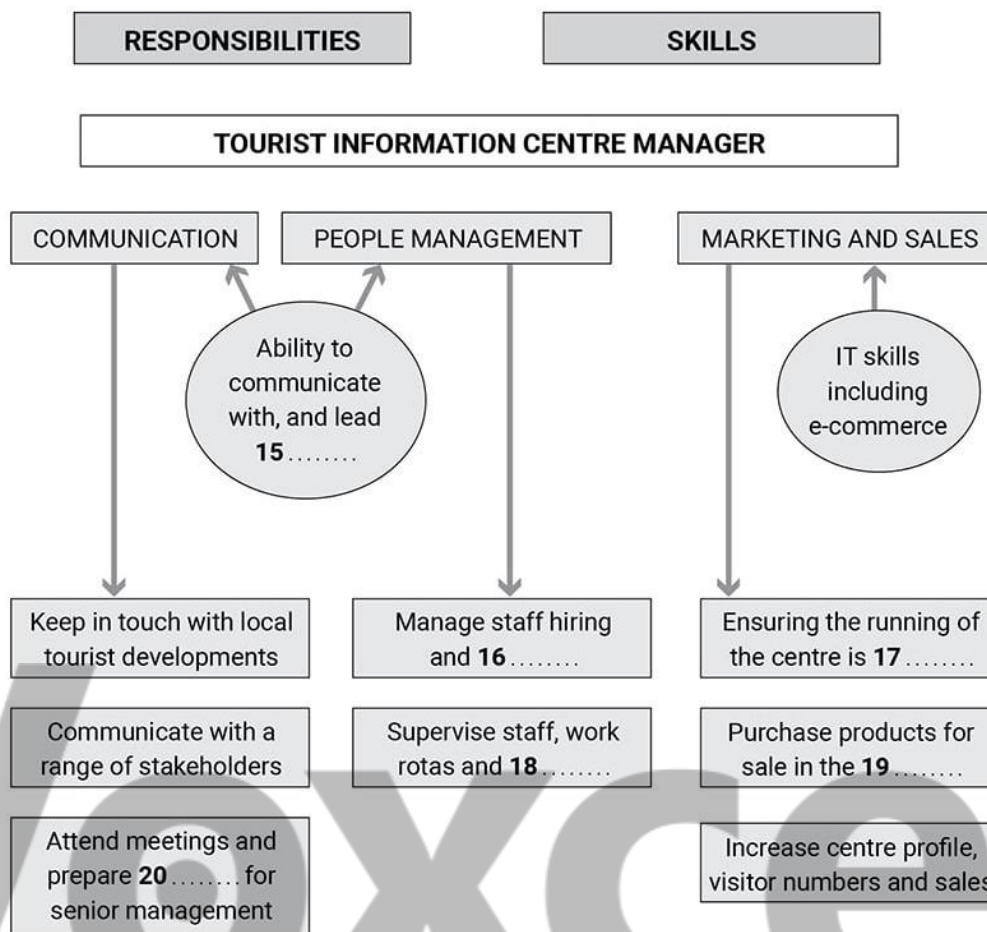
- excellent communication skills for dealing with customers and contacts in local businesses and visitor attractions.
- good interpersonal and management skills to lead a team of staff.
- problem-solving ability and negotiating skills to successfully run the centre.
- IT skills to help with website development, social media, e-commerce and online booking.
- business or commercial awareness.

This is a fascinating and interesting position and would suit a competent, business-orientated person who enjoys interacting with members of the public, businesses, and special-interest groups.

Questions 15-20

Complete the diagram using **NO MORE THAN TWO WORDS** from the text for each answer.

Write your answers in boxes 15-20 on your answer sheet.



Questions 21-27

Read the text and answer Questions 21-27.

The Ergonomics of a Chair Explained

According to recent health statistics regarding desk jobs, close to 86% of American employees have jobs that require long periods of sitting. There are several health issues to consider when it comes to desk jobs. Prolonged desk- working may contribute to a number of medical issues, including cardiovascular disease and carpal tunnel syndrome (where nerves to the hand are compressed leading to tingling and numbness). Furthermore, sitting behind a desk affects your posture, mental health, and stress levels and is a cause for concern for all of us who spend 30+ hours sitting at our work desks every single week. Sitting down causes a number of stresses in our bodies, especially our spines, and this has recently begun to be recognised by health professionals and is the main reason for the sudden boom of ergonomic office chairs.

What does the term 'Ergonomic' mean?

Ergonomics is a science, also known as human engineering or biotechnology. The discipline involves looking at how objects can be designed and/or arranged to best compliment easy and safe human interaction.

An ergonomic chair, for example, is a chair that has been designed to best support the human body, including considerations like posture, comfort, support and health.

What makes a chair 'Ergonomic'?

Ergonomic office chairs have a number of features designed to improve your posture and offer correct support, but they only do half the job. To truly feel the benefits of an ergonomic chair, you should first learn how to sit properly:

- Keep an arm's length away from your computer screen. Ideally, the top of the monitor should be level with your eyes.
- Sit up straight and avoid slouching. Your neck should be in a relaxed and neutral position.
- Keep your arms parallel to the floor

- Sit with both feet flat on the floor, and avoid crossing your legs. This is to allow correct blood circulation within your legs.

A good ergonomic chair will be adjustable, to allow for better control and customisation. Adjustability is especially important if you are buying chairs that will be used by different users. If you are buying a chair for your home office, or for one person specifically, consider using their body dimensions for a greater 'fit'. Tall people will have different needs to people who are shorter, for example. If your chair will be used on a hard surface, find a chair with soft rubber wheels if your workplace/home office is carpeted, opt for hard wheels to help you navigate better. It should also swivel to make it easier for you to reach different parts of your desk without having to stretch or strain excessively.

Questions 21-27

Complete each sentence with the correct ending, A-G below.

Write the correct letter, A-G, in boxes 21-27 on your answer sheet.

21. Adjustability of chairs is important...
22. Ergonomic equipment is designed...
23. The materials chosen for some elements of a chair...
24. The position of the feet is important...
25. The position of a computer screen should be adjusted....
26. A number of medical conditions...
27. Desk work can be more efficient...

- A. to match the height of the user.
- B. are associated with sedentary work.
- C. when they are shared.
- D. when the seat swivels.
- E. when considering blood circulation.
- F. to match use.
- G. depends on the nature of its surroundings.

SECTION 3 Questions 28-40

Read the text and answer Questions 28-40

How to cope with the cost-of-living crisis

With inflation so high, here's some expert advice on how you can keep the everyday bills down.

It's official, we are in a recession. Inflation reached a 40-year high this year and typical household energy bills are expected to rise from £2,500 this winter to £3,000 next winter. The Office for Budget Responsibility predicts rising prices will erode real wages and reduce living standards by 7% in total over the two financial years to 2023-24. It all makes for grim reading. So, with the cost-of-living crisis set to get harsher over the coming months, we've asked a range of experts for practical advice that can make a real difference.

Alice Haine, Personal Finance Analyst at Bestinvest, said: 'High inflation is a nightmare for household finances, as it erodes spending power, gnaws away at savings and makes it very hard for people to maintain their living standards because their incomes simply don't stretch as far. No one could blame us for feeling stressed and anxious.'

Why is the cost of living rising?

The cost of energy (oil and gas) is a key reason. Sarah Coles, a senior personal finance analyst, said: 'Supply problems sent energy prices through the roof at the end of last year, which is why the set maximum price jumped so horribly in April. Since then, due to the international situation, both fuel and energy prices have continued to rise. Not only will this mean higher prices at petrol pumps, but it will also feed through into the cost of everything that's manufactured or transported, so the price of everything on supermarket shelves is rising.'

How to save money on groceries

Make sure you are using every trick in the book says influencer Sandra Church. Own brands (goods produced by supermarkets) rather than the better-known makes which you may be used to, are often just as good but cost a lot less. Supermarket loyalty cards can offer discounts on a wide range of purchases, and you can earn points for future shopping. Make sure your fridge and cupboards are really well organised to ensure you can see and use what you've got before it goes bad. Cook meals in large batches, freezing extra portions and leftovers. Buying from the discount aisle at the supermarket and popping things in the freezer for another time will also help reduce your spend.

How to save on your energy bill

Richard Cartwright, of The Energy Group, an advisory body, advises us to switch off devices before going to bed. Research shows that 23% of our energy usage comes from 'vampire devices' (gadgets that use up a significant amount of energy while they're on standby). To boost your home's energy efficiency, plug gaps around doors, letter boxes, windows, and floorboards to reduce drafts. It isn't expensive and will make an appreciable difference. Insulating your loft will cost about £500 but could save you a huge £380 every year. Also, approved energy

suppliers are paying customers with smart meters up to £100 for not using energy at peak times to help take the strain off the National Grid. Check with the National Grid to see if you're eligible.

How to save money on fuel

Everyone's been talking about the cost of petrol lately, and you may be stressed about how you're going to get to work or drive the children to school without breaking the bank. RAC spokesperson Simon Williams said: 'Recent world events have caused the oil price to rise. In addition, oil production remains out of kilter with demand as the world emerges from the Covid pandemic.'

He suggests driving more slowly, reducing your speed from 70mph to 60mph on the motorway could save you up to 25% in fuel. He also suggests lightening the load by not using your boot for storage. If you have bikes, golf clubs or furniture kicking about in the boot, you could be increasing the amount of fuel your car uses. It's also a good idea to track down your cheapest local fuel. Get into the habit of checking the prices on the board at all the petrol stations on your usual routes and make sure you fill up at the cheapest on that day.

How to save money on public transport

If you don't drive, chances are you use some form of public transport. The cost of rail travel across England and Wales also increased by 3.8%, the largest increase in nine years. If you get the train regularly, Simon Brown, of British Rail, advises getting a railcard, which cost £30 and will get you 1/3 off of UK train tickets. Buying rail tickets up to 12 weeks in advance gets you the best prices

Where to find help

If you're worried that you won't be able to pay your bills or cover the cost of essentials, there are resources available that can help you. Nick Hill, senior advice manager at the Money and Pensions Service, said, 'Now is the time to start checking whether you can manage, before you use credit for things like Christmas or everyday bills. If your income still falls short, you're worried about your finances, or credit commitments are becoming overwhelming, seek help a debt adviser.'

Questions 28-33

Look at the following suggestions and the list of experts, A-G, below.

Match each suggestion with the correct expert.

Write the correct letter, A-G, in boxes 28-33 on your answer sheet.

- 28-29. Suggests making a financial investment to gain future savings (two experts).
- 30. Suggests shopping around for the best prices.
- 31-32. Believes the cost-of-living crises has been worsened by international events (two experts).
- 33. Suggests changing your shopping choices.

A. Alice Haine	B. Sarah Coles	C. Sandra Church	D. Richard Cartwright
E. Simon Williams	F. Simon Brown	G. Nick Hill	

Questions 34-40

Do the following statements agree with the information given in the text?

In boxes 34-40 on your answer sheet, write

- TRUE** if the statement agrees with the information
- FALSE** if the statement contradicts the information
- NOT GIVEN** if there is no information on this

- 34. Savings are not a guarantee against inflation.
- 35. Consumers make the situation worse through worry.
- 36. Own brand products use the same ingredients as better-known brands.
- 37. Buying more than you need can reduce bills in the longer term.
- 38. Almost a quarter of electricity consumption comes from devices not being used.
- 39. Most petrol consumption is the result of motorway driving.
- 40. Planning journeys in advance will help save money.

Answers – B 2 R 4 GT

Section 1

Questions 1-14

1. C

Though the other options describe the Amalfi coast, it was the association with Grace Kelly which put it on the tourist map', hence option 'C'.

2. B

Stating that a pizza is a 'must' shows a recommendation and this involves mozzarella, a type of cheese which the town is known for.

3. D

Arechi Castle and the Minerva Gardens are both highlighted as requiring arduous climbing' which may be problematic to elderly or infirm passengers.

4. D

A masterclass' in pizza making is included.

5. B

The local speciality is Limoncello. Pizzas are mentioned in option 'D', but this does not mention 'sampling', i.e.: 'tasting'.

6. A

Ferry and boat transport is included. Though the 'Wonders of Naples' mentions walking (option 'D'), it is debateable whether this is a type of transport, making 'A' the best answer.

7. C

This tour includes an optional (hence 'may' in the question) climb up Mount Vesuvius.

8. garden waste

To answer this question correctly, you need to understand that 'nine months a year' in the question means the same as 'from April to November' in the text.

9. black (bin)

To answer this questions correctly, you need to understand that leftovers' is a synonym for 'food scraps'

10. green (bin)

To answer this question correctly, you need to understand that leaves and lawn waste' means the same as 'grass and plant clippings'.

11. call the collection centre.

To answer this question correctly, you need to understand that 'an old fridge' is an example of an appliance. The text tells residents to 'call the collection centre' to have old appliances collected from their homes.

12. Household Waste Recycling Centre

To answer this question correctly, you need to understand that 'toxic' has the same meaning as 'hazardous' and that 'substances' refers to items such as 'paint' and chemicals'.

13. composting

To answer this question correctly, you need to understand that 'sizeable pieces' has the same meaning as 'larger items'. Although the text states that larger items' can also be taken to a 'waste recycling centre', the questions asks about disposing of 'sizeable pieces of garden waste at home', so the answer must be 'composting'

14. on the curb

To answer this question correctly, you need to understand that 'leave' is a synonym for 'place' and that 'waste containers' is a synonym for 'bins'.

Section 2

Questions 15-27

15. staff

The verb 'lead' is used with 'team of staff' but must be reduced to 'staff' as a maximum of two words are allowed.

16. training

The synonym 'hiring' is used instead of 'recruitment' in the text, which is paired with 'training'.

17. cost-effective

'Cost-effective' is the only adjective to summarise the aims of the manager in running the centre.

18. cover

Human resources responsibilities mention three areas: supervision, work rotas and organising cover.

19. gift shop

As the flow chart mentions sales, this indicates the 'gift shop' is the right answer.

20. reports

The preparation of reports is mentioned in context with senior management.

21. C (Adjustability of a chair is important... when they are shared.)

Adjustability is especially important if you are buying chairs that will be used by different users

22. F (Ergonomic equipment is designed to match use.)

Ergonomics involves looking at how objects can be designed and/or arranged to best compliment easy and safe human interaction'.

23. G (The materials chosen for some elements of a chair depends on the nature of its surroundings.)

'If your chair will be used on a hard surface, find a chair with soft rubber wheels. If your workplace/home office is carpeted, opt for hard wheels

24. E (The position of the feet is important... when considering blood circulation.)

'Sit with both feet flat on the floor to allow correct blood circulation within your legs'

25. A (The position of a computer screen should be adjusted to match the height of the user.)

'Ideally, the top of the monitor should be level with your eyes'.

26. B (A number of medical issues... are associated with sedentary work.)

'There are several health issues to consider when it comes to desk jobs'.

27. D (Desk work can be more efficient... when the seat swivels.)

'It should also swivel to make it easier to reach different points of their desks without having to strain excessively.'

Section 3 Questions 28-40

28-29. D or F (any order)

D. (making a financial investment to gain future savings) 'Richard Cartwright, of The Energy Group, an advisory body, has the following advice: Insulating your loft will cost £500 but it can save you a huge £380 every year.'

F. (making a financial investment to gain future savings)

'Simon Brown, of British Rail, advises getting a railcard, which cost £30 and will get you 1/3 off of UK train tickets.'

30. E (shopping around for the best prices)

'RAC spokesperson Simon Williams said: Get into the habit of checking the prices on the board at all the petrol stations on your usual runs and make sure you fill up at the cheapest that day.'

31. B (the cost-of-living crises has been worsened by international events)

Sarah Coles, a senior personal finance analyst, said: "... since then, due to the international situation, both fuel and energy prices have continued to rise."

32. E (the cost-of-living crises has been worsened by international events)

'Simon Williams said that recent world events have caused the oil price to rise.'

33. C (changing your shopping choices)

'Make sure you are using every trick in the book says influencer Sandra Church Goods produced by supermarkets, rather than the better-known makes which you may be used to, are often just as good but cost a lot less.'

34. TRUE

Though savings are not mentioned in the first paragraph, in the second paragraph, the text states that inflation *'gnaws away at savings.'*

35. FALSE

The text states that 'no one could blame us for feeling stressed and anxious.'

36. NOT GIVEN

Though own brands are *'just as good'* as *'better-known makes'*, nothing is given on the making of these products.

37. TRUE

The text suggests buying from the discount aisle and putting goods in the freezer for later use.

38. TRUE

'Research shows that 23% of our energy usage comes from *'vampire devices'* – *gadgets that use up a significant amount of energy while they're on standby.'*

39. NOT GIVEN

Though reducing speed on motorways does save fuel, nothing is stated about fuel consumption away from the motorways.

40. TRUE

Planning and paying for journeys in advance will get *'the best prices'*.

VoxcelTM