

Test 1

READING AND WRITING 1 hour 30 minutes

READING

PART ONE

Questions 1–5

- Look at the 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

Please inform the supervisor if this
photocopier runs out of ink.

The supervisor

- A** needs to know if there is no ink in the photocopier.
B should repair the photocopier if it prints badly.
C will tell you how to load the photocopier with ink.

Test 1

2

All deliveries – please report to Reception immediately upon arrival for authority to unload.

Drivers should

- A speak to Reception after delivering goods.
- B unload vehicles at Reception.
- C call in at Reception before unloading.

3

Jane,
I'd like to meet on Tuesday, but if my plane's delayed I'll see you at Friday's meeting.
John

- A John has to postpone his meeting until Friday.
- B John will be late for his meeting on Tuesday.
- C John hopes to see Jane on Tuesday.

4

Company staff must advise Personnel of any change of home address, to keep files up to date.

- A All staff must update their company files regularly.
- B Staff must keep Personnel informed if they move house.
- C Staff must inform Personnel of any company which changes address.

5

Insurance Direct phoned: re your call, could you return form by 28 September.

- A Please ring Insurance Direct back about the form before 28 September.
- B Send back the insurance form that you phoned about before 28 September.
- C Insurance Direct have acknowledged receipt of your form dated 28 September.

PART TWO**Questions 6–10**

- Look at the advertisement below. It shows the training courses which are offered by a company called Merton Training.
- For questions **6–10**, decide which course (**A–H**) is the most suitable for each person below to attend.
- For each question, mark the correct letter (**A–H**) on your Answer Sheet.
- Do not use any letter more than once.

MERTON TRAINING

SHORT RESIDENTIAL COURSES

A Advanced Presentation Skills

B Better Time Management

C Essential Team-Building in the Office

D Updating your Selling Skills

E Making the Most of Computers

F Improve your Confidence in Meetings

G Successful Telephoning

H Developing your Understanding of Accounts

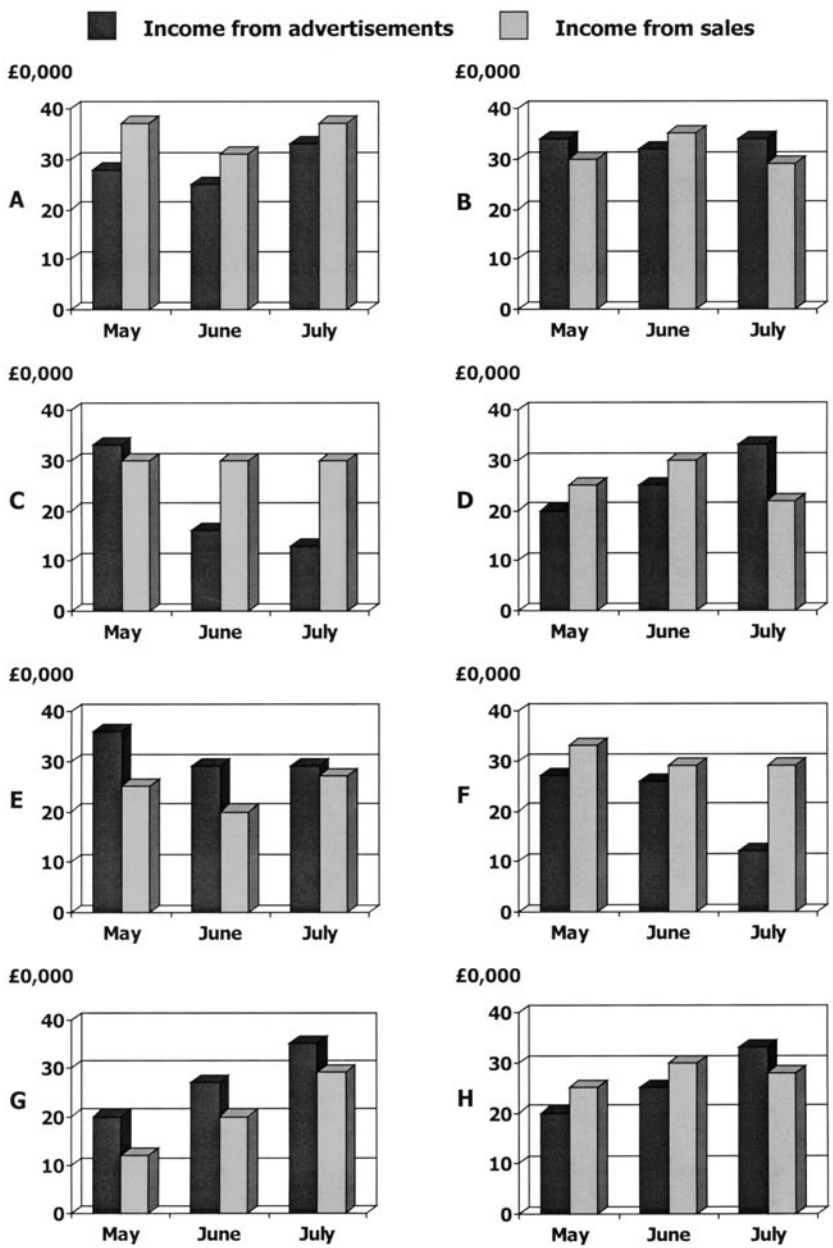
- 6** The office manager needs to become more efficient in order to meet deadlines at work.
- 7** This member of staff has to make several calls a day but is not confident when ringing strangers.
- 8** The Information Technology Manager wants to improve the speech she has prepared for a conference next month.
- 9** An experienced sales executive needs to update his knowledge of finance before he starts work as Assistant Sales Manager.
- 10** A new member of the team needs to learn how to use the office software more efficiently.

Test 1

PART THREE

Questions 11–15

- Look at the charts below. They show the income from sales and the income from advertisements in eight different newspapers over a three-month period in 2001.
- Which chart 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.



Reading

- 11 While income from advertisements rose steadily throughout the period, income from sales increased in June but then fell to below the May level.
- 12 Income from advertisements fell slightly in June and by a larger amount in July, whereas income from sales remained steady in the final month.
- 13 Although income from sales overtook income from advertisements in June, it then dropped back again at the end of the period.
- 14 Income from sales reached a low point in June while income from advertisements levelled off at the end of the period.
- 15 Income from advertisements reached a peak in July and income from sales was at its lowest point in June.

*Test 1***PART FOUR****Questions 16–22**

- Read part of the letter of application below.
- 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.

I would like to apply for the post of Personnel Officer with Anglia Bank, as advertised in the *Daily News* on 19 October.

I have a BA in French from the University of London. I am following a part-time course in Personnel Management at the Oxford College of Management, and I hope to pass the Diploma in Personnel Management at the end of December.

When I left university, I worked for a year in a computer company near Cambridge. Then I moved back to London to work as a French teacher in a large school, where I stayed for two years. During this time, I did some part-time work as a language trainer with factory managers, which I very much enjoyed.

Three years ago, I joined Carter's Bank, where for the past year I have worked as Assistant Personnel Officer, dealing mainly with complaints from members of staff.

Having worked in a similar organisation to yours, I feel I am fully prepared for the challenges of this job.

Yours faithfully

Angela Varley

Reading

- 16** Ms Varley is applying for a job with the *Daily News*.
A Right **B** Wrong **C** Doesn't say
- 17** She obtained a Diploma in Personnel Management in December.
A Right **B** Wrong **C** Doesn't say
- 18** She worked as a computer operator after university.
A Right **B** Wrong **C** Doesn't say
- 19** While Ms Varley was a school teacher, she also taught company executives.
A Right **B** Wrong **C** Doesn't say
- 20** In her present job, she has responsibility for internal personnel problems.
A Right **B** Wrong **C** Doesn't say
- 21** She enjoys working at Carter's Bank.
A Right **B** Wrong **C** Doesn't say
- 22** Ms Varley thinks she would be suitable for the job because of her previous experience.
A Right **B** Wrong **C** Doesn't say

Test 1

PART FIVE

Questions 23–28

- Read the text below about a retail group.
- For each question **23–28**, choose the correct answer.
- Mark one letter (**A**, **B** or **C**) on your Answer Sheet.

NOT JUST A SHOP!

In his yearly report, the Chairman of a chain of retail outlets writes about the financial aspects of the business and describes the work which the company has done to benefit people in the areas where their shops are located.

It continues to be an important part of our company policy to be responsible for the health and welfare of people in the areas which we serve. In the past year, we have concentrated especially on education and training, and have invested over £4,000,000 in this and other areas ranging from the care of the old to the arts.

Let us look at these first. We have, as always, financed health research and care projects helping not only the old but children and the disabled too. We were especially pleased this year to provide alarms for disabled people who live alone and to run programmes which help children understand better the problems facing disabled people.

The Groundwork Foundation encourages young people in poor areas to improve their environment, while the Schools Prom concert at the Royal Albert Hall in London includes 20,000 children nationwide. Both of these were given financial help.

As mentioned above, in the last year we have been active in supporting a range of education projects. Two of our managers are now out of the company on 1-year projects, training young people for work in the retail industry and improving the quality of the teaching they receive. In addition, we have started a programme of 3-month schemes which our managerial staff are able to benefit from without having to take a long break from their jobs.

Schools and universities have also benefited. A London Business School received £50,000 to develop a training programme for UK school staff, giving them the skills necessary to manage their own schools. A major University has received a promise of £100,000 over 5 years to fund a new teaching post in international retailing. This will allow 22 more students to study this subject each year.

It is not only the company that supports good work for other people. Members of staff themselves are encouraged to join the company Give as You Earn system, to give money to others, especially those organisations working for the benefit of the local area. In such cases the company often gives its support by making an additional contribution.

We look forward to committing even more money to these and other projects in the coming year.

Reading

- 23** In the past year £4,000,000 was spent on
- A** looking after old people.
 - B** all the company projects.
 - C** education and training.
- 24** This year's special help for the disabled has concentrated on
- A** improving their security.
 - B** providing them with training programmes.
 - C** research into their illnesses.
- 25** The Schools Prom concert is for children from
- A** poor parts of the country.
 - B** London only.
 - C** all over the country.
- 26** An advantage with one of the education projects is that the managers
- A** are usually good teachers.
 - B** rarely leave the company.
 - C** can continue their careers.
- 27** The company gave some financial assistance to
- A** allow more people to study at a high level.
 - B** promote retailing jobs in schools.
 - C** train students in schools management.
- 28** The company
- A** only pays into projects that the staff choose.
 - B** is keen for staff to help the local community.
 - C** expects staff to support only local projects.

Test 1

PART SIX

Questions 29–40

- Read the advertisement below about improving keyboard skills.
- Choose the correct word to fill each gap, from **A**, **B** or **C** below.
- For each question **29–40**, mark one letter (**A**, **B** or **C**) on your Answer Sheet.

LEARN KEY SKILLS FOR YOUR COMPUTER – ON YOUR COMPUTER!

Computers are now as commonly used in business as the telephone. Therefore, it's important that people know how to use (29) efficiently. Now, you and your whole organisation are able to do this in the simplest way possible (30) learning and practising on your own, with (31) wide range of courses at beginner, intermediate and advanced level on CD-ROM.

The person (32) appears on the screen acts as your teacher, (33) you through the tasks and explaining everything. Then (34) difficult exercises allow you to practise the things you (35) learned and test your understanding.

(36) courses are excellent value – only £69.99. You (37) save yourself money if you buy the complete collection of seven courses. This is now available (38) the retail price of £410. You can make a further saving (39) 10% by ordering the complete collection (40) the next thirty days.

- | | | | |
|----|---------|----------|-----------|
| 29 | A them | B it | C they |
| 30 | A to | B in | C by |
| 31 | A its | B our | C their |
| 32 | A which | B who | C what |
| 33 | A guide | B guides | C guiding |
| 34 | A too | B much | C more |
| 35 | A had | B have | C has |