

ACADEMIC READING

Each question correctly answered scores 1 mark.

Reading Passage 1, Questions 1 – 13

1. C
2. A
3. C
4. B
5. B
6. benchmarking
7. (a range of) service delivery
8. (performance) measures
9. productivity
10. (') Take Charge (')
11. feedback
12. employee(s) // staff
13. 30 days

Reading Passage 2, Questions 14 – 26

14. major consequences
15. surveys
16. sales literature
17. Eastern Europe // Far East // Russia // Arab world // Latin America // French-speaking Africa
18. C
19. B

20. C

21. (industrial) training (schemes)

22. translation services

23. (part-time) language courses

24. (technical) glossaries

25. D

26. A

} in any order

Reading Passage 3, Questions 27 – 40

27. II

28. I

29. V

30. VI

31. D

32. C

33. F

34. G

35. NO

36. YES

37. NO

38. YES

39. NOT GIVEN

40. YES

If you score...

0 – 14	15 – 22	23 – 40
you are highly unlikely to get an acceptable score under examination conditions and we recommend that you spend a lot of time improving your English before you take IELTS	you may get an acceptable score under examination conditions but we recommend that you think about having more practice or lessons before you take IELTS	you are likely to get an acceptable score under examination conditions but remember that different institutions will find different scores acceptable