

Reading Question Paper

Time: 35 minutes

- *Answer all the questions.*
- *Write all your answers on the separate answer sheet.*
- *You must not speak to the other candidates.*
- *You may use your dictionary throughout this test.*

Task One: Paragraph Headings (10 minutes) – Questions 1-6

You will read a text from an orientation pack.

- Match each paragraph to the correct heading.
- Place a in the appropriate box on your Answer Sheet.
- The first one has been done for you.
- There are two extra paragraph headings that you DO NOT need.

Paragraph Headings

- A Security
- B Getting to Work
- C Personnel Arrangements (Colleagues)
- D The Working Day
- E Working Overtime
- F *Welcome and Introduction* *Example***
- G Holidays
- H Contract Benefits
- I Continuing Education



Orientation Pack

EXAMPLE

F

We are glad you are joining our team. This orientation pack contains general information about working at our company, and will help you learn about your new job more quickly.

1

You will work in a team of ten, with one supervisor, two secretaries, and six other engineers or sales representatives. There are a total of four teams of ten people, plus a management team of four. Excellence is our aim, so everyone at Johnson Controls has a university degree and a minimum of three years' experience.

2

All employees must be at work between nine and five, except for a fifty-minute break. If you need to start work early, the security guard will let you into the building. Overtime may be necessary, and will be paid extra according to your contract. If you need to arrive late or leave early, talk to your supervisor.

3

There is a parking garage nearby for those who drive. The garage is open 6 – 22, and while the garage is free, there is no security guard on duty. However, we encourage employees to use public transport.



4

The doors to the building are locked at five in the afternoon and are unlocked at six in the morning. You may work past closing time, but you must leave with the assistance of the guard. All employees have a locker for their personal valuables, but for safety reasons no employee has a key to this building.

5

We encourage you to attend seminars, conferences and training programmes in your area of work because there is always more to learn. Plus, we will help you pay the cost, since new skills will help the company stay competitive, and will help you increase your bonus pay.

6

Another attraction is our Reward System, where we pay you above your salary depending on performance and sales. Also, all employees get four weeks annual holiday, plus a mobile phone and a laptop. We also offer €30 in grocery tickets every month, plus free lunches in our cafeteria each day.

Task Two: Scan Reading (10 minutes) – Questions 7-13

You will read four advertisements for offices.

- Read the texts and decide if the information is in text A, B, C or D.
- Place a in the appropriate box on your Answer Sheet.

Example:

The company offers equipment only for a separate fee.

The correct answer is: **B**.

Information to Find

This company...

- 7 offers offices in different sizes – from very small to very big.
- 8 offers offices with very modern computers.
- 9 lets you choose the office on the internet without paying anything.
- 10 has offices located in an area where there are many other businesses.
- 11 offers different ways of paying for its services
- 12 can help you organise your meetings or conferences.
- 13 offers offices that have furniture.

A: The Grenberg Office Group PLC

The Grenberg Office Group provides offices which include everything. These offices are fully furnished and have all the equipment which you will need. We own offices in four different places, and we offer services to large companies and to new businesses. When you rent from us, you get a package of services; the equipment and furnishings come together. We have a wide range of offices from small meeting-rooms to large open-plan ones. All of our offices are in rich and pleasant parts of Grenberg. In total we have over 100 000 square metres of first class office space. You will have easy access to our modern meeting and conference rooms. The conference rooms can sit up to ten people. All of our offices have a telephone system, and we organise staff for the reception desk, so we can meet all your needs.

B: Worldwide Offices PLC

At Worldwide Offices we offer you offices which are at the highest standard in the business world. You can decide on the length of the lease, and we make available the high quality and low cost offices. We offer you both office space and the support of secretaries for your office. Each office has either two or three secretaries paid for by us. We also provide up-to-date information technology, which includes PCs with the latest in hardware, and we also offer laptops. The technical equipment is rented separately and we have an on-line list of what is available. We have over 500 offices to rent around the world. So we can help you to get the office that you want in the place you want, please fill in the form on our website. This service is free of charges.

C: Saturn Offices PLC

Saturn Offices is a leading provider of office space, meeting rooms and virtual office services across the UK. We hope to be able to give you exactly what you want for your business. Our network of nationwide business centres offers a wide range of office rental services in every part of the country. In addition to inexpensive office space, our business centres offer an excellent choice of meeting and conference facilities with all the equipment you need throughout the UK. Located in successful business centres, these conference and meeting rooms provide an excellent working environment. We can also offer professional help in setting up and organising your conferences and meetings. If you do not need an office, we can offer a computer-based 'virtual office' that allows you to enjoy the benefits of a business centre without actually being there.

D: European Office PLC

European Office PLC provides offices for many major companies throughout Europe. We have a reputation as an efficient and trusted company who work hard to meet the individual demands of our clients. We offer many options to our customers in regard to our contracts. From short term contracts to long term plans and payment options, we offer the ideal solution for your company's individual needs and costs. We have our Head Office in Brussels but we have smaller offices in many major capital cities in order to meet our clients face-to-face and deal with their requests individually. We may be contacted through our website which gives our email address for local offices or you may telephone us here at Head Office.



Task Three: Multiple-Choice Reading (15 minutes) – Questions 14-20

You will read a text about the closing of a factory.

- Read the following text.
- Answer the multiple-choice questions about it and choose the correct answer: A, B, C or D.
- Place a in the appropriate box on your Answer Sheet.

End for Ice-cream Business

Saul Denman reports

The Kenning ice cream factory in Meckham will close next month with the loss of forty jobs. Closure became certain after the Grenberg Bank refused to lend the company any more money. New to the world of ice-cream, I went after the story.

The factory started making ice cream in 1841 and has been in the Kenning family since 1920. In recent years the factory has had many problems. In 2008 food safety inspectors found the factory dirty, and in 2011 readers of *Food World* decided that Kennings ice cream didn't taste nice. Ice creams sales have dropped each year except in 2012, when there was an unexpected rise.



The closure was not unexpected. Management consultant, Mr Hector Jenner said, 'I advised the managing director, Mr Kenning, in the 1990s. Our advice was not followed, and now this is the result.' Nevertheless it is a blow for the town where unemployment is already high. 'Young people really struggle to get jobs,' said local resident, Jack Hemmingway.

Workers at the factory are angry, 'I've given twenty years of my life to packing Kenning's ice cream', protested Mr John Pizzy, 'and what have I got now? Nothing!' Equally angry is the owner of the factory, Mr Jack Kenning, 'I just simply don't know why people don't like our ice cream any more. I blame all the foreign ice cream.'

Kennings' ice cream is only the last of many businesses to close in the area. Last year the famous Sheinhof shoe factory closed with nine hundred jobs being lost. For Danny Noble, 27, one of many in the area who has never had a job, the future is not good. 'I just walk my dog and write poems in my room. I've applied everywhere, but nobody wants me.'

Questions for Task Three:**14. The Kenning ice-cream factory will...**

- A go out of business.
- B borrow money from the bank.
- C have forty more workers.
- D make a new ice-cream.

15. Mr Jack Kenning and his family...

- A started the business.
- B own the business.
- C believe the business has no problems.
- D like ice-cream.

16. Health and safety inspectors...

- A didn't like the taste of the ice-cream.
- B closed the factory.
- C made a report for *Food World*.
- D said that the factory wasn't clean.

17. Kenning's ice-cream sales...

- A increased in 2012.
- B have stayed the same 2008-2013.
- C fell each year in the period 2010 – 2014.
- D have risen slowly over the years.

18. Hector Jenner says that...

- A the closure is a good thing.
- B the closure was not predicted.
- C his recommendations were ignored.
- D young people will suffer from the closure.

19. In the Meckham area...

- A Kenning ice-cream is the only factory to close.
- B Kenning ice-cream is the biggest factory to close.
- C there is not much unemployment.
- D there are some people who have never worked.

20. Saul Denman mainly wrote the article...

- A from interviews and local knowledge.
- B from business reports.
- C having worked in the ice cream business.
- D based on Mr Jenner's report.