

GENERAL READING TEST 35

SECTION 1 *Questions 1–14*

Read the text below and answer Questions 1–6.

Gourmet Restaurants

Gordon Ramsey – Claridge’s, London		
		The waiters were excellent. Table always kept clean, water glasses topped up, warm bread basket refilled. Even invited to see the kitchen. Everything was faultless. The slow cooked lamb was one of the best main courses I have ever had. Finished with coffee and chocolates.
Average Score:		
Quality of Service	5	
Quality of Food	5	
Value for Money	5	
David Tang - China Tang – The Dorchester, London		
		I have had better for a quarter of the price. We told the manager that we were celebrating my husband’s birthday but they did nothing special for us. However, a table close to us were celebrating a birthday and got special treatment.
Average Score:		
Quality of Service	3	
Quality of Food	1	
Value for Money	1	
Rick Stein – The Seafood Restaurant, Padstow		
		Went after talking to friends who had been. Not an impressive location as they have a pay and display car park in front of it. Excellent from start to finish. Rick Stein has been a big inspiration to me. We were on a two-week holiday and visited two other Master Chef restaurants including Jamie Oliver’s Fifteen but this was the best by far.
Average Score:		
Quality of Service	3.5	
Quality of Food	3.5	
Value for Money	2.5	
Jamie Oliver – Fifteen, London		
		The service is rather poor. We were a large party of 12 celebrating my birthday and this added to an already overwhelmed staff. Food absolutely appalling and would have been better if they had used a microwave. Food was either salty or bland.
Average Score:		
Quality of Service	4.5	
Quality of Food	3.5	
Value for Money	3.5	
Gordon Ramsey – Maze, London		
		Two free glasses of champagne on entering the restaurant. Very relaxed atmosphere. Friendly staff. Met Gordon at our table. The kitchen is spotless. The service was slow but wonderful food.
Average Score:		
Quality of Service	4	
Quality of Food	5	
Value for Money	4.5	

Questions 1 - 6

Look at the following statements and the list of gourmet restaurants below.

Match each statement with the correct restaurant, **A-E**.

Write the correct letter, **A-E**, in boxes 1-6 on your answer sheet.

NB You may use any letter more than once.

- 1 Excellent food but not a good view from the restaurant.
- 2 Spoilt a birthday celebration and food was far too expensive.
- 3 Complimentary drinks and wonderful food.
- 4 Inspired by the owner and encouraged to go by word-of-mouth.
- 5 The waiters were very attentive.
- 6 Spoilt a birthday celebration and food was terrible.

Gourmet Restaurants

- A Claridge's
- B China Tang
- C The Seafood Restaurant
- D Fifteen
- E Maze

Read the text below and answer Questions 7-14.

GREGGS Bakery

Greggs plc is the largest bakery chain in the United Kingdom and has 1,671 outlets. It specialises in savoury products such as pasties, sausage rolls but also sells sandwiches and sweet items including doughnuts and vanilla slices.

The Perfect Start to your Day

Why not get your day off to a great start with the perfect meal? Treating yourself to a tasty breakfast instantly brightens up a morning, making that long day at the office seem much more bearable.

Café and Shop prices are different.

Why?

Firstly, VAT is applicable for a 'sit down service'. In addition, our running costs are greatly increased in terms of additional team members, cutlery, tables, extra cleaning required, and so on, which unfortunately means it is more expensive to run a café operation.

Which of your products are suitable for vegetarians?

We have a range of sandwiches and savouries which are meat free including Egg Mayonnaise, Cheese Savoury and Cheese and Tomato. We also have the Cheese & Onion Pasty and Cheese & Tomato Pizza, which are made solely with vegetarian ingredients and don't contain any animal derivatives or animal rennet.

Do you have allergy free products?

Unfortunately, we're unable to recommend any of our products to people with allergies because our food is freshly baked and prepared in open bakery and shop environments so cross-contamination could inadvertently occur.

Why is mayo on so many sandwiches?

We have introduced 'no mayo' sandwiches which are clearly labelled. In addition, if we have the ingredients and you'd really like your sandwich without mayonnaise, we will try and do this for you. Just ask at the counter.

What kind of Greggs gifts can I buy?

We offer three different kinds of gifting options; a Gift Card, an e-Gift, and an m-Gift.

Gift Card

Give a Greggs Gift Card to someone and they can buy anything they like from Greggs. It's the perfect way to say thanks - to wish them a happy birthday - or just as a surprise to show that you care.

e-gift

Send the gift of Greggs by email. It's simple, secure and won't cost you a penny in postage. You can pick the email design, add a personal message and choose exactly when it's delivered.

m-gift

Want to send a Greggs Gift Card to their mobile phone? Choose an m-gift and we'll text it to their mobile phone so they can shop at Greggs straight away.

Questions 7 - 14

Do the following statements agree with the information given in the reading passage?

In boxes 7-14 on your answer sheet, write

TRUE	<i>if the statement agrees with the information</i>
FALSE	<i>if the statement contradicts the information</i>
NOT GIVEN	<i>if there is no information on this</i>

- 7 They have the largest bakery shops in the United Kingdom.
- 8 They only sell pasties, sausage rolls, in their savoury product range.
- 9 Lots of people complain because the cafe prices are more than the shop prices.
- 10 Vegetarians can't eat doughnuts as they have animal derivatives or rennet in them.
- 11 Food could cause an allergic reaction because they like to mix baked food together.
- 12 They can always prepare made-to-order sandwiches by asking at the counter.
- 13 Greggs pay for the postage when delivering e-gifts.
- 14 If you have forgotten to bring some money you could pay by mobile phone.

SECTION 2 *Questions 15– 27*

Read the text below and answer Questions 15 – 21.

The London Pass

Established in 1999, The London Pass is a sightseeing city card that helps visitors make the most of their trip to London, saving them both time and money.

The London Pass Saves You Money

London can be an expensive city, and its tourist attractions are no exception. However, go sightseeing with a London Pass and you could make some great savings – not to mention saving the hassle of queuing to buy entry tickets and carrying around change.

The London Pass Saves You Time

London is a popular destination; therefore, attractions and sights do get very busy. Waiting in line can sometimes take hours from your sightseeing experience - that's why London Pass holders get to skip the

queue at key attractions such as Tower of London, Windsor Castle and the London Bridge Experience. Get VIP treatment and go straight to the front with your London Pass.

The London Pass Saves You Stress

Carrying lots of cash around and having to figure out how much an attraction will cost can take the fun out of your sightseeing adventure. Your London Pass is the ticket into every attraction – so you don't need to worry about buying separate admissions or working out how much it costs, it's all done for you in one simple pass.

With every London Pass you get the following:

- **Free entry to over 60 attractions**, tours, sights and museums
- **Fast Track Entry** - ability to skip the lines at various selected attractions to save time
- **Optional Travelcard** to cover all of your transport needs
- **A useful 160+ page guidebook** (one per Adult London Pass) about the attractions plus helpful tips about the city
- Over 20 exclusive special offers
- Money Back Guarantee option available

London Pass Attraction	Normal Adult Entry Price
Tower of London	£19.50
Thames River Cruise	£17.00
London Bridge Experience	£24.00
Windsor Castle	£17.75
London Zoo	£22.80

Questions 15– 21

Complete the sentences below.

*Choose **NO MORE THAN THREE WORDS AND/OR A NUMBER** from the passage for each answer.*

Write your answers in boxes 15-21 on your answer sheet.

- 15 The London Pass is the best way to save time and money when
- 16 You save time because there is no longer a need to
- 17 You won't have to calculate how much money you have left because the London Pass is
- 18 If you are planning to see as much of London as possible you could consider a
- 19 If you are not happy with the various attractions and special offers we provide you can take advantage of our
- 20 If a leisurely few hours on a boat sounds good then try our
- 21 You save exactly when you visit the London Bridge Experience.

Read the text below and answer Questions 22– 27.

The Body Shop

The Body Shop International PLC, known as **The Body Shop**, has a range consisting of 1,200 products, including cosmetics and make-up in its 2,500 franchised stores in 611 countries.

The company, which has its international headquarters in Littlehampton, West Sussex, England, was founded in 1976 by Anita Roddick and is now part owned by parent company L'Oréal corporate group.

In 1970 Anita visited "The Body Shop" in California. It was part of a car repair shop and they sold naturally-scented soaps and lotions. In 1976, Anita opened a similar shop in the UK, using the same business name.

From its first launch in the UK in 1976, The Body Shop experienced rapid growth, expanding at a rate of 50 percent annually.

The opening of Roddick's first modest shop received early attention when the Brighton newspaper, The Evening Argus, carried an article about an undertaker with a nearby store who complained about the use of the name "The Body Shop."

In March 2006, The Body Shop agreed to a £652.3 million takeover by L'Oréal. It was reported that Anita and Gordon Roddick, who set up The Body Shop 30 years previously, made £130 million from the sale.

The Body Shop turned increasingly toward social and environmental campaigns to promote its business in the late 1980s. In 1997, Roddick launched a global campaign to raise self-esteem in women and against the media stereotyping of women. It focused on unreasonably skinny models in the context of rising numbers suffering from bulimia and anorexia.

Following her death in 2007, Prime Minister Gordon Brown paid tribute to Dame Anita, calling her "one of the country's true pioneers" and an "inspiration" to businesswomen. He said: "She campaigned for green issues for many years before it became fashionable to do so and inspired millions to the cause by bringing sustainable products to a mass market. She will be remembered not only as a great campaigner but also as a great entrepreneur."

In October 2009, The Body Shop was awarded a 'Lifetime Achievement Award' by the RSPCA in Britain, in recognition of its uncompromised policy which ensures ingredients are not tested on animals by its suppliers.

Questions 22- 27

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

Write the correct letter in boxes 22-27 on your answer sheet.

- 22** Who owns the company now?
- A** Anita Roddick and her parents.
 - B** Body Shop and L'Oréal.
 - C** L'Oréal.
- 23** How did Anita Roddick decide on the name "The Body Shop"?
- A** The name came to her in a dream.
 - B** She copied the name from an undertaker.
 - C** She took the name from a store in America.
- 24** What happened three decades after launching "The Body Shop"?
- A** They retired.
 - B** They bought L'Oréal.
 - C** They accepted a takeover bid by L'Oréal.
- 25** How did "The Body Shop" promote itself?
- A** by stereotyping women
 - B** socially
 - C** through environmental and social issues
- 26** What did Anita do about very skinny models?
- A** She gave them some food.
 - B** She tried to empower women around the world.
 - C** They started to work for her.
- 27** What did Gordon Brown say about Anita Roddick?
- A** She was a pioneer for environmental issues.
 - B** She was very fashionable.
 - C** She made the mass market sustainable.

SECTION 3 *Questions 28– 40*

Read the text below and answer Questions 28 – 40.

Ecotourism**Ecotourism Guidelines for Travelers**

There is a well known motto for all ecotourists:

“Take only photographs, leave only footprints.”

This is really the essence of being a tourist in an eco tour, but to be that perfect needs time. To make sure you get the most out of your holiday before, during and after your trip, and show the respect the people and places you go to deserve, follow the guidelines shown here.

A

Educate yourself as much as possible about your destination. It can be useful to learn a little about not only current events but also the culture, customs and history of the area. Spend a little time learning some of their language even if it's only hello, please, thank you and numbers. People will appreciate the effort you have made to communicate with them. What can you find out about their ecosystems? What animals are endangered and why?

B

One reason to find out something about where you are going and the people who live there is so that you don't start offending them as soon as you step off the plane. The old saying, “When in Rome do as the Romans do” can be quite useful when thinking about what to wear. Not everyone dresses the same and some people might be more conservative than you are. Do not judge the people or their cultural habits by using your own cultural values. The differences between you are just that – differences – and are not a sign of one culture being wrong or inferior.

C

While we might think nothing of hanging a Nikon around our neck or walking around with an iPad, in many places these are seen as signs of very rich people. In brief, be sensitive to cultural status symbols as these can create barriers between you and the local people. And remember, that ring in the nose that you are laughing at might just mean you are making fun of the local chief!

D

It's very common for tourists to want to give little gifts of friendship to people they meet. Stop and think like an ecotourist. How many little children have greeted you on your travels by holding out their hand and asking for money? Maybe they started to beg when

they realised that tourists have more money than they do and have sweets or pencils in their bag. It is far better to donate money or supplies to a local organisation that can be found either by research or asking your tour operator.

E

Expect the unexpected as eco holidays can be far more unpredictable than a package holiday but can provide experiences of a lifetime. Take changes to your plans as an opportunity to learn and a chance to become closer to the culture that you are now living in. This is the time to be flexible and adapt to the situation.

F

A large luxury hotel in the middle of nowhere takes far more resources to build and maintain than does a small family run inn. So, expect to stay in more basic settings; maybe very basic. This is part of the learning experience and will help bring you closer to understanding the lives of the people who actually live there. Resources might be a problem and so the influx of tourists will only add to the problems. Be sensitive to this especially when washing becomes a luxury and food is as far removed from fine dining as it can be.

G

What you do when you are there can affect the lives of the people who live there after you have left. With this in mind use makeshift bathrooms at least 70 metres from any water source. Take all trash with you and if you find things left by other tourists then take that too. Don't take any souvenirs back with you especially if you have bought parts of endangered animals like feathers, claws and skin. You are only helping to create a little business and the demise of another animal species.

H

Always consider how your visit can benefit the local economy. Are you adding to their problems or in some way helping them? This is an integral part of true ecotourism. Think local and start to use local transportation, guides, inns, restaurants and markets. This helps create an economy that is based on positive alternatives to potentially destructive practices and can involve the whole community. This is the true essence of ecotourism.

I

A true ecotourist is also an ambassador for his or her country. If we are honest, the image of western travellers is not always a good one but you can change this. Take the opportunity to talk to local people in a real exchange of cultural experiences. Never miss an opportunity to get to know someone; it could be the person sitting next to you on a local bus, or the person cooking your dinner. Take the chance when you can.

J

Once home, your journey should continue. Share your experiences with anyone who will listen. Try to send money to one of the local organizations or write an article for one of the papers in your town. As much as possible try to promote the place you have been to and encourage other people to go to experience what you have.

Questions 28 - 32

The text has ten paragraphs, A-J.

Which paragraph contains the following information?

Write the correct letter, A-J, in boxes 28-32 on your answer sheet.

- 28 be prepared to live simply
- 29 be a role model by mixing with the locals
- 30 respect cultural differences
- 31 your adventure never stops
- 32 be careful about how you show your friendship

Questions 33 - 37

Complete the summary below.

*Choose **NO MORE THAN FOUR WORDS** from the passage for each answer.*

Write your answers in boxes 33– 37 on your answer sheet.

It is important to remember that a Nikon camera in one culture might be like a
 33 _____ for another in terms of social position. Giving a small gift as a token of your
 34 _____ might encourage some children 35 _____. Being an ecotourist guarantees
 that your holidays won't be like 36 _____. So relax and learn to 37 _____.

Questions 38 - 40

Answer the questions below.

*Choose **NO MORE THAN THREE WORDS** from the passage for each answer.*

Write your answers in boxes 38– 40 on your answer sheet.

- 38 What are you recommended to do before you start your travels?
- 39 What might other tourists leave behind?
- 40 What should a positive local economy try to avoid?