

# Test 3

## Section 1

Complete the form below.

Write **ONE WORD /OR A NUMBER** for each answer.

### Kiwi Air Customer Complaint Form

Customer has been trying to make booking using the internet.

#### Booking details

Name: 1..... Janet

Ticket details: one adult and three children

(Wellington to Christchurch) – four 2..... tickets

Flight dates: November 10th – 15th

Time: departing at 3..... a.m.

#### Details of the problem

- the website changes the rate for one child
- the website keeps giving the customer 4..... message

#### Customer informed that Kiwi Air policy:

- allows no more than 5..... child fares per adult (applies to domestic flights only)

#### Customer's reasons for complaint

- none of her children are 6..... years old or older
- child passengers require less 7.....
- the rule is unfair for large families and 8..... groups

#### Customer invited to send written complaint

- letter to go to the 9.....
- reply predicted within a week

- reference number: 10.....

## Section 2

Questions 11 – 18

Complete the form below.

Write **NO MORE THAN TWO WORDS AND/OR A NUMBER** for each answer.

**Spring Festival**

Event	Location	Date and Time	Other Information
Firework display	Near the: 11 .....	4 September 9 p.m.	Pack a 12 ..... and blanket
Display of 13 .....	Central Park	daily	Buses run from the town centre every 14 ..... minutes
The 15..... Show	Exhibition Centre	10–15 September 9 a.m. – 10p.m.	
'Grow Your Imagination'	in the 16 .....	11–19 September	
'Swing in Spring'	in the 17 .....	17&18 September	Saturday matinee performance at 18 .....

*Questions 19- 20*

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

19 In the Spring Festival competition, you can win

- A a family pass to 'Balloons Down Under'.
- B a cheque for \$200.
- C a flight in a hot air balloon.

20 You can get an entry form for the competition from

- A the radio station
- B the newspaper
- C the Festival's website

## Section 3

Questions 21 - 25

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

**21** Why do Andrew and Sarah decide to mention the Mountain Code?

- A It is the most relevant to their field trip.
- B It also applies to caves.
- C It covers the whole country.

**22** Andrew suggests some field trip participants harm the environment because

- A they fail to recognise rare species of plant.
- B they don't realise how fragile the environment is.
- C they get too absorbed in their tasks.

**23** Which rule about taking samples is most important?

- A Leave the area in its natural state.
- B Avoid removing fossils.
- C Keep collecting to a minimum.

**24** Which aspect of taking samples do they still have to find out about?

- A taking them from private land
- B taking them from rock faces
- C taking them from man-made structures

**25** What danger in coastal areas do they decide to emphasise?

- A falling rock
- B tidal movements
- C unstable sand

Questions 26 – 30

Which topic does each of the following reading packs focus on?

Choose **FIVE** answers from the box and write the correct letter: **A-G**, next to Questions 26-30.

Topic
<b>A</b> unique geological features of Iceland
<b>B</b> replacement of fossil fuels
<b>C</b> negative changes due to human activity
<b>D</b> energy for agriculture
<b>E</b> health risks of eruptions

**F** risk of flooding

**G** long-term effects of volcanoes

## Topics

**26** Geothermal Fields .....

**27** The Hot Spot .....

**28** Glaciers .....

**29** Basalt Rock .....

**30** Geothermal Power Plants .....

## Section 4

Complete the notes below.

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

### Recycling Tyres in Australia

#### Background

More than 1.5 million tyres dumped in Australia per **31** .....

Previous recycling attempts failed because:

- there were pollution problems – smoke from burning
- recycling companies didn't make any **32**.....

#### Advantages of Molectra's process

- More economical because smaller machines are used
- Less maintenance – tyres softened before shredding
- No limit on the **33** .....of tyres recycled

#### The Future

- Ten more factories being built
- Plans to spend 5% of income each year on **34** .....

### Questions 35 – 40

Complete the flow-chart below. Write **ONE WORD ONLY** in each gap.  
**Recycling Tyres**

