



# HIPPO 2017

## 5<sup>th</sup> International English Language Competition Semifinal Round HIPPO 5

JETSET (JET Version)

Reading

Level 6

Time allowed: 45 minutes.

### Instructions

- Do not open this paper until you are told to do so by the supervisor.
- You may not use a dictionary.
- Read each question carefully.
- Select the correct answer and then mark your selection on your answer sheet.
- Make sure you only mark one answer for each question.

Exam papers courtesy of Pearson LCCI.

© 2014 Pearson Education Ltd.



## PART ONE

Read the article below. Then look at the suggested headings on the following page and select the best one (A, B, C or D) for each of the numbered paragraphs. Mark your answers on your answer sheet.

### Consumer Protection

1

One of the best-known consumer organisations in the world is *Which?*, an organisation set up in 1957 by Michael Young. Its main purpose at that time was to improve the standard of goods and services provided to the public. It worked to help members of the public with complaints about items they had bought, which turned out to be faulty, or perhaps not work at all. Fifty years later *Which?* has become established as a major product testing organisation, often trying out products before they are sold to ensure they are safe and of a high quality, and then advising purchasers on the best product to buy.

2

The organisation, and its monthly magazine, which also has the title *Which?*, takes its name from the question so often asked by consumers 'Which one should I buy?'. As products are developed, and the range and choice available expand, the average customer is left wondering how to find good reliable information about future purchases. Over time the organisation has produced various specialist magazines, such as *Motoring Which?*, *Money Which?*, *Gardening Which?* and even *Handyman Which?*, that target the many readers who carry out their own small repairs and home maintenance tasks. Readers are able to read about the various products on sale, and then make an informed choice on what to buy.

3

In order to maintain its independence, *Which?* is an organisation funded by its members. It does not take government money, nor any sponsorship from any private companies. The members, who are ordinary consumers – people who buy ordinary everyday items used by most households – pay a relatively small subscription, and in exchange receive a monthly magazine, free access to the *Which?* website, and they can also get free legal advice on questions relating to consumer law. Typical complaints relate to the purchase of an item that proves to be faulty. Can the buyer have a full refund or must the buyer accept a replacement item? Staff from the *Which?* organisation will help members to follow up their complaint.

4

*Which?* is not the only organisation that works for customers and consumers. There are now a number of television programmes that will also help consumers. One of these is called *Watchdog*, and individuals can contact the programme's presenters and seek help with situations where they have received a bad level of service, or bought faulty goods. Another, *Rogue Traders*, actively seeks to trap businesses that provide poor or fraudulent service, perhaps by charging extremely high prices, or by offering a very low standard of workmanship.

5

A radio programme well known for protecting the rights of the public is *You and Yours*, a BBC broadcast which is on air every day of the week. This programme not only uncovers poor levels of service but also seeks to campaign to improve the rights of consumers, sometimes by changing the law. It also campaigns for the information given to customers to be written in simple, clear English, so that purchasers are not misled or confused by badly-worded advice and information. Like *Which?* all these radio and television programmes rely on members of the public bringing them examples of bad practice, which they then investigate and seek to resolve.

- |  |   |   |
|--|---|---|
| <b>1</b> A Faulty Goods<br>B Helping Consumers<br>C Poor Standards<br>D Best Product             | <b>2</b> A Magazine Titles<br>B Repairs at Home<br>C Development of the Magazine<br>D Sale Products | <b>3</b> A Membership Benefits<br>B Sponsorship<br>C Legal Advice<br>D Complaints Procedure |
| <b>4</b> A High Prices<br>B TV Consumer Programmes<br>C Individual Complaints<br>D Customer Help | <b>5</b> A Legal Changes<br>B Misleading English<br>C Bad Practice<br>D Campaigning Broadcast       |   |

## PART TWO

**Read "Consumer Protection" again and decide if the following statements are True (A), False (B) or Not Mentioned in Text (C). Mark your answers on your answer sheet.**

- 6** *Which?* is based in London.  
 A True  
 B False  
 C Not Mentioned in Text
- 7** The work of the *Which?* organisation has not changed in 50 years.  
 A True  
 B False  
 C Not Mentioned in Text
- 8** *Which?* helps people find out about goods they want to buy, and helps them to choose which product is best for them.  
 A True  
 B False  
 C Not Mentioned in Text
- 9** The magazine *Motoring Which?* reviews new makes of car regularly.  
 A True  
 B False  
 C Not Mentioned in Text
- 10** The *Which?* organisation depends on its membership for its income.  
 A True  
 B False  
 C Not Mentioned in Text
- 11** Members have to pay extra for legal advice and help from *Which?*  
 A True  
 B False  
 C Not Mentioned in Text
- 12** There are many organisations that provide help and advice to customers.  
 A True  
 B False  
 C Not Mentioned in Text
- 13** *Rogue Traders* is broadcast weekly.  
 A True  
 B False  
 C Not Mentioned in Text
- 14** *You and Yours* is a programme about the good use of the English language.  
 A True  
 B False  
 C Not Mentioned in Text
- 15** *You and Yours* depends on its audience to provide many of the topics for the programmes.  
 A True  
 B False  
 C Not Mentioned in Text

### PART THREE

Choose the word or words (A, B, C or D) that are closest in meaning to the underlined words from the article 'Consumer Protection'. Mark your answers on your answer sheet.

16 established

- A organised
- B well known
- C interested
- D engaged

17 expand

- A get bigger
- B get smaller
- C become more expensive
- D become cheaper

18 subscription

- A signature
- B purchase
- C statement
- D payment

19 charging

- A leaving
- B rushing
- C asking
- D giving

20 to improve

- A to strengthen
- B to trust
- C to weaken
- D to lower

## PART FOUR

Read the article “A Winning Streak” and select the correct word(s) (A, B, C or D) from the choices on the next page to fill each of the numbered gaps. Mark your answers on your answer sheet.

### A Winning Streak

Bradford-born Kelly Brown can hardly believe her luck. After 20 years of doing competitions, at last she has won the lottery – and now has <sup>21</sup> ..... money to buy a new house. For Kelly, this house move cannot come a moment too soon, because Kelly is <sup>22</sup> ..... ordinary competitor – she is addicted to competitions, and therefore takes part in as <sup>23</sup> ..... as she can. This might not be a problem, but Kelly keeps on winning. And 20 years of winning competitions means she has a lot of prizes!

“I just love <sup>24</sup> ..... part in competitions”, Kelly told her local newspaper. “Whenever I see those words ‘Free Entry’, I know I will have to have a go. I don’t really mind what I have to do – it may be finding differences <sup>25</sup> ..... two pictures, writing a new advertising caption for some new product, or looking for words in a word search grid, and some are pure luck – your name <sup>26</sup> ..... a lucky dip, and the winner is the person whose name is drawn out first.”

Kelly’s problem is she has proved to be just too lucky, and over the years she has won <sup>27</sup> ..... often than she has lost, and every win means a prize.

“We don’t have enough room in the house for all my winnings,” she explains. “I often win free samples of food, drinking glasses, items for camping, various tools for the house – I <sup>28</sup> ..... won five lawnmowers once. My husband told me that we could not keep all of them, so we sold four of them – but even so, for a while we had a garage full of lawnmowers, and the car had to be parked <sup>29</sup> ..... on the road.”

But Kelly’s <sup>30</sup> ..... win, £500,000 on the lottery, means that she and her husband can now buy a larger house, and she will have more room for all her prizes.

- |  |  |  |  |
|--|--|--|--|
| 21 A less<br>B enough<br>C fewer<br>D much | 24 A taking<br>B doing<br>C making<br>D being                          | 27 A about<br>B most<br>C very<br>D more     | 30 A new<br>B later<br>C least<br>D latest |
| 22 A the<br>B not<br>C no<br>D an          | 25 A below<br>B between<br>C among<br>D over                           | 28 A nearly<br>B more<br>C even<br>D still   |  |
| 23 A few<br>B late<br>C much<br>D many     | 26 A is put into<br>B is made into<br>C is taken into<br>D is run into | 29 A outside<br>B beside<br>C next<br>D near |  |

## PART FIVE

**In each question below one of the underlined words or phrases needs to be replaced. Select the word or phrase (A, B, C or D) that needs to be replaced. Mark your answers on your answer sheet.**

- 31 I am so sorry that I (A) did not save (B) less money (C) to go on holiday with my cousins (D) last year.
- 32 You (A) would have been more careful (B) when you were (C) sunbathing yesterday. The sun was very strong and you (D) have been badly burnt.
- 33 The children in Class 3 are (A) much younger than the children in Class 4, (B) even though they are similar (C) of height, but the children in Class 5 are the (D) oldest in the school.
- 34 I (A) wouldn't have asked you (B) helping me with moving house (C) if I had known that you were so busy (D) preparing for the party next week.
- 35 The service (A) given in this restaurant (B) is really not up to standard. I will not (C) come here again, nor will I recommend it (D) by my friends.

## PART SIX

Fill the gaps with the correct form of the verb by selecting A, B, C or D. Mark your answers on your answer sheet.



Hi Peter, how did you get on at the interview yesterday? Do you think you have got the job? It <sup>36</sup> ..... great if you have, because then we could travel to work together every day. And I do think you would enjoy <sup>37</sup> ..... in the company – they are really nice people, the money is good, and there are a lot of prospects for promotion.

Hi Martin. I don't know about the interview yet. I <sup>38</sup> ..... to hear from the head of personnel. He said he would phone me this afternoon. Apparently they have some other people to interview today, so no final decision can be made until all the other candidates <sup>39</sup> ..... . I hope I do get the job though. I really <sup>40</sup> ..... the job I am doing now, and I know that there are no possibilities for promotion, or to develop my career.



- 36 A** could be  
**B** must be  
**C** would be  
**D** should be

- 37 A** to work  
**B** working  
**C** having worked  
**D** worked

- 38 A** wait  
**B** will wait  
**C** have waited  
**D** am waiting

- 39 A** had interviewed  
**B** have been interviewed  
**C** interviews  
**D** will be interviewing

- 40 A** do not like  
**B** am happy  
**C** do like  
**D** am not happy



Oh, I didn't realise you would have to wait to hear about the job. But I am sure you did well, and you have all the qualifications and experience they are looking for. How <sup>41</sup> ..... the interview went? Were any of the questions really difficult? Did you like the people? And did you get a chance to see round the office?

Yes, I <sup>42</sup> ..... round by one of the other architects. She said she <sup>43</sup> ..... the company three years ago, and had never regretted it. I was interviewed by a panel of three people, and they all seemed to be very friendly. One thing that impressed me was that they offer a lot of training opportunities. If I am offered the job, then they <sup>44</sup> ..... to pay for me to take a couple of computing courses. That would be fantastic, as I know there is a lot of new software I <sup>45</sup> ..... , if only I had the opportunity to do some training first.



- 41** A do you think  
B you will think  
C were you thinking  
D you think

- 42** A show  
B was shown  
C will be shown  
D had to show

- 43** A will join  
B joins  
C will be joining  
D had joined

- 44** A prepare  
B will be prepared  
C had been prepared  
D could prepare

- 45** A cannot use  
B could not use  
C could use  
D can use

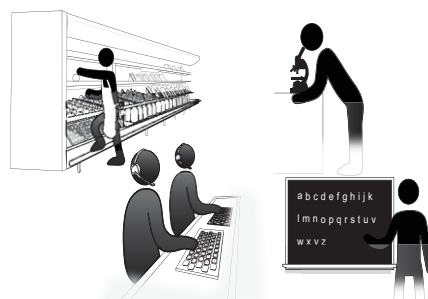


## PART SEVEN

Read the passage 'Working Mothers', then decide which of the statements that follow are True (A), False (B) or Not Mentioned in Text (C). Mark your answers on your answer sheet.

### Working Mothers

New research, carried out by the University of London, appears to prove conclusively that mothers who choose to continue with their careers, rather than stay at home to look after their children, do not damage their children's long-term academic success. Previous studies seemed to suggest that children of working mothers did less well at school when compared with the children whose mothers stayed at home.



A significant discovery in this latest research is the importance of alternative childcare, which has expanded greatly in the past few years. Earlier studies of children born before 2000 showed that children of mothers who went back to work had a reading and numeracy ability that was, on average, two percentage points lower than their peers, whose mothers were at home. But this new research, into children born in the year 2000 or 2001, shows no measurable difference at the age of five, between children of working mothers and children of stay-at-home mothers.

Parenting groups have welcomed this research, believing that it will remove the emotional pressure that has been placed on women in the past. All too often women who went out to work felt guilty at leaving their children, believing that this might be harmful to them – but at the same time these women felt compelled to work in order to earn enough money to give their children a good standard of living. Many women also wanted to feel personally fulfilled by having an interesting career.

Professor Joshi, from the Centre for Longitudinal Studies, who carried out the research at the University of London, said, "There has traditionally been a concern that the employment of mothers comes at the expense of child development. But as the percentage of mothers who work has gone up, any impact on children has diminished."

She added, "In the 1980s, childcare was either something that only very rich families could purchase, or very poor families got offered because their child was at risk, so everyone in the middle had to make do with informal arrangements." These informal arrangements often meant relying on friends, grandparents and voluntary childcare groups, as well as private nurseries and child minders. It was thought that children cared for in this relatively unstructured way did not develop or learn as well as children who went to more formal nursery schools.

Other factors that could also have contributed to the new findings are the increased provision of maternity leave for new mothers, and the legal requirement for employers to allow parents to work flexibly when they have young children. Many parents in England now can choose to work four ten hour days, to make up a full-time week of work, having one day free to be with their child, rather than five eight hour days. If both parents take advantage of this way of working, then the child can be at home for two days a week, as well as at weekends, rather than being cared for by others.

- 46** This new research shows that children of working mothers are as successful at school as children whose mothers stay at home to look after them.
- A** True
  - B** False
  - C** Not Mentioned in Text
- 47** Previous research studies focused on children aged between two and five.
- A** True
  - B** False
  - C** Not Mentioned in Text
- 48** The children's academic standard was only measured according to their reading ability.
- A** True
  - B** False
  - C** Not Mentioned in Text
- 49** The new findings have been well received by parenting groups.
- A** True
  - B** False
  - C** Not Mentioned in Text
- 50** Professor Joshi has combined her career with motherhood.
- A** True
  - B** False
  - C** Not Mentioned in Text
- 51** According to the text, it has long been believed that mothers who go out to work could harm their children's progress at school.
- A** True
  - B** False
  - C** Not Mentioned in Text
- 52** There was only very limited organised childcare provision in the 1980s.
- A** True
  - B** False
  - C** Not Mentioned in Text
- 53** Informal childcare arrangements are regarded as the best way to help children learn during their early years.
- A** True
  - B** False
  - C** Not Mentioned in Text
- 54** Men and women receive the same amount of time off when they first become parents.
- A** True
  - B** False
  - C** Not Mentioned in Text
- 55** Parents in England have very limited rights concerning the hours they work.
- A** True
  - B** False
  - C** Not Mentioned in Text

## PART EIGHT

Read the text below and then answer the questions on the following page. Mark your answers (A, B, C or D) on your answer sheet.

### How To Order

Before you order goods from this range of clothing, please read the information below with care.

**Our Promise to Our Purchasers:** We guarantee that each and every one of our products represents value for money; that it will perform beyond your highest expectations; and that we will always put your interests above our own. This Promise is absolute. If you're not entirely happy, neither are we.

**Order Availability:** We do our utmost to maintain a high stock level, but demand sometimes takes us by surprise and items can become temporarily unavailable. If this is the case, we will tell you when we expect further deliveries and when we will be able to deliver your order. Customers are never charged for items until they are ready to be dispatched.

**Easy Returns:** Whether it's the wrong size, the wrong colour, or you simply don't like it, we are happy to offer you an exchange or a refund within seven days. Products should be returned unused, unwashed and in their original packaging. Follow the instructions enclosed with your order to obtain a refund.

**Ordering:** We offer you a choice of methods of ordering: you can order your chosen goods online, by phone, or by letter. Our phone line is open:

Monday to Friday: 8 am to 2 am.

Saturday: 9 am to midnight.

Sunday: 10 am to midnight.

Maximum phone call cost: 5p per minute.

**Showroom:** Our company is a mail-order company, so we do not have any stores you can visit. However, we do have showrooms in London, Birmingham and Manchester where you can inspect the clothes and try them on.

**Delivery:** We offer a range of delivery services. Normally goods are delivered within two to three working days, and there is a delivery fee of 5% of the order. For Next Day Delivery, you have to pay an additional £5 per package; if your order is worth more than £500, then delivery is free, unless the package is to be delivered overseas. Check with our customer service department on 0834 200 200 before placing an overseas order.

**\*\*\* All our sale and special offer prices are available on our website \*\*\***

56 Customers are only charged for goods

- A when they are ready to be sent out
- B when the company receives their order
- C when the order is placed
- D when the order is received by the customer

57 Goods can be returned and customers will get their money back, provided

- A the goods are clean
- B the goods are returned within 14 days
- C the goods have been worn
- D the goods have not been used or washed

58 Customers normally have to pay

- A £5 delivery charge on top of the order value
- B 5% of the order value for delivery
- C £50 for overseas delivery
- D no charge for delivery

59 Which method **CANNOT** be used to order goods?

- A By phone
- B In store
- C Online
- D By post

60 The overall purpose of this text is to

- A advise buyers how to select goods they want to buy
- B provide information about products on sale
- C explain the company's ordering policy
- D promote individual sale items