

IELTS

General Training

21

Authentic
Practice Tests



- ✔ With Audio
- ✔ With Answers



CAMBRIDGE

IELTS 21 – General Training

Introduction and Test Information

Educational summary – not the original text from the book

1. Introduction

IELTS (International English Language Testing System) is an international English-language proficiency test designed to assess the language skills of people who need English for migration, work, training, or study.

The **General Training** version is intended primarily for people who wish to migrate to an English-speaking country or pursue training or study below degree level.

The test assesses four language skills: **Listening, Reading, Writing, and Speaking**. Candidates should become familiar with the test format, question types, timing, and scoring criteria before taking the examination.

2. What Is the Test Format?

IELTS consists of **four components**. Listening and Speaking are the same in Academic and General Training, while Reading and Writing differ.

Test component	Format	Time
Listening	4 parts, 40 questions	Approximately 30 minutes
Reading – General Training	3 sections, 40 questions	60 minutes
Writing – General Training	2 tasks	60 minutes
Speaking	3 parts	11–14 minutes

The written components are normally completed in the following order: **Listening, Reading, and Writing**. The Speaking test may take place at a different time.

3. Listening

The Listening test contains **four parts**, with 10 questions in each part.

- **Parts 1 and 2:** Everyday and social situations.
- **Parts 3 and 4:** Educational, training, or academic situations.

Candidates hear a range of English accents. They should listen carefully for specific information, follow the development of the recording, and pay attention to spelling and word limits in their answers.

4. Reading – General Training

The General Training Reading test lasts **60 minutes** and contains **40 questions** divided into three sections.

- **Section 1:** Everyday texts, such as notices, advertisements, and other practical information.
- **Section 2:** Work-related texts, such as job descriptions, workplace information, and training materials.
- **Section 3:** One longer text on a topic of general interest, usually with more complex language.

Candidates need to locate information efficiently, understand main ideas, identify details, and recognise paraphrasing.

5. Writing – General Training

The Writing test lasts **60 minutes** and contains two tasks. Both tasks must be completed.

Task 1 – Letter Writing

Candidates respond to a situation by writing a letter of **at least 150 words**. Depending on the recipient and purpose, the letter may be formal, semi-formal, or informal.

The task provides instructions and points that must be addressed in the response.

Task 2 – Essay Writing

Candidates write an essay of **at least 250 words** in response to a point of view, argument, or problem.

Task 2 contributes **twice as much as Task 1** to the overall Writing score. Therefore, candidates should allocate sufficient time to planning, developing ideas, organising paragraphs, and checking their work.

6. Speaking

The Speaking test lasts approximately **11–14 minutes** and consists of three parts.

- **Part 1 – Introduction and Interview:** Candidates answer questions about familiar topics, such as work, study, hobbies, and daily life.
- **Part 2 – Individual Long Turn:** Candidates receive a topic card, have time to prepare, and speak on the topic.
- **Part 3 – Discussion:** Candidates discuss more abstract ideas connected to the Part 2 topic.

Candidates should aim to communicate clearly, develop their answers, use a range of vocabulary and grammatical structures, and speak naturally.

7. Understanding the IELTS Scoring System

IELTS reports scores on a **0–9 band scale**, including whole and half bands.

The four skills are assessed separately. An overall band score is calculated from the four component scores.

Writing is assessed using four main criteria:

1. **Task Achievement / Task Response:** How fully and appropriately the candidate answers the task.
2. **Coherence and Cohesion:** How logically ideas are organised and connected.
3. **Lexical Resource:** The range and appropriate use of vocabulary.
4. **Grammatical Range and Accuracy:** The variety and accuracy of grammatical structures.

Speaking is assessed using four criteria:

1. **Fluency and Coherence**
2. **Lexical Resource**
3. **Grammatical Range and Accuracy**
4. **Pronunciation**

Candidates should consult the official IELTS scoring guidance to understand how performance is evaluated.

8. How to Use the Practice Tests

To make practice more effective:

- Complete each test under **realistic examination conditions**.
- Follow the time limits for each component.
- Avoid checking answers while completing a test.
- Review incorrect answers after finishing.
- Identify recurring mistakes and record them.
- For Writing, compare your response with sample answers and assessment criteria.
- For Speaking, practise answering aloud and review fluency, vocabulary, grammar, and pronunciation.

The purpose of practice tests is not only to estimate performance, but also to identify weaknesses and develop more effective examination techniques.

Important Note

This document is an **original educational summary** of the introductory topics and test information relevant to IELTS 21 General Training. It is not a verbatim transcription of the book's introductory pages. For the book-specific material and accompanying digital resources, refer to the official Cambridge edition.

IELTS Listening Test 1

Part 1: Questions 1–6

Complete the table below. Write **ONE WORD AND/OR A NUMBER** for each answer.

Oyster Bay Sailing Club Courses

Name of course	What you learn	Cost	Other information
Taster day	Introduction to sailing	£120 if booking one place	Small groups (max (1) _____ people)
Level 1	Basic theory, e.g. understanding the (2) _____ and tides; basic sailing skills including (3) _____ information	£200	(4) _____ available for club members; all inclusive (plus a useful (5) _____); a (6) _____ at the end of the course for all participants

Questions 7–10

Complete the notes below. Write **ONE WORD ONLY** for each answer.

General information

- Participants must be able to swim.
- Bring suitable clothing, a **(7)** _____ and toiletries (e.g. shampoo).
- There is a **(8)** _____ at the club.
- Online training **(9)** _____ are recommended.
- **(10)** _____ are available for course participants.

Part 2: Questions 11–16

Choose the correct letter, A, B or C.

Working as makeup trainee

11. What should trainees always expect to get when working on low budget short films?

- A** Travel expenses
- B** A minimum wage
- C** Meals

12. According to the speaker, on big budget films trainees may get experience of

- A** Makeup for special effects.
- B** Working with different ethnicities.
- C** Creating a variety of hair styles.

13. The speaker says a problem for makeup artists is

- A** Dealing with difficult directors.
- B** Being shouted at by their supervisor.
- C** Waiting around for hours doing nothing.

14. How did the speaker feel when she met famous actors for the first time?

- A** Very shy
- B** Very proud
- C** Very disappointed

15. What advice does the speaker give about makeup kits?

- A** Always carry a basic kit with you.
- B** Only buy the best products for a makeup kit.
- C** Ask other makeup artists to check your kit.

16. What advice does the speaker give about creating a portfolio?

- A** Keep print and digital photos.
- B** Only include a small selection of photos.
- C** Get permission to use photos.

Questions 17–20

What ability is required for each of the following duties? Write the correct letter, A, B or C, next to Questions 17–20.

- A** Being well-organised
- B** Being flexible
- C** Working quickly

Duties

- 17. Prepping an actor
- 18. Continuity
- 19. General
- 20. Applying makeup

Part 3: Questions 21 and 22

Choose **TWO** letters, A–E.

21–22. Which **TWO** features of the lecture on ocean biodiversity had the greatest impact on the students?

- A** The references to local problems
- B** The broad focus of the examples
- C** The practical suggestions for solutions
- D** The type of issues discussed
- E** The implications for government policy

Questions 23 and 24

Choose **TWO** letters, A–E.

23–24. Which **TWO** details about the research project particularly impressed the students?

- A** The team's previous successes
- B** Its wide geographical scale
- C** The use of new technology
- D** The extensive statistical evidence
- E** The large range of specialists involved

Questions 25–30

What is the students' opinion of each of the following resources related to ocean biodiversity?
Choose SIX answers from the box and write the correct letter, A–H, next to Questions 25–30.

Opinions

- A** This is aimed at a very specialist audience.
- B** This is now rather outdated.
- C** This was an effective description of a new danger.
- D** This suggests possible ways to improve the situation.
- E** This does not give a balanced account.
- F** This is too predictable to be useful.
- G** This gives insufficient evidence for its claims.
- H** This gives a clear explanation of the problems.

Resources

- 25. Article on invasive lionfish
- 26. Documentary on microplastics
- 27. Podcast on ocean pollution
- 28. Book on coastal ecosystems

- 29. Article on metal toxicity
- 30. Podcast on floating marine cities

Part 4: Questions 31–40

Complete the notes below. Write **ONE WORD ONLY** for each answer.

Sources of rubber

Three resources which are essential for industrial civilisation:

- (31) _____
- Fossil fuels
- Rubber

Natural rubber

This mainly comes from the Para rubber tree, now cultivated in South-East Asia. The supply is limited because:

- The growth of the tree is (32) _____.
- Production cannot easily be adjusted because of increasing or decreasing (33) _____.
- The tree only grows near the (34) _____.
- Extracting the latex (rubber) is labour-intensive.
- It is very difficult to (35) _____ rubber after production.

New threats include

- Lack of genetic diversity, leading to danger of disease caused by a (36) _____.
- A shift to the cultivation of palm oil.
- Extreme (37) _____ events.

Synthetic rubber

- May be used for engine parts and cooking utensils.
- Is less (38) _____ than natural rubber.
- Is unsuitable for many purposes, e.g. the tyres of aircraft.

An alternative source of natural rubber

- A wild flower (a type of dandelion) has rubber in its (39) _____.
- It can be grown in many locations and does not require good (40) _____.

Answer Key

Part 1

1. 10 / ten
2. Weather
3. Safety
4. Discount
5. Dictionary
6. Certificate
7. Towel
8. Café
9. Videos
10. Lockers

Part 2

11. A
12. B
13. A
14. A
15. A
16. C
17. C
18. A
19. B
20. C

Part 3

21. B
22. D
23. C
24. E
25. G
26. B
27. F
28. H
29. A
30. E

Part 4

- 31. Metal(s)
- 32. Slow
- 33. Demand
- 34. Equator
- 35. Recycle
- 36. Fungus
- 37. Weather
- 38. Strong
- 39. Roots
- 40. Soil



IELTS General Reading Test 1

SECTION 1

Castle Road Run

The organising committee of the annual Castle Road Run welcomes all entrants in the event. We hope the following details will provide you with all the necessary information to make your run as enjoyable as possible.

Before race day you will receive a registration card containing your personal details, the race event entered and your T-shirt size. Competitors must bring this registration card with them when they collect their race number. All runners, except those who have completed the four previous Castle Road Runs, will wear white T-shirts with red numbers on the back. Runners who are taking part in their fifth race will be identified with a green number instead of a red one. Please take the time to complete the questionnaire included on the back of the registration card in order to assist us in improving upcoming Castle Road Runs.

Entrants may change from the Full Run to the Half Run, or vice versa, up until 28th October. Please email details of the change to us. The \$20 difference in entry fee will not be refunded for those changing from the Full Run to the Half Run, and it will be payable by those changing from the Half Run to the Full Run.

Due to safety requirements, the Castle council has imposed a maximum number of entrants. Entries received after this number is reached will be fully refunded.

All competitors must collect their race pack prior to the start of the event from North Lake Hotel, 12 Skelton Street, any day between the hours of 10am and 7pm. Competitors who do not come from the Castle region, please get in touch with the Race Manager personally or by email to arrange for collection of your race number and race pack.

Instructions: Read the text below and answer Questions 1–7.

Questions 1–7

Answer the questions below. Choose NO MORE THAN THREE WORDS AND/OR A NUMBER from the text for each answer.

1. What colour would the number worn by a competitor taking part in their fourth run be?
2. What can competitors do to help make future runs better?
3. What is the deadline for competitors to increase the length of their run?
4. How should competitors communicate a request to alter the length of their run?
5. What is the reason given for restricting numbers?
6. What do runners need to get from North Lake Hotel before the race?
7. Who do runners from outside the area need to contact?

Hatcliff Backpackers

Hatcliff Backpackers' Hostel is only a short stroll from Cathedral Square and the city centre. Shops, buses, supermarkets and cinemas are not far away. In fact everything you'll want to see and do in the city is on our doorstep.

All beds and bunks are fully made. Every room has free heating, modern furniture and air conditioning. All singles, twins, doubles and tourist flats have a TV and most have an ensuite bathroom and electric blankets. You can usually upgrade your accommodation from a single share to a single or double (for example) and pay the difference when you arrive.

'Guest only' areas are secured by combination locks. Personal lockers can be hired for a maximum of three days, or you may use our safe for the overnight storage of valuables.

Our two spacious modern kitchens are both fully equipped with everything from pots and pans through to microwaves and even toasted-sandwich makers. Light meals are available from 11 am until 11 at night and you can get drinks and groceries 24 hours a day.

Information is available on what to do and where to go in the Castle and surrounding regions. We also have a launderette on site. Don't forget to check out our notice board for cheap cars and travel deals.

You will be greeted at the airport arrival hall by a staff representative who will transport you to our door. We offer one free collection or drop-off per traveller and individuals can elect to use this either upon arrival or departure. We can advise and reserve seats for you on all national backpacker transport, coach and rail services – and every adventure activity you would like to try. We require 24 hours' notice to arrange your transport and book your accommodation.

Instructions: Read the text below and answer Questions 8–14.

Questions 8–14

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

Write:

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

8. The accommodation is conveniently located.
9. Rooms at Hatcliff Backpackers have limited storage.
10. It is generally possible for guests to make changes to their reservation.
11. Long-term storage for guests' possessions is available.
12. Hatcliff Backpackers has a 24-hour reception desk.
13. Guests are offered free transport both to and from the airport.
14. Hatcliff Backpackers offers guests assistance with their travel and leisure arrangements.

SECTION 2 — Questions 15–27

Job Openings for Sales Clerks

Teatime, a leading seller of tea in North America, has immediate openings for salespeople in its two new retail stores. No previous experience is required

We expect our sales clerks to maintain regular and consistent attendance. Clerks are also expected to be punctual for each shift. Note that a clean and neat appearance is required. Shift work may be necessary, depending on the location. If you are unable to work a combination of early mornings, evenings, weekends and holidays, please do not apply. Because of the nature of our business, employees whose time is flexible are wanted. Must be proficient in English. French and Spanish are an asset.

A good mindset at work is essential. There are so many tasks to do in a day that each should be approached with urgency in order to complete the work in a timely fashion. Being capable of juggling a variety of things simultaneously is a must. Working alongside co-workers on your shift without friction is important to the operation of the store, as is having a cheerful manner while you work. Clerks must be confident individuals who welcome coaching and see it as an opportunity to learn about how best to represent our product.

Responsibilities and essential job functions include, but are not limited to, the following areas:

- contributing to sales growth at your location: delivering personal and team sales goals by upselling and suggestive selling to customers based on what they need
- being responsible for teaching customers about our teas as they sample them; providing clients with this positive educational journey has made our company a top retail leader in tea
- maintaining, rotating, dating and organizing stock
- advising your team leader of any shortages you notice in quantities of inventory as you work
- ensuring that beverage stations are kept clean according to government health standards, and that damaged and defective items are disposed of as per company best practices, which ensure safety of all partners on your shift
- always ensuring the policy set out by Teatime is followed when dealing with cash.

Instructions: Read the text below and answer Questions 15–20.

Questions 15–20

Complete the notes below. Choose ONE WORD ONLY from the text for each answer.

Sales Clerk Job

Expectations of employees:

- Be on time and have a tidy (15) _____.
- Must be (16) _____ with work schedules.
- Need to have good English.

Employee attitude:

- Perform duties with (17) _____ to finish them quickly.
- Avoid (18) _____ with other staff.
- Respond to coaching in a positive way.

Job duties include:

- Meeting sales goals to achieve (19) _____ at the store.
- Explaining the tea world to customers.
- Reporting (20) _____ of supplies to management.
- Handling money according to company policy.

Forklift Operator Course

The Liftsure Training Academy offers a comprehensive course for individuals wishing to be certified as forklift operators. There are very few legal requirements to train for a job as a forklift operator. Those that do exist are for your safety and that of the people around you. The minimum age for operating the equipment is 17, with course completion possible at age 18.

Forklift operators are expected to be in good health, meaning that they cannot suffer from any condition that would interfere with the alert operation of the lift truck. Trainees should recognize that although the law makes no reference to this, screening by a future employer could involve a health test as part of the process of getting hired.

We offer new lift operators a five-day course. The fact that our training is conducted so quickly in no way suggests that participants are released into the workforce before they're ready. In fact, our accelerated approach has been proven to boost knowledge retention in the workplace.

So, what exactly will the course cover? To begin with, students will learn how the forklift's design is vital to its stability during operation. You will be given detailed instruction on the theory used for the various forklift models. Along with this, there will be an in-depth explanation of the parts that make up the vehicle.

Afternoons will be spent in our academy warehouse onboard the trucks. Driving the forklift itself may not be problematic; however, once a load of significant weight is added, operating the vehicle can be a challenge for new drivers. Instruction concentrates on this area since proper load transportation is paramount. Class sizes are kept small to allow instructors to monitor driving and correct improper actions. Driving a forklift will also involve having a working knowledge of dangerous goods. Classroom study will include how to recognize dangerous goods, their proper packaging, and the immediate action to be taken when a spill occurs with such a product. Students will also have time to work on strategies to use when driving in confined spaces and narrow aisles.

It should be noted that forklifts can be dangerous pieces of machinery. Therefore, we include a module emphasizing the need for an inspection by the operator before each shift. It includes such things as tire pressure and signs of wear to key parts. This simple precaution is a proven way to lessen on-the-job accidents. On completion of the course, students will sit an exam and demonstrate the correct operation of a forklift.

Questions 21–27

Complete the sentences below. Choose ONE WORD ONLY from the text for each answer.

21. Legal requirements for training are to ensure the _____ of the driver and others.
22. Training is fast-paced in order to improve the _____ of information.
23. A thorough _____ of all the components of the forklift truck is provided.
24. Participants practise moving heavy items as this is often a _____.
25. Students learn how to respond to a _____ involving a harmful product.
26. Students learn about _____ for operating forklifts in tight spaces.
27. The course stresses the importance of a regular vehicle _____.

SECTION 3 — Questions 28–40

The Lure of Diving

Scuba diving (diving with Self-Contained Underwater Breathing Apparatus) is an activity that can be undertaken and enjoyed by practically anybody. However, you will enjoy it more if you are aware of your own limitations, learn to recognise them and stay within them. Diving can certainly offer fun and adventure, as long as you respect the safety rules and accept a degree of responsibility towards your diving buddies. Diving is not a solitary pursuit; it is safer and more enjoyable when shared with others. There is an element of risk inherent in diving as in other adventure sports, but this risk is reduced to acceptable limits by the observation of basic safety rules and the acceptance of the need for sound training.

Diving will make certain demands on the body, so it is important to maintain a good level of physical fitness. This does not mean athletic prowess or superhuman physical strength. The sort of fitness most useful to the diver is the ability to expend energy in a slow, controlled way, usually keeping some in reserve for emergencies. The fit diver will also suffer less from the effects of cold or extreme weather conditions.

People dive for different reasons. For some, the opportunity to enjoy a contrast to their everyday life is sufficient attraction. The undersea world is quiet; it allows movement in three dimensions; it supports a totally different range of plant and animal life and it enables the diver to enter, for a brief period, another medium. Many people are amazed at the profusion of life and colour found in the seas, not just in tropical waters but also around temperate coasts. Colours will often be muted by the filtering effect of the water but can be instantly restored by using an underwater lamp. The range of life which the diver can study underwater extends from the microscopic to the largest mammals on earth. Diving is not restricted to coastal sites or the seas either – any appropriate body of water can be explored by the inquiring diver. Inland fresh water locations have a quite different nature, and often allow valuable experience to be gained closer to home before visiting the sea. Rivers can be rich in archaeological finds, and some unique discoveries have been made in old wells.

For other divers the fascination may be to search for evidence of past events in this least explored part of our planet. The remains of ancient civilisations have been discovered and brought to the surface by divers in many parts of the world, filling in gaps in our knowledge of the ancient world and opening up many new avenues of research. Shipwrecks hold a unique fascination for the exploring diver and also attract a variety of undersea life, making them perhaps the most enjoyable of dives.

For many of us, the need to take a break for a while and experience new things is very strong. Diving adds purpose to your travel and can bring wonder and adventure to a holiday.

However, there are some people for whom diving is more than just a pastime. The world's increasing need to exploit the resources of the sea is involving more and more people in research under the surface in a wide range of occupations. Some will study the cycle of life and the part each organism plays within the system, while others play a role in extracting the energy and mineral resources that lie below the seabed.

Human beings have been diving since primitive man was forced to forage for food in the sea. In the past, discovery of valuables from shipwrecks provided the impetus for a number of experimental diving devices, culminating in two effective forms: the diving bell, in which divers could spend periods submerged; and the diving helmet, invented by Englishmen Charles and John Deane of Whitstable in 1829.

The history of sport diving can be traced more directly to the invention of the first autonomous diving apparatus, which did not require lines and air hoses to the surface. This new concept was pioneered by William James, an Englishman who, in 1825, produced a workable design in which compressed air was carried in a circular iron reservoir around the diver's waist. We have no record of James diving, so the credit for the first independent apparatus that was actually used must go to an American, Charles Condert, who built and used a horseshoe-shaped waist-mounted reservoir, which provided a continuous flow of air to a flexible helmet. Condert dived with this equipment many times in New York's East River.

The next breakthrough was made in 1865 by two Frenchmen, Benoit Rouquayrol and Auguste Denayrouze, whose lightweight design included a metal canister charged to a pressure of 40 bar. The air supply was now carried on the diver's back. Their most important invention was the demand regulator, which enabled the diver to valve his air at the same pressure as the surrounding water. The apparatus was marketed for sponge and wreck diving. Another important pioneer was Commandant Yves Le Prieur of the French Navy, who was the first to consider amateur sport diving in the sea. He produced a lightweight, compressed-air apparatus with a regulator that was not quite fully automatic. He initially used the equipment with goggles and later with a full-face mask. In 1935 he founded the first diving club to train with his apparatus in Paris.

Instructions: Read the text below and answer Questions 28–40.

Questions 28–32

Complete the notes below. Choose NO MORE THAN THREE WORDS from the text for each answer.

How to Dive with the Minimum of Risk

- Make sure you know what your limitations are.
- It is important to take some (28) _____ for those diving with you.
- Make sure you get proper training and keep to the (29) _____ — by doing this you will greatly reduce the risks involved.
- A diver must be (30) _____ as diving can make great physical demands on you.
- You need to know how to use your (31) _____ most effectively, so that you are able to deal with any unexpected problems.
- You have to be able to withstand low temperatures and (32) _____.

Questions 33–40

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

Write:

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

33. Scuba diving is considered to be suitable for most people.
34. Diving can be a good form of exercise.
35. An underwater lamp can help you to take good pictures underwater.
36. Diving is more enjoyable if you have done research on the area beforehand.
37. There is a growing demand for people to work underwater.
38. Diving equipment was developed in response to a need to investigate causes of shipwrecks.
39. People were initially very wary of using the new diving devices.
40. The way the air supply is carried has remained the same since 1825.

ANSWER KEY

Questions 1–14

1. Red
2. Complete the questionnaire
3. 28th October
4. (By) email
5. (Council) safety (requirements)
6. (Their) race pack
7. (The) race manager
8. True
9. Not given
10. True
11. False
12. Not given
13. False
14. True

Questions 15–27

15. Appearance
16. Flexible
17. Urgency
18. Friction

- 19. Growth
- 20. Shortages
- 21. Safety
- 22. Retention
- 23. Explanation
- 24. Challenge
- 25. Spill
- 26. Strategies
- 27. Inspection

Questions 28–40

- 28. (Degree of) responsibility
- 29. (Basic) safety rules
- 30. Fit
- 31. Energy
- 32. Extreme weather (conditions)
- 33. True
- 34. Not given
- 35. Not given
- 36. Not given
- 37. True
- 38. False
- 39. Not given
- 40. False



IELTS Writing Practice 1

Task 1 – A Noisy Neighbour

Recommended: 20 minutes · **Minimum:** 150 words

You should spend about 20 minutes on this task.

You rent a flat from an accommodation agency. Your neighbour who rents their flat from the same agency plays very loud video games late at night.

Write a letter to the accommodation agency. In your letter:

- explain when the problem began
- describe how the noise affects you
- say what you would like the agency to do

Write at least 150 words.

You do NOT need to write any addresses.

Begin your letter as follows:

Dear Sir or Madam,

Task 2 – How People Change as They Get Older

Recommended: 40 minutes · **Minimum:** 250 words

You should spend about 40 minutes on this task.

Write about the following topic:

It is very common for people to change both their habits and their opinions as they get older.

Do you agree or disagree?

Give reasons for your answer and include any relevant examples from your own knowledge or experience.

Write at least 250 words.

Model Answer – Task 1

Dear Sir or Madam,

I am writing to complain about the excessive noise coming from the flat next to mine, which is rented through your agency. My neighbour frequently plays video games at a very high volume late at night, making it difficult for me to sleep.

The problem began about three weeks ago. Initially, the noise occurred only occasionally, but it has gradually become more frequent. Nowadays, my neighbour often plays games until well after midnight, shouting and making loud noises while playing.

This situation is having a negative impact on my daily life. I struggle to fall asleep and often feel tired the following morning. As a result, I find it difficult to concentrate on my work during the day. I have tried to tolerate the noise, but it has become increasingly disruptive.

I would appreciate it if you could contact my neighbour and explain the importance of respecting other residents. Ideally, I would like the agency to ask them to keep the volume down, particularly during late-night hours. If the problem continues, I hope you will consider taking further action in accordance with the tenancy agreement.

Thank you for your time and attention. I look forward to hearing from you soon.

Yours faithfully,
[Your Name]

Model Answer – Task 2

It is often argued that people tend to change their habits and opinions as they grow older. I completely agree with this view because life experiences can influence people's attitudes, while their changing responsibilities often require them to develop new routines.

One important reason people change their opinions is that they gain experience and become more aware of different perspectives. When people are young, their views may be shaped mainly by their families, friends or limited personal experiences. However, as they enter the workplace, travel to different places or meet people from diverse backgrounds, they may begin to question their previous beliefs. For example, someone who once believed that working long hours was the only way to achieve success might later realise that maintaining a healthy work-life balance is equally important. Such changes often reflect personal growth rather than inconsistency.

Another significant change concerns people's daily habits. As individuals get older, their priorities and circumstances frequently change. Young adults may spend much of their free time socialising or staying up late, whereas those who have children or demanding jobs may need to adopt a more structured lifestyle. Similarly, older people may pay greater attention to their health by exercising

regularly, eating more carefully and getting enough sleep. These adjustments are often necessary to meet new responsibilities or maintain their physical well-being.

Admittedly, some people retain the same core values throughout their lives. For instance, a person who values honesty may continue to consider it essential regardless of age. Nevertheless, even people with stable principles can change their views on particular issues as they acquire more knowledge and experience.

In conclusion, I strongly agree that people commonly change both their habits and opinions as they grow older. These changes are largely driven by life experiences, evolving responsibilities and a better understanding of themselves and the world around them.

Useful Vocabulary and Expressions

Expression	Meaning in Persian
excessive noise	سروصدای بیش از حد
have a negative impact on	تأثیر منفی گذاشتن بر
respect other residents	به حقوق سایر ساکنان احترام گذاشتن
gain experience	تجربه کسب کردن
be shaped by	تحت تأثیر چیزی شکل گرفتن
question their previous beliefs	باورهای قبلی خود را زیر سؤال بردن
maintain a healthy work-life balance	تعادل سالم بین کار و زندگی را حفظ کردن
evolving responsibilities	مسئولیت‌هایی که به تدریج تغییر می‌کنند
retain the same core values	ارزش‌های اساسی خود را حفظ کردن
acquire more knowledge and experience	دانش و تجربه بیشتری کسب کردن

IELTS Listening Test 2

Part 1: Questions 1–10

Complete the table below. Write **ONE WORD AND/OR A NUMBER** for each answer.

One day classes at Steynford College

Course	Date	Cost	Notes
Vietnamese food	(1) _____	£59	It provides information on the use of herbs. There are no places at present.
Bread making	20 March	(2) £ _____	There is also an extra charge for ingredients. Participants make white bread, sourdough and (3) _____.
Face massage	23 February	£35	The teacher trained in (4) _____. Bring a (5) _____.
Candle making	(6) _____	£52	Only (7) _____ ingredients are used. The candles can be used as presents.
Silk painting	18 May	(8) £ _____	Bring an apron or old (9) _____.
DIY for beginners	24 February	£125	Learn how to use a drill, saw and (10) _____, and put up a shelf.

Part 2: Questions 11 and 12

Choose **TWO** letters, A–E.

Which TWO pieces of advice are given about the Marsden Coastal Walk?

- A** Stop for lunch in an ancient town.
- B** Don't miss the ruins of a certain building.
- C** Catch a boat to the start of this walk.
- D** Be careful of the steep and rocky paths.
- E** Don't worry about getting lost.

Questions 13 and 14

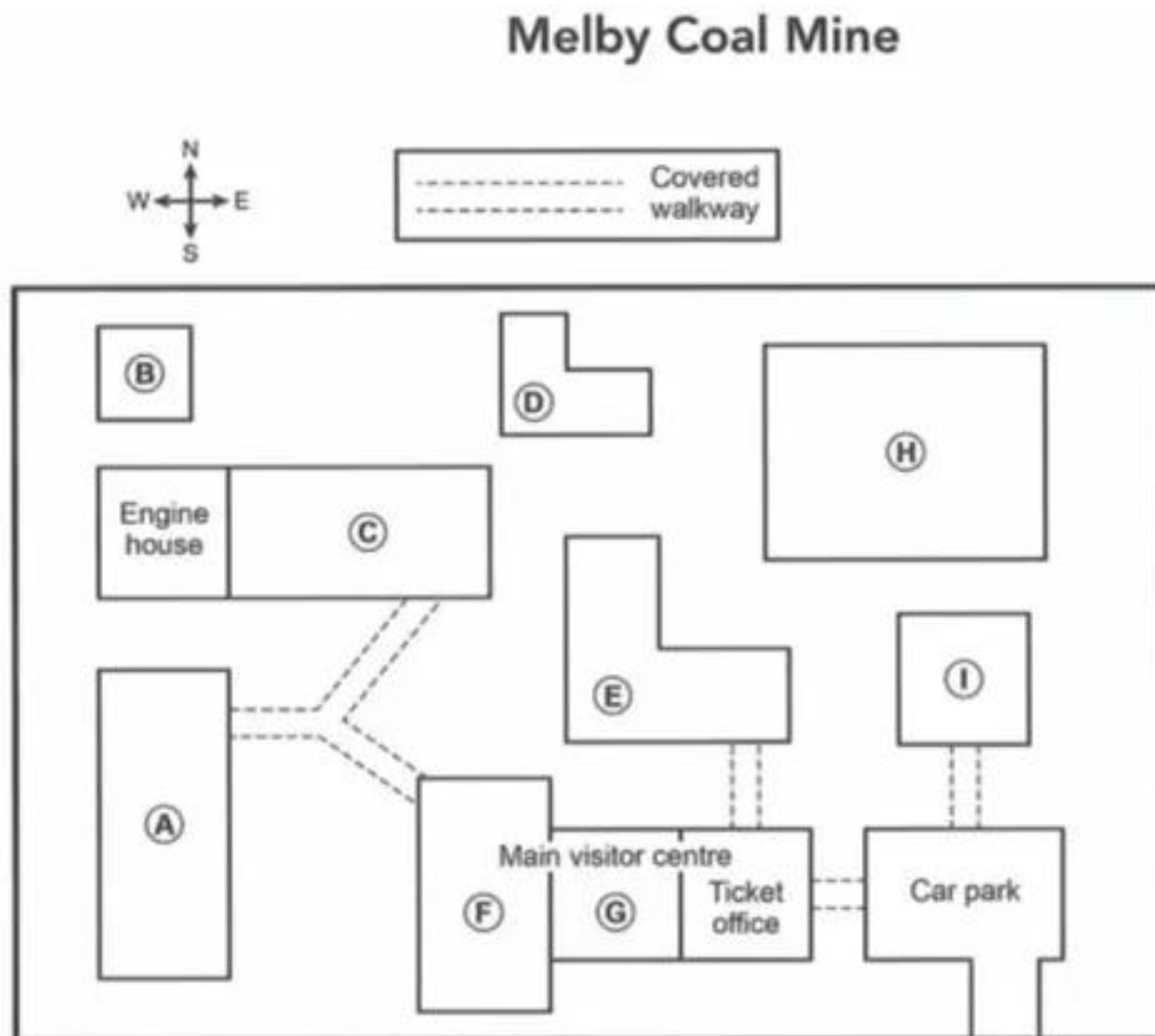
Choose **TWO** letters, A–E.

Which TWO things are said about the Melby Heritage Walk?

- A** This walk is mostly downhill.
- B** The paths can get busy during the day.
- C** This is a circular walk.
- D** A tower stands on the site of an older structure.
- E** There are far-reaching views the whole way.

Questions 15–20

Label the map below. Write the correct letters A–I next to Questions 15–20.



- 15. Exhibition
- 16. Baths
- 17. Tools
- 18. Vehicles
- 19. Ponies
- 20. Education centre

Part 3: Questions 21 and 22

Choose **TWO** letters, A–E.

Which TWO facts in the sessions on food safety were new information for Nadia and Fergus?

- A** The amount of plastic in the ocean
- B** The number of diseases caused by contaminated food
- C** The amount of food that is wasted
- D** The number of people who are obese
- E** The result of treating animals with antibiotics

Questions 23 and 24

Choose **TWO** letters, A–E.

Which TWO features of a project aiming to prevent food fraud impressed Fergus?

- A** The new technology it used
- B** The publicity it received
- C** The use of multiple tests on food items
- D** The variety of dietary requirements included
- E** The way information was made widely accessible

Questions 25 and 26

Choose **TWO** letters, A–E.

Which TWO topics do both students recommend should be included in the course?

- A** Sustainable fishing
- B** Targeted nutrition
- C** Global differences in consumption
- D** Sustainable agriculture
- E** Digital technology and food

Questions 27–30

Complete the flow-chart below. Choose FOUR answers from the box and write the correct letter, A–F, next to Questions 27–30.

- A** This was challenging but enjoyable.
- B** This led to some disagreement.
- C** This was easy to decide on.
- D** This was helped by the guidelines provided.
- E** This seemed like an unnecessary stage.
- F** This involved selecting a new ingredient.

Student project: developing a new food product

- Initial aim — **(27)** _____
- Literature review — **(28)** _____
- Product development — **(29)** _____
- Product production — **(30)** _____



Part 4: Questions 31–40

Complete the notes below. Write **ONE WORD ONLY** for each answer.

Challenges facing the cruise ship industry

Problems with overtourism

- (31) _____ is one of the worst problems.
- A tourist (32) _____ is being introduced in some cities to reduce numbers, e.g. Barcelona.
- Bruges: action was taken to limit day trips from the nearby port because the city was becoming a 'theme park' (e.g. many shops were only stocking (33) _____ and souvenirs).
- Dubrovnik: limits the number of tourists by managing the (34) _____ of cruise ship arrivals.

Problems of perception

- Cruises are generally associated with the elderly.
- There is an assumption about the (35) _____ of cruises.
- People think there may be too many (36) _____.

Solutions

Cruise lines are attracting younger customers by:

- Becoming more sustainable, e.g. using hybrid engines.
- Having a wide range of activities, e.g. boxing, (37) _____ and well-being programmes.
- Offering a diverse selection of food including (38) _____ options.
- Providing reliable (39) _____.
- Improving marketing on social media with high-quality (40) _____.

Answer Key

Part 1

1. 13th of January / 13.01
2. 48 / forty-eight
3. Pizza
4. India
5. Mirror
6. 6th of April / 06.04
7. Natural
8. 67.50 / sixty-seven fifty

- 9. Shirt
- 10. Hammer

Part 2

- 11. B, E
- 12. B, E
- 13. C, D
- 14. C, D
- 15. F
- 16. B
- 17. D
- 18. A
- 19. H
- 20. E

Part 3

- 21. B, E
- 22. B, E
- 23. C, D
- 24. C, D
- 25. A, C
- 26. A, C
- 27. C
- 28. D
- 29. F
- 30. A

Part 4

- 31. Pollution
- 32. Tax
- 33. Chocolate
- 34. Timing
- 35. Cost
- 36. Rules
- 37. Diving
- 38. Vegan
- 39. Wifi
- 40. Videos

IELTS General Reading Test 2

SECTION 1

Customer Service Standards for the County Libraries

We want to make you welcome in our libraries.

We will:

- wear badges, which will show that we work in the library, and state the position we hold
- always greet you, acknowledge those waiting for our attention, and try to avoid long queues
- deal with the person in front of us before answering the telephone
- publicise our opening hours and give at least six weeks' notice of any planned changes to those hours – however, we may need to close the library at short notice in an emergency
- provide clear directional signs to areas of the library, keep counter and display areas tidy, straighten shelves daily and make 90% of returns available on the day of return
- help you to make use of our automated reservations service
- carry out a planned programme of library refurbishment that will be reviewed annually.

In return, we will expect similar courtesy and respect from you, our customer.

Communication methods

In addition to visiting the library, you may access our services in a variety of ways, e.g. by telephone or email.

On the telephone

We will:

- aim to answer calls within 10 rings, or provide a messaging service
- answer clearly, giving the name of the library and/or department
- let you know what is happening – if your enquiry cannot be dealt with immediately, we will call back within an agreed time
- deal with messages as quickly as possible, at least twice a day when the library is open.

We may choose to end a telephone call if a caller becomes abusive, but only after giving due warning of what we are going to do and why.

Email enquiries

We will:

- acknowledge emails within seven days of receipt but we may not be able to respond fully within this time. However, we will let you know when you can expect a full response.
- give all comments and complaints our full consideration, and pass them on to Sue Jones, the Chief Librarian, when appropriate.

Questions 1–6

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

Write:

- **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. All library staff are required to display their job titles.
 2. Library staff may interrupt their conversation with a customer in the library in order to answer the phone.
 3. Books that have been reserved will be kept behind the counter ready for collection.
 4. There is a schedule for improving the library every year.
 5. If someone phoning the library is rude, library staff will immediately put the phone down.
 6. Library staff will give complete answers to all written enquiries within a week.

Places to Eat in Riverton

A Don't miss the re-opening of the newly-refurbished Strollers Restaurant next month. Its menus, serving locally-produced food, will change seasonally. The bar, with its relaxed atmosphere, will be the ideal setting for that pre-meal drink. Whether you choose from the cocktail or wine list, you will be spoilt for choice.

B Located near the main high street, within a pedestrianised area, Al Pomodoro offers an authentic taste of Italy. It overlooks the stunning 800-year-old City Parish Church. The atmosphere is relaxed, and you can eat on the terrace all year round (be sure to dress warmly on chilly evenings!). There is a varied menu with vegetarian options and fresh fish at reasonable prices. The house wines are also good value. Closed Mondays.

C The Old Tavern is a popular meeting point before and after events at the city's stadium. If you can't get a ticket for the big match, you can see it on one of the giant screens whilst still soaking up the atmosphere; it is a great place to chill out in deep sofas. The Old Tavern also offers a range of meals and snacks, all freshly prepared, starting from just £3.50.

D Situated in the city centre, the Thai Palace is one of the best restaurants in Riverton. It has a good mix of regular customers, including some well-known faces from music, sport and the media. It sources much of its produce locally, and blends Welsh lamb and beef with fresh herbs and spices flown in each week from Thailand. The friendly waiters wear a different Thai costume each week and provide attentive service. The restaurant caters for groups of all sizes, from meals for two to conference dinners.

E Go to Riverton Hall for an evening in historic surroundings. In the famous Banqueting Hall, which seats up to 150, you can enjoy the best of the local food. On arrival you will be welcomed with mead, a traditional medieval drink. Hosts will serve your meal and keep you entertained with a selection of folk songs. A set menu of four courses – at a price of £55 a person – will be served together with wine or soft drinks.

Instructions: Read the five advertisements, A–E, and answer Questions 7–14.

Questions 7–14

For which place are the following statements true?

Write the correct letter, **A–E**, in boxes 7–14. You may use any letter more than once.

7. You can see celebrities eating at this place.
8. This place offers a wide range of wines.
9. You have to walk to this place.
10. Everyone pays the same amount for their meal at this place.
11. This place has very comfortable seating.
12. You can listen to music at this place.
13. You can have your meal outside at this place.
14. This place is currently closed.

SECTION 2 — Questions 15–27

J&G's Commitments to Candidates

As a well-established employment agency with a strong track record in helping candidates to find temporary employment assignments, J&G is committed to:

1. Offering you tailored assignments

J&G commits to working closely with you to confirm your assignment expectations, while helping you to ensure that these are achievable. We will also ensure that assignments offered to you are appropriate for your skills set.

2. Keeping you informed

We will keep you informed throughout all stages of the recruitment process. We will do our best to find you suitable temporary roles, and give you updates on positions available, feedback during and following an assignment and useful advice for your future development. We will inform you as soon as possible about when temporary assignments will end.

3. Developing your skills and experience

J&G commits to ensuring that, prior to attending interviews with potential employers, you are briefed and given advice on interview techniques. After you have completed nine months' continuous employment with us, we will carry out a Career Development assessment with you.

4. Helping you avoid accidents at work

J&G commits to informing you of any health and safety regulations, and will contact your employer immediately if you make us aware of any health and safety issues. If you find you are facing significant danger in an assignment, we will give you our full support and make it a priority to search for another assignment for you.

5. Recruiting without discrimination

J&G commits to recruiting without discrimination – we base our selection decisions on professional criteria only. We are proud of our record in ensuring that staff are employed purely on the basis of whether they can do the job.

6. Helping you benefit from the advantages J&G offers

J&G commits to offering you access to advantages such as database training, as well as loyalty programmes providing discounts on purchases from a number of major retailers, exclusively available to J&G employees. J&G commits to offering you access to further developmental tools, skills set refreshers, advice and assistance whenever you wish throughout your professional career.

Questions 15–21

Complete the table below. Choose ONE WORD ONLY from the text for each answer.

Commitment	Details
Tailored assignments	To meet your (15) _____ regarding assignments; to provide work that uses your skills
Information	To give updates, (16) _____ and advice; to give notice of the end of assignments
Skills development	To help you prepare for (17) _____; to evaluate your progress
Avoiding accidents	To help you ensure your safety at work; to support you if you are in serious (18) _____
Non-discriminatory recruitment	To consider only (19) _____ matters when recruiting
Advantages	To offer training, e.g. in using a (20) _____; to offer (21) _____ when buying from certain stores

Pool Cars — Guidance Notes

Pool cars are provided to allow staff to undertake company business without having to use their own private vehicle. Pool cars are provided predominantly for business mileage only. A small amount of private mileage may be incurred by an individual, but this must be declared on the log sheet and will be recharged to the individual through the payroll system.

Booking procedure

Before booking a pool car, please ensure that you obtain the permission of your line manager. He/she will be contacted when you make the booking, to check that this has been authorised.

Pool cars can be booked by contacting the Helpdesk, either by email (helpdesk® KFK.com) or telephone (01793-525252). It is advisable to give as much notice as possible when making a booking, as otherwise you may find that no pool car is available when you need it.

Collection process

The keys and logbook must be collected from Reception during normal working hours (8.30am to 5.30pm). If you need to collect the car outside these hours, you must make alternative arrangements with the Helpdesk.

Where are the pool cars kept?

Cars are kept in the lower basement car park. Enter by the stairs closest to the Octagon building. There is a security key pad on the door, where you will need to enter the code shown on the inside front cover of the pool car logbook. Pool cars are always parked in marked bays and nowhere else in the car park.

Before driving off

Please check the vehicle before driving off. Any faults must be reported to the Helpdesk immediately. You should enter into the logbook the mileage that is indicated, and check it is identical to the end mileage recorded by the previous driver. If this is not the case, you should report this upon returning the vehicle.

Exiting the car park

Inside the front cover of the logbook is an access card. This will need to be swiped through the card reader to raise the exit shutter. The shutter closes automatically when the car has driven through.

Questions 22–27

Complete the flow chart below. Choose **NO MORE THAN TWO WORDS** from the text for each answer.

Borrowing a Pool Car

- Ask your (22) _____ for authorisation.
- To book, email or call the (23) _____.
- During working hours, go to reception for the keys and logbook.
- To enter the lower basement car park, use the (24) _____ given in the logbook.

- Collect the car from one of the (25) _____ in the car park.
- Check the car and inform the Helpdesk about any (26) _____ at once.
- Write the current (27) _____ in the logbook.
- Use the access card inside the logbook to leave the car park.



SECTION 3 — Questions 28–40

Why Some Mammals Have Developed a Cooperative Approach to Raising Their Young

A Meerkats are one of the most cooperative species of mammal on the planet. Their home is in the flat, arid landscape of the huge Kalahari Desert in Southern Africa where there is no water throughout many months of the year. The scarcity of food and the difficulty of finding anywhere suitable to hide from predators have led them to live in groups where they share the roles of food hunters. Meerkats live in large families of up to 50 individuals, but only one dominant male and female will breed, while their pups are fed and raised by the others in the group. The subordinate females produce milk for the pups and take care of them in their underground burrows during the first three weeks of life. For the next three months these females continue to provide their nutrition by giving away up to 40% of the food they find.

B This strategy is hugely successful – dominant female meerkats can produce up to 20 pups in a year, increasing their group's size so they can hold precious land against rival families. But the evolution of this strategy makes little sense when individuals are typically out to help themselves. In most animals, the drive for survival and to pass on their own genes means few will help to raise the offspring of others and in some cases, such as lions and some monkeys, they will even kill the young of rivals. 'It's easy to understand why animals compete,' said Professor Tim Clutton-Brock, a zoologist at the University of Cambridge. 'It is less easy to understand why in some cases individuals might spend a large section of their lives helping other individuals.'

C This is what Prof. Clutton-Brock and his colleagues set out to understand as part of an ambitious six-year project. They observed and monitored more than 700 wild meerkats from 30 different groups in the Kalahari, taking genetic and hormone samples of the animals throughout their lives. They found that meerkats show an unusually high level of kinship to others in their group compared to that found in other social animals, such as African hunting dogs and primates. In other words, almost all members of a meerkat group are brothers and sisters. As the meerkats within a group all share copies of the same genes, it means they also have a vested interest in ensuring that their mother's offspring reach adulthood, says Prof. Clutton-Brock. He explains that other females can ensure the genes they share are passed on by helping to raise their brothers and sisters. 'It makes cooperation much stronger.'

D In other social animals, such as chimpanzees and baboons, kinship is much lower within groups. This means that higher primates, including humans, have to engage in far more social manoeuvring and alliance-forming within their group. Prof. Clutton-Brock says. This could have been one of the driving forces for the increases in intelligence and brain size seen in humans. 'Most of the animals that live in groups with low levels of kinship tend to be what we would regard as cognitively developed,' said Prof. Clutton-Brock. Even humans live in groups with very low average levels of relatedness. The moral is that if you are living in a group where not everyone is closely related to you and might be looking to disadvantage you if they get a chance, you need to be clever.

E Other cooperative animals have evolved different strategies to help ensure the group sticks together. Banded mongooses, the meerkats' larger cousins, create a 'veil of ignorance' that helps

to ensure the group work together to raise their young. Unlike meerkats, four to six females breed at the same time. While younger females typically mate a few days after the older ones, they synchronise their pregnancies so all the females give birth on exactly the same morning. The communal litter is then raised by the group. Professor Michael Cant, an evolutionary biologist at the University of Exeter, UK, who has been studying mongooses since 1995, says, 'Synchronising to give birth at the same moment is a way to avoid infanticide. We think none of the females know who their own pups are so they care for all of them just in case they are their own.' It is a selfish act that leads to something like a true community.

F To examine this behaviour in more detail, Prof. Cant and his team fed half of the breeding females in each mongoose group with additional nutrient-rich food during pregnancy. They found that while the mothers that had been fed the extra food gave birth to larger pups, they then worked extra hard to raise the offspring of mothers who had not had the extra food, levelling out the differences between them. '[Banded] mongooses always [seem to] do the opposite of what we think they should do,' said Prof. Cant, whose assumption had been that pups who were bigger at birth would benefit from their head start in life. Instead, the females focused on raising the weakest individuals. Further results due to be published later also show that those whose mothers were not fed extra food during pregnancy may actually end up doing better in later life.

Prof. Cant believes that the results could also have implications for testing theories of cooperation in humans. 'Humans are cooperative breeders – our offspring are raised by grandparents and siblings as well as their parents.'

Questions 28–33

The text has six sections, A–F. Choose the correct heading for each section from the list below.

Write the correct number, i–ix, in boxes 28–33.

List of Headings

- i. Characteristics meerkats have recently developed
- ii. A previous theory disproved
- iii. The strong bond between a mother and her pup
- iv. An unusual approach that assists in territorial defence
- v. How to progress without many family connections
- vi. Cooperation between species
- vii. The benefits of operating to an identical timetable
- viii. A remarkable number of siblings
- ix. Community life in a very harsh environment

- 28. Section A
- 29. Section B
- 30. Section C
- 31. Section D
- 32. Section E
- 33. Section F

Questions 34–36

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

The Breeding Habits of Meerkats in the Kalahari Desert

Meerkats have to survive without (34) _____ for long periods, and there is little available for them to eat in the desert. There are also not many places in the bare landscape where they can safely keep clear of (35) _____. As a result, the meerkats have developed an unusual communal lifestyle.

The dominant female is the only one to give birth to young, and these are looked after by other females who provide them with (36) _____ initially and keep them safe in burrows. After that stage, the subordinate females collect food for the young until they can find it for themselves.

Questions 37–40

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

37. In Section B, when describing how meerkats breed, Professor Clutton-Brock is:

- A. Concerned that this may lead to aggression within the group.
- B. Doubtful that there will be enough food to support bigger groups.
- C. Puzzled by the way they have evolved to assist the members of the group.
- D. Amazed by the way a group can defend itself against other larger species.

38. What conclusion did Professor Clutton-Brock reach during his study of meerkats?

- A. Groups are genetically related to other groups in the area.
- B. Females will only look after pups that look the same as them.
- C. Pups ignore others in the group that do not have the same mother.
- D. Females secure the survival of their genes by nursing the group's pups.

39. What does Professor Clutton-Brock think is important about lower-kinship groups?

- A. Members value the support of others more.
- B. Cooperation can no longer be relied on in families.
- C. Members have to become smarter in order to do well.
- D. Cleverness is regarded as the key characteristic of a leader.

40. Following his team's experiment with feeding mongooses, Professor Cant:

- A. Admits to being constantly surprised by the behaviour of the species.
- B. Finds the mothers' efforts to help the weakest pups admirable.
- C. Thinks it could show some human carers in a negative light.

D. Is unsure what later findings of the study will reveal.

ANSWER KEY

Questions 1–14

1. True
2. False
3. Not Given
4. True
5. False
6. False
7. D
8. A
9. B
10. E
11. C
12. E
13. B
14. A

Questions 15–27

15. Expectations
16. Feedback
17. Interview(s)
18. Danger
19. Professional
20. Database
21. Discounts
22. Line manager
23. Helpdesk
24. (Security) code
25. Marked bays
26. Faults
27. Mileage (indicated)

Questions 28–40

28. ix
29. iv
30. viii
31. v
32. vii
33. ii
34. Water

- 35. Predators
- 36. Milk
- 37. C
- 38. D
- 39. C
- 40. A



IELTS Writing Practice 2

Task 1 – Letter to a Local Newspaper About Countryside Litter

Recommended: 20 minutes · **Minimum:** 150 words

You should spend about 20 minutes on this task.

You enjoy walking in the countryside near your home. However, you are noticing that there is more and more litter left there by other walkers.

Write a letter to your local newspaper. In your letter:

- say why you enjoy walking and where
- describe the litter you have seen on your walks
- suggest what might be done about the problem

Write at least 150 words.

You do NOT need to write any addresses.

Begin your letter as follows:

Dear Sir or Madam,

Task 2 – International Sports Events: Friendship or Competition

Recommended: 40 minutes · **Minimum:** 250 words

You should spend about 40 minutes on this task.

Write about the following topic:

Some people believe that international sports events, such as the Olympics or the Football World Cup, are a good way to bring countries together. Others say that these events create competition, not friendship, between countries.

Discuss both these views and give your own opinion.

Give reasons for your answer and include any relevant examples from your own knowledge or experience.

Write at least 250 words.

Model Answer – Task 1

Dear Sir or Madam,

I am writing to express my concern about the increasing amount of litter being left in the countryside near my home. I hope your newspaper can help raise awareness of this issue and encourage people to take better care of the local environment.

I regularly walk along the countryside paths near Greenfield Park, as I enjoy the fresh air, beautiful scenery and peaceful atmosphere. Walking there helps me relax after a busy day and allows me to spend time in nature. Unfortunately, these walks have become less enjoyable because of the growing amount of rubbish.

Over the past few months, I have noticed plastic bottles, food wrappers, empty cans and takeaway containers scattered along the paths. In some areas, rubbish has even been left beside trees and near small streams. Apart from making the countryside look unpleasant, this waste can harm wildlife and pollute the surrounding environment.

I believe several measures could help solve this problem. For example, the local council could install more rubbish bins and put up signs reminding visitors to take their waste home. It would also be useful to organise regular community clean-up events and introduce fines for people who deliberately leave litter behind.

I hope you will consider publishing this letter to encourage local residents to protect our countryside.

Yours faithfully,
[Your Name]

Model Answer – Task 2

International sporting events, including the Olympic Games and the Football World Cup, attract millions of people from different countries. While some people believe that these competitions promote international friendship, others argue that they increase rivalry between nations. In my opinion, although sporting events can sometimes create tension, they generally provide an excellent opportunity to bring people together.

On the one hand, international sports competitions can strengthen relationships between countries by encouraging people to share their cultures and interests. Athletes from different backgrounds

meet, train and compete with one another, often developing mutual respect despite their national differences. Similarly, spectators travel abroad to support their teams and interact with people from other cultures. For example, during the Olympic Games, athletes from many countries live together in the Olympic Village, giving them opportunities to form friendships and learn about one another's traditions. These experiences can help reduce cultural misunderstandings and promote a sense of global unity.

On the other hand, international sporting events can sometimes increase competition and national rivalry. Since countries are eager to demonstrate their strength and achieve success, supporters may become overly emotional when their teams lose. This can occasionally lead to hostile behaviour, particularly when sporting rivalries are influenced by existing political or historical tensions. For instance, football matches between countries with a long history of disagreement may attract aggressive reactions from some fans. Furthermore, the intense focus on winning medals or trophies can encourage people to view other nations as opponents rather than potential friends.

Despite these disadvantages, I believe the positive effects of international sports events outweigh the negative ones. Competition itself is not necessarily harmful, as it can motivate athletes to improve their performance while teaching them discipline and respect. Problems are more likely to arise when people forget the importance of fair play and allow national pride to turn into hostility.

In conclusion, although international sports events can occasionally intensify rivalry between countries, they have greater potential to promote cultural understanding, mutual respect and friendship. With appropriate behaviour from athletes, officials and spectators, these events can bring nations closer together.

Useful Vocabulary and Expressions

Expression	Meaning in Persian
express my concern about	نگرانی خود را درباره چیزی ابراز کردن
raise awareness of an issue	آگاهی درباره یک موضوع را افزایش دادن
take care of the local environment	از محیط زیست محلی مراقبت کردن
scattered along the paths	در طول مسیرها پراکنده شده
harm wildlife	به حیات وحش آسیب رساندن
install more rubbish bins	سطل های زباله بیشتری نصب کردن
promote international friendship	دوستی بین المللی را تقویت کردن
strengthen relationships	روابط را تقویت کردن
develop mutual respect	احترام متقابل ایجاد کردن
cultural misunderstandings	سوء تفاهم های فرهنگی
increase national rivalry	رقابت و خصومت بین کشورها را افزایش دادن
overly emotional	بیش از حد احساسی
existing political or historical tensions	تنش های سیاسی یا تاریخی موجود
fair play	بازی جوانمردانه
the positive effects outweigh the negative ones	اثرات مثبت از اثرات منفی بیشتر بودن
bring nations closer together	ملت ها را به یکدیگر نزدیک تر کردن

IELTS Listening Test 3

Part 1: Questions 1–10

Complete the notes below. Write **ONE WORD AND/OR A NUMBER** for each answer.

Ferry to Shetland Islands

- Name of ferry company: (1) _____ Ferries
- Ferries depart seven times per (2) _____ in summer
- Cost for four people with car: a little less than £ (3) _____
- Cancellation policy: receive a (4) _____ (if cancelled a month in advance)

Advice

- **Cabins:**
 - book one with a (5) _____
 - luxury cabins have a TV
- Bring snacks and (6) _____ for the children
- A (7) _____ is required for the dog kennels
- Try to see (8) _____ in the morning
- If time, visit (9) _____ Castle
- The (10) _____ restaurant in a nearby village is recommended

Part 2: Questions 11 and 12

Choose **TWO** letters, A–E.

Which **TWO** explanations for the popularity of street food are given?

- A Low price
- B Locally sourced
- C Freshly made
- D Convenience
- E Unusual food

Questions 13 and 14

Choose **TWO** letters, A–E.

Which **TWO** places are recommended for new street food businesses?

- A Music festivals
- B Food markets
- C Weddings
- D Parties
- E Parks

Questions 15 and 16

Choose the correct letter, A, B or C.

15. What does the speaker say about getting equipment for a street food business?

- A High quality equipment is a good investment.
- B It's best to buy second-hand equipment.
- C Renting equipment can be cheap.

16. What advice is given about creating a product for a street food business?

- A Provide information about the ingredients.
- B It is important to have an original product.
- C The presentation is an important factor.

Questions 17–20

What problem did the owners of each of the following street food businesses experience?

Choose **FOUR** answers from the box and write the correct letter, A–F, next to Questions 17–20.

Problems

- A Some ingredients were too expensive.
- B The meals took a long time to prepare.
- C They had no money for marketing.
- D It was difficult to get a permit to sell food.
- E A competitor was selling similar food in their area.
- F They worked very long hours.

Street food businesses

- 17. Thai Basil — _____
- 18. Basque — _____
- 19. Lou's Kitchen — _____
- 20. Chip Chop — _____

Part 3: Questions 21 and 22

Choose **TWO** letters, A–E.

Which **TWO** points do the speakers make about the terms 'ethical' and 'sustainable' fashion?

- A** Their definitions keep changing.
- B** People think they mean the same thing.
- C** The term 'eco-friendly' is preferable.
- D** They are often used imprecisely.
- E** Companies should avoid using them on clothing labels.

Questions 23 and 24

Choose **TWO** letters, A–E.

Which **TWO** claims about wool production do the speakers disagree with?

- A** Sheep are generally well-treated.
- B** Wool is easy to recycle.
- C** Wool is a long-lasting fabric.
- D** Wool production involves few chemicals.
- E** Sheep do less environmental damage than other livestock.

Questions 25–30

What comment do the speakers make about each of the following semi-synthetic fabrics?

Choose **SIX** answers from the box and write the correct letter, A–H, next to Questions 25–30.

Comments

- A** The production process is fuel efficient.
- B** It is the least sustainable of alternative fabrics.
- C** Production costs are high.
- D** It provides additional health benefits.
- E** It is not durable in the long-term.
- F** It needs to be produced in a certain way to be sustainable.
- G** Chemicals required for production can be reused.
- H** This is from a wholly sustainable source.

Semi-synthetic fabrics

- 25. Lyocell — _____
- 26. Cupro — _____
- 27. Bamboo — _____
- 28. EcoVero — _____
- 29. Cork — _____
- 30. Hemp — _____

Part 4: Questions 31–40

Complete the notes below. Write **ONE WORD ONLY** for each answer.

Invasive species

Definition: An animal or plant that causes harm to an environment after being introduced by humans.

An invasive species can be a problem when it:

- eats native species
- introduces a new (31) _____
- takes food from native species
- threatens an entire (32) _____

How invasive species spread

- accidentally, e.g. via people returning from their (33) _____ or on cargo ships
- intentionally, e.g. for pest control, or as (34) _____

Examples of invasive species

Rhinella marina (toads)

- were introduced to Australia from Hawaii in 1935 to eat a type of insect that was damaging the (35) _____ plantations
- failed to solve the problem and became widespread in the north of Australia
- are poisonous for any species that eats them and reduce the food available for native frogs

Japanese knotweed

- plants were popular among 19th-century gardeners in the UK

Rhododendron plants

- prevent (36) _____ from reaching native plants

Grey squirrels

- from North America reduce sources of food for the UK's native red squirrels and spread a (37) _____ that kills red squirrels

Tackling invasive species

- Monitoring helps us to understand the (38) _____ of invasive species and the impact they have.
- Setting up a national (39) _____ makes it easier to track them.
- Asking the public to (40) _____ and report them helps with monitoring.

Answer Key

Part 1

1. Northern
2. Week
3. 250 / two hundred fifty
4. Voucher
5. Window
6. Books
7. Blanket
8. Dolphins
9. Drum
10. Italian

Part 2

11. C, E
12. C, E
13. B, E
14. B, E
15. B
16. C
17. F
18. A
19. B
20. D

Part 3

21. B, D
22. B, D
23. D, E
24. D, E

- 25. G
- 26. B
- 27. F
- 28. A
- 29. H
- 30. D

Part 4

- 31. Disease
- 32. Ecosystem
- 33. Holidays
- 34. Pets
- 35. Sugar
- 36. Light
- 37. Virus
- 38. Behaviour / behavior
- 39. Database
- 40. Photograph



IELTS General Reading Test 3

SECTION 1

Supermarket Reviews

A Sharpsavers

Customers are impressed with this supermarket's environmentally-friendly packaging as well as the attractive in-store cafes for customers. A wider range of goods has recently been introduced and there are also plans for online shopping facilities in the near future.

B Carltons

This is generally accepted as the best of all the supermarkets for value for money. Stock range isn't as wide as in some other supermarkets, but this doesn't appear to put customers off – in fact they say they're happy that they don't have to spend time making decisions on what brand to buy.

C TruCost

Customers like the regular discounts at this supermarket although the fruit and vegetables on sale are sometimes a bit past their best. A new app now allows customers to shop from any location, but a few setbacks have been reported when using this.

D Fressons

This supermarket is known for its local produce and customers also like the layout of its stores and the easy availability of parking, but checkout queuing times are a problem. Products also tend to be more expensive than in some other supermarkets, and some customers say they can't afford to shop there regularly.

E ValuMart

This supermarket has relatively poor ratings for its in-store shopping, with complaints about inconvenient opening hours and many items being out of stock. However, customers are impressed with how straightforward the website is to use, and the availability of delivery slots.

F Greenbaums

This is overall the most popular supermarket with shoppers, who appreciate the wide range of products available and their excellent quality. The staff here are also extremely helpful, although other supermarkets may be more competitive in their pricing.

Instructions: Look at the six supermarket reviews, A–F. For which supermarket are the following statements true?

Questions 1–8

Write the correct letter, A–F, in boxes 1–8. You may use any letter more than once.

1. The items on sale are of a high standard.
2. Customers have to wait a long time before they can pay.
3. Some of the food is not always very fresh.
4. The products bought are well worth the price.
5. There is now a greater variety of products available.
6. The limited choice available can be an advantage.
7. It is easy to order goods online.
8. Customers praise the service provided by employees.

Getting a Credit Card

To qualify for a credit card you will need to give information about where you live and how much you earn. Before offering you a card, the card provider will do a credit check to investigate whether you have any history of outstanding debts. The amount it allows you to spend – your credit limit – will be based on this and your other circumstances. Credit limits tend to be modest to begin with but are often increased by banks over time. The card provider will also stipulate a minimum monthly repayment you need to make. You should avoid only paying the minimum your provider asks for each month, as interest has to be paid on outstanding balances.

Many cards have some form of insurance built into them, covering damage to goods purchased with the card or cancellation of a flight or holiday. This is free, but there are usually conditions attached so read the small print if you intend to rely on the cover. Bear in mind that you don't have to pay the full amount on your card to get protection – the key thing is the price of the product you are buying. For example, if you're buying a £500 flight, and pay £100 on your card and £400 in cash, your credit card will protect you for the full amount.

When choosing a card the easiest option is to go to your bank, but it may not offer the best deal for your circumstances. Instead you should consider how you will use the card and look for one that suits your needs. Store cards are usually available at the point of sale and can be used to make a purchase once a credit check and application form have been completed, which can take as little as 10 minutes. Retailers often offer incentives to sign up for their cards, which may include an introductory discount on goods. However, interest rates on these cards tend to be high. Affinity cards are credit cards with the logo of a charitable organisation on them. The charity will receive donations based on your spending. These don't tend to add up to much, and if the card has an uncompetitive interest rate you may be better off choosing a cheaper card and making donations separately.

Instructions: Read the text below and answer Questions 9–14.

Questions 9–14

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

Write:

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

9. It may be a good idea to repay only the minimum amount required each month.
10. You should take out insurance in case you lose your card.
11. You should make yourself aware of any restrictions on insurance claims you make using your card.
12. You can only claim insurance for the full cost of a product or service if you paid for it all on your credit card.
13. A card provided by your bank may offer more security than one from another provider.
14. You can generally get a store card quite quickly while you are in the store.

SECTION 2 — Questions 15–27

First Day Orientation for University Staff Members

Transport and Parking

There are various bus and train links to the university and discounted tickets are available for staff. We also offer bike storage on campus and a cycle-to-work scheme. Further information on transport options is available from the Environment Team or can be found in the Travel Options leaflet. If you intend to travel to work by car, you should check whether parking facilities are available at your location and apply for a permit where applicable.

Your IT Account

Please liaise with your departmental IT contact to set up your university IT account, password and username. IT Services will be able to do this once the Recruitment Team have generated an employee number for you. You will then be able to log in to a university PC, as well as use Blackboard, Wi-Fi and many other IT systems and services. If you require further assistance, contact the IT Service Desk.

Your University Card

You need your University Card for proof of ID to enter buildings and areas where you work, and to gain access to smart printers and other resources. To obtain a card you will need to be registered with the Human Resource database and have your university IT account. Before you place a request for a card, please ensure that your details are correct by checking and updating your record using Employee Self Service. To obtain your card, please go to the Security Lodge, where a photo will be taken and the card produced immediately. Alternatively, if you upload a passport-style photo, your department can request the card via an email to Security. Please note that this email will need to include your name and payroll number.

Employee Self Service

Employee Self Service (ESS) allows staff to validate and update their staff record. This facility is particularly useful for checking your payslips, but you may wish to opt out of ESS correspondence.

Induction

Inductions are typically arranged by each department and you should get in touch with your departmental contact for more information. In addition to this, you can also use the Employee Portal to sign up for the yearly university-wide Information Day.

Questions 15–21

Complete the sentences below. Choose NO MORE THAN TWO WORDS from the text for each answer.

15. You qualify for _____ for public transport if you work for the university.
16. For more details about the different ways to get to the university, you should contact the _____.
17. If you are using your own vehicle, you may need to obtain a _____.
18. You need to be given your _____ before you can create your university IT account.

19. A University Card is necessary for the use of equipment such as _____.
20. You can collect your University Card from the _____.
21. The Employee Self Service feature is recommended for viewing _____.

Information for Theatre Staff Managers

INTRODUCTION

This is the information required by those responsible for the theatre staff who have contact with the audience during any production at The Place Theatre. It is important that the designated manager, and ideally also their deputy, be familiar with the contents.

PERSONNEL

Common practice shows it is most appropriate to have at least six, and no more than eight, theatre staff available to ensure sufficient coverage of all public areas. These staff should be committed to their role and arrive within good time to be briefed and positioned before the audience starts to arrive. One or two members of staff should remain in the foyer to prepare for the interval. One of these should be the manager.

BOX OFFICE

Before the audience arrives, the box office will need to be opened and the lights switched on, which is done by a switch located on the left, directly outside the box office. The power for the box office will also need to be turned on, using the switch labelled Terminal. The computer then needs to be turned on; this can be done by pressing the power button located underneath the counter on the top of a small black unit.

NOTICEBOARDS

There are two small boards: one next to the box office, and the other on the wall by the main auditorium door. These are for notices to audiences, such as requests for mobiles to be switched off while the show is on, or warnings about lighting special effects. It is essential that notices such as these are put up for the sake of audience safety. There are two large boards on the wall opposite the bar – these are for publicity for forthcoming productions. There are also numerous display boards behind the bar listing the current bar prices for the staff and audience to refer to.

AUDITORIUM

There are two wheelchair bays, each wide enough to accommodate one wheelchair plus a chair for a companion. The three seats by the main foyer door should be left vacant for latecomers. The staff member who is sitting by the main doors into the foyer is responsible for seating these people. Items of food may be taken into the auditorium at the discretion of the manager. Drinks are allowed into the auditorium; however, these might result in spills which should be dealt with as soon as they are noticed.

Questions 22–27

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

Personnel

- Note that:
 - A minimum of six staff members should be on duty.
 - Some staff are required to make sure all is ready before the interval.

Box Office

- Turn on:
 - The lights (using the switch to the (22) _____ of the office).
 - The power.
 - The computer (switch found below the (23) _____).

Noticeboards

- Give instructions about the use of mobiles during performances.
- Display posters about future (24) _____.

Auditorium

- Remember to keep some places available for (25) _____.
- Decide if (26) _____ is permitted inside.
- Make sure (27) _____ are cleaned up.

SECTION 3 — Questions 28–40

Algonquin Provincial Park

A Algonquin Provincial Park is located in south-central Ontario, Canada, and covers 7,653 square kilometres. Its size, combined with its nearness to the major cities of Toronto and Ottawa, make Algonquin one of the most popular parks in the province. Access to the park is by way of Highway 60, the most common route, as it travels through the southern portion of the park connecting the East Gate to the West Gate. The East Gate is located just west of the town of Whitney, while the West Gate is located just east of the town of Dwight, which is 45 kilometres from the town of Huntsville. The Trans-Canada highway bypasses it to the north.

B In 1893 it was established as a national park under the Federal government. Its name was later changed to Algonquin Provincial Park when it fell under the jurisdiction of the provincial government. In the 19th century, large white pine and red pine trees were cut down to produce lumber for domestic and American markets, as well as some square timber for export to Great Britain. This activity was closely followed by the establishment of small numbers of homesteaders and farmers in the area. Even at that time, however, the region's beauty was recognized by nature preservationists. It is here that the types of trees change from the coniferous forests of Southern Ontario to the deciduous forests of Northern Ontario. It was acknowledged in 1992 for its several heritage values including: its role in the development of park resource management; the pioneering of visitor interpretation programs; its role in inspiring artists; and its development of historic structures such as cottages, camps, a railway station and museum buildings.

C The Ottawa, Arnprior and Parry Sound Railway was constructed through the park in 1896, and provided the first easy access to the area. In an attempt to make the park more attractive to vacationers, Hotel Algonquin was opened at Joe Lake where fishing was the main attraction. Then the Grand Trunk Railway opened its first hotel, the Highland Inn, near Park Headquarters. Built on a hill behind Algonquin Park Station and focusing on winter activities, the two-storey year-round resort was an immediate success. Soon after, a number of business people built other guest lodges in the park. Nominigan Camp, consisting of a main lodge with six cabins of log construction, a favourite of canoers, was established on Smoke Lake. Camp Minnesing on Burnt Island Lake was created as a wilderness lodge. Later, Highland Inn was enlarged and new camps were added.

D The beauty of Algonquin Park attracted painters such as Tom Thomson, who along with other members of the Canadian elite painters known as the Group of Seven, found the environment inspiring. Thomson served as a guide in the park, often working from Mowat Lodge. He did much of his painting at Canoe Lake, a favourite site overlooking the central portion of the lake. A cairn and totem pole memorial, erected by friends of the painter, stands on Hayhurst Point, near the north end of the lake where he died. Another noted Canadian painter who died in the park was Ken Danby, a celebrated painter of highly realistic portrayals of everyday life. Contemporary painters continue to display a love of nature and a profound appreciation of the natural world through their awe-inspiring works of the park's landscapes.

E Algonquin became popular during the 1950s and 60s for year-round open-air pastimes. Visitors eager to see the diversity of wildlife and explore the 2400 lakes and 1200km of streams and rivers contributed to the establishment of canoeing routes, fishing, horseback riding and cross-country

skiing. To preserve wildlife and wilderness areas, and to minimize contact with people, many idea ! locations could only be accessed by canoe or on foot. More than 53 species of mammals, 272 species of birds, 31 species of reptiles and amphibians, and 54 species of fish consider Algonquin home. Also, the park developed a visitor centre which now features exhibits about the natural and cultural history of the park. There are nineteen interpretive trails, ranging in length from 0.8km to 13km, and each trail provides a self-guided pamphlet which is meant to introduce visitors to a different aspect of the park's ecology or history.

F As recreational use of the park increased, it became clear that a long-term plan to manage the park was required. Six years of consultation with park guests resulted in the Algonquin Master Plan. It was an organizational plan that sought to ensure that the park could continue indefinitely to serve all the competing park interests. Three major changes have come about as a result of this plan. First, the park is now divided into regions with different specified purposes and uses: Nature Reserve and Historic; Wilderness; Development, Recreation-Utilization. The second change was to segregate logging, as much as possible, from recreational users of the park. This would help to maintain the park's natural environment and integrity. Thirdly, rules were put in place to limit the impact of recreational use of the park. For example, recyclables are banned in the interior. Also there are restrictions on the number of people who can enter per day and there are limits to the number of people occupying a campsite. Finally, the use of motor boats is limited to a few of the larger and more accessible lakes. The master plan continues to be reviewed and updated on a regular basis.

Questions 28–33

The text has six paragraphs, A–F. Choose the correct heading for each paragraph from the list below.

Write the correct number, i–ix, in boxes 28–33.

List of Headings

- | |
|---|
| i. Redefining Policies
ii. Geographic Setting
iii. Encouraging Tourism
iv. Tree Harvesting
v. Outdoor Activities
vi. Funding Shortages
vii. A Favourite Subject for Artists
viii. Camping Locations
ix. Gaining Official Status |
|---|

- 28. Paragraph A
- 29. Paragraph B
- 30. Paragraph C
- 31. Paragraph D
- 32. Paragraph E
- 33. Paragraph F

Questions 34–36

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

40. Which of the following factors makes the park so popular?

- A. The park provides the most direct route between Whitney and Dwight.
- B. The park is between two southern routes.
- C. The park is easily accessed by highways.
- D. The park is easily reached from two urban centres.

41. The writer suggests the holiday facilities were:

- A. Developed simultaneously.
- B. Owned by the railway companies.
- C. Positioned around park lakes.
- D. Built to appeal to a variety of people.

42. What does the writer suggest about Algonquin Park in paragraph D?

- A. Only artistic people appreciated it.
- B. Famous Canadians are buried there.
- C. The environment is stimulating to creative people.
- D. The most popular place in Algonquin Park is Canoe Lake.

Questions 37–40

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

Algonquin Master Plan

A master plan was developed after (37) _____ with Algonquin visitors in order to benefit all concerned. One consequence of the master plan was the separation into distinct (38) _____. For example, leisure activities were organised away from the logging industry. In addition, in an effort to minimise any negative impact on the park, regulations were made prohibiting guests from bringing (39) _____ into the park. Further, limits were placed on the number of individuals who could stay at each (40) _____.

ANSWER KEY

Questions 1–14

1. F
2. D
3. C
4. B
5. A
6. B
7. E
8. F
9. False
10. Not Given
11. True
12. False
13. Not Given
14. True

Questions 15–27

15. Discounted tickets
16. Environment Team
17. (Parking) permit
18. Employee number
19. (Smart) printers
20. Security Lodge
21. (Your) payslips
22. Left
23. Counter
24. Productions
25. Latecomers
26. Food
27. Spills

Questions 28–40

28. ii
29. ix
30. iii
31. vii
32. v
33. i
34. D
35. D
36. C

- 37. Consultations
- 38. Regions / areas
- 39. Recyclables
- 40. Campsite



IELTS Writing Practice 3

Task 1 – Feedback to the Local Council About a Free Concert

Recommended: 20 minutes · **Minimum:** 150 words

You should spend about 20 minutes on this task.

This summer, your local council organised a series of free concerts in your local park. You attended one of these concerts. The council has asked you to give them some feedback.

Write a letter to the council. In your letter:

- say which concert you attended
- explain why you enjoyed the concert
- suggest how the council could improve the concerts next summer

Write at least 150 words.

You do NOT need to write any addresses.

Begin your letter as follows:

Dear Sir or Madam,

Task 2 – International Work Opportunities for Employees

Recommended: 40 minutes · **Minimum:** 250 words

You should spend about 40 minutes on this task.

Write about the following topic:

Nowadays many large international companies offer their staff the opportunity to spend a period of time living and working in another country.

Why might this opportunity be good for employees?

What advantages does this development have for companies?

Give reasons for your answer and include any relevant examples from your own knowledge or experience.

Write at least 250 words.

Model Answer – Task 1

Dear Sir or Madam,

I am writing to provide feedback on the free concerts organised by the local council in our park this summer. I attended the classical music concert held in July, and I would like to express my appreciation for this enjoyable event while suggesting a few improvements for next year.

I particularly enjoyed the concert because the musicians were highly talented and performed a wonderful selection of well-known pieces. The atmosphere was friendly and relaxing, and it was a pleasure to see people of different ages enjoying the music together. I also appreciated the fact that the event was free, which meant that families and residents on a limited budget could attend.

However, there are a few ways in which future concerts could be improved. Firstly, I would suggest providing more seating, as many people had to stand throughout the performance. Secondly, additional food and drink stalls would make the experience more convenient for visitors. Finally, advertising the concerts earlier through social media and local websites could help attract a larger audience.

Overall, I believe the concert was a great success, and I hope the council will continue organising similar events next summer. Thank you for considering my feedback.

Yours faithfully,
[Your Name]

Model Answer – Task 2

Many multinational companies give their employees the opportunity to live and work in another country for a limited period. I believe this arrangement can benefit employees by broadening their professional and personal experience, while companies can gain from a more skilled and internationally aware workforce.

One major advantage for employees is the opportunity to develop new skills and improve their career prospects. Working abroad exposes people to different business practices, technologies and management styles. They may also improve their language skills and learn how to communicate effectively with colleagues from different cultural backgrounds. These experiences can make them more adaptable and competitive in the job market. For example, an employee who spends a year working in a company's Japanese office may gain valuable knowledge of local business customs and

develop skills that could help them secure a more senior position in the future. Living abroad can also encourage independence, confidence and personal growth.

Companies can benefit from international assignments in several ways. Firstly, employees who have worked in different branches can share their knowledge and introduce successful practices across the organisation. This can improve efficiency and encourage innovation. Secondly, international experience helps employees understand the needs and expectations of customers in different markets. As a result, companies may be better equipped to expand their operations internationally. For instance, a company entering a new market can benefit from sending an experienced employee who understands its products and corporate values to work with the local team. This can improve communication and reduce the risk of costly mistakes.

Another important advantage is that international assignments can increase employee motivation. Staff members may feel valued when their employer invests in their development, which can improve loyalty and reduce staff turnover.

In conclusion, working abroad can help employees develop professionally and personally, while companies benefit from knowledge sharing, improved international communication and a stronger global presence. Therefore, I believe these opportunities can be valuable for both parties.

Useful Vocabulary and Expressions

Expression	Meaning in Persian
provide feedback on	درباره چیزی بازخورد دادن
express my appreciation for	قدردانی خود را از چیزی ابراز کردن
a selection of well-known pieces	مجموعه‌ای از قطعات شناخته شده
residents on a limited budget	ساکنانی با بودجه محدود
attract a larger audience	مخاطبان بیشتری جذب کردن
broaden their professional experience	تجربه حرفه‌ای خود را گسترش دادن
career prospects	چشم‌اندازهای شغلی
business practices	روش‌های تجاری و کاری
communicate effectively	به‌طور مؤثر ارتباط برقرار کردن
adaptable and competitive	سازگار و رقابت‌پذیر
personal growth	رشد فردی
share their knowledge	دانش خود را به اشتراک گذاشتن
encourage innovation	نوآوری را تشویق کردن
expand their operations internationally	فعالیت‌های خود را در سطح بین‌المللی گسترش دادن
reduce the risk of costly mistakes	خطر اشتباهات پرهزینه را کاهش دادن
increase employee motivation	انگیزه کارکنان را افزایش دادن
reduce staff turnover	نرخ ترک شغل کارکنان را کاهش دادن
a stronger global presence	حضور جهانی قوی‌تر

IELTS Listening Test 4

Part 1: Questions 1–10

Complete the notes below. Write **ONE WORD AND/OR A NUMBER** for each answer.

Survey about shopping in Broadbeach

Name: Martyn (1) _____

Today's journey to Broadbeach town centre: used his (2) _____

Purpose of today's trip:

- Has visited the (3) _____
- Looking for a new (4) _____
- Collecting (5) _____ (after repair)

Preferred day for shopping: (6) _____

Opinions about shopping in the town centre

- Finds the service in shops is excellent
- Thinks there are too many places selling (7) _____
- Would like more places to buy (8) _____

Opinions about new out-of-town Shopping Centre

- Likes the (9) _____ best
- Believes the (10) _____ is unnecessary

Part 2: Questions 11 and 12

Choose **TWO** letters, A–E.

In which **TWO** areas of the business exhibition did James Craig promote his company last year?

- A The Digital Marketing Centre
- B The TalkCon Zone
- C The Breakout area
- D The Business Village
- E The Business Connections Zone

Questions 13 and 14

Which **TWO** facts are given about discounts on popular brands available to exhibitors?

- A They are available to all members of exhibiting companies.
- B They can be used for both food and clothing.
- C They only apply if people spend at least £400.
- D They can be used by family members.
- E The percentage saved is always the same.

Questions 15–20

Which topic will each of the following speakers focus on?

Choose **SIX** answers from the box and write the correct letter, A–G, next to Questions 15–20.

Topics
A Supporting job seekers
B Dealing with personal problems
C Effects of an unexpectedly rapid expansion
D A global range of business experiences
E Coping with financial set-backs
F Developing a company in response to changing markets
G Combining business success with contributions to charities

Speakers

- 15. Jim Clowrie — _____
- 16. David France — _____
- 17. Oliver Stanton — _____
- 18. Francesca Heptonstall — _____
- 19. Salman Khan — _____
- 20. Annie Craven — _____

Part 3: Questions 21–23

Choose the correct letter, A, B or C.

Presentation on houses of the future

21. Which aspect of their presentation are Mia and Leo both concerned about?

- A Meeting the deadline
- B Finding suitable examples
- C Including original ideas

22. The students decide to focus their assignment on housing for

- A Family groups.
- B Old people.
- C Single people.

23. The students agree that demand for accommodation in urban areas should be met by

- A Repurposing offices and factories.
- B Constructing tall buildings.
- C Developing creative ideas for smaller homes.

Questions 24–30

What opinion is given about each of the following developments?

Choose **SEVEN** answers from the box and write the correct letter, A–I, next to Questions 24–30.

Opinions

- A This could cause unnecessary anxiety.
- B This would be especially beneficial for city residents.
- C This would be challenging for young people.
- D This would have environmental benefits.
- E This could encourage creativity.
- F This could lead to social problems.
- G This could enable retired people to share a project.
- H This would help some people but cause problems for others.
- I This would suit both existing and new members of a household.

Developments

- 24. Use of roof space for gardens — _____
- 25. Shared working spaces — _____
- 26. Moveable internal walls — _____

- 27. Smart mirrors in bathrooms — _____
- 28. Bike sheds with charging points — _____
- 29. Restriction of cars to certain areas — _____
- 30. Communal vegetable plots — _____

Part 4: Questions 31–40

Complete the notes below. Write **ONE WORD ONLY** for each answer.

Music therapy for surgical patients

Background

- Surgery impacts patients because they may experience discomfort or unwelcome changes to their (31) _____.
- Current post-surgical strategies focus mainly on pain relief.

Recent research

- A study reviewed data from about 100 (32) _____ and found that listening to music:
 - improved hospital patients' sense of wellbeing
 - reduced the length of their stay
- The patients in the study all listened to music with a (33) _____ effect.
- The music was mostly played through music (34) _____.
- Patients reported an absence or low levels of (35) _____.
- Medical records confirmed that patients who were played music in hospital needed less (36) _____ than those who weren't played music.
- The best results were achieved when patients were played music while they were (37) _____.
- The study concluded that playing music was effective because it served as a (38) _____.
- The researchers recommend playing either music or sounds from (39) _____ to all surgical patients.
- A future study will investigate the best (40) _____ for the music.

Answer Key

Part 1

1. Leigh
2. Motorbike
3. Hairdresser
4. Suit
5. Laptop
6. Monday
7. Coffee
8. Books
9. Plants
10. Cinema

Part 2

- 11. C, E
- 12. C, E
- 13. A, B
- 14. A, B
- 15. C
- 16. G
- 17. D
- 18. A
- 19. F
- 20. B

Part 3

- 21. B
- 22. A
- 23. B
- 24. B
- 25. E
- 26. I
- 27. A
- 28. D
- 29. H
- 30. G

Part 4

- 31. Routine
- 32. Trials
- 33. Calming
- 34. Pillows
- 35. Anxiety
- 36. Medication
- 37. Awake
- 38. Distraction
- 39. Nature
- 40. Volume

IELTS General Reading Test 4

Section 1

The Scottish Curling School

Why not try the Olympic sport of curling?

Curling is a challenging sport based around a very simple idea. Slide a stone down a sheet of ice and have it stop as near as possible to the centre of a set of rings, called the house. The opposing team will do everything tactically to stop you from achieving this goal, so the game contains elements of great skill, strategy, finesse and effort. The impression given in the media that curling is a relaxed game is far from the truth.

Curling is one of the few sports which is accessible to all. Many start curling as children and continue to play well into retirement. Britain even has its own wheelchair squad of curlers. Curling is also very social: you could easily find yourself playing a match against a team of international champions and sitting down to a coffee together afterwards.

If you are interested in taking up the sport but have never dared to try, why not come on our three-day initial familiarisation course?

Day 1 is designed to get you onto the ice safely and to get you delivering a curling stone, with a basic understanding of the rules.

Day 2 focuses on working with the coaches to better your skills and includes an opportunity to have a short game.

Day 3 allows you to put your knowledge into practice in a full game.

At the end of the course, details of clubs looking for new members will be provided, along with information on joining our Beginner Curling Club, where you can continue to work on your skills before joining a mainstream curling club.

Clothing

You need warmth and ease of movement, so we recommend:

- layers of clothing, which you can remove as you warm up.
- loose-fitting trousers e.g. jogging bottoms rather than jeans.
- fabrics which won't drop fibres onto the ice surface.
- gloves, if your hands get cold, and warm socks.

Footwear

- Choose warm, soft-rubber-soled shoes.

- If you plan to wear trainers instead, check that the soles are rubber; synthetic ones are very slippery on ice.
- Check that the soles of your shoes are totally clean. Even tiny pieces of dirt can spoil the ice surface.

Questions 1–7

Do the following statements agree with the information given in the text? In boxes 1–7 on your answer sheet, write:

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. Curling is a sport that is played at a slow, gentle pace.
2. People can take part in curling at any age.
3. A curling team can include professional and amateur players.
4. Some basic experience of curling is required to do the three-day course.
5. It is best to wear several tops at the start of a curling session.
6. It is important to avoid clothes made of certain kinds of material.
7. Suitable footwear includes any type of trainers.

Outdoor places to visit

A. Balloch Castle Country Park

The park commands impressive views over a large lake and includes walled gardens, nature trails and guided walks. The ruined castle, built by John Buchanan in the nineteenth century, was once the main visitor centre. Since the early 1990s, the park has hosted several major pop gigs, which have attracted thousands of people.

B. Thurrock Thameside Nature Park

In the centre of the park is an exciting new visitor centre built on the site of a former waste disposal site, with superb views over the River Thames. There are footpaths and cycleways in 120 acres of nature park, which will soon expand to 845 acres. Visitors can experience great birdwatching – and boat watching too.

C. Turner's Wood

The wood, originally part of the estate of Edward Turner, consists mainly of oak trees, and there is a beautiful display of wildflowers in the spring. Because the wood is quite small, it is not always open to visitors. We do make it available for pupils to visit on nature observation trips, and are keen for people living nearby to get involved in looking after the reserve.

D. Moseley Reserve

The reserve supports a variety of plants, animals and insects. Especially fascinating are the twisted old trees, the childhood inspiration of the author JRR Tolkien, who often passed through as he lived nearby. The site also has great historical interest, since remains of an old mill and some nineteenth-century greenhouses have been found here.

E. Druridge Park

The park contains a beautiful bay and sand dunes, plus a large freshwater lake surrounded by woods and meadows. This is available for launching windsurfers (by permit). You can also take a pleasant walk around the lake, or enjoy a picnic overlooking it.

F. Abbotsbury

Visitors to Abbotsbury can enjoy the unusual experience of walking through the heart of a colony of nesting swans. Close to the beautiful Dorset coast, this unique natural wildlife habitat is also popular with film makers, and has been used as a location for a number of recent blockbusters.

Questions 8–14

Look at the six advertisements for outdoor places to visit, A–F. For which place are the following statements true? Write the correct letter, A–F, in boxes 8–14 on your answer sheet.

NB You may use any letter more than once.

8. The organisers of this place welcome the help of volunteers.
9. A writer used to visit this place.
10. This place has not reached its intended size yet.
11. It is sometimes possible to take part in water sports here.
12. This area was once used to get rid of large quantities of rubbish.
13. This place can be used for educational purposes.
14. In the past, an old building here was used to provide information to people.

Section 2

Read the text below and answer Questions 15–20.

Job: Sunset Orchard, Cromwell, New Zealand – Cherry Picking

Picking

This is the harvesting of fruit to the required standard and is physical work. The employee must be able to lift, manoeuvre and reach the top of a 3-metre ladder. Most pickers are paid on a contract rate; e.g. for cherries the minimum bucket rate is \$4-25. The average picker will pick 20 of these buckets in an 8-hour day but this depends very much upon the individual. However, you are required to pick at least 16 buckets.

Packing

This is the sorting of fruit into different grade standards. This part of the job involves standing at a sorting table and the employee must be fit and have good concentration. The employee must be able to work long hours, up to 7 days a week. Note that the cherry picking and packing starts in mid to late December and continues through until late January, weather permitting. This is our peak season and prior to and after this period we require fewer staff.

Accommodation

We have accommodation available on site in bunkrooms, which were built two years ago. Because everybody is working hard and requires a decent sleep, no loud music or excessive noise is allowed after 10 o'clock. Our residential manager will allocate beds and look after everyone's needs. The cost of the accommodation is \$10-00 per night or \$60-00 per week and it is filled on a first-come first-served basis. Payment must be made to the orchard supervisor on a weekly basis.

Transport and pay

Pay is fortnightly and is paid by credit so you require a bank account. Also, you need an IRD number and, if you are from overseas, a work permit. If you wish to work for us, you must have some form of transport as we are 5km from Cromwell. Even if you live on site, you still need to get into town for groceries, etc. On-site parking for cars and vans is extremely limited so we suggest using a bicycle. If you would like to apply for a position at Sunset Orchard, then please complete our online application form on the website www.sunsetorchard.co.nz

Questions 15–20

Answer the questions below. Choose **NO MORE THAN THREE WORDS AND/OR A NUMBER** from the text for each answer. Write your answers in boxes 15–20 on your answer sheet.

15. What is the minimum daily amount of fruit a picker must pick?
16. What mental quality does a packer need?
17. What form of accommodation is offered to cherry pickers?
18. Who organises the accommodation for workers?
19. How often are workers' bank accounts credited?
20. What type of personal transport is recommended?



Service Division – Daylight Trading Company

Staff Guidelines

These guidelines have been produced to enable common systems and practices to be followed across all teams within the Division. They will be formally reviewed every July and published in September, although earlier revision will occur if necessary. Any suggestions for additional items to be included should be sent to the Directorate Mailbox by the end of May each year.

Hours of Work

The office hours are 09:00–17:30 (Mon–Thurs) and 09:00–17:00 (Fri), although some staff will be working slightly different hours which have previously been approved. Where this is the case, the details should be recorded and retained on the individual's personal file. As this is a service unit, it is important that offices are staffed throughout the day. Please observe this when taking lunch breaks. It also means that we may need to help another team in times of staff shortage so that our service to the organisation is maintained. There will be occasions when an urgent job arises which will require extra time to be worked. Wherever possible this should be approved in advance by your line manager but, if this is not possible, you must advise him/her as soon as possible after the event.

Holidays

Holiday requests should be submitted to and agreed by the line manager, where possible giving at least one week's notice for one to four days of leave and three weeks' notice for one week or more. If the period of notice is shorter, the request should be discussed as soon as possible with the line manager. Wherever possible, holiday requests will be approved but operational needs will be the overriding criterion, and there may be occasions when requests cannot be approved. Any requests for holiday exceeding fifteen working days must be approved by a member of the Leadership Team.

Holidays are important breaks in our working life and staff are expected and encouraged to take all their holiday within the leave year, but it is acknowledged that planned holidays can be affected by unexpected situations and the flexibility many staff demonstrate is appreciated. In accordance with organisational policy staff are not allowed to carry more than ten days forward to the new holiday year for personal reasons, and any carry over is expected to be taken by the end of the calendar year.

Questions 21–27

Complete the sentences below. Choose **NO MORE THAN TWO WORDS AND/OR A NUMBER** from the text for each answer. Write your answers in boxes 21–27 on your answer sheet.

21. The annual deadline for staff to submit ideas for the guidelines falls in the month of
22. Staff should try to schedule their so that there is always someone in the office at this time.
23. If there are insufficient staff at work, it may be necessary for you to contribute to the work of a that is not normally your own.
24. You can work extra hours on work without prior approval, as long as you inform your line manager afterwards.

25. If you wish to take a two-week holiday, your line manager will need to be given advance warning of this.
26. A holiday request may be turned down if have to take priority.
27. A maximum of can be saved from your holiday in one year and used in the following year.

Section 3

Tracking elephants in Namibia

A The elephants surrounded us, moving closer and closer. Hendrick, our expert tracker, whispered: 'I'm just checking whether they're really eating or just pretending to eat.' A voice screamed in my head 'What do you mean pretending to eat? Is that bad?' They were two metres away now, and just as I leaned towards him to ask for clarification, Hendrick raised his arm, pointing his index finger in the air – this was the signal not to move, not to make a sound, not to breathe.

B The last time I had seen these elephants, 15 years earlier, I had narrowly escaped being flattened as they charged towards us, and was saved by the fact that the matriarch, the eldest member and authority on decision making, had been towards the back of the herd. The younger females, seeing us in their path, had turned to check and see what she wanted to do. That split second saved my life, giving us the chance to start the engine, and slam our 4×4 into reverse and out of their way.

They were really wild back then, rarely meeting humans in anything but a confrontational setting. But for years, Hendrick Munembone, and other rangers working alongside Elephant Human Relations Aid (EHRA), have tried to create a positive relationship, not only within the herds of elephants in the region, but also between the animals and the humans who live and work side by side with them – with a knock-on benefit for tourism.

C This time, as it turned out, they really were eating – which meant they were calm and curious rather than nervous and potentially aggressive. 'They're in a good mood,' Hendrick whispered, putting me only slightly more at ease as they moved even closer towards the truck. Elisabeth, one of our group, was taking data and had a pencil between her teeth. Not daring to take it out, she kept it there, biting down hard on it.

This was called the Mama Africa herd of elephants, and 'Deliwe' and her daughter 'Hanna' were so close now that we could see every detail of their faces, and feel their rumbling calls under our skin. Just as it seemed as though Deliwe was about to take Elisabeth's pencil with her trunk, Hendrick clapped his hands in quick bursts and the mother and daughter retreated a little. We let out our breath. It's great to go on adventures – even better to return to tell the tale.

D We were not on safari, we were on patrol with EHRA to collect data: to record the locations of these herds, check their wellbeing, note down any injuries they may have suffered, make sure they were all there and record any new-borns. But this was not just about the wellbeing of the elephants, it was about the wellbeing of the participants – the women who had decided to join me and experience true wilderness, have close encounters with wildlife, face a challenge, support conservation efforts, trek through the desert, meet local women and relax.

I had first had the idea for an all-female expedition seven years before, but had done nothing about it. Then I happened to discuss it with a friend, and suddenly everything fell into place: a group of women, elephants, ten days in Namibia, EHRA. We could track desert elephants in one of my favourite places in the world, help EHRA with its work, and experience the beauty of the desert.

E I could picture it all really clearly, but now I had to make it happen. I contacted EHRA, who thought it was a great plan. But how to find the women? I wrote to all my female friends and asked them to www.ZandiEnglish.ir

spread the word, and soon I had a number wanting to know more. Only three months after the idea took shape, we were there in Namibia, ten women of different ages and backgrounds.

F When you think of Namibia, you think of desert, heat, baked cracked earth. Instead we were greeted with rain. It hadn't rained properly for seven years, but now the rivers were in flood and the elephants had retreated to higher ground to eat the sweet new shoots. This made tracking them difficult, and we frequently had to climb up the rocks and peer through binoculars. If someone had told me that an elephant could disguise itself as a rock I wouldn't have believed them, but with thousands of these boulders in our view, it was almost impossible to distinguish the herd, despite Hendrick pointing wildly. Once we had spotted them, we then had to try and get closer. Even with a 4×4, thorny bushes and protruding rocks made the going tough. Later, as we headed back to our camp, I spotted a rainbow. In the desert! It was an incredible sight, but of course it means there's rain. We certainly hadn't expected to be cooking our barbecue under umbrellas!

G Even with rain, the spirits of this all-women team were not dampened: in fact it made for a great sense of community. On the last day, as we sat in the safety of our truck, silently watching our animal counterparts seeking shade under a tree, I was struck by the similarity of our two groups, and wondered who was watching who more intently. We were most definitely in their territory, but they didn't seem to mind us being there – which showed that EHRA had succeeded in reducing tension between elephants and people.

Questions 28–34

The text has seven sections, A–G. Choose the correct heading for each section from the list of headings below. Write the correct number, i–ix, in boxes 28–34 on your answer sheet.

List of Headings

- i. A disappointment
- ii. A cheerful group of people
- iii. An elephant's memory
- iv. A past encounter
- v. A great surprise
- vi. Making the elephants move back
- vii. The need to keep still and quiet
- viii. The expedition's aims
- ix. Turning an idea into reality

- 28. Section A
- 29. Section B
- 30. Section C
- 31. Section D
- 32. Section E
- 33. Section F
- 34. Section G

Questions 35–37

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

37. The writer wasn't flattened by elephants 15 years ago because

- A. **A** the oldest one led them away.
- B. **B** the young females thought the humans would attack them.
- C. **C** the oldest one was behind most of the others.
- D. **D** they were frightened by the noise of the 4×4's engine.

38. According to the writer, one aim of EHRA is

- A. **A** to prevent conflict between elephants and human inhabitants.
- B. **B** to encourage tourists to behave responsibly towards the elephants.
- C. **C** to keep elephants out of the areas where humans live.
- D. **D** to provide work for local residents.

39. In section C, the writer implies that elephants pretending to eat may be

- A. **A** in need of food.
- B. **B** a danger to humans.
- C. **C** more interesting to watch.
- D. **D** curious about humans.

Questions 38–40

Complete the summary below. Choose **ONE WORD ONLY** from the text for each answer. Write your answers in boxes 38–40 on your answer sheet.

Tracking the elephants

The rain meant that shoots had grown, which attracted the elephants. It was hard to see the animals, even when using (38) Driving towards them was also difficult, because of bushes and rocks. As the expedition returned to their camp, the writer saw a (39) , and then they had to use (40) as they prepared their meal.

Answer Key

Section 1

1. False
2. True
3. Not Given

- 4. False
- 5. True
- 6. True
- 7. False
- 8. C
- 9. D
- 10. B
- 11. E
- 12. B
- 13. C
- 14. A

Section 2

- 15. (at least) 16 buckets
- 16. (good) concentration
- 17. (on site) bunkrooms
- 18. Residential manager
- 19. Fortnightly
- 20. (a) bicycle
- 21. May
- 22. Lunch (breaks)
- 23. Team
- 24. Urgent
- 25. Three weeks
- 26. Operational needs
- 27. Ten days

Section 3

- 28. vii
- 29. iv
- 30. vi
- 31. viii
- 32. ix
- 33. v
- 34. ii
- 35. C
- 36. A
- 37. B
- 38. Binoculars
- 39. Rainbow
- 40. Umbrellas

IELTS Writing Practice 4

Task 1 – Introducing Yourself to a Workplace Mentor

Recommended: 20 minutes · **Minimum:** 150 words

You should spend about 20 minutes on this task.

All new employees at your workplace have a mentor – an experienced colleague who gives them advice and support in their career. As a new employee, you have been given details of your mentor.

Write a letter to introduce yourself to your new mentor. In your letter:

- give a brief outline of your previous studies and work experience
- explain what help you hope your mentor can give
- suggest arrangements for a first meeting with your mentor

Write at least 150 words.

You do NOT need to write any addresses.

Begin your letter as follows:

Dear,

Task 2 – Vitamin Pills and Improving People's Diets

Recommended: 40 minutes · **Minimum:** 250 words

You should spend about 40 minutes on this task.

Write about the following topic:

Doctors tell us that we can get all the vitamins we need from having a healthy diet. Despite this advice, some people continue to spend large sums of money on vitamin pills.

Why do you think some people spend a lot of money on vitamin pills?

How could people be persuaded to improve their diet instead of buying vitamin pills?

Give reasons for your answer and include any relevant examples from your own knowledge or experience.

Write at least 250 words.

Model Answer – Task 1

Dear Mr Wilson,

My name is Daniel Carter, and I recently joined the marketing department as a junior marketing assistant. I am writing to introduce myself and to express my pleasure at having you as my workplace mentor.

I graduated from the University of Manchester last year with a degree in Business Management. During my studies, I completed a six-month internship at a small advertising agency, where I gained practical experience in social media marketing and customer research. Although I have some basic knowledge of the industry, I am eager to develop my skills further and become more confident in my new role.

I would particularly appreciate your advice on managing projects, communicating effectively with clients and prioritising tasks when deadlines are approaching. I would also welcome any recommendations for professional development courses that could help me progress in my career.

If convenient, I would be grateful if we could arrange an initial meeting sometime next week. I am available on Tuesday or Thursday afternoon, but I would be happy to fit in with your schedule. We could meet in the office cafeteria or have a brief discussion in your office.

Thank you for offering your time and support. I look forward to meeting you and learning from your experience.

Best regards,
Daniel Carter

Model Answer – Task 2

Although doctors often recommend obtaining vitamins from a balanced diet, many people continue to spend considerable amounts of money on vitamin supplements. I believe this is mainly because supplements are convenient and heavily promoted, while people can be encouraged to eat more healthily through education and practical support.

One major reason people buy vitamin pills is that they believe supplements offer a quick and easy way to improve their health. In modern life, many people have busy schedules and may not have enough time to prepare nutritious meals regularly. Taking a pill each morning can seem much easier than planning meals and buying fresh ingredients. In addition, advertising often presents supplements as an effective way to boost energy, strengthen the immune system or prevent illness. As a result, some consumers may believe that these products are essential, even when they could obtain sufficient vitamins from their normal diet. Another factor is that people sometimes become concerned about nutritional deficiencies and purchase supplements without first checking whether they actually need them.

There are several ways to persuade people to improve their diets instead. Firstly, public health campaigns should explain the benefits of eating a variety of fruit, vegetables, whole grains and other nutritious foods. They could also clarify that supplements are not always necessary and should not automatically replace a balanced diet. Secondly, schools and workplaces could provide practical nutrition education, including simple recipes and advice on preparing healthy meals on a budget. This would help people understand that eating well does not necessarily require expensive ingredients or a great deal of time.

Furthermore, governments could make healthy foods more affordable by supporting local producers and improving access to fresh produce in disadvantaged communities. If nutritious food were easier to obtain, people might be less likely to rely on supplements as a substitute for healthy eating.

In conclusion, convenience, advertising and concerns about nutritional deficiencies are important reasons why people spend money on vitamin pills. However, public education, practical guidance and better access to affordable healthy food could encourage more people to improve their diets naturally.

Useful Vocabulary and Expressions

Expression	Meaning in Persian
workplace mentor	راهنمای شغلی در محیط کار
a brief outline of	شرح مختصری از
gain practical experience	تجربه عملی کسب کردن
develop my skills further	مهارت‌هایم را بیشتر توسعه دادن
prioritise tasks	اولویت‌بندی وظایف
professional development	پیشرفت و توسعه حرفه‌ای
a balanced diet	رژیم غذایی متعادل
considerable amounts of money	مبالغ قابل توجهی پول
a quick and easy way to	راهی سریع و آسان برای
be heavily promoted	به شدت تبلیغ شدن
nutritious meals	وعده‌های غذایی مغذی
boost energy	انرژی را افزایش دادن
strengthen the immune system	سیستم ایمنی را تقویت کردن
nutritional deficiencies	کمبودهای تغذیه‌ای
public health campaigns	کمپین‌های سلامت عمومی
replace a balanced diet	جایگزین رژیم غذایی متعادل شدن
on a budget	با بودجه محدود
make healthy foods more affordable	غذاهای سالم را مقرون به صرفه‌تر کردن
rely on supplements	به مکمل‌ها متکی بودن
access to affordable healthy food	دسترسی به غذای سالم و مقرون به صرفه