

Questions 1–4

The text on page 101 has seven sections, **A–G**.

Which section contains the following information?

*Write the correct letter, **A–G**, in boxes 1–4 on your answer sheet.*

- 1** what to do if you need help outside normal working hours
- 2** who to speak to first for general information
- 3** what happens when you register with the Centre
- 4** what to do if you need to cancel a doctor's appointment

Questions 5–9

Do the following statements agree with the information given in the text on page 101?

In boxes 5–9 on your answer sheet, write

| | |
|------------------|---|
| TRUE | <i>if the statement agrees with the information</i> |
| FALSE | <i>if the statement contradicts the information</i> |
| NOT GIVEN | <i>if there is no information on this</i> |

- 5** You must always see the same doctor if you visit the Centre.
- 6** If you want a repeat prescription you must make an appointment.
- 7** Helen Stranger is the Head Nurse.
- 8** It is possible that receptionists will ask you to explain your problem.
- 9** You should give the Health Centre your new contact details if you move house.

Questions 10–14

Complete each sentence with the correct ending, A–J, below.

Write the correct letter, A–J, in boxes 10–14 on your answer sheet.

- 10** Temporary employees only working 3 hours should
11 Employees who work 11 hours should
12 To find out when to have their breaks, employees should
13 Employees working with food must
14 Food handlers who have been ill should
- A** talk to a staff co-ordinator.
B have two thirty-minute breaks.
C not take any breaks for meals.
D pay for any meals they have.
E get a single one-hour break.
F look at the section staffing board.
G lose pay for their break times.
H tell a member of the Personnel Management team.
I have an annual dental examination.
J consult their doctor.