

Test 6 Reading and Use of English (1 hour 30 minutes) Part 1

For questions 1–8, read the text below and decide which answer (A, B, C or D) best fits each gap. There is an example at the beginning (0).

Mark your answers on the separate answer sheet.

Example:

0 A bridging B fastening C unifying D linking

0	A	B	C	D
	☐	☐	☐	☒

Emotions and the body

Most languages have expressions like ‘to get cold feet’, (0) emotions to different parts of the body. It now seems these associations are (1) , with the same emotions rooted in the same location, regardless of a person’s country of (2)

Scientists from Aalto University, Finland, (3) an experiment using more than 700 volunteers from Finland, Sweden and Taiwan. Participants were shown emotional videos, pictures of facial expressions and stories intended to (4) certain feelings. They then used computer-generated human silhouettes to (5) where on their bodies they had felt any stimulus.

The results showed (6) patterns of bodily sensations associated with each of the basic emotions. Many emotions provoked changes in the face, while throat and belly sensations only really appeared in participants feeling disgust. In contrast with all the other emotions, happiness was associated with (7) sensations all over the body.

The authors said their study could in future be applied to the treatment of emotional (8) such as depression and anxiety.

- | | | | |
|-----------------|----------------|----------------|-----------------|
| 1 A thorough | B universal | C sweeping | D expansive |
| 2 A beginning | B source | C initiation | D origin |
| 3 A conducted | B administered | C directed | D operated |
| 4 A trigger | B set | C pioneer | D touch |
| 5 A design | B plan | C map | D programme |
| 6 A steady | B consistent | C proportional | D solid |
| 7 A uplifted | B glorified | C maximised | D enhanced |
| 8 A disruptions | B distractions | C disorders | D displacements |

Test 6 Reading and Use of English Part 2

For questions 9–16, read the text below and think of the word which best fits each gap. Use only one word in each gap. There is an example at the beginning (0).

Write your answers IN CAPITAL LETTERS on the separate answer sheet.

Example: 0 F O R

College news

Professor Tim Scholes has been nominated (0) a national award, the Taymon Environmental Prize, in recognition of his research into the impact of deforestation (9) land in the Amazon basin. He is interested in both its potential benefits for agriculture and the risk of desertification, a process by (10) formerly fertile land becomes desert. Scholes’s most recent study was undertaken (11) part of an international project led by Professor Clara Berminton.

According to Scholes, a lucrative prize (12) the Taymon would make a significant contribution to funding for the next stage of his research. The awards ceremony will (13) place in London on 19 March. Scholes jokes that he (14) well be the first person in the Taymon’s history to be nominated six times without winning. (15) this prove to be the case, though, Scholes won’t be too upset. He believes the publicity generated by the event will raise awareness of the problem of deforestation, if (16) else.

Test 6 Reading and Use of English Part 3

For questions 17–24, read the text below. Use the word given in capitals at the end of some of the lines to form a word that fits in the gap in the same line. There is an example at the beginning (0).

Write your answers **IN CAPITAL LETTERS** on the separate answer sheet.

Example: 0 R E T A I L E R

Job opportunity in IT

The company is a major (0) , with stores throughout the country.
A vacancy has (17) arisen to join its information technology (IT) department.

RETAIL
EXPECT

The company is planning to open a distribution centre at the beginning of next year, and requires a computer service (18) to start work as soon as possible. He or she will join an existing team responsible for the (19) of a new computer system before the opening of the distribution centre. The team's duties will also cover the upgrading, repair and (20) of the computer systems currently in operation in the company's stores, and provide support to users.

TECHNICAL
INSTALL
MAINTAIN

Formal IT qualifications are (21) but not essential, provided you have a thorough working knowledge of computer hardware and software, excellent problem-solving skills and a (22) to keep up-to-date with IT developments.

DESIRE
WILL

The company aims to achieve (23) in every aspect of its activities, and expects all its (24) to be committed to the same goal.

EXCEL
EMPLOY

Test 6 Reading and Use of English Part 4

For questions 25–30, complete the second sentence so that it has a similar meaning to the first sentence, using the word given. **Do not change the word given.** You must use between **three** and **six** words, including the word given. Here is an example (0).

Example:

0 I didn't think you should mention Caroline's new job to her parents.

SAY

I thought it would be best if you Caroline's new job to her parents.

The gap can be filled with the words 'didn't say anything about', so you write:

Example:

0

DIDN'T SAY ANYTHING ABOUT

Write **only** the missing words **IN CAPITAL LETTERS** on the separate answer sheet.

25 Kathy's nomination for an award for bravery came as a surprise to her.

ABACK

Kathy being nominated for an award for bravery.

26 Nobody was in the building when the fire occurred.

TIME

The building was the fire.

27 Even though the company offered him a higher salary, David was still dubious about accepting the job.

DESPITE

David was still dubious about accepting the job, him a higher salary.

28 Sheila missed her train because her husband couldn't drive her to the station.

LIFT

If Sheila's husband had been able to have caught her train.

29 The children paid little attention to the dogs.

NOTICE

The children didn't the dogs.

30 Local residents have been opposed to the proposal since 1996.

DATES

Local residents' to 1996.

Test 6 Reading and Use of English Part 5

You are going to read the introduction to a book by Helen Thornton about the history of drama. For questions 31–36, choose the answer (A, B, C or D) which you think fits best according to the text.

Mark your answers on the separate answer sheet.

Introduction

Any writer who boldly attempts to write a history of drama, covering every corner of the world in which the genre has flourished, risks ending up with egg on his or her face, and remaindered copies of the book selling for next to nothing. After all, there already exist a number of excellent works on the subject, so I have to ask myself, have I come to the party empty-handed? That would indeed be humiliating.

I am, I hope, realistic enough to accept that yet another history of drama is unlikely to disturb the bestseller lists; all I can do is rely on the casual browser in a bookshop or book-selling website to read a page or two of this work and feel sufficiently intrigued to want to read more – whether or not they are persuaded by my opinions. I hope to convey something of the fascination I have long experienced for drama, in the belief that enthusiasm, like measles, is catching.

The idea of writing this book came to me five years ago, sparked by reading, in a single sitting, James K. Hyde's slim volume that purported to trace the historical development of drama around the world, but in fact played down the value of any plays that have not survived in written form, or are in languages other than Hyde's own. His attitude – and the fact that he simply couldn't see the value of so much work that can, however loosely, be termed 'drama' – infuriated me to such a degree that I couldn't sleep. In the small hours of the morning, I made up my mind to write my own book, to counterbalance his very circumscribed view of 'good drama'. That decision made, I calmed down and fell asleep.

When I woke the following morning, I was aghast at my foolhardiness. I am far from being an expert on world drama: my particular field is the plays of ancient Greece and Rome. In relation to the drama of other times and places, I have a lively interest, but there are serious gaps in my knowledge. Hence the five-year gestation period that the book has undergone, a period that has seen me carry out a great deal of research, both in libraries and in theatres around the world.

Writing a book like this requires ground rules, one of which is a decision as to whether it should be 'academic', 'popular' or something in between – whatever that may be. As an academic myself, teaching university students of drama, I am under some pressure to write for my colleagues in the field, complete with quotations in the original Greek, Chinese or Sanskrit, footnotes on every page, and a long bibliography in an appendix, listing the numerous sources I have drawn on. That may look good on my CV when I apply for promotion at my university, but it would attract a tiny readership – and I'm arrogant enough to want my labours to be recognised and appreciated by many, on the basis that the harder I've
25 worked, the more readers and – I must confess – praise I want. So that was the road I went down.

In this book, I have aimed to consider a representative sample of plays, of whatever length and written in whatever language. Not to mention plays that haven't survived in written form, though we have information about them, and ones that are ceremonies rather than plays as we understand the term today. Working out a principle to bring order out of this chaos was difficult enough in itself. One option was to focus on the playwrights, but so many of them are anonymous. Another possibility, which had a certain appeal, was to take one genre at a time – tragedy, comedy, farce and so on – and trace its development over the centuries. After considerable agonising, I finally opted for looking at particular locations at particular times. What drama was available? Who was allowed to attend? How did plays written for performance at a royal court differ from those for the general public? To what extent did the plays mirror or challenge the values and beliefs of their audiences? I have spent hours burning the midnight oil as I struggled to reach some tenable conclusions regarding these and many more questions.

In the end, all I can do is present the fruits of my labours and hope – like the spoken prologues of many plays – that you, my readers, will be indulgent and excuse the limitations of this book.

31 In the first paragraph, Thornton expresses her concern that

- A the task she has taken on is too difficult for her.
- B she has relied too heavily on existing books.
- C there is little interest in books about drama.
- D she has nothing new to say on the subject.

32 According to the second paragraph, Thornton's purpose in this book is to

- A make readers feel as she does about drama.
- B write a book that might sell in larger quantities than expected.
- C convince readers that her interpretations of drama are correct.
- D explore different emotional responses to drama.

33 Why did Thornton decide to write this book?

- A The author of another book encouraged her to write it.
- B She was annoyed by the narrow focus of a book she had read.
- C Another book opened her eyes to drama from around the world.
- D She felt that a book she had read failed to distinguish between good and bad drama.

34 What does Thornton explain in the fourth paragraph?

- A why the book has taken her a long time to write
- B the difficulties she faced in researching the book
- C why the book concentrates on ancient Greece and Rome
- D how she feels now that the book is complete

35 What does *that* (line 25) refer to?

- A making the book academic in nature
- B providing information about her source material
- C trying to make the book appeal to a wide audience
- D applying for promotion at the university where she teaches

36 In structuring her book, Thornton has

- A organised the material chronologically.
- B described the work of one playwright at a time.
- C concentrated on different dramatic genres in turn.
- D attempted to place plays in their social context.

Test 6 Reading and Use of English Part 6

You are going to read extracts from articles in which four experts give their views on a proposed new airport for London. For questions 37–40, choose from the experts A–D. The experts may be chosen more than once.

Mark your answers on the separate answer sheet.

Proposal to build a new airport for London, possibly on an artificial island in the estuary of the River Thames

A Larry Jones

Air travel is increasing worldwide, and with London’s existing airports operating at close to capacity, we face a stark choice: expansion or an additional airport? A significant benefit of a new-build is that the current airports wouldn’t then require new runways – which are strenuously opposed by local residents. In addition, new flight paths could avoid contributing to air and noise pollution over London. A new airport is a new opportunity, and should be designed with an eye on current and future developments in aeronautics: it could take planes with a greater capacity even than the biggest used now, which would at least reduce the impact of the expected growth in total passenger numbers. The Thames estuary is home to vast numbers of birds, which would be seriously affected by an airport. However, if it comes to a choice between birds and people, I’m afraid our own species has to come first.

B Karen Macmillan

The more idealistic among us may believe that the world’s love affair with air travel is nearing its end, but I’m certainly not one of them. We can’t avoid providing for the additional airport capacity likely to be required over the next 30 to 50 years, and for my money, that means a new airport in the Thames estuary. Even if construction goes ahead, however, it will only be a matter of time before expansion of the existing airports will become inevitable. At least an airport in the estuary would save Londoners from the extra pollution resulting from the alternative, as its flight paths could be largely or entirely over water. Admittedly, it is unfortunate that the Thames estuary provides habitats for many species of birds. Ways will have to be found to mitigate the effects, while enabling construction of the airport to go ahead.

C Bernie Dodd

We share this planet with innumerable other species, all of which – including ourselves – are interdependent. Our wanton disregard of our environment is harmful not only to its other inhabitants, but also to ourselves. Constructing an airport in the Thames estuary would be so destructive of wildlife that it shouldn’t even be considered. Yes, some argue that it would benefit the existing airports, but better to bite the bullet and expand those we have now than wreak havoc on a hitherto unspoilt part of the country. Besides, the claim that a new airport would reduce noise and improve air quality in London simply doesn’t hold water: maybe it wouldn’t worsen the current situation, but that’s the best we could hope for. At present, there seems to be no prospect of the air travel frenzy dying down, but let’s limit the damage to areas that are already damaged.

D Isabel Smith

Is it really the case that London needs an additional airport? Technology is progressing fast, and with wide-bodied aircraft, fewer flights are needed for the same number of passengers. Besides, the advent of quieter planes will mean that runways that are currently closed at night, because of noise, will be able to operate round the clock. The existing airports will be able to handle growth in passenger numbers for years to come, without needing any new runways to be constructed. Perhaps some carriers would transfer their operations to a Thames estuary airport, and that would lead to an improvement in London’s air quality, but a new airport would involve destroying the habitats of thousands of wetland birds, with – to my mind – no justification. A new airport should be ruled out.

Which expert

expresses a different view from Jones on whether a new airport would remove the need for additional runways at existing airports?

37	
----	--

shares Smith’s view about wildlife in the Thames estuary?

38	
----	--

shares Smith’s view about the total number of flights required in the future?

39	
----	--

has a different opinion from the others about the effects a new airport would have on pollution in London?

40	
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Test 6 Reading and Use of English Part 7

You are going to read an article about a woman who invented the concept of computer software. Six paragraphs have been removed from the extract. Choose from the paragraphs **A–G** the one which fits each gap (**41–46**). There is one extra paragraph which you do not need to use.

Mark your answers on the separate answer sheet.

How the concept of software was invented

In 1842, more than a century before the start of the information age, in a brilliant flash of penetrating insight, Ada Lovelace had a glimpse of the future. She saw that with suitable modifications, Charles Babbage's proposed Analytical Engine would be capable of much more than its intended purpose of simple mathematical calculation.

Ada Lovelace was born in London in 1815, the daughter of the poet Byron. She never met her father: her parents separated a month after her birth, he left England four months later and eventually died abroad. Her upbringing was unusual for the period, in that her mother was determined she should have a thorough grounding in logic, mathematics and the sciences. To that end, Ada was provided with a succession of tutors.

41

Among their number was the mathematician, philosopher, inventor and Professor of Mathematics at the University of Cambridge, Charles Babbage, one of several people credited with being 'the father of the computer'. His importance lies in the fact that he invented several devices which paved the way for modern computers. Lovelace was introduced to him while still in her late teens, and soon afterwards visited his workshop to see his 'Difference Engine'.

42

The device was incomplete, weighed over a ton and was not yet working. Despite these limitations, Lovelace grasped its true significance; whereas Babbage saw it purely being used to increase the accuracy of mathematical processes, it was Lovelace who saw its far greater potential.

43

At this event, Babbage described his proposal for a more advanced computing machine, his Analytical Engine. A mathematician who was present subsequently wrote up the ideas in a memoir in French, and Babbage asked Lovelace to translate it. Because she understood the machine so well, at his request she added a comprehensive set of notes to her translation, much longer than the memoir itself. It was these notes that have established her importance in the development of computers.

44

In this insight, she anticipated the development of both modern computing and artificial intelligence by more than a hundred years. Again, she saw that the Analytical Engine could be used to do much more than even Babbage perceived.

45

The memoir, and Lovelace's notes, attracted little attention at the time, but that does not detract from her achievement, the essence of which is that she grasped how to create physical instances of wholly abstract concepts. In any computer, it is the software which gives the hardware the ability to perform its wonders, a totally new, and very strange, idea for the time.

46

Although her insight is astonishing, that is not all that Lovelace should be remembered for. She also demonstrated beyond any possibility of doubt that women could attain the highest levels of scientific understanding and achievement – something that seemed remarkable in her lifetime. She helped to blaze a trail for later generations of women to become scientists.

- A** Neither this prototype nor his later devices were completed in his lifetime, although working versions have since been built. However, his efforts to construct them aroused widespread interest, particularly when he attended a scientific conference in Italy and presented his work.
- B** Of course, the same could be said of many scientists: Leonardo da Vinci, for instance, designed flying machines several centuries before they became a reality, but at least he had the advantage of having seen birds flying.
- C** Unlike him, Lovelace realised that it could be set to execute any logically coherent sequence of instructions. This in effect made her the world's first computer programmer, as she demonstrated in the document.
- D** In them, as well as describing the revolutionary implications of Babbage's ideas, Lovelace wrote out the first computer program and made the sensational suggestion that such a device should be able to compose music if a suitable set of rules could be devised.

- E** One of these was Augustus de Morgan, a leading mathematician of the time. De Morgan soon confirmed Ada's outstanding mathematical ability and, importantly, communicated his admiration to his scientific friends. As a result, long before women were eligible to study for degrees, Ada came to more than hold her own with the leading scientists of the day.
- F** This realisation, that the right instructions could enormously increase the capabilities of the device, is extraordinary for such an early stage in the history of the computer. Lovelace could see beyond the relatively rudimentary nature of Babbage's machines to the immense possibilities opened up by programmable computers.
- G** This mechanical calculator was Babbage's first invention. He, like others before him, had realised that logarithmic tables – at that time produced by human 'calculators', and notoriously full of errors – could be generated by machinery.

Test 6 Reading and Use of English Part 8

You are going to read four extracts from an article about customer service. For questions 47–56, choose from the extracts (A–D). The extracts may be chosen more than once.

Mark your answers on the separate answer sheet.

In which section does the writer

suggest that customers' comments may be more honest if not made to staff?

47

mention the effect on sales if customers believe staff are not interested in them?

48

say that presenting alternative courses of action can lead to a win-win situation?

49

point out that if assistants do more than the minimum, customers are likely to return?

50

advise staff how to respond if a customer is dissatisfied?

51

state that poor service stays in customers' minds?

52

refer to contact with customers through a range of channels?

53

give an example of customers responding to employees in the same way they are treated?

54

point out that customers' behaviour may not be explained by what has happened to them in the store?

55

mention the value of customers recommending a business to other people?

56

The importance of good customer service

A

"The customer is always right" is a famous business slogan. The underlying truth behind this statement is recognising that customers are the life blood for any business. Understanding the importance of good customer service is essential for a healthy business in creating new customers, keeping loyal customers, and developing an effective referral system for future customers. Excellent customer service begins at the initial greeting, whether that's in person, on the phone, or via email. In all of these situations, using good people skills will increase the chances of creating a positive impression. For example, saying hello with a smile to a customer who has just walked in the door will invite that person in and make them feel welcome. On the other hand, when an employee doesn't acknowledge the client, or implies they are an inconvenience, that customer immediately feels slighted, and that negative feeling doesn't get the customer in a buying mood.

B

If the employee gives good customer service on the phone, the initial greeting will be courteous. This makes the client feel comfortable. In turn, the customer will appreciate the pleasant greeting and usually be more agreeable on the other end of the phone. This is a much better situation for the client than leaving messages on answering machines, never getting any returned phone calls, or trying to extract some product information from an uncaring employee. Of course, good customer service goes beyond the initial contact. Answering customers' questions and helping them choose the right product or service that best fits their needs is a great example of going the extra mile. This kind of service establishes goodwill, and will eventually lead to loyal customers. Even if that person doesn't purchase anything at that time, the good shopping experience will encourage repeat business.

C

Think about how you've been treated whenever you've been the customer. If you've ever had a bad experience with a company, you know that it's not easy to forget the encounter. Perhaps a shop assistant was too busy stocking shelves to help you pay for your items. Maybe there wasn't anyone around to answer your questions or help you with some additional information. You might have had to deal with an employee who won't help you because of some company rule. In any of these instances, the managers or the owner of the store usually aren't made aware of the poor customer service. Instead, the people that do hear about it are many of the customer's family and friends. Word travels very fast when it comes to communicating negative experiences to the world. Especially with any internet business transactions, product reviews are quite common. Whether it's positive or negative feedback about a product or service, people write without inhibition about their shopping experiences.

D

When dealing with clients, sometimes there are situations that need to be resolved. If the customer is upset about a product or service they've received from the company, the first thing an employee should do is to listen. By taking the time to hear the entire complaint through, the customer feels that you care. Occasionally, the issue is actually not related to your company at all, but the initial problem is merely a catalyst for that person's frustration about other things. Either way, attentive listening will break down that barrier and begin to build a bridge to fix the situation. Usually, discussing different options will bring about a positive outcome for both sides. The retail business is extremely competitive, and there are no guarantees of a company's survival. Of course, other factors play a part, such as value for money, convenient opening hours, and so on, but in the long run, treating people fairly and with respect is the best recipe for success in retailing.

Test 6**Writing** (1 hour 30 minutes) **Part 1**

You **must** answer this question. Write your answer in **220–260** words in an appropriate style on the separate answer sheet.

- 1 Your class has watched a television debate about what should be done to ensure that natural resources, such as water and oil, are not wasted. You have made the notes below:

Ways to ensure natural resources are not wasted

- laws
- media
- industry

Some opinions expressed in the discussion:

"The best method would be to make wasting natural resources a criminal offence."

"Newspapers and TV can have a very powerful impact on people's behaviour."

"Companies should take the lead by avoiding unnecessary packaging."

Write an essay discussing **two** of the ways in your notes. You should **explain which way you think is most effective, giving reasons** in support of your answer.

You may, if you wish, make use of the opinions expressed in the discussion, but you should use your own words as far as possible.

Test 6**Writing Part 2**

Write an answer to **one** of the questions **2–4** in this part. Write your answer in **220–260** words in an appropriate style on the separate answer sheet. Put the question number in the box at the top of the page.

- 2 A TV company is preparing a series of documentary programmes about different workplaces. You think one of these programmes could feature your workplace. Write a proposal to the TV company in which you describe what people at your workplace do and explain why this would be of interest to viewers. Your proposal should also make some suggestions about the general approach the programme about your workplace could take.

Write your **proposal**.

- 3 A sports website has asked for reviews of sports facilities in your area. Write a review of some sports facilities you have used.

Your review should explain who the facilities are most suitable for and describe your own experience of using them. You should also recommend at least one way in which these facilities could be improved.

Write your **review**.

- 4 An electronics company has invited customers to write a report on an electronic gadget. Write a report on an electronic gadget that you regularly use, such as a mobile phone or a games console.

Your report should outline the gadget's capabilities and what you use it for. It should also comment on the extent to which the gadget meets your needs.

Write your **report**.

Part 4 consists of two tasks. You will hear five short extracts in which people are talking about their jobs. Look at Task 1. For questions 21 to 25, choose from the list (A–H) the mistake that each speaker made in their job. Now look at Task 2. For questions 26 to 30, choose from the list (A–H) what each speaker particularly likes about their job. While you listen you must complete both tasks.

You now have 45 seconds to look at Part 4. You will need to play the recording twice.

Speaker 1

There are some people at work who seem to delight in making you feel small, and some, if they want you to do something, who wouldn't ask politely if their lives depended on it. That really makes me mad, and I can't listen to them. That was my downfall once, when a manager gave me a job to do, and I scarcely heard what she said. And of course, I got it wrong. On the other hand, there are advantages to working here. At least I get out of the office to repair equipment that other companies have bought from us. There are some firms where I get on well with their people, and we have a good laugh.

Speaker 2

The best thing about the company I work for is that they know they depend on the staff, so they do things like using the in-house newsletter to praise people who've done particularly well in the past month. We manufacture office equipment and sell it to other businesses. I'm in sales, and I strongly believe it's important to keep customers happy. So once, when the purchasing manager of a major client asked me for an impossibly big discount, instead of refusing, as I should have done, I chickened out and agreed. I thought I'd make him happy, and leave it to my line manager to deal with the fallout. I have to admit she was furious with me, and I can't blame her.

Speaker 3

We're chronically understaffed at work, and there are constant deadlines, so we're always under pressure, and the scope for making mistakes is enormous. My job is keeping records up-to-date, and practically the worst thing you can do is get it wrong. Well, that's only happened once, but boy, did my boss make me feel small. So now I work late several times a week, to keep on top of things. All the office staff at my level are in the same boat, of course, so we all pull together. We often get together outside work, too, mainly to celebrate birthdays. It's just as well our boss doesn't hear what we say about him, though!

Speaker 4

There are five of us in the office – we're practically in each other's pockets, and we all feel responsible for everything that happens. So when I realised a colleague was spending hours doing personal stuff on the internet, which we've been specifically banned from doing, I couldn't bring myself to do anything about it. When our boss discovered what was happening, and that I hadn't said anything, he was pretty annoyed, understandably. One nice thing is the office closes at lunchtime on Fridays. Customers are sometimes frustrated that we won't arrange meetings for that afternoon, but it's great to have the time off. People occasionally work into the afternoon, to catch up, but we aren't paid any extra for that.

Speaker 5

As a freelance business consultant, I work on my own. I'd quite like to have colleagues, but it's no big deal. I measure my success by whether my clients value my advice and turn to me next time they need help. And luckily most do. I'm always on the lookout for potential clients, and pride myself on making whoever I'm talking to feel they're the most important person in the world. It's good for business! Recently someone called me who I'd met a month previously, and just introduced himself as 'Jack' – not even his surname. He assumed I'd know at once who he was, but I didn't. He seemed very disappointed, and I may have lost him as a client.

That is the end of Part 4.

There will now be a pause of five minutes for you to copy your answers onto the separate answer sheet. Be sure to follow the numbering of all the questions. I will remind you when there's one minute left, so that you're sure to finish in time.

You have one more minute left.

That is the end of the test. Please stop now. Your supervisor will now collect all the question papers and answer sheets.

Test 6 Key

Reading and Use of English Part 1

- 1 **B** This means they exist everywhere, which fits with 'regardless of a person's country'. A: 'Thorough' describes something, such as a search, as being very detailed and careful. C: 'Sweeping' describes something that has an effect on many people, such as changes, generalisations, etc. – here, the writer doesn't say the association has an effect. D: 'Expansive' means 'covering a large area'.
- 2 **D** 'Country of origin' and 'place of origin' are fixed phrases. Although the other words also refer to the start of something, they are used in different contexts.
- 3 **A** 'To conduct' and 'to carry out' collocate with 'an experiment'.
- 4 **A** It means 'to cause something to happen', which fits the meaning of the sentence.
- 5 **C** It means 'to represent in the form of a map'; so the volunteers were asked to show on a 'map' of the body the places where they felt any stimulus.
- 6 **B** It means that the results were always, or almost always, the same, which fits the meaning of the sentence.
- 7 **D** It means 'improved'. The other options don't collocate with 'sensations'.
- 8 **C** It means 'physical or mental illnesses', which fits the meaning of the sentence and of the examples, depression and anxiety.

Reading and Use of English Part 2

- 9 **on:** This normally follows 'impact' to indicate what is affected by the impact.
- 10 **which:** This refers back to 'process'.
- 11 **as:** '[U]ndertaken as part of' shows that Scholes carried out this study in relation to his role in Berminton's project.

- 12 **like:** Here, 'like' introduces an example, and means 'such as'.
- 13 **take:** 'To take place' is a fixed phrase meaning 'to happen', 'to be held'.
- 14 **may/might/could:** One of these modal verbs followed by 'well' means 'it is very likely' – much more likely than with the modal verb alone.
- 15 **Should:** The inversion of the subject and modal verb ('Should this prove') is more formal than using 'if' and 'should' ('If this should prove'), and much more formal than 'if' without 'should' ('If this proves').
- 16 **nothing/little:** This means that Scholes believes awareness will be raised, even if little or nothing else is gained.

Reading and Use of English Part 3

- 17 **unexpectedly:** An adverb is required, to modify the verb 'has arisen'; 'unexpectedly' is the only adverb related to 'expect', and it is often used in relation to jobs becoming available.
- 18 **technician/technologist:** 'He or she' makes it explicit that the word refers to a person, and that it should be in the singular ('a' also indicates this). Usually, in this context, 'technician' is used to refer to someone with special skills, particularly in science or engineering.
- 19 **installation/installing:** '[T]he ... of' shows that a noun is required; 'installation' is more common in this structure than the gerund 'installing'. Although 'instal(l)ment' appears to come from the same root (historically this is not the case), it refers to payment of part of a debt, or sections of a story, neither of which fits the meaning of the sentence.
- 20 **maintenance:** Note the change of spelling in the root from 'tain' to 'ten'. This also applies to 'retain/retention' and 'detain/detention'.
- 21 **desirable:** An adjective is needed to describe '[f]ormal IT qualifications', in parallel with the adjective 'essential'. 'Desired' tends to be limited to fixed phrases, such as 'to have the desired effect'.
- 22 **willingness:** 'A' shows that a noun is needed. It means 'being happy to do something is necessary'. The noun 'will' can mean determination or mental power (as in 'the will to live', 'to have a strong will'), but doesn't quite fit this context.
- 23 **excellence:** A noun is needed as the direct object of 'to achieve' and it is modified by 'in every aspect of its activities'. Note the double 'l' in 'excellence' and 'excellent'.
- 24 **employees:** '[I]ts' needs a noun, and there are several that come from 'employ', including 'employer' and 'employment'. '[T]o be committed' suggests that its subject is likely to be a person or people. 'Employers' would refer to the company itself, so does not fit the sentence. '[A]ll' shows that if the noun is countable, it must be in the plural.

Reading and Use of English Part 4

The vertical line | shows where the answer is split into two parts for marking purposes.

- 25 **was taken | ABACK at/by** This is a phrasal verb meaning 'to greatly surprise someone'. In the passive, it can be followed by 'at' or 'by'.
- 26 **empty/unoccupied | at the TIME of** '[A]t the time of' is followed by a noun or *-ing* form, e.g. 'at the time of writing'.
- 27 **DESPITE the company(s) | offering** 'Despite' is a preposition, so it must be followed by a noun phrase or a structure using a present participle ('offering'). The subject of the present participle is 'the company'. In more formal use, the possessive 'company's' is possible.

- 28 **give her a LIFT, | she would / she'd** 'To give someone a lift' means to allow them to ride in your vehicle (usually a car), without charge; the sentence is in the form of a third conditional.
- 29 **take any/much / a lot of | NOTICE of** 'To take notice of' something means 'to pay attention to' it. 'Didn't take any notice' means 'paid no attention', so doesn't exactly match the first sentence, but 'paid little attention' is sometimes used to mean 'none, or almost none'.
- 30 **opposition to the proposal | DATES back** The possessive form of ('residents') shows that a noun is required; 'opposition' is usually followed by 'to' something; 'to date back to' is a phrasal verb, and refers to when something started (an alternative is 'to date from').

Reading and Use of English Part 5

- 31 **D** It would be 'humiliating' to come to the party (which here means 'produce a book to join existing ones') 'empty-handed', i.e. without contributing anything. A: She doesn't mention the difficulty of the task. B: She doesn't say she relied on other books when writing her own. C: She mentions the possibility that very few copies of her own book will be sold, but doesn't say that applies to all books on drama.
- 32 **A** Thornton hopes that her fascination and enthusiasm are 'catching', like an illness; in other words, that readers will start to feel the same way about drama as she does. B: She says that her book is unlikely to become a bestseller. C: She hopes people will buy the book 'whether or not they are persuaded by my opinions', so she seems content for some readers to disagree with her. D: She only refers to one emotional response to drama.
- 33 **B** She was 'infuriated' by Hyde's book because of his 'very circumscribed view'. A: There is no mention of any personal contact with Hyde. C: There is no suggestion that Hyde's book opened her eyes to anything. D: Hyde distinguished between good and bad drama, but based on criteria that Thornton disagrees with.
- 34 **A** Thornton spent five years researching and writing the book, because of the 'serious gaps' in her knowledge. B: She doesn't mention any difficulties in carrying out her research. C: Ancient Greek and Roman drama is her 'particular field', but the book has a much greater scope – hence the need for a lot of research. D: She mentions how she felt the morning after deciding to write the book, but not how she feels now.
- 35 **C** She tried to make her work 'recognised and appreciated by many' – that was 'the road [she] went down'. A: An academic book 'would attract a tiny readership', but she wants more readers than that. B: Detailed information about sources would be part of an academic book, but that was not what she decided to write. D: She mentions promotion in relation to writing an academic book, but that was not what she decided to write.
- 36 **D** The questions that she has tried to answer relate the plays to their audiences. A: She mentions tracing the development of each genre over the centuries, but abandons that approach in favour of what she 'finally opted for'. B: She decided against doing this because 'so many of [the playwrights] are anonymous'. C: This 'had a certain appeal', but she finally opted for a different approach.

Reading and Use of English Part 6

- 37 **B** Larry Jones claims that if a new airport is constructed, 'the current airports wouldn't then require new runways', while Karen Macmillan disagrees: 'it will only be a matter of time before expansion of the existing airports will become inevitable'. Neither Bernie Dodd nor Isabel Smith expresses an opinion on the matter.

- 38 C Both Isabel Smith and Bernie Dodd oppose the destruction of wildlife habitats. Larry Jones argues that the destruction is necessary, and Karen Macmillan implies that it is necessary, but hopes the the harm caused can be limited ('mitigated').
- 39 A Isabel Smith and Larry Jones believe larger planes will become available, limiting any increase in the number of flights. Karen Macmillan and Bernie Dodd strongly suggest that the number of flights will continue to grow.
- 40 C Bernie Dodd dismisses the claim that a new airport would reduce noise and improve air quality in London. The other three experts believe a new airport would save Londoners from extra pollution.

Reading and Use of English Part 7

- 41 E 'One of these ... a leading mathematician' can only refer to one of a number of people, that is, Ada's 'succession of tutors'. '[T]he leading scientists of the day' is picked up by 'Among their number' and the introduction of Babbage in the following paragraph.
- 42 G 'This mechanical calculator' in G and '[t]he device' in the following paragraph both refer to the Difference Engine. As this is 'Babbage's first invention', the calculator can't be the later and more advanced Analytical Engine.
- 43 A '[T]his prototype' refers to Babbage's first invention, the Difference Engine, and the scientific conference in Italy is picked up by 'this event' in the next paragraph.
- 44 D '[T]hem' refers to the notes which Lovelace wrote. '[T]his insight' relates to her suggestion that the device should be able to compose music.
- 45 C 'Unlike him' contrasts what 'Lovelace realised' – what 'she saw' in the previous paragraph – with Babbage's more limited insight. '[T]he document' is her translation of the memoir, mentioned earlier and also in the next paragraph.
- 46 F The explanation of '[t]his realisation' adds to the statement in the previous paragraph concerning software. This idea is new and strange 'for the time', that is, 'for such an early stage in the history of the computer.'

Reading and Use of English Part 8

- 47 C The writer points out both that the customer's family and friends are more likely to hear about poor service than the managers or owner of a store; and writing 'without inhibition' in product reviews implies that customers are more inhibited if they are speaking to staff.
- 48 A If customers feel that staff ignore them, or treat them as an inconvenience, the feeling makes them unwilling to buy.
- 49 D The writer says that discussing alternatives ('different options') leads to a win-win situation ('a positive outcome for both sides').
- 50 B The writer says that 'going the extra mile' (i.e. doing more than the minimum) can make customers loyal to the company, meaning that they will shop there a number of times in the future.
- 51 D The writer advises staff to listen to a customer who is dissatisfied, and to discuss different options for dealing with the situation.
- 52 C The writer says that bad experiences are not easy to forget.
- 53 A The writer mentions face-to-face, phone and email contact with customers.
- 54 B According to the writer, if the employee is polite in their initial greeting on the phone, the client will usually be more agreeable.

- 55 D The writer points out that in some cases a customer who is complaining is frustrated by something unconnected with the store.
- 56 A The writer mentions satisfied customers 'creating new customers' and acting as 'an effective referral system for future customers'. They are described as essential to the business – its 'life blood'.

Writing Part 1

1 Essay

Model answer

This model has been prepared as an example of a very good answer. However, please note that this is just one example out of several possible approaches.

Natural resources are, on the whole, finite, and it is important to make sure that we do not waste them. For the sake of future generations, we must use them wisely. But how can we ensure that we do this?

Unfortunately perhaps, the most successful method is undoubtedly to make the wasteful use of resources a criminal offence. Some countries already fine citizens who put recyclable waste into bins intended for landfill sites, and such legislation should be used more widely. Companies, in particular, should be prosecuted if they do not have a responsible attitude towards scarce resources.

Secondly, the media should take a much more active role in encouraging people to use resources well. Resources are often wasted because the public do not appreciate how scarce they are or how serious the implications of their overuse are for our descendants. So there need to be regular stories in the papers or documentaries on television presenting not only information about how wastefulness is endangering the future but also examples of good practice. In this way, people will be given the information that they need in order to make a difference themselves.

Of the two ways of encouraging appropriate resource use discussed above, the more effective is, in my opinion, the legislative approach. Media campaigns have a very important role to play but, human nature being what it is, making wasteful use of scarce resources illegal is more likely to have an effect than simply educating the public through the media.

Notes

- Opening paragraph introduces the topic
- Two of the points are addressed and developed
- One of the benefits is chosen as more significant, and an explanation is provided as to why this one was chosen
- The essay has a clear structure
- Appropriate register – not too informal
- Good range of vocabulary, e.g. 'recyclable waste', 'endangering', 'should be prosecuted', 'how serious the implications ... are for ...'
- Variety of sentence length and structure
- No language errors
- Correct length (250 words)

Writing Part 2

2 Proposal

Style

Neutral to formal

Your proposal should use language that is appropriate for a piece of writing in a work context.

Content

Your proposal should state clearly what people do at your workplace, providing an explanation as to why this might interest TV viewers. It should also make some specific suggestions as to the approach the programme might take, e.g. you might suggest interviews with key people or focusing on one particular department in the workplace.

Organisation

Write in clearly defined paragraphs.

Include a title and headings.

3 Review

Model answer

This model has been prepared as an example of a very good answer. However, please note that this is just one example out of several possible approaches.

Have Fun at Panton Pool

Panton Swimming Pool is an excellent swimming pool. The main pool is Olympic-sized and there is also a smaller pool for young children. The facilities therefore are suitable both for the serious swimmer preparing for competitions and for families just wanting to have fun. The best thing about the pool is the fact that its walls are almost entirely glass. The building is set in a park surrounded by trees and so, as you swim, you have wonderful views and can almost imagine you are swimming out of doors. It is conveniently located near the town centre, and I use it regularly before work. I swim for pleasure and to keep fit. After my swim, I often enjoy a cup of coffee in a pleasant little café there. The café serves delicious soup and sandwiches and, even when I'm not planning to go in the water, I sometimes meet a friend there for a snack and a chat. The facilities there also include a small shop where you can buy costumes, swimming caps and goggles, as well as a few other items, such as sports bags and towels, that might be of interest to users of the pool. The one aspect of the pool I should like to see improved is the changing area. The cubicles are cramped, and there are not enough lockers, particularly as several of them always seem to be out of use with broken locks or hinges. But once in the water, you should certainly have a thoroughly enjoyable time at the Panton Swimming Pool.

Notes

- Use of an appropriate title
- Opening paragraph sets the context
- All the points from the question are dealt with in the answer and are developed appropriately
- Clearly organised in paragraphs
- Good range of vocabulary relating to swimming
- Shows ability to construct more complex sentences, e.g. 'The best thing about the pool is the fact that its walls are almost entirely glass' and 'The one aspect of the pool I should like to see improved is the changing area'
- Variety of sentence length
- Appropriate register – neither very formal nor very informal
- No language errors
- Correct length (260 words)

4 Report

Style

Neutral to formal

Content

Your report should be about an electronic gadget. The specific

gadget should be named at the beginning of the report. The report must explain what the gadget can do, as well as how you yourself use it. It should also include an explanation of the extent to which it meets your needs. You should try to express your ideas clearly and constructively. It does not matter whether you describe a gadget that basically suits all your needs or one that is unsatisfactory in some way.

Organisation

Write in clearly defined paragraphs.

Include a title and sub-headings.

Listening Part 1

- 1 A B: The man says he will be going to somewhere fairly near the town where he grew up. He doesn't say that is his reason for applying for the job. C: He isn't sure he wants the extra responsibility.
- 2 C A: His house is in an area where a lot of people want to live. B: He says the house has a garden and garage, which people seem to expect.
- 3 A B: He thought the novel ended at a logical point in the story. C: He had difficulty with the style at first, but gradually started enjoying it very much.
- 4 C A: The book has been shortlisted for a prize for fiction – it hasn't won it. B: One of the other people in her book club recommended it.
- 5 B A: The woman is prepared to keep the dishwasher. C: She implies that they wouldn't be justified in asking for a refund because the shop hadn't *promised* to deliver the dishwasher in the morning.
- 6 C A: The woman mentions the complicated controls, but the man thinks they would get used to them. B: The man is concerned about having enough space in the kitchen, but the woman suggests moving a cupboard to make room for the cooker.

Listening Part 2

- 7 **security:** Gavin talks about the lack of job security that affects most football managers.
- 8 **name(-)plate:** Only the word 'Manager', without his name, is on the nameplate on his office door.
- 9 **rented accommodation:** He says many managers rent somewhere to live, but his home is close enough for him to live there and commute to work.
- 10 **resources:** Apart from some of the best-known clubs, most have very few resources, such as money, staff and equipment.
- 11 **dressng rooms:** He painted all the dressing rooms last summer, while his wife painted some of the offices.
- 12 **recruitment:** He says recruitment, particularly of players, is the most important part of his job.
- 13 **reporters / the press:** Gavin says he enjoys the conversations with reporters at the regular press conferences.
- 14 **ball control:** Yesterday's training session concentrated on ball control; practice for the goalkeepers was included, without being the main focus of the session.

Listening Part 3

- 15 D A: Jane refers to new shops in Buckworth East, but doesn't mention more customers using the existing ones in the village. B: The development only provides the new housing required for Buckworth, so it won't reduce the amount of new housing that the council wants in other villages. C: She mentions new shops and other facilities in Buckworth East, but doesn't say it will be a self-supporting community.

- 16 A B: Jane says many new residents will be able to walk to work. C: She says that jobs will be created on the site, but not that there will be too few. D: She says parking has been dealt with by providing a high ratio of garages to homes.
- 17 D A: He says he doesn't think concerns about the protection of animals and trees are justified. B: A bus company is planning a service to Buckworth East. C: He says the number of new homes has been reduced, but doesn't comment on the new number.
- 18 A B: Jane says objections have to be considered, and some projects have to go ahead despite the objections, but doesn't say it is necessary to explain why. C and D: She says most objectors are reasonable people, holding sincere views, but doesn't comment on the accuracy of their information or on a need to evaluate their motives.
- 19 C A: She mentions a proposed community centre, but it can't be built. B: She talks about the possibility of new residents joining existing clubs, without commenting on their level of interest. D: She says she expects new clubs to be started in Buckworth East, but that existing clubs will continue.
- 20 B A: The interviewer says some people think their objections have been overruled, but contrasts these with 'the vast majority'. C: He says there is little awareness of the opportunities. D: Some people believe village life will be damaged, but the interviewer contrasts these with 'the vast majority'.

Listening Part 4

TASK ONE

- 21 D The man says that the firm he worked for had a foreign owner (parent company). He moved to the parent company's head office in the foreign country, to join a team consisting of staff from around the world.
- 22 B A university in another country offered the woman a position.
- 23 F He thought that if he went abroad, he might find more job opportunities than at home.
- 24 H The university where the man worked invited him to teach on its new overseas campus.
- 25 A The woman thought the research position would look good on her CV – that is, it would make her an attractive candidate when she applied for jobs later on.

TASK TWO

- 26 H He says that not having much money made him realise a lot of the things he used to spend money on were unnecessary.
- 27 C The woman discovered that she wasn't as open to new experiences or as flexible as she had thought.
- 28 A The man realised that he had been wrong to think his job such an important part of his life. He was pleased that his job abroad gave him time to develop his interest in painting.
- 29 G Living abroad made him realise what came easily to him and what didn't.
- 30 F She says that she and her old friends were living different sorts of lives and had less and less in common.

Test 6

Transcript

Listening



This is Advanced Trainer Test 6, Listening Part 1.

I'm going to give you the instructions for this test. I will introduce each part of the test and give you time to look at the questions. At the start of each piece you will hear this sound:[tone]

You will hear each piece twice.

Remember, while you're listening, write your answers on the question paper. You will have five minutes at the end of the test to copy your answers onto the separate answer sheet.

There will now be a pause. Please ask any questions now, because you must not speak during the test.

Now open your question paper and look at Part 1.

PART 1

You will hear three different extracts. For questions 1 to 6, choose the answer (A, B or C) which fits best according to what you hear. There are two questions for each extract.

Extract 1

You hear two friends discussing a new job that the man is about to start.

Now look at questions 1 and 2.

Woman: I hear you've got a new job, Donald. Congratulations!

Man: Thanks, Liz.

Woman: But I gather it'll mean moving.

Man: Yes, back to Scotland, which is where I grew up. Fairly near the same town. I'll be able to go mountaineering as often as I like – it's only a short drive to my favourite area. That's the main reason I applied.

Woman: And is it a better job than you've got now?

Man: Well, it's higher up the ladder, and the pay's better, but I'm not totally convinced I'm ready for the extra responsibility.

Woman: I'm sure you'll manage! So I suppose you'll be selling your house.

Man: Yes, in fact, I've had it on the market for a few weeks now. It's quite a difficult property to sell, despite being in a sought-after area, because in terms of size and price it's suitable for first-time buyers – young married couples, in particular – but it's quite quirky. It's easier to sell a standard, small three-bedroom house, and in mine the rooms are irregular shapes, and the bathroom's downstairs, rather than in the usual place.

Woman: But you've got a garden and a garage, haven't you?

Man: Oh yes, which is just as well, because people seem to expect them, these days.

Extract 2

You hear two friends discussing a novel.

Now look at questions 3 and 4.

Woman: I've just bought this novel, Harry. Do you know it?

Man: Yes. In fact, I've just finished reading it.

Woman: Oh, do tell me what you thought of it.