

TEST 7

SECTION 1 Questions 1-10

Complete the form below.

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

Tourism Survey

Example

Answer

Name:

Robert Goddard

Destination:

Melbourne

Total number of visits:

Best thing about the city:

Favourite attraction:

Best thing about

the destination's dining options:

4

of food

Method of transport

to destination:

by 5

Age group:

Income level:

7

Purpose of visit:

· on business

Occupation:

· 9

· writer for a travel magazine

Opinion of cost of accommodation:

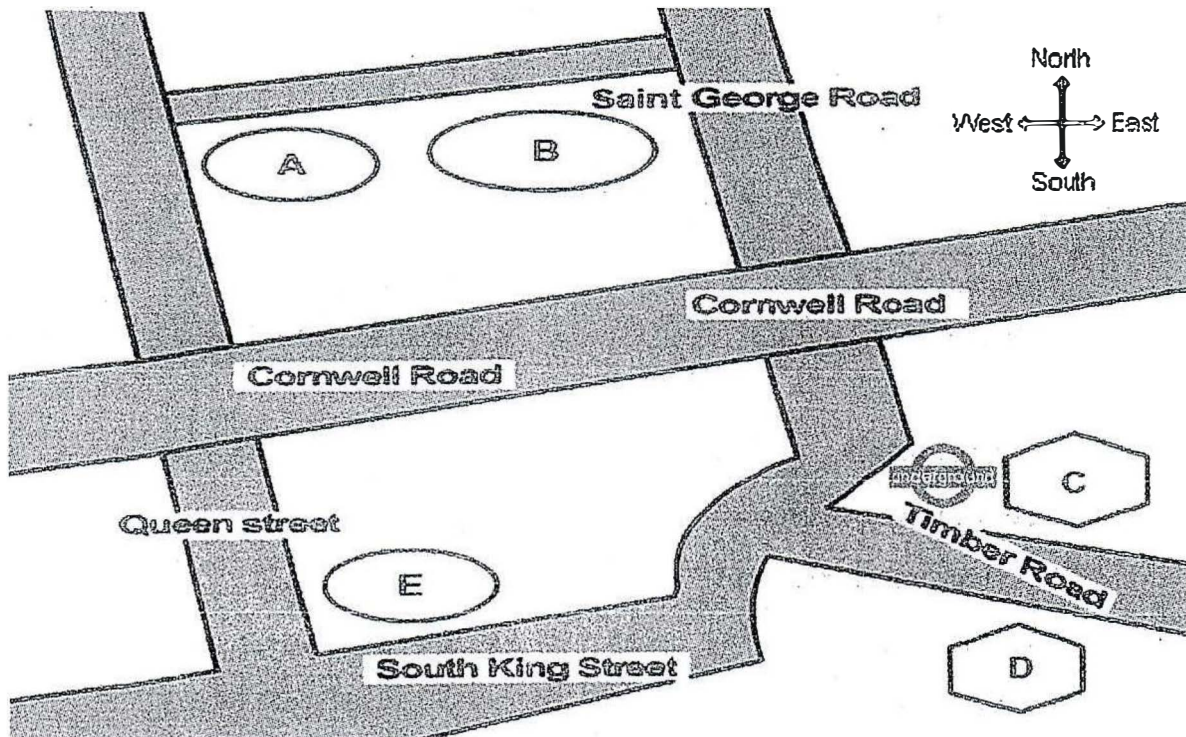
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SECTION 2 Questions 11-20

Questions 11-15

Label the map below.

Write the correct letter, A-E, next to questions 11-15.



- | | | |
|----|-------------------------|-------|
| 11 | Science Museum | |
| 12 | National History Museum | |
| 13 | Car Park | |
| 14 | Shopping Mall | |
| 15 | Primary School | |

Questions 16-20

What is the improvement of each main point of interest in the area?

Choose *FIVE* answers from the box and write the correct letter, A-G, next to questions 16-20.

- A New entrance
- B Free lunch provided
- C Free information provided
- D Increase in size
- E Additional signs
- F New exhibitions
- G New structure

16 Car Park

17 Primary School

18 Science Museum

19 National History Museum

20 Shopping Mall

SECTION 3 *Questions 21-30*

Questions 21-23

Choose the correct letter, A, B or C.

- 21 The proposal will
- A be reviewed by two examiners.
 - B be added to the final grade.
 - C be returned with feedback.
- 22 The proposal will consist mostly of
- A topics.
 - B methods.
 - C results.
- 23 For the practice paper, the tutor has directed the students to make sure to
- A pay attention to time limits.
 - B write at least 6,000 words.
 - C keep on topic.

Questions 24-30

Complete the sentences below.

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

- 24 There is no need to lots of people.
- 25 Pay attention to the of the final report.
- 26 Prepare, one for the teacher, another for the students themselves.
- 27 The deadline of the final paper is
- 28 The students can their topics before the beginning of April.
- 29 Students deciding to change topics must deliver a to the teacher in advance.
- 30 At the beginning of the report, the hypothesis and an outline of the are needed.

SECTION 4 Questions 31-40

Complete the notes below.

Write **NO MORE THAN TWO WORDS** for each answer.

Advertising Effect

The important factor to consider

- ⊗ The 31 customers must travel affects the probability that they will buy the product.

Methods of communication

- ⊗ Advertising slogans are easier to remember if there is a 32 played with them.
- ⊗ Mandy's Candy Store appeals to people's sense of 33 to draw in customers.
- ⊗ To an ad campaign for digital products, it is 34 that is extremely important.

Effect on your product sales

- ⊗ The customer's 35 after he or she experiences the ad is most important.

Marketing strategies

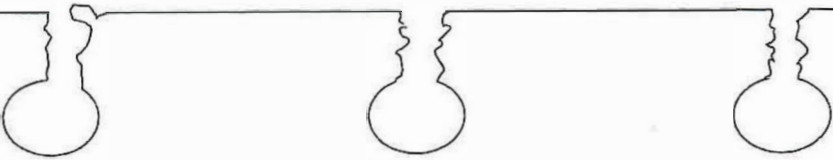
- ⊗ On international flights, it is wise for advertisements to be displayed in the common 36 of most passengers.
- ⊗ Very few young people buy 37
- ⊗ The UNESCO website would be a good place to advertise for companies aiming to improve the 38
- ⊗ One good location to place ads for sunscreen is the 39
- ⊗ A good scene for a water purification commercial would be 40

TEST 8

SECTION 1 Questions 1-10

Complete the form below.

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



Phone Interview

Name: John Murphy

<i>Example</i>	<i>Answer</i>
Position applying for:	lifeguard

Street Address:	45 1 Court
Contact phone number:	2
Current part-time job:	3
Previous job at Ridgemoat High School:	4
Additional relevant work experience:	5
Relevant skills/qualifications:	CPR certification & 6
CPR certification expiration date:	7
Preferred weekly shift:	8
Time available to start work:	9
Advertisement source:	10

SECTION 2 Questions 11-20

Choose the correct letter, A, B or C.

- 11 The lecture was organised by
A City of Nottingham.
B University of Nottingham Students' Union.
C Nottingham Police Department.
- 12 The majority of crime on campus is
A Drugs and Alcohol.
B Violence.
C Theft.
- 13 The campus crime rate has so far this year.
A increased
B decreased
C stayed the same
- 14 Why is there added concern about crime?
A exaggeration in media
B crime TV shows
C factual news articles

- 15 Carlos says if you are the victim of a crime, you should
- A run away.
 - B resist.
 - C seek help.
- 16 What is the primary method for increasing safety?
- A informing students and staff of safety precautions
 - B offering free self-defense courses to students
 - C reminding students to carry a mobile phone at all times
- 17 If a student must work late, it is most important to
- A not return home until the morning.
 - B go back with a friend.
 - C bring a mobile phone.
- 18 It is dangerous to
- A drive home late at night.
 - B carry a knife.
 - C carry pepper spray.
- 19 Students who complete a self-defense course are
- A more aware of dangers.
 - B mentally tougher.
 - C walking more confidently.
- 20 A university is
- A not surrounded by walls.
 - B patrolled by military.
 - C completely safe.

SECTION 3 *Questions 21-30*

Questions 21-23

Choose the correct letter, A, B or C.

- 21 Information on the test is from
- A the teacher.
 - B a class.
 - C a handout.
- 22 This assignment is important because
- A it will become a permanent record.
 - C it is a must for passing 11th grade English.
 - C it will affect the English level next year.
- 23 Bobby chooses football as project topic because
- A he often plays football.
 - B his father loves football.
 - C he is interested in football.

Questions 24-30

What problems do the speakers identify for this project?

Choose *SEVEN* answers from the box and write the letters, *A-H*, next to questions 24-30.

Problems
A too vague
B too factual
C too unreliable
D too noisy
E too long
F too short
G too complicated
H too simple

24 Background sounds

25 Answers of questions

26 One of the questions

27 Time of answering

28 Recording equipment

29 Topic of project

30 Report on project

SECTION 4 Questions 31-40

Complete the notes below.

Write **NO MORE THAN THREE WORDS** for each answer.

GIVING A SPEECH

Reasons for nervousness

- ⊙ Lecturers often feel more nervous if the speech is 31
- ⊙ Many think that the ability to make a good public speaking is 32
while in fact it is a skill that can be learned by anyone.

How to prepare a quality speech

- ⊙ The audience will only remember the 33 sentence of a speech.
- ⊙ Ensure that your speech is 34

Do's and Don'ts

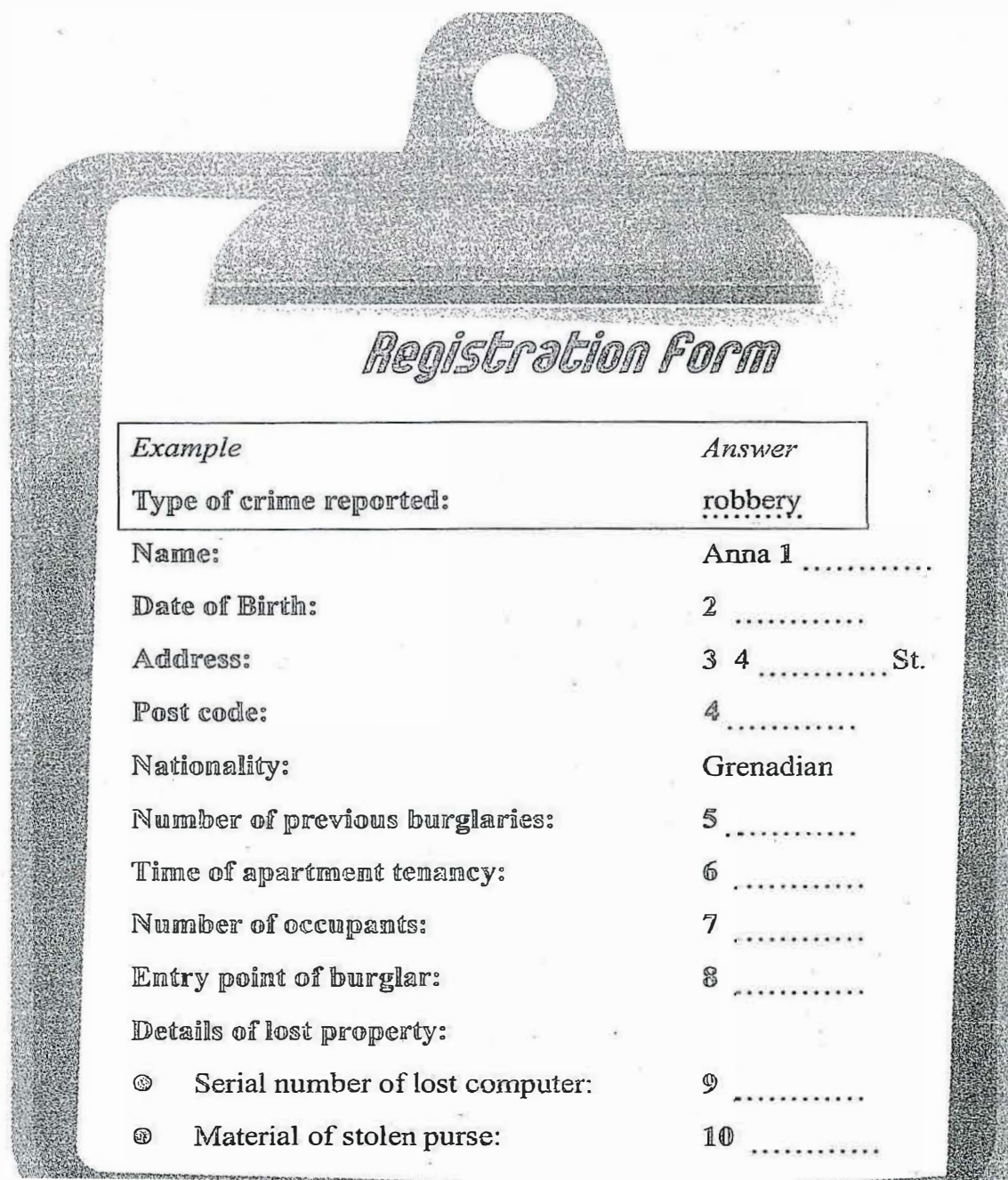
- × Don't start your speech until audience is 35
- ✓ You can make your main ideas or notes on cards or a 36
- × You do not need to write down the 37 speech.
- ✓ You can just write 38 ideas.
- ✓ Remember to 39 yourself to see how long your speech will be.
- × Don't just 40 a script.

TEST 9

SECTION 1 Questions 1-10

Complete the form below.

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



Registration Form

Example	Answer
Type of crime reported:	robbery
Name:	Anna 1
Date of Birth:	2
Address:	3 4 St.
Post code:	4
Nationality:	Grenadian
Number of previous burglaries:	5
Time of apartment tenancy:	6
Number of occupants:	7
Entry point of burglar:	8
Details of lost property:	
☉ Serial number of lost computer:	9
☐ Material of stolen purse:	10

SECTION 2 Questions 11-20

Questions 11-14

Choose the correct letter, A, B or C.

- 11 What is the project that Mark and Gina want to start?
- A business school requirements
 - B directions to the business school
 - C explaining the business school experience
- 12 Who is the target audience?
- A business students
 - B business school applicants
 - C summer school attendees
- 13 How will they convey the information?
- A summer course lecture
 - B informational video
 - C pamphlet in the mail
- 14 They want to do this project because
- A students worry about their studies.
 - B they want to obtain a good grade.
 - C they want to attract future business school applicants.

Questions 15-20

Complete the table below.

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

Topic	Time
<p>● Academics</p> <p>- 15</p>	7 minutes
<p>● 16</p> <p>- cafeteria</p> <p>- 17</p>	6 minutes
<p>● Social activity</p> <p>- 18</p> <p>- 19</p>	8 minutes
<p>● Conclusion</p>	nearly 20

SECTION 3 *Questions 21-30*

Questions 21-26

Choose the correct letter, A, B or C.

- 21 The subjects in questionnaire are
- A tourists in the hotel in this area.
 - B local residents.
 - C people who are living in this area.
- 22 The results of the questionnaire should be
- A directly entered into the computer.
 - B scored by hand.
 - C submitted directly to Professor Curran.
- 23 Why should John give a copy of plans to the professor?
- A to receive a good grade
 - B to get advice
 - C to earn high praise

- 24 How will the instructions be presented?
- A given by a group representative
 - B given by all members of the group
 - C given by the professor
- 25 What does Dani suggest to John when those subjects receive the questionnaire?
- A divide into 2 parts to argue
 - B focus on the opinion of the interviewees
 - C take consideration of both sides
- 26 Why is this project particularly important to John?
- A to earn respect from professors in the department
 - B to raise his grade
 - C to impress his professor

Questions 27-30

What is the source of each one below in this survey?

Choose *FOUR* answers from the box and write the correct letter, A-F, next to questions 27-30.

- | | |
|---|-----------------|
| A | radio |
| B | council meeting |
| C | the television |
| D | newspaper |
| E | journal |
| F | the Internet |

27 Map

28 Photo

29 Budget

30 Comment

Questions 27-30

What is the source of each one below in this survey?

Choose *FOUR* answers from the box and write the correct letter, A-F, next to questions 27-30.

- A radio
- B council meeting
- C the television
- D newspaper
- E journal
- F the Internet

27 Map

28 Photo

29 Budget

30 Comment

SECTION 4 Questions 31-40

Questions 31-35

Choose the correct letter, A, B or C.

- 31 Why did the lecturer choose to focus on the Pleasanton Town Market?
- A It was the first ever Town Market.
 - B It has been covered extensively in local history classes.
 - C It is often mentioned in some literature of the library.
- 32 The Town Market originally made a large profit selling
- A handcrafts.
 - B vegetables.
 - C animals.
- 33 The money that the marketers made contributes to local
- A reconstruction.
 - B development.
 - C defense.
- 34 Market sales plummeted due to a lack of viable
- A agriculture.
 - B transport.
 - C city planning.
- 35 Mayor John C. Wiley decided the Clock tower would be used as a in the early stages of the uprising.
- A clock
 - B grounds for battle
 - C jail

Questions 36-40

Complete the table below.

Write **ONE WORD ONLY** for each answer.

Research Methods	Objects	Problems
reference section	36	there is too much information
37	Rebellion	bias makes it 38
39	Jim Wiley	the information is insufficient
newspaper archives	40	more detail is needed

TEST 10

SECTION 1 Questions 1-10

Complete the notes below.

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

PLAN FOR SHARING ACCOMMODATION

Example

The discussion topic:

Answer

lease for next year

The total rent:

Peter £ 110 & Jim 1 £

Car parking:

in the 2

A place to buy things:

3, because Jim works there.

The fees they should share:

4 fees

The appliances needed:

- The landlord will provide the microwave.
- The 5 is needed in the kitchen.
- Peter will bring some dining room and living room furniture.
- Jim will buy a 6 at the store.

Location of the telephone:

in the 7

Move-in date:

8

Watching the game together: on 9

What Jim needs to do before move-in: take 10 in the morning

SECTION 2 Questions 11-20

Questions 11 and 12

Complete the sentences below.

Write **ONE WORD ONLY** for each answer.

- 11 The program is made for travelers to make
- 12 The program operates in cooperation with the

Questions 13-16

What is the internship stipulation of each country below?

Choose **FOUR** answers from the box and write the correct letter, A-F, next to questions 13-16.

Internship Stipulation

- A home stay
- B no summer program
- C minimum time requirement
- D formal report required
- E specific time period
- F agriculture

Country

- 13 USA
- 14 Australia
- 15 South Africa
- 16 India

Questions 17-20

Choose the correct letter, A, B or C.

- 17 What should you do to get the Global Traveling Certificate?
- A record activity everyday
 - B formal report
 - C talk the experience with the assessor
- 18 You can apply for the certificate
- A only after you come back.
 - B while on the trip.
 - C before you leave.
- 19 When should you pay the final installment?
- A the day before you leave
 - B one month before you return
 - C before you get your plane ticket
- 20 Before your application, you need
- A to take a health check.
 - B to attend the workshop.
 - C to meet people with whom you will work.

SECTION 3 Questions 21-30

Complete the notes below.

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

Group Presentation Assignment

Topic	Information source
21	check at the 22
Views on 23	interview the manager of 24
Practice of 25	find relevant information from the 26

How to deliver the plan: as an 27

Date of giving the presentation: on 28

Schedule of items due: First Phase: 29

Final Phase: Group 30

SECTION 4 Questions 31-40

Complete the notes below

Write ONE WORD ONLY for each answer.

The Gherkin Building

Commissioned by: 31 firm called Foster and Partners

The features of its appearance:

- ⊗ Its shape is like a 32
- ⊗ It can reduce the carbon 33 of the city.
- ⊗ It lets 34 pass through the building, both reducing heating costs and brightening up the workspace
- ⊗ One false story claimed that the exterior of the building is partly made of 35

Architectural concept:

- ⊗ links 36 with the workplace.
- ⊗ relies less on 37 for temperature control than other similar buildings.

The features of its interior:

- ⊗ The atria that let fresh air pass through the interior are known as 38
- ⊗ There is a place for entertainment called the 39 at the top of the building.

The future of urban planning and architecture:

- ⊗ It is likely that the entire 40 will be designed with more similarly eco-friendly buildings in future.
- ⊗ A new building will be constructed aiming to produce zero waste and remove carbon dioxide from us as much as possible.

TEST 11

SECTION 1 Questions 1-10

Complete the form below.

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

Home Insurance Quotation Form	
<i>Example</i>	<i>Answer</i>
Name:	Janet Evans
Address:	49 1 Court
Email:	2
Telephone number:	(020) 4251-9443
Best time to contact:	3 pm
Property Information	
Property size:	4 m ²
Material(s):	5
Security measures (if any):	6
Coverage	
Items to cover:	<input type="radio"/> building <input type="radio"/> contents <input type="radio"/> 7
Quotation:	8 £
Coverage start date:	9
Reference number:	10

SECTION 2 *Questions 11-20*

Questions 11-14

Choose the correct letter, A, B or C.

- 11 The top two proposals for the design of the swimming pool were chosen by
- A the public.
 - B the radio station.
 - C architects.
- 12 What is special about the pool's construction?
- A It was constructed by the people.
 - B Its architectural style is one-of-a-kind.
 - C It is the first pool in Bridgewater.
- 13 News reports covering the new pool expressed concerns over
- A price.
 - B safety.
 - C size.
- 14 What factor of the pool's Grand Opening remains undecided?
- A who will host
 - B the exact opening time
 - C what sculpture will be in the foyer

Questions 15-20

What's the theme of each continent based on the rooms of the clubhouse?

Choose *SIX* answers from the box and write the correct letter, A-H, next to questions 1.

- A film and music
- B mountains
- C space travel
- D jewelry
- E animals
- F waterways
- G volcano
- H ancient forts

- 15 Asia
- 16 Antarctica
- 17 Africa
- 18 North America
- 19 Europe
- 20 South America

SECTION 3 Questions 21-30

Questions 21-25

Choose the correct letter, A, B or C.

- 21 Which part has the tutor already read?
- A the introductory chapter
 - B the procedure section
 - C the results and discussion section
- 22 Which part of the paper did the tutor like?
- A introduction
 - B layout
 - C background information
- 23 Kathy and the tutor both agree to continue to
- A refer a lot to the example received in class.
 - B copy the information.
 - C conduct further research in the library.

24 Kathy asks the tutor for help with the section.

A abstract

B bibliography

C appendix

25 What will Kathy do next?

A try out software

B work on the bibliography

C make an animation

Questions 26-30

What is the desired outcome to each of the following course of action?

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

Desired outcomes

- A practical experience
- B publish the work
- C join Machine Engineer Society
- D give suggestions
- E stay up to date
- F make important contacts

- 26 Make a good grade
- 27 Meet engineering professionals
- 28 Visit the factory
- 29 Seek summer internships
- 30 Present dissertation

SECTION 4 Questions 31-40

Complete the notes below.

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

An Overview of The Research on Amber

Amber: a fossilised tree resin, which may be produced to protect itself against
31 and fungi.

Colors

- ⊗ usual yellow, orange, or brown
- ⊗ uncommon colors e.g. blue (what causes the blue color in amber is related to the occurrence of 32)

Formation

- ⊗ under sustained 33 and pressure
- ⊗ during an 34 stage between resins and amber, copal is produced.

Places and Conditions

- ⊗ commonly found on 35 e.g. in Russia
- ⊗ avoid exposure to 36 , rain, and temperate extremes

Inclusions

- ⊗ Dominican amber: 1 inclusion to every 100 pieces
- ⊗ Baltic amber: 1 inclusion to every 37 pieces

Uses and Applications

- ⊗ It can be used to make ornamental objects and jewelry in 38 settings.
- ⊗ Some people believe that its powder mixed with 39 cures throat, eye and ear diseases.
- ⊗ It has even been used as a 40 material, for instance using it to create Amber Room.

TEST 12

SECTION 1 Questions 1-10

Questions 1-6

Which hotels have the following facilities?

Write the correct letter, A, B, C, or D next to questions 1-6.

- A Royal Hotel
- B Star Hotel
- C Winchester Hotel
- D All Three Hotels

Example: Online booking **B**

1 Sea view

2 Handicap accessibility

3 Multiple meal options

4 Private dining

5 Group discount

6 Children's play area

Questions 7-10

Complete the sentences below.

Write ONE WORD ONLY for each answer.

- 7 The man needs to send his to the hotel.
- 8 He also needs to make immediately.
- 9 The hotel must be alerted in advance if guests will need help with
- 10 There is no need to prepare for hotel drivers.

SECTION 2 Questions 11-20

Questions 11-16

Complete the form below.

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

Durham County Car Show

- Public grand opening date: 11
- Number of viewers: 12
- Off-peak day price: ° £10 for adults
 ° 13 £ for children
- Best day to visit: 14
- New car category: 15
- Entertainment included: 16

Questions 17-20

When were the following features included in an auto show?

Write the correct letter, A, B, or C next to questions 17-20.

A last year

B this year

C both

17 Higher number of seats

18 Fun for children

19 4×4 test drive

20 Lucky draw for car

SECTION 3 Questions 21-30

Questions 21-23

Choose *THREE* letters, A-G.

Which *THREE* factors should the student consider while selecting courses?

- A class time
- B course topic
- C amount of homework
- D ease of course
- E relevant to future career
- F course structure
- G professor reputation

Questions 24-27

Choose the correct letter, A, B or C.

- 24 The tutor recommends against taking Human Physiology because it would not be the best
- A time management.
 - B chance at earning an A.
 - C topic for a research paper.
- 25 The student decides to do a dissertation because
- A he takes it to boost his GPA.
 - B he likes to develop more supportive details.
 - C he wants to conduct more interviews.
- 26 The student thought the research paper was
- A already completed.
 - B worth finishing.
 - C too complicated.
- 27 The method of data collection was
- A interviews.
 - B lab studies.
 - C questionnaires.

Questions 28-30

Complete the sentences below.

Write **ONE WORD ONLY** for each answer.

- 28 First draft should be finished by the end of
- 29 Dissertation should be registered with the in the Department Office.
- 30 The student can get the relevant database from the Office.

SECTION 4 Questions 31-40

Complete the notes below.

Write **NO MORE THAN TWO WORDS** for each answer.

The role of sleep in humans and animals

Importance of sleep in animals

- Compared to those without food, animals without sleep are more likely to suffer from 31
- Sleep is necessary for all animals, whether they are reptiles, 32 or fish.

Differences in animals' sleep and reasons for their ways of resting

◆ Dolphins

- swim to the surface when sleeping, because they need to 33

◆ Birds

- are constantly 34 in the presence of numerous predators.

◆ Horses

- do most of their sleeping standing up.
- do occasionally take short naps lying down. Lying in one position for a long time could well injure a horse, because their 35 are delicate.

Potential problems encountering

- Animals can also have 36, the same as humans.

Importance of sleep in humans

- It helps us to organise our 37 of the day.
- It plays a key role in 38
 - e.g. ◦ Because of the similar sleeping pattern to that in humans, 39 are studied in order to increase our knowledge of human physiology.
 - Scientists choose to study the 40 of the fruit fly in order to know the function of the human gene and understand developmental processes in humans.

TEST 7

SECTION 1

MAN: Hello?

WOMAN: Hi, good morning, this is Talia from Parrot Bay Travel Agency. Is Robert Goddard there?

Example

MAN: Yes, speaking.

WOMAN: I'm so sorry that I made such an early phone call, and I'm calling to ask a few questions about your most recent vacation – could I have five minutes of your time?

MAN: Sure thing.

WOMAN: Great, thanks. Now, I see here that you visited Melbourne. Was this your first visit to Melbourne?

MAN: No, I have actually been there twice before.

Q1

WOMAN: I see. Now, what would you say was your favorite part about Melbourne?

MAN: Well, I did like seeing the exotic wildlife, and there are great sites to see, but I have to say I was most impressed by the amazing weather.

Q2

WOMAN: Yeah, the weather there is amazing. Which of the sites listed as part of our official tour did you see, and of those, which was your favorite?

MAN: First I saw the theatre, which was beautifully designed. It was not nearly as cool as the Town Hall though – the building is a huge part of Melbourne's history. Definitely my favourite. I saw the aquarium too, but wasn't too impressed.

Q3

WOMAN: I see. Yes, people often have great reviews of Town Hall. Now I would like to ask you about your dining experience. Did you enjoy the food there?

MAN: Absolutely – I loved it!

WOMAN: I'm glad to hear it. Could you tell me a little bit about what you most enjoyed about the food?

MAN: Being such an international city, I loved the variety – I could find any type of food I wanted. Whether I wanted seafood, burgers, or anything else, you name it and they had it. Q4

WOMAN: Did you drive to Melbourne?

MAN: No, I flew. I thought about going by train, but in the interest of time I decided to go by plane. Q5

WOMAN: Right, I see.

WOMAN: And would you mind telling me whether you are under 20, between the ages of 20 and 40, or older than 40?

MAN: Er, it would be nice if I were still under 20. My vacation probably would have been quite different. Actually though, I just turned 41 last week. Q6

WOMAN: Oh, happy birthday! So did you treat yourself and fly first class?

MAN: Ha! No way. I would love to have a budget that high. I'm more in the mid-range income level. I wasn't always though – I spent much of my life in a low-income household. Q7

WOMAN: I see. That answers my next question then, of income level. And what was the purpose of this visit?

MAN: I had to go there on business a lot before and decided I would go there for tourism this time. Q8

WOMAN: I see. And what is your occupation?

MAN: I am mainly a computer programmer. I also write for a travel magazine on the side, which is why I visited Melbourne before, but it's not my main source of income. *Q9*

WOMAN: I see. Wow, it sounds like you work a lot!

MAN: Yes, I am very busy, which is exactly why I took a nice week-long vacation to Melbourne.

WOMAN: I completely agree. Would you care to comment on your accommodation?

MAN: My hotel was good value. Staying in the city can get really expensive, so it was nice to find such a good price for the location and quality. I'm glad I didn't end up in some cheap motel in the middle of nowhere. *Q10*

WOMAN: I'm glad you didn't either. Well, thank you for taking part in our survey, and I'm glad you enjoyed your vacation!

MAN: No problem. Take care!

SECTION 2

Thank you all for coming to our community meeting. As you know, we are excited to unveil our improvement plan as we look forward to the influx of tourists in the summer months. I'll start with a quick overview of the main points of interest in the area for anyone who may not quite know his or her way around yet, and then I'll get into the improvements made.

First off is my favorite, the Science Museum, which is on the corner of Saint George Road. If you have not visited it yet, I encourage you to go before the busy season. It is absolutely spectacular – there is even a flight simulator you can try out! *Q11*

Just west of the Science Museum is the National History Museum. It's a site not to be missed as well, with each floor devoted to a different era in our nation's history. There are special exhibits for children with interactive games and fun history lessons, too. *Q12*

If you're looking for parking, it is available on the intersection of Queen Street and South King Street in the Car Park. Standard hourly and daily rates do apply. *Q13*

The best place for souvenirs is the Shopping Mall, though it gets extremely busy during peak times. You can get there from the tube, or the entrance on Timber Road, just south of Cornwell Road. *Q14*

This area has students everywhere, usually from the Primary School across the street from the Shopping Mall. Classes often take field trips and engage in guided tours through the area. *Q15*

So that's the overview of the main sites and hopefully by now I've given you a general idea of the area.

Now I'm going to outline the improvements we have made in our efforts to make the experience even better for each and every one of our visitors.

You probably noticed when you first drove into the Car Park this morning, that there is now additional signage to help avoid confusion. The directions were not entirely clear at first, so we have increased the number of one-way signs indicating the correct direction of traffic flow.

Q16

Not far from there, in line with our mission of giving back to the community, we constructed a brand new playground for the Primary School. It is really something to be excited for – the equipment is state-of-the-art and includes swings, a small climbing wall, and even an obstacle course.

Q17

Now we'll head north and take a look at the Science Museum. In response to our feedback from past visitors to the museum, there is now free information available outlining not only upcoming IMAX showings, but also natural wonders like meteor showers, eclipses, and other cool natural events.

Q18

The Science Museum isn't the only Museum improving the experience of its visitors. The National History Museum has added an entire new wing to its facility to accommodate the large crowds of people gathering to see the Civil War exhibit, inventions timeline exhibit, and other wonderful sections of the museum. The increase in space will definitely give a more calm, comfortable experience for visitors.

Q19

And finally, remember when there was actually a line at the mall entrance from the Tube Station? It was terrible trying to get anywhere from the Tube because foot traffic got so backed up sometimes. We have addressed that by adding another entry point into the mall from the other end of the platform to disperse the crowd. Q20

So those are the major improvements we have made. Clearly having too many people that want to visit and enjoy what our community has to offer the public

is a good problem to have, and I am confident that we have made the changes necessary to accommodate the growing interest in the area.

As always, we welcome any questions, comments, or concerns about the new improvement plan. In a few minutes I will open up the floor for questions but you can also contact me or any other board member by email or through the city website. Thank you for coming, and I now encourage you to stay for the Questions and Answers panel occurring between now and 10.30...

SECTION 3

- TUTOR: So you were both given your project assignments for your senior thesis today, right?
- JANE: Yes, and we already have to submit our topics next week!
- MARK: But how could they give us a grade this soon?
- TUTOR: No, next week's due date will not be counted towards your final grade. The teachers are just going to read your topic and give you feedback. Q21
- JANE: Oh, I see. So first we should come up with our topics, and then what?
- TUTOR: Well, once you know what you want to study, you need to think about how you'll study it. You need to decide on your research methods. The methods will be the main part of your paper. Q22
- MARK: What about the results section?
- TUTOR: Well, I can give you feedback on that, but you will be the one carrying out an experiment and thus will have to produce the results on your own. What I would like to do today is practice writing research papers before you even begin your report. I'll give you samples of old data from past experience, and you can practice writing results and drawing conclusions.
- JANE: I think that would be really helpful.
- MARK: Yeah, it sounds like a lot of extra work, but I'm sure it will make our actual project easier.
- TUTOR: You are exactly right. So let's get started. First, let's try this simple experiment on fruit flies. Read the information, and then take 25 minutes to summarise a results and conclusion section. That's really important – pay attention to the time limit. Q23
- JANE: OK, does it still have to be 6,000 words?
- TUTOR: No, don't worry about that.
- MARK: What if we get off topic?
- TUTOR: I wouldn't worry too much – you will have so much information to write about that it should be easy to stay on topic.

JANE: But what about other sources?

TUTOR: Well for this assignment, you can use the one from your textbook. In your actual paper, you should find old experiments that support your topic.

MARK: So do we need to find different types of sources? For instance, should I be conducting lots of interviews to use in my paper?

TUTOR: No, there's no need to conduct lots of interviews or anything like that. Q24

MARK: OK, I'm ready to get started. I'm still a little confused though, on how we should format our paper.

TUTOR: Don't worry about it for now, but on your final paper, make sure to pay attention to the format. It should follow the guidelines exactly. Q25

JANE: Oh man, I'm starting to understand why they give us all semester to do this. Are there any other small details like that that we should know about?

TUTOR: Not a whole lot, make sure you provide two copies – one for your teacher of course, but one for yourself as well. And of course, you know the due date, right? Q26

MARK: Uh, it's April 11, right?

JANE: What? No! It's May 11. Right?

- TUTOR: Yes. The due date is May 11. Write it down! Q27
- MARK: Oh wow. Yeah, I need to note it. Also, I'm having trouble finding information on my topic. What if I can't find enough good sources?
- TUTOR: It's alright to change your topic. Just make sure to do it before the beginning of April. Q28
- MARK: Oh really? Wow, I'm definitely going to change it then.
- TUTOR: Just make sure to write a note to your teacher letting him or her know. Q29
- JANE: Okay. So getting back to writing this sample paper, where do we start? Should I just explain the experiment and what happened?
- TUTOR: Well, you need to start with your hypothesis – what you think will happen – and then describe your procedure. Then you can write up the results and your conclusions. Q30
- JANE: Oh boy, I don't know if I can handle any more instructions...

SECTION 4

Hello class, and welcome back to Marketing Strategies. This week I will expand upon last week's lecture by talking about factors you should consider when creating advertising materials and the effects they can have on your product sales.

Lesson one: limit your advertising to the geographic area of your target market. Though you may have a product that people want in a large area, the distance that customers are willing to travel is a significant factor in their choice of where to purchase that product.

Q31

Take this example – if you are really hungry and decide you want a burrito, would you choose the restaurant that is a block from your apartment, or the one that is just as good – or even slightly better – across town? Of course you'll pick the closer restaurant.

Next, there's the method of communication to your target market. How do you decide among radio ads, TV commercials, fliers, or even word of mouth?

While we often think of the visual presentation of ads, there is much more to advertising than the look. Studies show that consumers are much more likely to remember advertising slogans if there is also a sound played. Did you know that your sense of smell is closely linked with memory? Think about Mandy's Candy Store up the road. Every time you walk past it, you can just smell the chocolate, right? I bet you can almost smell it now. Just mentioning the name brings about the smell memory, and in turn a chocolate craving. What better way to sell chocolate bars?

Q32

Q33

Obviously sometimes appealing to the senses isn't the most practical way to advertise. For example, it is a good idea to come up with a marketing strategy that adapts to the product, especially digital products. The flexibility of this kind of product is extremely important, so it is very common for advertisers to form one single layout for all of their ads – the visual, the medium, even the majority of the content – and simply update the ad each time they come out with a new version.

Q34

Remember, advertising is all about stirring up the right feeling in your potential customers, whether by stimulating the senses, appealing to intellect, and so on. Once the customer experiences the ad, the important thing is his or her reaction. Someone could love the ad you made, but unless he or she considers buying the product, you have failed to get the reaction you were looking for.

Q35

So once you have successfully reached your target customer and you have his or her business, often you will want to expand to a larger market. More often than not, the same marketing strategies you used in your small campaign may not work for a larger audience. The larger you scale your product, the more factors you must consider. For instance, Apple operates worldwide, so they must tailor their advertising for each market they enter. Often you'll see Apple ads on international flights that appear not only in English, which is the lingua franca of most regions, but also in the native language of the majority of passengers. I traveled to Russia last week, and it was really interesting to see the same Nike ad that I have seen a hundred times – except this time it was in Russian!

Q36

Okay, going back to the medium of the advertisement, even after choosing to create print ads (instead of radio announcements, television commercials, etc) there is more to consider. If you print your ad in a newspaper, it will be read by a far different audience than if you print your ad in a popular magazine. Would you put an ad for the new Justin Bieber album in a newspaper? Probably not, because that product is most suitable for youths. Let's face it – do you know anyone under the age of 25 that buys a newspaper? No! Q37

Now let's try a few strategy exercises. Imagine you are a company that is aiming to improve the environment by making products that reduce human waste. How would you advertise your product? Clearly it would send the wrong message if you put up fliers or other materials that cause lots of waste paper. Consider instead putting commercials on the Health Channel, or buying ad space on websites like UNESCO. Q38

Or here's another example: What is one great place to advertise suntan lotion? How about a swimming pool? It has the exact group of people that need the product. Q39

Alright, one last thing. Let's say you're filming a commercial for a water filter pitcher. What would be good scenery to use for the background? Think about somewhere calm and relaxing with clean, fresh water. Can't you see how much more effective a commercial with the beautiful scenery and flowing rivers of a national park would be than, say, water dripping from a tap?

Q40

So to wrap things up today, think about the geography of your target market, the type of marketing material you should use, and the most effective way to appeal to the customer in order to make a successful ad campaign.

That is all I have for you all today. Make sure to read through chapter 8 for Monday if you have not done so already. OK, now I'd be happy to answer any questions you may have...

TEST 8

SECTION 1

EMPLOYER: Hello, is this John Murphy?

APPLICANT: Hi, yes it is.

EMPLOYER: Hi John, this is Ed Heisenburg from the Wild Dunes Spa and Resort calling about your application for our lifeguard position.
Do you have a few minutes to talk?

Example

APPLICANT: Yes, absolutely.

EMPLOYER: Great. Could you give me your address?

APPLICANT: Sure. My address is 45 Elsinore Court.

Q1

EMPLOYER: I'm sorry, was that Eleanor? Could you spell that for me?

APPLICANT: Sure – it's Elsinore. E-L-S-I-N-O-R-E.

EMPLOYER: Okay, thanks. And is this the number we should reach you at in the future? 099885767?

APPLICANT: No, this is my home phone, but let me give you my mobile phone number instead: 077896245. Call me on that one.

Q2

EMPLOYER: Okay – I'll make a note of that. Could you tell me your availability?

APPLICANT: Sure. I am usually available during afternoons or weekends. I would prefer not to be scheduled on weeknights because I work part-time as a waiter.

Q3

EMPLOYER: That shouldn't be a problem, since we don't stay open very late anyway. And do you have any other employment experience?

APPLICANT: Yes, I have worked at a few other places. I was the baseball coach at Ridgemont High School last season. Q4

EMPLOYER: I see. And do you have any other experience that you would like us to note on your application?

APPLICANT: Yes. Last year I worked at the beach as a rescue diver. Q5

EMPLOYER: Rescue diver? That sounds intense!

APPLICANT: Well, it's really just like being a lifeguard, except in the ocean instead of a pool. So kind of like being a lifeguard at the world's largest pool.

EMPLOYER: Haha. I see.

EMPLOYER: So could you tell me about the relevant skills you have? I'm guessing a lot, given your experience.

APPLICANT: I am CPR certified and have 2 years of diving experience. Q6

EMPLOYER: Great! It sounds like you are well qualified for this position. When does your CPR certification expire?

APPLICANT: Hm. I think in November, but let me quickly check my CPR card... actually, it expires in October. Q7

EMPLOYER: Okay, so regardless you have it through the end of the summer. When is your ideal time to work?

APPLICANT: Since I work in the restaurant on weeknights, I like weekends best – specifically Saturday mornings. Q8

EMPLOYER: I see. We do already have a lot of staff available on Saturdays, but I do need an early morning shift lifeguard. How early could you work Saturday morning?

APPLICANT: I can get there by 6.00 if need be. Q9

EMPLOYER: You'll be happy to know we open a little later than that, but I'll put you down for Saturday mornings here.

APPLICANT: Oh awesome! I can't wait to get started.

EMPLOYER: How about you come in next Saturday, the 12th?

APPLICANT: That sounds good.

EMPLOYER: Great – we can figure out other shifts for you to work when you come in then. One last thing – just out of curiosity, where did you hear about us?

APPLICANT: I heard your ad on the radio while I was driving this morning. Q10

EMPLOYER: You know, I think you're the first person who has responded to our radio ads. It's almost always people who have seen us in the newspaper.

APPLICANT: Yeah, I don't have time to read through the newspaper every morning. I have plenty of time in the car to listen to radio ads.

EMPLOYER: That makes sense. Well, thanks for your time, and we'll look forward to seeing you on the 12th.

SECTION 2

GEOFFREY: Good evening, I'm Geoffrey Miller, from the University of Nottingham Student Union. And in this week's free class, Carlos Garcia is going to tell us about safety around campus. Over to you, Carlos.

CARLOS: Thank you, Geoffrey. And thank you for all of your attendance today. Also, I would like to thank the student union here at the university for organising this lecture. Q11

Well, I have been serving and protecting the city of Nottingham for over 20 years now as a member of the police department. Does anyone know what type of crime is the most prevalent on campus? I heard someone say drugs and alcohol – that actually isn't too much of an issue. Violence? Nope. Actually, the biggest thing we worry about here is theft. The nature of crime on Nottingham's campus is quite different from that of the surrounding areas. Q12

Crime rates across the East Midlands are very difficult to control. We would like to see the rate stay the same for this calendar year, but it has been increasing steadily over the past three years. On campus, however, I'm happy to say that the overall crime rate has fallen this year. You wouldn't think so if you have seen the extremely exaggerated stories in the media. The media has done nothing but cause more concern about crime in our area. Q13 Q14

Even the crime shows you see today are a little bit farfetched, but at least viewers know they are not real events. We would really like to see more factual news articles out there so the public can have a rational sense of the safety level of our society.

OK, let's move on to what to do when you see a crime. Do not get involved if at all possible, and do not draw too much attention to yourself by running away in a conspicuous manner.

Though most likely (and hopefully) you will not have to experience this situation, if you are being mugged please do not *Q15*
try to resist. Instead, be compliant and seek help after the incident.

Like I said, though, it is highly unlikely that you will find yourself amidst a crime, but it is important to be prepared should it ever happen. We find that educating students and staff on the correct *Q16*
precautions to take is the best way to increase your safety. Just remember to be smart when you're out late at night, and avoid any area or person that looks suspicious. I know it sounds obvious, but I cannot stress this enough.

It is also not a bad idea to have your mobile phone with you at all times, but be careful. If you are chatting on your smart phone on your way home, you are a prime target for thieves.

I'd like to see a show of hands – how many people have left work or the library after 10 p.m. to go home before? A lot of you, right? If you do have to go home late at night, please don't walk home alone. ✓

More often than not there is someone there that will be walking the same direction as you at some point. Walk home with a friend or coworker. Even if you must use your phone to call someone that is nearby to walk with you, it is always safer to walk home with someone. Q17

So when you're walking home, you may feel more comfortable with some sort of self-defense, such as pepper spray. Now, it's your call whether you want to carry something like this or not. However, I absolutely advise against carrying a knife or any other offensive weapon. All too often they can be used against you if you are disarmed, putting yourself in more danger. Q18

For all those interested, the recreation centre offers a free self-defense class to all students every Thursday evening. While obviously an introductory self-defense class may not equip you to fight off villains like a regular superhero, it does come in handy sometimes. After taking a self-defense class, you will surely be more aware of possible dangers and how to deal with them. Q19

So hopefully now you have a more complete understanding of the nature of crimes committed on your campus, and how to avoid being a victim. I know most students at the University of Nottingham are not the criminal types, but remember that there is no barrier like a wall or something keeping non-students out. *Q20* There is no army force securing the borders, and I doubt anyone wants it that way. The campus is generally a safe place, but it is not immune to small crimes once in a while.

Alright. That's all I have to say for today. Stay safe!

SECTION 3

- TUTOR: Hi Bobby, go ahead and sit down. Tell me about your research project.
- BOBBY: Well, I decided to research football, and keys for success on a football team.
- TUTOR: That sounds great. What are the guidelines for the test? Did the teacher talk to you about it in class?
- BOBBY: No, everything is on a handout that was passed out. It says that the first draft is due at the end of next week, and the second and third are due later on in the month. I don't understand why we have to keep revising and fixing it. Is this assignment really that important? Q21
- TUTOR: Well, this project is a major requirement for passing 11th grade English and will go on your permanent record. Q22
- BOBBY: Oh really? Does that mean it will affect what English level I am placed in next year?
- TUTOR: Well, not exactly. You need a good grade to move on, but it is your overall grade and teacher recommendation that determines what level of English you are placed in next year. Anyway, tell me about your topic choice. Do you play football?
- BOBBY: Well, actually it's because my father loves the sport. He watches it every weekend. Q23
- TUTOR: Cool! It's a good idea to report on something you're interested in.

TUTOR: I see you worked hard calling players and the head coach to talk, so let's see what information you got.

BOBBY: Well, you have to listen carefully to the first call on the recording. It's really hard to hear because the background noise is louder than the person's voice. Q24

TUTOR: Yes, it is a bit tough to discern. I'm afraid the player's answer is too short as well. You will have to interview him again and try to get him to give a better answer. Q25

BOBBY: Okay. I thought that might happen. I will call him again tomorrow.

TUTOR: Moving on, let's look back at this question. You asked, "Tell me about a time when you learned a major life lesson through playing football, and explain how that has shaped the person and player you have become now, and how you hope to pass on that lesson." It is a great idea for a question, but in an oral interview it is far too complex. I would advise you to break it up into multiple parts to get a better response. Q26

BOBBY: I guess you're right – I wouldn't want to have to provide an answer to a question like that. I will simplify it. I found that when I asked players this question, it took too much time because they were struggling to answer the question completely. In fact, this is the question Joe Billings was answering when the tape ran out. Q27

TUTOR: He did tend to ramble on all the questions, didn't he?

BOBBY: He sure did.

TUTOR: I would recommend that when you go back and interview players again that you use a more sophisticated recording device. This recording is spotty, which indicates that the equipment wasn't working consistently. Q28

BOBBY: Okay. I guess it probably wasn't the best idea to use the sound recorder on my phone. Hey, could you give me some feedback on the content of the report itself?

TUTOR: Sure! Let's start by focusing on your topic. While I like that you chose to cover football, it seems inexplicit. The keys for success of a player and team is quite an interesting topic, but what is your thesis? That is to say, what conclusions can you draw from your research? I would suggest coming up with a strong thesis statement and then shaping your report based on that. Q29

BOBBY: Is it really too vague? I put a whole lot of facts into it. I list the top 10 goal-scorers in football history, and later on provide statistics for a few of the most famous coaches and their records as coaches.

TUTOR: I think that's great that you included these facts, but I think you focused too much on the facts and not enough on connecting these facts to make your point. Q30

BOBBY: Ah, I see. Okay. So it looks like I have quite a bit of work to do before the deadline!

SECTION 4

Good morning. Today I am going to cover the daunting task of giving a quality speech – a thought that makes most of us cringe. In fact, 90% of all people feel nervous about public speaking, about 10% of whom are described as genuinely terrified. Hopefully when we are finished here today, you all will be in the 10% of the population who do not feel nervous at all.

Did you know that lecturers tend to get more nervous if the speech they are giving is an important one? It makes sense, right? You probably wouldn't be nearly as nervous to address your residence hall about the proper use of the recycle and compost bins as you might be if you were asked to give the graduation speech to your entire 5,000-student class. Q31

So what is it that makes some people completely comfortable in front of crowds? Some people think that the ability to give a good speech is a gift that others are simply born with. This is almost never the case. Public speaking can be learned with practice. Q32

The first, most important thing you can do to improve your confidence in delivering a speech is to prepare a quality speech. Honestly, while the content of your speech is relatively important, the audience will really only remember the last sentence you say. It is a good idea to structure the rest of your speech to lead up to this last point to really drive your message home. This is a good way to ensure that your speech is well-organised. Q33 Q34

Once you are confident in the quality of the speech you have written, the rest is just about your stage presence. Let's go through some do's and don'ts of public speaking.

First, you want to command the attention of the room. Do not – I repeat, do not proceed with your speech until the audience is paying attention. Even Martin Luther King, Junior's *I Have a Dream* speech wouldn't have made any difference in the world without the undivided attention of his audience. Q35

To continue with the *I Have a Dream* example, one of the reasons that MLK was such an effective orator was his ability to speak with passion and engage with his audience. That sort of charisma does not come from reading straight from paper. Don't get me wrong – it is a good idea to write your main ideas down on a note card, sheet of paper, or something. But one factor that will consistently lead to a boring, forgettable speech is writing down your entire speech. Do not write your full speech down. If you are constantly reading your paper, you are not making eye contact with your audience, and thus failing to really express the feeling that goes with your ideas. Q36 Q37

I advise you write one or two ideas, so if you suddenly draw a blank you have something to jog your memory. If you've written a good speech that you believe in, those ideas should be sufficient to keep you on track. Q38

Once you have those ideas written down, give your speech a few practice runs in front of the mirror, into your sound recorder on your phone, or with a friend before it comes time to address a crowd. That way you can hear how the ideas come across, make sure there are no abrupt transitions, and find out whether you're talking too fast or too slow. Timing is important – make sure you time yourself beforehand to see how long your speech is. Q39

That is pretty much it! With practice you'll be able to deliver an expert speech that engages and even maybe inspires your audience. Just remember – speak with emotion. No one wants to listen to someone reading from a script. Q40

As I come to a close in my speech, I'll point out that I have employed all of these tips that I have covered. I practiced my speech ahead of time and timed it, and I can even show you my one small index card with just three simple bullets on it. It's as easy as that!

TEST 9

SECTION 1

POLICE: Hello, London Police Department.

ANNA: Yes, I would like to report a robbery.

Example

POLICE: Alright, just a minute while I pull up the form. OK, could you give me your first and last name?

ANNA: Anna Grieg.

POLICE: Anna, Greg? G-R-E-G?

ANNA: No, Grieg. G-R-I-E-G.

Q1

POLICE: Got it. Alright moving on: gender – female. Date of birth?

ANNA: 15th of March, 1980.

Q2

POLICE: Alright, thanks. Just a few more personal information questions and then we can address your claim.

ANNA: Alright.

POLICE: What is the address?

ANNA: 4 Ellendale St. That's E-L-L-E-N-D-A-L-E.

Q3

POLICE: Oh right, Ellendale Street. Yeah we've had a lot of break-ins in that area lately. And the postal code?

ANNA: W5 2AT.

Q4

POLICE: And are you a citizen of the UK?

ANNA: No.

POLICE: Okay, what type of citizenship do you have?

ANNA: Well, I lived in the United States for most of my life, but I am actually of Grenadian nationality.

POLICE: Okay, so is that the country that issued your passport?

ANNA: Yes.

POLICE: Alright.

POLICE: And what is the crime you are reporting?

ANNA: I already said – a robbery!

POLICE: Oh, right. Sorry, this is about the hundredth robbery report I've filled out today. Have you had any prior break-ins?

ANNA: Um, in the building or just my flat? The unit below mine got broken into last year.

POLICE: No, just your flat.

ANNA: Oh – then no. Not here.

Q5

POLICE: Alright, let's see here. Can you think of anything that was out of the ordinary around your building, or anyone who may have had reason to do this?

ANNA: No, it seemed like just a normal evening. I didn't see anyone suspicious, and can't think of anyone that would target me specifically.

POLICE: How long has this been your place of residence?

ANNA: Hm, let me think. I moved in on February 1, and it's October, so it's been about 8 months already. Wow, time flies!

Q6

POLICE: And that is just for Ellendale, yeah?

ANNA: Yes. I have lived in the UK for just over 1 year.

POLICE: I see. Can you give me the first and last name of all members of the household?

ANNA: Actually, I live alone.

Q7

POLICE: OK – so no other occupants. And can you give me a brief account of what happened?

ANNA: I left to go to a dinner party at 6 p.m., and when I returned at 11 I found the place ransacked and a lot of my things gone.

POLICE: Any sign of forced entry?

ANNA: Yes, the back door was wide open, and it looked like someone used a crowbar to force it open.

Q8

POLICE: I see. And just to be clear, was the door locked when you left?

ANNA: Of course!

POLICE: Hey, you would be surprised how many reports we get where people have failed to lock their doors. Now I need you to list any missing items valued above £200.

ANNA: So far I'm missing my computer, my purse with my wallet in it, and the TV.

POLICE: OK. Let's start with the computer. What is the estimated value?

ANNA: £500.

POLICE: And what is the serial number?

ANNA: G4168770. Q9

POLICE: Thank you, and a visual description?

ANNA: It is a black 13-inch Pemdax Cloudbook. There is an Oxford sticker on the lid.

POLICE: OK, and could you give a description of the purse?

ANNA: Sure. It's a Claude Frieda shoulder bag and the material is silver- Q10
colored cloth.

POLICE: Price?

ANNA: £300.

POLICE: Okay. That concludes my report. I'll submit it and we'll let you know of any developments.

SECTION 2

TUTOR: Hi, Mark. Hi, Gina. What can I help you with?

MARK: So we were hoping you could help us with this extracurricular project.

TUTOR: Sure – what is the topic?

GINA: Attending business school.

TUTOR: This sounds like a great idea. So you're going to explain the requirements for getting into business school?

MARK: Not exactly. It will be more broadly about the experience – the academics, accommodation, and social experience that comes with being a part of the business school. Q11

TUTOR: I see. So would your audience be the general public?

GINA: Well, we would probably want more to focus on members of the institution – we would especially like to reach individual applicants to the business school. Q12

TUTOR: I see. Now what form will this information be? You could give a talk to all the summer courses – all you would need is permission from the course director. Or you could pass out information outside the student union.

MARK: Those are both good ideas. What about sending out pamphlets in the mail?

- TUTOR: Most college students never check their mail. Maybe you could make a video and show it on campus?
- GINA: That's a great idea. We'll do the video. Q13
- TUTOR: Great. And as members of the business school, do you have an incentive to attract new students? If so, this idea is a great way to do that.
- MARK: No, the idea actually came about because of how much students like us worry about their studies. Q14
- GINA: Yeah – when I got into business school, there were a lot of things I had not prepared for, so the video would cover a lot of things Mark and I wish we had known upon entering business school.
- TUTOR: Right.

TUTOR: What would you talk about first?

MARK: The first and probably most important section would be academics.

TUTOR: Good idea. So would you provide guidance on what courses to take?

GINA: We want to focus especially on the approaches professors take – their teaching methods. It is far different than what students are used to in high school, and even in liberal arts college. *Q15*

TUTOR: Good idea. And how long do you think you would spend explaining academics?

MARK: We'll probably spend 7 minutes on it.

GINA: We also have some ideas for talking about housing, food options, and stuff like that. We're not really sure how to tie it all together though.

TUTOR: I think it would be suitable to title that section accommodation – what do you think? *Q16*

MARK: That could work. We'll definitely describe the different dining options at the cafeteria, and then walk students through flats and the grueling process of finding one near the business school campus.

GINA: Okay – so we would cover specifics on the cafeteria, as well as flats? *Q17*

MARK: I think those are both helpful. We could spend about 6 minutes on accommodation, and be sure to touch on those specifically.

TUTOR: Great. Is there anything else you would talk about?

GINA: We definitely want to go over the social aspect of attending school here.

TUTOR: Of course. I think it's good to have a little fun once in a while when you're working so hard in school.

MARK: I think we are going to introduce new students to the disco that so many upperclassmen know and love. Maybe we'll include a few other places too, but that's the main one.

Q18

GINA: We're also going to invite students to the international evening taking place in the first week of school as a great chance for our large international student population to meet a lot of other new students.

Q19

TUTOR: It can definitely be hard to meet people as an international student. I think that is a great idea. You may want to spend slightly longer on this section than the other two.

MARK: Hm...how about 8 minutes?

GINA: That sounds reasonable. So overall, the introduction should take 3 minutes, and then the conclusion should take 4, giving us a total of 28 minutes.

TUTOR: I wouldn't rush your introduction. Maybe give it between 4 and 6 minutes. The conclusion, though, can be shorter since it's just a quick refresher of each of the topics. Give that not more than 2 minutes.

Q20

MARK: Okay. So in total the video should take about the same time, just more intro and less conclusion?

TUTOR: Precisely.

GINA: Alright – we are going to get to work on our video. Thanks for your help!

SECTION 3

- DANI: So tell me about your research project, John.
- JOHN: I created a questionnaire for the study to determine people's opinions of the relative feasibility of earning a living in Brisbane. Q21
- DANI: Oh, cool. How is it scored? Are they all multiple choice questions?
- JOHN: Well, the questions consist primarily of yes/no responses. There are two free response questions at the end. Participants will use a computer to fill in their answers; that way it is really easy to analyse the data afterward. Q22
- DANI: Great! It sounds like you have a pretty solid idea of what you should do. Just don't forget to submit a copy of your plans to Professor Curran by the 15th.
- JOHN: Oh, I almost forgot!
- DANI: Hm, you don't do it for high grade or appraise, but he can review and give you feedback. Q23
- JOHN: Right, that will be helpful – he has been conducting studies like this for 30 years now.
- DANI: Yep, oh and I'm curious – are you going to be in the room giving subjects directions for the questionnaire?
- JOHN: Well, I think the instructions will be provided by another representative who will not be analysing the data. I want them to feel they can answer and be completely anonymous, so I will not be in the room. Anonymity is really important for this study. Q24
- DANI: I agree. Good idea. You should tell the representative to remind subjects to fully consider both sides of each issue. Sometimes it's really easy to immediately check "yes" or "no" without stopping to think about it completely. Q25
- JOHN: That's so true! It's like a race to finish the questionnaire first or something. I'll make sure to include that in the instructions. This report has to be perfect!

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- JOHN: That's so true! It's like a race to finish the questionnaire first or something. I'll make sure to include that in the instructions. This report has to be perfect!

DANI: Wow, what's the big deal? I know it's part of your grade and all...

JOHN: Well it's that, but also a well-executed study could grab the attention of faculty in the department, which would be a huge deal.

DANI: So...for attention?

JOHN: No silly! I mean I could really gain the respect of professors who may later take me on as a graduate student in their labs. Q26

DANI: Oh, I see. -----

DANI: Let me take a look at the survey. Wow, this looks great! The map of the median income by region is a great tool –. where did you find it? Q27

JOHN: Well thanks! I read a lot of sources and just noticed this one in a small psychology journal called Modern Psychology. It's more helpful than the photo I added, but I think the photo is just so interesting. It was in the newspaper last year during that huge wage strike. Q28

DANI: It's great. Probably not necessary, but it looks great. I don't understand – what is WKRX's involvement here?

JOHN: Oh – the radio station agreed to sponsor the study if I play their station in the room. Q29

DANI: Wow, interesting. So you don't have to pay for any of this?

JOHN: Exactly.

DANI: Nice! Where did you get that idea?

JOHN: Last month at the Psychology Club Council meeting someone talked about how easy it is to get sponsorship from local businesses, so I listened to their advice and called around! Q30

DANI: I'll have to remember that. Well, this all looks great. Good luck!

SECTION 4

Good afternoon. In the last few lectures we've been covering the social and political pressures that influenced the rise of the rebellion of 1679. Today I would like to focus on the Pleasanton Town Market.

Now, why are we talking all about some market? It's not like it was the first market ever, or even a particularly large market. The Pleasanton Town Market is important because it is often mentioned in the literature found in the library. If you have ever been there, you have probably seen all of the hand-crafted items sold there now. But what was originally bought and sold in the town market? Q31

In the beginning, the market sold products such as meats, furs, and simple tools. Over time, though, it became known as the place to find quality livestock. People came from all over the world to find the biggest and best cows, pigs, and chickens. In fact, the profits from the Town Market became the savior of a Q32

plummeting economy during a time of much turmoil. Not to be confused with the reconstruction era, a period of rapid development came about in the 1660's as a result of the market's vendors contributing their profits to building up much needed public facilities and defense, which would later make a huge impact on the outcome of the war. Q33

For many years, the market flourished and began to draw in large tourism crowds in addition to the throngs of livestock customers. However, as revolutions in farming came about, more people moved to farms far from the city centre. Customers grew more and more reluctant to travel all the way to the town centre for their meats when they could easily choose to buy from local farmers near them for a fraction of the price. Q34

With such a fall in the profits of the town's major profit generator, some quality town planning was needed. In the mayoral election of 1668, a young man of little fame just barely claimed the popular vote – none other than the now legendary John C. Wiley.

Wiley's first decision as mayor of Pleasanton was to deal with the quickly failing Town Market. The building with the large clock was a landmark that had symbolised growth in Pleasanton for a generation. Wiley decided to use the notoriety of the Town Market to set an example. During the historical Rotterdam Rebellion, Wiley gave all those involved lifetime prison sentences in the very same building. It stayed a prison for about 50 more years until they transported all remaining prisoners to other facilities and turned it into the historical monument today.

Q35

Now that you know the basics of the history of the Pleasanton Town Market, I will introduce your next group project. I want you, to make a short film based on the real historical events that occurred in Pleasanton before and during the uprising.

I will give you some class time to look through the library's reference section, but you will be responsible for conducting further research outside of class. I suggest starting by looking for information on the market itself. You'll find plenty of information – in fact, some students complain that there is actually too much information on it.

Q36

On your own time, you could find family members of old war veterans to conduct interviews. Sometimes they provide wonderful insight that you wouldn't find in proper history books, but be careful – an interview that is riddled with bias is useless. Q37 Q38

I myself have some very old photographs here that you are welcome to take a look at for some inspiration. I'm lucky enough to own this one of Jim Wiley himself! Very interesting to see, but does not provide enough information to add much to your film. Q39

Feel free to take this film into whatever direction you choose. You could even do a crime thriller based on real outlaws. All you would have to do is look through the newspaper archives in the crime section during that time period. Try to get as much detail as you can, but you may end up having to draw your own conclusions. Q40

Okay, that's enough from me, so let's go on to...

TEST 10

SECTION 1

PETER: Hey Jim, it's Peter.

JIM: Oh hey Peter. What's up?

PETER: I thought I'd call so we could hammer out the details for next year's lease.

Example

JIM: That's a good idea. Did we ever decide on how to split the total rent?

PETER: Well, I was thinking since my room is bigger I probably should pay a little more, so I could pay £110 and you could pay £80. Does that sound okay?

Q1

JIM: Considering that my old apartment cost me £100 for a smaller room, I'm definitely alright with that! Hey, I was looking at a map of the area, and can't seem to find a bus stop near it. Do you know where we would catch the bus?

PETER: Well, the bus is actually pretty far from us, but we have that garage that we can park our cars in.

Q2

JIM: Wow, that's great! Convenient parking is hard to find, so we're lucky we have that. Okay, so we have a whole lot of things we'll need to buy when we move in – how do you want to split that up?

PETER: I was wondering – do you still work at the supermarket?

Q3

JIM: Yep, every Tuesday and Saturday.

PETER: Would you be able to buy things from there if I send you a shopping list?

JIM: Sure, I can do that.

PETER: Great. Then I can take care of whatever else we need that you wouldn't get at a supermarket. If you want, I'll pick you up from work that day and we can go to the apartment together.

JIM: That would be great, thanks.

PETER: No problem – that way we can split the cost of petrol.

Q4

JIM: Works for me. It's so expensive these days, isn't it?

PETER: It's downright obscene.

JIM: So let's figure out what appliances we need. Do we have a microwave?

PETER: Yes, the landlord's providing that for us. Hey, do you still have that space heater though? We need one for the kitchen since it's not connected to the central heating.

Q5

JIM: Oh, right, I'll bring that. Anything else?

PETER: Well, I have some dining room and living room furniture I can bring, so that should take care of most of the big stuff. You know what we do need though? Could you bring a toaster?

Q6

JIM: I actually don't have one. It doesn't come with the microwave?

PETER: No, the landlord is only supplying the microwave. It would really help if you could bring one.

JIM: Okay, I'll pick one up at the store. You know, I also have this cool antique rotary phone that would be a cool addition to the apartment. Sort of as decoration and utility.

PETER: Oh cool! The only thing is, we'd have to put it in the kitchen, unless you want it in your room.

JIM: Why not put it in the living room?

PETER: The living room is too loud to have a phone conversation. The noise sort of carries, so if one person is trying to watch TV or have friends over the person on the phone won't be able to hear.

JIM: Hm, okay, well I guess kitchen it is then. Any other big things we need? That seems like everything. Q:

PETER: That's all I can think of. And of course, move-in is – Q:

JIM: June 1st. I can't wait. We'll be able to watch the big game in our new apartment – it's going to be awesome!

PETER: Yeah, we can move in in the morning and then Friday night we Q:
can sit back and cheer on Liverpool.

JIM: I have an exam in the morning, but will be done around 11 a.m. Q:
and can move in after. Wait...Liverpool? You're joking, right? I thought you were a Manchester United fan?

PETER: MAN U? No way! Liverpool all the way!

JIM: Oh no. I don't know if I can live with a Liverpool fan...

SECTION 2

Welcome to all of you...Can everybody see and hear me?...Good...I'm Sarah Connor, an HR representative of Earn and Learn. I have been asked today to talk to you about our company. So, for those of you who don't know very much about the company, let me start by giving you some basic information about it.

Earn and Learn started nearly twenty years ago. It is not a charity but a for-profit company that enables promising entrepreneurs to make money while traveling. During the past ten years, it has grown rapidly and has gained great influence in most countries of the world.

Q11

We have a partnership with the school and take a large number of recent graduates from the business school. So if you are a recent graduate I'd say you can consider applying to our company.

Q12

Before your application, you might be curious about what sort of places you could go to. There are four main locations, but you also have the freedom to submit a different location and if they can make the necessary arrangements, you can go. The first country Earn and Learn established locations in was the U.S., where you may choose from multiple locations, as long as you can commit to their more rigid schedule of August to December.

Q13

Also, you could do the Australia internship. That one is really cool – you work at a wildlife shelter and learn about the business practices of nonprofit organisations. You do have to be willing to commit 8 months for that one, though. Perhaps that's a long time to be so far away, but I would say it is really an amazing opportunity.

Q14

I don't know whether some of you are in decent physical shape. If so, the South Africa internship is another exciting one – you learn a lot about sustainable farming – but you would be doing some of the manual labor involved in

Q15

maintaining a farm. Indeed, it's hard work, but I think you would be able to do it. It may be wise to wait until after their summer is over so it's not terribly hot.

In addition, there is a most recently established location in India. This one gives you more of a study abroad feel, given that they arrange a host family for you to stay with. In the other locations, you live in an apartment with other interns, so this is definitely a unique experience.

Regardless of where you go, at the end of the program you get a Global Traveling Certificate, as long as you can explain your experience. You can provide a written log of what you did. I recommend writing journal or blog entries about what you do every day, or a weekly summary of each day. Of course you don't have to write up a formal report or anything like that. And you need to apply for it once you have returned. Q17

Some students may want to know whether this is a paid internship. Actually you have to pay for the flight there yourself. But you have the opportunity to create your own small business, which could earn you money if it's successful. So basically you pay for it all up front, but when you're there you can find ways to make money. That is to say, you pay for two thirds of the cost up front as a deposit, and then give the final installment one month prior to your return. Q19

Finally, I have to remind you that you need a health check before you go, to make sure you're not going to spread any communicable diseases. In addition, before you go, you don't have to attend any meetings or workshops. You'll meet everyone you'll be working with once you get there.

Q20

Okay, well, that's all I've time for today. Thanks for listening and I'm happy to take any questions if you have them...

SECTION 3

STUDENT: Hi, Professor Timmons? Do you have a few minutes? I was hoping to talk about what I missed on Thursday.

PROFESSOR: Hello, come in. Sure, sit down. Could you tell me your name please?

STUDENT: Margaret, sir. Margaret Parkinson. I apologise for missing your class but I had to go to the hospital.

PROFESSOR: I'm sorry to hear that! Everything is OK now though, I hope?

STUDENT: Yes, thanks.

PROFESSOR: Glad to hear it. So on Thursday I outlined the research project that will account for 30% of your grade. All students will be divided into groups and will give a well-researched presentation to the class covering a specific topic relevant to student life.

STUDENT: Oh, that sounds interesting – can we choose just any topic that pertains to life as a student, like how to start your own student organisation?

PROFESSOR: Well, though I'm sure that would be an informative presentation, I have already chosen a list of topics which I will assign. As an example, I assigned one group the topic of student loans. They are to research not just the prevalence of students who have loans to pay for their tuition, but information as to how best to manage these loans and possible scholarships that could alleviate some of the financial burden.

Q21

STUDENT: That one sounds particularly interesting to me – could I request that topic? I could easily find out a lot about it by stopping by the Finance Office on my way to class.

Q22

PROFESSOR: Unfortunately, that one is already taken by another group. I have, however assigned you to a group and given you all one of two choices.

STUDENT: Oh, I see. What are the choices?

PROFESSOR: The first is discussing smoking. Trends in the number of student smokers compared with the general population, popular reasons students take up smoking, and more healthy alternatives to smoking. Q23

STUDENT: Hm, that one could be interesting. I'm not a smoker myself, but will see what my group thinks. If we did choose this topic, we would rather not put our fellow students on the spot to interview them – where else could we gather information?

PROFESSOR: How about where the cigarettes are sold?

STUDENT: Oh, that's a great idea. I could interview the manager of a supermarket and find out the average age of people buying cigarettes, or how much they buy, that sort of thing? Q24

PROFESSOR: Precisely.

STUDENT: Okay, I'll keep that in mind. And what was the other topic?

PROFESSOR: The other topic is the practice of natural medicine. It sounds far more specific than the others, but it is more an exercise of outlining a career path. If your group chooses this, you would cover the specifics of becoming a Doctor of Natural Medicine, how to become licensed to practice natural medicine, what the career outlook is, etc. you could find much of the information you need on this in the Careers Office. Q25

STUDENT: Wow, that would be really helpful not just in learning about natural medicine, but in how to approach researching any career path. Q26

PROFESSOR: That's the idea. I want groups to really think outside the box to find information on their topics. They should interview multiple sources.

STUDENT: Okay, now I think I have the general idea.

STUDENT: When is the presentation due?

PROFESSOR: I expect each group to send me an email attachment of the plan ahead of time – by October 10th – so that I can ensure that you are on the right track.

Q27

STUDENT: Oh, that's actually really reassuring. I would hate to spend so much time on a presentation only to find we had taken it in the wrong direction! So when is the presentation?

PROFESSOR: I let groups choose from the list of time slots I have between November 1st and November 5th.

Q28

STUDENT: Okay, how about the 3rd? I'll have to check with my group, of course, but maybe we could write a tentative time?

PROFESSOR: Sure, let me take a look. I'm actually booked completely through the 3rd and 4th now. How about sometime in the afternoon of the 5th?

STUDENT: Great! How about 2 o'clock?

PROFESSOR: No problem. I'll pencil your group in.

STUDENT: Okay, thanks. And to clarify, what exactly is due in the first phase?

PROFESSOR: Before the October deadline, I want your group to have compiled resources and then to provide some initial data analysis to support your claims.

Q29

STUDENT: Okay, so data analysis is due the 10th of October, and then the um, the –

PROFESSOR: – Presentation? Yes. The final phase is simply giving the presentation on the 5th of November.

Q30

STUDENT: Alright, I think I have all the information I need. Thanks!

PROFESSOR: You're welcome. See you in class tomorrow.

SECTION 4

Today I'd like to tell you about how U.K. architects are playing their part to address the issue of global warming. You have seen many of these iconic buildings while going about your everyday life, but you may not know how they are affecting your tomorrow.

In 2003, construction was completed on the famous Swiss Re Building, or more informally called the Gherkin, a true masterpiece commissioned by the law offices of Foster and Partners. Q31

This is not the first ambitious endeavor of the firm – they are renowned for their various philanthropic, environmental efforts. The Gherkin, with its cutting edge green initiative and sharp design, is gaining recognition as an icon in modern architecture. You can pick it out of the London skyline by its unorthodox cigar shape. Q32

While its appearance is the obvious attribute at which to marvel, there is far more to this building than meets the eye. And let's face it – there's a lot about this building that meets the eye. The building helps reduce the city's carbon footprint in a number of ways. Q33

Just a quick note – in case you're not familiar with the term 'carbon footprint,' get used to it! It's a buzzword you'll hear relentlessly to talk about reducing emissions. Think of it as the amount of harmful greenhouse gases that are given off into the environment by a single person, organisation, or product.

So going back to the Gherkin Building – perhaps the most obvious as well as the most significant eco-friendly feature is the glass windows, which allow light to pass through the building, both reducing heating costs and brightening up the workspace.

Q34

The ingenuity behind the various eco-friendly aspects of the Gherkin has seen its fair share of publicity both from serious and silly sources. In a recent April Fool's Day edition, one e-publication printed a story detailing plans to replace 50% of the current exterior with grass, which would not only make large steps in the name of sustainability, but also give the building the green hue that would truly earn it the nickname of the Gherkin. The only drawback is, as you may

Q35

have guessed, that this story was an April Fool's Day joke and completely made up.

In all seriousness though, the building is setting a new standard of design that other architects and city planners just cannot ignore. The building's bold and cost-efficient design has won a number of architecture awards, including the Stirling Prize, the London Region Award, and the Emporis Skyscraper Award among others. The design comfortably accommodates a large number of offices while keeping maintenance and operation costs down, striking a superb balance between nature and the workplace.

Q36

Nature is well and good, as long as the weather is nice outside. Given London's notoriously bad weather, the architects knew they must devise a quality temperature regulation system, and that they did. A special system designed to reduce the building's reliance on air-conditioning was devised that cuts consumption in half compared to standard office buildings. There are atria that link each floor vertically to one another, forming spiraling spaces up the entire building. They serve not just as social common spaces but also act as the building's lungs, distributing clean air from the opening panels in the facade through the entire building.

Q37

Q38

The building isn't all business though – it has its fair share of fun as well. At the very top, a clubroom offers a picturesque entertainment spot for company functions, private parties, etc., with a breathtaking panoramic view of the city. Q39

The creation of such an innovative structure has many wondering what the future of urban planning and architecture may be. Well, if the other projects currently commissioned by Foster and Partners are any indication, the entire city constructed with similarly eco-friendly buildings is not far in the distance. The Masdar City development aims to create a desert city that produces zero waste and removes as much carbon dioxide from the atmosphere as it puts in – a huge feat in protecting our earth. Q40

The Gherkin is a truly impressive feat, yet it is not the only one worth noting. Now to move on to another green initiative, I'll tell you about the Eden Foundation Building, found in Cornwall...

TEST 11

SECTION 1

JANET: Hello?

AGENT: Yes, I'd like to speak with Janet Evans, please.

Example

JANET: Speaking.

AGENT: Hi Ms. Evans, this is Jim Rodriguez calling from Farrelly Mutual about your recent homeowner's insurance inquiry.

JANET: Yes, hi. Thanks for returning my call.

AGENT: My pleasure. I understand you are potentially interested in insurance for a bungalow located a bit out of town. Could you give me the address?

JANET: Sure, it's 49 Greenway Court. Greenway is one word.

Q1

AGENT: Thank you. Alright, and would you prefer to be contacted via email or phone?

JANET: Either one is fine – maybe try emailing me first and as an alternative I can give you my phone number.

AGENT: Great – and what is your email address?

JANET: pk2@cat.com.

Q2

AGENT: Hm, did you say “cat,” as in the animal?

JANET: Yes. It is the acronym for the construction company I work for – I'm sure you've seen them around.

AGENT: Yes, I have. And could you give me your primary phone number, and the best time to reach you?

JANET: Sure – the number is (020) 4251-9443. I am generally unable to answer my phone at work, but anytime after 5.30 p.m. is fine. Q3

AGENT: I will make a note of that here. Now I'm going to ask you a little bit about the property itself so we can make an accurate estimate of the cost of insuring your home. Could you tell me the size of your house?

JANET: Um, well, I don't have the exact measurements, but I'm pretty sure it's right around 80 square metres. Should I measure it and call you back later? Q4

AGENT: No, that's completely alright. I'll write 80 square metres for now to get the estimate and then an agent will come get the exact measurements later on if you decide to purchase our insurance.

JANET: Okay, great.

AGENT: And what material is your house made of? For example, wood, brick, stucco...

JANET: It's mainly brick. Q5

AGENT: Great – that will give you a lower rate than most other materials since it is so strong.

JANET: Wonderful!

AGENT: And do you have any sort of home security, Ms. Evans?

JANET: Um, we don't have a fence or anything yet, but we have an alarm system that we use regularly. Q6

AGENT: Good.

AGENT: Now I'll go through a number of things we offer coverage for, and I'd like you to tell me which items you want your policy to cover.

JANET: Okay.

AGENT: We'll start with the building itself first – would you like us to cover incidental damage to the structure to your house?

JANET: Absolutely.

AGENT: Splendid. And the contents inside your house – we usually cover all items with an appraised value above £200. Would you like us to cover theft and damage beyond natural wear-and-tear? I will let you know that the second option here will come with a considerable increase in your rates.

JANET: I think I'd just like the contents of the house to be covered against theft then.

AGENT: Alright – and would you like any other insurance – fire, flood, etc?

JANET: Yes – I definitely want flood coverage. It rains a lot here, and the drainage system in the area is not the greatest. Q7

AGENT: Okay. I am calculating your quotation now. It will just take a second. (Two seconds pause) It looks like your annual insurance rate will be £148.30. Q8

JANET: Thanks, that seems somewhat reasonable. I would like to take some time to think about it. How long does it take to begin receiving coverage after signing up?

AGENT: It depends on the time of year – it can take anywhere from two to six weeks. I would say if you sign up by July 1st, you could start your coverage by August 1st. Q9

JANET: I see. Okay, thanks for your help. Should I call you back at this number when I have made my decision?

AGENT: Yes, please. And so that we can look up your account faster, I'll give you a reference number that you should provide when calling. Ready?

JANET: Yep!

AGENT: It's TR278Q.

JANET: Got it. Thanks!

AGENT: Thank you, and have a nice day!

Q10

SECTION 2

Hey if you're just joining us on WKPX "The Sound", welcome. We're here in the studio with Matt and Cam in the morning, and this morning we're talking about keeping the kids occupied on summer vacation. Folks, there's a new kid in town in the world of summer fun. Get ready for the Pool for the People, a pool and outdoor venue created by – that's right – the people.

Scheduled to open in November, the ideas for everything from the design of the pool right down to the items sold in the snack bar have been decided upon by a sample of 1,050 members of the public.

The public selected two top proposals from over a dozen created by renowned architect Ned Mosby, and the final design is truly something else. The pool is shaped like a fishbowl, sinking down into the ground, and there's – you guessed it – a real, live fish tank in the centre! It's certainly the centre of attention in the Bridgewater area.

Q11

Q12

Now, you are probably wondering how much an extravagance like this must cost right? Well, have no fear. At just £15 for adults and £10 for kids, it's an affordable way to entertain the kids in those dog days of summer. The only

Q13

problem now is the possibility that it will in fact become too popular! The pool is only so large, so swarms of people coming to enjoy it may cause quite a crowd in its first summer of opening.

There will be an opening party for a select audience, and in line with the pool's mission, the people have decided on all the arrangements. They collectively decided on actress Rebel Wilson to host the festivities scheduled for later this month, and even dictated the playlist by ranking their top 10 songs from a list of hundreds.

There is some discrepancy, however, on the sculpture design for the foyer at the entrance. The people elected a jellyfish sculpture to greet entering visitors, but given last week's vicious attack by a box jellyfish on a local youth, coordinators fear it will bring too much fear to patrons.

Q14

The theme of the clubhouse is set to be “international waters” with a different section representing each continent, designed by the legendary local artist Roberta Anuzzi. Representing Asia in the reception area will be a mosaic made up of prominent animals indigenous to the continent – a camel, a panda, and the Siberian white tiger, to name just a few. Q15

In the West lounge, feel the cool, icy vibes of the Transantarctic Mountains of Antarctica. Makes you cold just thinking about it, doesn't it? Just seeing a wall with a mural of the glacial mountains is almost enough to cool you off on a December afternoon. Almost. Q16

Why not make the trip to the pool a social studies lesson at the same time? The theme in the lady's lounge room for Africa may not be what you expected. A safari? Drum music? The Nile River? No, did you know that Africa was home to the first jewelry? I sure didn't. Q17

By contrast, as you may expect, North America's theme for the card room is as modern – even futuristic – as it gets. Anuzzi created for North America a sort of absurdist print interestingly juxtaposing the moon landing of 1969 with an abstract depiction of humans living on Mars. Seems to me like an interesting commentary on the future of space exploration. Q18

And in the men's lounge room, the ancient forts of Sparta, Rome, Greece, Q19

and other European civilisations fittingly exhibit the strength and combatant characteristics of these societies.

Finally, the cafe and breakfast room area is an enchanting round room that draws all attention to its centre – where there is a strikingly realistic sculpture of a volcano. The delicious food may actually be only the second most exciting part of this room in comparison to the 9-foot statue complete with brightly colored molten lava to characterise South America. Q20

Honestly, it is like a museum visiting each room of the clubhouse. Why not make the trip to the pool an educational one for the kids?

We're going to take a quick commercial break here at WKPX, but we'll be back in 10 with more on what's touted to be the Summer's Hottest Place to Beat the Heat...

SECTION 3

- TUTOR: Before we start, Jimmy and Kathy, thanks for coming in today to talk about your current research paper! Well, I will also give you some suggestions for your future presentation later.
- JIMMY: That's great!
- TUTOR: Okay, I have read the introductory chapter, and so far I like where you're going with your research, you two. Q21
- KATHY: Thanks! What did you think of the procedure section?
- TUTOR: I haven't gotten there yet. I will get to that and the results and discussion section in a bit.
- JIMMY: Oh. If you haven't read the rest, are you just saying you like the introduction?
- TUTOR: No – the layout is really well done. You have each section clearly marked and have the header and footer perfectly formatted, and your title page is right on the money. A lot of students have trouble with that one. Q22
- JIMMY: To be honest, we did refer a lot to the example we received in class.
- TUTOR: That's good to do for spacing and layout, as long as you're not also copying the information. The background information is a little sparse, though. You may want to add to it.
- KATHY: You think so? I was more worried about whether I had enough data.
- TUTOR: You definitely need more background information. I would think about finding some more online articles or doing more research in the campus library. Q23
- JIMMY: That's a good idea – we can go tomorrow. I find it too tough finding the subject matter in the online journal database.
- TUTOR: I also like being able to flip through the physical journal as opposed to trying to scroll down on a computer.

KATHY: Me too. Oh, I almost forgot. I've included all of my citations in the abstract, but could you help me with the bibliography? I should be using a bibliography, right? Not an appendix? Q24

TUTOR: Sure, I can help with that. Yes – for this type of scientific research paper, list all sources that you cite in the body of your paper in a bibliography. Go to the website I gave you last time to see the exact way to list each source.

KATHY: Okay, thanks. I'll do that. We still have a lot of things to fix up.

TUTOR: Yeah, but there's a lot of good stuff here to work with. So enough about the paper, how is the presentation going?

KATHY: Well, it's alright. I am going to go try out the new presentation software while Jimmy's working on the bibliography. Q25

JIMMY: Yeah, we are hoping to make an animation of an actual pump but still have a lot to learn about how to do that.

KATHY: Who would have thought before we started this project that we would be able to recreate the motion of a pump? This stuff is just so interesting.

TUTOR: So glad to hear it!

JIMMY: Yeah, I am glad I took engineering this semester. I would definitely like to keep up with it.

TUTOR: You know, there's an organisation called the Machine Engineer Society. You should look into joining it. You would need to score well in your engineering class to qualify, but I think you can do it. Q26

KATHY: Hm, interesting. I will definitely check it out. I would really like to get in contact with some professionals in the engineering field to find out more. I don't really know anyone in the field now, though.

- ...ing in the field now, though.
- JIMMY: I think if you keep meeting people in your classes and professors Q27
you'll be able to get in contact with some really helpful people.
- TUTOR: Well said, Jimmy. If engineering pumps is something you both are
specifically interested in, make sure you stay up to date on new Q28
developments. In fact, you could visit the local water treatment
facility periodically to see what new developments are going on.
- KATHY: Hm, that may be a good way to get some practical experience.
- TUTOR: Well, I don't think they would let you handle any equipment
by just visiting the facility. If you really want to get your hands Q29
dirty, so to speak, I would recommend instead seeking a summer
internship.
- KATHY: Wow, you have so many helpful suggestions for getting a leg up.
Now if only you could tell me how to get my work published!
- JIMMY: Haha, wouldn't that be nice.
- TUTOR: Well, honestly, all you really need to do is once you have a Q30
dissertation, present it. Present it often and to many audiences, and
once you get feedback, adjust it. You'll get published one day.
- KATHY: Wow, this meeting has been truly inspiring. Thanks for your help!

SECTION 4

Tonight I'm going to present an overview of the research on amber. Okay, I'll start by giving a brief introduction about amber, then talk about the formation of amber, and then describe amber's applications in different fields.

First of all, what is amber? Amber is not a stone, but is ancient, fossilised tree resin, which is the semi-solid amorphous organic substance secreted in pockets and canals through epithelial cells of the plant. And why is resin produced? Although there are contrasting views as to why resin is produced, it is a plant's protection mechanism. The resin may be produced to protect the tree from disease and injury inflicted by insects and fungi.

Q31

Amber occurs in a range of different colors. Besides the usual yellow, orange, and brown, other uncommon colors are also associated with it. Interestingly, blue amber, the rarest Dominican amber, is highly sought after. It is only found in Santiago, Dominican Republic. There are several theories about what causes the blue color in amber. The most common one links it to the occurrence of volcanic dust that was present when the resin was first pressed out from *hymenaea protera* millions of years ago.

Q32

At this point, you might be curious about how amber is formed. Molecular polymerisation, resulting from high pressures and temperatures produced by

overlying sediment, transforms the resin first into copal. Sustained heat and pressure drives off terpenes and results in the formation of amber. Copal that I've just mentioned is also a tree resin but it hasn't fully fossilised to amber. More generally, the term copal describes resinous substances in an intermediate stage of polymerisation and hardening between "gummier" resins and amber.

Q33

Q34

So where can we find amber? It can be found on sea shores. The main producer worldwide is Russia. In fact about 90% of the world's available amber is located in the Kaliningrad region of Russia, which is located on the Baltic. Here, the resin is washed up on the coast after being dislodged from the ocean floor by years of water and ocean currents. However, exposure to sunlight, rain, and temperate extremes tends to disintegrate resin. This also indicates that amber is not really an ideal fossil preservative for most uses.

Q35

Q36

We've already learned that amber is made of tree resin. It often includes insects that were trapped within the tree many millions of years ago. A piece with a visible and well-arranged insect is generally valued much higher than simple, solid amber. One Dominican amber source reported finding a butterfly with a five-inch wing spread; this is both a large and unusual find; most butterfly specimens have no more than a two-inch wingspan. Inclusions in Dominican amber are numerous – 1 inclusion to every 100 pieces; Baltic amber contains approximately 1 inclusion to every 1,000 pieces.

Q37

Now that you have a basic knowledge of amber, I'd like to talk a bit about amber's applications in different fields. First, amber is appreciated for its color and beauty. Good quality amber is used to manufacture ornamental objects and jewelry, for instance using a variety of exclusive first class quality natural Baltic amber with silver to make natural amber jewelry. But due to the biodegradation of Amber fossils, people with amber jewelry have to take special care of it, to ensure that the amber is not damaged.

Q38

It was previously believed that amber worn on the neck served to protect one from diseases of the throat and preserved the sound mind. Kalistrate, a famous doctor in the Roman Empire wrote that amber powder mixed with honey cures throat, eye and ear diseases, and if it is taken with water, eases stomachache. While the mystery around that use of amber has not been cleared, one thing is sure: it will help effectively to defeat small malaises.

Q39

Amber has even been used as a building material. Amber created the altar in St. Brygida Church in Gdansk, Poland. In St. Petersburg, Russia, the walls of the famous Amber Room were lined with intricate carvings and inlaid designs. This palace room is being reconstructed from photographs, and can be visited at the Catherine Palace, located in the town of Tsarskoye Selo.

Q40

And finally, the fourth use of amber is that...

TEST 12

SECTION 1

AGENT: Hello, Elite Travel, this is Emily speaking, how may I assist you today?

CUSTOMER: Hi, I have a group visit to plan, and I wonder whether you could help me decide on which hotel to book. I have narrowed it down to either the Winchester, the Royal Hotel, or the Star Hotel. I am wondering if you have a recommendation.

AGENT: I would be happy to help! Those three are excellent choices. If everyone is booking hotel rooms independently, an easy way to do it is online booking. The Star Hotel offers online bookings at no additional charge.

Example

CUSTOMER: It sounds fine!

AGENT: Yeah, and you can even book the gorgeous sea view rooms if you act quickly.

Q1

CUSTOMER: Hm, I will consider that. It would be great since we are mostly first-time visitors to the area to get a nice view of the water. Now, are there handicap accessible rooms?

AGENT: Yes, all three options have access for the physically disabled.

Q2

CUSTOMER: Great. I should also mention that we will be on a tight schedule, so we won't have much time to go out for meals. Which of these hotels serve food?

AGENT: There is a limited continental breakfast menu at the Star and at the Winchester. For a full restaurant and room service, the Royal Hotel is your best bet.

Q3

CUSTOMER: Oh wonderful! Could you tell me more about the restaurant?

AGENT: Absolutely. In the morning there is a gourmet buffet or a la carte item, and after 11 a.m. lunch is served in the dining room. Dinners are in a nice, low-key but high quality setting in the hotel's private dining room and Fridays feature the house jazz band.

Q4

CUSTOMER: How lovely! Is there a group discount?

AGENT: No, sorry. Not at the Royal hotel. Let me check on the others, though. Could I place you on hold for just a second?

CUSTOMER: Sure, thanks.

AGENT: It looks like there is one at the Winchester – 15% off when you
book 8 or more rooms.

Q5

CUSTOMER: Really? Sold! We'll book at the Winchester. Wait – is it suitable for children though? We'll have a few little ones in our group, and it would be great to have a way to keep them occupied.

AGENT: Yes. In fact, it has a play place that kids just love, with slides, and swings and everything. Definitely a good hotel to bring the kids.

Q6

CUSTOMER: Okay, great.

CUSTOMER: So now I know where we'll be staying, what next? Should I go ahead and book transportation and assign rooms and everything?

AGENT: Well, for now, there are only a few things for you to take care of. We will hold a block of rooms for you as soon as you send a deposit. I recommend booking as soon as possible, so you probably want to send the invitations as soon as you know how many rooms to hold.

Q7

Q8

CUSTOMER: Oh, right. Okay, I'll send the invitations and put down the deposit. Is there anything else I should take care of?

AGENT: Great! And don't worry about this now, but sometime before you arrive do let us know if you'll be requiring our transport service to and from the airport.

Q9

CUSTOMER: I'll make sure to let you know. Does that incur a service charge? Or perhaps a tip, or some presents to show our gratitude for the personal car service?

AGENT: Oh, don't worry about it. It is a free service, so if you would like to tip you are welcome to do so, but hotel drivers do not accept gifts.

Q10

CUSTOMER: Thanks for your help!

AGENT: My pleasure. Enjoy your stay at the Winchester!

SECTION 2

Ladies and Gentlemen of Durham, start your engines! Skip Gordon here inviting you to the eleventh annual Durham County Car Exhibition! That's right, it's that time of year again! Mark your calendars – the pre-opening event kicks off on the 18th, and the exhibition officially opens to the public on Saturday, March 19th. *Q11*

Take it from me – you won't want to miss Durham's most attended public event of the year 5 times running. You don't have to be a motor head to appreciate the finest cars both new and old in existence today, but it helps! Be one of the 70,000 people to see everything from big rig monster trucks to good old fashion classic hot rods. *Q12*

Get your tickets now! Admission is £10 for adults and £5 for children during off-peak times, and £20 for adults and £10 for children and senior citizens on weekends and for full-day passes. *Q13*

Come see vintage classics, bid in the auctions, and even test out a few on the Winner's Circle Racetrack. An insider tip – weekends are the exact time when all of the best attractions take place, but to avoid Saturday crowds join us this Sunday. You'll see me – Skip Gordon – and all your friends from WKXP there this Sunday at our very own booth, so stop by and say hi and you might just win a prize of your own. *Q14*

A new attraction this year will be the addition of a new car category – electricity, *Q15*

namely the electric car class. See displays from Toyota, Honda, and – you guessed it – Tesla! Watch as the first generation of fully electric cars compete on style, ride, and watch the main entertainment as there's going to be a fabulous show of racing car to see who takes home fastest battery powered car. While not *Q16*

typically known for their speed, this new class is guaranteed to surprise you.

Get tickets before they sell out! Last year's tickets sold out fast, so we upped the attendance this year. That's right, more seats! But don't wait – act now and save! That's right – if you buy your tickets before this Friday, you'll get two for the price of one. That's right, TWO for the price of one!

Q1:

And don't worry kids, just like last year, there's something specially for you! Wreak havoc on the road with the Kids Krazy Cars ride, and then Race around the Tiny Tykes Track in your favorite child-sized race car. Meanwhile Mom and Dad can take a spin in a ride a bit more than their size. We're rolling out a massive dirt track so you can get behind the wheel and test drive something a little more adventurous. Put the pedal to the metal in a 4 by 4 SUV as you go over bumps and navigate through twists and turns – you'll want to buckle up!

Q18

Q19

You heard it here – act now to get in on the fun at the Durham County Car Show before it's too late. Come for prizes, good prices, and good old fashioned family fun. We had a lucky draw for a NEW car last year, but this year our main event is the Monster Truck Rally, where one lucky fan will win a chance experience the thrill from behind the wheel – well, next to the wheel as they ride with legendary driver Smash Tate! Feel the speed first hand and talk to a living legend in a true once-in-a-lifetime opportunity.

Q20

For tickets, go online to www.durhamcountycars.com, or call 1-888-CAR-SHOW now. We'll see you there! And always remember to buckle up!

SECTION 3

STUDENT: Hi, Professor Jamison, I was hoping we could talk this week about choosing courses for next semester.

TUTOR: That sounds great! Any idea yet what you would like to take?

STUDENT: Well, I was hoping you could kind of tell me. There are so many to choose from. I don't even know where to start!

TUTOR: Sure. Well, first thing's first. Do you know what you will major in? It is important to take courses that are relevant to your career path.

Q21

STUDENT: Well, I think I want to major in Biology. I want to go to medical school, so it seems like it would make sense.

TUTOR: I agree – if you like Biology, it is definitely a good idea to focus on that since so many of the requirements overlap.

STUDENT: Okay, so I should take a few Biology classes then?

TUTOR: Yes. Let's start there. You should pick one or two Biology classes. Not just any Biology classes, though! If possible, read online or talk to senior fellows and find out about the structure of the courses. You don't want to end up signing up for two classes that require labs in the same semester – you'll spend so much time in the Biology Department that you won't see the light of day.

Q22

STUDENT: Oh right, good idea. I heard labs can be as long as 4 hours.

TUTOR: That is true. And another thing – make sure the topic is either relevant to your major, or something you are interested in learning about. It sounds obvious, but do not just take a class because you heard it was easy, or because it does not require attendance.

Q23

STUDENT: Of course not. Though it would be really nice to have at least one class, that's a little bit less rigorous than the ones I'm taking this semester. I barely sleep as it is with all this studying.

TUTOR: That may have more to do with your study habits, though I don't disagree that your schedule is really difficult this semester.

- TUTOR: So any idea which Biology classes you may decide on for next semester?
- STUDENT: Well, I was thinking of taking Human Physiology – it sounds relevant and interesting.
- TUTOR: I think it is an interesting class, but I would recommend against it. You are already in Human Anatomy, which also covers Physiology so it would be repetitive, and probably not the best use of your time. Q24
- STUDENT: If I already know some of the stuff, I could take it to boost my GPA a little bit.
- TUTOR: Um, you could maybe do that, except the professor that teaches it is famous for giving out the fewest A's of any professor.
- STUDENT: Oh wow. Never mind.
- TUTOR: Now, changing subjects, have you decided yet on your research topic?
- STUDENT: Well, I actually decided. I don't want to do a research paper. I'm going to do a dissertation instead. I think I will much more enjoy coming up with a thesis and finding all the details to support it. Q25
- TUTOR: I see. Didn't you already do some of the research though? What happened to that?
- STUDENT: Well, I started doing research. Then the more data I collected, the more complicated things got. I realised I would have to take a lot more steps to randomise the sample, and then I realised I would need to control for more factors. Q26
- TUTOR: I see. What kind of data collection did you do?
- STUDENT: I interviewed employees at the water treatment facility after Professor Dickinson recommended it. Q27
- TUTOR: I understand. Well, the research paper could be much more outside work, but it may be worth it if that is what you are interested in.

STUDENT: No, I am a lot happier just doing the dissertation.

TUTOR: That's fine with me. Just remember, you need to finish your first draft and send it in soon. It's already the middle of February!

STUDENT: Oh wow, it is, isn't it? I just have to finish it by the end of March, right? Q28

TUTOR: Yep, but don't forget! The date will really sneak up on you.

STUDENT: OK, I'll make sure to set reminders in my calendar. And who do I talk to about registering my dissertation?

TUTOR: You should go to the Department Office, and then talk to the secretary. Q29

STUDENT: I thought I needed to talk to the Department Head.

TUTOR: Not for registering. If you need help developing your dissertation, that's when you should go to the Department Head.

STUDENT: Oh, I see. And who would I see about getting access to the database of past research on my topic?

TUTOR: That you can find in the computer lab, specifically in the office ~ you'll have to ask a lab technician to give you access. Q30

STUDENT: Okay. Well, I'll go ahead and get started on that then. Thanks!

SECTION 4

Good morning, everyone. In today's lecture, I'm going to talk about the role of sleep in humans and animals. Of all the biological processes in the animal kingdom, sleep is perhaps the most important. A human can survive for almost two weeks without eating, but did you know that one week without sleep can be fatal? It's even worse for animals, especially for those who must avoid predators. Without sleep, an animal is much less capable of avoiding an attack – this is the case for all animals, whether they are reptiles, mammals or fish. Let us look now at how different animals sleep, reasons for their ways of rest, and the potential problems they might encounter.

Q31

Q32

In marine life, sleep must be balanced with breathing. For example, the dolphin must float to the surface as it sleeps in order to breathe. Like other large sea mammals, they keep one eye open and one half of the brain awake at all times to maintain some amount of consciousness required to breathe and to watch out for possible threats. They sleep with only one brain hemisphere in slow-wave sleep.

Q33

Birds also have unusual sleeping patterns, mostly due to being constantly on edge in the presence of numerous predators. They usually sleep quite lightly – for example, Swainson's Thrush, also called Olive-backed Thrush, is a medium-sized thrush that takes hundreds of naps during the day, each of which lasts just a few seconds. While migrating, migratory birds tend to function well on micro-naps.

Q34

Horses, on the other hand, do most of their sleeping standing up. Scientists think that horses develop their habit of sleeping upright as a defense mechanism, a way of protecting themselves against predators, and a standing position keeps a horse in a constant state of readiness to race away if danger should approach.

Also, horses do occasionally take short naps lying down. Horses are heavy animals with big muscles, but their bones are surprisingly delicate, so lying in one position for a long time could well injure a horse. Q35

Just like humans, animals can also have sleeping problems. Dr. John Hedricks and Adrian Morrison from the School of Veterinary Medicine, University of Pennsylvania in Philadelphia, determined that certain diseases were primarily associated with the sleep states in animals. In their research they emphasised that because so much in this area still remains unclear, animal models were very important for studies of sleep disorders. The physiology of sleep in animals is similar to that of humans. Q36

But why do we humans sleep? Researchers and scientists believe it helps us organise our ~~memories~~ of the day – that sleep acts as a kind of filing system for the brain. Without it, our thoughts become disorderly and confused, which leads to increased likelihood of accidents and a tendency to say and do bizarre things. Q37

Researchers also believe that sleep plays a key role in learning. We sleep so that the brain can integrate new knowledge and form new associations. Because of the similar sleeping pattern to that of humans, rats are often studied in order to increase our knowledge of human physiology. In one study, rats were kept awake for almost two weeks, and their behavior was observed. Researchers found the sleep-deprived rats could hardly remember anything of what they had been taught that day. For example, one rat had been taught to recognise pictures of various Parisian landmarks in order to receive food – pressing a button below a picture of the Louvre would result in food being released and so forth. However, when deprived of sleep, they would press buttons seemingly at random. Q38 Q39

In addition to rats, the fruit fly, a small insect that feeds and breeds on spoiled fruit, also has been used as a model organism and thousands of scientists around the world work on it. But why was the fruit fly chosen to be studied? It was for practical reasons. The most important one is that the relationship between fly and human genes is so close that the sequences of newly discovered human genes, including genes that show a susceptibility, can often be matched against their fly counterparts. This provides an indication of the function of the human gene and could help in the development of effective drugs to help people with sleeping disorders. Therefore, many scientists today choose to study the genetic Q40

structure of the fruit fly, which could make a particularly important contribution to the understanding of developmental processes in humans.

In conclusion, sleep is a necessary part of life not just for humans, but for the entire animal kingdom. Now, I'd be happy to answer any questions you may have...

TEST 7

Each question correctly answered scores 1 mark. **CORRECT SPELLING IS NEEDED IN ALL ANSWERS.**

Section 1, Questions 1-10

- 1 3/three times
- 2 (amazing) weather
- 3 Town Hall
- 4 variety
- 5 plane
- 6 over/older than 40
- 7 mid-range
- 8 tourism
- 9 computer programmer
- 10 good value

Section 2, Questions 11-20

- 11 B
- 12 A
- 13 E
- 14 C
- 15 D
- 16 E
- 17 G
- 18 C
- 19 D
- 20 A

Section 3, Questions 21-30

- 21 C
- 22 B
- 23 A
- 24 interview
- 25 format
- 26 2 copies
- 27 May 11
- 28 change
- 29 note
- 30 procedure

Section 4, Questions 31-40

- 31 distance
- 32 sound
- 33 chocolate
- 34 flexibility
- 35 reaction
- 36 languages
- 37 newspaper(s)
- 38 environment
- 39 swimming pool
- 40 national park(s)

TEST 8

Each question correctly answered scores 1 mark. **CORRECT SPELLING IS NEEDED IN ALL ANSWERS.**

Section 1, Questions 1-10

- 1 Elsinore
- 2 077896245
- 3 waiter
- 4 baseball coach
- 5 rescue diver
- 6 diving experience
- 7 October
- 8 Saturday mornings
- 9 6 (o'clock)
- 10 radio

Section 2, Questions 11-20

- 11 B
- 12 C
- 13 B
- 14 A
- 15 C
- 16 A
- 17 B
- 18 B
- 19 A
- 20 A

Section 3, Questions 21-30

- 21 C
- 22 A
- 23 B
- 24 D
- 25 F
- 26 G
- 27 E
- 28 C
- 29 A
- 30 B

Section 4, Questions 31-40

- 31 important
- 32 a gift
- 33 last
- 34 well-organised/well-organized
- 35 paying attention
- 36 sheet of paper
- 37 entire/full
- 38 one or two
- 39 time
- 40 read

TEST 9

Each question correctly answered scores 1 mark. **CORRECT SPELLING IS NEEDED IN ALL ANSWERS.**

Section 1, Questions 1-10

- 1 Grieg
- 2 15(th) March/March 15(th)
- 3 Ellendale
- 4 W5 2AT
- 5 0
- 6 8 months
- 7 1
- 8 back door
- 9 G4168770
- 10 silver-colored cloth

Section 3, Questions 21-30

- 21 C
- 22 A
- 23 B
- 24 A
- 25 C
- 26 A
- 27 E
- 28 D
- 29 A
- 30 B

Section 2, Questions 11-20

- 11 C
- B
- 13 B
- 14 A
- 15 teaching methods
- 16 Accommodation
- 17 flats
- 18 disco
- 19 international evening
- 20 2 minutes

Section 4, Questions 31-40

- 31 C
- 32 C
- 33 B
- 34 B
- 35
- 36 market
- 37 interviews
- 38 useless
- 39 photographs
- 40 crime

TEST 10

Each question correctly answered scores 1 mark. **CORRECT SPELLING IS NEEDED IN ALL ANSWERS.**

Section 1, Questions 1-10

- 1 80
- 2 garage
- 3 supermarket
- 4 petrol
- 5 heater
- 6 toaster
- 7 kitchen
- 8 1 June/June 1(st)
- 9 Friday evening/night
- 10 exam

Section 2, Questions 11-20

- 11 money
- 12 school(s)
- 13 E
- 14 C
- 15 F
- 16 A
- 17 A
- 18 A
- 19 B
- 20 A

Section 3, Questions 21-30

- 21 Student Loans
- 22 Finance Office
- 23 Smoking
- 24 supermarket
- 25 Natural Medicine
- 26 Careers Office
- 27 email attachment
- 28 5 November/November 5(th)
- 29 data analysis
- 30 presentation

Section 4, Questions 31-40

- 31 law
- 32 cigar
- 33 footprint
- 34 light
- 35 grass
- 36 nature
- 37 air-conditioning
- 38 lungs
- 39 clubroom
- 40 city

TEST 11

Each question correctly answered scores 1 mark. CORRECT SPELLING IS NEEDED IN ALL ANSWERS.

Section 1, Questions 1-10

- 1 Greenway
- 2 pk2@cat.com
- 3 5.30
- 4 80
- 5 brick
- 6 alarm system
- 7 flood
- 8 148.30
- 9 1 August/August 1 (st)
- 10 TR278Q

Section 2, Questions 11-20

- 11 A
- 12 B
- 13 C
- 14 C
- 15 E
- 16 B
- 17 D
- 18 C
- 19 H
- 20 G

Section 3, Questions 21-30

- 21 A
- 22 B
- 23 C
- 24 B
- 25 A
- 26 C
- 27 F
- 28 E
- 29 A
- 30 B

Section 4, Questions 31-40

- 31 insects
- 32 volcanic dust
- 33 heat
- 34 intermediate
- 35 sea shores
- 36 sunlight
- 37 1,000
- 38 silver
- 39 honey
- 40 building

TEST 12

Each question correctly answered scores 1 mark. CORRECT SPELLING IS NEEDED IN ALL ANSWERS.

Section 1, Questions 1-10

- 1 B
- 2 D
- 3 A
- 4 A
- 5 C
- 6 C
- 7 deposit
- 8 invitations
- 9 transport/transportation
- 10 gifts/presents

Section 2, Questions 11-20

- 11 March 19(th)/19 March
- 12 70,000
- 13 5
- 14 Sunday
- 15 electricity
- 16 racing car
- 17 B
- 18 C
- 19 C
- 20 A

Section 3, Questions 21-30

- 21 B
- 22 E
- 23 F
- 24 A
- 25 B
- 26 C
- 27 A
- 28 March
- 29 secretary
- 30 Computer

Section 4, Questions 31-40

- 31 attack
- 32 mammals
- 33 breathe
- 34 on edge
- 35 bones
- 36 sleeping problems
- 37 memories
- 38 learning
- 39 rats
- 40 genetic structure