

Training for English certifications:

Linguaskill 



Cambridge Assessment
English

and



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LINGUASKILL GENERAL Cambridge

<https://www.cambridgeenglish.org/exams-and-tests/linguaskill/information-about-the-test/test-formats-and-task-types/>

Reading and Listening

The Reading and Listening module is adaptive, so there is not a fixed number of questions. Each question the candidate answers helps the computer to understand their level better. The test finishes when the candidate has answered enough questions for *Linguaskill* to identify their level accurately.

Length:

About 60–85 minutes

Number of questions:

Variable

Types of questions – Reading tasks:

Read and select

Candidates read a notice, diagram, label, memo or letter containing a short text and choose the sentence or phrase that most closely matches the meaning of the text. There are three possible answers.

Gapped sentences

Candidates read a sentence with a missing word (gap) and choose the correct word to fill the gap. There are four choices for each gap.

Multiple-choice gap-fill

Candidates choose the right word or phrase to fill the gaps in a text. There are four choices for each gap.

Open gap-fill

Candidates read a short text in which there are some missing words (gaps) and write in the missing word in each gap.

Extended reading

Candidates read a longer text and answer a series of multiple-choice questions. The questions are in the same order as the information in the text.

Types of questions – Listening tasks:

Listen and select

Candidates listen to a short audio recording and answer a multiple-choice question with three options.

Extended listening

Candidates listen to a longer recording and answer a series of multiple-choice questions based on it. The questions are in the same order as the information they hear in the recording.

TOEIC 2 hours

Test Of English for International Communication

200 questions

LISTENING SESSION: 100 questions / 45 minutes

- **Part 1:** Photographs > 6 questions
- **Part 2:** Question-Response > 25 questions
- **Part 3:** Conversations > 39 questions
- **Part 4:** Talks > 30 questions

READING SESSION : 100 questions / 115 minutes

- **Part 5:** Incomplete Sentences > 30 questions
- **Part 6:** Text Completion > 16 questions
- **Part 7:** Reading Comprehension:
 - Single passages: 29 questions
 - Multiple passages: 25 questions

PRACTICE TEST 1

Listening 1 →

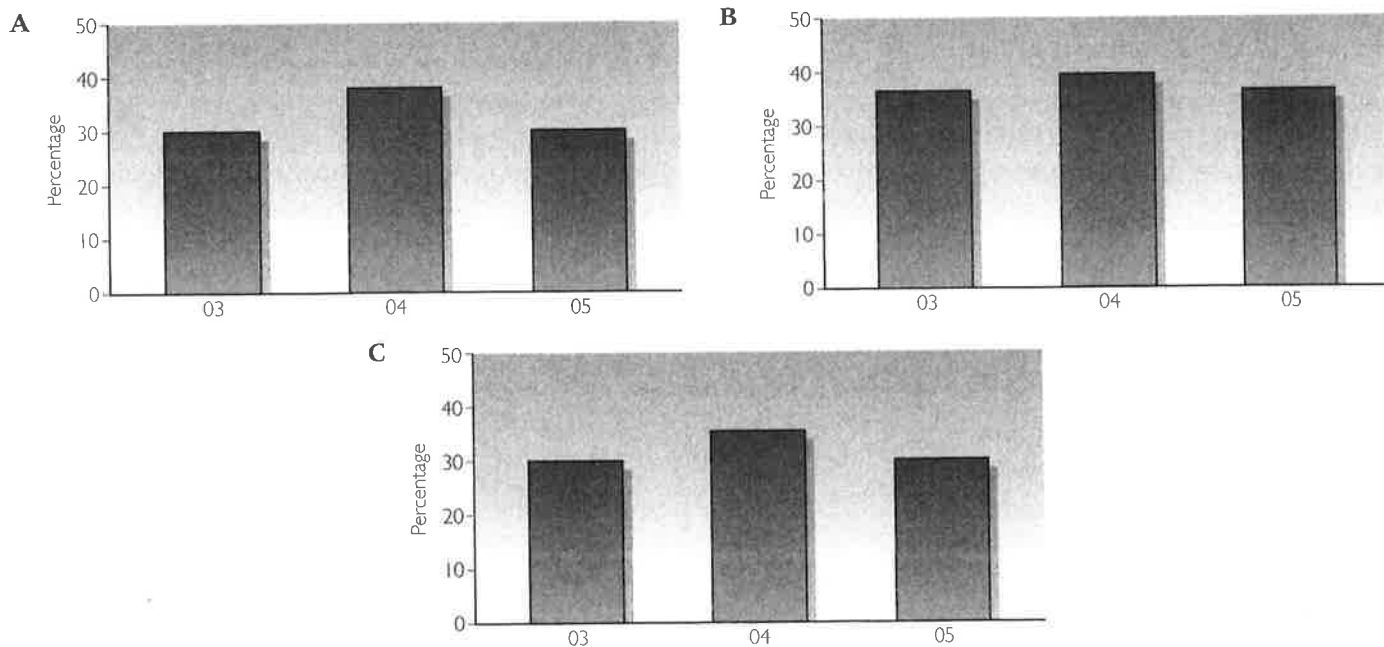
LISTENING

PART ONE

Questions 1 – 10

- ☐ You will hear 10 short recordings.
- ☐ For questions 1 – 10, circle one letter, **A**, **B** or **C** for the correct answer.
- ☐ You will hear each recording **twice**.

1 Which chart shows Bedford's market share?



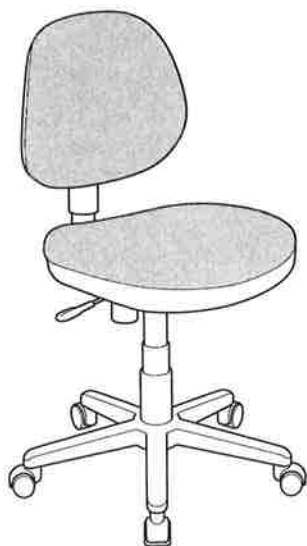
2 How many hits did the website have in June?

A **21492** B **29865** C **30946**

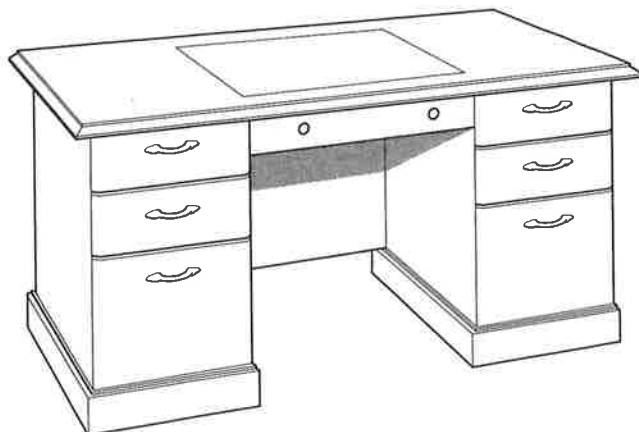
Listening 1 →

5 Which product has the best sales?

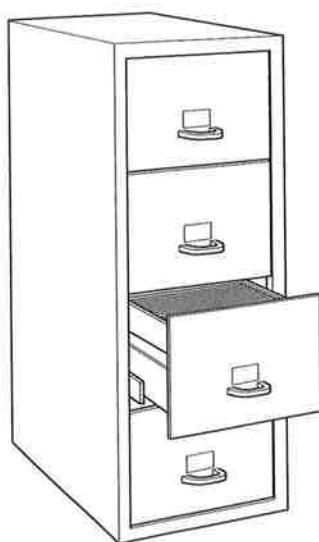
A



B



C



6 Which kind of advertising has proved to be most effective?

- A mailshot
- B newspaper
- C radio

7 What kind of clothing does Grafton make today?

- A children's and formal
- B formal and leisure
- C leisure and children's

Listening 1

8 Which company would the man most like to work for?

- A Anytime Couriers
- B Fastlink Deliveries
- C Safespeed Supply

9 Who will receive the training first?

- A administration support staff
- B customer services staff
- C finance section staff

10 What does the man say is a problem with the product?

- A its packaging
- B its price
- C its quality

Listening 2

PART FOUR**Section One**

Questions 33 – 38

- ☐ You will hear part of a conversation between John, who has recently started work at Top-rung Training, and Celia, one of Top-rung's trainers.
- ☐ For questions 33 – 38, circle one letter **A**, **B** or **C** for the correct answer.
- ☐ You will hear the conversation **twice**.

33 What did John enjoy in his previous job?

- A** having a range of responsibilities
- B** dealing with various business sectors
- C** designing different types of courses

34 What has recently been a challenge for Top-rung?

- A** A new competitor has started up nearby.
- B** Clients' needs are changing rapidly.
- C** Inspection standards are now stricter.

35 What does Celia think is a mistake in Top-rung's strategy?

- A** too much reliance on a small number of clients
- B** insufficient monitoring of marketing costs
- C** inconsistencies in the fee structure

36 What does Celia hope John will be able to achieve?

- A** a greater sense of team spirit among trainers
- B** an increase in the number of courses run by each trainer
- C** an improvement in the skills of certain trainers

37 What does John think is an important ingredient of successful training?

- A** close consultation with clients before courses start
- B** detailed analysis of genuine case studies
- C** clear presentation of theoretical aspects

38 Who does Celia think Top-rung should aim to develop new courses for now?

- A** individual consultants
- B** government agencies
- C** start-up companies



Listening 3 →

LISTENING

PART ONE

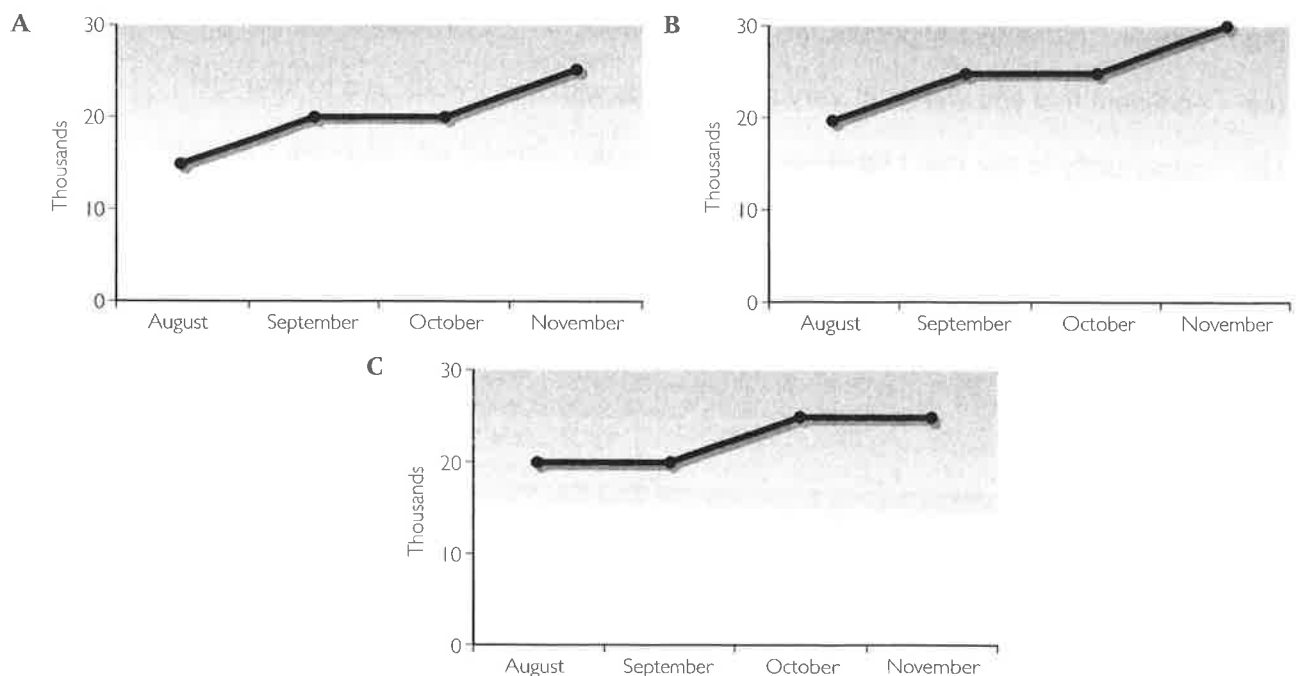
Questions 1 – 10

- ☐ You will hear 10 short recordings.
- ☐ For questions 1 – 10, circle **one** letter, **A**, **B** or **C** for the correct answer.
- ☐ You will hear each recording **twice**.

1 What time does the flight depart?



2 Which graph shows the magazine's circulation?



Listening 3 →

3 Which is the radio schedule for today?

A

6.45 News
7.00 Retail Round-up
7.15 Export Special
7.45 Regional Review

B

6.45 News
7.00 Export Special
7.15 Regional Review
7.45 Retail Round-up

C

6.45 Regional Review
7.00 News
7.15 Retail Round-up
7.45 Export Special

4 Which hotel would be the cheapest for the conference?

A

**CENTRAL
HOTEL**

B

**HOTEL
PRESIDENT**

C

**PARKVIEW
HOTEL**

Section Two

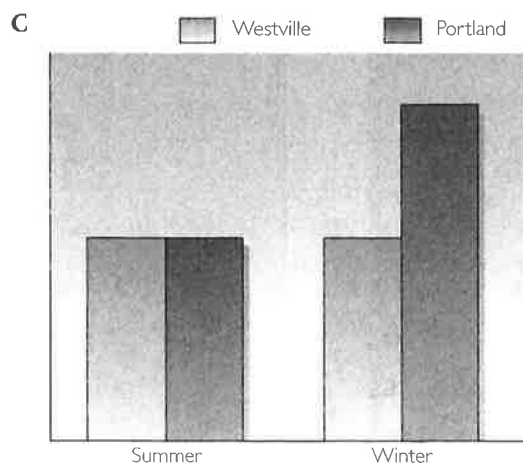
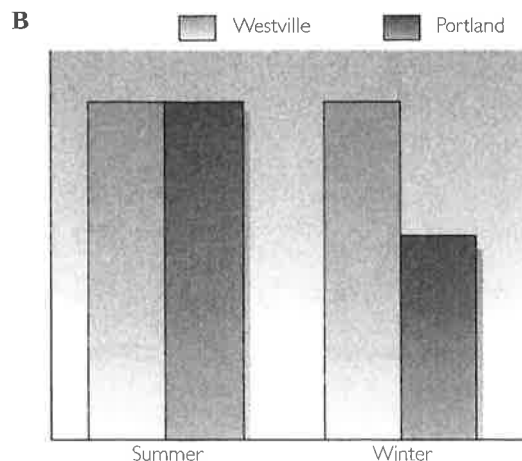
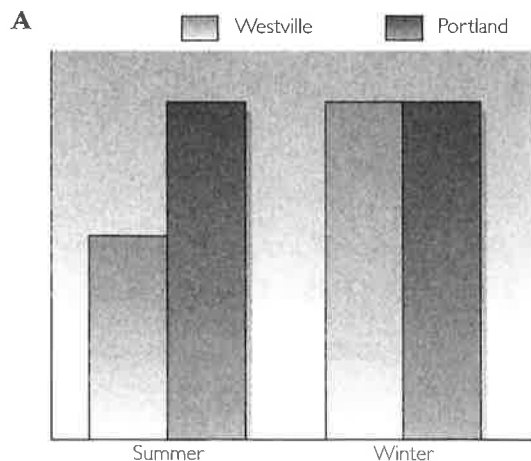
Questions 39 – 44

- ☐ You will hear a radio interview with the director of a museum in the UK.
- ☐ For questions **39 – 44**, circle one letter **A**, **B** or **C** for the correct answer.
- ☐ You will hear the interview **twice**.

- 39** Tristram says that when he started at the museum,
- A** there was no overall system for managing the collections.
 - B** previous directors had made inappropriate changes.
 - C** money was being spent in the wrong areas.
- 40** Tristram says that the buildings he created
- A** have won important awards.
 - B** are meant to look modern.
 - C** cost more than he expected.
- 41** The assessment carried out by a consultant showed that staff
- A** had a negative view of Tristram personally.
 - B** considered their existing approach to be the best.
 - C** had little enthusiasm for their jobs.
- 42** What did the second consultant do?
- A** Find out the staff's wishes for the museum.
 - B** Explain Tristram's ideas to the staff.
 - C** Criticise Tristram's approach with the staff.
- 43** As a result of the second consultant's recommendations,
- A** the position of museum keeper was downgraded.
 - B** some museum keepers took on a new role.
 - C** the least effective museum keepers were replaced.
- 44** The changes made to the education service
- A** were partly guided by the views expressed by parents.
 - B** give children greater access to exhibits than previously.
 - C** have led to an unexpected increase in educational visits.

Listening 4 →

5 Which chart shows staffing levels at the two factories?



6 When will the presentation take place?

- A Monday
- B Tuesday
- C Wednesday

7 What is the problem?

- A The goods arrived late.
- B The wrong goods arrived.
- C The goods arrived damaged.

Listening 4 →

- 8 Who will talk to the business students?
- A the human resources manager
 - B the marketing manager
 - C the production manager
- 9 Where does the man recommend selling the new product now?
- A specialist shops
 - B supermarkets
 - C website
- 10 Why do they want to replace the photocopier?
- A It is slow to operate.
 - B It frequently needs repairing.
 - C It takes up a lot of space.

Section Three

Questions 45 – 50

- ☐ You will hear a lecturer on a business course giving a talk about decision-making by management teams.
- ☐ For questions **45 – 50**, circle one letter **A**, **B** or **C** for the correct answer.
- ☐ You will hear the talk **twice**.

45 The speaker says that at the meeting he attended recently, the managers

- A** could not decide what was important and what was not.
- B** kept changing decisions they had previously made.
- C** failed to come to a conclusion on appropriate action to take.

46 The speaker says that the managers at the meeting he attended are the type who

- A** announce beliefs but do not put them into practice.
- B** underestimate the funding required for initiatives.
- C** fail to identify the most useful innovative methods.

47 The speaker's second example involves managers who

- A** keep making changes to solve previous mistakes.
- B** wish to give the impression that they are effective.
- C** reject any criticism of their management style.

48 The speaker's third example results in employees

- A** being unable to concentrate on important issues.
- B** getting into conflict with their managers.
- C** copying the behaviour of their managers.

49 What does the speaker say about 'fire-fighting'?

- A** Some managers try to avoid doing it.
- B** A lot of managers have an inconsistent approach to it.
- C** It can distract managers from the main purpose of their role.

50 What does the speaker say about the difficulties that managers today face?

- A** Managers should be capable of dealing with them effectively.
- B** Many managers use them as an excuse for poor decision-making.
- C** They tend to be exaggerated.

That is the end of the Listening Section.

Now transfer your answers to the Answer Sheet.

TESTS COMPLETS POUR
LE TORIC Pearson.

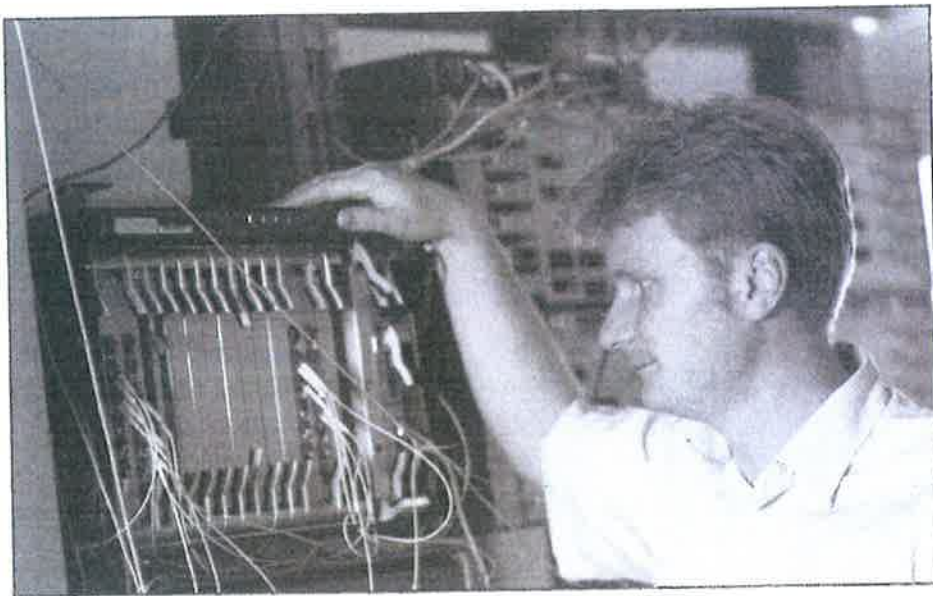
Listening 5 →

Test (1)

1.



2.



3.



4.



5.



6.



PART 2

Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

Sample Answer

Example

(A) (B) (C)

You will hear: Where is the meeting room?

You will also hear: (A) To meet the new director.
(B) It's the first room on the right.
(C) Yes, at two o'clock.

Your best response to the question "Where is the meeting room?" is choice (B), "It's the first room on the right," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

Exercice n° 714 – prepmyfuture.com/book/40/ex/714

Avec votre compte gratuit prepmyfuture :

- ☐ Bandes-son
- ☐ Correction automatique
- ☐ Analyse de votre performance



Listening 5

7. Mark your answer on your answer sheet.
8. Mark your answer on your answer sheet.
9. Mark your answer on your answer sheet.
10. Mark your answer on your answer sheet.
11. Mark your answer on your answer sheet.
12. Mark your answer on your answer sheet.
13. Mark your answer on your answer sheet.
14. Mark your answer on your answer sheet.
15. Mark your answer on your answer sheet.
16. Mark your answer on your answer sheet.
17. Mark your answer on your answer sheet.
18. Mark your answer on your answer sheet.
19. Mark your answer on your answer sheet.

20. Mark your answer on your answer sheet.
21. Mark your answer on your answer sheet.
22. Mark your answer on your answer sheet.
23. Mark your answer on your answer sheet.
24. Mark your answer on your answer sheet.
25. Mark your answer on your answer sheet.
26. Mark your answer on your answer sheet.
27. Mark your answer on your answer sheet.
28. Mark your answer on your answer sheet.
29. Mark your answer on your answer sheet.
30. Mark your answer on your answer sheet.
31. Mark your answer on your answer sheet.

Listening 6

PART 3

- Directions:** You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

Exercice n° 715 – prepmyfuture.com/book/40/ex/715

Avec votre compte gratuit prepmyfuture :

- ☐ Bandes-son
- ☐ Correction automatique
- ☐ Analyse de votre performance



- Listening 7 →*
32. What does the man want the woman to do?
(A) Type a letter.
(B) Buy him a sweater.
(C) Have lunch with him.
(D) Work this evening.
33. What is the woman doing now?
(A) Eating lunch.
(B) Leaving for the golf course.
(C) Making copies.
(D) Sending e-mail.
34. Where is the man going?
(A) To a restaurant.
(B) To his room.
(C) To the post office.
(D) To the photocopy store.
35. When will the phones be installed?
(A) Monday before noon.
(B) Monday afternoon.
(C) Wednesday before noon.
(D) Wednesday afternoon.
36. Why weren't the phones installed last week?
(A) The equipment was out of order.
(B) They couldn't get an appointment.
(C) The order was placed too late.
(D) They didn't bring the right kind of phone.
37. How long have they been waiting for the phones?
(A) Under a week.
(B) One week.
(C) One month.
(D) More than a month.
38. How many dozen pens is the man ordering?
(A) Two.
(B) Four.
(C) Six.
(D) Twelve.
39. What colors does he want?
(A) Green and purple.
(B) Green and red.
(C) Red, black and blue.
(D) Red, black and purple.
40. How will he pay for the pens?
(A) He will pay by check.
(B) He will pay with cash.
(C) The woman will send him a bill.
(D) The woman will charge it to his account.
41. Where does this conversation take place?
(A) At the dinner table.
(B) In a grocery store.
(C) In a bookstore.
(D) At a bakery.
42. What does the man want the woman to do?
(A) Cook a meal.
(B) Stop coughing.
(C) Eat some more.
(D) Sing a song.
43. What does the woman want to do?
(A) Read a book.
(B) Bake a cake.
(C) Drink coffee.
(D) Pick up her mail.

PART 4



Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter(A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

Exercice n° 716 – prepmyfuture.com/book/40/ex/716

Avec votre compte gratuit prepmyfuture :

- ☐ Bandes-son
- ☐ Correction automatique
- ☐ Analyse de votre performance



Listening
7

71. What is being sold?
 - (A) Office space.
 - (B) Office supplies.
 - (C) Down pillows.
 - (D) Sailboats.
72. How long does this sale last?
 - (A) One day.
 - (B) Three days.
 - (C) One week.
 - (D) Eight days.
73. When does the sale end?
 - (A) Thursday.
 - (B) Friday.
 - (C) Saturday.
 - (D) Sunday.
74. What kind of news item is this?
 - (A) An analysis.
 - (B) A review.
 - (C) A correction.
 - (D) A warning.
75. When might this announcement be heard?
 - (A) Spring.
 - (B) Summer.
 - (C) Fall.
 - (D) Winter.
76. What causes power failure?
 - (A) Excessive use.
 - (B) Lack of demand.
 - (C) Increased supply.
 - (D) Poor quality fans.
77. Who is probably listening to this announcement?
 - (A) Ticket agents.
 - (B) Telephone line technicians.
 - (C) Airline representatives.
 - (D) Potential travelers.
78. Why is there a delay?
 - (A) All the agents are busy.
 - (B) All flights are late.
 - (C) The fares are going up.
 - (D) Representatives are on strike.
79. When should travelers to other countries get to the airport?
 - (A) Two hours before their flight leaves.
 - (B) Three hours before their flight leaves.
 - (C) Four hours before their flight leaves.
 - (D) Five hours before their flight leaves.
80. What kind of people are attending the seminar?
 - (A) Teachers.
 - (B) Managers.
 - (C) Waiters.
 - (D) Gardeners.
81. Which of the following describes Mr. Margalis?
 - (A) Inexperienced.
 - (B) Retired.
 - (C) Speechless.
 - (D) Young.

82. Where is the announcement being heard?

- (A) In a garden
- (B) in a private office
- (C) In a dining hall
- (D) on a train

TEST N° 1

11

READING and LANGUAGE KNOWLEDGE

Reading 1 →

PART ONE

Section One

Questions 51 – 57

- ☐ Look at the following messages and notices.
- ☐ For questions 51 – 57, mark one letter A, B or C on your Answer Sheet.

Example:

Customers will receive a discount of 7.5%
for goods ordered with a value of over
€200 and of 12% for goods ordered with a
value in excess of €1000.

- A No orders can be taken for goods under €200.
- B Orders between €200 and €1000 are discounted by 7.5%.
- C All orders of more than €200 get a 7.5% discount.

0	A	B	C

51

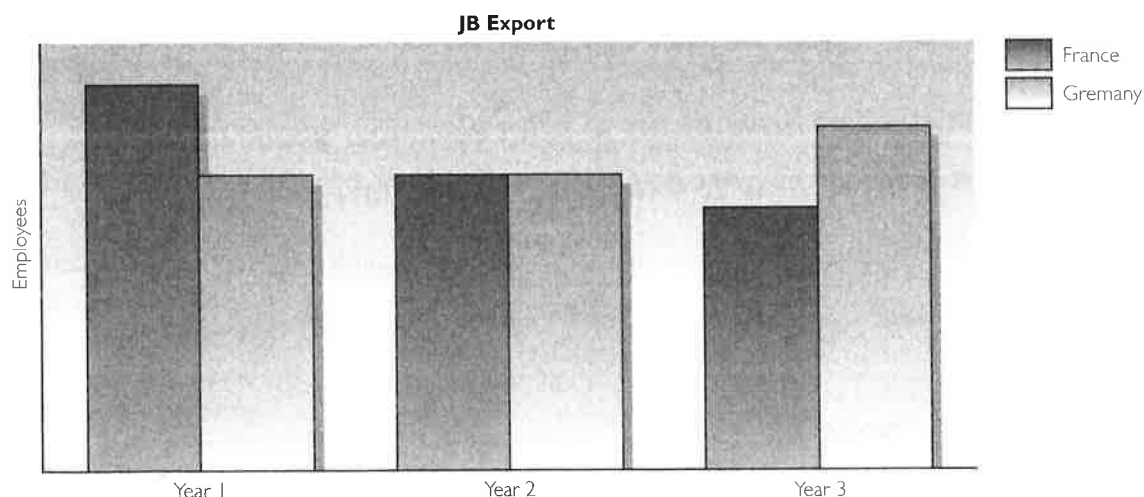
I am writing to thank you for payment
cleared 28 Oct in settlement of your
statement of account 1 Oct. A receipt is
enclosed for your records.

The writer of this letter wants to

- A make final payment.
- B request prompt payment.
- C confirm receiving payment.

52

Reading 1 →



Numbers of JB Export employees

- A fell in year 2 in France and Germany.
 B were at their highest in Germany in year 1.
 C dropped in year 3 in France below Germany.

53 Ben is asking Sara

- A what discount she has arranged.
 B whether she would like more brochures.
 C how many brochures she ordered.



While you were out...

To: Sara



From: Ben

Ace Stationery called about your order for 4000 brochures.



They can do 5000 on a 10% discount. Do you want the extra copies?

54

- A Facilities Support can give you advice about fixing equipment.
 B If equipment needs fixing, Facilities Support will deal with it.
 C You can ask Facilities Support to record your difficulties with equipment.

OFFICE EQUIPMENT

**IN CASE OF DIFFICULTY, DO NOT ATTEMPT ANY REPAIR.
 INFORM FACILITIES SUPPORT
 ON EXT 663 OF THE PROBLEM.**

THANK YOU

55

WISE-PRICE SUPERMARKETS have plans to pilot electrical goods at their larger branches with a view to extending to all stores by the end of the year.

Wise-Price intend to

- A sell electrical goods throughout their branches.
- B open a chain of electrical stores.
- C expand their range of electrical goods.

56

Tina

Jeff Hooks rang from Helsinki airport: his flight's held up by at least an hour, so could the presentation be delayed? Apologies.

Ted

Jeff Hooks wants to

- A change the starting time of the presentation.
- B suggest that the presentation begins without him.
- C explain his absence from the beginning of the presentation.

57

By the end of the second quarter of next year, we will have seen production rise in each of our factories to 1000 units a week.

- A Next year, production will increase by 1000 units a week at each factory.
- B From next year, each factory will begin producing 1000 units a week.
- C Each factory will be producing 1000 units a week half-way through next year.

PART ONE

Reading 2 →

Section Two

Questions 58 – 63

- ☐ Choose the word or phrase which best completes each sentence.
☐ For questions **58 – 63**, mark one letter **A**, **B**, **C** or **D** on your Answer Sheet.

58 Being in the export division, I'm used to in several languages.

- A** communicate
- B** communicates
- C** communicated
- D** communicating

59 The Production Supervisor has to account all defects.

- A** on
- B** for
- C** to
- D** of

60 We must be able to effectively to new competition.

- A** change
- B** respond
- C** arrange
- D** return

61 We have decided to increase our in training.

- A** investment
- B** expense
- C** payment
- D** charge

62 AFQ's re-structuring programme will get way next month.

- A** over
- B** through
- C** under
- D** across

63 Increased levels of absenteeism have been to my attention.

- A** put
- B** made
- C** taken
- D** brought

PART TWO

Section Two

Questions 82 – 86

- ☐ Read this memo about office refurbishment.
- ☐ Choose the best word to fill each space from the words below.
- ☐ For each question **82 – 86**, mark **one** letter **A, B, C** or **D** on your Answer Sheet.

Reading 2

MEMO: ALL STAFF

I am writing to confirm that the planned refurbishment of the office will begin on Monday October 12th. It is (82) that the work will take approximately six weeks.

To keep disruption to a minimum, the refurbishment will be (83) out in stages. The corridors, meeting rooms and other common areas will be refurbished first – during this stage, nobody will be required to (84) their work-place. The second stage will involve each section of the office. During this stage, at various times you will all need to move to another part of the premises for what we hope will be a (85) of no more than one week.

I hope that you will not (86) too much inconvenience as a result of this refurbishment.

David Hall

Office Manager

- | | | | |
|------------------------|-------------|-------------|---------------|
| 82 A counted | B trusted | C evaluated | D anticipated |
| 83 A brought | B carried | C done | D acted |
| 84 A free | B desert | C vacate | D release |
| 85 A limit | B top | C maximum | D peak |
| 86 A experience | B undertake | C meet | D sustain |

PART ONE

Section Four

Questions 70 – 74

- For questions 70 – 74, read the text below and think of the word which best fits each space.
 □ Write only **one** word in each space on your Answer Sheet.

Example:

Thank you replying so quickly.

Answer:

0	for	<input type="text"/>	<input type="text"/>
---	-----	----------------------	----------------------

Reading 3 →

GETTING NEW EMPLOYEES TO FIT IN

When a new employee joins an established team, (70) can be problems. The new person can find it difficult because the others have long-standing relationships with (71) other, and those who have been with the organisation for a long time can feel threatened by the new person.

The first way to solve this is to get the established people to understand that there is a good reason (72) someone new has been brought in. Let them know what contribution the new person has (73) brought in to make and what precisely their role is. In this way, you can avoid feelings of resentment or suspicion. The second step to take is to encourage staff (74) socialise. If they get together outside work, ill feeling can soon disappear and new friendships can develop.

PART TWO

Reading 3

Section Three

Questions 87 – 91

- ☐ For questions 87 – 91, read the text below and think of the word which best fits each space.
☐ Write only **one** word in each space on your Answer Sheet.

Example:

Thank you replying so quickly.

Answer:

0	for	<input type="text"/>	<input type="text"/>
---	-----	----------------------	----------------------

PERSONAL INFORMATION ABOUT YOU

As part of our service, and to ensure that customers are kept up to date, we use customer information held on our records to write to our customers. This customer information is private and confidential and is not disclosed to any other organisation or third party (87) your express consent.

From time to time, we'll tell you about new and improved products and services available through ourselves and associated companies, (88) we'll give you the opportunity to request specific product information. You can choose not to receive this type of information (89) that is your wish.

We take the right to privacy of our customers very seriously. We will not disclose information about you to anyone, other (90) where we have your consent, or where we are allowed by law to (91) so.

PART ONE

Section Three

Questions 64 – 69

- ☐ Read the article below about working with family members and answer questions 64 – 69.
- ☐ For questions **64 – 69**, mark one letter **A, B** or **C** on your Answer Sheet.

KEEPING IT IN THE FAMILY

Some of us go to work to get away from our families. But a sizeable number can think of nothing better than walking into the office or on to the shopfloor to find their mum, dad, brother, sister or cousin smiling back at them.

But working with your relatives, whether it's in a family firm or for another employer, brings problems of its own, says occupational psychologist Amanda White. 'We get into patterns of behaviour as families that are hard to break. So people have a role or an identity within their family and that can carry on into work. You cannot leave this baggage behind,' she says. 'And if you end up managing a member of your family, all that stuff about being a great communicator flies out of the window. We're used to giving more junior members of the family a good telling off.'

But there are positive aspects. 'In an ordinary working relationship, if things get as far as a shouting match, the damage is probably irreparable,' says Miss White. 'But if it's family, you're more able to have open disagreements without anyone feeling the need to resign.'

Most people who end up working with relatives do so through family-owned firms, which account for three in five UK businesses. 'There are lots of pluses to working for family firms,' says John Gatrell of the Family Enterprise Centre. 'They tend to stay in business longer, to be more productive, attract greater loyalty from all staff and are more concerned about the integrity of the products and services they offer.'

But communications between family members often get forgotten, he says. 'There is not enough time spent talking through what family members who are also employees want from the business or discussing tricky issues such as promotion, pay rises or what happens when your parents die. Anyone considering working for the family business needs to think ten or 20 years ahead and where they want to be then – and they need to discuss this with their family colleagues.'

Gerard Burke, a lecturer at Cranfield School of Management, says it is also important to build your credibility with employees who aren't part of the family – they may assume that you made it only on the strength of your ties. 'I worked with a company where the owner's son set himself the goal of getting to know the firm inside out and becoming the best salesman within a year. He soon realised that he needed to earn his colleagues' respect.'

Reading 4

- 64 In the first paragraph, the writer suggests that
- A some people regret going to work with family members.
 - B family members may get on better at work than at home.
 - C a lot of people enjoy working with family members.
- 65 According to Amanda White, what causes problems when family members work together?
- A Family members behave with each other in the same way at work as they do outside work.
 - B Disagreements between them that begin outside work can continue at work.
 - C Family members are sometimes unwilling to criticise other family members at work.
- 66 Amanda White says that one advantage of family members working together is that
- A they tend not to have very serious arguments with each other.
 - B arguments between them are eventually resolved.
 - C they are able to settle work arguments when they are outside work.
- 67 John Gatrell says that one advantage that family-owned firms have is that
- A employees who are not family members care about the company.
 - B they collaborate very well on developing new products and services.
 - C customers like doing business with them.
- 68 According to John Gatrell, it is a problem that family members in family-owned companies
- A often disagree as to the direction the company should take in the future.
 - B tend to avoid talking to each other about certain important subjects.
 - C accept situations that they would not accept if they worked for another company.
- 69 Gerard Burke gives an example of a family member who
- A thought that working for his family's company would be easy.
 - B caused problems for employees who were not family members.
 - C changed his attitude after he had begun working for his family's company.

Reading and Language Knowledge Test

Part One

Section Four

Questions 70–74

- For questions 70–74, read the text below and think of the word which best fits each space.
- Write only **one** word for each space on your Answer Sheet.

Example:

He is very interested (0) computers.

Answer:

0	in	<input type="text"/>	<input type="text"/>
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Dear Customer

We are writing to ask you to take part in Johnson's latest customer survey (70) that we can find out if you are happy with our service.

We'd also like your views on some new developments at Johnson's. The survey data is being recorded (71) NSB Research, an independent research agency. This will ensure that all data is passed on to Johnson's anonymously – Johnson's won't even know which customers (72) taken part in the survey.

The questions are all online, short and straightforward, and should only take about 15 minutes (73) total. All survey participants will (74) entered into a draw to win €1,000 of travel vouchers. The closing date for completion of the survey is 9th May. We look forward to hearing from you at www.marketsearchers.com.

Check your answers on page 87.

Reading and Language Knowledge Test

Part Two

Section Three

Questions 87–91

- For questions 87–91, read the text below and think of the word which best fits each space.
- Write only **one** word for each space on your Answer Sheet.

Example:

He is very interested (0) computers.

Answer:

0	in		
---	----	--	--

Wholesale Pallets

Wholesale pallets contain similar goods that have been batched together to be sold on at trade prices. For example, a wholesaler may offer an electronics pallet (87) may contain several TVs, DVD players and games consoles.

Pallets are a good example of why you should check the condition of wholesale goods before you buy them. They can be excellent buys (88) your business, and you can save a substantial amount of ~~your~~ wholesaling budget.

~~However~~, the downside is that they can be carelessly put together and the quality of ~~the~~ goods varies (89) batch to batch. Many pallets are unchecked by the wholesaler, (90) be particularly careful when buying them, as you may end up spending a lot of money on damaged goods. Get assurance from the wholesaler and if you are still not happy, the wholesaler should (91) you check the batches yourself.

Check your answers on page 89.

Questions 156–158 refer to the following manual.

TROUBLESHOOTING			
If your TV does not work, check the following points:			
PICTURE	SOUND	POSSIBLE CAUSES	WHAT TO DO
No picture	Noise	Not properly tuned	Adjust tuning
Picture visible	No sound	– Volume control dial turned too low – Earphones inserted	– Turn up volume – Disconnect earphones
Picture all white	Sound heard	Brightness control not set correctly	Adjust brightness control
Picture dark or blurred	Sound heard	Brightness control not set correctly	Adjust brightness control

156. What is this chart used for?

- (A) To determine a problem with a TV
- (B) To pick a TV program
- (C) To compare prices
- (D) To wrap packages

157. What does the manual advise if the picture is all white?

- (A) Turn down the volume
- (B) Adjust the brightness control
- (C) Adjust the tuning
- (D) Disconnect the earphones

158. When should the tuning be adjusted?

- (A) When there is no picture and no sound
- (B) When there is a picture but no sound
- (C) When the picture is white
- (D) When there is noise but no picture

Questions 159–161 refer to the following letter.

China Books, Inc.
San Fernando, CA 94509

April 23, 20__
23405 San Antonio Ave.

To whom it may concern:

I have just received a "Payment Due" notice from your office. This is the second time I have received such a notice. I don't understand why I have received these notices since I paid for my purchase at the time I placed my order. I enclosed a check in the envelope with the order form. The first time I received a notice, I sent you a photocopy of the canceled check as proof of payment. I am now enclosing, for the second time, a photocopy of both sides of canceled check #535 in the amount of \$35.95, which I sent to cover payment for the book *In a Modern World*, plus shipping and handling costs. Please note that the date on the check is October 13. The information on the back shows that it was endorsed and deposited into your company's bank account on October 23.

Please call me at (415) 555-4856 to acknowledge receipt of this letter. I wish to avoid any further harassment about this payment. Your company is a wonderful source for hard-to-find books about Asia, and I would like to continue doing business with you. As a professor of Asian Studies, I am a frequent buyer of books dealing with all aspects of Asian culture and history and often recommend your store to my students. However, if we cannot resolve this matter quickly, I will have to take my business elsewhere. I sincerely hope that will not be necessary.

Sincerely,



Margaret Tomkins

159. Who owes money?

- (A) No one
- (B) Ms. Tomkins
- (C) China Books
- (D) The author

160. When was the check written?

- (A) April 23
- (B) May 30
- (C) October 13
- (D) October 23

161. According to the letter, which of the following is NOT true?

- (A) Ms. Tomkins has paid twice.
- (B) This is Ms. Tomkins' second letter.
- (C) Ms. Tomkins has received two notices.
- (D) The company received the payment.

Questions 191-195 refer to the following list, schedule, and e-mail.

Books by Jeffrey Dwyer

Blue Jeanie: A History

Where did it all begin? Dwyer takes readers on a visual journey through the centuries, chronicling the evolution of America's most iconic apparel, from working wear to high fashion. Who knew that jeans would become one of the most popular garments in the world?

Looking Down the Runway

Dwyer captures the creative process of some of the top designers from New York City to Paris. Spanning three decades, the book is filled with Dwyer's photographs, giving you a peak behind the curtain on what goes on in fashion houses as designs are taken from mere thoughts all the way to the runway.

Hand-me-downs: My Story

An amusing memoir about growing up as a small child in the fashion world. Dwyer writes about his unconventional and at times hilarious upbringing in London, watching his parents struggle as fashion models before launching their own designer label empire.

Yards of Talen: A Decade of Style

A collection of Dwyer's most iconic images, showcasing often dramatic shifts in style. This book offers a sweeping array of fashion trends both in Europe and the U.S. during the years Dwyer dominated the fashion photography world.

To: murphyshe@hotmail.com
From: helcaruthers@yahoo.com
Date: Feb 24
Re: Interview

I first discovered KGW Radio over 20 years ago and have been a regular listener of your evening programming for at least a decade. I've never written in, but I just wanted to let you know how much I enjoy the newest offering. I've been interested in the authors that have been featured during its short time on the air, but last evening's guest was special. I actually knew Jeff when he was a little boy—I worked with his parents when they lived in London, and I can recall seeing Jeffrey in his parents' studio most days after he got out of school. I was surprised to learn he had written about his childhood, and I look forward to reading his new book.

Thank you for such a wonderful chance to relive a time so many years ago.

Helen Caruthers

<http://www.kgwradio.com>

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KGW Radio
Evening Schedule - February 23

6:00—*Have you been served?*
 Host Ron Frakes talks about the latest "super-foods"—what are they? What do they offer? How do you prepare them? Featured recipes will be available at our website after tonight's show.

6:00—*Candid Conversation*
 Host Marina Sirtis interviews fashion photographer Jeff Dwyer, examining what prompted him to write his latest book about his childhood. He'll share stories about what it was like to grow up in the world of fashion and what's kept him in it all his life.

6:00—*Tech Talk*
 Host Greta Gatsby focuses on the latest electronics showcased at last week's NW Tech Fest, discussing products that she considers truly revolutionary and which are complete and utter failures.

6:00—*Rhythm City*
 Host Ian Brown shares his views on recent albums from local artists and labels. He will also provide information on upcoming concerts, with tips on how to find discount tickets.

191. What is one common feature in all of Mr. Dwyer's books?
- (A) They contain fashion photographs.
 - (B) They focus on famous people.
 - (C) They are set in London.
 - (D) They follow events over multiple years.
192. What book did Mr. Dwyer discuss on KGW Radio?
- (A) *Blue Jeanie: A History*
 - (B) *Looking Down the Runway*
 - (C) *Hand-me-downs: My Story*
 - (D) *Yards of Talent: A Decade of Style*
193. What is indicated about *Candid Conversation*?
- (A) It is broadcast every morning at 7:00.
 - (B) It was recently added to KGW Radio's schedule.
 - (C) It is hosted by Greta Gatsby.
 - (D) It was moved to a new time.
194. In the e-mail, the word "regular" in paragraph 1, line 1, is closest in meaning to
- (A) Orderly
 - (B) Typical
 - (C) Frequent
 - (D) Complete
195. What is probably true about Ms. Caruthers?
- (A) She has worked in the fashion industry.
 - (B) She has interviewed Mr. Dwyer.
 - (C) She has been a fashion photographer.
 - (D) She hosts a radio program.