Section 1

Self-Catering Holiday Cottages in the Lake District National Park

At Lilliput Farm we have three cottages for rent as self-catering holiday accommodation.

We have been awarded 4 stars in the Holiday Accommodation Accreditation Service for excellence in quality and service.

Dairymaid's Loft is situated above the barn under the eaves. It is the largest of the properties, having one double bedroom with en suite, a twin room and a single room. There is also a sofabed in the living room. There is a large kitchen, a living room, dining room and newly-fitted bathroom. Please note that, since the entire property is on the first floor, and the stairs are steep, the accommodation is not suitable for the elderly, the infirm, pets and very young children.

Shepherd's Rest is suitable for up to four occupants. There is a double bedroom and a twin room with bunk-beds. There is a small kitchen and a large living room. There is a shower room with a separate WC. The accommodation is spread over two floors. Pets are allowed, but we request that they are kept downstairs.

Haymaker's Den is a one-bedroom cottage at ground floor level. There is also a sofa bed in the living room which can sleep two people. It has a large living area comprising a kitchen/diner and living space. There is a ramp leading up to the property, and the large bathroom is fitted so as to be suitable for wheelchair users and people who use walking aids. We ask that pets are not brought into this property.

All the properties have: a television, CD player and DVD player. Dairymaid's Loft and Haymaker's Den have Sky Television. Shepherd's Rest has wi-fi access. Cots can be provided to all properties, but please note that Dairymaids Loft may be unsuitable for toddlers and crawling babies. All properties have a washing machine, fridge freezer and microwave. Dairymaid's Loft also has a dishwasher and a tumble dryer.

The cottages share an outside area with swings, a patio and barbecue area. Outdoor furniture is available in the barn. All cottages have electric power. None are fitted with gas. Electricity is paid via a meter. You will receive a £10 worth of electricity at the beginning of your stay with our compliments (£5 for short breaks). After that, you will need to add money to the meter. Shepherd's Rest also has a wood-burning stove. Guests will receive one complimentary basket of wood. Subsequent baskets can be purchased for £2 each. Please help yourself to wood in the barn and put money in the honesty box.

Cottages can be booked by the week or for short breaks. Short breaks are either Fridays – Mondays (3 nights) or Mondays to Fridays (4 nights). Discounts are available in the low season (October to March). Couples staying in Dairymaid's Loft and Shepherd's Rest can also get a two-person discount. Week-long bookings are on a Saturday – Saturday basis. We regret that it is not possible to accommodate arrivals on Fridays. We ask that guests arrive after 3pm and vacate the property by 10.30 on their departure date, so allow us to clean and prepare the properties for the next guests.

To make a booking, you will need to make a deposit of fifty percent up front. The remainder is payable one month before your arrival. (If you make a booking less than a month in advance, you must pay the entire amount up front). If you need to cancel your stay, you will receive a complete refund if you contact us 30 days in advance of your booking. Cancellations made two weeks in

advance will receive a 60% discount. We regret that we cannot give a discount for cancellations made less than two weeks in advance.

Questions 1 - 6

Which of the cottages is most suitable for the following guests?

- An elderly couple, one of whom uses a walking frame?
- A family of two adults and two children, the youngest being 3 years old?
- A group of six young adults
- Someone who wants to use the internet during their stay.
- 5. Someone who doesn't want to wash up while on holiday.
- 6. A family with a dog.

Questions 7 - 10

- Do the following statements agree with the information given in the passage?
- TRUE if the statement agrees with the information
- FALSE if the statement contradicts the information
- NOT GIVEN if there is no information on this
- Guests have to pay extra for all the electricity they use.
- 8 Each property has its own garden.
- Dairymaid's Loft costs less to rent if only two people stay there in December.
- 10 There are no electric heaters in Shepherd's Rest.

Questions 11-14

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11	Guests staying for a weekend should arrive on a	
12	Guests staying for a full week should arrive on a	
13 onc	If you book two weeks before your stay, you must paye.	% of the cost at

14 To get all your money back, you must cancel your stay at least_____in advance.

• Complete the spaces using NO more than three words or a number.

Section 2

Question 15-27

Instructions to follow

• You should spend about **20** minutes on Questions **15-27** which are based on the text below.

Industrial Business Solutions

- Read the text below and answer Questions 15-20.
- **A.** We at Industrial Business Solutions (IBS) value you as a member of our team. We understand that our future success can only be achieved if you are also able to achieve your goals and objectives within your area of employment.
- **B.** At IBS, our business is growing. As one of the world's largest and leading organisations in the area of telecommunications, we take pride in both the reliability of our products and the level of customer support we offer. Both of these key areas cannot be successfully negotiated without a quality team.
- **C.** IBS is dedicated to the on-going training and development of the team to ensure a quality focus across all departments.

- **D.** At our Leading in Times of Change workshop, participants will engage in a number of personal development activities. Central to this session will be the personal mission statement. Participants will be able to explore relationships both personal and within the business context to define what matters most to them. This has proven to be one of our most popular workshops.
- **E.** Additional workshops across a variety of topics are covered. Previous participants have commented that the sessions were both informative and beneficial. One manager reported a 25% improvement in production. Such feedback has been very satisfying.
- **F.** We continue our tradition of staff development programs. As a member of our company, you will be required to attend 3 sessions over the course of the year. We offer over 20 courses on a variety of topics all aimed at improving personal awareness within the workplace and beyond. It is our conviction that an engaged employee is a happy employee.
- **G.** Registration can be done through the staff website. You are required to select relevant workshops in consultation with your supervisor. This ensures that there is no confusion in relation to time off for the workshops. Click on the 'workshops' link and from the list of options available, click on the topics you have selected. You will need to supply your date of birth, IBS identification number and department name.
- **H.** While we are pleased for you to participate with members of your department, we also encourage inter-department involvement. Since no particular area stands alone, it is useful for participants to become familiar with those in other areas across IBS.

I. Professional development does not need to be limited to in-house workshops. For those wanting to expand their knowledge and skills in areas related to their area of expertise, we are prepared to offer partial scholarships to select universities. Requests should be sent to the Personnel Manager in the first instance.

Question 15

Instructions to follow

Choose the correct letter A-E.

What would be the most suitable title for the passage?

- A Becoming an IBS staff member
- B Staff training at IBS
- B Registering on the IBS staff website
- D IBS staff procedures
- E Common questions staff ask about IBS

Questions 16 – 20

- The text has six sections, **A-I**.
- Write your answers **A-I** in boxes **16-20** on your answer sheet.
- NB You may use any letter more than once.

16.	Remarks from	past attend	ees.						
	(A)	B ()	C ()	D ()	E \bigcirc	F \bigcirc	G ()	H \bigcirc	
17 Involvement from a staff administrator is needed.									
	A \bigcirc	B \bigcirc	C O	D ()		F O	G \bigcirc	H ()	
18.	Support available for further training at other intuitions.								
	A \bigcirc	B ()	C ()	D ()		F (G ()	H \bigcirc	
19.	19 The commitment of IBS to its staff.								
	A \bigcirc	В	C O	D ()		F (G ()	H \bigcirc	
20) The requirement to provide personal information.									
	A O	B ()	C ()	D ()			G ()	H \bigcirc	
Ins	structions to fol Read the t	l low ext below a	nd answer (Questions 2	1-27.				

Which section contains the following information?

Home Business: Points to Consider

Home businesses have seen exceptional growth over the past decade with approximately 150 million people in the United States running a home-based business.

There are two important points to making a profit which are valid no matter what product or service you are planning to promote. Having the idea is just the start. The focus must be on whether there is a market for your product. The main consideration should not just be whether you like what you are planning to sell, but whether other people will like it and want to spend money on it.

Do your research. A trip to the library and a couple of evenings online will assist you in beginning to understand your market. Your goal should be to get a general sense of the type of customer your product or service will attract.

Business registration is a requirement and involves several areas. A legitimate structure must be determined and the most popular options are sole proprietor, a partnership, or a company. City Business Assistance can help with information about sole proprietorships and partnerships. Individuals needing help with registering a corporation should Legal Structures Corp. Deciding upon your business name and getting your federal tax identification are also a part of the business registration process.

Obtaining reliable financial advice is another important consideration. Small Business Administration (SBA) is a United States government agency providing financial support for small businesses. Locate a reliable mid-range accounting firm that will help you structure the financial side of your business and provide you with the taxation advice you may need.

Insurance must be a part of your planning. Consultation with an insurance agent is highly recommended. Contact Able Insurance for insurance matters under \$1 million and Constar for all other amounts.

Equipment and inventory are important considerations as well. What equipment will be needed to provide the service or product you intend to offer? How much stock will you need and do you have the room for it? These questions must be carefully considered and answered.

Many home businesses are online. If this is your plan, you will need to purchase a domain name and locate an Internet Service Provider (ISP). Costing varies mostly according to data downloaded. Connection speed can also affect the internet cost.

For additional assistance on any of the above matters, please contact the county extension office nearest you or the National Directorate for state enquiries.

Questions 21-27

- 21) What is the first listed key for a home business profit?
- 22) Which area of home business planning includes federal tax identification?
- Who can be contacted for advice about the legal structure of an independently run business?
- 24. Who can provide help with getting money for a home business?
- **25.** Which company provides insurance assistance up to \$1 million?
- 26 What is the main cost associated with internet services?
- 27) Who can be contacted for extra local small business help?

Section 3

The end of the silver screen?

Instructions to follow

 You should spend about 20 minutes on Questions 28-40 which are based on the text below.

Cinema technology has remained much the same for over a century, so when will it go digital?

Kevin Hilton views the projections.

- **A.** Cinema is full of contradictions. It is high-tech and old-fashioned at the same time. Today's films are full of digital sound and computer-generated special effects. Yet they are still stored on celluloid film, the basis of which is more than 100 years old. They are also displayed with projectors and screens that seem to belong to our great-grandparents' generation.
- **B.** Now that we are in the second century of cinema, there are moves to bring the medium right up to date. This will involve revolutionising not just how films are made but also how they are distributed and presented. The aim is not only to produce and prepare films digitally but to be able to send them to movie theatres by digital, electronic means. High-resolution digital projectors would then show the film. Supporters say this will make considerable savings at all stages of this chain, particularly for distribution.
- **C.** With such a major technological revolution on the horizon, it seems strange that the industry is still not sure what to call itself. This may appear a minor point, but the choices, 'digital' cinema and 'electronic' cinema (e-cinema), suggest different approaches to, and aspects of, the business. Digital cinema refers to the physical capture of images; e-cinema covers the whole chain, from

production through post-production (editing, addition of special effects and construction of soundtrack) to distribution and projection.

- **D.** And what about the effects of the new medium? The main selling point of digital cinema is the high resolution and sharpness of the final image. But those who support the old-fashioned approach to film point to the celluloid medium's quality of warmth. A recurring criticism of video is that it may be too good: uncomfortably real, rather like looking through an open window. In 1989, the director of the first full-length American digital high-definition movie admitted that the picture had a 'stark, strange reality to it'.
- **E.** Even the money-saving aspect of e-cinema is doubted. One expert says that existing cinemas will have to show the new material and not all of them will readily or rapidly furnish themselves with the right equipment. 'E-cinema is seen as a way of saving money because print costs a lot,' he says. Thus for that to work, cinemas have to be showing the films because cinemas are the engine that drives the film industry.'
- **F.** This view has prompted some pro-digital entrepreneurs to take a slightly different approach. HD Thames is looking at reinventing the existing cinema market, moving towards e-theatre, which would use digital video and projection to present plays, musicals and some sporting events to the public. This is not that different from the large-screen TV system that was set up in New York in 1930, and John Logie Baird's experiments with TV in the late 1920s and early 30s.

Questions 28 - 33

Instructions to follow

- The Reading Passage "The end of the silver screen?" has six paragraphs A-F.
- Choose the correct heading for each paragraph from the list of headings below.
- Write numbers, i-ix, in boxes 28-33 on your answer sheet.

List of Headings

- i. Indecision about a name
- ii. Current problems with distribution
- iii. Uncertainty about financial advantages
- iv. The contrasts of cinema today
- v. The history of cinema
- vi. Integrating other events into cinema
- vii. The plans for the future of films
- viii. An unexpected advantage
- ix. Too true to life?
- **28.** Paragraph A
- **29.** Paragraph B
- 30. Paragraph C
- 31 Paragraph D
- 32. Paragraph E
- **33.** Paragraph F

Questions 34-38

Instructions to follow

- Complete the summary below.
- Choose NO MORE THAN THREE WORDS for each answer.
- Write your answers in boxes **34-38** on your answer sheet.

Questions 39 - 40

- Choose the correct letter, A, B, C or D.
- Write letters A-D in boxes **39 and 40** on your answer sheet.
- 39. What does e-cinema concept cover?
 - A physical capture of images
 - B displaying cinemas with projectors
 - B from production to distribution and projection
 - distributing cinemas electronically

- 40 the e-theatre concept would involve -
 - A Broadcasting live sporting events
 - B up to date theatrical performance
 - B digital capture of image
 - the use digital video and projection

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