

LISTENING

You will hear five short extracts in which people are talking about their working lives. You will hear the recording twice.

Section 1

For questions 1–5, choose from the list (A–H) what aspect of their work has changed.

- | | | |
|--|-----------|---------|
| A deadlines have become less stressful | Speaker 1 | 1 _____ |
| B the premises have improved | Speaker 2 | 2 _____ |
| C they have become more effective | Speaker 3 | 3 _____ |
| D more staff are being hired | Speaker 4 | 4 _____ |
| E their role has expanded | Speaker 5 | 5 _____ |
| F the company is investing in training | | |
| G managers praise staff more | | |
| H salaries increased slowly | | |

Section 2

For questions 6–10, choose from the list (A–H) what each speaker would like to change about their working day. You will hear the recording twice.

- | | | |
|--|-----------|----------|
| A how they travel to and from work | Speaker 1 | 6 _____ |
| B the time reserved for group discussions | Speaker 2 | 7 _____ |
| C start and finish times of the working day | Speaker 3 | 8 _____ |
| D planning for changes in technology | Speaker 4 | 9 _____ |
| E increasing communication with co-workers | Speaker 5 | 10 _____ |
| F where the company focuses its attention | | |
| G the number of days holiday per year | | |
| H the opportunities to engage with consumers | | |

READING AND USE OF ENGLISH**Section 1**

For questions 1–9, read the text below and think of the word which best fits each gap. Use only one word in each gap.

The first convenience store

Taking a quick visit to a supermarket or convenience store is something many of us take (1) _____ granted these days, but in the past shopping for a few essentials was a very different story. Before the advent of convenience stores, shopping required a lot more effort. While there were often general stores in town centres, their opening hours were somewhat limited, meaning that customers would have to plan ahead, because they couldn't just pop (2) _____ to the shops for anything they might (3) _____ forgotten.

However, in the USA, an evolution in shopping began with a simple idea from an employee of the Southland Ice Company. In 1927, this company, which traditionally sold ice, started stocking food staples like eggs and milk, to tap (4) _____ the idea of convenience for the customer. These one-stop shops became very popular and the concept was soon to be repeated throughout Southland Ice Company stores in the area. They added more products and also linked up their one-stop shops with gas stations, so people on the road could fill (5) _____ and purchase essentials at the same time.

These Southland stores, which were limited to Dallas, Texas, eventually became known as 7-Eleven stores, their (6) _____ highlighting the long opening hours they were open. During the 1950s, the popularity of these stores increased significantly, spreading from Dallas to other cities in the state, and (7) _____ turn, throughout the USA. By 1974, there were around 5,000 7-Eleven stores in (8) _____ in cities and towns worldwide.

The modern 7-Eleven is a far (9) _____ from its early days as a Texas convenience store, however. Now, the company is Japanese owned and many stores are open 24 hours a day, where the laws allow. You can find a store in many other places around the world too, from Denmark to Vietnam, but ultimately, they still fulfil their aim, which is to make shopping more convenient for our busy modern lives.

Section 2

You are going to read an extract from a magazine article. Six paragraphs have been removed from the extract. Choose from the paragraphs (A–G) the one which fits each gap (10–15). There is one extra paragraph which you do not need to use.

Seventh time lucky

'Don't give up.' Three small words that are so important and yet so easily forgotten. Barriers and hardships are very often part and parcel of life. So, while it's easy to throw in the towel, it's not always the best option, as one man who started his first successful business at the age of 57, after numerous failed attempts, tells us.

10 ...

You might think stories like this are few and far between, but they do happen, probably more often than you think. Perhaps people can belittle their potential because they don't believe this type of success can happen to them, but there are plenty of role models in modern life that prove that success can be anyone's for the taking.

11 ...

Let's take Nobel prize-winning author Toni Morrison. When she began writing, she was working and bringing up two children on her own. She had no literary agent and she received several rejections before a publisher eventually took her on in 1970. Although sales of her first book were disappointing, she went on to win the Nobel prize with *BeLoved* in 1993. She became one of the world's most respected authors, not just due to her talent, but her tenacity.

12 ...

Perhaps the finest example of this kind of tenacious spirit comes from the story of best-selling author, Jilly Cooper. After completing her first novel of over 900 pages, she took the only copy of the manuscript on the bus with her to the publisher. And left it there. She had to rewrite the whole thing again, finishing in 1984, 14 years after that fateful bus journey.

13 ...

Fear of failure is not the only problem that limits our potential, though. How many times have you heard someone say they are 'too old' to try new things? Well, a dog *can* learn new tricks, so to speak! And the same applies to humans.

14 ...

This is not an isolated example. Sam Walton, the man behind the famous US chain, Wal-Mart, founded his first store at the age of 44. Vera Wang didn't start dress designing until she was over 40 and Grandma Moses, a successful painter, only picked up the paintbrush at 78.

15 ...

A Take, for example, Colonel Sanders, of the KFC chain of restaurants. He was penniless in his early sixties, so started selling his chicken recipes, and fifteen years later he had more than six hundred chicken franchises.

B There are plenty of reasons for giving up, though, and one is failing at the first attempt. It would do us all good to remember the proverb 'If at first you don't succeed, try, try again'. There are plenty of accomplished people who triumphed after years, even decades, of failed attempts at success.

C Success can be more difficult to achieve in later life, but it's not impossible. It entirely depends on whether what you want to achieve can realistically be done. You might not be able to be an astronaut, but people have climbed mountains, started businesses, and found new talents well into their retirement.

D Developing a mindset that can cope with setbacks like these is a useful and necessary attribute. By changing our perspective and thinking of difficulties, and failure, as a process, perhaps we can overcome adversity more easily.

E So, let's reconsider how we chase our dreams and how we face life's obstacles. In Edison's words, 'Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time.' With determination and hard work, you can make your dreams come true.

F 'It's a case of seventh time lucky!' said Peter O'Rourke. 'I've worked over 15 years for one of my inventions to catch on ...' And catch on it has. O'Rourke has spent a lifetime patenting the inventions that he's created, and trying to take them to market, but his last one, a type of walking aid, has seen him go from a lone inventor tinkering in his garage to a successful businessman, with two factories in Europe.

G This quality can also be seen in Thomas Edison, who famously invented the lightbulb, but only after thousands of unsuccessful attempts, or as Edison himself reportedly said, 'I didn't fail 1,000 times. The lightbulb was an invention with 1,000 steps.'

SPEAKING

Choose ONE set of three questions per student. Give each student 3–4 minutes.

Global population growth

- 1 What have been the main effects of rapid population growth in recent years?
- 2 In your view, what has caused the rise in the global population?
- 3 Do you think the rise in global population has been positive or negative? What could be done to reduce the negative impacts of the rising world population?

Human impact on natural resources

- 1 How does a rise in global population affect the world's resources?
- 2 Whose responsibility is it to protect the Earth's natural resources?
- 3 Which natural resource do you think needs conserving most? What measures do you think would be most useful for conserving our natural resources?

____/20

Total ____/100