

Test 1

READING AND WRITING 1 hour 30 minutes

READING

PART ONE

Questions 1–5

- Look at questions 1–5.
- In each question, which sentence is correct?
- For each question, mark one letter (**A**, **B** or **C**) on your Answer Sheet.

Example: 0

Don't forget –
 flight BA692 6.45 pm

The plane arrives at

- A** quarter to seven in the morning.
- B** quarter past six in the evening.
- C** quarter to seven in the evening.

The correct answer is **C**, so mark your Answer Sheet like this:

0	A	B	C
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

1

Item 20 in this catalogue is withdrawn until further notice,
 due to supply problems.

- A** Item 20 is now discontinued.
- B** Item 20 has developed a fault.
- C** Item 20 is unavailable at the moment.

2

Jane Halton, currently Finance Director at Curtis Bank, is replacing
 John Murphy as Chief Executive at Boulder Insurance

- A** Jane Halton is moving from banking to insurance.
- B** Boulder Insurance hopes to appoint a new Chief Executive.
- C** The post of Chief Executive at Curtis Bank has become vacant.

3

The London Centre

for your meeting, product launch, special event

- ◆ Purpose-built rooms
- ◆ Latest presentation technology
- ◆ First-class food

This organisation

- A** rents luxury office space.
- B** provides conference facilities.
- C** markets other companies' goods.

4

FINEFOODS

Agent required for nationwide distribution.
 Some experience in food retail an advantage.
 Refrigerated van provided.

Finefoods requires an agent to

- A** own a suitable vehicle for delivery.
- B** be a specialist in food distribution.
- C** deliver goods all over the country.

5

To...	All Staff
Cc...	
Subject:	Accounts Course
<p>Staff wishing to enrol for the Accounts course should contact Jane Fellows, who needs to know numbers.</p>	

Staff should tell Jane Fellows

- A** how many people have enrolled for the course.
- B** if they are interested in doing the course.
- C** which of the courses they have decided to do.

Test 1

PART TWO

Questions 6–10

- Look at the list below. It shows a number of business training courses.
- For questions **6–10**, decide which training course (**A–H**) each person on the opposite page needs.
- For each question, mark one letter (**A–H**) on your Answer Sheet.
- Do not use any letter more than once.

TILLERS PROFESSIONAL DEVELOPMENT COURSES

- A** Decision-making at board level
- B** Making maximum use of older hardware
- C** Working with other managers
- D** Handling difficult situations in the workplace
- E** Updating IT skills for advertising
- F** Dealing with customer complaints
- G** Managing your own time efficiently
- H** Improving productivity in the factory

Reading

- 6** Office manager Helen Turner needs to deal with complaints from staff about some colleagues' use of email.
- 7** Before deciding to buy a new computer, David Thompson wants to find out whether he can update his existing equipment.
- 8** Claire Collier's toy company has a major new customer and she needs to manufacture more goods without increasing staffing levels.
- 9** Publicity manager Brian Steward did a computer course several years ago, and now wants to learn about developments relevant to his field.
- 10** Richard Masters was recently promoted and would like to improve his ability to meet deadlines.

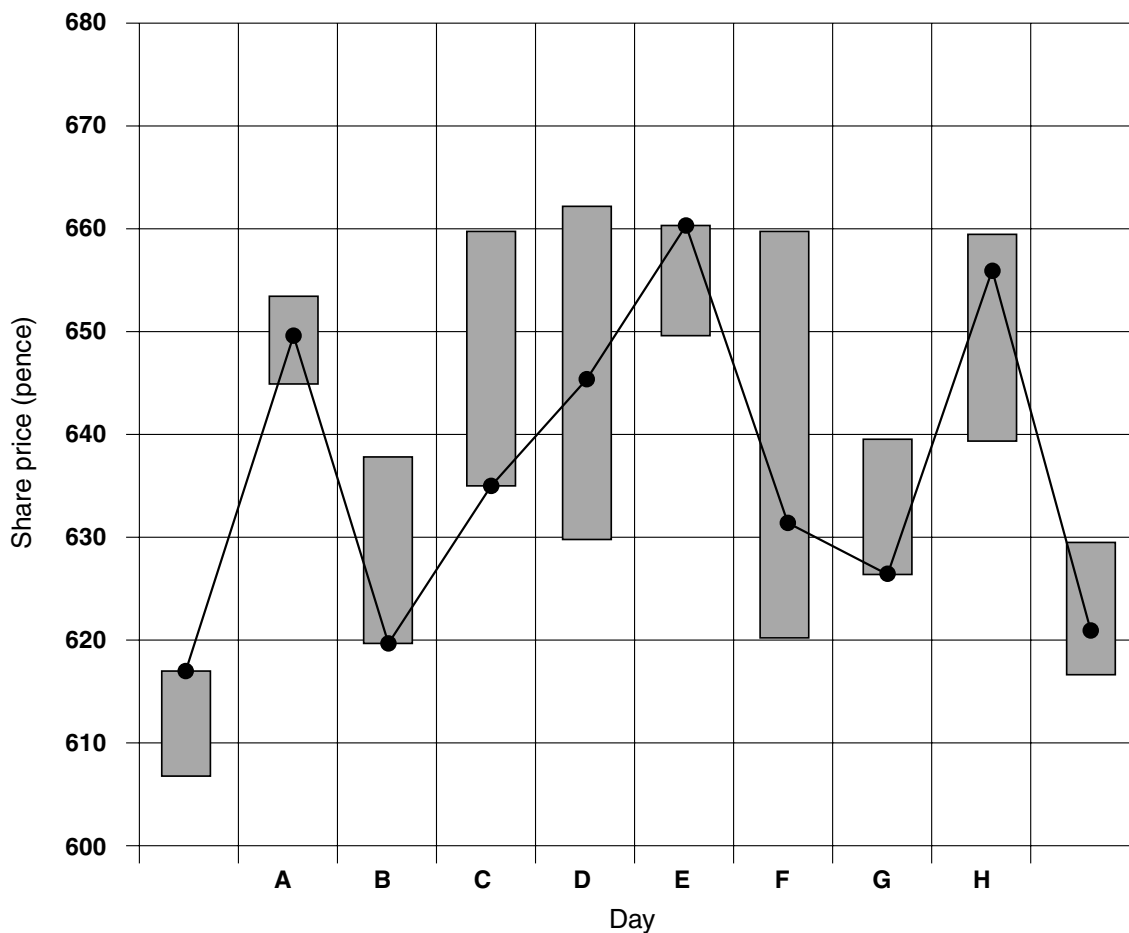
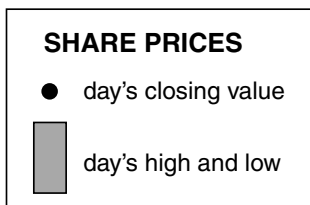
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PART THREE

Questions 11–15

- Look at the chart below. It shows a company's performance on the London stock market during 10 working days.
- Which day does each sentence (11–15) on the opposite page describe?
- For each sentence, mark one letter (A–H) on your Answer Sheet.
- Do not use any letter more than once.

STOCK MARKET PERFORMANCE



Reading

- 11** At the close of this day's trading, shares dipped just below 630 pence, despite achieving higher levels throughout the rest of the day.
- 12** On this day share prices closed considerably lower than the previous working day, with the fluctuation between high and low being at its greatest.
- 13** Shares closed at their lowest value of the day's trading, but narrowly avoided the worst performance of the period.
- 14** Shares closed at a higher value than the previous two days, although around 17 pence down on the high point for the day.
- 15** During this day shares rose and fell within only a narrow margin and closed in the middle of the range, before falling sharply at the end of the following day.

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PART FOUR

Questions 16–22

- Read the article below about a self-employed journalist.
- Are sentences **16–22** on the opposite page 'Right' or 'Wrong'? If there is not enough information to answer 'Right' or 'Wrong', choose 'Doesn't say'.
- For each sentence (**16–22**), mark one letter (**A, B** or **C**) on your Answer Sheet.

Sally Patterson, journalist

Last year, Sally Patterson left her permanent job with a newspaper and is now a self-employed journalist. Why did she do it? 'I had no control over my work,' she says, 'and that mattered more to me than earning lots of money. Actually, leaving my job wasn't as difficult as I'd expected, because I already had plenty of contacts in the publishing industry. Unlike my last job, though, I'm mostly in touch with the magazines and newspapers I write for by email, and as I don't work in an office, I may not see anyone for days. But that's a welcome relief!'

Isn't it hard being self-

employed? 'The biggest danger when you become self-employed is saying "yes" to everything,' Sally says. 'I make sure I turn work down if I haven't got the time for it. And that's a question of planning: I spend an hour every week working out what I'm doing for the next few months.'

And what about the benefits? 'Well, at the newspaper I always concentrated on economic matters, but now I can choose to work on a wider range of projects than before. And being my own boss has made me feel more confident about the other areas of my life, too.'

Reading

- 16** Sally left her last job because she wanted to make decisions about her work herself.
A Right **B** Wrong **C** Doesn't say
- 17** Her colleagues in publishing thought that being self-employed would be difficult for her.
A Right **B** Wrong **C** Doesn't say
- 18** She would prefer to share an office with other people.
A Right **B** Wrong **C** Doesn't say
- 19** She needs to accept all the work she is offered.
A Right **B** Wrong **C** Doesn't say
- 20** Most self-employed journalists find it difficult to plan ahead.
A Right **B** Wrong **C** Doesn't say
- 21** Sally specialises more now than she did in her last job.
A Right **B** Wrong **C** Doesn't say
- 22** Self-employment has affected Sally's attitude to life.
A Right **B** Wrong **C** Doesn't say

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PART FIVE

Questions 23–28

- Read the article below about a company which repairs turnstiles (the metal gates used at sports grounds).
- For each question (23–28) on the opposite page, choose the correct answer.
- Mark one letter (A, B or C) on your Answer Sheet.

Master of the turnstiles

For years Jim Cartwright enjoyed spending his spare time repairing his local football club's turnstiles, the metal gates which allow one person at a time into the football ground. When Jim was made redundant from his full-time job selling equipment to sports organisations, he realised he already knew plenty of people responsible for turnstiles. This made him sure that his hobby could become a successful new career.

He had 1000 brochures printed and posted them to clubs around the country. For two weeks he heard nothing. Then Troon Football Club requested a quotation for repairing their turnstiles, with the possibility of the work becoming regular. He wanted the contract so much that he cut his profit margin to a minimum. He won it, though

with no guarantee of further work, and celebrated the launch of his new business.

In the next month, club after club offered Jim work, and he recruited his first employee, Alec, to help re-install the repaired turnstiles. Alec, however, took frequent breaks and never put in more effort than he had to. What's more, he seemed unhappy working for Jim. Although Jim had no complaints about the quality of his work, Alec's attitude made him difficult to work with.

Jim considered dismissing Alec, but recruiting him had taken a long time because there had been so many suitable people to interview. Now he was simply too busy to go through that process again. And anyway, Jim had employed Alec on the understanding that the job would probably end when the current contracts were completed.

Suddenly, though, Jim's business was at risk. He made very few mistakes, and calculated his costs and the time that a job would take very accurately. But he had forgotten that generally clubs have repairs done between the end of one football season and the start of the next. Now no major jobs were coming in.

After buying a replacement van, as his old one was beyond repair, he could only just cover Alec's wages and his own. But without more work he had no future. The solution was something more regular, and he decided to produce turnstiles, as well as repair them. For an investment like this, though, he needed help, and he persuaded his bank to give him a loan. From then on, Cartwright Turnstile Services just grew and grew and now employs three full-time workers.

- 23** Why was Jim Cartwright confident about starting a business repairing turnstiles?
- A** He had learnt from mistakes that his previous employer made.
 - B** He had a lot of contacts with possible customers.
 - C** He had experience of doing the work in his previous job.
- 24** Why was Jim happy that Troon Football Club gave him the contract?
- A** It was the first his firm had received.
 - B** It led to long-term work for the club.
 - C** It provided him with a good profit.
- 25** What problem did Jim have with Alec?
- A** His work was not of a high enough standard.
 - B** He did as little work as possible.
 - C** He made a lot of complaints about the business.
- 26** Why did Jim decide to continue employing Alec?
- A** It would take too long to find a replacement.
 - B** There was a lack of people with the right qualifications.
 - C** Jim had given him a contract which guaranteed him work.
- 27** Why did Jim find himself in danger of going out of business?
- A** His costs were higher than he had estimated.
 - B** He found that each job took longer than he expected.
 - C** His work was mostly limited to certain times of year.
- 28** Jim asked his bank for a loan in order to
- A** pay the wages bill.
 - B** start manufacturing.
 - C** buy a new van.