

Questions 15–21

Complete the notes below.

Choose **NO MORE THAN TWO WORDS** from the text for each answer.

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

NOTES ON COMPANY DRESS CODE

Aim of formal dress code: to present a **15** to clients

Acceptable types of formal clothing: jacket or suit

State of clothes: they must be **16** and in good condition

Footwear: tennis shoes and open toe shoes are not allowed

Accessories: ties, scarves, belts and jewellery may be worn

– these must be **17** and not brightly coloured

Make up: avoid wearing too much make up and perfume

– these sometimes cause **18**

Hats: hats should not be worn

– head covers in line with religious reasons or **19** are allowed

Dressing down: casual clothing is allowed on some Fridays

– clothing with the **20** on it is recommended

Breaking the dress code: if advice is repeatedly ignored, a **21** is given

General Training Reading and Writing

Questions 22–27

Complete the sentences below.

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

Write your answers in boxes 22–27 on your answer sheet.

- 22** Pay increases depend on the that each member of staff makes.
- 23** Employees must work a minimum of to be eligible for a pension.
- 24** Staff may take a holiday at one of the provided by the company.
- 25** The company pay half the seat price for and plays.
- 26** The company gives financial assistance for both educational courses and as part of staff development.
- 27** Employees may be entitled to a if they find themselves in difficult circumstances.