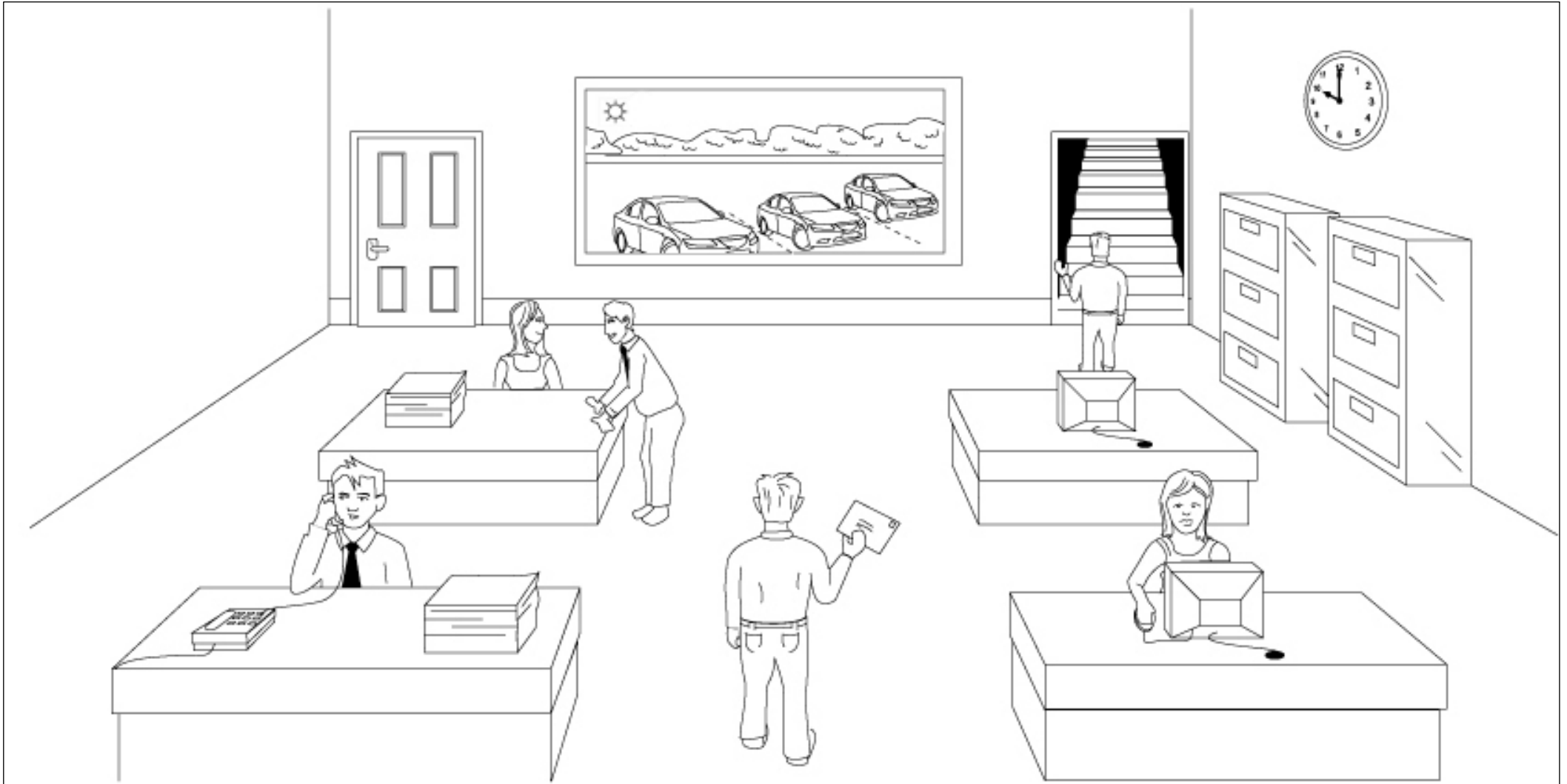






TEAR HERE IF YOU WANT TO REMOVE THIS PICTURE FOR REFERENCE





## SECTION A

Look at the picture. Put a tick (✓) in the box for the best answer to each question.

- A1 What is in the picture? (1 mark)
- (a) a waiting room
  - (b) an office
  - (c) a library
- A2 How many desks are in the room? (1 mark)
- (a) none
  - (b) two
  - (c) four
- A3 How many chairs can you see? (1 mark)
- (a) none
  - (b) two
  - (c) four
- A4 What time of day is it? (1 mark)
- (a) morning
  - (b) afternoon
  - (c) evening
- A5 A man is leaning on the desk, is he (1 mark)
- (a) talking to another man?
  - (b) talking to a woman?
  - (c) talking to a man and a woman?
- A6 Who is talking on telephone? (1 mark)
- (a) a man
  - (b) a woman
  - (c) no one

**SECTION A CONTINUED**

- A7 In the picture are there (1 mark)
- (a) more men?
  - (b) more women?
  - (c) the same number of men and women?
- A8 What are the filing cabinets made of? (1 mark)
- (a) paper
  - (b) glass
  - (c) metal
- A9 What shape is the door? (1 mark)
- (a) a square
  - (b) a rectangle
  - (c) a circle
- A10 How tall are the filing cabinets? (1 mark)
- (a) about two metres
  - (b) about two centimetres
  - (c) about two kilograms
- A11 How many computers can you see? (1 mark)
- (a) none
  - (b) two
  - (c) six
- A12 A woman is using a computer. Which hand can you see? (1 mark)
- (a) her left hand
  - (b) her right hand
  - (c) both hands

**SECTION A CONTINUED**

A13 Which of these is **not** in the picture? (1 mark)

- (a) a clock
- (b) a staircase
- (c) a waste-paper basket

A14 A man is standing at the back of the room on the right hand side. What is he going to do? (1 mark)

- (a) go up some stairs
- (b) go to a desk
- (c) go to a car

A15 Which is closest to the door? (1 mark)

- (a) filing cabinets
- (b) the stairs
- (c) the window

**Look at the picture. Then write short answers to these questions on the line where it says Answer.**

A16 What in the picture has a round shape? (2 marks)

**Answer** \_\_\_\_\_

A17 How many people are in the picture? (2 marks)

**Answer** \_\_\_\_\_

A18 What is to the left of the window? (2 marks)

**Answer** \_\_\_\_\_

A19 Where is the clock? (2 marks)

**Answer** \_\_\_\_\_

A20 What time is it in the picture? (2 marks)

**Answer** \_\_\_\_\_

A21 How many cars are in the car park? (2 marks)

**Answer** \_\_\_\_\_

## SECTION A CONTINUED

A22 Two men are wearing ties. What colour are the ties? (2 marks)

**Answer** \_\_\_\_\_

A23 A man is walking behind the desks, holding a letter. Which hand is it in? (2 marks)

**Answer** \_\_\_\_\_

A24 Is the door on the left of the picture open? (2 marks)

**Answer** \_\_\_\_\_

A25 How many people in the picture are sitting? (2 marks)

**Answer** \_\_\_\_\_

**(Total 35 marks)**

## SECTION B

Ms Anna Morvillo works in the office of Useful Products in the town of Metroville. Her company employs many sales representatives who visit shops and stores in the area. She is now speaking on the telephone to a man called George Kern.

Anna: Good afternoon. This is Useful Products – Anna Morvillo speaking. Can I help you?

Mr Kern: Hello. I'm speaking from Kern's Stores in Metroville. I'm the manager. One of your sales representatives visited us this morning. After he left we found that he'd left his lap-top computer. He didn't come back for it so he might not know it is here.

Anna: I see. Do you know his name?

Mr Kern: I think he told me his name but I can't remember it. He was a tall young man and he wore a dark blue suit.

Anna: Most of our representatives are young men and many wear dark blue suits! But do you have the lap-top with you now?

Mr Kern: Yes, it's here.

Anna: Good. Could you please look at the top right hand corner of the box. Is there a number?

Mr Kern: Yes, it says "Useful Products: Lap Top No 7".

Anna: Excellent. I can check my list of staff and see who owns the lap-top. I'll ask this person to collect it from you.

Mr Kern: That's fine. He was a pleasant young man so I'd like to return his lap-top to him. He will know our opening hours and I'll give the lap-top to my secretary, Miss Faye. He can collect it any time.

Anna: Thank you very much Mr ----. Oh, sorry! I forgot to ask your name!

Mr Kern: It's Kern, George Kern

Anna: Well thanks once again, Mr Kern. You've been very helpful. Goodbye.

**SECTION B CONTINUED**

**Read these sentences about the conversation. Some are true and some are false. Put a tick (✓) in the TRUE or FALSE box.**

		<b>TRUE</b>	<b>FALSE</b>
B1	Anna Morvillo works for Kern's Stores.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B2	Useful Products and Kern's Stores are in the same town.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B3	George Kern is a man.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B4	Most sales representatives are men.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B5	The sales representative is a tall young woman.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B6	Mr Kern could not remember the sales representative's name.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B7	Mr Kern does not have the lap-top with him.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B8	The sales representative returned to the store to collect the lap-top.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B9	Miss Faye works for Kern's Stores.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B10	Mr Kern tells Anna the store's opening hours.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)
B11	Mr Kern was not very helpful.	<input type="checkbox"/>	<input type="checkbox"/> (1 mark)

**Write a sentence to answer each question about the conversation on the line marked Answer.**

B12 Where is the office of Useful Products? (3 marks)

**Answer** \_\_\_\_\_

B13 Who are speaking on the telephone? (3 marks)

**Answer** \_\_\_\_\_

B14 What did the sales representative leave at Kern's Stores? (3 marks)

**Answer** \_\_\_\_\_

B15 What time of day was it when Anna spoke to Mr Kern? (3 marks)

**Answer** \_\_\_\_\_

B16 What colour was the suit worn by the sales representative? (3 marks)

**Answer** \_\_\_\_\_

**SECTION B CONTINUED**

B17 What number is written on the lap-top box? (3 marks)

**Answer** \_\_\_\_\_

B18 Why does Anna want to know the number of the lap-top? (3 marks)

**Answer** \_\_\_\_\_

B19 Who is Mr Kern's secretary? (3 marks)

**Answer** \_\_\_\_\_

**(Total 35 marks)**

## SECTION C

Look at the list of the numbers of the lap-top computers owned by Useful Products' sales representatives. Use the information to write a **memo** from Anna Morvillo to the person who left the lap-top at Kern's Stores.

Name of Sales Representative	Number of lap-top
Barbara Rdzanowska	1
Bae Su Yung	2
Luigi Casolgro	3
Peter Davies	4
Milan Chandoga	5
Tim Asch	6
John Mafwenke	7
Andrew McColl	8
Jenny Hunoz	9
Manuela Cortez	10

### MEMORANDUM

**To:**

**Date:**

**From:**

**Subject:**

**(30 marks)**