

**PART 1****Questions 1 – 10**

Complete the notes below.

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

### Amateur Dramatic Society

Secretary: Jane Caulfield

Mailing address: 117 Green Road, Prestwin

Location for rehearsals: The 1 ..... House, Wynn

No experience necessary

They need actors and 2 ..... singers

Also need people who can 3 .....

Meetings 6–8 p.m. every 4 .....

Closed in 5 ..... (for 2 weeks)

Membership costs:

Standard: £40 (includes a 6 ..... once a year)

Over 60s or unemployed: 7 £ .....

Youth group: for people aged 8 ..... years old and under

Shows: • mostly plays by 9 ..... authors

• family show in December

(raises money for children's 10 ..... )

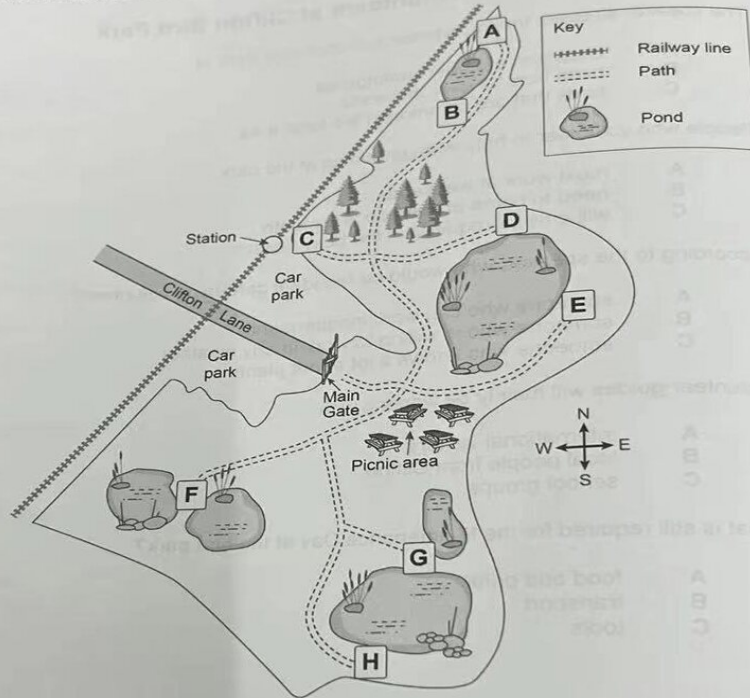
**PART 2****Questions 11 – 20***Questions 11 – 15**Choose the correct letter, A, B or C.***Information for Volunteers at Clifton Bird Park**

- 11 The speaker stresses the importance to Clifton Bird Park of
- A birds that are now endangered.
  - B birds from all over the world.
  - C birds that are common in the local area.
- 12 People who volunteer to help with gardening at the park
- A must work at weekends.
  - B need to come at least once a month.
  - C will only be required in the busy season.
- 13 According to the speaker, who would be the ideal gardening volunteer?
- A someone who can work independently
  - B someone who is willing to work in any weather
  - C someone who knows a lot about plants
- 14 Volunteer guides will mainly be working with
- A international visitors.
  - B local people from Clifton.
  - C school groups.
- 15 What is still required for the Maintenance Day at the bird park?
- A food and drink
  - B transport
  - C tools

Questions 16 – 20

Label the map below.

Write the correct letter, **A-H**, next to questions 16-20.



- |    |                   |       |
|----|-------------------|-------|
| 16 | Wooden bridge     | ..... |
| 17 | Observation tower | ..... |
| 18 | Visitor cabins    | ..... |
| 19 | Nesting boxes     | ..... |
| 20 | Boat sheds        | ..... |

**PART 3****Questions 21 – 30**

Questions 21 – 25

Choose the correct letter, **A**, **B** or **C**.**Geology field trip to Iceland**

- 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.

## Topics

- A unique geological features of Iceland
- B replacement of fossil fuels
- C negative changes due to human activity
- D energy for agriculture
- E health risks of eruptions
- F risk of flooding
- G long-term effects of volcanoes

## Reading packs

- 26 Geothermal Fields .....
- 27 The Hot Spot .....
- 28 Glaciers .....
- 29 Basalt Rock .....
- 30 Geothermal Power Plants .....

**PART 4****Questions 31 – 40**

Complete the notes below.

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

### Crisis Communication Theory

#### Why do we need theory?

- Some people think using **31** ..... is better than theory
- But a lot of advice is simply a **32** .....

#### Types of crisis

- The organisation can be a victim – e.g. due to a **33** .....
- Crisis can be accidental – caused by external factors
- Crisis can be preventable – resulting from a **34** ..... in the organisation

#### Suggested response for all crises

- Give information to prevent any more damage
- Communicate what **35** ..... is to be taken

#### Strategies to influence people's thinking

- Diminish the crisis
  - provide **36** ..... that the crisis is not so bad
- Give excuses for the crisis
  - highlight that it was not intentional

#### Protecting the organisation's reputation

- Initial objective is to lessen **37** ..... opinions
- 'Rebuild strategies' are important when:
  - there is a serious **38** ..... to the organisation's reputation
  - the impact of the crisis needs lessening
- Things can be improved by providing an **39** .....
  - In serious cases, **40** ..... is usually offered