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**NOTE: Choose option A or B, and answer the questions from 1 to 4. For question 5, you can choose to write the composition that you like best, from either option A or option B.**

**OPTION A**

**COVID HAS BROUGHT OUT THE WORST IN CUSTOMERS**

Waitressing can be a difficult job at the best of times. I fondly remember one weekend brunch shift when a woman criticized me because we only had white sugar for her coffee, not brown; she insisted that this was a breach of “etiquette”.

5 I took the job last summer as a way to make ends meet while I started a new life in Manchester after moving from London. Then Covid hit. We endured the closure of the restaurant due to lockdown, but from July onwards it was a relief to be able to keep the place open. All we asked of customers was to register with the Covid app, wear a mask when they entered the indoor area and stay seated as we provided table service.

10 Yet since customers have started to stream back through our doors, I have been faced with a different reality. When I greet them and ask them to scan the test-and-trace app barcode, many will ignore me or say they don’t have their mobile phones with them, only to sit down and put their phones on the table.

15 Then there’s making sure people are wearing their masks to keep each other and staff like me safe. You’d think we were taking away people’s right to vote by asking them to pop a piece of cloth over their face while they nip to the toilet. All of this would be bad enough, but to make things worse, management have decided that the maxim “the customer is always right” endures.


When you get everyone seated, then comes the shouting across the room to get your attention. I’ve cried in work more than once because of the way a customer has treated me.

20 We all want to get back to normal, but this situation has truly brought out the worst in people. If you plan to go out this week, please remember to be polite to your waiting staff: they’re living through exactly the same pandemic as you.

The writer is a waitress in Manchester. (Fragment adapted from *The Guardian*.)

**1) BRIEFLY ANSWER ONLY 4 OUT OF THE FOLLOWING 6 QUESTIONS WITH ONLY THE DATA REQUIRED (NOT A WHOLE SENTENCE) (2 POINTS; 0.5 POINTS EACH).**

1. Did the woman scold the waitress for not having brown sugar for her coffee?
2. Why was the restaurant closed?
3. What was required of the customers when they entered the restaurant from July onwards?
4. In the phrase *or say they don’t have their mobile phones with them* (line 11), the word ‘they’ refers to ...
5. What should customers do when they go to the toilet?
6. Does the waitress agree with many customers’ behaviour?

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**2) ARE THE FOLLOWING STATEMENTS TRUE OR FALSE? INDICATE THE LINES THAT SUPPORT YOUR ANSWER (1 POINT).**

1. The customers are asked to scan the Covid app barcode when they enter the restaurant.
2. Customers are not asked to wear their face masks when they go to the toilet.

**3) CHOOSE a OR b, ONLY ONE CHOICE IS CORRECT ACCORDING TO THE TEXT (1 POINT).**

- a) Many customers have their mobile phones with them but they do not want to scan the Covid app barcode when they are in the restaurant.
- b) Customers don't shout at the waitress to get her attention.

**4) VOCABULARY (2 POINTS).**

**4.1 Choose one of the options below and find one word in the text for its definition (0.6 POINTS):**

- a) A meal that serves as both breakfast and lunch.
- b) A state of isolation or restricted access instituted as a security measure.

**4.2 Find a synonym in the text for one of the two words below (0.6 POINTS):**


- a) alleviation
- b) epidemic

**4.3 For one of the following words from the text, give a synonym that fits the meaning of the text (0.8 POINTS):**

- a) shouting (line 17)
- b) polite (line 20)

**5) WRITE ABOUT THE FOLLOWING TOPIC USING BETWEEN 120-150 WORDS (4 POINTS).**

What social/cultural functions do restaurants have?

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**NOTE: Choose option A or B, and answer the questions from 1 to 4. For question 5, you can choose to write the composition that you like best, from either option A or option B.**

**OPTION B**

**CAN EXERCISE MAKE YOU MORE CREATIVE?**

5 If you often exercise, there's a good chance you also tend to be more creative, according to an interesting new study of the links between physical activity and imagination. It finds that active people come up with more and better ideas during tests of their inventiveness than people who are relatively sedentary. Science already offers plenty of evidence that physical activity influences how we think. Many studies show that our brains change in response to physical activity, in part because during exercise we marinate our brains with extra blood, oxygen and nutrients.

10 Creativity is one of the most abstract of thinking skills and difficult to quantify, and its relationship with exercise has not been clear. A 2014 study of exercise and creativity likewise found that moving can spur innovation. But this and most other past studies of movement and creativity looked into the short-term effects of physical activity under tightly controlled conditions in labs or similar settings. They did not examine the potential linkages, if any, between everyday activities, like going for a walk, and the workings of our imaginations, or how being active could possibly affect creativity in the first place.

15 The scientists wondered, too, about happiness. Some past research had speculated that good moods might be the intermediary linking activity and creativity. According to that idea, moving makes people happier, but, the researchers wondered, did being happy relate closely both to how much people moved and their creativity, meaning it linked the two?


20 The answer, the researchers concluded, was no. The most active of the volunteers proved to be also the most creative, and active people also tended to be happy people, although their moods were highest if they engaged in relatively vigorous activities, like jogging or playing sports, rather than moderate ones. But the correlations between activity, creativity and moods were slight. People could walk often and be quite creative but not especially happy, suggesting that it was not improved moods that most influenced creativity. It was moving.

The study does not explain how exercise and other activities might shape creativity, but it implies that active imaginations start with active lives.

25 (Fragment adapted from *The New York Times*.)

**1) BRIEFLY ANSWER ONLY 4 OUT OF THE FOLLOWING 6 QUESTIONS WITH ONLY THE DATA REQUIRED (NOT A WHOLE SENTENCE) (2 POINTS; 0.5 POINTS EACH).**

1. According to science, what influences how we think?
2. In the phrase *its relationship with exercise* (line 7), what does 'its' refer to?
3. What might be the intermediary that links activity and creativity?
4. How is the connection between activity, creativity and moods?
5. Is it good moods or moving which most influences creativity?
6. What is important to have an active imagination?

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**2) ARE THE FOLLOWING STATEMENTS TRUE OR FALSE? INDICATE THE LINES THAT SUPPORT YOUR ANSWER (1 POINT).**

1. Science offers little evidence that physical activity does not influence how we think.
2. People could walk often, be creative and extremely happy.

**3) CHOOSE a OR b, ONLY ONE CHOICE IS CORRECT ACCORDING TO THE TEXT (1 POINT).**

- a) Research shows that our brains change in response to physical activity.
- b) None of the most active of the volunteers proved to be also the most creative.

**4) VOCABULARY (2 POINTS).**

**4.1 Choose one of the options below and find one word in the text for its definition (0.6 POINTS):**

- a) Tending to spend much time seated; somewhat inactive.
- b) Places or types of surroundings where something is positioned or where an event takes place.

**4.2 Find a synonym in the text for one of the two words below (0.6 POINTS):**

- a) possibility
- b) running

**4.3 For one of the following words from the text, give a synonym that fits the meaning of the text (0.8 POINTS):**

- a) happiness (line 13)
- b) shape (line 23)

**5) WRITE ABOUT THE FOLLOWING TOPIC USING BETWEEN 120-150 WORDS (4 POINTS).**

In recent times, people seem to have developed an excessive interest in physical activities. Do you think that it is just a temporary trend or it is because people have realized that sports are good for their health? Explain.