

GT Reading Mock Test 28:

Part 2: Question 21-31

Read the text below and answers to the questions **21-31** on your answer sheet.

GT Reading: "Community College Courses"

Read the passage below and answer **Question 21-31**.

Community College Courses

COURSE A:

If you have no previous experience with computers, or you have some gaps in your knowledge of the basics, then this is an appropriate course for you. This course will give you a thorough grounding in the fundamental concepts of computing common to all computers. It is a practical "hands-on" course that looks at how a computer operates and how the programs work. Using three of the most widely used programs in business, you will learn the basics of word processing, spreadsheets and databases. By the completion of the course, you will be productive at a basic level and competent to progress to the elementary level of any of the specialised programs. No previous computer skills assumed.

2 days

Fee: \$279

25045 Wed/Thurs 12, 13 April 9.15 am-5.15 pm

25006 Tues/Wed 30, 31 May 9.15 am-5.15 pm

COURSE B:

In dealing with your customers you are in a position of great importance. Your abilities directly influence the company's bottom line. This course will look at ways to revitalise the customer contact skills you already have and add many more. Learn ways to improve your communication with customers, at all levels; techniques to use with difficult customers, how to confidently handle complaints and keep your cool in stressful situations. Most importantly, you will learn to build goodwill and trust with your customers. Course notes, lunch and refreshments provided.

Joshua Smith

Fee: \$145

25026 Sat 20 May 9.00 am- 4.00 pm

COURSE C:

Everything you need to know before purchasing or starting a coffee shop, tearooms or small restaurant. A useful course for all aspiring owners, managers, and employees of these small businesses to assist them in ensuring they don't make expensive mistakes and that their customers return again and again... Bring lunch. Notes and manual available (if required) for \$25 from Tutor.

Sarah Bridge

Fee: \$55 (no concession)

25252 Sat 6 May 10.00 am- 3.00 pm

COURSE D:

This course covers three areas of business communication:

- Interpersonal Communication
- Telephone Skills
- Business Writing Skills

Learning Outcomes: At the end of the course participants will be able to effectively: Plan and write workplace documents in plain English; gather, record and convey information using the telephone and in a face-to-face situation; interact with clients within and external to the workplace about routine matters using the telephone and face-to-face contact. An excellent course for those entering or returning to the workforce. A Statement of Competency is issued if the assessment requirements are successfully completed.

Douglass McDougall

Fee: \$135

25021 Wed 3 May-21 June 7.00-9.00 pm

COURSE E:

Are you hating work, wanting a different job, needing a change or wanting a promotion? Come along to a new two-day program for women. We will explore your work goals and what holds you back, your fears in a work environment and how you handle them, your image and what it says to others, your communication style and what it says. You will develop more confidence to make changes, get clearer about what you want and have the courage to act. it is a relaxed, informative and fun workshop with lots of practical tips!

Sophie Bradley

Fee \$199

25036 Sun 18, 25 June 9.30 am – 4.30 pm

Questions 21-25

Choose the title which best fits each course.

Write the number, **i-ix**, in boxes **21-25** on your answer sheet.

Note: *there are more titles than you will need.*

- i Managing expansion in your restaurant
- ii Making career changes for women
- iii Effective workplace communication
- iv Exceptional customer service
- v Advanced computing skills
- vi Communicating effectively
- vii Introductory computer skills
- viii Restaurant management for non-managers
- ix Business writing course

21. Course A

22. Course B

23. Course C

24. Course D

25. Course E

Questions 26-30

Answer questions **26-30** from the information about the courses.

Writing the appropriate letter or letters, **A-E**, in boxes **26-30** on your answer sheet.

26. Which course is not specifically related to people's jobs?

27. In which course are men not invited to participate?

28. Which course has course notes and lunch to go with them?

29. Which course will deal with writing skills?

30. Which course is on at night?

Question 31

Choose the subjects from the list below.

Write the correct letter in box **31** on your answer sheet.

31. Three of the courses specifically cover the same subject. Which subject is it?

- A. Writing skills
- B. Computers
- C. Business Communication
- D. Finance
- E. Work goals
- F. Management

ANSWER
21. vii 22. iv 23. viii 24. iii 25. ii 26. A 27. E 28. B 29. D 30. D 31. C