

# CAMBRIDGE VOL 17 - TEST 4

## Test 4

### LISTENING

#### PART 1 Questions 1–10

Complete the notes below.

Write **ONE WORD** for each answer.

#### Easy Life Cleaning Services

##### Basic cleaning package offered

- Cleaning all surfaces
- Cleaning the 1 ..... throughout the apartment
- Cleaning shower, sinks, toilet etc.

##### Additional services agreed

- Every week
  - Cleaning the 2 .....
  - Ironing clothes – 3 ..... only
- Every month
  - Cleaning all the 4 ..... from the inside
  - Washing down the 5 .....

##### Other possibilities

- They can organise a plumber or an 6 ..... if necessary.
- A special cleaning service is available for customers who are allergic to 7 .....

##### Information on the cleaners

- Before being hired, all cleaners have a background check carried out by the 8 .....
- References are required.
- All cleaners are given 9 ..... for two weeks.
- Customers send a 10 ..... after each visit.
- Usually, each customer has one regular cleaner.

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## PART 2 Questions 11–20

### Questions 11–14

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

- 11 Many hotel managers are unaware that their staff often leave because of
- A a lack of training.
  - B long hours.
  - C low pay.
- 12 What is the impact of high staff turnover on managers?
- A an increased workload
  - B low morale
  - C an inability to meet targets
- 13 What mistake should managers always avoid?
- A failing to treat staff equally
  - B reorganising shifts without warning
  - C neglecting to have enough staff during busy periods
- 14 What unexpected benefit did Dunwich Hotel notice after improving staff retention rates?
- A a fall in customer complaints
  - B an increase in loyalty club membership
  - C a rise in spending per customer

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Questions 15–20

Which way of reducing staff turnover was used in each of the following hotels?

Write the correct letter, **A**, **B** or **C**, next to Questions 15–20.

### Ways of reducing staff turnover

- A** improving relationships and teamwork
- B** offering incentives and financial benefits
- C** providing career opportunities

### Hotels

- 15** The Sun Club .....
- 16** The Portland .....
- 17** Bluewater Hotels .....
- 18** Pentlow Hotels .....
- 19** Green Planet .....
- 20** The Amesbury .....

THE BORING ACADEMY



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## PART 3 Questions 21–30

Questions 21–22

Choose **TWO** letters, **A–E**.

Which **TWO** points do Thomas and Jeanne make about Thomas's sporting activities at school?

- A He should have felt more positive about them.
- B The training was too challenging for him.
- C He could have worked harder at them.
- D His parents were disappointed in him.
- E His fellow students admired him.

Questions 23 and 24

Choose **TWO** letters, **A–E**.

Which **TWO** feelings did Thomas experience when he was in Kenya?

- A disbelief
- B relief
- C stress
- D gratitude
- E homesickness



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## Questions 25–30

What comment do the students make about the development of each of the following items of sporting equipment?

Choose **SIX** answers from the box and write the correct letter, **A–H**, next to Questions 25–30.

### Comments about the development of the equipment

- A** It could cause excessive sweating.
- B** The material was being mass produced for another purpose.
- C** People often needed to make their own.
- D** It often had to be replaced.
- E** The material was expensive.
- F** It was unpopular among spectators.
- G** It caused injuries.
- H** No one using it liked it at first.

### Items of sporting equipment

- 25** the table tennis bat .....
- 26** the cricket helmet .....
- 27** the cycle helmet .....
- 28** the golf club .....
- 29** the hockey stick .....
- 30** the football .....

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## PART 4 Questions 31–40

Complete the notes below.

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

### Maple syrup

#### What is maple syrup?

- made from the sap of the maple tree
- added to food or used in cooking
- colour described as **31** .....
- very **32** ..... compared to refined sugar

#### The maple tree

- has many species
- needs sunny days and cool nights
- maple leaf has been on the Canadian flag since 1964
- needs moist soil but does not need fertiliser as well
- best growing conditions and **33** ..... are in Canada and North America

#### Early maple sugar producers

- made holes in the tree trunks
- used hot **34** ..... to heat the sap
- used tree bark to make containers for collection
- sweetened food and drink with sugar

#### Today's maple syrup

##### *The trees*

- Tree trunks may not have the correct **35** ..... until they have been growing for 40 years.
- The changing temperature and movement of water within the tree produces the sap.

##### *The production*

- A tap is drilled into the trunk and a **36** ..... carries the sap into a bucket.
- Large pans of sap called evaporators are heated by means of a **37** .....
- A lot of **38** ..... is produced during the evaporation process.
- 'Sugar sand' is removed because it makes the syrup look **39** ..... and affects the taste.
- The syrup is ready for use.
- A huge quantity of sap is needed to make a **40** ..... of maple syrup.