

PART 1

LISTENING

Time: 20 minutes

TASK 1

Listen to the dialogue and decide which statement is true (T), false (F) or not stated (N/S).

1. Rob and Sam are talking about compliments.
2. According to Rob, Americans are complaining more than any other nation.
3. The oldest recorded complaint is nearly 40000 years old.
4. Giles Hawke discusses the topic of customer service.
5. Giles Hawke believes that travel and leisure sectors have least problems.
6. Phoning or writing a letter are still dominant.
7. People turn to social media if their complaint is not dealt with.
8. Sam thinks that putting one's complaint on social media might encourage a company to solve it.
9. The oldest complaint was about the quality of the goats.

TASK 2

Match the words and phrases with their definitions:

10. a sector	A a natural part of something, usually a difficulty or risk, that cannot be avoided
11. inherent	B strongest, most used
12. to perform	C try to fix a problem or resolve a complaint
13. dominant	D take something to a higher level
14. escalate	E if a company is doing well, it is being successful
15. deal with	F an area of business within the economy

TRANSFER YOUR ANSWERS TO THE ANSWER SHEET

PART 2

READING

Time: 20 minutes

TASK 1

You are going to read some information about *Earth Hour*. Complete the gaps with a word or phrase.

Earth Hour

Earth Hour is an annual event which asks people to switch off all lights and use no electricity for an hour. The aim is to get people thinking about the planet they live on and the energy they use.

What is Earth Hour?

Earth Hour is an annual global campaign that encourages people and businesses around the world to switch off electricity at the same time for one hour. Earth Hour started in Australia in 2007 when 2.2 million people in the city of Sydney turned off all non-essential lights for an hour. Since then it has grown to a massive global event. In 2013, millions of people in 7,000 cities and towns around the world switched off their lights for 60 minutes at the end of March. Every year landmarks and well-known buildings around the world such as the Sydney Opera House and Harbour Bridge, the Petronas towers in Malaysia, the UK Parliament, Buckingham Palace and the Empire State Building take part and 'go dark' for Earth Hour. The campaign even went into space when astronauts reduced power on the International Space Station in 2011.

Who organises Earth Hour?

Earth Hour is organised by the World Wide Fund for Nature (WWF). It was started by Andy Ridley, originally from Britain, who is executive director of Earth Hour Global, WWF. He came up with the idea of Earth Hour because he wanted to raise awareness of environmental issues by asking people to do something positive to help the planet. Switching off the lights for an hour can make a small difference to the amount of energy we use but Earth Hour is also a symbolic event to make people think about the problems of climate change.

Why March?

The end of March is around the time of the spring and autumn equinoxes in the northern and southern hemispheres respectively, so sunset times in both hemispheres are at similar times. This means that a global ‘lights out’ event has most visual impact at this time of year.

UK events

In 2013 in the UK, the pop group McFly gave a live acoustic performance (using no electricity!) dressed in panda costumes (the WWF’s logo is a panda) for Earth Hour. Celebrity chefs Gordon Ramsay and Raymond Blanc created special recipes for families to prepare and eat by candlelight. Actors and TV personalities including Kevin McCloud and Miranda Richardson recorded Rudyard Kipling's famous *Just So Stories* for families to listen to by candlelight.

As well as famous London landmarks such as Big Ben, the London Eye and Buckingham Palace switching off their lights, there are many other events around Britain. On the WWF’s interactive map you can see which people, businesses, schools, organisations and landmarks are taking part this year and what they are doing: <http://earthhour.wwf.org.uk/#uk-map>.

#passthepanda

The WWF’s famous panda logo recently helped to promote Earth Hour. In 2014, the WWF asked their Facebook users to name a panda – not a real animal but a cute panda teddy bear. They chose some of the suggestions to name 60 panda teddy bears. These pandas were then passed around in the UK so that people could take photos of themselves with a bear and tweet a #passthepanda selfie to @wwf_uk. The WWF also encouraged everyone to join in by tweeting a #passthepanda selfie of themselves either in panda costume or wearing panda face paints!

1. _____ people in the city of Sydney turned off all non-essential lights for an hour in 2007.
2. _____ cities and towns around the world turned off their lights for Earth Hour in 2013.

3. The International Space Station participated in Earth Hour in _____.
4. Andy Ridley works for _____ and was born in Britain.
5. McFly performed without electricity in the UK for Earth Hour _____.
6. Gordon Ramsay helped families to make _____ for Earth Hour.
7. _____ by Rudyard Kipling were recorded for Earth Hour in 2013.
8. The WWF asked Facebook users to take _____ to help promote Earth Hour.

TASK 2

Read the text and decide which statement is true (T), false (F) or not stated (N/S).

Year of Code

British school children are now learning computer coding. What do they think about it? And are teachers ready for the coding revolution?

Year of Code

Can you believe that not long ago the World Wide Web didn't exist? March 2014 marks the 25th anniversary of the internet. 2014 is also the Year of Code in the UK and from September the school curriculum across all state primary and secondary schools will include computer coding. This means that British schoolchildren aged 5–16 will learn code, the language (or languages) used to give instructions to computers. The British government wants to give children the computer skills they may need for the future. Learning code might help them to find work when they leave school.

Geek or enthusiast?

Some young people already know how to code, of course. Amy Mathers first tried coding at a science festival when she was 11. She was recently named the 'European Digital Girl of the Year' and now she teaches older pupils how to code during her school lunch breaks. She also gives speeches at computer industry events to encourage young people to try coding. She calls herself a geek but doesn't see that as a negative thing. She challenges people to look up the word 'geek' in the dictionary and find out that it describes someone who's an enthusiast. Amy says that she isn't surprised that

coding is getting more and more popular, now that so many people have smartphones and use computers.

Volunteer groups

School isn't the only place where you can learn coding. There are volunteers around Britain and the whole world who have set up groups to help young people learn these skills. Steven Flower is part of the CoderDojo organisation which runs free coding clubs for people aged 5–17. He started with a group of just eight boys a few years ago and these days about 150 teenagers a month attend at his Manchester CoderDojo. The children need to bring a parent, a laptop and the desire to learn how to code. There are now plenty of girls who come to the group, Steven says, although the majority are still boys. You can look on the CoderDojo website to find your nearest group.

Can you code?

There have been some criticisms of the government policy to teach coding. For example, people are worried that teachers aren't prepared because they need to be trained to code before they can teach it to their students. Other negative comments involve Lottie Dexter, who is helping to organise the Year of Code campaign. Lottie was interviewed on TV about this new project and she admitted that she didn't know how to code! Some people think that this isn't a good advert for encouraging girls to learn coding. A Year of Code representative defended Lottie by saying that because 90 per cent of people don't know how to code it seems logical to use a person without those skills to help publicise the Year of Code.

9. The internet was 25 years old in March 2014.
10. The British government wants schools to teach a new subject.
11. Amy Mathers learned how to code when she was a teen.
12. Amy teaches children how to code at lunchtime.
13. Steven Flower's coding club is very enjoyable.
14. There are more boys than girls at Steve Flower's coding club.
15. All British teachers know computer coding.

TRANSFER YOUR ANSWERS TO THE ANSWER SHEET

PART 3

USE OF ENGLISH

Time: 20 minutes

TASK 1

Solve anagram puzzles:

<p>Many instruments are (1) _____, but some are more suited to certain types of music. Although there is some classical (2) _____ for the saxophone, for example, people associate it more with jazz, and it is not a permanent feature of many orchestras. Some instruments may lend themselves better than others to the music you like, so (3) _____ this before you start. Think about your (4) _____ future as a musician. If you want to play with other people, what sort of instrument would be most (5) _____? The initial attraction of playing a (6) _____ solo instrument like trumpet, violin, flute or lead guitar might fade when you realise how many other people are competing with you to get the main part with the same instrument! If you want to play rock music, there will always be a demand for bass players or drummers, and if you fancy being part of an (7) _____, the bassoon is a great bet to make sure you are always needed. 8. Many people live in flats and practising the drums, for example, will drive your (8) _____ crazy. Think about where and when you are going to practise, as well as the (9) _____ of the people you live with or near. Electric versions of instruments like the piano, drums, guitar and even violin give you the option of playing into the night using (10) _____, while your housemates sleep in peace.</p>	<p>leetaisrv reiotrpre redosinc mert-ognl lcacitarp ginalzsd ratesohcr suerboihgn ceeniatp snhoapdeeh</p>
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TASK 2

Correct the spelling and grammar mistakes.

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| <p>11. Celebrities are everywhere nowadays: on TV, in magazines, online.</p> <p>12. Is this preoccupation with famos people harmless fun or is it bad for us?</p> <p>13. How many people are truly obsessed with modern media idols?</p> <p>14. And on the other side of the coin, can fame be harmful to the celebrities?</p> <p>15. Studies suggest that the vast majourity of teenagers do not really worship celebrities.</p> <p>16. Reseearchers have identified three kinds of fans.</p> <p>17. About 15% of young people have an ‘enterteinment-social’ interest.</p> <p>18. They love chatting about their favourite celebrities with friends and this does not appear to do any harm.</p> <p>19. Another 5% feel that they have an ‘intense-personal’ relationship with a celebrity.</p> <p>20. Sometimes they see them as their soulmate and find that they are often thinking about them, even when they don’t want to.</p> <p>21. These people are more at risk from depreshion and anxiety.</p> <p>22. If girls in this group idolise a fimale star with a body they consider to be perfect, they are more likely to be unhappy with their own bodies.</p> <p>23. That leaves 2% of young people with a ‘boderline-pathological’ interest.</p> <p>24. They might say, for example, they would spend several thousand pounds on a paper plate the celebrity had used, or that they would do something illegal if the celebrity asked them to.</p> | |
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| <p>25. These people are in most danger of being seriously disturbed.</p> <p>26. What about the celebrities themselves?</p> <p>27. A study in the USA tried to measure narcissism or extreme self-centredness, when feelings of worthlessness and invisibility are compensated for by turning into the opposite: excessive showing off.</p> <p>28. Researchers looked at 200 celebrities, 200 young adults with Masters in Business Administration (a group known for being narcissistic) and a nationally representative sample using the same questionnaire.</p> <p>29. As was expected, the celebrities were significantly more narcissistic than the MBAs and both groups were a lot more narcissistic than the general population.</p> <p>30. Four kinds of celebrity were included in the sample.</p> | |
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TRANSFER YOUR ANSWERS TO THE ANSWER SHEET

PART 4

WRITING

Time: 20 minutes

Write a CV, using your own details and revealing other points mentioned in the box. Underline the required points when used in your CV. Be original (80-120 words).

contact information

education

work experience

languages

skills and interests

references

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