



# Master IELTS General Training Volume 1

## Reading Practice Test 1

## READING PASSAGE 1

Read the four advertisements below and answer **Questions 1-5**.



## WHERE TO STAY, ACCOMMODATION

### A. COUNTRY COMFORT INN, HUNTER VALLEY

The Country Comfort Inn, Hunter Valley, is a beautifully restored 125-year-old building just 20 minutes from the vineyards.

Formerly an orphanage, the Inn is set on 10 acres of landscaped gardens complete with pool, sauna, tennis court, spa, gym, billiard room, guest lounge, fireplace, cocktail bar, and two restaurants, Special packages available.

New England Highway, Maitland.

Call toll free 1800 065 064 or (02) 4932 5288

## B. SIESTA MOTEL

'Spend a night - not a fortune'

That's the Budget Motel chain motto. The Siesta Motel, rated 3-star, is conveniently placed at the gateway to the winery district and nearby to the historic towns of Morpeth and Wollombi.

The family-owned and operated Siesta offers airconditioned comfort and a friendly atmosphere. A free light breakfast is delivered to your suite, and excellent meals are available at the Maitland City Bowling Club next door.

Quality of accommodation is assured, yet our room rates are the lowest in the district.

*258 New England Highway, Maitland.*

*Phone (049) 32 83 22*

## C. ENDEAVOUR EAST MAITLAND MOTEL

28 modern, comfortable 3-star units which open onto the swimming pool and barbeque area. All units feature flatscreen TVs and DVDs, airconditioning, 2 with spas.

Fully licensed restaurant with cocktail bar and lounge is open 7 nights. Close to all amenities.

*New England Highway, East Maitland.*

*Phone (02) 4933 5488*

## D. ESKDALE COUNTRY COTTAGES

Rustic cottages secluded amongst gum trees on 200 acres provide peace and quiet, and privacy. The cottages are located on the historic beef cattle property, 'Eskdale', nestled in the Williams Valley.

Each cottage is completely self-contained having 2 bedrooms, full kitchen facilities, and sitting rooms with TV and DVD, and offers comfortable rural accommodation to those who enjoy the delights of the country yet still wish to have access to the city. Situated close to the towns of Morpeth, Maitland, Port Stephens and rainforests around Dungog.

*Nelson Plains Road, Seaham NSW 2324.*

*Phone (02) 4988 6207 Fax (02) 4988 6209*

**Read the passage below and answer Question 6-8**

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Morpeth is today a small town about two hours' drive north of Sydney. The town of Morpeth grew from an original 2000 acres of land given to an English army officer, Lieutenant Edward Close (1790-1866), in 1821.

During the 1830s and 1840s, Morpeth became a major river port due to its favourable location. Produce, leather goods and timber were brought to Morpeth from inland New South Wales and shipped down the Hunter River to the coast and then to Sydney. However, in 1870 a railway line reached the town, and the importance of river shipping began to decline. Today, Morpeth, with its beautiful old buildings, is a popular tourist destination.

The best way to see Morpeth is to take the Morpeth Heritage Walk. This covers about three kilometres, and takes visitors past many beautiful historic buildings. Starting at Fig Tree Hill, which has picnic facilities, stroll past the Surgeon's Cottage, built in 1845, formerly home of the local doctor, now shops. From there you will come to Morpeth Bridge, erected in 1870, which replaced a ferry boat. Opposite it on the right is the Courthouse, still in use today. Continue your walk past the historic railway station, then turn into George Street. Stroll past gracious houses until you come to the Church of the Immaculate Conception on your right, built of bricks made in Gosford. Continuing up George Street, you come to the shopping district where you can browse through the shops or stop for refreshment. Your tour of Morpeth finishes at magnificent Closebourne House, built in 1826 by Lieutenant Edward Close.

***Read the text below and answer Question 9-13***

**CLASSIFIEDS**

**BUSY PHARMACY** in Eastern Suburbs urgently needs energetic, friendly assistant. Experience required, driver's licence helpful. Ability to deal with the public essential. Great job for the right person. Apply in writing to P.O. Box 236, Elmdale South 2987.

**CHILDMINDING** Responsible teenager wanted to mind two school-age children Mon. to Fri. 3pm to 6pm. References necessary and experience with young children preferred. Phone 9776 5489.

**SALES** Tired of selling all day with little to show for it? Looking to improve your sales skills? We can brush up your selling performance so that every potential customer is a sure sale. Contact Eric on 0412 425 789 during business hours for any queries.

**ADMINISTRATIVE ASSISTANT** required for busy publishing company. Word processing skills an advantage. Must be willing to work flexible hours and in different sections of the company. Apply in writing, naming two referees, to Recruitment Division, Wall and Fixture Press, P.O. Box 375, Dunsmore 2777.

**EXPERIENCED WAITER** required for exclusive city restaurant. Lunches and dinners. Good appearance essential, plus knowledge of Japanese an advantage. Phone 0408 233 188 after 5pm for interview.

**ARE YOU** a bright, cheerful person? Do you enjoy creative work? Are you willing to work hard in a very pleasant environment? If so, Beecroft Hearts and Flowers, a busy florist and gift shop in a major shopping centre needs you. Experience isn't necessary but a driver's licence is. Contact Ellen, 0422 123 766 after 7am.

...

*For all your Classified Advertising phone 97976666*

*Classifieds get results!*

## Questions 1-5

*For which advertisement are the following statements True?*

*Write the appropriate letter, **A-D**, in boxes **1-5** on your answer*

**TWO** places to stay have restaurants.

1

The place claims to offer the cheapest rate.

2

You can ring the place without charge for more information.

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3 \_\_\_\_\_

Guests can cook their own food.

4 \_\_\_\_\_

The place was not originally used by holiday makers.

5 \_\_\_\_\_

## Questions 6-8

Choose the appropriate letter, **A**, **B** or **C**.

Write the appropriate letter in **boxes 6-8** on your answer sheet.

6 Morpeth developed into a town because

- A**  it was serviced by a railroad line.
- B**  of Lieutenant Close's planning.
- C**  it was conveniently situated on a waterway.

7 The town of Morpeth was known for

- A**  the goods and services it provided.
- B**  transporting goods to Sydney.
- C**  bringing goods inland.

8 Morpeth is popular with visitors today because of

- A**  the historic railway line of 1870.
- B**  the many historic shops.
- C**  the many attractive historic buildings.

## Questions 9-13

Answer the questions below.

Choose **NO MORE THAN THREE WORDS AND/OR A NUMBER** from the

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*text for each answer.*

*Write your answers in boxes **9-13** on your answer sheets.*

When should you call to ask about selling techniques?

9

How should you apply for the position in the chemist shop?

10

What number should you ring for the job being offered after school?

11

What qualification is essential for the position with Beecroft Hearts and Flowers?

12

What names do you need to provide for the job in publishing?

13



Many business and marketing courses require a knowledge of introductory statistics, computing or mathematics. If you feel inadequately prepared for your course, you can get help from the Numeracy Centre, which offers FREE help in mathematics and statistics. Grab a timetable from the Centre and drop in when it suits you.

### **COURSE A**

The first course available to students is a Revision Course in Basic Maths. This three-hour lecture will review mathematical concepts such as ratios, averages and percentages that will be necessary for any courses requiring elementary statistics. Knowledge of Year 10 Maths is a must. Booking is not necessary.

### **COURSE B**

For those students doing marketing courses and other courses requiring statistical analysis, there is the Bridging Course in Statistics for Marketing. This course introduces ideas in elementary statistics to provide a starting point for further developments in statistical skills later on in other courses. The course is run in sessions of three hours, in the form of a one-hour lecture followed by a two-hour tutorial. Examples will be drawn from reference books. The tutorials will be interactive where possible (e.g. drawing random samples from the population of numbered cards in class) with hands-on experience of data manipulation using MINITAB on a bank of PCs.

### **COURSE C**

Statistics for the Practitioner is slightly different to the previous course, which must be completed before this course. This course is largely non-mathematical. It will instead concentrate on the interpretation and application of statistics rather than on computation. The statistical package MINITAB will be used as a teaching tool. This course will be conducted over two days in the form of workshops and small group discussions, with a strong emphasis on hands-on experience of data manipulation using computers.

### **COURSE D**

Another course of interest to many students is this refresher Course in Basic Computing Skills designed specifically for business and marketing. Students who need more practise using and creating graphs, managing table data, setting up spreadsheets or embedding Excel data are encouraged to enrol in this 8-hour course. Students will learn through workshops giving hands-on experience. Course notes and practice files provided.

**Read the text below and answer Questions 23-27.**

### **WRITING A RESUME**

## **GUIDELINES**

A resume is a summary of your skills and abilities, education and employment history, including your experience. It needs to be concise, informative and presented effectively so as to create a good first impression. A good resume can help to open the door for an interview.

For an effective resume, six information sections should be delineated. **PERSONAL INFORMATION**

Head your resume with personal details, including your name, address, telephone number(s) and email address. This information is generally centred on the page.

## **CAREER OBJECTIVE**

Write a career goal statement to define what you want to achieve in your chosen career and the direction you are taking to achieve it. This statement should be placed directly under your personal details. Stating your goal not only articulates to the potential employer that you have given some thought to your future career but how your employment may work to the advantage of both parties. For example, if you have excelled in computer-based technologies, you might state that you are seeking an opportunity to both use your IT skills and further develop them for the advancement of the business or company, ie the potential employer.

## **SKILLS, EXPERIENCE AND ACCOMPLISHMENTS**

In this section, highlight specific skills and abilities acquired through work experience and which are relevant to the position you are applying for. Demonstrate how you developed them and in what capacity, and how others have benefited from your expertise. Ability to get the job done is what a potential employer wants to see. Include any special accomplishments as well. For example, completing a major project ahead of schedule and to budget is a significant achievement.

## **EMPLOYMENT HISTORY**

Provide a listing of your work experience, starting from your most recent job, showing each of the following: employment dates, your job title or role, employer's name and location of the company or organisation.

Just below this, using bullets, list your main responsibilities or duties, such as the number of people you have managed or supervised, budgetary responsibilities and maintenance of databases.

## **EDUCATION**

Start by listing your highest level of school or university education and then any training or workplace certificates that are relevant to the job you are applying for. The latter may include leadership training programs or certification in technologies.

## **REFERENCES**

References are provided so that your credentials can be verified.

It is important to get permission beforehand from the referee(s) to be certain they are available and willing to provide a positive reference on your behalf. List each referee's name, job title, name of the company/organisation and contact telephone numbers.

## Questions 14-17

Complete the table below.

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

Write your answers in boxes **14-17** on your answer sheet.

COURSE	Course Duration	Previous Courses Required	Teaching Method
A	3 hours	14 <input type="text"/>	lecture
B	3 hours	none	lecture and 15 <input type="text"/>
C	2 days	16 <input type="text"/>	workshops and small group discussions
D	17 <input type="text"/>	none	workshops

## Questions 18-22

Look at the following statements containing the different needs of students.

Match each student need with the appropriate course **A, B, C** or **D**.

Write the appropriate letter, **A, B, C** or **D** in boxes **18-22** on your answer sheet.

18  Catherine, who has difficulty presenting data, needs some help with importing and inserting graphs in her assignments for marketing.

19  Joe, who completed high school 10 years ago, wants to

brush upon his mathematics skills before he starts his studies in business.

20  Pamela needs to know how to analyse the statistical significance of data in marketing surveys.

21  Geoff, who has to read many articles containing statistics, needs to know how to interpret and apply the facts and figures.

22  Bob needs to know how to perform some of the basic statistic equations for the assignments in his business course.

## Questions 23-27

Complete the following sentences.

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

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

**Creating an interesting resume can secure an 23  for a candidate.**

**Having a career goal also 24  to a possible employer that you have carefully considered your future career prospects.**

**Providing an example of an important 25  demonstrates you are capable of doing a job well.**

**Make sure that your work 26  shows what types of task you were responsible for.**

**Be sure to have 27  prior to listing your nominated referee(s).**

# Reading passage 3

Read the text below and answer **Questions 28-34**.



## BUSINESS PLANNING

### **What is a Business Plan?**

A business plan is probably best described as a summary and evaluation in writing of your business idea.

Preparation of a business plan is the first and most important task for the business starter. The plan should include details concerning the industry in which you operate, your product or service, marketing, production, personnel and financial strategies.

### **What purpose does it serve?**

A business plan allows you to think through all the factors of a business, and to solve potential problems. It will identify strengths and weaknesses and help to assess whether the business can succeed. It is a blueprint for starting, maintaining or expanding a business. It is a working plan to use in comparing your achievements to the goals you set. It should provide information required by financial institutions when finance is sought.

### **How to produce a Business Plan**

#### **Step 1: Gathering Information**

Gather as much relevant information as possible concerning the industry in which you intend to operate (the number of businesses already operating, the size of their operations and where they are located). Use books, industry associations, and existing business owners to help you.

Collect all possible information regarding the market/s you are aiming for (who buys, why do they buy and what are the key features the customer looks for).

Learn all you can about the product/s or services you intend to produce, distribute or offer.

### **Step 2: Analysis**

Read over all the material you have collected and decide what is relevant to your business idea. You may have to modify your idea depending on what your research shows. The key question to ask is:

'Can you design a business that will earn enough to cover costs and pay a wage and reasonable profit to you as the proprietor?'

When Steps 1 and 2 are completed, you should have decided if there is a market for your product or service which is large enough and sufficiently accessible to make your new business financially worthwhile. Now you are ready to commit your plan to paper.

### **Step 3: Strategy Formulation**

Decide how the business will operate. You should describe how the business will be managed and the staff and organisational structure that will be in place. Diagrams may be useful to show how these areas will work. Don't forget to include the areas of responsibility for each member of staff. This is especially important if some of your staff will be family members.

There are three further parts that go together to make a comprehensive business plan:

- A Marketing Plan, which includes location, method of selling, packaging and pricing. In all these areas you must be aware of consumer trends to make sure that your business does not become outdated or irrelevant.
- An Operational Plan, which describes the day-to-day running of the business. You should include supply sources, cost and quantities of materials, processes, equipment and methods of extending the services or products offered.
- A Financial Plan, which is a master budget for the operation and includes:
  - cash flow forecast
  - balance sheet
  - profit and loss statement
  - sources of finance
  - sales forecast and target.

The financial aspects of the plan are most important and you should develop or access financial skills to make sure this part of your plan is accurate and realistic. Don't forget set-up costs and the money needed to see you through an initial period of low cash flow when calculating your first year's budget.

### **Update your Business Plan**

Nothing remains constant in business: circumstances change, markets change, fashions change, methods change.

From time to time you must check your sources of information and reassess your business plan. What is relevant when you start is not necessarily so in five years' time. You may also need to revise targets and budgets if external factors (such as interest rates) vary.

Keep your information up-to-date and be prepared to change as circumstances demand. A business plan should be thought of as flexible, not fixed. If you use these steps to develop a business plan, changing it according to circumstances, you will be well on the way to a successful business.

## Questions 28-34

In boxes **28-34** on your answer sheet, write:

**YES**

**if the statement agrees with the views of the writer**

**NO**

**if the statement contradicts the views of the writer**

**NOT GIVEN**

**if it is impossible to say what the writer thinks about this**

28   Creating a business plan is only necessary for a new business.

29   A business plan should include a diagram of your proposed office or shop layout.

30   A business should generate enough money to pay salaries, and some profit to the owner.

31   The roles of relatives in the business must be clearly defined in the business plan.

32   It is necessary to seek financial expertise when working on business strategies.

33   You should expect not to earn much money in the first

year.

34  Once a business plan is finished, no further changes will need to be made to it.

## Questions 35-40

Complete the flow chart using the list of headings, **A-J**, below.

<b>A</b>	<b>Accounting</b>
<b>B</b>	<b>Revise your business plan</b>
<b>C</b>	<b>Find information</b>
<b>D</b>	<b>Create a sample product</b>
<b>E</b>	<b>Find a good location</b>
<b>F</b>	<b>Organisational structure</b>
<b>G</b>	<b>Can my business survive?</b>
<b>H</b>	<b>Operations</b>
<b>I</b>	<b>Create your business plan</b>
<b>J</b>	<b>Can my business make enough money?</b>

Write the appropriate letter, **A-J**, in boxes **35-40** on your answer sheet.

### PRODUCING A BUSINESS PLAN

35 <input type="text"/>
Sources: books, industry associations, other people
↓

**ANALYSE INFORMATION**

Ask: 36



37

Areas to describe:

38

Marketing

39

Finance



40



## Solution:

- |                         |                     |
|-------------------------|---------------------|
| 1 A,C                   | 2 B                 |
| 3 A                     | 4 D                 |
| 5 A                     | 6 C                 |
| 7 B                     | 8 C                 |
| 9 during business hours | 10 in writing       |
| 11 97765489             | 12 driver's licence |
| 13 two &nbsp;referees   | 14 year 10 Maths    |
| 15 tutorial             | 16 Course B         |
| 17 8 hours              | 18 D                |
| 19 A                    | 20 B                |
| 21 C                    | 22 B                |
| 23 interview            | 24 articulates      |
| 25 achievement          | 26 experience       |
| 27 permission           | 28 NO               |
| 29 NOT GIVEN            | 30 YES              |
| 31 YES                  | 32 NO               |
| 33 YES                  | 34 NO               |
| 35 C                    | 36 J                |
| 37 I                    | 38 F                |
| 39 H                    | 40 B                |

## Review and Explanations

1 Answer: **A,C**

Keywords in Questions	Similar words in Passage
<p><b>Q1: TWO</b> places to stay <b>A</b>ay <b>Country Comfort Inn, Hunter Valley</b> restaurants.</p>	<p>Formerly an orphanage, the Inn is set on 10 acres of landscaped gardens complete with pool, sauna, tennis court, spa, gym, billiard room, guest lounge, fireplace, cocktail bar, and <b>two restaurants</b>.</p> <p><b>B. Siesta Motel</b></p> <p><b>Excellent meals</b> are available at the <b>Maitland City Bowling Club</b> next door.</p> <p><b>C. Endeavour East Maitland Motel</b></p> <p><b>Fully licensed restaurant</b> with cocktail bar and lounge is open 7 nights.</p>

**Note:**

It is implied from the question that there are actually **two correct answers**.

**Option A**

As said in the paragraph, the **Country Comfort Inn** is built on a garden with many amenities, among which are **two restaurants**. Therefore, **option A** is a **correct answer**.

**Option B**

Guests who select **Siesta Motel** as their destinations can enjoy **high quality meals** at the **Maitland City Bowling Club**, **not restaurants**. Therefore, **option B** is **incorrect**.

**Option C**

As a matter of fact, the **Endeavour East Maitland Motel** is accompanied by a **fully licensed restaurant**. Therefore, **option C** is **correct**.

2 Answer: **B**

Keywords in Questions	
<p><b>Q2:</b> The place <b>claims</b> to offer the <b>cheapest rate</b>.</p>	
<p><b>Note:</b></p> <p>Among 4 places, <b>Siesta Motel</b> is the only accommodation that <b>claims to charge the lowest rate in the district</b>. Therefore, we can conclude that the answer is <b>B</b>.</p>	
Keywords in Questions	

3 Answer: **A**

Keywords in Questions	Similar words in Passage
<p><b>Q3:</b> You can ring the place without charge for more information.</p>	<p><b>Country Comfort Inn, Hunter Valley</b> Call toll free 1800 065 064 or (02) 4932 5288</p>
<p><b>Note:</b> According to the paragraph, in case the guests have any question, they can call the number of <b>Country Comfort Inn</b> for free. In other words, guests can ring <b>Country Comfort Inn</b> without charge for more information. Therefore, the answer for <b>Q3</b> should be <b>A</b>. For more information, "toll" is "a charge or fee that you have to pay when making phone calls". Therefore "toll free" means "free of charge".</p>	

4 Answer: **D**

Keywords in Questions	Similar words in Passage
<p><b>Q4:</b> Guests can cook their own food.</p>	<p><b>D. Eskdale Country Cottages</b> Each cottage is completely self-contained having 2 bedrooms, full kitchen facilities</p>
<p><b>Note:</b> At <b>Eskdale Country Cottages</b>, guests in each cottage can enjoy their own food via full kitchen facilities. In other words, guests staying at <b>Eskdale Country Cottages</b> are able to cook their own food. As a result, the answer for this question is <b>D</b>.</p>	

5 Answer: **A**

Keywords in Questions	Similar words in Passage
<p><b>Q5:</b> The place was not originally used by holiday makers.</p>	<p><b>Country Comfort Inn, Hunter Valley</b> Formerly an orphanage, the Inn is set on 10 acres of landscaped gardens...</p>
<p><b>Note:</b> It turns out that <b>Country Comfort Inn</b> used to be an orphanage. Later, the orphanage was transformed into an inn. In other words, <b>Country Comfort Inn</b> was not originally used by holiday makers. For that reason, the answer for <b>Q5</b> is <b>A</b>.</p>	

6 Answer: **C**

Keywords in Questions	Similar words in Passage
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<p><b>Q6:</b> Morpeth developed into a town because</p> <p>It was serviced by a railroad line</p> <p>Of Lieutenant Close's planning</p> <p>It was conveniently situated on a waterway</p>	<p><b>Option A</b></p> <p>However, in 1870 a railway line reached the town, and the importance of river shipping began to decline.</p> <p><b>Option B</b></p> <p>The town of Morpeth grew from an original 2000 acres of land given to an English army officer, Lieutenant Edward Close (1790-1866), in 1821.</p> <p><b>Option C</b></p> <p>During the 1830s and 1840s, Morpeth became a major river port due to its favourable location.</p>
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**Note:**

**Option A**

It is implied from the passages that Morpeth developed into a town during the 1830s and 1840s. In contrast, the railroad line officially reached the town in 1870. Therefore, we can conclude that Morpeth was serviced by a railroad line after it became a town. As a result, the fact that it was serviced by a railroad line is **not** a reason for the development of Morpeth town.

For that reason, **option A is incorrect.**

**Option B**

From the paragraph, we understand that Morpeth originated from the land of Lieutenant Close. Nevertheless, whether Lieutenant Close planned to transform Morpeth into a town is **never stated.**

For that reason, **option B is irrelevant.**

**Option C**

It is clarified in the paragraphs that Morpeth became a river port, thanks to its favourable location. Thus, we can imply that Morpeth was situated on a waterway.

For that reason, **option C is correct.**

**7 Answer: B**

Keywords in Questions	Similar words in Passage
<p><b>Q7:</b> The town of Morpeth was known for</p> <p>The goods and services it provided</p> <p>Transporting goods to Sydney</p> <p>Bringing goods inland</p>	<p>Produce, leather goods and timber were brought to Morpeth from inland New South Wales and shipped down the Hunter River to the coast and then to Sydney</p>

**Note:**

**Option A**

We are aware that Morpeth **did not produce or provide any goods or services**. Instead, it **imported goods from New South Wales**.

For that reason, **option A** is **incorrect**.

**Option C**

It is clear that Morpeth imported goods from **inland New South Wales** and **transported them to the coast and to Sydney**. In fact, Morpeth **did not bring goods inland**.

For that reason, **option C** is **incorrect**.

**Option B**

We understand that Morpeth imported goods from **inland New South Wales**. **The destination of the goods was Sydney**, so Morpeth needed to **transport them down the Hunter River to the coast and then to Sydney**.

For that reason, **option B** is **correct**.

**8 Answer: C**

<b>Keywords in Questions</b>	<b>Similar words in Passage</b>
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**Q8:** Morpeth is popular with visitors today because of

The historic railway line of 1870

The many historic shops

The many attractive historic buildings

### Option A

However, in 1870 a railway line reached the town, and the importance of river shipping began to decline.

### Option C

Today, Morpeth, with its beautiful old buildings, is a popular tourist destination.

This covers about three kilometres, and takes visitors past many beautiful historic buildings.

Starting at Fig Tree Hill, which has picnic facilities, stroll past the Surgeon's Cottage, built in 1845, formerly home of the local doctor, now shops.

Opposite it on the right is the Courthouse, still in use today.

Stroll past gracious houses until you come to the Church of the Immaculate Conception on your right, built of bricks made in Gosford.

Your tour of Morpeth finishes at magnificent Closebourne House, built in 1826 by Lieutenant Edward Close.

### Note:

#### Option A

As a matter of fact, the railway line affected the importance of river shipping. However, whether Morpeth is famous for its 1870 railway line is **never mentioned** throughout the paragraphs.

For that reason, **option A is incorrect.**

#### Option B

Throughout the paragraphs, we **do not see** any historic shop mentioned as favourite destinations of visitors.

For that reason, **option B is incorrect.**

#### Option C

The writer confirms it twice that Morpeth is famous for its beautiful historic buildings. Furthermore, the writer even recommends a list of historic buildings that visitors should come and see, including: the Surgeon's Cottage, the Courthouse, the Church of the Immaculate Conception and the Closebourne House.

For that reason, **option C is correct.**

**9 Answer: during business hours**

Keywords in Questions	Similar words in Passage
<p><b>Q 9:</b> When should you call to ask about selling techniques?</p>	<p><b>Sales</b></p> <p>Contact Eric on 0412 425 789 during business hours for any queries.</p>
<p><b>Note:</b></p> <p>Here we must find <b>a period of time</b>, when we can call to ask about selling techniques.</p> <p>The text above shows us that <b>“during business hours”</b> are the words that we are looking for. In the passage, people are encouraged to <b>contact Eric to ask about selling techniques</b> and Eric is only available <b>during business hours</b>. Therefore, people should <b>call Eric during business hours</b>.</p> <p>For that reason, the answer is <b>“during business hours” (3 words)</b>.</p>	

**10 Answer: in writing**

Keywords in Questions	Similar words in Passage
<p><b>Q10:</b> How should you apply for the position in the chemist shop?</p>	<p><b>Busy Pharmacy</b></p> <p>Apply in writing to P.O. Box 236, Elmdale South 2987.</p>
<p><b>Note:</b></p> <p>Here we must find <b>a noun or a noun phrase</b>, which indicates the way that applicants should apply for the vacancy in the chemist shop.</p> <p>The text above shows us that <b>“in writing”</b> are the words that we are looking for. In the passage, Busy Pharmacy is currently looking for an assistant. Appropriate applicants are encouraged to <b>send their application in writing</b> to the given address. In other words, applicants should <b>apply for the position in the chemist shop in writing</b>.</p> <p>For that reason, the answer is <b>“in writing” (2 words)</b>.</p> <p>For more information, <b>“pharmacy”</b> is the <b>equivalent</b> of <b>“chemist shop”</b>.</p>	

**11 Answer: 97765489**

Keywords in Questions	Similar words in Passage
<p><b>Q11:</b> What number should you ring for the job being offered after school?</p>	<p><b>Childminding</b></p> <p>Phone 9776 5489.</p>

**Note:**

Here we must find **a phone number**, which applicants can call for the job offered after school.

The text above shows us that **'97765489'** is the number that we are looking for. In the passage, teenagers are **being recruited to take care of children from 3PM to 6PM after they finish their classes**. Applicants are thus advised to **phone 97765489**. In other words, applicants should **ring 97765489** for the job being offered after school

For that reason, the answer is **'97765489'**.

**12 Answer: driver's licence**

Keywords in Questions	Similar words in Passage
<b>Q12:</b> <b>What qualification</b> is essential for the position with <b>Beecroft Hearts and Flowers</b> ?	If so, <b>Beecroft Hearts and Flowers</b> , a busy florist and gift shop in a major shopping centre needs you.  Experience isn't necessary but a <b>driver's licence</b> is.

**Note:**

Here we must find **a noun** or **a noun phrase**, which is the qualification necessary for the position at Beecroft Hearts and Flowers.

The text above shows us that **'driver's licence'** are the words we are looking for. In the passage, **Beecroft Hearts and Flowers** is currently recruiting. They require no qualification, except for a **driver's licence**. In other words, **a driver's licence** is essential for the position at **Beecroft Hearts and Flowers**.

For that reason, the answer is **'driver's licence' (2 words)**.

**13 Answer: two&nbsp;referees**

Keywords in Questions	Similar words in Passage
<b>Q13:</b> <b>What names</b> do you need to provide <b>for the job in publishing</b> ?	<b>Apply</b> in writing, <b>naming two referees</b> , to Recruitment Division, Wall and Fixture Press, P.O. Box 375, Dunsmore 2777.

**Note:**

Here we must find **a noun** or **a noun phrase**, which indicates the names that applicants need to provide for the job in publishing.

The text above shows us that **“two referees”** are the words that we are looking for. In the passage, a publishing company is currently **recruiting administrative assistant**. In order to **apply**, applicants must include the **names of two referees** in their application. In other words, applicants need to provide **two referees’ names for the job in publishing**.

For that reason, the answer is **“two referees” (2 words)**.

**14 Answer: year 10 Maths**

Keywords in Questions	Similar words in Passage
<b>Q14: Course A</b> - Previous Courses <b>Required:</b> _____	<b>Course A</b> <b>Knowledge of Year 10 Maths</b> is <b>a must</b> .
<p><b>Note:</b></p> <p>Here we must find <b>a noun</b> or <b>a noun phrase</b>, which indicates the previous courses required for Course A.</p> <p>The text above shows us that <b>“year 10 Maths”</b> are the words that we are looking for. In order to enroll in <b>Course A</b>, students are <b>required</b> to <b>have the knowledge of Year 10 Maths</b>.</p> <p>For that reason, the answer is <b>“year 10 Maths” (3 words)</b>.</p>	

**15 Answer: tutorial**

Keywords in Questions	Similar words in Passage
<b>Q15: Course B</b> - Teaching method: <b>lecture</b> and _____	<b>Course B</b> The course is run in sessions of three hours, in the form of a one-hour <b>lecture</b> followed by a two-hour <b>tutorial</b> .
<p><b>Note:</b></p> <p>Here we must find <b>a noun</b> or <b>a noun phrase</b>, which indicates the teaching method of Course B, along with lecture.</p> <p>The text above shows us that <b>“tutorial”</b> is the word that we are looking for. As a matter of fact, <b>Course B</b> is run in three hours. The first hour is in the form of a <b>lecture</b> and the remaining two hours are dedicated to <b>tutorial</b>.</p> <p>For that reason, the answer is <b>“tutorial” (1 word)</b>.</p>	

**16 Answer: Course B**

Keywords in Questions	Similar words in Passage
<b>Q16: Course C</b> - Previous Courses <b>Required:</b> _____	<b>Course C</b> Statistics for the Practitioner is slightly <b>different to the previous course, which must be completed before this course.</b>
<b>Note:</b> Here we must find <b>a noun</b> or <b>a noun phrase</b> , which indicates the previous courses required for Course C. The text above shows us that <b>“Course B”</b> are the words that we are looking for. In fact, <b>Course C</b> is about statistics for the Practitioner. In the passage, it is clearly stated that <b>Course C is different to the previous course and students must complete the previous course before taking Course C.</b> The previous course here <b>is</b> actually <b>Course B</b> , which is introduced before <b>Course C</b> . For that reason, the answer is <b>“Course B” (2 words)</b> .	

**17 Answer: 8 hours**

Keywords in Questions	Similar words in Passage
<b>Q17: Course D</b> - Course <b>Duration:</b> _____	<b>Course D</b> Students who need more practise using and creating graphs, managing table data, setting up spreadsheets or embedding Excel data are encouraged to enrol in this <b>8-hour</b> course.
<b>Note:</b> Here we must find <b>a period of time</b> , which is the duration of Course D. The text above shows us that <b>“8 hours”</b> are the words that we are looking for. In the passage, it is directly stated that <b>Course D will last for 8 hours.</b> For that reason, the answer is <b>“8 hours” (2 words)</b> .	

**18 Answer: D**

Keywords in Questions	Similar words in Passage
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<p><b>Q 18 :</b> Catherine, who has difficulty presenting data, needs some help with <b>importing and inserting graphs</b> in her assignments for <b>marketing</b>.</p>	<p><b>Course B</b></p> <p>For those students doing <b>marketing</b> courses and other courses requiring statistical analysis, there is the <b>Bridging Course in Statistics for Marketing</b>. This course introduces ideas in <b>elementary statistics</b> to provide a starting point for further developments in statistical skills later on in other courses.</p> <p><b>Course D</b></p> <p>Another course of interest to many students is this refresher Course in <b>Basic Computing Skills</b> designed specifically for business and <b>marketing</b>.</p> <p>Students who need more practise <b>using and creating graphs</b>, managing table data, setting up spreadsheets or embedding Excel data are encouraged to enrol in this 8-hour course.</p>
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**Note:**

**Option B**

Even though Catherine is currently studying **Marketing**, she **does not need** to enroll in **Course B**. The main purpose of **Course B** is to **teach statistics to students** and Catherine **is not** having a problem with **statistics**.

For that reason, **option B is incorrect**.

**Option D**

As Catherine has difficulty presenting data, we can imply that she has a problem with **computing skills**. Furthermore, she needs to learn how to **import and insert graphs**. In fact, **Course D** is designed for **Marketing** students like Catherine. One of the main purposes of **Course D** is to teach students **how to use and create graphs**. Therefore, we can conclude that **Course D** fits Catherine perfectly.

For that reason, **option D is correct**.

**19 Answer: A**

Keywords in Questions	Similar words in Passage
<p><b>Q19:</b> Joe, who <b>completed high school 10 years ago</b>, wants to <b>brush upon his mathematics skills</b> before he starts his studies in business.</p>	<p><b>Course A</b></p> <p>The first course available to students is a <b>Revision Course in Basic Maths</b>. This three-hour lecture will <b>review mathematical concepts</b> such as ratios, averages and percentages that will be necessary for any courses requiring elementary statistics. <b>Knowledge of Year 10 Maths is a must</b>.</p>

**Note:**

Before starting his business studies, Joe wants to have a quick review of mathematics. Therefore, he certainly needs a Revision Course in Basic Maths. In this course, mathematical concepts will be reviewed. Furthermore, Joe completed high school 10 years ago, so he definitely has knowledge of Year 10 Maths. Therefore, we can conclude that **Course A** fits Joe perfectly.

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

**20 Answer: B**

Keywords in Questions	Similar words in Passage
<p><b>Q20:</b> Pamela needs to know how to analyse the statistical significance of data in marketing surveys.</p>	<p><b>Course A</b></p> <p>The first course available to students is a Revision Course in Basic Maths.</p> <p><b>Course B</b></p> <p>For those students doing marketing courses and other courses requiring statistical analysis, there is the Bridging Course in Statistics for Marketing.</p> <p>This course introduces ideas in elementary statistics to provide a starting point for further developments in statistical skills later on in other courses.</p>

**Note:**

Pamela majors in Marketing. As a result, we can eliminate **Course A** and **Course C** immediately, as they are not relevant to Marketing students. As a matter of fact, **Course A** is about maths, while **Course B** is related to statistics. As Pamela's needs are related to statistics, **Course B** should be appropriate to her than **Course A**.

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

**21 Answer: C**

Keywords in Questions	Similar words in Passage
<p><b>Q21:</b></p> <p>Geoff, who has to read many articles containing statistics, needs to know how to interpret and apply the facts and figures.</p>	<p><b>Course C</b></p> <p>It will instead concentrate on the interpretation and application of statistics rather than on computation.</p>

**Note:**

Geoff needs to learn **how to interpret and apply facts and figures** as he has to read articles with **statistics**. In fact, the purpose of **Course C** is to teach students **how to interpret and apply statistics**. As Geoff's needs and the purpose of **Course C** match perfectly, we can conclude that **Course C** is suitable to Geoff.

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

**22 Answer: B**

Keywords in Questions	Similar words in Passage
<p><b>Q22:</b></p> <p>Bob needs to know how to perform some of the <b>basic statistic equations</b> for the assignments in his business course.</p>	<p><b>Course B</b></p> <p>This course introduces ideas in <b>elementary statistics</b> to provide a starting point for further developments in statistical skills later on in other courses.</p> <p><b>Course C</b></p> <p>It will instead concentrate on <b>the interpretation and application of statistics</b> rather than on <b>computation</b>.</p>

**Note:**

Bob's needs are related to **statistics**. Therefore, we can **eliminate Course A** and **Course D** immediately, as their purposes are **irrelevant** to Bob's needs.

In fact, Bob needs to learn **basic statistic equations**. In the passages, it is clear that **Course B** will teach **elementary statistics** to students, while **Course C does not** include any **computation** at all. Therefore, we can conclude that **Course B** is suitable to Bob.

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

For more information, "**elementary**" is the **equivalent** of "**basic**", while "**computation**" means "**mathematical calculation**".

**23 Answer: interview**

Keywords in Questions	Similar words in Passage
<p><b>Q23:</b> Creating <b>an interesting resume</b> can <b>secure</b> an _____ for a candidate.</p>	<p>A good resume can <b>help to open the door for an interview</b>.</p>

**Note:**

Here we must find **a noun** or **a noun phrase**, which is something that an interesting resume can secure for a candidate.

The text above shows us that **“interview”** is the word that we are looking for. In the passage, it is clearly stated that **a good resume** can **send** a candidate to the interview. In other words, creating **an interesting resume** can **secure** an interview for a candidate.

For that reason, the answer is **“interview” (1 word)**.

For more information, **“open the door to something”** means **“make something possible”**.

**24 Answer: articulates**

Keywords in Questions	Similar words in Passage
<b>Q24:</b> Having a career goal also _____ to a possible employer that you have carefully considered your future career prospects.	Stating your goal not only <b>articulates</b> to the potential employer that you have given some thought to your future career but how your employment may work to the advantage of both parties.

**Note:**

Here we must find **a verb**, which indicates an action that “having a career goal” will do to a possible employer.

The text above shows us that **“articulates”** is the word that we are looking for. In the passage, it is clearly stated that candidate who **has a career goal articulates to the employer**, as **a career goal** shows that **candidate has actually thought about their future career**.

For that reason, the answer is **“articulates” (1 word)**.

For more information, **“articulate”** means **“express in words”**.

**25 Answer: achievement**

Keywords in Questions	Similar words in Passage
<b>Q25:</b> Providing an example of a n <b>important</b> _____ demonstrates you are <b>capable</b> of doing a job well.	Include any <b>special accomplishments</b> as well. For example, completing a major project ahead of schedule and to budget is a <b>significant achievement</b> .

**Note:**

Here we must find **a noun** or **a noun phrase**, which indicates something that the example of which will demonstrate that a candidate is able to do a job well.

The text above shows us that **“achievement”** is the word that we are looking for. In the passage, candidates are advised to explain their **achievements** to the potential employer. Furthermore, they are encouraged to give an example of their **accomplishments** to **impress and convince the employer that they can do a job well**

For that reason, the answer is **achievement** (1 word).

**26 Answer: experience**

Keywords in Questions	Similar words in Passage
<b>Q26:</b> Make sure that your work _____ shows <b>what types of task you were responsible for</b> .	Provide a listing of your <b>work experience</b> , starting from your most recent job, showing each of the following: employment dates, your job title or role, employer's name and location of the company or organisation.  Just below this, using bullets, <b>list your main responsibilities or duties</b> , such as the number of people you have managed or supervised, budgetary responsibilities and maintenance of databases.
<b>Note:</b> Here we must find <b>a noun</b> or <b>a noun phrase</b> , which shows the types of task that candidates were responsible for.  The text above shows us that <b>“experience”</b> is the word that we are looking for. In the passage, it is believed that candidates should list their <b>work experience</b> with <b>details on their main duties to clarify the jobs that they used to do</b> . In other words, candidates are encouraged to make sure that their <b>work experience</b> will <b>show what types of tasks they were responsible for</b> .  For that reason, the answer is <b>“experience”</b> (1 word).	

**27 Answer: permission**

Keywords in Questions	Similar words in Passage
<b>Q27:</b> Be sure to <b>have</b> _____ <b>prior to</b> listing your <b>nominated referee(s)</b> .	It is important to <b>get permission beforehand from the referee(s)</b> to be certain they are available and willing to provide a positive reference on your behalf.

**Note:**

Here we must find a **noun** or a **noun phrase**, which indicates something that candidates should have before listing their referees.

The text above shows us that **“permission”** is the word that we are looking for. In fact, candidates are advised to **get permission** from **referees** **before** **officially listing their names**. The purpose of this is to make sure that they will prepare a positive reference for candidates.

For that reason, the answer is **“permission” (1 word)**.

**28 Answer: NO**

Keywords in Questions	Similar words in Passage
<b>Q28:</b> Creating a business plan is only necessary for a new business.	It is a blueprint for starting, maintaining or expanding a business.

**Note:**

**Question:** Creating a business plan is only necessary for a new business.

**Passage:** It is a blueprint for starting, maintaining or expanding a business.

From the passage, we can imply that creating a business plan is necessary for new businesses as well as current businesses that need to maintain or expand themselves.

For that reason, the answer is **NO**.

Keywords in Questions	Similar words in Passage
<b>Q 2 9 :</b> A business plan should include a diagram of your proposed office or shop layout.	The plan should include details concerning the industry in which you operate, your product or service, marketing, production, personnel and financial strategies.  Decide how the business will operate. You should describe how the business will be managed and the staff and organisational structure that will be in place. Diagrams may be useful to show how these areas will work.

**Note:**

Throughout the passage, details of the content of a business plan is given. However, whether a business plan should include a diagram of the proposed office or shop layout is **never mentioned**. In **Step 3: Strategy Formulation**, the use of diagrams is mentioned once, but whether these diagrams need to include the proposed office or shop layout is **never made clear**.

For that reason, the answer is **NOT GIVEN**.

**29 Answer: NOT GIVEN**

Keywords in Questions	Similar words in Passage
<p><b>Q 29 :</b> A business plan should include a diagram of your proposed office or shop layout.</p>	<p>The plan should include details concerning the industry in which you operate, your product or service, marketing, production, personnel and financial strategies.</p> <p>Decide how the business will operate. You should describe how the business will be managed and the staff and organisational structure that will be in place. Diagrams may be useful to show how these areas will work.</p>
<p><b>Note:</b></p> <p>Throughout the passage, details of the content of a business plan is given. However, whether a business plan should include a diagram of the proposed office or shop layout is <b>never mentioned</b>. In <b>Step 3: Strategy Formulation</b>, the use of diagrams is mentioned once, but whether these diagrams need to include the proposed office or shop layout is <b>never made clear</b>.</p> <p>For that reason, the answer is <b>NOT GIVEN</b>.</p>	

**30 Answer: YES**

Keywords in Questions	Similar words in Passage
<p><b>Q30:</b> A business should generate enough money to pay salaries, and some profit to the owner.</p>	<p>The key question to ask is: 'Can you design a business that will earn enough to cover costs and pay a wage and reasonable profit to you as the proprietor?'</p>
<p><b>Note:</b></p> <p>Considering every detail in the question and in the passage, we can conclude that <b>Q30 is confirmed</b> in the passage. The key question that businesses need to ask is whether they can generate enough money to pay the wage and still remain profitable.</p> <p>For that reason, the answer is <b>YES</b>.</p> <p>For more information, "wage" is equivalent to "salary", while "proprietor" is roughly equivalent to "owner".</p>	

**31 Answer: YES**

Keywords in Questions	Similar words in Passage
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<p><b>Q31:</b> The <b>roles</b> of <b>relatives</b> in the business must be <b>clearly defined</b> in the business plan.</p>	<p>Don't forget to include the <b>areas of responsibility</b> for <b>each member of staff</b>. This is especially important if some of your staff will be <b>family members</b>.</p>
<p><b>Note:</b></p> <p>Considering <b>every detail</b> in the question and in the passage, we can conclude that <b>Q31</b> is <b>confirmed</b> in the passage. As business may includes their <b>family members</b> or <b>relatives</b> as <b>staff</b>, they need to <b>clearly define the responsibility</b> for <b>each member of staff</b>.</p> <p>For that reason, the answer is <b>YES</b>.</p>	

**32 Answer: NO**

Keywords in Questions	Similar words in Passage
<p><b>Q32:</b> It is necessary to <b>seek financial expertise</b> when <b>working on business strategies</b>.</p>	<p>The financial aspects of the plan are most important and you should <b>develop or access financial skills</b> to make sure this part of your plan is accurate and realistic.</p>
<p><b>Note:</b></p> <p>Throughout the paragraph, we can see that businesses are advised to <b>rely on themselves</b>, or <b>on their own "skills"</b>, rather than <b>seeking financial experts</b> when <b>establishing business strategies</b>.</p> <p>For that reason, the answer is <b>NO</b>.</p>	

**33 Answer: YES**

Keywords in Questions	Similar words in Passage
<p><b>Q33:</b> You should expect <b>not to earn much money</b> in <b>the first year</b>.</p>	<p>Don't forget set-up costs and the money needed to see you through an <b>initial period</b> of <b>low cash flow</b> when calculating your <b>first year's</b> budget.</p>
<p><b>Note:</b></p> <p>Considering <b>every detail</b> in the question and in the passage, we can conclude that <b>Q33</b> is <b>confirmed</b> in the passage. It is implied that businesses will undergo <b>low cash flow</b> in <b>the beginning year</b>. In other words, businesses should expect <b>not to earn much in the first year</b>.</p> <p>For that reason, the answer is <b>YES</b>.</p>	

**34 Answer: NO**

Keywords in Questions	Similar words in Passage
<p><b>Q34:</b> Once a business plan is finished, <b>no further changes</b> will need to be <b>made</b> to it.</p>	<p>From time to time you must check your sources of information and <b>reassess your business plan</b>.</p> <p>What is relevant when you start is not necessarily so in five years' time.</p> <p>You may also need to <b>revise targets and budgets</b> if external factors (such as interest rates) vary.</p> <p><b>Keep your information up-to-date</b> and be <b>prepared to change</b> as circumstances demand.</p> <p>A business plan should be thought of as flexible, not fixed.</p>
<p><b>Note:</b></p> <p><b>Question:</b> Once a business plan is finished, <b>no further changes</b> will need to be made to it.</p> <p><b>Passage:</b> From time to time you must <b>check your sources of information and reassess your business plan</b>. What is relevant when you start is not necessarily so in five years' time.</p> <p>Businesses are strongly advised to <b>make relevant changes</b> if necessary to their business plans. In particular, they are advised to <b>check information sources, reassess business plans, revise targets and budgets and update information</b>.</p> <p>For that reason, the answer is <b>NO</b>.</p>	

**35 Answer: C**

Keywords in Questions	Similar words in Passage
<p><b>Q35:</b> _____</p> <p>Sources: <b>books, industry associations, other people</b></p>	<p><b>Step 1: Gathering Information</b></p> <p>Use <b>books, industry associations, and existing business owners</b> to help you.</p>

**Note:**

The passage informs us that the business plan production process consists of 4 parts. Considering the structure of the table, we can imply that the missing words in **Q35** shall indicate **the first part of the process**, which is “**Gathering Information**”.

Our assumption is further confirmed through the **sources** clarified below, as the **sources** listed in the table perfectly match the **sources** stated in **Step 1** of the process.

Among 10 headings listed, we can see that only “**Finding Information**” bears the same meaning as “**Gathering Information**”.

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

**36 Answer: J**

Keywords in Questions	Similar words in Passage
<b>Q36:</b> Analyse information <b>Ask:</b> _____	<b>Step 2: Analysis</b> The key question to <b>ask</b> is: <b>'Can you design a business that will earn enough to cover costs and pay a wage and reasonable profit to you as the proprietor?'</b>

**Note:**

Here we must find **a noun, a noun phrase** or **a phrase** that businesses should ask in Step 2 of the process.

In the passage, it is clearly stated that businesses need to **ask** themselves **whether they can make enough money to pay for the wage and remain profitable**.

Among 9 headings listed, we can see that only “**Can my business make enough money?**” **matches** the question above, **not** “**Can my business survive?**”

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

**37 Answer: I**

Keywords in Questions	Similar words in Passage
<b>Q37:</b> Create your business plan	<b>Step 3: Strategy Formulation</b>

**Note:**

The passage informs us that the business plan production process consists of 4 parts. Considering the structure of the table, we can imply that the missing words in **Q37** shall indicate the third part of the process, which is “**Strategy Formulation**”.

Our assumption is further confirmed through 4 areas to described clarified below, as **Step 3** of the process also requires the description of 4 areas.

Among 8 headings listed, we can see that only “**Create your business plan**” bears the same meaning as “**Strategy Formulation**”.

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

**38 Answer: F**

Keywords in Questions	Similar words in Passage
<b>Q38:</b> Areas to describe	An <b>Operational Plan</b> , which describes the day-to-day running of the business. You should include supply sources, cost and quantities of materials, processes, equipment and methods of extending the services or products offered.  You should describe how the business will be managed and the staff and <b>organisational structure</b> that will be in place.

**Note:**

In Step 3, businesses are advised to form 4 parts of the ultimate business plan. They are: **organizational structure**, marketing, **operation** and finance.

As a result, the missing words in **Q38** can either indicate **Operations** or **Organizational Structure**.

For that reason, the answer is either **F**.

**39 Answer: H**

Keywords in Questions	Similar words in Passage
<b>Q39:</b> Areas to describe	An <b>Operational Plan</b> , which describes the day-to-day running of the business. You should include supply sources, cost and quantities of materials, processes, equipment and methods of extending the services or products offered.  You should describe how the business will be managed and the staff and <b>organisational structure</b> that will be in place.

**Note:**

In Step 3, businesses are advised to form 4 parts of the ultimate business plan. They are: **organizational structure**, marketing, **operation** and finance.

As a result, the missing words in **Q39** can either indicate **Operations** or **Organizational Structure**.

For that reason, the answer is either **H**

**40 Answer: B**

Keywords in Questions	Similar words in Passage
<b>Q40:</b> <b>Revise your business plan</b>	<b>Update your business plan</b>

**Note:**

The passage informs us that the business plan production process consists of 4 parts. Considering the structure of the table, we can imply that the missing words in **Q40** shall indicate the final part of the process, which is “**Update your business plan**”.

Among 5 headings listed, we can see that only “**Revise your business plan**” bears the same meaning as “**Update your business plan**”.

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