Questions 1-4

Complete the form below.

*Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer.*

Product Incident Report

Example	***Answer***
Product:	*rice cooker*
Model Number:	1 _____
Price of the Product:	£ 2 _____
Name of the Branch:	3 _____
Problem:	4 _____

Questions 5-10

Complete the form below.

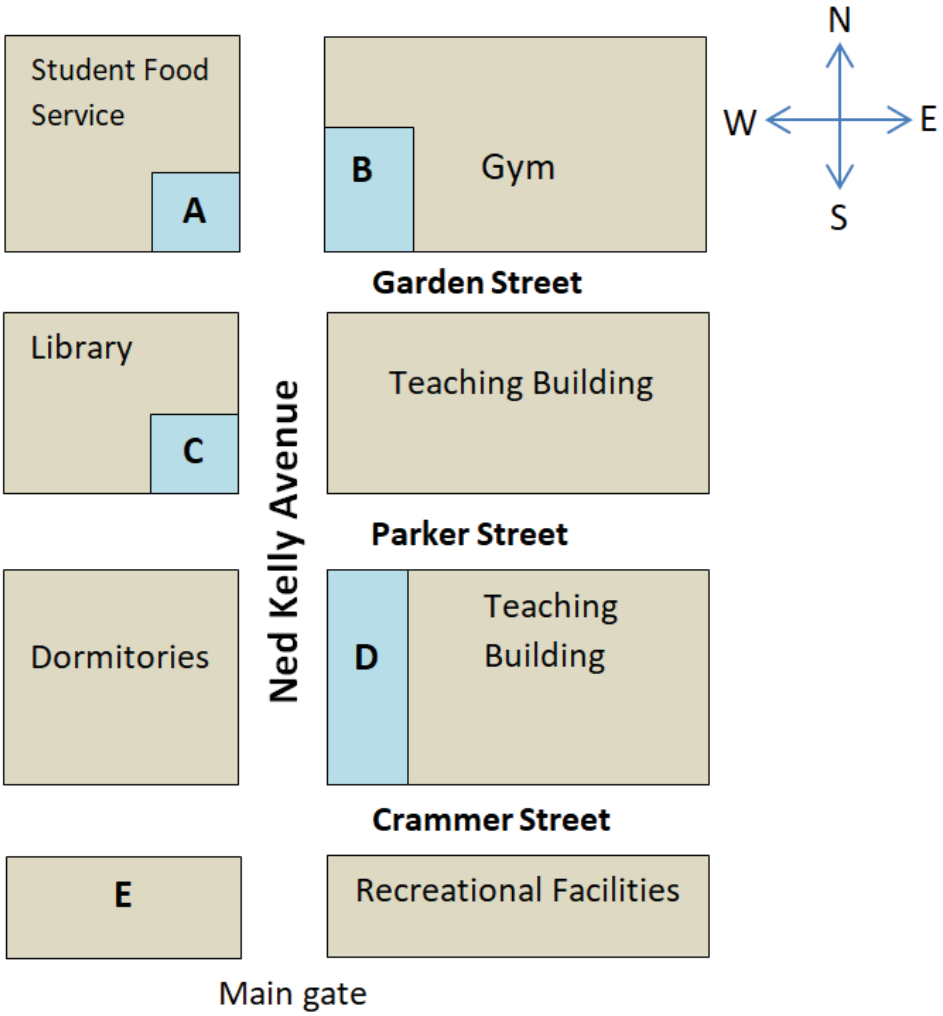
*Write **NO MORE THAN THREE WORDS AND/OR A NUMBER** for each answer.*

CUSTOMER'S INFORMATION DETAILS	
Name:	Herbert Hewitt
Address:	5 _____
Postcode:	6 _____
Method of payment:	7 _____
Card's Expiry Date:	8 _____
Method of Compensation:	9 _____

Shopping Frequency:	10 _____

Questions 11-15

*Listen to the directions and match the places in questions **11-15** to the appropriate place among **A-E** on the map.*



11 _____ Student Centre

12 _____ Health Centre

13 _____ Internet Unit1

14 _____ Complaint Office

15 [ ] Cafe

Questions 16-20

Complete the sentences below.

*Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer.*

Students in a room don’t need to share a 16 _____ with ones in other rooms.

Everyone has to write down his name on the 17 _____

All the students use a 18 _____ to enter the dorm's front door.

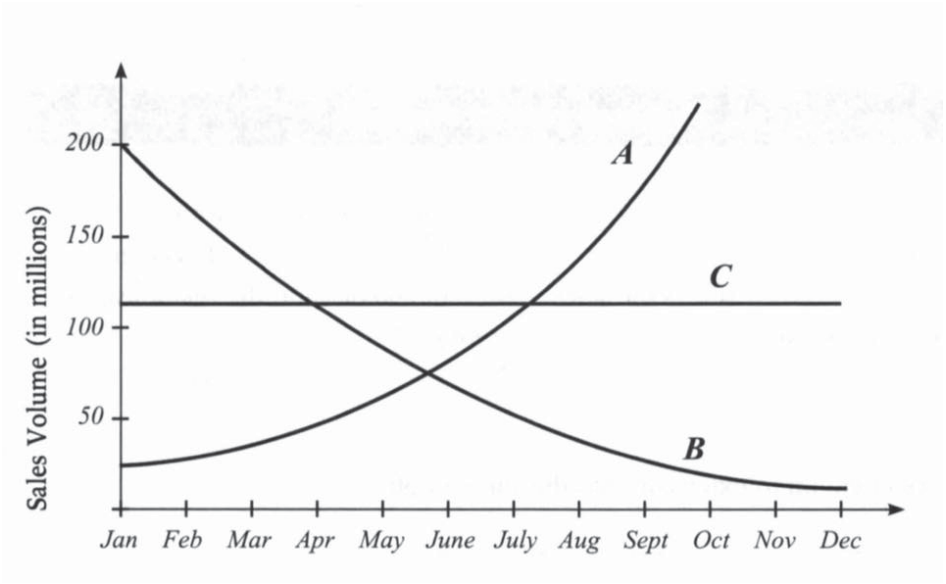
If you want to wash your clothes, go to the laundry room which is located in the 19 _____

The dormitory closes at 20 _____ every night.

Questions 21-22

*Choose the correct letters, **A-C**, and write each next to questions **21** and **22.***

According to Betty, which lines describe the sales of both **cheese and oil** in **New Zealand** and **Colombia**?



21

22

Questions 23-24

*Write the correct letters, **A-E**, next to questions **23-24.***

*Which **TWO** of the following are sales strategies for chocolate in Italy and Germany?*

- **A** ☐ Locate near a children's school
- **B** ☐ Change the location of the product on shelves
- **C** ☐ Give a free gift
- **D** ☐ Make it the cheapest brand
- **E** ☐ Make Schmutzig the second cheapest brand

Questions 25-30

Complete the table below.

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

Research plan

Betty is interested in how 25 _____ affects the sales of cosmetics and 26 _____

Bruce is going to be concerned with how 27 _____ may impact on sales of cookies and the relationships among 28 _____ , 29 _____ , and sales.

The professor advised the students to bear in mind the extensions of 30 _____

Questions 31-37

Complete the table below.

*Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer.*

Talking about the history of bikes

Years/Time	Feature	Advantage	Disadvantage
1830s	wooden wheels covered with metal	need 31 _____ than walking	quite 32 _____
33 _____	Chain and sprocket are 34 _____	easier and 35 _____ ride	harder to balance
1880s	use 36 _____	more comfortable	The faster you go, the more you feel every bump.
1890s	equal-sized wheels	37 _____	dangerous before brakes appeared

Questions 38-40

*Choose **THREE** letters, **A-F**, and write them next to questions **38-40**.*

*The invention of different gears on a bicycle affected which **THREE** of the following?*

- **A** ☐ Wheel size
- **B** ☐ Balance
- **C** ☐ Rate of speed
- **D** ☐ The back wheel
- **E** ☐ Safety
- **F** ☐ Downhill travel

1 R242

2 89.99

3 City Centre/City Center

4 steam escaping/escaping steam

5 84 Park Rd/Road

6 B0241DJ

7 credit card

8 April 2008

9 refund

10 once a month

11 E

12 A

13 B

14 D

15 C

16 bathroom

17 food containers

18 code

19 basement

20 11:30/11.30

21 B

22 C

23/24 B,E

25 colour/color

26 cleaning products

27 (different) containers

28 materials

29 image

30 advertisement

31 less effort

32 uncomfortable

33 1860s

34 connected

35 more smoothly

36 rubber wheels

37 safer

38/40 C,D,F