Notes on Customer’s Information

<table>
<thead>
<tr>
<th>Example</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Source:</td>
<td>Answer found in the brochure</td>
</tr>
<tr>
<td>Included Services:</td>
<td>1........... and accommodation</td>
</tr>
<tr>
<td>Sydney Arrival Date:</td>
<td>15th of 2 ...........</td>
</tr>
<tr>
<td>Accommodation Criteria:</td>
<td>3........</td>
</tr>
</tbody>
</table>

Questions 4-6
Complete the form below.
Write NO MORE THAN THREE WORDS AND / OR A NUMBER for each answer.

BOOKING INFORMATION

| Room type: | 4....................... |
| Credit card holder: | 5....................... |
| Total cost for one night: | 6....................... |

Questions 7-10
Complete the sentences below.
Write NO MORE THAN TWO WORDS for each answer.

7 The ............... is within walking distance of the accommodation.
8 The customer books a.............................. ...... .
9 The aboriginal stone carvings are in the.................................
10 The Dreamtime can be experienced beneath the................................. .

Section 2 Questions 11-20
Questions 11-15
Complete the notes below.
Write NO MORE THAN TWO WORDS AND / OR A NUMBER for each answer.
Public Service Broadcast

Volunteer workers must be at least 11 years old.

Job applicants should not have 12.

Job applicants are asked to submit 13 and 14.

The employer will pay the expenses of 15 and phone calls.

Questions 16-18
Complete the table below.
Write NO MORE THAN TWO WORDS for each answer.

<table>
<thead>
<tr>
<th>TYPE OF PEOPLE</th>
<th>DUTIES</th>
<th>SERVICE TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wheelchair users</td>
<td>Drive them in volunteers Nature</td>
<td>Tuesday afternoons</td>
</tr>
<tr>
<td>The blind</td>
<td>Read books to them</td>
<td>17</td>
</tr>
<tr>
<td>Disabled children</td>
<td>Take care of them on holiday for one week in</td>
<td>18</td>
</tr>
</tbody>
</table>

Questions 19 and 20
Complete the notes below.
Write NO MORE THAN THREE WORDS AND / OR A NUMBER for each answer.

If you are willing to become a volunteer, here is some information to help:
Contact Person: Mary Smith
Post Office Box: 19
E-mail Address: 20

Section 3 Questions 21-30
Questions 21-25
Complete the notes below.
Write NO MORE THAN TWO WORDS AND / OR A NUMBER for each answer.

ENVIRONMENTAL ©HAWSE 0ISCUSSIOW

• In Southeast Mexico, farmers did too much 21 so the environment has been destroyed.
• According to Dick, vegetation problems caused 22 .
• A back issue of a periodical reported interviews with 23 .
• According to one of the articles in the periodical, land 24 ...................... show it is very tough for plant growth there.
• In the past ten years, almost 25.................... kilometers of forest has disappeared.

Questions 26-30
Complete the sentences below.
Write ONE WORD A N D / OR A NUMBER for each answer.

26 “Growing Area” is about............................. kilometers.
27 Scientists have taken.............................. of the soil in the Yucatan.
28 The university’s own Geology Department has also analysed the.............................. at the site.
29 The..........................in Dr Horst’s book are very useful and worth studying.
30 The student needs a.............................. to do the presentation.

Section 4 Questions 31-40
Questions 31 and 32
Choose the correct letter, A, B, or C.

31 Bees that help with pollination benefit flowers and
A female plants only.
B pollen.
C fruit trees.

32 Bees produce wax that can be made into candles and
A honey.
B polish.
C pollen.

Questions 33-35
Complete the sentences below.
Write NO MORE THAN TWO WORDS for each answer.

33 Dragonflies eat ......................... .
34 Insects in summer can be harmful because they can carry such deadly diseases as malaria, yellow fever, and..........................
35 Harmful insects may destroy crops, clothes, furniture, and even the.........................

Questions 36-40
Complete the notes below.
Write NO MORE THAN TWO WORDS for each answer.
HOW TO KILL BAD INSECTS

• Chemical methods
These solutions to insect problems are often not worthwhile because:
a) They are effective on a 36 .................................
b) They can bring harm to 37.................................
c) Insects become 38............................... to the chemicals quickly.

• Biological methods
These methods are 39................................. than chemical methods of eliminating harmful insects.

• Breeding control method
In order to control the breeding of insects, one needs to understand the insects’ 40 ..........................