

SECTION 1

Questions 1-5

Complete the notes below.

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

Transport from Airport to Milton

Example

Distance:147.... miles

Options:

- **Car hire**

- don't want to drive

- **1**

- expensive

- **Greyhound bus**

- \$15 single, \$27.50 return

- direct to the **2**

-long **3**

- **Airport Shuttle**

-**4** service

- every 2 hours

- \$35 single, \$65 return

- need to **5**

Questions 6-10

Complete the booking form below.

Write **ONE WORD AND/OR A NUMBER** each answer.

AIRPORT SHUTTLE BOOKING FORM

To: Milton

Date: 6

No. of passengers: One

Bus Time: 7 pm

Type of ticket: Single

Name: Janet 8

Flight No: 9

From: London Heathrow

Address In Milton: Vacation Motel, 24, Kitchener Street

Fare: \$35

Credit Card No: (Visa) 10

SECTION 2

Questions 11-16

Choose the correct letter, **A**, **B** or **C**

11 PS Camping has been organising holidays for

- A** 15 years.
- B** 20 years.
- C** 25 years.

12 The company has most camping sites in

- A** France.
- B** Italy.
- C** Switzerland.

13 Which organised activity can children do every day of the week?

- A** football
- B** drama
- C** model making

14 Some areas of the sites have a 'no noise' rule after

- A** 9.30 p.m.
- B** 10.00 p.m.
- C** 10.30 p.m.

15 The holiday insurance that is offered by PS Camping

- A** can be charged on an annual basis.
- B** is included in the price of the holiday.
- C** must be taken out at the time of booking.

16 Customers who recommend PS Camping to friends will receive

- A** a free gift.
- B** an upgrade to a luxury tent.
- C** a discount.

Questions 17-20

What does the speaker say about the following items?

Write the correct letter, **A**, **B** or **C**, next to questions **17-20**.

- A They are provided in all tents.
- B They are found in central areas of the campsite.
- C They are available on request.

- 17** barbecues
- 18** toys
- 19** cool boxes
- 20** mops and buckets

SECTION 3

Questions 21-23

Complete the notes below.

Write **ONE WORD ONLY** for each answer.

DIFFERENCES BETWEEN INDIVIDUALS IN THE WORKPLACE

Individuals bring different:

- ideas
- **21**
- learning experiences

Work behaviour differences are due to:

- personality
- **22**

Effects of diversity on companies:

Advantage: diversity develops **23**

Disadvantage: diversity can cause conflict

Questions 24-27

Choose the correct letter, **A**, **B** or **C**.

24 Janice thinks that employers should encourage workers who are

- A** potential leaders.
- B** open to new ideas.
- C** good at teamwork.

25 Janice suggests that managers may find it difficult to

- A** form successful groups.
- B** balance conflicting needs.
- C** deal with uncooperative workers.

26 Janice believes employers should look for job applicants who

- A** can think independently.
- B** will obey the system.
- C** can solve problems.

27 Janice believes managers should

- A** demonstrate good behaviour.
- B** encourage co-operation early on.
- C** increase financial incentives.

Questions 28-30

Complete the sentences below.

Write **ONE WORD ONLY** for each answer.

28 All managers need to understand their employees and recognise their company's

29 When managing change, increasing the company's may be more important than employee satisfaction.

30 During periods of change, managers may have to cope with increased amounts of

SECTION 4

Questions 31-35

Complete the notes below.

Write **ONE WORD ONLY** for each answer.

SEMINAR ON ROCK ART

Preparation for fieldwork trip to Namibia in **31**

Rock art in Namibia may be

- paintings
- engravings

Earliest explanation of engravings of animal footprints

They were used to help **32** learn about tracking

But:

- Why are the tracks usually **33**
- Why are some engravings realistic and others unrealistic?
- Why are the unrealistic animals sometimes half **34**

More recent explanation:

Wise men may have been trying to control wild animals with **35**

.....

Comment:

Earlier explanation was due to scholars over-generalising from their experience of a different culture.

Questions 36-40

Complete the sentences below.

Write **ONE WORD ONLY** for each answer.

36 If you look at a site from a, you reduce visitor pressure.

37 To camp on a site may be disrespectful to people from that

38 Undiscovered material may be damaged by

39 You should avoid or tracing rock art as it is so fragile.

40 In general, your aim is to leave the site