

SECTION 1 – Library Membership

(Phone rings)

Librarian: Good morning, Westville Public Library. How can I help you?

James: Hello. I'd like to register for a library membership, please.

Librarian: Certainly. I can take your details over the phone. First, what's your full name?

James: It's James Harrison.

Librarian: Thank you, James. And what is your current address?

James: I live at 15 Harlow Street, Westville. That's **H-A-R-L-O-W. (Q1)**

Librarian: Got it. And the postcode?

James: It's **WV2 4RT. (Q2)**

Librarian: Great. Now, for our records, what is your occupation?

James: I'm a **journalist** for the local newspaper. **(Q3)**

Librarian: Oh, how interesting! And your date of birth, please?

James: It's the 12th of **September**, 1994. **(Q4)**

Librarian: Thank you. We have three types of membership: **Gold, Silver, and Basic**. Gold allows for 20 books, Silver 10, and Basic 5.

James: I think **Silver** will be enough for me. **(Q5)**

Librarian: Perfect. I've generated a card number for you. It's **993421. (Q6)**

James: 9-9-3-4-2-1. Got it.

Librarian: How would you like to receive notifications about your books? Post, email, or text?

James: **Email** is best, please. **(Q7)**

Librarian: Just a few rules. With a Silver card, you can borrow a maximum of **ten** books at a time. **(Q8)**

James: Okay. And if I return them late?

Librarian: There is a fine. It's **25** pence per day for each book. **(Q9)**

James: That seems fair.

Librarian: Lastly, you'll need to come in to collect your card. Please bring your **passport** as a form of ID. **(Q10)**

James: I'll do that this afternoon. Thank you!

SECTION 2 – Town Historical Museum Tour

Guide: Welcome everyone to the Town Historical Museum. My name is Sarah, and I'll be your guide today. Before we start, let's look at the map of the ground floor. We are currently standing at the Main Entrance at the bottom. Directly in front of you, in the center of the hall, is the **Information Desk**, labeled **D** on your map (Q11). If you turn right immediately after the entrance, you'll find the **Cloakroom** at **H** (Q15), where you can leave your coats. Moving further into the building, the **Gift Shop** is located in the far right corner, that's **F** (Q12). If you are looking for the **Ancient Pottery Room**, it's on the left side of the building, the middle room labeled **B** (Q13). Finally, the **Cafe** is at the back, in the center, which is **E** (Q14).

Now, a bit of history. This building wasn't always a museum. It was originally built in 1850 as a **hospital** (Q16) for the local workers, before becoming a town hall and eventually a museum. We've recently had some renovations. While the audio guides have been updated, the most exciting addition is our new **rooftop garden** (Q17), which offers a great view of the city. Please note that while we encourage you to enjoy the exhibits, **photography** is strictly forbidden in the temporary exhibition area, but you are free to take photos in the **permanent galleries** (Q18). Our pride and joy is the **Roman mosaic** (Q19) found under the town square last year. It's the most famous piece we have. At the end of this

tour, please stop by the desk where everyone will receive a **souvenir postcard** (Q20) to remember your visit.

SECTION 3 – Choosing Modules & Case Study

Liam: Hi, Chloe. Have you looked at the modules for next semester yet?

Chloe: Yes, Liam. I'm quite excited. I've heard **Consumer Behavior** is excellent, the lecturers are really **inspiring** (Q21/D).

Liam: True, but I heard **Digital Marketing** is the one to take. It's **very practical** (Q22/B) and we get to run real ad campaigns.

Chloe: What about **Market Research**?

Liam: Honestly, I've heard it's **poorly organized** (Q23/C). The materials are all over the place.

Chloe: That's a shame. I was interested in **Business Ethics**, but a senior told me the **assessment is difficult** (Q24/E) – it's a 5,000-word essay!

Liam: Well, I'm definitely doing **Public Relations**. It's supposed to be **useful for future jobs** (Q25/F) in any industry.

Chloe: Anyway, we need to start our case study. Which company should we pick?

Liam: I think a **technology** (Q26) company would be best. Maybe a startup?

Chloe: Good idea. Let's divide the work. I'll do the data analysis.

Liam: Okay, and I'll handle the **visuals** (Q27) for the presentation. I'm good at PowerPoint.

Chloe: Great. We need to hurry. The tutor said the first draft is due next **Wednesday** (Q28).

Liam: Professor Thompson also mentioned we should use **interviews** (Q29) instead of just online surveys to get better data.

Chloe: Let's do that. We need to do a good job because this project is **40** percent (Q30) of our final grade.

SECTION 4 – Lecture on Coffee

Lecturer: Good morning. Today we're looking at the history of one of the world's most popular drinks: coffee. Legend has it that coffee was discovered in the 9th century in Ethiopia. A goat herder named Kaldi noticed that his goats became extremely **energetic** (Q31) and couldn't sleep after eating red berries from a certain shrub. He tried them himself, and the rest is history. By the 15th century, coffee reached Yemen. It was here that coffee became a social lubricant. The first coffee houses opened, becoming centers for **socializing** (Q32) and intense political debate. In the 1600s, the Dutch managed to get their hands on fertile seeds and began growing coffee in their **colonies** (Q33) in Indonesia. This broke the Arab monopoly. By the 18th century, coffee had taken London by storm. The London **Exchange** (Q34) actually started in coffee houses. These venues were called "Penny Universities" because for the price of a penny, you could sit and listen to the greatest minds of the day.

Moving to modern times, production has shifted. **Brazil** (Q35) is now the powerhouse, producing about a third of the world's supply. There are two main species: Arabica and **Robusta** (Q36). While Robusta is easier to grow and has more caffeine, **Arabica** is prized for its superior **flavor** (Q37). However, the industry faces challenges. The **Fair Trade** movement was started to ensure that small-scale **farmers** (Q38) aren't exploited and receive a living wage.

Environmentally, we are seeing a shift back to traditional methods. "Shade-grown" coffee is grown under a canopy of trees, which preserves **biodiversity** (Q39). In contrast, modern "sun-grown" coffee requires clearing land, which often leads to devastating soil **erosion** (Q40). Next week, we will look at the chemistry of caffeine...