



IELTS General Training Volume 5

Reading Practice Test 2

HOW TO USE

You have 2 ways to access the test

1. Open this URL <http://link.intergreat.com/6HGxJ> on your computer
2. Use your mobile device to scan the QR code attached



Reading Passage 1

Read the text below and answer Questions 1-14



Sustainable School Travel Strategy

Over the last 20 years, the number of children being driven to school in England has doubled. National data suggests that one in five cars on the road at 8.50 am is engaged in the school run. Children are subject to up to 3.9 times more pollution in a car that is standing in traffic than when walking or cycling to school. Reducing cars around schools makes them safer places, and walking and cycling are better for health and the environment. It has been noted by teachers that children engaging in active travel arrive at school more alert and ready to learn.

The County Council has a strong commitment to supporting and promoting sustainable school travel. We collect data annually about how pupils get to school, and our report on the Sustainable School Travel Strategy sets out in detail what we have achieved so far and what we intend to do in the future. Different parts of the County Council are working together to address the actions identified in the strategy, and we are proud that we have been able to reduce the number of cars on the daily school run by an average of 1% in each of the last three years, which is equivalent to taking approximately 175 cars off the road annually, despite an increase in pupil numbers.

All schools have a School Travel Plan, which sets out how the school and the Council can collaborate to help reduce travel to school by car and encourage the use of public transport. Contact your school to find out what they are doing as part of their School Travel Plan to help you get your child to school in a sustainable, safe way.

Read the text below and answer Questions 7-14.

Flu: the facts

- A.** Flu (influenza) is an acute viral respiratory infection. It spreads easily from person to person: at home, at school, at work, at the supermarket or on the train.
- B.** It gets passed on when someone who already has flu coughs or sneezes and is transmitted through the air by droplets, or it can be spread by hands infected by the virus.
- C.** Symptoms can include fever, chills, headache, muscle pain, extreme fatigue, a dry cough, sore throat and stuffy nose. Most people will recover within a week but flu can cause severe illness or even death in people at high risk. It is estimated that 18,500-24,800 deaths in England and Wales are attributable to influenza infections annually.
- D.** Vaccination is the most effective way to prevent infection. Although anyone can catch flu, certain people are at greater risk from the implications of flu, as their bodies may not be able to fight the virus. If you are over 65 years old, or suffer from asthma, diabetes, or certain other conditions, you are considered at greater risk from flu and the implications can be serious. If you fall into one of these 'at-risk' groups, are pregnant or a carer, you are eligible for a free flu vaccination.
- E.** If you are not eligible for a free flu vaccination, you can still protect yourself and those around you from flu by getting a flu vaccination at a local pharmacy.
- F.** About seven to ten days after vaccination, your body makes antibodies that help to protect you against any similar viruses that may infect you. This protection lasts about a year.
- G.** A flu vaccination contains inactivated, killed virus strains so it can't give you the flu. However, a flu vaccination can take up to two weeks to begin working, so it is possible to catch flu in this period.
- H.** A flu vaccination is designed to protect you against the most common and potent strains of flu circulating so there is a small chance you could catch a strain of flu not contained in the flu vaccine.
- I.** The influenza virus is constantly changing and vaccines are developed to predicted strains each year so it is important to get vaccinated against the latest strains.
- Speak to your GP or nurse today to book your flu vaccination.

Questions 1-6

Do the following statements agree with the information given in the text

TRUE	if the statement agrees with the information
FALSE	if the statement contradicts the information
NOT GIVEN	If there is no information on this

- 1 More children are injured when walking or cycling to school than when travelling by car.
- 2 Children who are driven to school are more ready to learn than those who walk or cycle.
- 3 Every year the Council gathers information about travel to schools.
- 4 The Council is disappointed with the small reduction in the number of cars taking children to school.
- 5 The number of children in schools has risen in recent years.
- 6 Parents can get help with paying for their children to travel to school by public transport.

Questions 7-14

The text below has nine sections, A-I.

Which sections contain the following information?

Write the correct letter, **A-H**, in boxes **7-14** on your answer sheet.

NB You may use any answer **more than once**.

- 7 Examples of people who are likely to be particularly badly affected by flu
- 8 How to get a vaccination if you choose to pay for it
- 9 Why new vaccines become available
- 10 How long a vaccine remains effective
- 11 Reference to the possibility of catching a different type of flu from the ones in the vaccine
- 12 Categories of people who do not have to pay for vaccination

- 13 Information about what a vaccine consists of
- 14 Signs that you might have flu

Reading Passage 2

Read the text below and answer Questions 15-27



Tips for giving an effective business presentation

Preparation

Get someone else to evaluate your performance and highlight your best skills. For example, go through your presentation in front of a colleague or relative. Think about who your audience is and what you want them to get out of the presentation. Think about content and style.

Go into the presentation room and try out any moves you may have to make, for example, getting up from your chair and moving to the podium. Errors in the first 20 seconds can be very disorientating.

Familiarise yourself with the electronic equipment before the presentation and also have a backup plan in mind, should there be an unexpected problem like a power cut.

Dealing with presentation nervousness

A certain amount of nervousness is vital for a good presentation. The added adrenaline will keep your faculties sharp and give your presentation skills extra force. This can, however, result in tension in the upper chest. Concentrate on your breathing. Slow it right down and this will relax you. Strangely, having something to pick up and put down tends to help you do this.

It may seem an odd idea, but we seem to feel calmer when we engage in what's referred

to as a displacement activity, like clicking a pen or fiddling with jewelery. A limited amount of this will not be too obvious and can make you feel more secure at the start.

Interacting with your audience

Think of your presentation as a conversation with your audience. They may not actually say anything, but make them feel consulted, questioned, challenged, then they will stay awake and attentive.

Engage with your present audience, not the one you have prepared for. Keep looking for reactions to your ideas and respond to them. If your audience doesn't appear to be following you, find another way to get your ideas across. If you don't interact, you might as well send a video recording of your presentation instead!

Structuring effective presentations

Effective presentations are full of examples. These help your listeners to see more clearly what you mean. It's quicker and more colourful. Stick to the point using three or four main ideas. For any subsidiary information that you cannot present in 20 minutes, try another medium, such as handouts.

End as if your presentation has gone well. Do this even if you feel you've presented badly. And anyway, a good finish will get you some applause – and you deserve it!

Read the text below and answer Questions 23-27.

How to get a job in journalism

You can get a good qualification in journalism, but what employers actually want is practical, rather than theoretical, knowledge. There's no substitute for creating real stories that have to be handed in by strict deadlines. So write for your school magazine, then maybe try your hand at editing. Once you've done that for a while, start requesting internships in newspapers in the area. These are generally short-term and unpaid, but they're definitely worthwhile, since, instead of providing you with money, they'll teach you the skills that every twenty-first century journalist has to have, like laying out articles, creating web pages, taking good digital pictures and so on.

Most reporters keep a copy of every story they've had published, from secondary school onwards. They're called cuttings, and you need them to get a job — indeed a few impressive ones can be the deciding factor in whether you're appointed or not. So start creating a portfolio now that will show off your developing talent.

It seems obvious that research is an important part of an effective job hunt, but it's surprising how many would-be journalists do little or none. If you're thorough, it can help

you decide whether the job you're thinking about applying for is right for you. And nothing impresses an editor more than an applicant who knows a lot about the paper.

There are two more elements to an application – your covering letter and curriculum vitae. However, your CV is the thing that will attract an editor's attention first, so get it right. The key words are brevity (no more than one page), accuracy (absolutely no spelling or typing errors) and clarity (it should be easy to follow).

In journalism, good writing skills are essential, so it's critical that the style of your letter is appropriate. Moreover, make sure it conveys your love of journalism and your eagerness to do the work.

Questions 15-22

Complete the sentences below.

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

Write your answers in boxes 15-22 on your answer sheet

Practising your presentation on a 15 _____ or a family member is helpful.

Be prepared for a problem such as a 16 _____

One way to overcome pre-presentation nerves is 17 _____ to make you less rapid.

It is acceptable to do something called a 18 _____ at the start of the presentation to reassure you.

Your presentation should be like a 19 _____ with the people who have come to hear you.

Check constantly for 20 _____ to the points you are making.

Make sure you use plenty of 21 _____ to communicate your message effectively.

To keep the presentation short, use things like 22 _____ to provide extra details.

Questions 23-27

Complete the flow chart below.

Choose **ONE WORD ONLY** from the text for each answer.

Write your answers in boxes 23-27 on your answer sheet.

Getting a job in journalism

Gain relevant experience, e.g. writing articles to meet specific deadlines.



Apply for temporary **23** with local papers and acquire the extra **24** you'll need.



Build up a set of **25** in a portfolio, displaying how your writing ability has progressed over time.



Take time to do detailed **26** first, before applying for a post with a paper.



Once you decide to apply, make sure your CV is short, makes sense and is without **27** of any kind.



Write your covering letter, paying particular attention to the style.

23 _____

24 _____

25 _____

26

27

Reading Passage 3

Read the text below and answer Questions 28-40



What is it like to run a large supermarket?

Jill Insley finds out

A

You can't beat really good service. I've been shopping in the Thamesmead branch of supermarket chain Morrisons, in south-east London, and I've experienced at first hand, the store's latest maxim for improving the shopping experience – help, offer, thank.

This involves identifying customers who might need help, greeting them, asking what they need, providing it, thanking them and leaving them in peace. If they don't look like they want help, they'll be left alone. But if they're standing looking lost and perplexed, a member of staff will approach them. Staff are expected to be friendly to everyone.

My checkout assistant has certainly said something to amuse the woman in front of me, she's smiling as she leaves. Adrian Perriss, manager of the branch, has discussed the approach with each of his 387 staff. He says it's about recognising that someone needs help, not being a nuisance to them. When he's in another store, he's irritated by someone saying, 'Can I help you?' when he's only just walked in to have a quick look at the products.

B

How anyone can be friendly and enthusiastic when they start work at dawn beats me. The store opens at 7 am, Monday to Saturday, meaning that some staff, including Perriss, have to be here at 6 am to make sure it's clean, safe and stocked up for the morning rush. Sometimes he walks in at 6 am and thinks they're never going to be ready on time, but

they always are. There's so much going on overnight – 20 people working on unloading three enormous trailers full of groceries.

C

Perriss has worked in supermarkets since 1982, when he became a trolley boy on a weekly salary of £76. 'It was less money than my previous job, but I loved it. It was different and diverse. I was doing trolleys, portering, bread, cakes, dairy and general maintenance.' After a period in the produce department looking after the fruit and vegetables, he was made produce manager, then assistant store manager before reaching the top job in 1998. This involved intensive training and assessment through the company's future store manager programme, learning how to analyse and prioritise sales, wastage, recruitment and many other issues. Perriss' first stop as store manager was at a store which was closed soon afterwards, though he was not to blame.

D

Despite the disappointing start, his career went from strength to strength and he was put in charge of launching new stores and heading up a 'concept' store, where the then new ideas of preparing and cooking pizzas in store, having a proper florist and fruit and vegetable 'markets' were trialled. All Morrisons' managers from the whole country spent three days there to see the new concept. That was hard work,' he says, 'long days, seven days a week, for about a year.'

E

Although he oversees a store with a large turnover, there is a strongly practical aspect to Perriss's job. As we walk around, he chats to all the staff while checking the layout of their counters and the quality of the produce. He examines the baking potato shelf and rejects three, one that has split virtually in half and two that are beginning to go green.

He then pulls out a lemon that looks fine to me. When I ask why, he picks up a second lemon and says: 'Close your eyes and just feel and tell me which you would keep.' I do and realise that while one is firm and hard, the other is going a bit squashy.

F

Despite eagle-eyed Perriss pulling out fruit and vegetable that most of us would buy without a second thought, the wastage each week is tiny: produce worth £4,200 is marked down for a quick sale, and only £400-worth is scrapped. This, he explains, is down to Morrisons' method of ordering, still done manually rather than by computer. Department heads know exactly how much they've sold that day and how much they're likely to sell the next, based on sales records and allowing for influences such as the weather.

G

Perriss is in charge of 1,000 man-hours a week across the store. To help him, he has a key team of four, who each have direct responsibility for different departments. He is

keen to hear what staff think. He recently held a 'talent' day, inviting employees interested in moving to a new job within the store to come and talk to him about why they thought they should be promoted, and discuss how to go about it. 'We had twenty- three people come through the door, people wanting to talk about progression,' he says. 'What do they need to do to become a supervisor? Twenty-three people will be better members of staff as a result of that talk.'

H

His favourite department is fish, which has a four-meter-long run by Debbie and Angela, who are busy having a discussion about how to cook a particular fish with a customer. But it is one of just 20 or so departments around the store and Perriss admits the pressure of making sure he knows what's happening on them all can be intense. 'You have to do so much and there could be something wrong with every single one, every day,' he says. 'You've got to minimise those things and shrink them into perspective. You've got to love the job.' This is what Perriss certainly does.

Questions 28-35

The text below has eight sections, **A-H**.

Choose the correct heading for each section from the list of headings below.






Write the correct number **i—x**, in boxes **28-35** on your answer sheet.

List of Headings	
i	Why Perriss chose a career in supermarkets
ii	Preparing for customers to arrive
iii	Helping staff to develop
iv	Demonstrating a different way of organising a store
v	The benefit of accurate forecasting
vi	Keeping everything running as smoothly as possible
vii	Making sure the items on sale are good enough
viii	Noticing when customers need assistance
ix	How do staff feel about Perriss?
x	Perriss's early career

28  Section A

29  Section B






30  Section C

- 31  Section D
- 32  Section E
- 33  Section F
- 34  Section G
- 35  Section H

Questions 36-40

Do the following statements agree with the information given in the text above?

TRUE	if the statement agrees with the information
FALSE	if the statement contradicts the information
NOT GIVEN	If there is no information on this

- 36  Perriss encourages staff to offer help to all customers.
- 37  Perriss is sometimes worried that customers will arrive before the store is ready for them.
- 38  When Perriss first became a store manager, he knew the store was going to close.
- 39  On average, produce worth £4,200 is thrown away every week.
- 40  Perriss was surprised how many staff asked about promotion on the 'talent' day.



Solution:

- | | |
|-----------------|--------------------------|
| 1 NOT GIVEN | 2 FALSE |
| 3 TRUE | 4 FALSE |
| 5 TRUE | 6 NOT GIVEN |
| 7 D | 8 E |
| 9 I | 10 F |
| 11 H | 12 D |
| 13 G | 14 C |
| 15 colleague | 16 power cut |
| 17 breathing | 18 displacement activity |
| 19 conversation | 20 reactions |

21 examples

22 handouts

28 viii

29 ii

30 x

31 iv

32 vii

33 v

34 iii

35 vi

36 FALSE

37 TRUE

38 NOT GIVEN

39 FALSE

40 NOT GIVEN

23 internships

24 skills

25 cuttings

26 research

27 errors

Review and Explanations

1 Answer: **NOT GIVEN**

Keywords in Questions	Similar words in Passage
Q1: More children are injured when walking or cycling to school than when travelling by car	Children are subject to up to 3.9 times more pollution in a car that is standing in traffic than when walking or cycling to school.
Note: The keyword of Q1 is More children are injured . When we look through paragraph 1, the information doesn't match with Q1. As a result, the answer is NOT GIVEN .	

2 Answer: **FALSE**

Keywords in Questions	Similar words in Passage
Q2: Children who are driven to school are more ready to learn than those who walk or cycle.	It has been noted by teachers that children engaging in active travel arrive at school more alert and ready to learn.
Note: The keywords in this question is more ready to learn . After skimming, we can easily locate the information in paragraph 2. However, The information given in the text "children engaging in active travel arrive" is unsimilar to Children who are driven to school in Q2. Therefore, the answer for Q2 is FALSE .	

3 Answer: **TRUE**

Keywords in Questions	Similar words in Passage
Q3: Every year the Council gathers information about travel to schools.	We collect data annually about how pupils get to school, and our report on the Sustainable School Travel Strategy sets out in detail what we have achieved so far and what we intend to do in the future.
Note: The keyword in this question is gathers information . After skimming, we can see that paragraph 2 mentions about information in Q3. We should notice that collect data is similar to gathers information and annually means Every year . Therefore, the answer for Q3 is TRUE .	

4 Answer: **FALSE**

Keywords in Questions	Similar words in Passage
Q4: The Council is disappointed with the small reduction in the number of cars taking children to school.	Different parts of the County Council are working together to address the actions identified in the strategy, and we are proud that we have been able to reduce the number of cars on the daily school run by an average of 1% in each of the last three years

Note:

The keyword in this question is **The Council** and **disappointed**. After skimming, we can see that paragraph 2 mentions about **The Council**. We should notice that **proud** in the text is the opposite of **disappointed**. Therefore, **the answer for Q4 is FALSE**.

5 Answer: **TRUE**

Keywords in Questions	Similar words in Passage
Q5: The number of children in schools has risen in recent years .	and we are proud that we have been able to reduce the number of cars on the daily school run by an average of 1% in each of the last three years , which is equivalent to taking approximately 175 cars off the road annually, despite an increase in pupil numbers .
Note: The keyword in this question is The number of children in schools . After skimming, we can notice that paragraph 2 mentions it. The information of Q5 is confirmed in the passage: pupil numbers is similar to the keywords, the last three years is similar to recent years and an increase has same meaning with has risen . For that reason, the answer is TRUE .	

6 Answer: **NOT GIVEN**

Keywords in Questions
Q6: Parents can get help with paying for their children to travel to school by public transport.
Note: There is no information indicating that paying for their children to travel to school by public transport . Therefore, the answer is NOT GIVEN .

7 Answer: **D**

Keywords in Questions	Similar words in Passage
Q7: Examples of people who are likely to be particularly badly affected by flu	(D) If you are over 65 years old, or suffer from asthma, diabetes, or certain other conditions, you are considered at greater risk from flu and the implications can be serious
Note: The keyword in this question is particularly badly affected by flu . As it stated, considered at greater risk from flu and the implications can be serious in paragraph D means "likely to be particularly badly affected by flu ". Therefore, the answer for Q7 is D	

8 Answer: **E**

Keywords in Questions	Similar words in Passage
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Q8: How to get a vaccination if you choose to pay for it	(E) If you are not eligible for a free flu vaccination, you can still protect yourself and those around you from flu by getting a flu vaccination at a local pharmacy.
Note: The keyword in this question is get a vaccination. After skimming, we can notice that paragraph H mentions that. We should remember that “getting a flu vaccination at a local pharmacy” is similar to pay for it in Q8 Therefore, the answer for Q8 is E.	

9 Answer: I

Keywords in Questions	Similar words in Passage
Q 9 : Why new vaccines become available	(I) The influenza virus is constantly changing and vaccines are developed to predicted strains each year
Note: The keyword in this question is new vaccines become available. After skimming, we can easily locate the information in paragraph I. Therefore, the answer for Q9 is I.	

10 Answer: F

Keywords in Questions	Similar words in Passage
Q10: How long a vaccine remains effective	(F) This protection lasts about a year.
Note: The keywords in this question “remains effective” is mentioned in Paragraph F. We should remember that protection in the text is similar to the keywords. Therefore, the answer for Q10 is F	

11 Answer: H

Keywords in Questions	Similar words in Passage
Q11: Reference to the possibility of catching a different type of flu from the ones in the vaccine	(H) there is a small chance you could catch a strain of flu not contained in the flu vaccine
Note: The keyword in this question is catching a different type. Considering every details in the question and in the passage, we can conclude that Q11 is confirmed in paragraph H. For that reason, the answer is H	

12 Answer: D

Keywords in Questions	Similar words in Passage
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Q12: Categories of people who do not have to pay for vaccination	(D) If you fall into one of these 'at- risk' groups, are pregnant or a carer, you are eligible for a free flu vaccination.
Note: The keyword in this question is do not have to pay. We should notice free is similar to the keywords and 'at- risk' groups has the same meaning with Categories of people. Therefore, the answer for Q12 is D	

13 Answer: **G**

Keywords in Questions	Similar words in Passage
Q 13 : Information about what a vaccine consists of	(G) A flu vaccination contains inactivated, killed virus strains so it can't give you the flu.
Note: After skimming, we can easily locate the information in paragraph G. It is mentioned in the text that A flu vaccination contains inactivated, killed virus strains. The content in text is match with Q13. Therefore, the answer for Q12 is G.	

14 Answer: **C**

Keywords in Questions	Similar words in Passage
Q14: Signs that you might have flu	Symptoms can include fever, chills, headache, muscle pain, extreme fatigue, a dry cough, sore throat and stuffy nose.
Note: After skimming, we can easily locate the keywords Signs in paragraph C. We should remember that Symptoms is similar to Signs. Therefore, the answer for Q12 is C	

15 Answer: **colleague**

Keywords in Questions	Similar words in Passage
Q15 Practising your presentation on a _____ or a family member is helpful.	For example, go through your presentation in front of a colleague or relative.
Note The keywords in this question is Practising your presentation. From the question, we can assume that the answer must be a noun. After skimming, we can easily locate the information in paragraph 1. We should notice go through is similar to Practising, and relative is similar to a family member. Therefore, the answer for Q15 is colleague.	

16 Answer: **power cut**

Keywords in Questions	Similar words in Passage
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Q16 Be prepared for a problem such as a _____	Familiarise yourself with the electronic equipment before the presentation and also have a backup plan in mind, should there be an unexpected problem like a power cut .
Note The keywords in this question is Practising your presentation. From the question, we can assume that the answer must be a noun. After skimming, we can easily locate the information in paragraph 3. We should notice Familiarise yourself and have a backup plan in mind is similar to Be prepared , and ike a is similar to such as a Therefore, the answer for Q16 is power cut.	

17 Answer: **breathing**

Keywords in Questions	Similar words in Passage
Q17 One way to overcome pre-presentation nerves is_____ to make your less rapid.	The added adrenaline will keep your faculties sharp and give your presentation skills extra force. This can, however, result in tension in the upper chest. Concentrate on your breathing . Slow it right down and this will relax you.
Note The keywords in this question is way to overcome pre-presentation nerves. From the question, we can assume that the answer must be a noun. After skimming, we can easily locate the information in paragraph 4. We should notice Slow it right down is similar to less rapid, and Concentrate has same mean with the keywords. Therefore, the answer for Q16 is breathing	

18 Answer: **displacement activity**

Keywords in Questions	Similar words in Passage
Q18: It is acceptable to do something called a ____ at the start of the presentation to reassure you.	It may seem an odd idea, but we seem to feel calmer when we engage in what's referred to as a displacement activity , like clicking a pen or fiddling with jewellery.
Note The keywords in this question is reassure . From the question, we can assume that the answer must be a noun. After skimming, we can easily locate the information in paragraph 5. We should notice calmer is similar to reassure, It may seem an odd idea, but is similar to It is acceptable, and engage in what's referred has same mean with do something . Therefore, the answer for Q18 is displacement activity.	

19 Answer: **conversation**

Keywords in Questions	Similar words in Passage
Q19: Your presentation should be like a _____ with the people who have come to hear you.	Think of your presentation as a conversation with your audience.

The keywords in this question is **presentation should be like** . From the question, we can assume that the answer must be a noun. After skimming, we can easily locate the information in paragraph 5. We should notice **audience** is similar to **people who have come to hear you**.
Therefore, **the answer for Q19 is conversation**

20 Answer: **reactions**

Keywords in Questions	Similar words in Passage
Q20: Check constantly for _____ to the points you are making	Keep looking for reactions to your ideas and respond to them.
<p>The keywords in this question is Check . From the question, we can assume that the answer must be noun. After skimming, we can easily locate the information in paragraph 7. We should notice Keep looking for is similar to Check and your ideas has same mean with the points you are making.</p> <p>Therefore, the answer for Q20 is reactions</p>	

21 Answer: **examples**

Keywords in Questions	Similar words in Passage
Q21 Make sure you use plenty of _____ to communicate your message effectively .	Effective presentations are full of examples
<p>Note The keywords in this question is communicate your message effectively. From the question, we can assume that the answer must be noun. After skimming, we can easily locate the information in paragraph 8. We should notice Effective presentations is similar to the keywords, and full of has same mean with plenty of. Therefore, the answer for Q21 is examples</p>	

22 Answer: **handouts**

Keywords in Questions	Similar words in Passage
Q22 To keep the presentation short, use things like _____ to provide extra details .	For any subsidiary information that you cannot present in 20 minutes, try another medium, such as handouts .
<p>Note The keywords in this question is extra details. From the question, we can assume that the answer must be noun. After skimming, we can easily locate the information in paragraph 8. We should notice subsidiary information is similar to the keywords, and present has same mean with provide. Therefore, the answer for Q22 is handouts</p>	

28 Answer: **viii**

Keywords in Questions	Similar words in Passage
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To do matching heading question, we should use skimming technique, which means having a quick look at the passage as a whole in order to understand its meaning and structure.

After skimming the whole passage, you turn back to look at each paragraph in details. From my point of view, it would be better to read a paragraph carefully and try to guess its main idea (the idea explained in every single sentence of the question). The topic sentence is a great clue but in some cases it is not used in the paragraph.

Keywords in Answers	Similar words in Passage
Q28: Matching Headings viii. Noticing when customers need assistance	This involves identifying customers who might need help, greeting them, asking what they need, providing it, thanking them and leaving them in peace. If they don't look like they want help, they'll be left alone. But if they're standing looking lost and perplexed , a member of staff will approach them . Staff are expected to be friendly to everyone.

Note:
The keywords in this question is **Noticing**
Considering every details in the question and in the passage, we can conclude that Q28 is confirmed in paragraph viii.
For that reason, the answer is **viii**.

29 Answer: **ii**

Keywords in Answers	Similar words in Passage
Q29: ii. Preparing for customers to arrive	How anyone can be friendly and enthusiastic when they start work at dawn beats me. The store opens at 7 am, Monday to Saturday, meaning that some staff, including Perriss, have to be here at 6 am to make sure it's clean, safe and stocked up for the morning rush . Sometimes he walks in at 6 am and thinks they're never going to be ready on time _ but they always are. There's so much going on overnight – 20 people working on unloading three enormous trailers full of groceries.

Note:
The keywords in this question is **Preparing**
Considering every details in the question and in the passage, we can conclude that Q29 is confirmed in paragraph ii.
For that reason, the answer is **ii**

30 Answer: **x**

Keywords in Answers	Similar words in Passage
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Q30: x. Perriss's early career	Perriss has worked in supermarkets since 1982, when he became a trolley boy on a weekly salary of £76. 'It was less money than my previous job, but I loved it. it was different and diverse. I was doing trolleys, portering, bread, cakes, dairy and general maintenance.' After a period in the produce department, looking after the fruit and vegetables, he was made produce manager, then assistant store manager, before reaching the top job in 1998. This involved intensive training and assessment through the company's future store manager programme, learning how to analyse and prioritise sales, wastage, recruitment and many other issues. Perriss' first stop as store manager was at a store which was closed soon afterwards – though he was not to blame.
Note: Paragraph C tells us about Perriss has worked in supermarket. The information in the text has same mean with Perriss's early career For that reason, we can conclude that the answer is x .	

31 Answer: **iv**

Keywords in Answers	Similar words in Passage
Q31: iv. Demonstrating a different way of organising a store	Despite the disappointing start, his career went from strength to strength and he was put in charge of launching new stores and heading up a 'concept' store, where the then new ideas of preparing and cooking pizzas in store, and having a proper florist, and fruit and vegetable 'markets' were trialled. All Morrisons' managers from the whole country spent three days there to see the new concept. That was hard work,' he says, 'long days, seven days a week, for about a year.'
Note: The main idea of passage E is dinosaur classification based on pelvic anatomy. For that reason, the answer is iv .	

32 Answer: **vii**

Keywords in Answers	Similar words in Passage
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Q32: vii. Making sure the items on sale are good enough	<p>Although he oversees a store with a large turnover, there is a strongly practical aspect to Perriss's job. As we walk around, he chats to all the staff while checking the layout of their counters and the quality of the produce. He examines the baking potato shelf and rejects three, one that has split virtually in half and two that are beginning to go green.</p> <p>He then pulls out a lemon that looks fine to me. When I ask why, he picks up a second lemon and says: 'Close your eyes and just feel and tell me which you would keep.' I do and realise that while one is firm and hard, the other is going a bit squashy.</p>
Note: The keywords in this question is Making sure Considering every details in the question and in the passage, we can conclude that Q32 is confirmed in paragraph vii. For that reason, the answer is vii	

33 Answer: **v**

Keywords in Answers	Similar words in Passage
Q33: v . The benefit of accurate forecasting	<p>Despite eagle-eyed Perriss pulling out fruit and veg that most of us would buy without a second thought, the wastage each week is tiny: produce worth £4,200 is marked down for a quick sale, and only £400-worth is scrapped. This, he explains, is down to Morrisons' method of ordering, still done manually rather than by computer. Department heads know exactly how much they've sold that day and how much they're likely to sell the next, based on sales records and allowing for influences such as the weather.</p>
Note: The keywords in this question is accurate forecasting Considering every details in the question and in the passage, we can conclude that Q33 is confirmed in paragraph v. For that reason, the answer is v	

34 Answer: **iii**

Keywords in Answers	Similar words in Passage
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Q34: iii. Helping staff to develop	Perriss is in charge of 1,000 man-hours a week across the store. To help him, he has a key team of four, who each have direct responsibility for different departments. He is keen to hear what staff think. He recently held a 'talent' day, inviting employees interested in moving to a new job within the store to come and talk to him about why they thought they should be promoted, and discuss how to go about it. 'We had twenty- three people come through the door, people wanting to talk about progression,' he says. 'What do they need to do to become a supervisor? Twenty-three people will be better members of staff as a result of that talk.'
Note: The keywords in this question is accurate forecasting Considering every details in the question and in the passage, we can conclude that Q34 is confirmed in paragraph iii. For that reason, the answer is iii	

35 Answer: vi

Keywords in Answers	Similar words in Passage
Q35: vi . Keeping everything running as smoothly as possible	His favourite department is fish, which has a 4 m-long counter run by Debbie and Angela, who are busy having a discussion about how to cook a particular fish with a customer. But it is one of just 20 or so departments around the store and Perriss admits the pressure of making sure he knows what's happening on them all can be intense. 'You have to do so much and there could be something wrong with every single one, every day,' he says. 'You've got to minimise those things and shrink them into perspective. You've got to love the job.'And Perriss certainly does.
Note The keywords in this question is everything running Considering every details in the question and in the passage, we can conclude that Q35 is confirmed in paragraph iv. For that reason, the answer is iv	

36 Answer: FALSE

Keywords in Questions	Similar words in Passage
Q36: Perriss encourages staff to offer help to all customers.	If they don't look like they want help, they'll be left alone.

Note:

In the passage, it is stated that 'If they don't look like they want help, they'll be left alone'. This meaning is contrast with Q36

For that reason, the answer is **FALSE**.

37 Answer: **TRUE**

Keywords in Questions	Similar words in Passage
Q 37 : Perriss is sometimes worried that customers will arrive before the store is ready for them.	The store opens at 7 am, Monday to Saturday, meaning that some staff, including Perriss, have to be here at 6 am to make sure it's clean, safe and stocked up for the morning rush. Sometimes he walks in at 6 am and thinks they're never going to be ready on time _ but they always are.
Note The keywords is used in scanning is Perriss is sometimes worried' . Considering every details in the question and in the passage, we can conclude that Q37 is confirmed in the passage. For that reason, the answer is TRUE .	

38 Answer: **NOT GIVEN**

Keywords in Questions
Q38: When Perriss first became a store manager, he knew the store was going to close.
Note: There is no information indicating that ' When Perriss first became a store manager, he knew the store was going to close '. Therefore, the answer for Q38 is NOT GIVEN .

39 Answer: **FALSE**

Keywords in Questions	Similar words in Passage
Q39: On average, produce worth £4,200 is thrown away every week.	Despite eagle-eyed Perriss pulling out fruit and veg that most of us would buy without a second thought, the wastage each week is tiny: produce worth £4,200 is marked down for a quick sale, and only £400-worth is scrapped.
Note: The keywords is used in scanning is produce worth £4,200 Paragraph F mentioned the keywords but the information included is constrast with Q39. For that reason, the answer is FALSE .	

40 Answer: **NOT GIVEN**

Keywords in Questions

Q40:

Perriss was **surprised** how many **staff asked** about promotion on **the 'talent' day**.

Note:

There is no information indicating that **Perriss was surprised how many staff asked about promotion on the 'talent' day.**. Therefore, **the answer for Q40 is NOT GIVEN.**

23 Answer: **internships**

Keywords in Questions	Similar words in Passage
Q23 Apply for temporary ____ with local papers	Once you've done that for a while, start requesting internships in newspapers in the area .
Note The keywords in this question is Apply for temporary From the question, we can assume that the answer must be noun. After skimming, we can easily locate the information in paragraph 1. We should notice requesting is similar to the keywords, and newspapers in the area has same mean with local papers . Therefore, the answer for Q23 is internships	

24 Answer: **skills**

Keywords in Questions	Similar words in Passage
Q24 acquire the extra ____ you'll need .	These are generally short-term and unpaid, but they're definitely worthwhile, since, instead of providing you with money, they'll teach you the skills that every twenty-first century journalist has to have , like laying out articles, creating web pages, taking good digital pictures and so on.
Note: The keywords in this question is you'll need . From the question, we can assume that the answer must be noun. After skimming, we can easily locate the information in paragraph 1. We should notice every twenty-first century journalist has to have is similar to the keywords, and they'll teach you has same mean with acquire Therefore, the answer for Q24 is skills	

25 Answer: **cuttings**

Keywords in Questions	Similar words in Passage
Q25: Build up a set of ____ in a portfolio , displaying how time you writing ability has progressed over time .	Most reporters keep a copy of every story they've had published , from secondary school onwards . They're called cuttings , and you need them to get a job — indeed a few impressive ones can be the deciding factor in whether you're appointed or not. So start creating a portfolio now that will show off your developing talent.

Note:

The keywords in this question is **Build up**.

From the question, we can assume that the answer must be noun. After skimming, we can easily locate the information in paragraph 2. We should notice **creating** is similar to the keywords, and **had published, from secondary school onwards** has same mean with **progressed over time**

Therefore, **the answer for Q25 is cuttings.**

26 Answer: **research**

Keywords in Questions	Similar words in Passage
Q26: Take time to do detailed ____ first, before apply for a post with a paper .	It seems obvious - research is an important part of an effective job hunt .
Note: From the question, we can assume that the answer must be a noun. Considering every details in the question and in the passage, we can conclude that research is matched with the missing phrase in question. Therefore, the answer for Q26 is research	

27 Answer: **errors**

Keywords in Questions	Similar words in Passage
Q27: Once you decide to apply, make sure your CV is short , make sense and is without ____ of any kind.	The key words are brevity , (no more than one page) accuracy (absolutely no spelling or typing errors) and clarity (it should be easy to follow).
Note: The keywords in this question is CV After scanning and considering all the given information in Q27, we can conclude that the statement of Q27 belongs to paragraph 4. Considering every details in the question and in the passage, we can conclude that errors matched the missing phrase in question. As a result, the answer is errors	