

**Reading****(45 minutes/25 marks)****Part 1****(12.5 marks)**

*Read the text below. The second part of each paragraph is missing from the passage. You can find them after the text. Write the appropriate answers into the boxes after the text. You need to fill in 10 boxes. The first (0) has been done as an example. There are three paragraph endings which you will not need.*

College graduation brings both the satisfaction of academic achievement and the expectation of a well-paying job to many thousands of graduates each year.

But for 6000 graduates at San Jose State this year, there's uncertainty as they enter one of the worst job markets in decades. The number of graduates has increased considerably, but the number of graduate jobs has stayed the same or decreased. ...0...

"You look at everybody's parents and neighbours, and they're getting laid off and don't have jobs," said Stewart. ...1... "

When the class of 2003 entered college, the economy was booming and the future never looked brighter. ...2...

"Those were the exciting times, lots of dot-com opportunities, exploding offers, students getting top dollar with lots of benefits," said Cheryl Allmen-Vinnidge, of the San Jose State Career Centre. ...3...

Cheryl Allmen-Vinnidge ought to know. She runs the San Jose State Career Centre, a sort of a crossroads between college and the real world, which tries to help graduates understand the world of work. ...4...

"The typical graduate who does have a job offer started working on it two years ago. They've postured themselves well during the summer. ...5...

And they've majored in one of the few fields that are still hot - like chemical engineering, accounting, or nursing - where average starting salaries have actually increased over last year. ...6...

Ryan Stewart, who had hoped to become a teacher, may just end up going back to school. ...7...

Perhaps graduates expectations are too high. We now live in a constantly changing world of business and commerce. ...8...

For some students a degree may not be ticket to instant wealth. ...9...

However, graduates of the future will need to think carefully what they choose to study. ...10...

(45 minutes, 25 marks)

- a. Plan early how they will handle the change from university to the work-place, and most of all, believe that good luck plays a part.
- b. But in the four years they've been here, the world outside has changed dramatically.
- c. Other popular fields (like information systems management, computer science, and political science) have seen big declines in starting salaries.
- d. Ryan Stewart has a freshly minted degree in religious studies, but no job prospects.
- e. School, after all, is not such a bad place.
- f. "I'd like to teach at college some day and that requires more schooling, which would be great in a bad economy," he said.
- g. For now, they can only hope its value will increase over time.
- h. "Times have changed. It's a new market."
- i. Prospects for students are far from being predictable.
- j. "Then you look at the young people just coming into the workforce... it's just scary."
- k. Allmen-Vinnidge says students who do find jobs after college have done their homework.
- l. Gone are 5-year business models – six months can be a long time in this brave new world.
- m. "They've had several internships," she said.
- n. Graduates earn more money than non-graduates.

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d										

**Part 2**

**(12.5 marks)**

*Read the text below. Some clauses are missing from the passage. You can find them below the text. Write the appropriate answers into the boxes in the text. You will need to fill in 10 boxes. The first (0) has been done as an example. There are three clauses which you will not need.*

*You rang a help desk number to ask for assistance with an insurance claim. You felt the time you had to wait before your call was answered was unreasonable and the person who answered your call was unhelpful.*

Dear Sir or Madam,

I am writing to express my 0.  with the service I received from your company's telephone helpline during a recent telephone call to your insurance claim call centre, and 1.  at what I believe to be your company's lack of staff training and support.

On September 28th, at 2:15 pm I rang your freephone number 2.  a car insurance claim. I had to wait for 43 minutes before my call was answered 3.  I had to endure the most awful music and advertising, and which did not make the waiting time any more enjoyable .

When an operator was finally available, I 4.  very difficult to understand, obviously stressed and 5.  of the insurance claim I wished to make. Obviously, this made it virtually impossible to conclude my enquiry.

I lodged a complaint with the call centre supervisor and have since had 6. .

However, I feel 7.  has an obligation to support staff at call centres more thoroughly; making sure that they have tools to do the job properly. I believe the call centre was obviously under-staffed and the staff available, poorly trained. I 8.  this situation is allowed to happen and how you intend to rectify the operation of the call centre.

In the past, I have always received very good advice and support from your company, and having been with your insurance company for over 15 years, I always recommended your company. However, I would have no compunction 9.  should I not get a 10. .

I would very much enjoy reading your reply to this matter within the week.

Yours faithfully,

Add these missing clauses:

- A. also my annoyance
- B. and during this time
- C. as I had a query about
- D. because I wanted to ask questions
- E. found him to be
- F. in moving to another insurance company
- G. my query dealt with in full
- H. rapid and satisfactory response
- I. the large corporation you represent
- J. to move insurance companies
- K. total lack of satisfaction**
- L. very unsatisfied
- M. wish to know why
- N. with apparently very little knowledge

**Writing**

**(75 minutes/25 marks)**

**Part 1**

**(12.5 marks)**

*You have been asked to write a short essay about the use of computers in school and education. Write your essay with reference to the following points:*

- *What are computers used for in your school/college?*
- *What are the benefits for students to use computers in schools/education?*
- *Where do we see computers being used in our daily lives?*
- *How important is computer knowledge; and being able to use one in today's workplace?*

Write your essay here (about 200 words).

*Schools and colleges have advanced so far technologically that almost every student has access to a computer, whether to take notes in class, do their homework, or do research on the Internet.*

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**Part 2**

**(12.5 marks)**

*Write a letter complaining about your recent holiday, where the hotel accommodation was not as advertised in the holiday brochure and was below the expected standard. Identify reasons with the following aspects:*

- *The star rating of the hotel.*
- *The room/bathroom, etc.*
- *Extra costs payable (such as for evening meals, etc.)*
- *The lack of hotel facilities (gym, swimming pool, etc.)*
- *Describe the lack of response from the local travel representative.*

Write your letter here (about 200 words).

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<b>I am writing to complain</b>
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