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PART A - READING COMPREHENSION (7 MARKS EACH = 42)

You are going to read an article about making better use of time at work. Choose the most suitable heading from the list A-H for each part (1-6) of the article. There is one extra heading which you do not need to use. There is an example at the beginning (0).

- A Inability to let others help
- B Those in charge aware of problem
- C Failure to take responsibility
- D Employers and workers need to change
- E Feeling there is too much to do
- F Bad effects at home and at work
- G Lacking a clear system
- H Time spent working

MAKING BETTER USE OF TIME AT WORK

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A recent survey by Austin Knight reveals that in British industry the 'long hours culture' is the new British disease. In their report of over 22 well-known British companies representing over one million workers, they found that British office workers have some of the longest hours in Europe, if not the longest.

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They found that two out of three work 40 hours or more per week, 25 per cent work 50 hours or more. In addition, 76 per cent of these workers say that continually working long hours affects their physical health, 47 per cent say their families suffer and 45 per cent feel their work performance is undermined.

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Oddly enough, 90 per cent of employers also see long hours as a problem because of reduced performance and lowered morale.

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So, what can be done? Obviously one important step is that employers understand the potentially negative effects of long working hours on their employees' health, family and performance. However, there are strategies that individuals can engage in that will help them manage their time better.

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There seem to be at least three different types of time wasters. First there is the 'mañana' type who feels that you should not 'do today what you can do tomorrow'. These are the procrastinators who see the job as 'too big' for them to handle. Some basic tips for these people are (1) to break up huge tasks into smaller jobs, (2) to draw up a list of things to do, with the most important tasks at the top and the least important at the bottom, (3) to balance routine tasks with more enjoyable ones and (4) to deal with each document that comes their way once only (read it, act upon it, file it or throw it away).

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Second, there are the 'poor delegators', the people who feel that nobody can do a job as well as they can. They either want to retain the power or just feel it is part of the job, and feel that by not doing it, they are not fulfilling their responsibilities. The basic tips for these types are: (1) to accept that delegation does not mean giving up responsibility, (2) having delegated a job, to leave the person to get on with it, and (3) say 'no' politely to work that is outside their area of responsibility.

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Finally, there is the disorganised type who is instantly recognised by piles of paper around his or her desk. These individuals miss or are late for appointments, forget or misplace papers and are frequently involved in trying to find lost telephone numbers, diary dates, and people's names. They need to do some of the following: (1) stick to one task and finish it, (2) buy a large notepad for writing down all notes, messages, etc., (3) clear the top of their desk and have only the task they are dealing with in front of them, (4) spend time setting up systems to gain control of the chaos.

PART B – LANGUAGE IN USE

B1 – 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. (2 MARKS EACH = 10)

1. I didn't realise your house was so far from the station. **SUCH**

I didn't realise your house was _____ the station.

2. I think there's snow on the way. **IF**

It looks _____ to snow.

3 You should be in bed by now! **HIGH**

It's _____ to bed!

4 I'll only phone if there's a problem. **HEAR**

Don't expect _____ there's a problem.

5 He went to an eye specialist for an examination. **EXAMINED**


He _____ a specialist.

B2 - Read the following text. Choose the best word to complete each gap with the options below. For each question 1 – 8, write the correct letter (A, B, C or D) on the spaces. (2 MARKS EACH = 16)

Exceptionally talented or just over-confident?

According to a study on what lies at the heart of success, it seems that the key is not what might be expected, 0 **A** talent, hard work or a good education, but instead it's total, unadulterated confidence. Confident people tend not to be 1 by their own shortcomings and often have 2 than life personalities. This means they make themselves more visible in the workplace, pushing themselves forward at every opportunity and so 3 promotion over those who may well be more competent but appear on the 4 to be less talented. Confident people are often admired and their opinions valued; 5, they are able to influence decisions made within a group. This could have implications for the recruitment procedures of many companies, as a typical job interview often involves a group task which unfairly 6 the over-confident. Such a display of confidence may carry too much 7 with interviewers, and better, quieter candidates may be 8 down, leading to a less efficient workforce.

0	A in other words	B in addition	C in fact	D in truth
1	A put back	B put off	C put under	D put across
2	A bigger	B wider	C greater	D larger
3	A being	B making	C reaching	D getting
4	A top	B head	C surface	D front
5	A consequently	B so	C while	D as
6	A supports	B favours	C shows	D demonstrates
7	A consideration	B power	C force	D weight
8	A moved	B sent	C turned	D passed

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B3 - Fill in the gaps in the text with one word. Complete the following text by writing the missing words below. Use only ONE word for each space. (2 MARKS EACH = 32)

Surviving day one

Welcome to the world of work. Day One has arrived.

Meeting the other staff

You may work in an office (1)_____ the only staff member is the person who interviewed you. (2)_____ the other hand, you may be joining several other staff who have been with the company (3)_____ varying lengths of service. (4)_____ matter how many people work with you, they (5)_____ not all have time to talk to you on day one, but don't (6)_____ it personally. Remember you have been chosen for the job above others who (7)_____ for the same position. (8)_____ though you may not arrive to a grand reception committee, your presence is (9)_____ being welcome and needed. Most offices are very busy, especially on a Monday morning, so don't be put (10)_____ if you are left to your own devices for a (11)_____. It is not unknown for inexperienced office workers to throw in a perfectly good job (12)_____ the first day because they (13)_____ to understand the pressure other people are (14)_____. 'It's it was so boring and he didn't give me anything to do all day', is a complaint (15)_____ is unjustified. Can you imagine why an employer (16)_____ go to the trouble of advertising, interviewing, and employing new staff if they weren't needed?

B4 - Read the text below. Use the capital words provided at the end of each line to create a new word to complete the respective gap. (2 MARKS EACH = 22)

SOB STORY

Margaret Thatcher wept after her 1. _____ as Prime Minister. When did you	RESIGN
last cry? Did it cause you any 2. _____? After all, it can seem	EMBARRASS
a bit 3. _____ to cry. Babies do it all the time because	CHILD
it's their only way of catching people's 4. _____. But	ATTEND
sobbing actually helps get rid of the 5. _____ substances	HARM
which tend to build up in your body when your life is 6. _____.	STRESS
Researchers say the tears we produce when we feel 7. _____ are	MISERY
different from those caused by an 8. _____ in the eye.	IRRITATE
9. _____ tears contain a substance which makes us feel depressed.	EMOTION
If we cry, we get rid of it and feel better!	
So it can be 10. _____ to hold back tears. If you don't express	HEALTH
your 11. _____, you risk becoming more upset and this can	FEEL
even an effect on the body's immune system making you more likely to get ill.	

Write about 250 words.

PART D – LISTENING (3 MARKS EACH = 36)

1 - You will hear five different students talking about their first year at university. Choose what each student says about the course they took from the list (A-F) below.

A I had to face some criticism when I chose a subject to study.

B I was able to change an earlier decision about my studies.


C I'm pleased that I'm able to combine studying with a job.

D I had to be careful when choosing which college to study at.

E I had to give up a good job to concentrate on my studies.

F I'm happy to have an active social life while at college.

Speaker 1	
Speaker 2	
Speaker 3	
Speaker 4	
Speaker 5	

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2 - You will hear part of a radio interview with a woman called Rachel Reed, who works in a commercial art gallery, a shop which sells works of art. Circle the chosen option.

1. What does Rachel say about her job title?

- a) It makes her feel more important than she is.
- b) It gives people the wrong idea about her work.
- c) It is appropriate for most of the work she does.

2. What is the most common reason for the gallery not exhibiting an artist's work?

- a) The subject matter is unsuitable.
- b) It is not of a high enough quality.
- c) The gallery manager doesn't like it.

3. When can phone calls from artists be difficult for Rachel?

- a) When their work doesn't sell.
- b) When they don't receive payments.
- c) When their work is not accepted.

4. Why does Rachel include a commentary in the catalogue?

- a) It gives background information about the artist.
- b) It encourages people to buy paintings over the phone.
- c) It tells people what experts think of the work.

5. What does Rachel say about administrative work?

- a) She is able to leave a lot of it to others.
- b) She would like to have an assistant to help with it.
- c) She finds it hard to get it all organized.

6. What is Rachel's role in the service the gallery offers to large companies?

- a) Making initial contacts.
- b) Responding to enquiries.
- c) Promoting a certain type of art.

7. What does Rachel find most enjoyable about her job?

- a) Meeting interesting people.
- b) The fact that it's unpredictable.
- c) Being close to works of art.