Questions 1 to 5 are based on the following information.

Tariq arrives at work at 9:00 am on Monday morning to find these notes from his boss.

Tariq

I can't come in to the office today. My son is ill, but hopefully I'll be back tomorrow. I need you to deal with the following –

1. Collect the new sales brochure from Marketing and send a copy to Ms S Cohl at Maffey and Stout – address is in the file – usual letter welcoming her order etc.

2. Phone John Cotter in Accounts and cancel my appointment with him – I think it was 9.30 today – apologise and ask if he can see me on Thursday at 9.30.

3. Book lunch for myself and 2 guests at that new restaurant in the High St – Fentons, I think it's called – for 12.30 this Friday. I hear they serve good food at reasonable prices. Make sure we are seated in the non-smoking area. Also, one of my guests is a vegetarian and the other is a wheelchair user.

4. Write to the four candidates we decided to interview for the trainee designer's job – Mr Green, Ms Foster, Mr Badin and Miss Ohmaya.

The interviews will be on Monday (2 weeks from today). I want them to be here at 9.00 am for a short introductory talk and you can show them around. The formal interviews will start at 9.30 and each should last about half an hour ie the second interview will be at 10.00, the third at 10.30 and the last at 11.00. I'll see the candidates in alphabetical order ie Mr Badin first. Make sure you send them each a map so they can find us! We should be able to make a decision on the day. All four look promising although Miss Ohmaya doesn't have much experience.

I think that's it! See you tomorrow.

1. Which item should Tariq deal with first?

A 1
B 2
C 3
D 4
2 Tariq writes to Ms Dohl as instructed. This letter begins ‘Dear Ms Dohl’. How should it end?

A  Yours faithfully
B  Yours Faithfully
C  Yours sincerely
D  Yours Sincerely

3 Tariq telephones Fentons to book lunch. Which of the following would it not be accurate to say?

A  One guest eats only vegetarian food
B  Lunch booking is for 12.30 this Friday
C  Access for a wheelchair is required
D  They will sit in the smoking area

4 At what time will Ms Foster be interviewed?

A  11.00
B  10.30
C  10.00
D  9.30

5 In Tariq’s letter inviting Miss Ohmaya to her interview, which item of information should he not include?

A  She is comparatively inexperienced for this job
B  The time of her interview and how long it should take
C  She should arrive at 9.00 for a brief talk and tour
D  A map of the area giving directions to the company
Questions 6 to 10 are based on the following document.

<table>
<thead>
<tr>
<th>Aromatherapy</th>
<th>line 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Some people use aromatherapy to help them relax, but few people know what it is or how it works. Aromatherapy involves the use of aromatic plant extracts and oils in massage. These oils are known as essential oils and are very potent.</td>
<td>line 2</td>
</tr>
<tr>
<td>An essential oil is a delicate fluid which forms the fragrance of a plant or flower. It can be stored in the stem, leaves, roots or bark, depending on the plant. Although called oil, it doesn't actually feel like oil, but is a highly scented and an extremely potent liquid.</td>
<td>line 3</td>
</tr>
<tr>
<td>The powerful aroma of essential oils is said to affect the way we feel. Experts say the reason for this is that their aroma is 'transported' from nerve cells in the nose to the part of the brain that is concerned with emotion. Therefore, different oils are often used to help relieve anxiety and stress, and to lift depression.</td>
<td>line 4</td>
</tr>
<tr>
<td>Essential oils are antiseptic and help the skin to heal faster. Lavender is said to be excellent for treating acne, boils, burns and eczema, whereas Tea Tree oil is good for spots, pimples and insect bites.</td>
<td>line 5</td>
</tr>
<tr>
<td>You need to smell pure undiluted essential oils to appreciate their potency but they should never be applied neat. Eucalyptus and Peppermint, for instance, can irritate the skin if applied undiluted.</td>
<td>line 6</td>
</tr>
</tbody>
</table>

6 The passage does not claim that aromatherapy can

A treat some skin problems  
B help people to relax  
C make people smell nice  
D make people less depressed
7 Another word for 'aroma' in line 10 is

A feel
B taste
C scent
D sight

8 According to the document a bite from a mosquito would be best treated by

A Lavender oil
B Eucalyptus oil
C Peppermint oil
D Tea Tree oil

9 Eucalyptus oil applied to the skin neat is likely to

A help the skin to heal faster
B help relieve anxiety and stress
C cause irritation to the skin
D cure spots, burns and boils

10 'Potent' is used twice in the passage (on line 5 and line 9). It means

A important
B strong
C valuable
D expensive