

For questions 1–8, read the text below and decide which answer (A, B, C or D) best fits each gap. There is an example at the beginning (0).

Mark your answers on the separate answer sheet.

Example:

- 0 A bridging B fastening C unifying D linking

0	A	B	C	D
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Emotions and the body

Most languages have expressions like 'to get cold feet', (0) emotions to different parts of the body. It now seems these associations are (1) , with the same emotions rooted in the same location, regardless of a person's country of (2)

Scientists from Aalto University, Finland, (3) an experiment using more than 700 volunteers from Finland, Sweden and Taiwan. Participants were shown emotional videos, pictures of facial expressions and stories intended to (4) certain feelings. They then used computer-generated human silhouettes to (5) where on their bodies they had felt any stimulus.

The results showed (6) patterns of bodily sensations associated with each of the basic emotions. Many emotions provoked changes in the face, while throat and belly sensations only really appeared in participants feeling disgust. In contrast with all the other emotions, happiness was associated with (7) sensations all over the body.

The authors said their study could in future be applied to the treatment of emotional (8) such as depression and anxiety.

- | | | | | |
|---|---------------|----------------|----------------|-----------------|
| 1 | A thorough | B universal | C sweeping | D expansive |
| 2 | A beginning | B source | C initiation | D origin |
| 3 | A conducted | B administered | C directed | D operated |
| 4 | A trigger | B set | C pioneer | D touch |
| 5 | A design | B plan | C map | D programme |
| 6 | A steady | B consistent | C proportional | D solid |
| 7 | A uplifted | B glorified | C maximised | D enhanced |
| 8 | A disruptions | B distractions | C disorders | D displacements |

For questions **25–30**, complete the second sentence so that it has a similar meaning to the first sentence, using the word given. **Do not change the word given.** You must use between **three** and **six** words, including the word given. Here is an example (**0**).

Example:

0 I didn't think you should mention Caroline's new job to her parents.

SAY

I thought it would be best if you Caroline's new job to her parents.

The gap can be filled with the words 'didn't say anything about', so you write:

Example:

0

DIDN'T SAY ANYTHING ABOUT

Write **only** the missing words **IN CAPITAL LETTERS** on the separate answer sheet.

25 Kathy's nomination for an award for bravery came as a surprise to her.

ABACK

Kathy being nominated for an award for bravery.

26 Nobody was in the building when the fire occurred.

TIME

The building was the fire.

27 Even though the company offered him a higher salary, David was still dubious about accepting the job.

DESPITE

David was still dubious about accepting the job, him a higher salary.

28 Sheila missed her train because her husband couldn't drive her to the station.

LIFT

If Sheila's husband had been able to have caught her train.

29 The children paid little attention to the dogs.

NOTICE

The children didn't the dogs.

30 Local residents have been opposed to the proposal since 1996.

DATES

Local residents' to 1996.

You are going to read the introduction to a book by Helen Thornton about the history of drama. For questions 31–36, choose the answer (A, B, C or D) which you think fits best according to the text.

Mark your answers on the separate answer sheet.

Introduction

Any writer who boldly attempts to write a history of drama, covering every corner of the world in which the genre has flourished, risks ending up with egg on his or her face, and remaindered copies of the book selling for next to nothing. After all, there already exist a number of excellent works on the subject, so I have to ask myself, have I come to the party empty-handed? That would indeed be humiliating.

I am, I hope, realistic enough to accept that yet another history of drama is unlikely to disturb the bestseller lists; all I can do is rely on the casual browser in a bookshop or book-selling website to read a page or two of this work and feel sufficiently intrigued to want to read more – whether or not they are persuaded by my opinions. I hope to convey something of the fascination I have long experienced for drama, in the belief that enthusiasm, like measles, is catching.

The idea of writing this book came to me five years ago, sparked by reading, in a single sitting, James K. Hyde's slim volume that purported to trace the historical development of drama around the world, but in fact played down the value of any plays that have not survived in written form, or are in languages other than Hyde's own. His attitude – and the fact that he simply couldn't see the value of so much work that can, however loosely, be termed 'drama' – infuriated me to such a degree that I couldn't sleep. In the small hours of the morning, I made up my mind to write my own book, to counterbalance his very circumscribed view of 'good drama'. That decision made, I calmed down and fell asleep.

When I woke the following morning, I was aghast at my foolhardiness. I am far from being an expert on world drama: my particular field is the plays of ancient Greece and Rome. In relation to the drama of other times and places, I have a lively interest, but there are serious gaps in my knowledge. Hence the five-year gestation period that the book has undergone, a period that has seen me carry out a great deal of research, both in libraries and in theatres around the world.

Writing a book like this requires ground rules, one of which is a decision as to whether it should be 'academic', 'popular' or something in between – whatever that may be. As an academic myself, teaching university students of drama, I am under some pressure to write for my colleagues in the field, complete with quotations in the original Greek, Chinese or Sanskrit, footnotes on every page, and a long bibliography in an appendix, listing the numerous sources I have drawn on. That may look good on my CV when I apply for promotion at my university, but it would attract a tiny readership – and I'm arrogant enough to want my labours to be recognised and appreciated by many, on the basis that the harder I've worked, the more readers and – I must confess – praise I want. So that was the road I went down.

In this book, I have aimed to consider a representative sample of plays, of whatever length and written in whatever language. Not to mention plays that haven't survived in written form, though we have information about them, and ones that are ceremonies rather than plays as we understand the term today. Working out a principle to bring order out of this chaos was difficult enough in itself. One option was to focus on the playwrights, but so many of them are anonymous. Another possibility, which had a certain appeal, was to take one genre at a time – tragedy, comedy, farce and so on – and trace its development over the centuries. After considerable agonising, I finally opted for looking at particular locations at particular times. What drama was available? Who was allowed to attend? How did plays written for performance at a royal court differ from those for the general public? To what extent did the plays mirror or challenge the values and beliefs of their audiences? I have spent hours burning the midnight oil as I struggled to reach some tenable conclusions regarding these and many more questions.

In the end, all I can do is present the fruits of my labours and hope – like the spoken prologues of many plays – that you, my readers, will be indulgent and excuse the limitations of this book.

31 In the first paragraph, Thornton expresses her concern that

- A the task she has taken on is too difficult for her.
- B she has relied too heavily on existing books.
- C there is little interest in books about drama.
- D she has nothing new to say on the subject.

32 According to the second paragraph, Thornton's purpose in this book is to

- A make readers feel as she does about drama.
- B write a book that might sell in larger quantities than expected.
- C convince readers that her interpretations of drama are correct.
- D explore different emotional responses to drama.

33 Why did Thornton decide to write this book?

- A The author of another book encouraged her to write it.
- B She was annoyed by the narrow focus of a book she had read.
- C Another book opened her eyes to drama from around the world.
- D She felt that a book she had read failed to distinguish between good and bad drama.

34 What does Thornton explain in the fourth paragraph?

- A why the book has taken her a long time to write
- B the difficulties she faced in researching the book
- C why the book concentrates on ancient Greece and Rome
- D how she feels now that the book is complete

35 What does *that* (line 25) refer to?

- A making the book academic in nature
- B providing information about her source material
- C trying to make the book appeal to a wide audience
- D applying for promotion at the university where she teaches

36 In structuring her book, Thornton has

- A organised the material chronologically.
- B described the work of one playwright at a time.
- C concentrated on different dramatic genres in turn.
- D attempted to place plays in their social context.

You are going to read extracts from articles in which four experts give their views on a proposed new airport for London. For questions 37–40, choose from the experts A–D. The experts may be chosen more than once.

Mark your answers on the separate answer sheet.

Proposal to build a new airport for London, possibly on an artificial island in the estuary of the River Thames

A Larry Jones

Air travel is increasing worldwide, and with London's existing airports operating at close to capacity, we face a stark choice: expansion or an additional airport? A significant benefit of a new-build is that the current airports wouldn't then require new runways – which are strenuously opposed by local residents. In addition, new flight paths could avoid contributing to air and noise pollution over London. A new airport is a new opportunity, and should be designed with an eye on current and future developments in aeronautics: it could take planes with a greater capacity even than the biggest used now, which would at least reduce the impact of the expected growth in total passenger numbers. The Thames estuary is home to vast numbers of birds, which would be seriously affected by an airport. However, if it comes to a choice between birds and people, I'm afraid our own species has to come first.

B Karen Macmillan

The more idealistic among us may believe that the world's love affair with air travel is nearing its end, but I'm certainly not one of them. We can't avoid providing for the additional airport capacity likely to be required over the next 30 to 50 years, and for my money, that means a new airport in the Thames estuary. Even if construction goes ahead, however, it will only be a matter of time before expansion of the existing airports will become inevitable. At least an airport in the estuary would save Londoners from the extra pollution resulting from the alternative, as its flight paths could be largely or entirely over water. Admittedly, it is unfortunate that the Thames estuary provides habitats for many species of birds. Ways will have to be found to mitigate the effects, while enabling construction of the airport to go ahead.

C Bernie Dodd

We share this planet with innumerable other species, all of which – including ourselves – are interdependent. Our wanton disregard of our environment is harmful not only to its other inhabitants, but also to ourselves. Constructing an airport in the Thames estuary would be so destructive of wildlife that it shouldn't even be considered. Yes, some argue that it would benefit the existing airports, but better to bite the bullet and expand those we have now than wreak havoc on a hitherto unspoilt part of the country. Besides, the claim that a new airport would reduce noise and improve air quality in London simply doesn't hold water: maybe it wouldn't worsen the current situation, but that's the best we could hope for. At present, there seems to be no prospect of the air travel frenzy dying down, but let's limit the damage to areas that are already damaged.

D Isabel Smith

Is it really the case that London needs an additional airport? Technology is progressing fast, and with wide-bodied aircraft, fewer flights are needed for the same number of passengers. Besides, the advent of quieter planes will mean that runways that are currently closed at night, because of noise, will be able to operate round the clock. The existing airports will be able to handle growth in passenger numbers for years to come, without needing any new runways to be constructed. Perhaps some carriers would transfer their operations to a Thames estuary airport, and that would lead to an improvement in London's air quality, but a new airport would involve destroying the habitats of thousands of wetland birds, with – to my mind – no justification. A new airport should be ruled out.

Which expert

expresses a different view from Jones on whether a new airport would remove the need for additional runways at existing airports?

37

shares Smith's view about wildlife in the Thames estuary?

38

shares Smith's view about the total number of flights required in the future?

39

has a different opinion from the others about the effects a new airport would have on pollution in London?

40

41

In this insight, she anticipated the development of both modern computing and artificial intelligence by more than a hundred years. Again, she saw that the Analytical Engine could be used to do much more than even Babbage perceived.

42

The memoir and Lovelace's notes attracted little attention at the time, but that does not detract from her achievement, the essence of which is that she grasped how to create physical instances of wholly abstract concepts. In any computer, it is the software which gives the hardware the ability to perform its wonders, a totally new, and very strange, idea for the time.

43

Although her insight is astonishing, that is not all that Lovelace should be remembered for. She also demonstrated beyond any possibility of doubt that women could attain the highest levels of scientific understanding and achievement - something that seemed remarkable in her lifetime. She helped to blaze a trail for later generations of women to become scientists.

You are going to read an article about a woman who invented the concept of computer software. Six paragraphs have been removed from the extract. Choose from the paragraphs **A–G** the one which fits each gap (41–46). There is one extra paragraph which you do not need to use.

Mark your answers **on the separate answer sheet**.

How the concept of software was invented

In 1842, more than a century before the start of the information age, in a brilliant flash of penetrating insight, Ada Lovelace had a glimpse of the future. She saw that with suitable modifications, Charles Babbage’s proposed Analytical Engine would be capable of much more than its intended purpose of simple mathematical calculation.

Ada Lovelace was born in London in 1815, the daughter of the poet Byron. She never met her father: her parents separated a month after her birth, he left England four months later and eventually died abroad. Her upbringing was unusual for the period, in that her mother was determined she should have a thorough grounding in logic, mathematics and the sciences. To that end, Ada was provided with a succession of tutors.

41

Among their number was the mathematician, philosopher, inventor and Professor of Mathematics at the University of Cambridge, Charles Babbage, one of several people credited with being ‘the father of the computer’. His importance lies in the fact that he invented several devices which paved the way for modern computers. Lovelace was introduced to him while still in her late teens, and soon afterwards visited his workshop to see his ‘Difference Engine’.

42

The device was incomplete, weighed over a ton and was not yet working. Despite these limitations, Lovelace grasped its true significance; whereas Babbage saw it purely being used to increase the accuracy of mathematical processes, it was Lovelace who saw its far greater potential.

43

At this event, Babbage described his proposal for a more advanced computing machine, his Analytical Engine. A mathematician who was present subsequently wrote up the ideas in a memoir in French, and Babbage asked Lovelace to translate it. Because she understood the machine so well, at his request she added a comprehensive set of notes to her translation, much longer than the memoir itself. It was these notes that have established her importance in the development of computers.

44

In this insight, she anticipated the development of both modern computing and artificial intelligence by more than a hundred years. Again, she saw that the Analytical Engine could be used to do much more than even Babbage perceived.

45

The memoir, and Lovelace’s notes, attracted little attention at the time, but that does not detract from her achievement, the essence of which is that she grasped how to create physical instances of wholly abstract concepts. In any computer, it is the software which gives the hardware the ability to perform its wonders, a totally new, and very strange, idea for the time.

46

Although her insight is astonishing, that is not all that Lovelace should be remembered for. She also demonstrated beyond any possibility of doubt that women could attain the highest levels of scientific understanding and achievement – something that seemed remarkable in her lifetime. She helped to blaze a trail for later generations of women to become scientists.

- A** Neither this prototype nor his later devices were completed in his lifetime, although working versions have since been built. However, his efforts to construct them aroused widespread interest, particularly when he attended a scientific conference in Italy and presented his work.
- B** Of course, the same could be said of many scientists: Leonardo da Vinci, for instance, designed flying machines several centuries before they became a reality, but at least he had the advantage of having seen birds flying.
- C** Unlike him, Lovelace realised that it could be set to execute any logically coherent sequence of instructions. This in effect made her the world's first computer programmer, as she demonstrated in the document.
- D** In them, as well as describing the revolutionary implications of Babbage's ideas, Lovelace wrote out the first computer program and made the sensational suggestion that such a device should be able to compose music if a suitable set of rules could be devised.
- E** One of these was Augustus de Morgan, a leading mathematician of the time. De Morgan soon confirmed Ada's outstanding mathematical ability and, importantly, communicated his admiration to his scientific friends. As a result, long before women were eligible to study for degrees, Ada came to more than hold her own with the leading scientists of the day.
- F** This realisation, that the right instructions could enormously increase the capabilities of the device, is extraordinary for such an early stage in the history of the computer. Lovelace could see beyond the relatively rudimentary nature of Babbage's machines to the immense possibilities opened up by programmable computers.
- G** This mechanical calculator was Babbage's first invention. He, like others before him, had realised that logarithmic tables – at that time produced by human 'calculators', and notoriously full of errors – could be generated by machinery.

You are going to read four extracts from an article about customer service. For questions 47–56, choose from the extracts (A–D). The extracts may be chosen more than once.

Mark your answers on the separate answer sheet.

In which section does the writer

- suggest that customers' comments may be more honest if not made to staff? 47
- mention the effect on sales if customers believe staff are not interested in them? 48
- say that presenting alternative courses of action can lead to a win-win situation? 49
- point out that if assistants do more than the minimum, customers are likely to return? 50
- advise staff how to respond if a customer is dissatisfied? 51
- state that poor service stays in customers' minds? 52
- refer to contact with customers through a range of channels? 53
- give an example of customers responding to employees in the same way they are treated? 54
- point out that customers' behaviour may not be explained by what has happened to them in the store? 55
- mention the value of customers recommending a business to other people? 56

The importance of good customer service

A

"The customer is always right" is a famous business slogan. The underlying truth behind this statement is recognising that customers are the life blood for any business. Understanding the importance of good customer service is essential for a healthy business in creating new customers, keeping loyal customers, and developing an effective referral system for future customers. Excellent customer service begins at the initial greeting, whether that's in person, on the phone, or via email. In all of these situations, using good people skills will increase the chances of creating a positive impression. For example, saying hello with a smile to a customer who has just walked in the door will invite that person in and make them feel welcome. On the other hand, when an employee doesn't acknowledge the client, or implies they are an inconvenience, that customer immediately feels slighted, and that negative feeling doesn't get the customer in a buying mood.

B

If the employee gives good customer service on the phone, the initial greeting will be courteous. This makes the client feel comfortable. In turn, the customer will appreciate the pleasant greeting and usually be more agreeable on the other end of the phone. This is a much better situation for the client than leaving messages on answering machines, never getting any returned phone calls, or trying to extract some product information from an uncaring employee. Of course, good customer service goes beyond the initial contact. Answering customers' questions and helping them choose the right product or service that best fits their needs is a great example of going the extra mile. This kind of service establishes goodwill, and will eventually lead to loyal customers. Even if that person doesn't purchase anything at that time, the good shopping experience will encourage repeat business.

C

Think about how you've been treated whenever you've been the customer. If you've ever had a bad experience with a company, you know that it's not easy to forget the encounter. Perhaps a shop assistant was too busy stocking shelves to help you pay for your items. Maybe there wasn't anyone around to answer your questions or help you with some additional information. You might have had to deal with an employee who won't help you because of some company rule. In any of these instances, the managers or the owner of the store usually aren't made aware of the poor customer service. Instead, the people that do hear about it are many of the customer's family and friends. Word travels very fast when it comes to communicating negative experiences to the world. Especially with any internet business transactions, product reviews are quite common. Whether it's positive or negative feedback about a product or service, people write without inhibition about their shopping experiences.

D

When dealing with clients, sometimes there are situations that need to be resolved. If the customer is upset about a product or service they've received from the company, the first thing an employee should do is to listen. By taking the time to hear the entire complaint through, the customer feels that you care. Occasionally, the issue is actually not related to your company at all, but the initial problem is merely a catalyst for that person's frustration about other things. Either way, attentive listening will break down that barrier and begin to build a bridge to fix the situation. Usually, discussing different options will bring about a positive outcome for both sides. The retail business is extremely competitive, and there are no guarantees of a company's survival. Of course, other factors play a part, such as value for money, convenient opening hours, and so on, but in the long run, treating people fairly and with respect is the best recipe for success in retailing.

You **must** answer this question. Write your answer in **220–260** words in an appropriate style on the separate answer sheet.

- 1 Your class has watched a television debate about what should be done to ensure that natural resources, such as water and oil, are not wasted. You have made the notes below:

Ways to ensure natural resources are not wasted

- laws
- media
- industry

Some opinions expressed in the discussion:

"The best method would be to make wasting natural resources a criminal offence."

"Newspapers and TV can have a very powerful impact on people's behaviour."

"Companies should take the lead by avoiding unnecessary packaging."

Write an essay discussing **two** of the ways in your notes. You should **explain which way you think is most effective, giving reasons** in support of your answer.

You may, if you wish, make use of the opinions expressed in the discussion, but you should use your own words as far as possible.

Write an answer to **one** of the questions **2–4** in this part. Write your answer in **220–260** words in an appropriate style on the separate answer sheet. Put the question number in the box at the top of the page.

- 2 A TV company is preparing a series of documentary programmes about different workplaces. You think one of these programmes could feature your workplace. Write a proposal to the TV company in which you describe what people at your workplace do and explain why this would be of interest to viewers. Your proposal should also make some suggestions about the general approach the programme about your workplace could take.

Write your **proposal**.

- 3 A sports website has asked for reviews of sports facilities in your area. Write a review of some sports facilities you have used.

Your review should explain who the facilities are most suitable for and describe your own experience of using them. You should also recommend at least one way in which these facilities could be improved.

Write your **review**.

- 4 An electronics company has invited customers to write a report on an electronic gadget. Write a report on an electronic gadget that you regularly use, such as a mobile phone or a games console.

Your report should outline the gadget's capabilities and what you use it for. It should also comment on the extent to which the gadget meets your needs.

Write your **report**.

 05 You will hear three different extracts. For questions 1–6, choose the answer (A, B or C) which fits best according to what you hear. There are two questions for each extract.

Extract One

You hear two friends discussing a new job that the man is about to start.

- 1 What attracted Donald to his new job?
 - A He will be able to live within easy reach of mountains.
 - B He will be back in the town where he was brought up.
 - C He will have more responsibility than he had previously.
- 2 Donald thinks the problem with selling his house is that
 - A it is in a locality that is unattractive.
 - B it lacks some amenities that are generally expected.
 - C it is too unusual for the people who want a house at that price.

Extract Two

You hear two friends discussing a novel.

- 3 What does the man think about the book?
 - A He could identify with the main character.
 - B He felt it was inconclusive.
 - C He didn't get used to the style.
- 4 Why does the woman want to read the novel?
 - A It has just won an award for fiction.
 - B It has been chosen by the book club she belongs to.
 - C It was written by an author whose work she enjoys.

You hear a husband and wife discussing new appliances for their home.

- 5 Why are they going to contact the shop?
- A to ask for the dishwasher to be exchanged for a different model
 - B to ask for some information for customers to be corrected
 - C to ask for a refund of the money they paid for delivery
- 6 What do they agree about the cooker the woman mentions?
- A It would be too complicated to operate.
 - B There is not sufficient room for it in the kitchen.
 - C They would not use it enough to justify the expense.

 06 You will hear Gavin McFarland, the manager of a football club, talking to some students about his work. For questions 7–14, complete the sentences with a word or short phrase.

A FOOTBALL MANAGER'S LIFE

Like most football managers, Gavin has got very little (7) in his job.

Only Gavin's title is printed on the (8) that identifies his office.

Unlike many football managers, Gavin doesn't live in (9)

Most clubs have very limited (10) of all types, compared with some well-known clubs.

Last summer, Gavin painted all the (11) in the club.

The most important part of Gavin's job is the (12) of suitable footballers.

Gavin enjoys meetings with (13)

Yesterday's training focused on developing the players' skills at (14) , and making it fun.

 07 You will hear an interview on local radio with Jane Robinson, the Public Relations Officer of a company developing a former air base. For questions 15–20, choose the answer (A, B, C or D) which fits best according to what you hear.

- 15 What benefit of the Buckworth East development does Jane emphasise?
- A It will mean the shops in Buckworth village will have more customers.
 - B It will remove pressure on other villages in the area.
 - C It will form a self-supporting community.
 - D It will fulfil the council's requirement for new housing in Buckworth village.
- 16 Jane admits that the development is likely to
- A provide housing that is too expensive for many people.
 - B cause a large increase in the use of cars during the rush hour.
 - C provide too few jobs to meet the needs of new residents.
 - D create parking problems for residents with cars.
- 17 The interviewer thinks local people protesting against the plan are right with regard to
- A protection of the environment.
 - B public transport links.
 - C the amount of housing planned.
 - D facilities for pre-school children.
- 18 With regard to objections, Jane makes the point that
- A they shouldn't prevent basic requirements from being provided.
 - B it is necessary to explain why some objections have to be overruled.
 - C they are rarely based on accurate information.
 - D it is useful to evaluate the motives of objectors.
- 19 Concerning the relationship between residents of Buckworth East and of the existing village, Jane says that
- A a shared building is planned that will bring the communities together.
 - B new residents are unlikely to be interested in the existing community.
 - C part of the responsibility for integration lies with existing residents.
 - D the focus of village activities is likely to move to the new site.
- 20 According to the interviewer, what is the overall opinion of villagers?
- A They resent the fact that their views have been overruled.
 - B They believe the development is undesirable but inevitable.
 - C They welcome the opportunities that the development will create.
 - D They think the development will seriously damage village life.





You will hear five short extracts in which people are talking about living in a foreign country.

TASK ONE

For questions **21–25**, choose from the list (**A–H**) the reason why each speaker moved abroad.

- A** to get a better job afterwards
- B** because a foreign organisation approached them
- C** to study at a well-known institution
- D** to work on an international project
- E** to accompany their partner
- F** to have more job opportunities
- G** because their research could best be done abroad
- H** because their employer asked them to relocate

While you listen you must complete both tasks.

Speaker 1 21

Speaker 2 22

Speaker 3 23

Speaker 4 24

Speaker 5 25

TASK TWO

For questions **26–30**, choose from the list (**A–H**) what each speaker mentions about their experience of living abroad.

A reassessing their work–life balance

B realising the benefit of encountering other cultures

C not being able to adapt to the way of life

D re-evaluating their ideas about their own country

E meeting a number of people who became good friends

F their personal relationships being put under strain

G gaining insight into their strengths and weaknesses

H learning to be less materialistic

Speaker 1 26

Speaker 2 27

Speaker 3 28

Speaker 4 29

Speaker 5 30