### Listening

Duration: 30 minutes

**SECTION 1  Questions 1–10**

**Questions 1–6**  
*Complete the table below.*

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

*Write your answers in boxes 1–6 on your answer sheet.*

<table>
<thead>
<tr>
<th>Hotel information</th>
<th>Name of hotel</th>
<th>Where</th>
<th>Good features</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The Ambassador</td>
<td>Next to the sea</td>
<td>Good reputation</td>
<td>Costs more at the weekend</td>
</tr>
<tr>
<td></td>
<td>Oaklands Guest House</td>
<td>In the city centre</td>
<td>Very big</td>
<td>Some rooms are Large number of</td>
</tr>
<tr>
<td></td>
<td>The Blue House</td>
<td>Opposite the 5</td>
<td>Interesting décor</td>
<td>Pay extra for</td>
</tr>
</tbody>
</table>

**Questions 7–10**  
*Complete the notes below.*

*Write ONE word for each answer.*

*Write your answers in boxes 7–10 on your answer sheet.*

**Suggestions for presents**

For Daniel  
anything related to 7  
avoid bringing 8  
For Alice  
a guidebook on 9  
For Bill  
a 10 (traditional design)
SECTION 2  Questions 11–20

The new gym

Questions 11–14

Label the plan below.

Where in the new gym will the following equipment be placed?

Write the correct letter A–G in boxes 11–14 on your answer sheet.

11  Stationary bikes   12  Strength trainers   13  Running machines   14  Cross trainers

Questions 15–20

What does the speaker say about the following activities?

Choose SIX answers from the box and write the correct letter, A–H, in boxes 15–20 on your answer sheet.

Comments

A  sessions are felt to be too long
B  you can run a session without a teacher
C  the online induction is helpful
D  it doesn't appeal to younger members
E  it's open to too many levels of ability
F  you pay for the session each week
G  it's the most popular at the gym
H  it's cancelled on a regular basis

Activities

15  Yoga   16  Basketball   17  Climbing   18  Dance   19  Indoor cycling   20  Badminton
SECTION 3 Questions 21–30

Questions 21–22

What **TWO** reasons did Beth give for choosing sign language as the topic for her project?

**Choose TWO answers and write the correct letters A–E in boxes 21 and 22 on your answer sheet.**

A she feels embarrassed that she knows so little about it
B it will help her see how well she can learn a new language
C it will help her understand broader linguistic concepts
D it will improve her employment prospects
E she has personal experience of using the language

Questions 23–24

What **TWO** things from her reading surprise Beth about sign language?

**Choose TWO answers and write the correct letters A–E in boxes 23 and 24 on your answer sheet.**

A that there are numerous different kinds
B that the international version is seldom used
C that some versions don't have legal status
D that it has all the features of spoken language
E that the earliest version was developed centuries ago
Questions 25–30

Complete the flow chart below, which shows Beth's plans for her research sequence.

Choose SIX answers and write the correct letter A–I in boxes 25–30 on your answer sheet.

A  ways to learn  
B  own performance  
C  a video record  
D  an ethics form  
E  research reports  
F  fellow students  
G  a diary  
H  people with hearing problems  
I  a questionnaire

Plan for research sequence

Learn some sign language

Keep 25 _____ (for duration of learning)

Review 26 _____

Draft 27 _____

Trial with 28 _____

Complete 29 _____

Conduct main research

Share findings with 30 _____
**CHEETAHS**

### Background information
- hunts in open grassland – prey mainly antelope
- numbers in decline
  - previously mainly hunted for its 31 _____
  - now affected by environment change
- currently found in Africa and Iran

### Adaptations
- black tear-marks help keep 32 _____ out of its eyes
- slender, long-legged body
- large nostrils, 33 _____ and lungs aid oxygen absorption

### Recent research
- undertaken by veterinary scientists
- recognised previous research was limited to the 34 _____ and straight-line chases
- attached collars to wild cheetahs
  - used 35 _____ energy and batteries
  - can be controlled from a nearby 36 _____

### Findings
- semi-retractable claws mean it can 37 _____ rapidly
- uses its 38 _____ to steer its body during a chase
- muscles are four times more powerful than the fastest 39 _____
- female cheetahs are less 40 _____ than males
Tristan da Cunha

Tristan Da Cunha is a remote group of volcanic islands in the south Atlantic Ocean, and the name of the main island in that group. It is located about 1,750 miles away from South Africa, and 1,500 miles away from the nearest land mass (Saint Helena). This means it is the remotest group of islands in the world. It is a British overseas territory and governed primarily by Saint Helena.

There are four main islands: Tristan Da Cunha (the main island where Tristan’s citizens live), Inaccessible Island, Nightingale Island and Gough Island. The overall area of the territory is about 80 square miles. The plants on Tristan Da Cunha are mainly species found on South American and African terrain, although certain species are shared with New Zealand.

A Portuguese explorer and naval officer, Tristão da Cunha, was the first person to spot the islands (hence their name) in 1506, and the first official survey/mapping was made in 1767 by the crew of the French warship L’Heure du Berger. However, the French warship didn’t attempt to land. The first permanent settler was an American by the name of Jonathan Lambert, who arrived at the end of 1810. He appointed himself as ruler of the islands and re-named them Islands of Refreshment. However he died in a boating accident just two years later, and the islands became known as Tristan Da Cunha again.

Due to their strategic position, these remote islands have been important in various wars and were annexed by the United Kingdom in 1816. During World War II, the British navy based a top secret weather and radio station on Tristan. Since currency wasn’t yet established on the islands (a system of exchange, or barter, was used instead) naval supplies were given to Tristan’s citizens in payment. Since then the British pound has become the currency. However, Tristan Da Cunha has only one resident doctor and five nurses, meaning that any serious injuries are treated in Cape Town (South Africa).

Many of Tristan Da Cunha’s citizens are farmers by trade, and money is also earned from fishing and processing. All land on Tristan is owned communally, and livestock is controlled to ensure that better-off families do not build up excessive wealth. Official statistics for the islands’ economy are unavailable, because GDP figures are not published. Tristan’s main currency is pound sterling (£), but the Saint Helenian pound is also used by residents. Although the island is a British dependency, it is not allowed direct trade access to the European Union. Tristan Da Cunha’s main source of income is the island’s lobster factory, which sells its product to the United States and Japan via representatives of the South African company ‘Ovenstone’. Tristan sells coins and postage stamps abroad – the public interest in Tristan Da Cunha means this is a profitable venture.

A few misfortunes have harmed the island’s economy. In 1961 a volcanic eruption from Tristan destroyed the island’s crayfish factory. In modern times, demand for Tristan crayfish in the USA has been declining, setting the country’s economy back greatly. This has meant that the islanders have had to borrow from their reserves. In turn this has harmed Tristan’s ability to update its communication equipment and education methods without delays. Even worse than this, a fire on the 13th of February 2008 destroyed the fish factory and two power generators. This has caused further problems for Tristan’s economy because of fishing’s prominent role. In addition the harbour, through which everything enters and exits Tristan Da Cunha, including medical supplies, was damaged by fire. Since then, engineers from the British army have been fixing and helping to maintain the harbour. Despite these numerous problems, Tristan Da Cunha’s residents remain optimistic about the long term future of their islands.

1Gross Domestic Product: the total value of goods and services produced
Questions 1–5
Look at the following people (Questions 1–5) and the list of actions below.
Match each person with the correct action.
Write the correct letter A–G in boxes 1–5 on your answer sheet.

1 Tristão da Cunha
2 French sailors
3 Jonathan Lambert
4 British sailors
5 Ovenstone

List of actions
A changed the name of the islands
B saw the islands before anyone else
C made an unsuccessful attempt to land on the islands
D became sales agents for one of the islands' exports
E made the first formal map of the islands
F agreed to a request to take control of the islands
G established a communications base on the islands

Questions 6–9
Complete the sentences below.
Choose ONE WORD ONLY from the passage for each answer.
Write your answers in boxes 6–9 on your answer sheet.

6 Some _____ on the islands are also found in New Zealand.
7 The islands have been involved in several wars on account of their _____.
8 _____ is the joint property of all the islanders.
9 There is a limit to the amount of _____ that island families can own.

Questions 10–13
Do the following statements agree with the information given in Reading Passage 1?
In boxes 10–13 on your answer sheet write
YES if the statement agrees with the information
NO if the statement contradicts the information
NOT GIVEN if there is no information on this

10 The main market for Tristan's postage stamps is the US.
11 Sales of crayfish are less profitable than they used to be.
12 The factory destroyed by fire in 2008 has since been rebuilt.
13 Commercial airlines regularly land on Tristan.
Investigating the role of vitamin D in health

A About every ten years in the USA, a group called the Food and Nutrition Board of the Institute of Medicine calls together a group of experts to set dietary requirements for vitamin D. This organization has some of the best scientists in the country. The experts are asked to review all of the research available on vitamin D and health, and then to write a report with recommendations based on the evidence. Thus the American public has access to the latest guidelines on how much vitamin D is good for them.

B A vitamin is defined as an essential nutrient that a person must acquire in tiny amounts from the diet. It is a chemical which is essential for the body, but which the body cannot produce by itself: it must be eaten. By this definition, despite its misleading name vitamin D is not a vitamin at all, because although it is contained in certain foods, especially oily fish, the skin can also make vitamin D when it is exposed to sunlight. Once the body has processed vitamin D, it becomes a hormone (a chemical which regulates bodily functions).

C Scientists are in agreement about the importance of vitamin D, though not all of its effects in human health are yet fully understood, and they are discovering new possible roles for it all the time. Furthermore, it is not known exactly how much vitamin D is required for each of these separate roles. For example, the levels needed to protect the bones may differ from those needed to protect the heart. In order to understand the ways in which vitamin D is important for health, and how much of it is needed, scientists have to look at the questions from different angles, but each different type of research has its own strengths and weaknesses.

D First of all, there are population-based studies which are carried out using statistical data. Often the first time that scientists learn that a nutrient like vitamin D is important for health is from a study that looks at statistics concerning health for a large number of people, and highlights relationships between levels of the vitamin and certain diseases. However, these associations do not prove that the nutrient (or lack of it) is the cause the disease; they just show that there’s an interesting connection. For example, in the early days of television, researchers showed that the number of TV sets in a household was related to the likelihood that someone would have heart disease. This didn’t mean that TVs directly caused heart disease, but it did lead researchers to ask what might be the basis for the relationship. Later research showed that lack of activity was the likely reason for the link.

E Another type of research involves controlled clinical intervention. When scientists suspect that there is a direct link between a nutrient like vitamin D and a health outcome, they set up a study where people are given different levels of the nutrient to see if it can affect health. The best of these studies control everything about the people being studied; they only compare people who are the same age, gender and race, and have similar lifestyle habits, all so they can make sure the outcome of the study is affected by one thing only: the nutrient. The good thing about this type of study is that the results are reliable. The negative thing is that the results may not apply to another group of people. For example, early on many research studies included only men, and the results were thought to apply to women. It has since been learned that this is not always the case. As a result, studies like these often have to be repeated in infants, children, teens and pre-teens, and adults of different ages, as well as in both men and women.

F Sometimes animals are used for controlled studies, in place of people. This is because it is often neither feasible nor cost effective to conduct research into people. For example, it might take 50 years or more to conduct a study that starts with children and lasts for their lifetime, so animals with a lifespan which is not as long may be used instead. However, some aspects of animal biology differ from human biology, so attempts to apply research findings like this to humans may not be valid.

G Finally, some studies are carried out in a laboratory on particular cells, the smallest independent units of the human body. One way to show that a nutrient like vitamin D directly influences health is to show that it has an effect on those cells in the body which are prone to a particular disease. The advantage of these laboratory studies is that they allow scientists to prove a direct link between the vitamin and the specific cells under investigation. On the other hand, this same mechanism may not work in the context of a more complex unit like the human body.
Questions 14–19
Reading Passage 2 has seven paragraphs labelled A–G.
Which paragraph contains the following information?
Write the correct letter A–G in boxes 14–19 on your answer sheet.
NB You may use any letter more than once.

14 a description of things that scientists' still need to find out about vitamin D
15 the reason why some studies have to be done several times over, despite results being dependable
16 a description of the kind of substance that vitamin D is
17 a list of the criteria scientists might use when they select people to take part in experiments
18 the reason why people are sometimes unsuitable subjects for scientific studies
19 reference to the fact that people in one country are able to get up-to-date advice about vitamin D

Questions 20–22
Complete the sentences below.
Use ONE WORD ONLY from the passage for each answer.
Write your answers in boxes 20–22 on your answer sheet.

20 True vitamins can only be obtained from a person’s _____.
21 Foods such as one kind of _____ are a good source of vitamin D.
22 Under certain conditions, vitamin D can be produced by the _____.

Questions 23–26
Complete the table below.
Choose ONE WORD ONLY from the passage for each answer.
Write your answers in boxes 23–26 on your answer sheet.

<table>
<thead>
<tr>
<th>TYPES OF HEALTH RESEARCH</th>
<th>Advantages</th>
<th>Disadvantages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population-based studies</td>
<td>Highlight interesting connections (e.g. between heart disease and 23 ____).</td>
<td>Cannot determine the 24 ____ of a disease.</td>
</tr>
<tr>
<td>Clinical intervention studies</td>
<td>Usually reliable, as a single study only tests people with similar characteristics (e.g. unlike in the past, when studies only investigated groups of 25 ____).</td>
<td>Studies have to be repeated on several different groups.</td>
</tr>
<tr>
<td>Laboratory experiments</td>
<td>Links between medication and body 26 ____ can be proved</td>
<td>Results may differ if the same procedure involves people.</td>
</tr>
</tbody>
</table>
The development of the brain in early humans

Although our ancestors, Homo sapiens, had already populated East Africa 150,000 years ago, they began to spread across the rest of the earth and drive out other species only about 70,000 years ago. Until then, even though these ancestors looked just like us, and their brains were as big as ours are, they did not enjoy any marked advantage over the other human species that existed at that time. In addition, they did not produce particularly sophisticated tools, and did not accomplish any other special feats. This lack of achievement has led scientists to speculate that the internal structure of the brain of Homo sapiens was probably different from ours. They looked like us, but their cognitive abilities – learning, remembering, communicating – were far more limited.

But then, beginning about 70,000 years ago, Homo sapiens started doing very special things. Around that date, bands of Homo sapiens left Africa for a second time. This time they drove all other human species from the face of the earth. Within a remarkably short period, our ancestors reached Europe and East Asia. About 45,000 years ago, they somehow crossed the open sea and landed in Australia – a continent untouched by humans until then. The period from about 70,000 years ago to about 30,000 years ago witnessed the invention of boats, oil lamps, bows and arrows and needles (essential for sewing warm clothing). The first objects that can reliably be called art also date from this era, as does the first clear evidence for religion, commerce and social organisation.

Most researchers believe that these unprecedented accomplishments were the product of a revolution in Homo sapiens’ cognitive abilities. They maintain that the people who drove the Neanderthals to extinction, settled Australia, and carved the ivory figure of a lion-man found in a cave in Germany, were as intelligent, creative and sensitive as we are.

The appearance of new ways of thinking, and communicating, between 70,000 and 30,000 years ago constitutes the Cognitive Revolution. We are not sure what caused it. The most commonly believed theory argues that accidental genetic changes altered the inner wiring of the brains of Homo sapiens, enabling them to think in new ways, and to communicate using an altogether new type of language. Why did it occur in Homo sapiens rather than in other species, like Neanderthals? It was just a matter of pure chance, as far as we can tell. But it’s more important to understand the consequences of this change than its causes. What was so special about Homo sapiens new language that it enabled us to conquer the world?

It was not the first language; every animal has some kind of language. Even insects, such as bees and ants, know how to communicate in sophisticated ways, informing one another of the whereabouts of food. Neither was it the first language involving the use of a voice. Many animals, including all ape and monkey species, have vocal languages. For example, green monkeys use calls of various kinds to communicate. Scientists have identified one call that means ‘Careful! An eagle!’ A slightly different call warns, ‘Careful! A lion!’ Homo sapiens can produce many more distinct sounds than green monkeys, but whales and elephants have equally impressive abilities. A parrot can say anything a person could say, as well as mimicking the sounds of phones ringing, doors slamming, and police cars with their sirens switched on. What, then, is so special about our language?

The most common answer is that our language is amazingly flexible. We can connect a limited number of sounds and signs to produce an infinite number of sentences, each with a distinct meaning. Therefore we can take in, store and communicate an enormous amount of information about the surrounding world. A green monkey can yell to its comrades, ‘Careful! A lion!’ But a modern human can tell her friends that this morning, near the bend in a river, she saw a lion tracking a herd of bison. She can then describe the exact location, including the different paths leading to the area. With this information, the members of her group can discuss whether they should approach the river, chase away the lion, and hunt the bison themselves.

A second theory agrees that our unique language evolved as a means of sharing information about the world. But according to this theory, the most important information that needed to be conveyed was about humans, not about lions and bison: our language evolved as a way of gossiping. Homo sapiens is chiefly a social animal, and social cooperation is our key for survival. It is not enough for men and women to know the whereabouts of lions and bison. It is much more important for them to know who in their group hates whom, who is sleeping with whom, who is honest, and who is a cheat.

The amount of information that one must obtain and remember, in order to track the ever-changing relationships of even a small number of individuals, is huge. All apes show a keen interest in such social information, but they have trouble gossiping effectively. The new linguistic skills that Homo sapiens acquired about seventy millennia ago enabled them to gossip for hours on end. Reliable information about who could be trusted meant that small groups could expand into larger groups, and Homo sapiens could develop tighter and more sophisticated types of cooperation. The gossip theory might sound like a joke, but numerous studies confirm it.
Questions 27–28
Choose the appropriate letters A, B, C or D.
Write your answers in boxes 27 and 28 on your answer sheet.

27 Between 150,000 and 70,000 years ago, *Homo sapiens*
   A were the dominant species of East Africa.
   B demonstrated considerable manual skill.
   C developed faster than other human species.
   D equalled modern humans in terms of their brain size.

28 How do most scientists account for *Homo sapiens’* achievements after leaving Africa for the second time?
   A They experienced a biological change.
   B They made use of new raw materials.
   C They encountered fewer predators.
   D They learned from other human species.

Questions 29–35
Do the following statements agree with the claims made in Reading Passage 3?
In boxes 29–35 on your answer sheet write
YES if the statement agrees with the claims of the writer
NO if the statement contradicts the claims of the writer
NOT GIVEN if it is impossible to say what the writer thinks about this

29 There is evidence that *Homo sapiens* was very creative between 70,000 and 30,000 years ago.
30 The great improvements in *Homo sapiens’* thinking ability between 70,000 and 30,000 years ago were due to luck.
31 The reasons for the Cognitive Revolution are more worthy of investigation than the results.
32 Compared to other species of monkey, the green monkey expresses a wider range of meanings in its calls.
33 The vocal features of human language are generally superior to the vocal features of other animals’ languages.
34 Humans can express a greater range of meanings than any other animal.
35 Warnings are the most common function of non-human language.
Questions 36–40
Complete the summary using the list of words, A–I, below.
Write your answers in boxes 36–40 on your answer sheet.

The primary function of human language

Scientists generally agree that human language developed out of the need to share information. However, they disagree concerning which type of information was the most important.

Some think that humans first used language to discuss **36** or how to avoid danger. Others, however, think that sharing information about **37** was more important. **38** seems to have been the main function of early language. Although this idea may appear unlikely, there is plenty of evidence to support it.

Even for small groups, the **39** of such information was considerable. Acquiring it enabled human societies to increase in size and **40**.

A planning  
B quantity  
C power  
D gossiping  
E hunting  
F complexity  
G territory  
H people  
I tools
General Training Reading

Duration: 60 minutes

SECTION 1  Questions 1–13

Consumer reviews of coffee-makers

A

This traditional free-standing coffee-maker, which is suited to most types of standard ground coffee, will fill your house with a classic aroma in the morning. Its conventional black design will look stylish on any kitchen worktop, as long as you’ve got plenty of space. Although it doesn’t include the components needed for making a cappuccino, these are available at a reasonable price.

B

The advantage of this model is that it’s very simple to operate. You do need to wash all the component parts after each use, however, so it’s not the ideal choice for busy workplaces or student kitchens. Small and compact, this attractive red and grey machine is great value for money, even if it only makes a standard cup of coffee.

C

This classic stove-top model has stood the test of time. It comes in either plain silver or bright orange, and there are five sizes available. Although it works fine on either gas or electric cookers, be aware that this coffee-maker isn’t suitable for use with induction hobs.

D

You can make all sorts of coffee at the push of a button with this machine. It also comes with a separate steam outlet for warming milk and a built-in timer so that you can wake up to the smell of coffee in the morning. It’s quite bulky, however, so isn’t great in kitchens where space is limited.

E

This large machine is really a type of home coffee-bar and comes with clear step-by-step guidance for the budding barista. It makes great coffee, but takes a while to set up so isn’t ideal if you just want one cup of coffee. Also, you’ll need to give yourself some time to clean all its components if you use it regularly.

F

This electric coffee-maker comes in a distinctive shade of blue and is a favourite in offices and shared kitchens up and down the country. Not only is it very easy to move around, but there is also almost no mess to clear up afterwards. The coffee’s not great, however, and you’re tied into using one brand of coffee capsules, which are quite expensive.

Questions 1–7

Look at the six reviews (A–F) of coffee makers.

For which model of coffee-maker are the following statements true?

Write the correct letter, A–F in boxes 1–7 on your answer sheet.

NB  You may use any letter more than once.

1  It doesn’t take up much space.
2  There’s a choice of colour.
3  It can be used in a variety of places.
4  It has a range of functions.
5  An additional purchase may be necessary.
6  There are detailed instructions about how to use it.
7  It’s easy to keep clean.
Medical records in the UK: information for patients

As a patient, you may receive care and treatment from a number of places, such as your health centre, hospitals and community services. We will use information such as your postcode and National Health Service (NHS) number to link your records from these different places. Records are linked in a secure system so your identity is protected. Details that could identify you will be deleted before your information is made available to others.

We sometimes release confidential information to approved researchers, if this is allowed by law, and meets the strict rules that are in place to protect your privacy. It helps researchers by supporting studies that identify patterns in diseases, responses to different treatments, and the effectiveness of different services.

Information will also help us to:
• find more effective ways of preventing, treating and managing illnesses
• understand who is at most risk of particular diseases and conditions, so those in charge of care planning can provide preventative services
• guide decisions about how to manage NHS resources so that they can best support the treatment and care of all patients

We are very careful with the information, and we follow strict rules about how it is stored and used, and have a thorough process that must be followed before any information can be shared. When we share information we will make sure we do so in line with the law, national guidance and best practice.

We have explained how useful information about you is, and the steps that we take to protect your privacy. However, you may want to prevent confidential information about you being shared or used for any purpose other than providing your care (except in special circumstances allowed by law, such as when there is a public health emergency). If you do not want information that identifies you to be shared outside your health centre, please ask the centre to make a note of this in your medical records.

If you are happy for your information to be shared, you do not need to do anything. There is no form to fill in and nothing to sign. And you can change your mind at any time.

Questions 8–13

Do the following statements agree with the information given in the text above?

In boxes 8–13 on your answer sheet write

TRUE if the statement agrees with the information
FALSE if the statement contradicts the information
NOT GIVEN if there is no information on this

8 Medical records which were produced in different places are kept separate from each other.
9 When information about a patient is passed on to others, the patient's name and address is removed from it.
10 Patients may be allowed access to the results of studies which involved use of their records.
11 Information from individual medical records is used for the purpose of improving medical treatments for everyone.
12 Patients’ agreement is necessary on all occasions when their medical records are to be shared.
13 It is assumed that patients who take no action are willing to allow their records to be passed on.
Starting a family restaurant business: advice for entrepreneurs

Preparation
Television chefs may make running a restaurant look easy, but experts advise prospective business owners to prepare a comprehensive business plan before hanging out their sign. Modeling the overall expenses of a restaurant’s first year by asking for quotes from food vendors, electricians and staffing agencies can help novice owners understand how much is required to make their dream restaurant a reality.

Time Frame
A restaurant owner’s familiarity with the food service industry will often define the turnaround time from idea to execution. Owners who choose to hire a head chef may need longer to research and interview potential candidates, or to wait for the chef’s existing contract to finish. The right location may require additional time for a lease to become available, especially in a dining district which is fashionable. Owners should also plan for construction, hiring, design and testing phases, budgeting to ensure their companies don’t run out of cash flow before servers can start taking orders.

Potential
Business owners without experience of the food service industry often make the mistake of believing their own passion for a particular style of food will translate into a successful new restaurant. In reality, many owners have to wait until they establish enough rapport with their customers to put some unusual specials onto the menu. Small restaurants must work even harder to please diners, since they must rely mostly on word of mouth and critics’ reviews instead of expensive marketing campaigns.

Features
Experts often categorize restaurants as either quick service, mid-scale or upscale. When dreaming about their ideal food service business, entrepreneurs often think about mid-scale restaurants. However, quick service restaurants often prove the easiest to start. Quick service no longer means just ‘fast food’, especially with a variety of concepts that minimize launch and training times. Upscale restaurants often prove trickier to get started, requiring more hands-on expertise and enough added value to warrant higher prices.

Benefits
New restaurant owners surveyed for articles appearing in the Boston Globe and the New York Times all cited the desire to ‘work with their hands’ and see more direct results from their labor than they enjoyed in their previous careers. Small restaurants can benefit from strong word of mouth, especially when they cater for a specific market, like lunch-hour rush or pre-theater dinner. When choosing a concept, prospective restaurant owners should be able to explain why diners will prefer their establishment.

Questions 14–20
Complete the notes below.
Choose NO MORE THAN TWO WORDS from the text above for each answer.
Write your answers in boxes 14–20 on your answer sheet.

Starting a restaurant business

Preparation
Create a 14 _______.
Use information from suppliers to calculate total annual 15 _______.

Time Frame
The time needed depends on your familiarity with the industry.
Allow extra time when employing a 16 _______ or when renting premises in a 17 _______ location.

Potential
Don’t offer unusual specials until you have regular customers. This is very important for restaurants which can’t afford to run 18 _______.

Features
The simplest food service businesses to open are 19 _______ restaurants.

Benefits
New restaurant owners enjoy manual work.
It’s easy for 20 _______ restaurants which meet a particular need to get customer recommendations.
Five characteristics of successful jobseekers

What does it take to actually get the job you want?

Crafting the perfect curriculum vitae (CV) is vital, and making the right preparations for the interview goes without saying. And of course, for certain positions, having a particular skill may be a necessity. But apart from that, what will really make a difference? The answer may be simpler than you think. In fact, there might be one key change you can make to dramatically improve your chances of success: master your mindset.

Skill set is about what you can do, and mindset is about what you see, think and believe. Used correctly, it can make any one of us stand out from the crowd.

With technology developing at an unprecedented rate, nobody can predict the skills needed to succeed in five or ten years’ time. When we asked over 800 employers, 96% of them chose mindset over skill set as the key element they seek when employing (and retaining) staff.

Based on these findings, here are the top five characteristics of successful job seekers:

5. 72.56% of employers highlighted accountability as an essential characteristic when looking for new employees.
   The individuals who demonstrate accountability most effectively are those who go beyond the confines of their job description, take responsibility for things that go wrong and/or attempt to make improvements in any way they can.

4. Perhaps unsurprisingly, adaptability was chosen as essential by 75.12% of employers surveyed. Those candidates who can genuinely display the flexibility and ability to rise to any challenge they face, and respond positively to it all, will automatically increase their employability.

3. Whatever industry you’re in, having a sense of trust in others around you is vital for a harmonious workplace. Perhaps that’s why 90.93% of employers chose trustworthiness as their next essential characteristic when hiring.

2. 91.4% of hiring managers think that honesty is the best policy. Although honesty is inevitably linked to accountability and trustworthiness to a certain degree, adopting it as an integral part of your mindset, and being able to practically display it is crucial. It doesn’t have to be too hard-hitting, just a few words to show that you have morals should be more than enough.

1. Finally, according to our research the most important trait for successful jobseekers is commitment. In fact, 92.09% of all employers said that this was absolutely essential for all team members and potential hires. Being dedicated to one’s work undoubtedly has an exceptionally powerful effect. If it’s there, it engenders trust and earns respect. When it’s missing, it’s almost impossible to replicate or attain belief from any level of the business.

Questions 21–26

Complete the sentences below.

Choose NO MORE THAN TWO WORDS from the text for each answer.

Write your answers in boxes 21–26 on your answer sheet.

21 It is obvious that having appropriate skills, producing an excellent ______ and preparing well for interview are essential for getting a job.

22 A majority of employers said they valued ______ more than skills when they recruit staff.

23 Employees who do more than their ______ specifies are considered to be accountable.

24 Employees who are able to react well to every ______ are demonstrating adaptability.

25 For a friendly atmosphere, it is necessary for colleagues to have ______ in each other.

26 The highest proportion of employers felt that it was essential for their staff to have ______.
SECTION 3 Questions 27–40

Questions 27–32
The text on the next page has six paragraphs, A–F.
Choose the correct heading for each paragraph from the list of headings below.
Write the correct number, i–viii, in boxes 27–32 on your answer sheet.

List of headings

i Advantages and disadvantages of selling products online
ii Introducing a company’s products to their customers
iii The characteristics of a successful fashion model
iv The features of two kinds of fashion show
v Finding out what kind of clothing buyers want
vi The control of a company’s supply and pricing levels
vii Global changes in clothing styles
viii How fashion shows developed over time

27 Paragraph A
28 Paragraph B
29 Paragraph C
30 Paragraph D
31 Paragraph E
32 Paragraph F
The fashion industry

A The process of managing the flow of products, from the initial selection of designs, to the presentation of products to retail customers, is known as fashion marketing. Its goal is to maximize a company’s sales and profitability. Successful fashion marketing depends on understanding consumer wishes and responding with appropriate products. Marketers use sales tracking data, attention to media coverage, focus groups and other means of determining consumer preferences. They then provide feedback to designers and manufacturers about the type and quantity of goods to be produced. Marketers are thus responsible for identifying and defining a fashion producer’s target customers, and for responding to the preferences of those customers.

B Marketing operates at both the wholesale and retail levels. Businesses that do not sell their own products to customers must place those products at wholesale prices in the hands of retailers, such as boutiques, department stores, and online sales companies. They use fashion shows, catalogs, and a sales force armed with sample products to find a close fit between their products and the retailer’s customers. Marketers for companies that do sell their own products at retail are primarily concerned with matching products to their own customer base. At both the wholesale and the retail level, marketing also involves promotional activities, such as advertising. This is aimed at establishing brand recognition and brand reputation for a range of characteristics such as quality, low price, or trendiness.

C Closely related to marketing is merchandising, which attempts to maximize sales and profitability by persuading consumers to buy a company’s products. In the standard definition of the term, merchandising involves selling the right product, at the right price, at the right time and place, to the right customers. So fashion merchandisers must utilize marketers’ information about customer preferences as the basis for decisions about such things as stocking appropriate merchandise in adequate but not excessive quantities, offering items for sale at attractive but still profitable prices, and discounting overstocked goods. Merchandising also involves presenting goods attractively and accessibly through the use of store windows, in-store displays, and special promotional events. Merchandising specialists must be able to respond to surges in demand by rapidly acquiring new stocks of the favoured product. An inventory-tracking software program in a department store in London, for instance, can trigger an automatic order to a production facility in Shanghai for a certain quantity of garments, of a specified type and size, to be delivered in a matter of days.

D By the early 21st century, the Internet had become an increasingly important retail outlet, creating new challenges (e.g., the inability for customers to try on clothes prior to purchase, the need for facilities designed to handle clothing returns and exchanges) and opening up new opportunities for merchandisers (e.g., the ability to provide customers with shopping opportunities 24 hours per day, affording access to rural customers). In an era of increasingly diverse shopping options for retail customers, and of intense price competition among retailers, merchandising through the web has emerged as one of the most important functions of the modern fashion industry.

E Fashion designers and manufacturers promote their clothes not only to retailers, but also to the media and directly to customers. Already in the late 19th century, Paris couture houses began to offer their clients private viewings of the latest fashions. By the early 20th century, not only couture houses but also department stores regularly put on fashion shows with professional models. In imitation of Parisian couturiers, ready-to-wear designers in other countries also began mounting fashion shows for a mixed audience. In the late 20th and early 21st centuries, fashion shows became more elaborate and theatrical, were held in larger venues with specially constructed elevated runways (‘catwalks’) for the models, and played an increasingly prominent role in the presentation of new fashions.

F By the early 21st century, fashion shows were a regular part of the fashion calendar. The couture shows, held twice a year in Paris (in January and July) by the official association of couture designers (comprising the most exclusive and expensive fashion houses), present outfits that might be ordered by potential clients, but which often are intended more to showcase the designers’ concepts of fashion trends and brand image. Ready-to-wear fashion shows, separately presenting both women’s and men’s wear, are held during spring and fall ‘Fashion Weeks’, of which the most important take place in Paris, Milan, New York, and London. However, there are literally dozens of other Fashion Weeks internationally—from Tokyo to São Paulo. These shows, of much greater commercial importance than the couture shows, are aimed primarily at fashion journalists and at buyers for department stores, wholesalers, and other major markets. Extensively covered in the media, fashion shows both reflect and advance the direction of fashion change. Photographs and videos of fashion shows are instantaneously transmitted to mass-market producers, who then produce inexpensive clothing copied from, or inspired by the runway designs.
Questions 33–35
Choose the correct letter, A, B, C or D.
Write your answers in boxes 33–35 on your answer sheet.

33 What does the writer say about fashion marketers?
   A They operate according to instructions from fashion designers.
   B They deal with retail rather than wholesale clients.
   C They are not bound by financial considerations.
   D They employ various means of gathering information.

34 According to the writer, the work of a merchandiser includes
   A passing information to marketers.
   B ensuring that clothing items are not overpriced.
   C calculating the quantity of garments already sold.
   D returning goods that are faulty.

35 Regarding internet selling, what does the writer suggest is a benefit for retailers?
   A 24-hour shopping
   B lower costs
   C systems for handling exchanges
   D fewer clothing returns

Questions 36–40
Complete the summary below.
Choose ONE WORD ONLY from the text for each answer.
Write your answers in boxes 36–40 on your answer sheet.

**Fashion in the 21st century**

Regular fashion shows are now held all over the world. 36 _____ is the location for couture shows, which are often simply an opportunity to present 37 _____ ideas regarding fashion. On the other hand, shows for ready-to-wear clothing take place in many different cities, for the benefit of 38 _____ and clients of all kinds. Thanks to reports in the 39 _____ these shows are very influential. Images of the clothing are immediately dispatched to manufacturers, and they then make 40 _____ copies.
Academic Writing

Duration: 60 minutes

TASK 1
You should spend about 20 minutes on this task.

The chart below shows the value of some of Australia’s trading links in 2012, 2013 and 2014.
Summarise the information by selecting and reporting the main features, and making comparisons where relevant.

Write at least 150 words.

Value of Australia's trading links

<table>
<thead>
<tr>
<th>Trading partners</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>China</td>
<td>180k</td>
<td>160k</td>
<td>140k</td>
</tr>
<tr>
<td>Japan</td>
<td>120k</td>
<td>100k</td>
<td>80k</td>
</tr>
<tr>
<td>Korea</td>
<td>60k</td>
<td>80k</td>
<td>60k</td>
</tr>
<tr>
<td>Thailand</td>
<td>40k</td>
<td>40k</td>
<td>40k</td>
</tr>
<tr>
<td>Vietnam</td>
<td>20k</td>
<td>20k</td>
<td>20k</td>
</tr>
</tbody>
</table>

TASK 2
You should spend about 40 minutes on this task.

Write about the following topic:

In many countries, wages for some types of job are much higher than wages for other types of job. Some people think that this is unfair.
Do you agree or disagree?
How should different types of job be paid?

Give reasons for your answer, and include any relevant examples from your own knowledge or experience.
Write at least 250 words.
General Training Writing

Duration: 60 minutes

TASK 1
You should spend about 20 minutes on this task.

Recently a friend from another country visited you. Your friend has written asking for details about a traditional dish you ate together at a restaurant during the visit.

Write a letter to this friend. In your letter,
• say why the dish is so popular in your country
• outline what you need to make it
• suggest where to get a good recipe for it

Write at least 150 words.
You do NOT need to write any addresses.
Begin your letter as follows:

Dear ...

TASK 2
You should spend about 40 minutes on this task.
Write about the following topic:

In many countries, more young people are moving away from the place where they were born to find jobs in other places.
Why do you think this is happening?
Is this a positive or negative development?

Give reasons for your answer and include any relevant examples from your knowledge or experience.
Write at least 250 words.
Speaking

Duration: 11–14 minutes

Part 1  Introduction and interview

[This part of the test begins with the examiner introducing himself or herself and checking the candidate's identification. It then continues as an interview.]

Study

• What subject are you studying at present?
• Why did you choose to study this subject?
• How long have you been studying for?

Work

• What kind of work do you do?
• How long have you had this job?
• Is your work easy or difficult?

Shopping

• Do you enjoy shopping? Why?/Why not?
• What was the last thing you bought?
• How often do you buy things online?
• Do you prefer to go shopping with friends, or to go shopping by yourself? Why?

Part 2  Individual long turn

Candidate Task Card

Describe a change in your life which was positive.
You should say:
what the change was
when it happened
why it happened
and explain why the change was positive.

You will have to talk about the topic for 1 to 2 minutes.
You have one minute to think about what you're going to say.
You can make some notes to help you if you wish.
Part 3 Two-way discussion

Changes of place
- In your country, do many people move from the countryside to live in a city?
- What are the main reasons why people go to live in a different place?
- How easy is it to find suitable accommodation in a new area?

Changes in the workplace
- Do you agree that women can now do a bigger variety of jobs than they were able to do in the past?
- How has new technology changed the way people work?
- What do you think are the advantages and disadvantages of doing part-time work?

Impact of change
- How easy do you think it is for people of different ages to adapt to rapid change?
- In your opinion, which recent social changes have been the most beneficial for people in general?
- Countries have been generally slow to respond to the risks posed by climate change. Why do you think this is?