In Totnes, they use ‘acorns’, in Manchester ‘bobbins’ and in Cambridge ‘cams’. What on earth are these you may ask? These are all currency units used in the Local Exchange Trading Systems (LETS), a scheme that avoids the need to pay cash for goods and service, working instead on a bartering exchange system.

If you've never heard of LETS (Local Exchange Trading Systems) you might wonder what the fuss is all about. With more than 400 schemes in the UK, it's obvious that more and more people are catching on to the idea. And if you are tired of seeing your cash disappear in taxes, here's a way of keeping your cash and exchanging your skills instead.

Sean Kelly, who edits his local LETS newsletter, lives in a village in Bedfordshire. He works part-time for the BBC as a vision engineer. He and his wife, who works part-time at the Open University, moved to the village from London eight years ago. They wanted 'to spend time doing what we wanted to do,' explains Steve, and LETS fits very well into that plan.

They joined the LETS scheme when it began after attending a public meeting advertised in a local newspaper. When, 18 months ago, their first son arrived, the LETS scheme became a godsend. Not only have they acquired everything necessary for a baby, they have found the idea of baby-sitting helpful too. 'We've made more friends locally through LETS than anything else'.

One of the most popular things on offer as part of the scheme is fresh fruit and vegetables – especially if it's organic. But there all sorts of skills and goods that people can offer. One member renovates old computers and another member has a selection of ballgowns for hire – not really an everyday service, but she was surprised at the demand.

Occasionally the members set up a gardening or decorating gang, where a group gets together and tackles a bigger job in someone’s garden or home. There are a lot of gardeners with years of experience. This becomes a social event too and you can hear the laughter from one of these gangs a long way off. Even children become involved in the scheme – car-washing is a particular favourite.

Probably around a third of the members come to the scheme through green or social beliefs. Some may be members of organizations such as Greenpeace or Friends of the Earth. They are attracted to LETS by the fact that many goods get recycled. One LETS group was started by a single mother on a council estate who saw the benefits for those on lower incomes.

But the most important thing, if you do decide to join, is to get involved. Don’t just sit around waiting for it to happen; you need to be active. Go to meetings and social events, get to know people, and soon you could be swapping skills you did not know you had!
Part 2 Multiple choice

You are going to read an extract from an article about receptionists. For questions 8-14, choose the answer A, B, C or D you think fits best according to the text.

Smile please

While you are reading this I would like you to smile. And why am I asking you to force a smile while you are in the office or on the train, or while pouring out your cornflakes? Because I would like you to understand what it is like to be a receptionist. I would like you to have some idea of how it feels to smile continually for most of the day.

But beneath this happy exterior, the life of the receptionist is supposedly a miserable affair. It is like a famous actress hiding her tragedy behind a glittering showbiz persona. For receptionists are bored, isolated and, to be honest, want a little respect. Or so says a survey conducted by recruitment consultants Maine-Tucker. A third of surveyed receptionists complained that they were bored with their job. One hesitates to point out that being bored in your job is rather par for the course. It is like going to school and hating the double maths lessons even if you are the maths teacher. That said, of course, the receptionist has the responsibility of not looking bored at all. All yawns must be hidden. The receptionist simply does not have the luxury of being able to put her head in her hands, and swear loudly in the middle of the afternoon.

One fifth claimed that they felt cut off from the rest of the company, especially those working in larger organizations. All they get is a touch of the hat and a brief hello as the rest of the company walks past first thing in the morning and the last thing at night. There is no chatting about last night’s excitement.

The receptionist is often viewed as the face of a company. She or he is more than likely the first person visitors will meet when they enter the building. Therefore the receptionist has to look smartly turned out. There can’t be any spilled food on your blouse or spinach stuck between your teeth. Some large firms even give their receptionists a clothing allowance to ensure that they always look presentable. Most importantly, the receptionist has to appear approachable. It is the absolute opposite of the snobbish reception you get in designer clothing stores. This is where the smiling comes in. A genuine open-lipped smile suggests warmth and openness.

But being a receptionist is not merely about answering telephones and calling up to the fourth floor to say ‘Mr Jones, Mr Garfunkel is in reception’. It is often about dealing with customers or clients who are upset, or annoyed, or downright livid. The receptionist might have to listen to a visitor’s dissatisfaction with the company as a whole, or about having to wait to speak to somebody in the firm, or even that he missed his train to work this morning and had to pay for a cab. Some customers may be violent or threatening. Indeed the Maine-Tucker report found that 28% of those surveyed wanted to be treated with more respect by both staff and visitors.

At a time when the role of secretary is viewed as increasingly important, where a business can not work without someone who understands the technology and all the detail of running the office, receptionists are feeling particularly overlooked. The potential for promotion from a secretarial position is ever more likely. But for a receptionist to go quickly up the career ladder is a much more difficult task.

It is in smaller companies, especially in start-ups, that receptionists feel their role is more valued. In such organizations everyone, whatever their job, gets to contribute to a project. In this way, receptionists may get the chance to show that they have skills beyond the front desk, and are eligible for promotion. Now that is a reason for smiling.
8 Where is the article taken from?
A a business survey
B a fashion magazine
C a daily newspaper
D a career guidance leaflet

9 According to the survey which is not true of receptionists?
A They sometimes feel undervalued.
B They sometimes feel isolated.
C They sometimes feel bored.
D They sometimes feel tired.

10 The writer suggests that
A all jobs are sometimes boring.
B only maths is a boring subject.
C being a receptionist is very boring.
D receptionists always look bored.

11 Some receptionists are given a clothing allowance because
A they need to tip their hat to the staff.
B they buy clothes in designer stores.
C it's easy to spill food on their clothes.
D they need to make a good first impression.

12 The phrase 'downright livid' means
A lively.
B very angry.
C they feel they are right.
D extremely violent.

13 The writer says that secretaries
A know a little about technology.
B have better career prospects than receptionists.
C often look down on receptionists.
D have similar problems to receptionists.

14 Receptionists are happier in smaller companies because
A they get the chance to start up new projects.
B they have more opportunities to smile.
C they don't have to sit at the front desk.
D they are more involved in decision making.
You are going to read a newspaper article about a Spanish design student in London. Eight sentences have been removed from the article. Choose from the sentences A-I the one which fits each gap (15-21). There is one extra sentence which you do not need to use. There is an example at the beginning (0).

Designer living

It is hard to tell whether Héctor Serrano is very serious or just has a dry sense of humour. When you enter his flat you are greeted in two languages. ‘Hallo,’ he says in a thick Spanish accent, as he opens the front door in his green glasses, brown woolly jumper, and orange leather slippers. 0 F

Serrano graduated from the RCA’s Product Design MA course that year. While he was still there he won the £16,000 Peugeot Design Award, beating his tutor Roberto Feo. 15 It is difficult to get into the house because the hall is cluttered with their bikes and there are piles of books and papers everywhere. 16 The walls are all brightly coloured, paper bags are used as lampshades and unusual self-built furniture fills every room.

Serrano’s workshop is in his bedroom. 17 ‘They are Mr Potatohead’s glasses’, I am informed. Was it Mr Potatohead, then, that gave him the idea for his succesful design, a soft, squeezable lamp that won him the Peugeot award? ‘No’ he replies, picking up and squeezing a red stress ball. ‘This was’.

Serrano has other designs on display such as his new but unfinished ‘top secret’ design on his wardrobe clothes rail. 18 It is made from strips of plastic stuffed into a clear nylon net, which hangs from the ceiling. There’s a drinking bottle based on the traditional Spanish botijos. It looks like a plastic bottle but is made in white pottery and has a spout and handle. ‘It can be used as a drinking bottle’ says Serrano, raising it to his lips, ‘or as a jug’. He bends over and pours the water into a glass.

Serrano has only been in London two years. 19 Someone had told him design was nice and easy, and he was fed up with studying physics, maths and literature. 20 Unsurprisingly, though, poor Serrano misses the Spanish sun and paella. Otherwise, he’s very happy. The only thing that upsets him are those open-backed buses in London. ‘It might be a tradition but they are very, very dangerous’. 21

* RCA stands for the Royal College of Art

A On the bench, there’s a tiny pair of glasses similar to Serrano’s own.
B He arrived here from Valencia with good reports of the RCA from a friend.
C He still lives with two RCA student friends in a rented house in Queen’s Park.
D In the corner, there is a strange looking hanging lamp.
E It is not clear if he is being serious or not.
F ‘Bonjour’ reads the doormat.
G It’s obvious that this is the flat of design students.
H He wanted to study something more creative.
I This design won him the Peugeot award.
Part 4 Multiple matching

You are going to read a newspaper article, in which journalists have chosen one important book from their childhood. For questions 22–35, choose from the books (A–F). The books may be chosen more than once. When more than one answer is required, these may be given in any order. There is an example at the beginning (0).

Which of the books

has main characters from different social backgrounds? 0 F

has a battle between good and evil? 22

has a girl who is unpleasant? 23

has real animals? 24

has children who argue? 25 26

gave the reader self-belief? 27

is funny and sad? 28

helped influence the reader to become an artist? 29

are historical novels? 30 31

has boys and girls as the main characters? 32

has a girl who changes character? 33

has a semi-visible person? 34

was published once a year? 35
The Secret Garden
by Frances Hodgson Burnett
chosen by Gillian Cross
The best books have a way of getting inside you and affecting the way you think and see. The Secret Garden is like that for me. It is a book that has everything: a mysterious voice, a boy who tames animals, a lovely, hidden garden and a clever portrait of a heroine who is lovable even when she is a selfish, bad-tempered victim. She becomes even more loveable as she develops into a healthy, confident girl. All my life – possibly because of Mary – I have known that everyone needs love and work and hope.

Chicks' Own Annual
chosen by Quentin Blake
I was given this book for my fourth birthday; it may have been my first ever book. Chick's Own was one of those weekly comics with some stories in strip cartoon form and other simple stories of a page each – the Annual was the same. The hero was Rupert, a little yellow chick. He had a red beak, his friend was to the same design, but black with a yellow beak. The interesting thing to me in retrospect is that I am sure that I was aware that some of the drawings were better than others. Many were very flat but those for the Rupert stories had substantial forms; the wheels on Rupert's train really looked as though they would go round.

The Silver Chair by CS Lewis
chosen by Malorie Blackman
Books can change your life. I know because that's what my favourite book, The Silver Chair, did for me. Do you know that feeling when you learn something new and you're instantly aware of its truth for you at that moment and for the rest of your life? That's how I felt when I read chapter 12, in which the wicked Queen tries to seduce the main characters into believing that her world is the only real world. And there is no sun, no Narnia and no Aslan. It was Puddleglum's words that spoke to me. If there's no sun and no country and no Aslan, he'll still go on believing in them, because it's better than the alternative. I realize now that that chapter gave me the courage to believe in myself.

Half Magic by Edgar Eager
chosen by Francesca Simon
I was nine or ten when I first discovered Edward Eager's fantastic books about a group of children's magic adventures. Half Magic was the first. The four children pick up a coin on the way to the library. They think it's an ordinary coin but after a series of problems they realize it's a magic coin. However, it only grants half your wish. So when the youngest is fed up with being bossed around by her brothers and sisters she wishes she wasn't there. Half of her remains and the other half floats about unseen causing chaos. The children were unlike the usual storybook children; they fought and argued. If magic could happen to an ordinary family, it could happen to anyone. Even to me!

A White Sail Gleams by Valentin Katayev
chosen by Michael Rosen
My mother found unusual and absorbing books for me, and my father used to read Charles Dickens novels to us on holiday. The book that most drew me into its imaginative space was Russian. A White Sail Gleams was written in 1936. It's an intriguing mix of realism and expressionism, telling the story of two boys caught up in the 1905 Revolution. Petya is middle-class and Gavrik is a street-kid. Both are faced with the problem of what to do with a sailor on the run from the Battleship Potemkin mutiny. The dialogue is sharp and humorous. The scenes move beautifully from tension to sadness. The relationship between the two boys is full of anxiety and annoyance.
1. You and four of your classmates hired a car for seven days to travel around England after your course at a school. The school that you attended recommended the company whose advertisement is below but you were not happy with the company. Using the notes you have made, write to the school suggesting that they do not recommend the company again.

Write a letter of between 120 and 180 words in an appropriate style. Do not write any addresses.
Part 2

Write an answer to one of the questions 2–5 in this part. Write your answer in 120–180 words in an appropriate style.

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2. There is a school narrative competition. The story must include the line:
   When he/she told me I was speechless.
   Write your story.

3. A friend is intending to stay in your town. She will be the group leader of ten teenagers from her swimming club.
   She would like you to write a report for her club about the swimming facilities in your area, both outdoor and indoor, with your recommendations.
   Write your report.

4. Last month you enjoyed helping to look after a children’s summer camp and your friend Catherine would like to hear about this experience. Write a letter to Catherine, describing what you did to help and explaining what you particularly liked about the experience.
   Write your letter. Do not write any postal addresses.

5. Answer one of the following two questions based on your reading of one of the set books.
   Either: (a) ‘Sometimes there is a character that you are not sure you like because they have good points and bad points.’ Is this true of a book that you have read? Write a composition explaining your views, with reference to the book or one of the short stories you have read.
   or: (b) ‘This is such an interesting book that you will want to read it again.’ Write an article for your college magazine, saying whether you think this is true of the book or one of the short stories you have read.
FCE Paper 3
Use of English
Part 1 Multiple choice cloze

For questions 1–15, read the text below and decide which answer A, B, C, or D best fits each space. There is an example at the beginning (0).

Example:

0 A manage B succeed C try D want

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Bears

Scientists in the United States have found that hibernating bears (0) _______ to keep fit in their sleep. The (1) _______ that over 130 days of winter hibernation bears (2) _______ only a quarter of their muscle power was made by (3) _______ from the University of Wyoming. The scientists (4) _______ samples from black bears at the start and finish of the hibernation. The researchers had to (5) _______ attach devices to the bears and this meant (6) _______ into the caves (7) _______ the autumn and spring. They attached a machine to the bears' legs for (8) _______ muscle strength. The device was (9) _______ to a computer and very small electric (10) _______ were sent to the bears' nerves causing the legs to move suddenly and the measurement was then taken.

The scientists are (11) _______ that their research will enable them to help humans that are confined (12) _______ bed for a long time. Human beings that are (13) _______ for 130 days lose a/an (14) _______ 90% of their body strength. Furthermore, in the future there might be long-distance space (15) _______ and the effects of lack of muscle movement will need to be considered.

1 A discovery B invention C exploration D experiment
2 A waste B lose C gain D spend
3 A investigators B detectives C researchers D discoverers
4 A made B took C did D gained
5 A accurately B steadily C slowly D carefully
6 A climbing B running C creeping D sliding
7 A at B in C on D over
8 A measuring B guessing C adding D estimating
9 A stuck B tied C transmitted D connected
10 A wires B messages C signals D shocks
11 A optimistic B enthusiastic C sympathetic D pessimistic
12 A to B in C at D with
13 A inactive B unenergetic C lazy D unmovable
14 A guessed B estimated C predicted D measured
15 A journey B trip C voyage D travel
Part 2 Open cloze

For questions 16–30, read the text below and think of the word which best fits each space. Use only one word in each space. There is an example at the beginning (0).

The Model T Ford

The age of the car started (0) on the 12th August 1908, when the first Model T Ford rolled off (16) ________ world's first assembly line. From the beginning demand was high and orders came in from all (17) ________ the world. Henry Ford quickly realized that the company (18) ________ have to expand quickly to meet demand. As a result, he introduced the idea (19) ________ 'the mass production line'. However, the company still (20) ________ problems meeting the orders so he (21) ________ to open another branch in Kansas City. Two years later, the company (22) ________ producing cars on a moving assembly line. An official history of Ford says 'In October 1913 mass production (23) ________ the automobile began'. Before this, Ford (24) ________ only been able to organize men and components in order (25) ________ improve the efficiency of the Model, but the moving assembly line improved the speed of chassis assembly (26) ________ 12 hours to only 1 hour 33 minutes. In 1914 Ford (27) ________ 308,162 cars in his factories, (28) ________ was more than all the other manufacturers combined. The age of (29) ________ car had definitely arrived and the car would become the most (30) ________ means of transport in the 20th century.
Part 3 Transformations

For questions 31–40, 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 two and five words, including the word given. There is an example at the beginning (0).

Example:
(0) I'd rather you didn't chew gum in the classroom.
   prefer
   I'd prefer you not to chew gum in the classroom.

31 It really wasn't easy to find a flat in Rome.
   difficulty
   I had ___________________________ a flat in Rome.

32 He said to me, 'Don't bring the dog again'.
   told
   He ___________________________ bring the dog again.

33 There were more accidents last year than this year.
   as
   This year, there were not ___________________________ last year.

34 Despite his inability to speak the language well, he was understood.
   although
   He was understood ___________________________ the language well.

35 There's very little possibility of his failing the exam.
   chance
   There is a good ___________________________ passing the exam.

36 They only gave him the job because his uncle worked there.
   given
   He ___________________________ the job if his uncle had not worked there.

37 The firemen managed to extinguish the fire quickly.
   put
   The fire ___________________________ by the firemen.

38 There's little point in travelling if you expect every place to be like home.
   worth
   It's ___________________________ if you expect every place to be like home.

39 I'm sure it was John.
   been
   It ___________________________ John.

40 When he was forty he finally got the job he wanted.
   until
   It ___________________________ was forty that he got the job he wanted.
Part 4 Error correction

For questions 41–55, read the text below and look carefully at each line. Some of the lines are correct, and some have a word which should not be there. If a line is correct, put a tick (✓) at the end of the line. If a line has a word which should not be there, write the word. There are two examples at the beginning (0 and 00).

0 A colleague at work had a small boat in which every weekend  

00 he used to go for sailing. He invited myself and a friend to go  

41 with him on a sailing trip. We imagined that ourselves sitting on  

42 the deck of the boat, near a beach, sunbathing and doing what we  

43 wanted. But the reality was much more different. Our friend, who  

44 owned it the boat, wanted to do some real sailing and was only  

45 happy with at sea. As a result, we were actually at sea most  

46 of the time. To make matters the worse our friend spent a lot  

47 of the time shouting orders at us. Whatever was the weather  

48 we sailed on and on. We did get a tan but not from the sun,  

49 it was from the strong winds in which blew cold sea water  

50 in our faces all day. We had been imagined a relaxing time  

51 doing for nothing but it was not the case. Unfortunately, when  

52 we got back to home our friends were very envious and  

53 would not believe that we had had such a demanding time.  

54 We were considered to be very lucky people indeed and  

55 they could not understand why we were complaining about.

Part 5 Word formation

For questions 56–65, read the text below. Use the word given in capitals at the end of each line to form a word that fits in the space in each line. There is an example at the beginning (0).

Every weekend in Britain thousands of walkers head off into the (0) countryside  
with the necessary (56) ____________ to enjoy their hiking. One thing they will  
not leave behind because it is considered an absolute (57) ____________ is their Ordnance  
Survey Map. These maps are (58) ____________ to the hiker as they are  
very (59) ____________ , with up-to-date details about every part of the country.  
The Ordnance Survey (60) ____________ in the eighteenth century  
and was (61) ____________ intended to provide the army of the time with  
maps. Before this, most maps were inaccurate and (62) ____________ . Better maps  
were thought to be important because the country felt (63) ____________ by invasion  
from abroad or (64) ____________ at home. The organization is still wholly owned  
by the Government, but it was recently (65) ____________ trading fund status, which  
allows it to reinvest any profits.
### Answer Key

**Reading FCE Paper 1**

**Part 1 Multiple matching**

1 B  2 A  3 G  4 I  5 D  6 F  7 H

**Part 2 Multiple choice**

8 C  9 D  10 A  11 D  12 B  13 B  14 D

**Part 3 Gapped text**

15 C  16 G  17 A  18 D  19 B  20 H  21 E

**Part 4 Multiple matching**

22 C  23 E  24 A  25 E/F  26 E/F  27 C  28 F  29 B  30 D/F  31 D/F  32 E  33 A  34 E  35 B

### Answer Key

**Writing FCE Paper 2**

**Part 1 Transactional letter**

**Sample plan**

<table>
<thead>
<tr>
<th>Intro: when I attended  problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>Details: mileage  cleaning  window broken  expensive roofbox  payment problems</td>
</tr>
<tr>
<td>Conclusion</td>
</tr>
</tbody>
</table>

**Model answer**

I attended the school at the beginning of the year and maybe you can remember that I asked you about hiring a car to travel around England with four classmates. I am now writing to you to suggest that you do not recommend 'Hiracar' again.

Firstly, all the rates were not included as was mentioned in the advertisement. In fact, we had to pay for the mileage as well as for the cleaning of the car. Then, unfortunately we had one of our car windows broken. The first £50 of the repair was not covered by the insurance although 'Full insurance' is advertised. We also hired a roof box for our bags and it cost us £100 for just a week, which was very expensive. I was disappointed not to get a discount for more than six days, and we could not pay by credit card.

Despite these problems we had a good time but I think it is important for your school to recommend more reliable companies. I hope my information has been useful.

173 words

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**Part 2: 2 Story**

**Sample plan**

- James' party - didn't want to go
- Seeing Kate - speechless
- Introductions
- After the party
- Ending - married

**Model answer**

When James, my English teacher, invited me to a party I was reluctant to go but I did not have a good reason to not accept the invitation so I attended. As I had expected I did not enjoy the party at first because I did not know anyone there. Then I saw Kate. The only thing I could do was stare at her. She was absolutely stunning. I had never seen anybody so beautiful. James saw my reaction and decided to introduce me to her. I was speechless.

Before the party finished, I had a chance to talk to her. I was now able to talk normally. Surprisingly, we had a lot in common, such as favourite films and books. We promised to see each other in the near future and exchanged mobile numbers.

To my amazement, she called me three days later and we went to the cinema that night. After that we spent a lot of time together. Naturally, she became my wife.

164 words

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**Part 2: 3 Report**

**Sample plan**

**Aim of report**

**General:** - three pools

**Temple Meads - city centre, new, costs**

**St Helens - old, beautiful, cold, cost**

**Scartho - outdoor, big, summer times**

**Recommendations**

**Model answer**

The aim of this report is to provide information about the swimming facilities in the town of Bamford.

**General**

There are three swimming pools in Bamford: the Temple Meads Pool, the St Helens Pool and the Scartho Pool (outdoor).

**Temple Meads Pool**

This pool is located in the city centre. There are eight lanes and there is also a pool for children. The pool facilities are all new. The admission costs are the highest as it costs £3.00 per session and £1.50 for under 12s.
St Helens Pool
This pool was built over 100 years ago and the architecture is very beautiful. The pool is colder than the Temple Meads pool. The admission cost is only £2.00 and £1.00 for under 10s.

Scartho Pool
This outdoor pool is open from the 1st June to 15th September. It is a very big pool and it is extremely popular on hot summer days (It is sometimes full). It also opens to 9.00 on summer evenings. It is the same price as Temple Meads.

Recommendations
I really think your group would enjoy Scartho Pool but if it’s raining or full Temple Meads would be fine.

176 words

Part 2: 4 Letter

Sample plan

Intro.
• Summer camp - great
• Why? - worried before
• Kids - funny; activities; nice present
• Maybe become a teacher

Model answer

Dear Catherine,
I hope you are well and I’ve finally got round to writing to you (sorry it took so long).

I’ve just got back from the summer camp that I told you about. What a great experience! We were looking after 50 kids between the ages of 10 and 13. I was really worried before I went. I thought they would ignore me and just do what they wanted. I’d heard so many stories about naughty kids on these camps that I was ready to leave before I started. But the kids were great. They really made me laugh and as long as you keep them active they are fine. I took them canoeing, pot-holing and horse-riding and didn’t lose any. On the final night, they sang a song they had written about me and gave me a lovely present. It was a necklace they had made themselves. Yes, I started crying!

It’s made me think about becoming a teacher, when I leave college. Anyway, bye for now and keep in touch.

Love,
Sarah

168 words

Part 2: 5 (a) Composition

Sample plan

Intro: Poirot - why
Detail: book references
• irritating habits - jokes, moustache
Conclusion

Model answer

A character that I am not sure whether I like or not is Hercules Poirot in Agatha Christie’s detective stories. I know he is the hero but unfortunately I do not admire him because of his bad points.

He is obviously a brilliant detective, who can solve a crime while he is not even at the scene of the crime as he does in ‘The Mystery of Hunters Lodge’. He can also work out who committed the crime with very little evidence as in ‘The Million Dollar Bond Robbery’. In this story he only meets the suspects very briefly.

However, I think that his arrogance is not always funny and that he does not appreciate Captain Hastings, who works hard. Poirot is very vain and he also laughs at his own jokes too much.

When I am reading the stories I get annoyed by Poirot’s irritating habits such as the attention he pays to his moustache. Sometimes I want him to be proven wrong, but of course this never happens.

170 words

Part 2: 5 (b) Article

Sample plan

Intro: classic
• why I like it?
Plot summary: Cathy and Heathcliff
Heathcliff’s character - fascinating, why?
My feelings

Model answer

This is definitely true of ‘Wuthering Heights’ by Emily Brontë. The book is considered a classic of English Literature. It is full of powerful emotions and because the characters are unpredictable the plot is full of surprises.

The two main characters are Cathy and Heathcliff, who grow up together. They both have very strong personalities and they love each other. However, they do not marry because Heathcliff is an uneducated orphan and Cathy marries somebody from her class, Edgar.

Because Heathcliff is mistreated as a child he is capable of a lot of anger and seems to want revenge on the world. He seems capable of
almost anything and his behaviour towards Cathy and the other characters is sometimes shocking. Heathcliff is a romantic villain, who is always fascinating.

When I was reading the novel, I felt very strongly about the characters and scenes. Sometimes, I felt sympathy or sadness and sometimes anger. I think this is why the book is still popular and people read it many times.
Giant strides

0 A
Eamon and Dean are among a group of children of all religions and none, on a visit organized by the local police as part of a community relations project. Before the arrival of the Giants, a cross-community trip to a sporting event would have been near impossible. Traditional sport in Northern Ireland has been split by tribal divisions. But the arrival of ice-hockey has changed this.

1
The Belfast Giants were formed last year to play in the UK’s ice hockey Superleague. The team started slowly but rallied in December when the arena opened and the Giants started playing at home. Support for the team surged. At present, attendance has exceeded all expectations – the average 6,500 crowd makes the Giants the best-supported team in the league.

2
At the merchandizing kiosk queues have built as fans snap up goods ranging from rubber pucks to Giants’ shirts, hats and jackets. Kiosk supervisor Marion Livingstone says ‘Belfast has been crying out for something like this. Soccer teams have always had either Catholic or Protestant supporters. But this is a sport for all.’

3
The universal popularity is not an accident but the result of a carefully orchestrated marketing campaign. The team’s communications director has worked hard at selling ice hockey as a game for everyone. A telling slogan ‘In the land of the Giants everyone is equal’ appears on the cover of the programme sold at each game as well as on the team’s website.

4
The team’s name is also a clever piece of marketing. It refers to the legendary Finn McCool, whose footsteps, so the story goes, created the extraordinary geological formation which is known as the Giant’s Causeway – one of Northern Ireland’s top tourist attractions. As a Scottish-Irish hero, McCool is an icon embraced by both communities.

5
The family-friendly environment created at the Odyssey, the home arena, along with the game’s fast and furious qualities, have also been factors in the sport’s soaring popularity. The puck can travel at 95–100 miles an hour, the players can skate at 35 miles per hour’ says Collins. The speed, aggression and showmanship can draw you into the game.

6
Since the Giants began playing at home, children have been flocking to Northern Ireland’s only public ice-rink at Dundonald, on the edge of Belfast. The Giants run weekly coaching sessions for young people. ‘It’s amazing’ says Steve Roberts, who plays left wing for the Giants. ‘We started out with about 25 and now there are 127 children that come regularly.’

7
It will probably be many years before the Belfast team is fielding any home-grown players. At present they are all North American. Jerry Keefe, a Bostonian of Irish extraction who plays centre for the Giants, says ‘All of the team started when we were three or four but eventually I think we will see some good players coming out of Northern Ireland.’
Killer comet

In a discovery with frightening implications for human's dominance of the Earth, scientists have discovered that a massive comet or asteroid, similar to the one that killed off the dinosaurs, wiped out the giant reptile's predecessors about 200 million years earlier. The finding suggests that regular collisions between our planet and large objects act as an evolutionary dice-shaker. They send dominant species back to the starting square and advance other species to a dominant position. We could be next.

Students of the fossil record have long wondered about the greatest catastrophe ever to strike life on Earth, which they call 'The Great Dying'. This happened 251 million years ago, when suddenly 90% of all marine animals and 70% of land vertebrates perished. The impact of a comet or asteroid similar to that which brought doom to the dinosaurs 65 million years ago was suspected. However, the latest edition of the journal Science reports on the first evidence that such a collision actually happened. Scientists at the Universities of Washington and Rochester in the US have found that molecules of helium and argon gas, which have been locked in since 'The Great Dying' are present in such proportions that they must have come from space. As in the later impact, the strike came from a body between 6 and 12 kilometres wide.

Researcher Robert Poreda said yesterday the effect would have been to release energy one million times greater than the biggest earthquake of the past century. The crash coincided with volcanic activity on an unimaginable scale in what is now Siberia. Over a million years – a relatively short time in geological terms – 1.6 million cubic kilometres of lava poured out of the ground, covering the entire planet in a layer ten metres thick. Said Robert Poreda, 'We're not sure of all the environmental consequences but with the impact and the volcanic activity, we do know that Earth was not a happy place. It may be that the combined effects of impact and volcanism are necessary to cause such a tremendous extinction.'
8 Scientists have discovered that a huge comet or asteroid wiped out
   A the dinosaurs.
   B giant reptiles.
   C creatures before the dinosaurs.
   D creatures similar to the dinosaurs.

9 The ‘Great Dying’ happened
   A 200 million years ago.
   B 251 million years ago.
   C 65 million years ago.
   D 265 million years ago.

10 The ‘Great Dying’ killed
    A a few land vertebrates.
    B all the dinosaurs.
    C most marine animals.
    D some mammals.

11 Which statement is not true of the asteroid or comet?
   A It was under 12 kilometres in diameter.
   B It contained helium and argon.
   C It contained lava.
   D It was over six kilometres in diameter.

12 Where did the first massive comet or asteroid hit the earth?
   A it is not known
   B in Siberia
   C in India
   D in Mexico

13 Which statement is not true of the lava that covered the planet?
   A It was caused by the impact of the asteroid.
   B It was 1.6 cubic kilometres in volume.
   C It was ten metres thick.
   D It happened over one million years.

14 Which creatures lived at the same time as the trilobites?
   A reptiles
   B armadillos
   C mammals
   D dinosaurs

15 According to the article, which of the following statements is true?
   A There will be another giant asteroid.
   B There is unlikely to be another ever.
   C Humans will dominate the earth.
   D It is time to expect another asteroid.
I was curious to find out more about acupuncture as I’d heard a lot about its beneficial effects. However, I didn’t feel in any particular need of treatment myself so I decided to ask a friend of mine if I could observe her receiving treatment.

The Traditional Acupuncture Centre was just as you’d expect: the incense, rubber plants and charts on the wall. These mapped out the body’s energy channels. They seem to be the typical wall coverings of an alternative health centre.

Nina returned and explained that she needed to ask Joan questions about her health, lifestyle, diet and personal history. She began by asking why Joan wanted acupuncture. Joan described the shoulder stiffness and backache that had bothered her for years.

Nina then explained that in Chinese medicine, physical and emotional aspects are not distinct. An imbalance of either manifests itself in the same way. The division between mind and body is a Western idea.

Nina opened a sachet of sterile 4 cm long needles. They were fine and flexible, but Joan was still apprehensive. Nina took a pulse at six points on each of Joan’s wrists, looking for certain ‘qualities’ that she would then treat.

Nina inserted the first needle into Joan’s shin. It went in a surprisingly long way before she twisted it to the right and Joan’s leg shot up suddenly. ‘Ow!’ she exclaimed. She was visibly tense, but as Nina inserted the next needle it wasn’t so bad.

When the time came to remove the needles, Joan was more relaxed, though she flinched as they came out. All the time Nina was reassuring her. She informed Joan that the shocks she felt were due to blockages of the energy channels.

I asked Joan the next day about how she felt. She said that she felt a little more relaxed and that she had slept deeply that night. However, she really felt that she needed a course of treatment to be able to assess its effectiveness.
Nina said that she felt Joan's problems with her back and her shoulder stiffness came from her office job. She recommended that Joan do yoga exercises at work, as this kind of relaxation had many benefits for mind and body.

Nina finished with a pressure point massage on Joan's shoulders and back. 'I'm looking forward to seeing you again,' Nina said, as she bade a relieved Joan a fond farewell. Nina left the decision to Joan about arranging another appointment.

Our health apparently depends on the motivating energy, or chi, made up of the equal and opposite qualities of Yin and Yang. When these are unbalanced, one can become ill. By inserting needles into points on the energy channels, healing responses are stimulated and the balance is restored.

Surprisingly, these questions went on for a whole hour. Joan was asked about her attitudes to many things, including work and relationships. She was also asked about her attitude to herself on several occasions.

Nina Doughty, the acupuncturist, introduced herself and then slipped away to prepare the treatment room. Joan was anxious. 'I hope this doesn't hurt too much,' she murmured.

She also looked at Joan's tongue, an indicator of her general state of health. At this point, Joan felt that the experience was rather like being at the dentist. However, at the dentist one usually knows where the needle will be inserted.

She placed more needles in Joan's ankles, feet, lower back and forearms. She tweaked them as she put them in, regularly checking Joan's pulse, then left them for 20 minutes. Joan lay on the bed all this time.

I asked Joan Hughes, who I knew had been complaining of muscular stiffness for some time. She agreed, so excitedly we attended her first appointment at the local centre.
Part 4 Multiple matching

You are going to read an article in which various parents talk about punishment for teenagers. For questions 22–35 choose from the parents (A–F). The parents may be chosen more than once. When more than one answer is required, these may be given in any order. There is an example at the beginning (0).

A Madeline Portwood, educational psychologist and mother
B Theresa Gill, mother and nursery nurse
C Grant McNally, social worker and father
D David Spellman, father and psychologist working with disturbed teenagers
E John Peel, father and radio presenter
F Tim Burke, spokesman for the National Youth Agency

<table>
<thead>
<tr>
<th>Question</th>
<th>Parents</th>
</tr>
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<tbody>
<tr>
<td>believes that parents must carry out threats?</td>
<td>A</td>
</tr>
<tr>
<td>get annoyed with teenage laziness?</td>
<td>22, 23</td>
</tr>
<tr>
<td>does not deal with youngsters professionally?</td>
<td>24</td>
</tr>
<tr>
<td>believes we must remember that all teenagers are individuals?</td>
<td>25</td>
</tr>
<tr>
<td>is happy with the way his/her children have turned out?</td>
<td>26</td>
</tr>
<tr>
<td>believes we should expect arguments between teenagers and parents?</td>
<td>27</td>
</tr>
<tr>
<td>is happy with the upbringing that he/she had?</td>
<td>28</td>
</tr>
<tr>
<td>has a son who can be very naughty?</td>
<td>29</td>
</tr>
<tr>
<td>has a written agreement with his/her children?</td>
<td>30</td>
</tr>
<tr>
<td>thinks we should focus on the good things about our children?</td>
<td>31</td>
</tr>
<tr>
<td>believes that punishment only works with younger children?</td>
<td>32</td>
</tr>
<tr>
<td>have teenage sons?</td>
<td>33, 34</td>
</tr>
<tr>
<td>believes it is important for teenagers to set their own limits?</td>
<td>35</td>
</tr>
</tbody>
</table>
The question: new research says that parents favour sanctions - such as ‘grounding’ (making the children stay at home) to discipline teenagers. Do they work?

A. Madeline Portwood
   Educational psychologist and mother
   The first thing a parent has to decide is what's going to be meaningful to a teenager. If you ground them but they can stay in and play computer games, it won't necessarily be that meaningful to them. Parents make endless threats, but they must carry them out and they must be realistic. It's also important for teenagers to see sanctions as just. If the teacher behaves the same way to all pupils, they accept it. If there is more than one child in the family, parents have to apply sanctions equally. As children get older, sanctions often become meaningless to them.

B. Theresa Gill
   Mother and nursery nurse
   My oldest son is just thirteen and he has not really stepped out of line so far, but if he did get to that lazy and argumentative stage, I would withdraw luxuries such as his mobile phone, computer and football training. While he lives in my house he has to obey the rules. Once he's 18 and out of the house, he can do as he pleases. My siblings and I were given quite a lot of freedom by our parents and their reasoning was that if we were going to do something anyway, they would rather we did it at home - and we've all turned out to be quite well-balanced.

C. Grant McNally
   Social worker and father
   I operate a contract system with my two boys: one is eleven and the other two years older. We have all signed it and breaches of behaviour result in loss of privileges such as stopping of pocket money or grounding. Some flexibility is important, but if the contract is altered too much, the boundaries start collapsing. My older son works well with it, but my younger son has behavioural problems and that makes things harder to manage. It is difficult when you try to be a non-authoritarian and inclusive parent and recognize children's rights. But parents have rights too - like the right to a stress-free life.

D. David Spellman
   Father and psychologist working with disturbed teenagers
   I think you can turn sanctions round and offer rewards instead, which can motivate teenagers. Parents should reward the behaviour they want to see. There does seem to be a great preoccupation with punishment. It's quite clear to me that parents' relationships with teenagers are much better if they focus on the positive and acknowledge and appreciate their children. It is quite easy to get into a negative, punitive position as a parent, which is often self-defeating. Every teenager is different and they can't just be lumped together into one group and all treated the same.

E. John Peel
   Father and radio presenter
   I don't think we really employed sanctions with our children because I just don't think they work. They are sullen, unhelpful and resentful if you do that. I think that, actually, their reluctance to help out with things caused us more anxiety than things they did that we wish they hadn't. It was more about motivating them into some sort of action. One of the things I always tried to avoid was drawing a line in the sand. If a child has any sort of character, he or she will want to step over it. They are all nice people and we like being with them - you can't ask for more than that.

F. Tim Burke
   Spokesman for the National Youth Agency
   Applying sanctions to a young person can be a bit like prison: it may work for some people on some occasions, but for many others it is counter-productive, especially when used inappropriately. Some degree of conflict between parents and teenagers is inevitable; young people need to push the boundaries - it's part of growing up and finding out who they are. Self-imposed boundaries that they have arrived at through their own experience and reflection are more effective. Our organization supports youth workers who help young people learn about themselves and about how to be members of their communities.
You must answer this question.

1 You saw an advertisement in the newspaper for a weekend away and you have telephoned the travel agency for more details, making the notes below. You have decided to book the weekend break with two friends. You would like to invite a fourth friend to join you.

Read the advertisement and the notes carefully. Then write a letter to a friend that you all know well, giving the necessary information about the holiday break and trying to persuade the friend to join you.

Notes:

Cheaper flights leave on Tuesday and Thursday morning
  • Friday to Sunday costs £185

The hotel is a 3 star hotel near the centre
  • the price is for a double room (2 beds)
  • breakfast not included

Flight leaves in the morning at 9:00
Return flight to London at 9:00 in the evening

Really good night life in Dublin!

Write a letter of between 120 and 180 words in an appropriate style. Do not write any addresses.
Part 2

Write an answer to one of the questions 2–5 in this part. Write your answer in 120–180 words in an appropriate style.

2 You have been discussing travel experiences in your class. Your teacher has asked you to give your opinions on the following statement:
   Travelling is not always enjoyable.
   Write your composition.

3 You have a part-time job in a record shop. The manager wants to make the shop more popular with young people and has asked you to look at other record shops and write a report making some recommendations.
   Write your report for your manager.

4 You see this announcement in a university magazine.

   STUDY ABROAD
   COMPETITION
   Write an article about the best learning experience you have had in any school or college.
   The best article will win one week's free tuition at a school in Britain.

   Write your article for the competition.

5 Answer one of the following two questions based on your reading of one of the set books.
   Either: (a) ‘This is such a wonderful book that you will want to read it again.’ Write an article for your college magazine, saying whether you think this is true of one of the books or short stories that you have read.

   or:    (b) ‘Great books or stories often have an important message to tell.’ Is this true of any of the stories or books that you have read? Write a composition explaining your views, with reference to the book or one of the short stories you have read.
Use of English FCE Paper 3
Part 1 Multiple choice cloze

For questions 1-15, read the text below and decide which answer A, B, C, or D best fits each space. There is an example at the beginning (0).

Example:

0 A latest      B newest      C freshest      D last

Mirrors

Antique mirrors are the (0) ____________ trend in high fashion according to Bridget de Breanski of the Old French Mirror company. There is a great (1) ____________ at the moment. If you pick (2) ____________ a magazine with pictures showing (3) ____________ decorating you will see antique mirrors on the wall. There are several (4) ____________ for this but the main ones are that they offer a cheap (5) ____________ to expensive paintings, they (6) ____________ to light up a room or make a room look bigger. The value is (7) ____________ by the quality of the glass and the reputation of the maker. Mirrors consistently remain in (8) ____________ and the sky is the limit in terms of price. However you do not always need to have (9) ____________ pockets - and you can buy a Victorian mirror at a reasonable (10) ____________.

The earliest forms of mirror developed over a long time (11) ____________ . Around 4000 BC, Aztecs and Incas polished mica. North American Indians (12) ____________ by reflecting mica, while the Greeks studied mirrors (13) ____________ . Socrates believed the human face was shaped (14) ____________ one's actions and used mirrors for moral instruction. During the Han period in China mirrors were (15) ____________ to influence the heavens magically.

1 A demand      B want      C need      D popularity
2 A out      B over      C through      D up
3 A internal      B inside      C interior      D inwards
4 A causes      B reasons      C excuses      D answers
5 A substitute      B alternative      C replacement      D alteration
6 A help      B assist      C try      D manage
7 A raised      B risen      C increased      D improved
8 A trend      B common      C popularity      D fashion
9 A deep      B long      C wide      D narrow
10 A worth      B cost      C value      D price
11 A era      B duration      C phase      D period
12 A talked      B communicated      C signalled      D signed
13 A chemically      B biologically      C scientifically      D physically
14 A by      B through      C in      D of
15 A hoped      B believed      C supposed      D alleged
For questions 16–30, read the text below and think of the word which best fits each space. Use only one word in each space. There is an example at the beginning (0).

**Abraham Lincoln**

One of the most famous men in American history is Abraham Lincoln, (0) who was President of the USA from 1861 to 1865. The fact that he became president is surprising (16) _______ he was from a very poor family and had less (17) _______ a year of proper schooling. When he was 22, Lincoln went to Illinois, (18) _______ he qualified as a lawyer. It was there that he became involved (19) _______ politics, eventually serving a term in the US Congress. He first became famous as one of (20) _______ leaders of the anti-slavery movement. His popularity resulted in (21) _______ being elected President in 1861. However, on his election many Southern States, (22) _______ wanted to keep slavery, reorganized (23) _______ into an independent nation. This division led (24) _______ the American Civil War. The war lasted (25) _______ 1865, (26) _______ the Northern armies defeated the Southern armies. After the war, Lincoln (27) _______ plans for healing the division but was killed before he (28) _______ carry them out. Tragically, Lincoln (29) _______ shot dead while leaving the theatre by John Wilkes Booth, a supporter (30) _______ the Southern States.
Part 3 Transformations

For questions 31–40, 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 two and five words, including the word given. There is an example at the beginning (0).

Example:

0 I’d rather you didn’t chew gum in the classroom.
prefer
I’d prefer you not to chew gum in the classroom.

31 I regret not bringing my umbrella to England.
wish
I _____________________________ my umbrella to England.

32 My teachers didn’t let me wear jeans at school.
allowed
I _____________________________ jeans at school.

33 How long was your drive from Edinburgh to London?
take
How long _____________________________ drive from Edinburgh to London?

34 I haven’t been to the theatre since I was in London.
last
The _____________________________ the theatre was when I was in London.

35 The price of the course includes the cost of accommodation.
is
The cost of accommodation _____________________________ the price of the course.

36 You ought to get your car serviced as soon as you can.
better
You _____________________________ your car serviced as soon as you can.

37 I would be happier if nobody else was told about the bonus.
want
I don’t _____________________________ about the bonus.

38 He hit the ball so hard that nobody could catch it.
too
The ball was hit _____________________________ caught.

39 They are going to start a new business in Manchester.
set
A new business _____________________________ up in Manchester.

40 My aunt began her career as a professional singer thirty years ago.
singing
My aunt _____________________________ for thirty years.
Part 4 Error correction

For questions 41–55, read the text below and look carefully at each line. Some of the lines are correct, and some have a word which should not be there. If a line is correct, put a tick (✓) at the end of the line. If a line has a word which should not be there, write the word. There are two examples at the beginning (0 and 00).

0 When I was very young I used to think golf was a boring game ✓
00 played by the middle-aged businessmen. When I saw golf
41 being played on television I could not understand that why the
42 spectators did not pay themselves to watch a more exciting
43 game such as the football. My uncle was quite a good golfer and
44 one day when my uncle asked me to caddy for him, which
45 means to carry his golf clubs around the golf course. Although
46 I was not keen I am agreed to do this for him, especially as he
47 promised to pay me for doing with it. We set off at two o’clock
48 and a few hours later my uncle and his friends were finished
49 their round of golf. I had not enjoyed it and I told my uncle
50 that it looked like easy. He gave me a golf club and a ball and asked
51 me to try by hitting it. He fully expected me to miss. I swung
52 the club behind my head as I had been seen the players on the
53 television. I still remember the beautiful sound as I hit it the ball.
54 Ever since at that moment I have been in love with the game of golf
55 and I can never thank my uncle enough for that offer to caddy.

Part 5 Word formation

For questions 56–65, read the text below. Use the word given in capitals at the end of each line to form a word that fits in the space in each line. There is an example at the beginning (0).

The most (0) effective salesmen usually have a natural talent for the job but we can all learn (56) ________ techniques from them that we might need at some time in our careers. Firstly, they are always (57) ________ about the (58) ________ that they are selling. This is because they cannot expect the buyer to be keen if they are not keen (59) ________ . Secondly, they will have (60) ________ in their product. They believe that the product is very good value for money. Thirdly, they must have (61) ________ and not be put off by a customer who is opposed to their (62) ________ . (63) ________, salesmen do have a bad public image because nobody enjoys (64) ________ pressurized into buying something that they do not want. Although we have all (65) ________ for good sales talk at some time, we must remember that is highly improbable that we have never tried to sell something at some time in our past.
**Answer Key**

**Reading FCE Paper 1**

**Part 1 Multiple matching**

1  H  
2  F  
3  B  
4  G  
5  I  
6  C  
7  E  

**Part 2 Multiple choice**

8  C  
9  B  
10  C  
11  C  
12  A  
13  B  
14  A  
15  A  

**Part 3 Gapped text**

16  E  
17  D  
18  C  
19  F  
20  G  
21  B  

**Part 4 Multiple matching**

22  B/E  
23  E/B  
24  E  
25  D  
26  E  
27  F  
28  B  
29  C  
30  C  
31  D  
32  A  
33  B/C  
34  C/B  
35  F  

**Answer Key**

**Writing FCE Paper 2**

**Part 1 Transactional letter**

**Sample plan**

- Introduction
- Details: cost
- Hotel details
- Flight
- Persuade — night life

**Model answer**

Dear Michael,

How are you? I hope everything is alright.

Do you fancy getting away next month? I saw an advertisement for a weekend in Dublin and I called them. It's a three-day trip with a three-star hotel near the city centre. The flights leave at 9 o'clock in the morning and come back at 9 o'clock in the evening. I'm going with Mark and Julie and it would be great if you could come with us.

Leaving on Friday costs £185 but on Tuesday and Thursday morning it's cheaper. It's up to you when we go because we don't have any definite plans for next month. Oh, and the price also includes a hire car.

We do hope you can come. Dublin's got a great night life and we can meet up with Stephan, who's been living there for the last five months. Please think about it and let me know by the weekend.

All the best

Corinne

157 words

**Part 2: 2 Composition**

**Sample plan**

- Introduction
- Pleasure or ordeal
- What you expect — relax
- Problems - flight delay, lost suitcases
- Good things - sea and sand
- Food poisoning!

**Model answer**

Travelling can be one of life's greatest pleasures, however it can be an ordeal. When you start your holiday and do the packing you never imagine the problems you might have. You only have one idea in mind and that is relaxation.

The nightmare begins when you arrive at the airport and realize that your flight is delayed. You have decided to go on holiday on the 1st of August like everybody else. Not only do you arrive late at your hotel on a Caribbean island but someone has lost your suitcase! You decide not to get angry and to enjoy the wonderful weather and beautiful scenery. The sea is clear and there is white sand. While having a paddle you notice an open-air terrace, and decide to try the traditional dish that you read about in the brochure: fresh oysters.

Shortly afterwards you feel sick. You spend the rest of the week in bed because of the contaminated seafood and have plenty of time to remember that travelling is not always enjoyable.

172 words

**Part 2: 3 Report**

**Sample plan**

- Aim
- General: our shop — good points
- Listening booths: queues, more needed
- Events: live concerts, autographs
- Internet

**Model answer**

In order to prepare this report, I visited some record shops in London which are very popular with young people.

**General**

Our record shop has a welcoming atmosphere. There are also good displays so customers can easily find the CD that they want. However, in
order to attract more people, we need to have more attractions.

Listening booths
Although we provide some listening booths, compared to the shops that I visited they do not seem to be enough. Even though customers want to listen to CDs, they usually have to wait their turn and people do not always have the time.

Events
In record shops in London they sometimes hold events, such as mini live concerts and autograph sessions. Apparently, they can attract a lot of people and help sales.

Internet space
When one record shop provided Internet space they succeeded in getting more customers. Most young people want computer access at any time.

Conclusion
To conclude, our customer service is satisfactory but I recommend providing extra services such as more listening booths, holding events and having an area for Internet access.

Part 2: 4 Article

**Sample plan**

| Title: | eye-catching - The Day I Stopped Looking out of the Window |
| Intro: | great teacher - why? challenge, interest |
| Good ending? | |

**Model answer**

The Day I Stopped Looking out of the Window

At school I spent a lot of time looking out of the window. It always seemed more interesting than what was going on in the classroom. I looked forward to leaving school and getting a job. That was until my first English lesson.

I can still remember the day that Mrs Harte came into the classroom. She started speaking English all the time. I really had to concentrate on everything that she was saying to understand, but I enjoyed the challenge. Her enthusiasm and energy kept us interested and also she had maps of England, and some wonderful funny English TV programmes. I begged my parents to send me to England to improve my English accent. I became more confident and studied really hard.

I am now studying English Literature at university. I am really enjoying my course and when I look out of the window I try to name everything I see in English!

182 words

Part 2: 5 (a) Article

**Sample plan**

| Title of article | |
| Intro: | my expectations |
| Plot summary: | pigs, Boxer ideals abandoned |
| Conclusion: | why is it worth reading again? |

**Model answer**

A Book Worth Reading Again (and again)

Most people have heard of the book by George Orwell called ‘Animal Farm’ as it is considered a twentieth century classic. Because of its reputation as a great book, to be honest, I expected to be disappointed. But I wasn’t.

It is the story of a ‘successful’ revolution where the animals take over the farm from the humans. They have great plans to make a classless society but the leaders begin a power struggle. The two pigs, Snowball and Napoleon, represent Trotsky and Stalin after the Russian Revolution. The working classes are represented by the old horse, Boxer, who does not complain. The animals dream of a world of equality but as time progresses, the ideals of the revolution are abandoned and finally the animals have less freedom than before.

Although the book is originally based on the Russian Revolution, I think the reason the book is so profound is that it is really about how power will always corrupt. We need to be reminded of this and the book is worth reading again.

174 words

Part 2: 5 (b) Composition

**Sample plan**

| Intro: | Merchant of Venice |
| Plot summary: | Shylock – pound of flesh Portia pleads |
| Conclusion: | message for people and politicians |

**Model answer**

When I was reading the tale of the ‘Merchant of Venice’ I thought that there was an important message for us.

It is the story of a moneylender called Shylock. He agrees to lend money to Antonio, a merchant, on the basis that he should have ‘a pound of flesh’ if Antonio is unable to return the money.

156 words
Sadly, Antonio loses his boats in a storm and Shylock demands his pound of flesh which he hopes will kill Antonio. The case goes to court and Antonio is defended by Portia, who loves a friend of Antonio's called Bassanio. Portia pleads for mercy but Shylock refuses. However, cutting the pound of flesh from Antonio would mean that he would bleed and the contract does not include blood. Shylock loses the case and most of his wealth.

The message, I feel, is that if we cannot give mercy then we are not humans. If we live for revenge then we become obsessed and our lives are not worth living. This message applies to people in the street and the people who run our countries.

182 words