



# Master IELTS General Training Volume 6

## Reading Practice Test 2

### HOW TO USE

You have 2 ways to access the test

1. Open this URL <http://link.intergreat.com/p7DAu> 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.



## Reading Passage 1

Procedure for dealing with suspicious packages



# PROCEDURE FOR DEALING WITH A SUSPICIOUS PACKAGE

There are three procedures for dealing with a suspicious object such as a bag, briefcase, backpack, package, mail, box, depending on the situation.

### **A. If it is suspected that the item is an explosive device:**

1. Phone Security (ring 4444) and Mail Room (ring 7771 or 7772).
2. Evacuate the area.

### **B. If the suspicious object has not been opened:**

1. Put gloves on your hands, if possible.
2. Place it in a plastic bag and seal it. Handle with care.
3. Do not leave your office or immediate work area.
4. No personnel working in the same space should be allowed to leave room.
5. Take measures to prevent others from entering the area because there is a risk of potential contamination.
6. Phone Security (ring 4444) and Mail Room (ring 7771 or 7772).
7. Give Security the following information:
  - a. exact location of the suspicious object (building, floor level, room number)
  - b. number of people potentially contaminated
  - c. description of the suspicious object
  - d. details of action taken (e.g. object sealed and area isolated).
8. Do not touch your face to avoid contaminating your eyes, nose and mouth.
9. Wash your hands only if it is possible to do so without leaving your work area.

10. Wait for help to arrive patiently and do not panic. It is unlikely you will be in any immediate danger.

**C. If the suspicious object has been opened:**

1. Put gloves on your hands, if possible.
2. Place all items in a second plastic bag and seal that bag. Handle items carefully.
3. Do not disturb the object and items further and do not pass them around.
4. If any material has split from the object, do not attempt to clean it up or brush it away from your clothing.
5. Cover the object with a large dustbin (or something similar) without disturbing it further.
6. Follow steps 3 to 9 above.
7. Shut down the building ventilation system and turn off fans or any equipment circulating air around your office or building.
8. Wait for help to arrive patiently and do not panic. It is unlikely you will be in any immediate danger.

Read the text below and answer Questions 10-14.

**BURGHAM COLLEGE**

**BUSINESS ADMINISTRATION AND MANAGEMENT COURSE**

The course consists of three modules as described below:

### **Module 1: Business Basics**

- an introduction to the world of business, including an understanding of markets and market economies
- an understanding of the structures, cultures and functioning of business organisations
- an understanding of the complex nature of key business functions and processes
- an understanding of the processes and outcomes of organisational decision-making, that is, how organisational strategies both develop and diversify as well as the nature and role of policies which impact on business
- a range of important business graduate skills, which you can apply to your work directly

### **Module 2: Business Advanced 1**

This is an advanced course focusing on social impact management. In other words, you will study concepts and insights which are absolutely necessary for success in contemporary business management, where public pressure for corporations to address pressing social and environmental concerns is increasingly apparent. Module 2 prepares you to face precisely those challenges.

### **Module 3: Business Advanced 2**

Module 3 is a course that puts theory into practice, giving you the skills and knowledge to apply what you learn in your workplace, industry and career. Our programmes are developed with insights from leading industry experts and courses are taught by respected faculty who are active practitioners in the field of Business and Management.

For more information on our business and management programmes, tuition fees, financial aid and scholarships, download our brochure or call one of our admissions tutors.

## **Questions 1-9**

Complete the sentences below.

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

### **PROCEDURE FOR DEALING WITH A SUSPICIOUS PACKAGE**

If you believe the item is a bomb, call Security and Mail Room and 1 \_\_\_\_\_

If the suspicious mail or package has not been opened, you should put it in a plastic bag and 2 \_\_\_\_\_

Whether the package has been opened or not, you should stay in your office or immediate 3 \_\_\_\_\_

You must prevent all people from leaving or entering the area and causing

4 \_\_\_\_\_

You should advise Security of the 5 \_\_\_\_\_ of the incident.

It is important to keep your hands away from your 6 \_\_\_\_\_ contamination.

There is no reason to be overly concerned because there is probably no 7 \_\_\_\_\_

Do not allow anyone to handle the object and items or 8 \_\_\_\_\_

If any 9 \_\_\_\_\_ from the item, place an object over it without disturbing it (such as a waste bin).

## Questions 10-14

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

For questions 10-14, write

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

10

If you do the course, you will gain knowledge critical to success in today's business world.

11

In today's business world, large businesses often find themselves increasingly in a position where they have to take a stand on serious ecological issues.

12

The brochure includes information about on-campus accommodation.

13

The course is entirely theoretical and does not offer work experience.

14

There are special scholarships for university graduates.

# READING PASSAGE 2

Read the text below and answer Questions 15-28.



**A** London Business School Training and Development College caters for the training needs of central London businesses. Irrespective of what the needs of the business or organisation might be, our college can provide high-quality, short-term customised training for business, industry and government organisations as well as for the general public.

**B** London Business School Training and Development College faculty boasts several highly qualified trainers and coordinators with relevant and up-to-date business experiences. In addition, Training and Development also work with our Business School faculty, part-time industry leaders and external agencies to deliver quality training tailored to meet the needs of any business, schedules or location.

**C** Whether your company is focused on manufacturing, construction, agriculture, retail or service, Training and Development College can help develop and enhance the skills of your employees.

**D** We also collaborate with many other London colleges to deliver training not only across London but also throughout Greater London as well as in most of the towns surrounding the Greater London area.

**E** We also provide instruction and assistance in writing Job Training grants requests. In fact, our Worker Training programme is a business incentive programme designed to support the retraining and upgrading of London's current workforce.

**F** Should you be interested in finding out more about our training programmes and/or upgrading the skill level of your employees, we should appreciate the opportunity to inform you. We would be glad to schedule an appointment for you with one of our advisors during which we can find out more about your company or organization and discuss the best way to serve your needs.

**G** For information about Training and Development classes on our London Campus please contact Dr. Brian Richardson.

*Brian Richardson, PhD*

*Dean of School of Extended Learning*

*Services and Training*

*London*

*brianrichardson@lbs\_t&d*

Read the text below and answer Questions 22-28.

## **DISMISSALS, REDUNDANCIES AND SACKING**

There are many different kinds of dismissal including sacking, redundancy, unfair dismissal, wrongful dismissal and constructive dismissal.

A dismissal is a redundancy when you terminate an employee's contract because there is a requirement to lose a particular number of employees, or when a fixed-term contract of two years or more expires and is not renewed.

A dismissal is a sacking when you terminate an employee's contract because of their conduct or capability. Examples of minor misconduct include being late, using company phones for personal calls, using company facilities for personal reasons, not performing to adequate/satisfactory standards, etc. Examples of gross misconduct include abusive behaviour, violence, theft, fraud, alcohol or drug abuse, discrimination or harassment, deliberately damaging company equipment/property, seriously breaking health and safety regulations and serious insubordination, amongst other things.

Whatever the grounds for dismissal, the employer must follow the correct dismissal procedure, otherwise the dismissal will be considered either an unfair or a wrongful dismissal. The correct dismissal procedure involves the following five steps:

- a. establishing the facts of the case
- b. informing the employee of the problem
- c. holding a meeting with the employee to discuss the problem
- d. deciding on appropriate action
- e. providing employees with an opportunity to appeal

A dismissal is an unfair dismissal when an employer terminates an employee's contract for a reason which is considered unfair by law or if the employer acts unreasonably during the dismissal process. There are many different reasons why a dismissal would be considered automatically unfair. One such example is dismissal on grounds of race, gender or disability.

It must be pointed out, however, that it is not wrong to dismiss a disabled person as long as the grounds for dismissal are unrelated to the disability. Indeed, to dismiss a disabled person for serious negligence is quite reasonable, but to dismiss them for slow productivity caused by their disability is not allowed. This is always the case, no matter when the disability became apparent/occurred. The situation becomes more complex if the disability in question makes the employee unable to carry out their existing job at all. In this case, the employer should look to provide alternative work.

A wrongful dismissal is when you do not follow the correct dismissal procedure or break contractual terms during the dismissal process. One example is dismissing an employee before the time specified in their contract as the end of their contract.

Constructive dismissal occurs when an employee resigns because the employer has breached their employment contract substantially. Examples of constructive dismissal would be resignation due to the employer cutting an employee's wages without agreement, or resignation due to the employer unlawfully demoting the employee. A constructive dismissal is not necessarily an unfair dismissal, although it would be difficult for an employer to show that an action in breach of the contract was, in fact, fair.

## Questions 15-21

The text has seven paragraphs, A-G.

Which paragraph contains the following information?

Write the correct letter, A-G, next to questions 15-21.

- 15  locations where training is available
- 16  applying for funding
- 17  calibre of training staff
- 18  how to contact us
- 19  arranging a visit
- 20  what is offered and by whom
- 21  examples of fields of business dealt with

## Questions 22-28

Look at the following descriptions and the list of terms in the box below.

Match each description with the correct term, A-G.

Write the appropriate letter, A-G, next to questions 22-28.

List of Terms	
A	sacking
B	redundancy
C	infair dismissal
D	wrongful dismissal
E	constructive dismissal
F	minor misconduct
G	gross misconduct

## List of Descriptions

- 22  The closure of the department meant that over 100 people lost

their jobs because they were no longer needed.

- 23  An employee is using a company vehicle for unauthorised personal use.
- 24  An employee is fired for misusing the Internet at work.
- 25  An employee is making sexual remarks to someone from work who does not want this sort of attention
- 26  The resignation of an employee as a result of the employer allowing colleagues to subject them to harassment, bullying, victimisation, humiliation or discrimination.
- 27  An employee is dismissed because of trade union membership
- 28  An employee is dismissed without being given proper notice

# READING PASSAGE 3

Read the text below and answer Questions 29-40.



## Treatments for the common cold

Colds, we all get them. Adults typically have two to four colds a year and children about double that.

Throughout the ages, many treatments have been tried for the common cold. These include bizarre cures, such as wearing wet socks, putting brown paper and vinegar on your chest and soaking your feet in hot water, which today of course seem stupid. Nevertheless, even modern treatments for colds are not particularly effective. Generally, they only reduce the symptoms: blocked or runny nose, sneezing, sore throat, coughing rather than treating the viral infection itself.

One area of treatment and prevention for colds is diet. It is particularly important to eat healthily to reinforce your body's capacity to deal with viral infections: a low-fat, high-fibre diet, which includes plenty of fresh fruit and vegetables. It's also recommended to drink plenty of fluids to replace those lost due to sweating and a runny nose.

It is commonly believed that supplementing your diet with vitamins C and D is also a good idea. However, the evidence suggests that the benefits of these are modest. Taking vitamin C has been shown to help people under great physical strain, such as marathon runners, from falling ill, but for the rest of us it only reduces your risk by 3%. This means that if you get three colds a year, vitamin C supplements will only enable you to avoid one cold in 10 years.

More effective are zinc supplements. Taking zinc syrup, tablets or lozenges within a day of the symptoms starting will speed up recovery and lessen the severity of symptoms, by a day or so. Clinical trials show that children taking regular zinc supplements will suffer

roughly 1 to 1.5 fewer colds a year on average - compared to the six to eight that is normal for school children. However, long-term use of zinc can be problematic as it could cause side effects such as vomiting and diarrhoea. The consumption of alcohol is sometimes said to make you more vulnerable to colds. However, recent studies suggest that regular but moderate drinkers are in fact less likely to catch a cold. This is particularly the case if you drink wine.

Many people take medication when they have a cold. Over-the-counter pills typically combine painkillers and decongestants. Painkillers, such as ibuprofen, paracetamol and aspirin, can help reduce fever as well as pain. Decongestants, such as pseudoephedrine, can be taken by mouth or as a spray in your nose and are designed to reduce nasal congestion. However, the benefits of these medicines are often modest and vary between people, and with the particular types of infection. Nevertheless, these over-the-counter cold medicines are probably the most widely used type of medication.

One word of warning about medication - do not even think of taking antibiotics. There is, quite simply, no reason why antibiotics should help, since they target bacteria whereas it is viruses that cause colds.

Another oft-used treatment are herbal remedies, such as Echinacea and garlic tablets, but these do not have any effect. The only herbal remedy to show any beneficial results in tests is honey. These indicate that a spoonful, taken straight before bed, can soothe a cough and has a better success rate than other sugary drinks and cough syrups. However, further studies are required.

Other remedies that seem to have some impact include steam inhalation, which involves putting a towel over your head and sitting with your head over a bowl of hot water. You simply close your eyes and breathe deeply. Gargling with salt water sometimes reduces a sore throat and nasal congestion and menthol sweets can also help relieve a sore throat.

One thing that people tend to forget about is the psychological support you receive from the people around you. With a high level of support, people tend to get over their illness more quickly. For example, studies show that patients who report feeling greater empathy from their doctor recover faster, both in terms of their symptoms disappearing and in measures of their immune activity.

Finally, though, it is worth pointing out that perhaps the most effective treatment for a cold is taking measures to avoid getting one in the first place. And much of this is commonsensical: wash your hands regularly and properly, particularly after touching your nose or mouth and before handling food; clean surfaces regularly to keep them free of germs; use your own cup, plates and cutlery and use disposable paper towels to dry your hands and face rather than shared cloth towels. Other measures, like opening the window on a crowded bus, may also be effective, but are not to everyone's taste.

## Questions 29-35

Complete the summary below.

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

Neither ancient nor modern treatments for the common cold are particularly effective. In general, most treatments merely ease the symptoms but they are not very efficacious when it comes to treating the 29 \_\_\_\_\_ that is the cause of the symptoms.

Taking vitamin C supplements is not as beneficial as some people might think unless you are a professional athlete under great 30 \_\_\_\_\_. Zinc supplements are much more effective but they have 31 \_\_\_\_\_.

Strangely enough, moderate consumption of wine can make it 32 \_\_\_\_\_ to catch a cold.

Over-the-counter cold medicines are very popular, despite the fact that their benefits are 33 \_\_\_\_\_. However, remedies, such as steam inhalation, gargling with salt water and menthol sweets, appear to have 34 \_\_\_\_\_.

But the best treatment of all is prevention. The precautions you need to take include such simple measures as washing your hands regularly and making sure you dry them on 35 \_\_\_\_\_ kitchen roll or something equivalent rather than a used facecloth.

## Questions 36-40

Choose the correct letter, A, B, C or D.

36 The average adult man suffers from approximately

- A 3 colds per year.
- B twice as many colds as children.
- C either two or four colds yearly.
- D twice as many colds as women.

37 Ancient treatments for the common cold mentioned in the text include

- A a healthy diet.
- B bathing your feet in hot water.
- C putting your head in a bowl of hot water and a towel over it.
- D drinking lots of water.

38 Unless you take vitamin C, you are

- A three times more likely to catch a cold.
- B not likely to win a marathon.
- C slightly more likely to catch a cold.
- D 79% more vulnerable to disease.

39 Effective cold treatments and remedies include

- A antibiotics.
- B Echinacea and garlic tablets.
- C honey and paracetamol.
- D anti-bacterial tablets.

40 Increased levels of immune activity have been associated with

- A slower recovery rates.
- B sympathetic support.
- C symptomatic increase.
- D confident GPs.



## Solution:

- 1 evacuate the area
- 2 seal it
- 3 work area
- 4 potential contamination
- 5 exact location
- 6 face to avoid
- 7 immediate danger
- 8 pass them around
- 9 material has split
- 15 D
- 16 E
- 17 B
- 18 G
- 19 F
- 20 A
- 21 C
- 29 viral infection
- 30 physical strain
- 31 side effects
- 32 less likely

33 often modest

34 (some) impact

35 disposable

10 TRUE

11 TRUE

12 NOT GIVEN

13 FALSE

14 NOT GIVEN

22 B

23 F

24 A

25 G

26 E

27 C

28 D

36 A

37 B

38 C

39 C

40 B

## Review and Explanations

1 Answer: **evacuate the area**

Keywords in Questions	Similar words in Passage
1. If you believe the item is a <b>bomb</b> , call <b>Security and Mail Room</b> and ....	A. If it is suspected that the item is an <b>explosive device</b> : 1. Phone <b>Security</b> (ring 4444) and <b>Mail Room</b> (ring 7771 or 7772). 2. Evacuate the area.
<p>+ A <b>verb phrase</b> is needed here</p> <p>+ Take a look at section A in the paragraph, a "<b>bomb</b>" is an "<b>explosive device</b>". You'll need to "call <b>Security and Mail Room</b>" and then "<b>Evacuate the area</b>".</p> <p>+ The answer here should be <b>Evacuate the area</b>.</p>	

2 Answer: **seal it**

Keywords in Questions	Similar words in Passage
2. If the suspicious mail or package <b>has not been opened</b> , you should <b>put it in a plastic bag</b> and ....	B. <b>If the suspicious object has not been opened</b> : 1. Put gloves on your hands, if possible. 2. <b>Place it in a plastic bag</b> and seal it. Handle with care.
<p>+ The needed word is a <b>verb phrase</b>.</p> <p>+ Take a look at section B in the paragraph, if the suspicious object "<b>has not been opened</b>", 2<sup>nd</sup> sentence: "<b>put/place it in a plastic bag</b>" and then "<b>seal it</b>".</p> <p>+ The answer here should be <b>seal it</b>.</p>	

3 Answer: **work area**

Keywords in Questions	Similar words in Passage
3. Whether the package has been opened or not, you should <b>stay in your office</b> or <b>immediate</b> ....	3. <b>Do not leave your office</b> or <b>immediate</b> work area.

+ A **noun phrase** is needed here.

+ Take a look at section B in the paragraph, 3<sup>rd</sup> sentence, you should “**stay in your office**”/“**Do not leave your office**” or “**immediate**” **work area**.

+ All the keywords’ meaning match, so the answer here should be **work area**.

#### 4 Answer: **potential contamination**

Keywords in Questions	Similar words in Passage
4. You must <b>prevent all people from leaving or entering the area</b> and <b>causing</b> ....	4. No personnel working in the same space should be <b>allowed to leave room</b> . 5. Take measures to <b>prevent others from entering the area</b> because <b>there is a risk of potential contamination</b> .

+ A **noun phrase** is needed here.

+ Take a look at section B in the paragraph, 4<sup>th</sup> and 5<sup>th</sup> sentence, no one should be “**allowed to leave room**” and “**prevent others from entering the area**” mean “**prevent all people from leaving or entering the area**”.

+ Prevent “**causing**” something means “**there is a risk of**”.

+ The answer here should be **potential contamination**.

#### 5 Answer: **exact location**

Keywords in Questions	Similar words in Passage
5. You should <b>advise Security</b> of the ... <b>of the incident</b> .	7. <b>Give Security the following information:</b> a. <b>exact location</b> of the <b>suspicious object</b> (building, floor level, room number) b. number of people potentially contaminated c. description of the suspicious object d. details of action taken (e.g. object sealed and area isolated).

+ The words needed to be filled is **noun phrase**.

+ Take a look at section B in the paragraph, 7<sup>th</sup> sentence, you should “**advise Security**”/“**Give Security the following information**”

+ We have couple of answers to choose here, take note that it’s about **the incident**”. (a): “**exact location**” is good here, but let’s take a look at others; (b): “number of people...” is too long for 3 words; (c): “description” is more suitable to the object than the incident; (d): “details of action taken” is also too long. By the meaning, **location** is also the most necessary information here

+ The answer here should be **exact location**.

6 Answer: **face to avoid**

Keywords in Questions	Similar words in Passage
6. It is important to <b>keep your hands away</b> from your ... <b>contamination</b> .	8 . <b>Do not touch</b> your <b>face to avoid</b> <b>contaminating your eyes, nose and mouth</b> .
<p>+ The words needed to be filled is <b>noun</b> and then <b>a verb</b>.</p> <p>+ Take a look at section B in the paragraph, 8<sup>th</sup> sentence, “<b>keep your hands away</b>” means “<b>Do not touch</b>”</p> <p>+ We can see “<b>contaminating your eyes, nose and mouth</b>” means “<b>contamination</b>” generally. So you <b>shouldn’t touch</b> your <b>face to avoid</b> <b>contamination</b></p> <p>+ The answer here should be <b>face to avoid</b>.</p>	

7 Answer: **immediate danger**

Keywords in Questions	Similar words in Passage
7. There is no reason to be <b>overly concerned</b> because there is <b>probably no</b> ....	10. Wait for help to arrive patiently and do not <b>panic</b> . It is <b>unlikely</b> you will be in any <b>immediate danger</b> .
<p>+ The words needed to be filled is <b>noun phrase</b>.</p> <p>+ Take a look at section B in the paragraph, 10<sup>th</sup> sentence, do not “<b>overly concerned</b>”/“<b>panic</b>”. “<b>Unlikely</b>” means low chance, similar to “<b>probably no</b>”, and the thing they’re talking about here is <b>immediate danger</b>.</p> <p>+ The answer here should be <b>immediate danger</b>.</p>	

8 Answer: **pass them around**

Keywords in Questions	Similar words in Passage
8. Do not allow anyone to <b>handle the object and items</b> or ....	3. Do not <b>disturb the object and items</b> further and do not <b>pass them around</b> .
<p>+ The word needed to be filled is a <b>verb phrase</b>.</p> <p>+ Take a look at section C in the paragraph, 3<sup>rd</sup> sentence, "<b>disturb the object and items</b>" also means "<b>handle the object and items</b>"</p> <p>+ The answer here should be <b>pass them around</b>.</p>	

9 Answer: **material has split**

Keywords in Questions	Similar words in Passage
9. If any ... from the item, <b>place an object over it without disturbing</b> it (such as a <b>waste bin</b> ).	4. If any <b>material has split</b> from the object, do not attempt to clean it up or brush it away from your clothing.  5 . <b>Cover the object with a large dustbin</b> (or something similar) <b>without disturbing</b> it further.
<p>+ The word needed to be filled is a <b>noun</b> then followed with a <b>verb</b>.</p> <p>+ Take a look at section C in the paragraph, 5<sup>th</sup> sentence, you should "<b>cover the object</b>" / "<b>place an object over it</b>" with something like a "<b>dustbin</b>" / "<b>waste bin</b>" "<b>without disturbing</b>" it.</p> <p>+ The "it" here stands for the <b>material has split</b> from the object from the 4<sup>th</sup> sentence</p> <p>+ Therefore, the answer here should be <b>material has split</b>.</p>	

15 Answer: **D**

Keywords in Questions	Similar words in Passage
1 5 . <b>locations</b> where <b>training</b> is <b>available</b>	<b>D</b> We also collaborate with many other London colleges to <b>deliver training</b> not only <b>across London</b> but also <b>throughout Greater London</b> as well as in <b>most of the towns surrounding the Greater London area</b> .

- + The keywords here are “**training**” and “**locations**”.
- + Take a look at Paragraph D, which is the only paragraph that mentioned ‘**locations**’: **across London, throughout Greater London, most of the towns surrounding the Greater London area.**
- + “**Available**” mean the colleges “**deliver**” **training**.
- + The answer here should be **D**.

16 Answer: **E**

Keywords in Questions	Similar words in Passage
16. <b>applying</b> for <b>funding</b>	<b>E</b> We also provide instruction and assistance in <b>writing Job Training grants requests</b> . In fact, our Worker Training programme is a business incentive programme designed to support the retraining and upgrading of London's current workforce.

- + The keywords here is “**funding**”.
- + Take a look at the 1<sup>st</sup> sentence of Paragraph E, “**writing Job Training**” can be understood as “**applying**”
- + The hints aren’t quite clear, as the closest sentence here is “provide instruction and assistance in **writing Job Training grants requests**”. You can also do the other questions as they have clearer hint and the only paragraph left will be **E**.
- + The answer here should be **E**.

17 Answer: **B**

Keywords in Questions	Similar words in Passage
17. <b>calibre</b> of <b>training staff</b>	<b>B</b> London Business School Training and Development College faculty boasts several <b>highly qualified trainers and coordinators</b> with relevant and up-to-date business experiences. In addition, Training and Development also work with our <b>Business School faculty, part-time industry leaders and external agencies</b> to deliver <b>quality training</b> tailored to meet the needs of any business, schedules or location.

- + In this question we'll focus on 'caliber" and "training staff"
- + Take a look at Paragraph B, where "highly qualified" and "quality training" trainers and coordinators can be found, with additional information, like Business School faculty, part-time industry leaders and external agencies.
- + The answer here should be **B**.

18 Answer: **G**

Keywords in Questions	Similar words in Passage
18. how to <b>contact</b> us	<p><b>G</b> For information about Training and Development classes on our London Campus please <b>contact</b> Dr. Brian Richardson.</p> <p><i>Brian Richardson, PhD</i></p> <p><i>Dean of School of Extended Learning</i></p> <p><i>Services and Training</i></p> <p><i>London</i></p> <p><i>brianrichardson@lbs_t&amp;d</i></p>
<ul style="list-style-type: none"> <li>+ The keywords here is "contact".</li> <li>+ Take a look at Paragraph G, which contains contact information.</li> <li>+ The answer here should be <b>G</b>.</li> </ul>	

19 Answer: **F**

Keywords in Questions	Similar words in Passage
19. <b>arranging</b> a visit	<p><b>F</b> Should you be interested in finding out more about our training programmes and/or upgrading the skill level of your employees, we should appreciate the opportunity to inform you. We would be glad to <b>schedule</b> an appointment for you with one of our advisors during which we can find out more about your company or organization and discuss the best way to serve your needs.</p>

- + The keywords here are “**arranging**” and “**visit**”.
- + Take a look at Paragraph F. If you’re interested, they’d be glad to “**schedule** ”/“**arranging**” a(an) “**visit**”/“**appointment**” with one of their advisors. The hints are pretty clear.
- + The answer here should be **F**.

20 Answer: **A**

Keywords in Questions	Similar words in Passage
20. <b>what</b> is offered and <b>by whom</b>	<b>A</b> <b>London Business School Training and Development College</b> caters for the training needs of central London businesses. Irrespective of what the needs of the business or organisation might be, our college can provide <b>high-quality, short-term customised training</b> for business, industry and government organisations as well as for the general public.
<p>+ The keywords here are “<b>what</b>” and “<b>by whom</b>”, it does sounds like we should look for an introduction.</p> <p>+ Take a look at Paragraph A, “<b>high-quality, short-term customised training</b>” is offered by “<b>London Business School Training and Development College</b>”</p> <p>+ The answer here should be <b>A</b>.</p>	

21 Answer: **C**

Keywords in Questions	Similar words in Passage
21. examples of <b>fields of business</b> dealt with	Whether your company is focused on <b>manufacturing, construction, agriculture, retail or service</b> , Training and Development College can help develop and enhance the skills of your employees.
<p>+ The keywords here is “<b>fields of business</b>”</p> <p>+ Take a look at Paragraph C, which listed many “<b>fields of business</b>”, such as “<b>manufacturing, construction, agriculture, retail or service</b>”</p> <p>+ The answer here should be <b>C</b>.</p>	

29 Answer: **viral infection**

Keywords in Questions	Similar words in Passage
<p>29. In general, most treatments merely <b>ease the symptoms</b> but they are <b>not very efficacious when it comes to treating</b> the ... that is <b>the cause of the symptoms</b>.</p>	<p>Nevertheless, even modern treatments for colds are not particularly effective. Generally, <b>they only reduce the symptoms</b>: blocked or runny nose, sneezing, sore throat, coughing <b>rather than treating</b> the <b>viral infection</b> itself.</p>
<p>+ The words needed here is a <b>noun phrase</b>.</p> <p>+ Take a look at the last 2 sentence of the 2<sup>nd</sup> paragraph, modern treatment focus more on "<b>reducing the symptoms</b>"/"<b>easing the symptoms</b>" than "<b>treating</b>" the cold, which was mentioned as "<b>viral infection</b>" as "<b>the cause of the symptoms</b>".</p> <p>+ The answer here should be <b>viral infection</b>.</p>	

30 Answer: **physical strain**

Keywords in Questions	Similar words in Passage
<p>30. Taking vitamin C supplements is not as beneficial as some people might think unless you are a professional athlete <b>under great</b> ....</p>	<p>Taking vitamin C has been shown to help people <b>under great physical strain</b>, such as marathon runners, from falling ill, but for the rest of us it only reduces your risk by 3%.</p>
<p>+ The words needed here is a <b>noun phrase</b>.</p> <p>+ To the simplest, we can find the structure Someone + "<b>under great</b>" + something in paragraph 4, so the answer should follows up. The meaning of the paragraph also matches with the question: only people <b>under great physical strain</b> is beneficial from vitamin C.</p> <p>+ The answer here should be <b>physical strain</b>.</p>	

31 Answer: **side effects**

Keywords in Questions	Similar words in Passage
-----------------------	--------------------------

31. Zinc supplements are much more effective, <b>but</b> they <b>have</b> ....	<b>However</b> , long-term use of zinc can be problematic as it could cause <b>side effects</b> such as vomiting and diarrhea.
<p>+ The words needed here is a <b>noun phrase</b>.</p> <p>+ We should look for the drawback of Zinc, in the 5<sup>th</sup> paragraph. Take a look at the 4<sup>th</sup> sentence, with the hint "<b>However</b>", "<b>side effects</b>" is the suitable answer because the question mention Zinc supplements "<b>have</b>", not "cause"</p> <p>+ The answer here should be <b>side effects</b>.</p>	

32 Answer: **less likely**

Keywords in Questions	Similar words in Passage
32. Strangely enough, <b>moderate consumption of wine</b> can make it ... to <b>catch a cold</b> .	The consumption of alcohol is sometimes said to make you more vulnerable to colds. However, recent studies suggest that regular but <b>moderate drinkers</b> are in fact <b>less likely</b> to <b>catch a cold</b> . This is particularly the case if you drink wine.
<p>+ We need to seek for the answer with 2 hints: "<b>moderate consumption of wine</b>" and "<b>catch a cold</b>", which appears in the last 2 sentence of paragraph 5.</p> <p>+ According to the last sentence, "<b>moderate drinkers</b> are in fact <b>less likely</b> to <b>catch a cold</b>"</p> <p>+ The answer here is <b>less likely</b>, clearly.</p>	

33 Answer: **often modest**

Keywords in Questions	Similar words in Passage
33. Over-the-counter cold medicines are very popular, <b>despite</b> the fact that <b>their benefits are</b> ....	<b>However</b> , the <b>benefits of these medicines are</b> often <b>modest</b> and vary between people, and with the particular types of infection

- + The 6<sup>th</sup> paragraph gives a lot of information about Over-the-counter cold medicines, but we need to find an **adjective** that describes the “benefits of these medicines”.
- + Take a look at the 4<sup>th</sup> sentence, the benefits of these medicines are often **modest** and vary between people.
- + Only 2 words are allowed, so the answer should be **often modest**.

34 Answer: **(some) impact**

Keywords in Questions	Similar words in Passage
34. However, remedies, such as steam inhalation, gargling with saltwater and menthol sweets, appear to have ....	Other remedies that seem to have <b>some impact</b> include steam inhalation, which involves putting a towel over your head and sitting with your head over a bowl of hot water. You simply close your eyes and breathe deeply. Gargling with salt water sometimes reduces a sore throat and nasal congestion and menthol sweets can also help relieve a sore throat.

- + The word needed here is a **noun/noun phrase**.
- + Seek for paragraph with these hints about remedies: “steam inhalation, gargling with saltwater and menthol sweets” - the 3<sup>rd</sup> one from the bottom. These remedies “seem”/“appear” to have **some impact**
- + The answer here is **some impact**, but **impact** alone is also acceptable.

35 Answer: **disposable**

Keywords in Questions	Similar words in Passage
35. The precautions you need to take include such simple measures as washing your hands regularly and making sure you dry them on ... kitchen roll or something equivalent rather than a used facecloth.	And much of this is commonsensical: wash your hands regularly and properly, particularly after touching your nose or mouth and before handling food; clean surfaces regularly to keep them free of germs; use your own cup, plates and cutlery and use <b>disposable paper towels</b> to dry your hands and face rather than shared cloth towels.

- + The word needed here is an **adjective**.
- + We have a long last paragraph about prevention, but only seek for the sentence with “washing your hands” and “dry them”, and find the adjective that describe the “kitchen roll” - “paper towels”: **disposable**
- + The answer here should be **disposable**.

10 Answer: **TRUE**

Keywords in Questions	Similar words in Passage
10. If you do the course, you will gain knowledge critical to success in today’s business world.	<b>Module 2: Business Advanced 1</b> This is an advanced course focusing on social impact management. In other words, you will study concepts and insights which are absolutely necessary for success in contemporary business management, [...]
<p>+ The keywords of this question are “knowledge critical to success”, which can be found in the 2<sup>nd</sup> Module: you will study concepts and insights that is “absolutely necessary for success” in “contemporary business management”, in another word, the “business world”</p> <p>+ The answer here should be <b>TRUE</b>.</p>	

11 Answer: **TRUE**

Keywords in Questions	Similar words in Passage
11. In today’s business world, large businesses often find themselves increasingly in a position where they have to take a stand on serious ecological issues.	[...] where public pressure for corporations to address pressing social and environmental concerns is increasingly apparent. Module 2 prepares you to face precisely those challenges.
<p>+ Continue the rest of the sentence from question 10</p> <p>+ “Pressing social and environmental concerns” can also be understood as “serious ecological issues”, while “take a stand” means the large businesses have to take the “public pressure for corporations”. And they’ve found themselves in these situation <b>increasingly apparent</b>.</p> <p>+ Although it’s a little tricky, the answer here should be <b>TRUE</b>.</p>	

12 Answer: **NOT GIVEN**

Keywords in Questions	Similar words in Passage
12. The brochure includes information about <b>on-campus accommodation</b> .	For more information on our business and management programmes, tuition fees, financial aid and scholarships, download our brochure or call one of our admissions tutors.
<p>+ Take a look at the last sentence after Module 3, there is information about programmes, tuition fees, financial aid and scholarships, but nothing about <b>on-campus accommodation</b>.</p> <p>+ The answer here should be <b>NOT GIVEN</b>.</p>	

13 Answer: **FALSE**

Keywords in Questions	Similar words in Passage
13. The course is entirely theoretical and <b>does not offer work experience</b> .	<b>Module 3: Business Advanced 2</b> Module 3 is a course that <b>puts theory into practice</b> , giving you the skills and knowledge to <b>apply what you learn in your workplace, industry and career</b> .
<p>+ The keywords here are “<b>does not offer work experience</b>”.</p> <p>+ Take a look at the 3<sup>rd</sup> Module, “<b>puts theory into practice</b>”, “<b>apply what you learn in your workplace, industry and career</b>” are more than enough for a clear answer.</p> <p>+ The answer here should be <b>FALSE</b>.</p>	

14 Answer: **NOT GIVEN**

Keywords in Questions	Similar words in Passage
-----------------------	--------------------------

<p>14. There are <b>special scholarships</b> for <b>university graduates</b>.</p>	<p>For more information on our business and management programmes, tuition fees, financial aid and <b>scholarships</b>, download our brochure or call one of our admissions tutors.</p>
<p>+ The keywords here are “<b>special scholarships</b>” and “<b>university graduates</b>”.</p> <p>+ Take a look at the last sentence after Module 3 again, there are information about scholarships, but the kind of scholarships isn't clear, so we can't be sure there'll be “<b>special scholarships</b> for <b>university graduates</b>”.</p> <p>+ The answer here should be <b>NOT GIVEN</b>.</p>	

22 Answer: **B**

Keywords in Questions	Similar words in Passage
<p>22. The <b>closure of the department</b> meant that over 100 people lost their jobs because they were <b>no longer needed</b>.</p>	<p>A dismissal is a <b>redundancy</b> when you <b>terminate an employee's contract</b> because there is a <b>requirement</b> to lose a particular number of employees, or when a fixed-term contract of two years or more expires and <b>is not renewed</b>.</p>
<p>+ Among all the answer to be chosen, <b>redundancy</b> is the one that means “<b>no longer needed</b>”, but let's investigate a little more.</p> <p>+ Take a look at the 2<sup>nd</sup> paragraph, beside from the meaning, “<b>closure of the department</b>” is equal to “<b>terminate an employee's contract</b> because of a <b>requirement</b>” and “<b>is not renewed</b>”/“<b>no longer needed</b>”.</p> <p>+ The answer here should be <b>B. redundancy</b>.</p>	

23 Answer: **F**

Keywords in Questions	Similar words in Passage
<p>23. An employee is using a company vehicle for <b>unauthorised personal use</b>.</p>	<p>Examples of <b>minor misconduct</b> include being late, using company phones for personal calls, <b>using company facilities for personal reasons</b>, not performing to adequate/satisfactory standards, etc.</p>
<p>+ Take a look at the 3<sup>rd</sup> paragraph, we can find the keyword “<b>unauthorised personal use</b>” here as “<b>using company facilities for personal reasons</b>”</p> <p>+ The answer here should be <b>F. minor misconduct</b>.</p>	

24 Answer: **A**

Keywords in Questions	Similar words in Passage
24. An employee is <b>fired</b> for <b>misusing the Internet at work</b> .	A <b>dismissal</b> is a <b>sacking</b> when you terminate an employee's contract because of their conduct or capability. Examples of <b>minor misconduct</b> include being late, using company phones for personal calls, <b>using company facilities for personal reasons</b> , not performing to adequate/satisfactory standards, etc.
<p>+ Take a look at the 3<sup>rd</sup> paragraph again, the only different thing between question 23 and 24 is that the employee in question 24 is "<b>fired</b>" for a minor misconduct.</p> <p>+ Therefore, the answer here should be <b>A. sacking</b></p>	

25 Answer: **G**

Keywords in Questions	Similar words in Passage
25. An employee is making <b>sexual remarks</b> to someone from work who <b>does not want this sort of attention</b>	Examples of <b>gross misconduct</b> include abusive behaviour, violence, theft, fraud, alcohol or drug abuse, discrimination or <b>harassment</b> , deliberately damaging company equipment/property, seriously breaking health and safety regulations and serious insubordination, amongst other things.
<p>+ Take a look at the last sentence of the 3<sup>rd</sup> paragraph, examples for "<b>gross misconduct</b>" included "<b>harassment</b>", which is described in the question as "<b>sexual remarks</b>" to someone who "<b>does not want this sort of attention</b>"</p> <p>+ Therefore, the answer here should be <b>G. gross misconduct</b>.</p>	

26 Answer: **E**

Keywords in Questions	Similar words in Passage
26. The <b>resignation of an employee</b> as a result of the <b>employer allowing colleagues to subject them</b> to harassment, bullying, victimisation, humiliation or discrimination.	Constructive dismissal occurs when an employee resigns because the employer has breached their employment contract substantially. Examples of <b>constructive dismissal</b> would be <b>resignation</b> due to the employer cutting an employee's wages without agreement, or resignation due to the <b>employer unlawfully demoting the employee</b> .

+ Take a look at the last paragraph, the “**employer unlawfully demoting the employee**” is similar to “**employer allowing colleagues to subject them**”. Beside, this is the only paragraph with the situation where the employee “**resigns**”.

+ Therefore, the answer here should be **E. constructive dismissal**.

27 Answer: **C**

Keywords in Questions	Similar words in Passage
27. An employee is dismissed because of <b>trade union membership</b>	A dismissal is an <b>unfair dismissal</b> when an employer terminates an employee's contract for a reason which is considered unfair by law or if the employer acts <b>unreasonably during the dismissal process</b> . There are many different reasons why a dismissal would be considered automatically unfair. One such example is dismissal on grounds of race, gender or disability.
<p>+ Dismissal because of being a “<b>member of trade union</b>” is quite “<b>unreasonable</b>”, so high chance that the answer should be <b>unfair dismissal</b>. We will rely on the last question to make sure this answer</p> <p>+ Let’s assume the answer here is <b>C. unfair dismissal</b>.</p>	

28 Answer: **D**

Keywords in Questions	Similar words in Passage
28. An employee is dismissed <b>without being given proper notice</b>	The <b>correct dismissal procedure</b> involves the following five steps: [...] b. informing the employee of the problem [...] A <b>wrongful dismissal</b> is when you <b>do not follow the correct dismissal procedure</b> or break contractual terms during the dismissal process. [...]

+ We have to look at 2 paragraphs for this question, the first one is the 4<sup>th</sup> paragraph, where the “correct dismissal procedure” is, at step b. informing the employee of the problem.

+ We can see that dismiss an employee ‘without being given proper notice’ does “not follow the correct dismissal procedure”

+ The answer here should be **D. wrongful dismissal**. This also confirms the answer for question 28 is **C. unfair dismissal**.

36 Answer: **A**

Keywords in Questions	Similar words in Passage
<p>36. The <b>average adult man</b> suffers from <b>approximately</b>:</p> <p><b>A. 3 colds per year.</b></p> <p>B. <b>twice as many</b> colds as <b>children</b>.</p> <p>C. either <b>two or four</b> colds yearly.</p> <p>D. <b>twice as many</b> colds as <b>women</b>.</p>	<p>Colds, we all get them. Adults typically have two to four colds a year and children about double that.</p>
<p>+ Take a look at the first two sentences (1<sup>st</sup> paragraph)</p> <p>+ B is wrong because the ratio is reversed.</p> <p>+ C is correct but doesn't fit the question, with “approximately”, we should answer with only one number.</p> <p>+ D is not given in the whole article.</p> <p>+ A is correct because it's the average number, and there's only one number.</p> <p>+ The answer here should be <b>A. 3 colds per year</b>.</p>	

37 Answer: **B**

Keywords in Questions	Similar words in Passage
-----------------------	--------------------------

<p>37 . <b>Ancient treatments</b> for the common cold mentioned in the text include:</p> <p>A. a <b>healthy diet.</b></p> <p><b>B. bathing your feet in hot water.</b></p> <p>C. <b>putting your head in a bowl of hot water and a towel over it.</b></p> <p>D. <b>drinking lots of water.</b></p>	<p>[...] <b>Throughout the ages</b>, many treatments have been tried for the common cold. These include bizarre cures, such as wearing wet socks, putting brown paper and vinegar on your chest and <b>soaking your feet in hot water</b>, which today of course seem stupid.</p> <p>[...] It is particularly important to <b>eat healthily</b> to reinforce your body's capacity to deal with viral infections: a low-fat, high-fibre diet, which includes plenty of fresh fruit and vegetables. It's also recommended to <b>drink plenty of fluids</b> to replace those lost due to sweating and a runny nose.</p> <p>[...] Other remedies that seem to have some impact include steam inhalation, which involves <b>putting a towel over your head and sitting with your head over a bowl of hot water.</b></p>
--	--

- + Take note that they're mentioning '**Ancient treatments**'.
- + A and D are mentioned in the 3<sup>rd</sup> paragraph.
- + C is mentioned in the "remedies" paragraph, "steam inhalation", remember?
- + B is mentioned in the 2<sup>nd</sup> paragraph, with the keyword "**Throughout the ages**", and the cures here are described as "bizarre cures" which means ineffective.
- + The answer here should be **B. bathing your feet in hot water.**

38 Answer: **C**

Keywords in Questions	Similar words in Passage
<p>38. Unless you <b>take vitamin C</b>, you are:</p> <p>A. <b>three times more likely</b> to catch a cold.</p> <p>B. not likely to <b>win a marathon.</b></p> <p><b>C. slightly more likely to catch a cold.</b></p> <p>D. <b>79% more vulnerable to disease.</b></p>	<p>Taking vitamin C has been shown to help people under great physical strain, such as marathon runners, from falling ill, but for the rest of us it only <b>reduces your risk by 3%</b>. This means that if you get three colds a year, vitamin C supplements will only enable you to avoid one cold in 10 years.</p>

- + Take a look at the 3<sup>rd</sup> and 4<sup>th</sup> sentence in paragraph 4.
- + A is wrong because of the ratio, reduce 3%, so if you are not taking vitamin C, the growth rate should be 3% instead of 3 times
- + B is not related
- + D is also incorrect because "vulnerable to disease" is not given, not to mention the 79% ratio.
- + The answer here should be **C. slightly more likely to catch a cold.** which is 3%.

39 Answer: **C**

Keywords in Questions	Similar words in Passage
<p>3 9 . <b>Effective</b> cold treatments and remedies include:</p> <p>A. <b>antibiotics</b></p> <p>B . <b>Echinacea and garlic tablets.</b></p> <p><b>C. honey and paracetamol.</b></p> <p>D. <b>anti-bacterial tablets.</b></p>	<p>Over-the-counter pills typically combine painkillers and decongestants. Painkillers, such as ibuprofen, <b>paracetamol</b> and aspirin, can help reduce fever as well as pain.</p> <p>One word of warning about medication - do not even think of taking antibiotics. There is, quite simply, <b>no reason why antibiotics should help, since they target bacteria whereas it is viruses that cause colds.</b></p> <p>Another oft-used treatment are herbal remedies, such as <b>Echinacea and garlic tablets</b>, but <b>these do not have any effect.</b> The only herbal remedy to show any beneficial results in tests is <b>honey.</b></p>
<p>+ We should look for the <b>Effective</b> cold treatments.</p> <p>+ A and D are similar answer with antibiotics, which can be found in one of the middle paragraph: "<b>no reason why antibiotics should help, since they target bacteria whereas it is viruses that cause colds</b>". Therefore, A and D are incorrect.</p> <p>+ "<b>Echinacea and garlic tablets</b>" Can be found right below the antibiotic paragraph, and "<b>these do not have any effect</b>". So B is also incorrect.</p> <p>+ <b>Honey</b> is described in the next sentence as "the only herbal remedy to show any beneficial results". While <b>paracetamol</b> is mentioned in the paragraph above the antibiotic one, that "can help reduce fever as well as pain"</p> <p>+ So, <b>C. honey and paracetamol.</b> is the correct answer.</p>	

40 Answer: **B**

Keywords in Questions	Similar words in Passage

<p>40. <b>Increased levels of immune activity</b> have been associated with:</p> <p>A. slower recovery rates.</p> <p><b>B. sympathetic support.</b></p> <p>C. symptomatic increase.</p> <p>D. confident GPs.</p>	<p>One thing that people tend to forget about is the psychological support you receive from the people around you. With a <b>high level of support, people tend to get over their illness more quickly</b>. For example, studies show that patients who report <b>feeling greater empathy from their doctor recover faster</b>, both in terms of their <b>symptoms disappearing</b> and in measures of their immune activity.</p>
--	---

+ D is nowhere to be found.

+ Take a look at the 2<sup>nd</sup> paragraph from the bottom.

+ We can get the meaning that **“increased levels of immune activity”** will make the **symptoms disappear** and help the patient **recover faster**. So, A and C are contradicted with it.

+ B, **sympathetic support** is mentioned as **“high level of support, people tend to get over their illness more quickly”**

+ The answer here should be **B. sympathetic support.**