

Part A

Situation

The Airport Authority wants to improve the facilities and the environment for travellers at Hong Kong International airport. You are Chris Wong. You are assisting the public relations team to conduct research on travellers' opinions of the airport.

You will have a total of four tasks to do. Follow the instructions in the Question-Answer Book and in the recording to complete the tasks. You will find all the information you need in the Question-Answer Book and the recording. You now have two minutes to familiarize yourself with Tasks 1- 4.

Please stick the barcode label here.

Task 1 (14 marks)

The research team leader, Linda Lee, is interviewing a traveller in the airport departure hall. She has asked you to help fill in the interview form below. Write the information in the spaces according to the traveller's answers. One space has been filled in for you as an example. You now have 30 seconds to study the task. At the end of the task, you will have one minute to tidy up your answers.

Survey Sheet

Type of traveller: (Tick **ONE** box only.)

(1) business pleasure other

Length of journey: (Tick **ONE** box only.)

(2) long short medium

Number of trips made each year

(3) _____

Usual destination(s)

(4) _____

Singapore

(5) _____

Comments on the airport environment/facilities:

Likes

Dislikes

(6) _____

(9) _____

(7) _____

(10) _____

(8) _____

(11) _____

Singapore airport is: (Tick **ONE** box only.)

better than

(12) worse than

the same as

... **Hong Kong.**

Reasons given:

(13) _____

(14) _____

Answers written in the margins will not be marked.

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END OF TASK 1

Task 2 (13 marks)

Linda is now interviewing another traveller about what facilities or features would be important in a new lounge area that is being planned at the airport. Listen to the traveller's answers and rank the facilities in order of how important she thinks they are. Then note down her reasons and, finally, write the letter for the facility/feature in the correct boxes 1 – 6 on page 5. You now have 30 seconds to study the task. At the end of the task, you will have one minute to tidy up your answers.

Ranking the facilities:

(15)

Put numbers 1, 2, 3, 4 and 5 to indicate how important each facility is. Use each number **ONCE** only.

1 = the most important
5 = the least important

Plants	
Toilets	
Coffee shop	
Internet corner	
Children's play area	

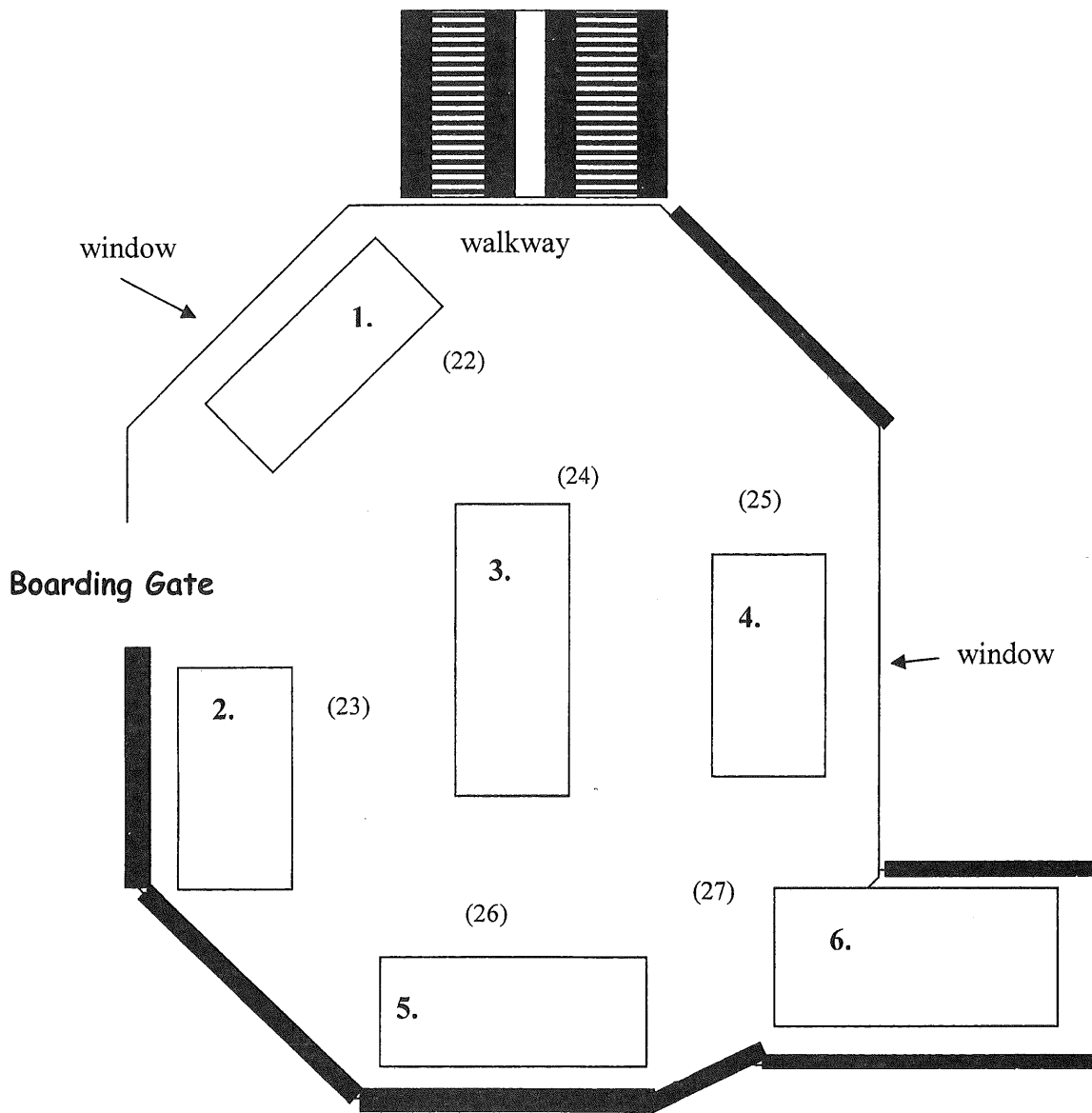
Reason(s) given for the traveller's choice of facilities/features:

Facility/feature	Reason(s)
Plants	(16) _____
Toilets	(17) _____
Coffee shop	(18) _____
Internet corner	(19) _____
Children's play area	(20) _____
	(21) _____

Answers written in the margins will not be marked.

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Plan of new lounge area: Put letters A – F to indicate which facility/feature should go where.




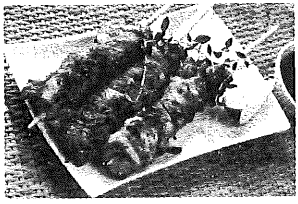

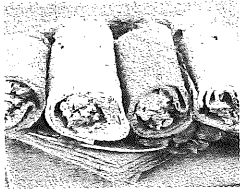

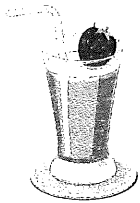
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|----------------|-------------------------|
| A: Plants | D: Sleeper chairs |
| B: Toilets | E: Children's play area |
| C: Coffee shop | F: Internet corner |

Answers written in the margins will not be marked.

END OF TASK 2

Task 3 (15 marks)

Linda has now invited a traveller to try some of the items available from the restaurants and coffee shops at the airport. Put a tick (✓) if the traveller likes the food, a cross (X) if he doesn't, or a question mark (?) if he's not sure. The items may not be mentioned in the same order as they appear in the Question-Answer Book. One space has been filled in for you as an example. You now have 30 seconds to study the task. At the end of the task, you will have one minute to tidy up your answers.

Food and drink questionnaire		
Food / drink	Like (✓) Dislike (X) Not sure (?)	Reason(s)
	(28)	(34) _____
	(29)	(35) _____ (36) _____
	(30)	(37) _____
	(31)	(38) _____ <u>it's really filling</u>
	(32)	(39) _____ (40) _____
	(33)	(41) _____ (42) _____

Answers written in the margins will not be marked.

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END OF TASK 3

Task 4 (16 marks)

You are now attending a meeting of the research team with Linda and two other researchers called Simon and Sandy who are reporting on the survey results. Based on what you hear in the conversation between Linda and the researchers, fill in the spaces in the report below with details of the services and recommendations for improvements. Remember to pay attention to spelling and grammar. One space has been filled in for you as an example. You now have one minute to study the task. At the end of the task, you will have two minutes to tidy up your answers.

Airport Survey Report

About (43) _____ of the travellers we interviewed
were (44) _____ by the food and beverage services provided. At
least a (45) _____ of them had not used the restaurants so they
expressed no preference.

The rest gave the following suggestions:

(46) _____

(47) _____

(48) _____ such as

(49) _____

(50) _____ and

(51) _____ food.

Other facilities travellers requested were:

More (52) _____, such as a

(53) _____ and a (54) _____.

More (55) _____, such as a

(56) _____

and an (57) _____.

On the whole, travellers seemed very (58) _____ with the
facilities at the airport.

Answers written in the margins will not be marked.

END OF TASK 4

End of Part A

Now go on to Part B

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