

LISTENING

PART 1 Questions 1–10

Complete the notes below.

Write **ONE WORD AND/OR A NUMBER** for each answer.

Customer Service Enquiry

- **Type of service: Mobile**

Customer's Personal Details

- The customer has been with the company for over three years.
- The account number is found at the top of the bill.
- Surname: **1.** _____
- Account number: **2.** _____
- Address: **3.** _____ Wellington Street

Reason for Complaint

- The problems have been severe for the last **4.** _____
- The main issues are with slow internet and unreliable **5.** _____
- Dropped call on an important call with his boss.
- Feels his phone is slower than dial-up from the 90s.

Resolution & Compensation

- The first offer was a discount on the bill. The final resolution was:
 - a free **6.** _____
 - and a new **7.** _____
- The new plan includes:
 - unlimited **8.** _____
 - better network priority
- The new phone is the latest model from a partner brand.
- The new phone will be delivered by **9.** _____
- The new phone will arrive in 2-3 working days.
- The customer must also fill out a **10.** _____ online about the call.



PART 2 Questions 11–20

Questions 11–15

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

Camp Nou Self-Guided Tour

- 11** Why does the tour guide recommend buying tickets online?
- A** It helps visitors avoid a delay at the entrance.
 - B** It provides a small financial advantage.
 - C** It guarantees a quicker entry.
- 12** What is the first area visited on the tour?
- A** The stadium interior.
 - B** The main store.
 - C** The history section of the building.
- 13** What is unique about Lionel Messi's trophy display?
- A** The number of his major prizes is a world record.
 - B** It's the first part of the tour that visitors see.
 - C** It shows the team's five most recent victories.
- 14** According to the speaker, what is a feature of the museum's interactive walls?
- A** Historical moments.
 - B** Changing photos.
 - C** Live games.
- 15** What can visitors see in the museum?
- A** Only trophies from domestic competitions.
 - B** Signed memorabilia from former players.
 - C** Old pictures of past games.



Questions 16-20

Match each location with its correct description.

Choose **FIVE** answers from the box and write the correct letter, **A-G**, next to questions 16-20.

Location Descriptions

- A** You can sit here to take in the sheer size of the stadium.
- B** You can buy small souvenirs from the field.
- C** It is not open to the public.
- D** Players can sit in here to answer media questions.
- E** You must pass through this on the way to the pitch.
- F** This place is for quiet reflection before a game.
- G** You can find old players' memorabilia here.

Locations

- 16** The Stands ____
- 17** Player's Tunnel ____
- 18** Away Team Dressing Room ____
- 19** Press Conference Room ____
- 20** Prayer Room ____



PART 3 Questions 21-30

Questions 21–24

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

- 21** What initial question does the host raise about protein intake?
- A** Whether the 30-gram limit per meal is a real concern.
 - B** Whether it is possible to consume 1.6 grams per kilogram.
 - C** Whether the thermic effect of food is the main use for protein.
- 22** Dr. Vance explains that protein is different from fats and carbohydrates because
- A** it is the most metabolically active nutrient.
 - B** it is not really stored by the body in the same way.
 - C** it is primarily used to build houses for cells.
- 23** What was the key finding of Dr. Vance's rat study?
- A** The total lean body mass was identical in both groups.
 - B** The group with evenly distributed protein had larger livers.
 - C** There was a small but significant difference in leg muscle size.
- 24** What does Dr. Vance suggest might explain the results of her rat study?
- A** The rats with bigger meals had reached their muscle-building limit.
 - B** The hind limbs of the rats were more sensitive to protein.
 - C** The internal organs turned over protein slower than muscle.



Questions 25-30

What opinion does Dr. Vance give about each of the following types of research?

Choose **SIX** answers from the box and write the correct letter, **A-H**, next to Questions 25-30.

Opinions

- A** Results showed it had a negative effect on muscle mass.
- B** The main objective is often just weight control.
- C** It is the best way to get a high number of subjects.
- D** It is ideal for long-term studies with tight controls.
- E** The findings on muscle mass have been inconsistent.
- F** Participants were training inside their eating window.
- G** It is less important than total protein intake.
- H** Its effects can be reduced through resistance training.

Types of Research

- 25** Dr. Vance's view on protein distribution _____
- 26** Human studies on protein distribution _____
- 27** 16:8 intermittent fasting studies _____
- 28** More extreme fasting studies _____
- 29** The main advantage of animal studies _____
- 30** The goals of most people _____



PART 4 Questions 31–40

Complete the notes below.

Write **ONE WORD ONLY** for each answer.

The Impact of Artificial Intelligence**Introduction**

- The lecture will discuss whether AI will make humans better.
- The 21st century has seen three major technological revolutions:
 - Personal computers
 - The **31** _____
 - Artificial Intelligence

A Case Study: AI in Online Debate

- The AI bots were highly successful, achieving an 18% success rate in changing people's opinions, compared to a human average of just **32** _____.
- A surprising aspect was that the researchers had only modest academic **33** _____.
- When given basic personal data, the AI's persuasive **34** _____ increased.
- Conclusion: The bots succeeded because they presented better **35** _____ calmly and rationally.

Historical Precedents: AI in Games

- **Go:**
 - He learned new moves and **36** _____ that were outside traditional ideas.
 - The experience helped him see new **37** _____ in the game.
- **Poker:** The AI 'Libratus' baffled humans with betting choices that seemed **38** _____.
- **Video Games (e.g., Starcraft 2):**
 - AI showed that making a **39** _____ with units early in the game could create a long-term advantage.

Conclusion

- The main benefit of AI is that it can expand the human **40** _____.



READING

READING PASSAGE 1

You should spend about 20 minutes on Questions 1-13, which are based on Reading Passage 1 below.

The Big Chill: Inside the Frozen Food Supply Chain

In the United States alone, frozen food sales surpassed \$72 billion in 2022, and this figure reflects a rapidly growing global demand. The COVID-19 pandemic, in particular, supercharged the industry, with sales figures spiking dramatically as consumers began to invest in bulk buying. Since 2019, sales have grown by 23%, a trend that has shown remarkable staying power. One recent survey found that over 80% of consumers now turn to frozen foods to reduce in-home food waste and save money. A study by Cornell University reinforced this, finding that households using frozen food are five times less likely to waste it compared to fresh alternatives.

Behind this popular consumer trend lies a sophisticated and critical supply chain designed to keep perishable goods frozen. The journey from farm to freezer is a complex network of refrigerated trucks and cold storage facilities, where maintaining a consistent temperature is paramount. Any variation can render a product unsafe for consumption, and a surprising percentage of frozen items are discarded due to inadequate temperature control. A significant challenge is that much of the refrigeration technology in use is outdated. The industry still relies heavily on mechanical freezing, a technique that has not seen significant leaps forward in decades.

The process of freezing food has come a long way since the 1930s, when Clarence Birdseye pioneered a flash-freezing technique that revolutionised food preservation. Before his innovation, frozen products were often tasteless and textureless. Today, two primary methods dominate the industry. The first, mechanical freezing, often uses the air-blast method, where rooms of food are filled with cold air. A more advanced version of this is Individual Quick Freezing (IQF), which freezes individual pieces of food separately. The key advantage of IQF is speed; faster freezing creates smaller ice crystals, which better preserves the texture and integrity of the food when it is thawed. This method allows produce to be frozen at its 'peak of freshness', a message the industry has focused on communicating to consumers.

The second major method is cryogenic freezing, which uses liquid nitrogen or carbon dioxide to achieve extremely low temperatures very rapidly. One estimate suggests that while mechanical freezing might take nearly an hour to freeze fruits and vegetables, cryogenic freezing could accomplish the same task in just 11 minutes. However, the higher

cost of both the technology and the liquid nitrogen itself has made many companies hesitant to switch. Regardless of the method, speed is the essential factor in creating a high-quality frozen product.

Keeping food frozen is only half the equation. A robust cold storage supply chain is necessary to get these products to consumers. This challenge was recognised even by Birdseye, who created his own refrigerated train boxcars and leased freezers to retailers. Today, the U.S. relies heavily on trucks, but the entire global system has weaknesses. The coronavirus pandemic exposed just how fragile the cold chain is, revealing huge gaps in the ability to transport frozen and refrigerated food. Globally, it is estimated that 13% of all food produced is lost annually due to poor cold storage.

In response, major logistics companies are innovating to prevent waste and improve efficiency. One such company, Lineage Logistics, serves major clients like Walmart and McDonald's from its 450 warehouses across 20 countries. They have employed data scientists to create algorithms based on computational fluid dynamics, which have successfully reduced the freeze cycle for strawberries from three days down to one. These algorithms also help optimise the use of space in their energy-intensive freezers, ensuring every cubic inch is used effectively. Another innovator, Phononic, is developing solid-state cooling using semiconductor chips. This technology is being integrated into reusable, actively refrigerated totes for 'last-mile' delivery, a solution aimed at the booming online grocery market, which saw a 75% increase in frozen food sales in 2020. These totes give retailers greater flexibility and help meet the consumer demand for convenience.

Questions 1-7

Do the following statements agree with the information given in Reading Passage 1?

In boxes 1-7 on your answer sheet, write:

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

- 1 The increase in frozen food sales began during the COVID-19 pandemic. ____
- 2 The main reason consumers buy frozen food is to have less food waste at home. ____
- 3 According to a recent survey, saving money is the only benefit of frozen food for most consumers. ____
- 4 Current refrigeration systems in the supply chain are generally considered modern. ____
- 5 Clarence Birdseye's original freezing method is no longer used by the industry. ____
- 6 The size of ice crystals in frozen food affects its quality. ____
- 7 The Individual Quick Freezing (IQF) method aims to produce larger ice crystals. ____

Questions 8-13

Complete the notes below.

Choose **ONE WORD ONLY** from the passage for each answer.

Write your answers in boxes 8-13 on your answer sheet.

Advanced Freezing and Supply Chain Innovations

Cryogenic Freezing

- This method is extremely fast but is not widely used due to its high **8** _____.

The Supply Chain

- The system has significant **9** _____ that were exposed during the pandemic.
- Logistics companies are now using innovations to improve efficiency.

Examples of Innovation

- Lineage Logistics uses special **10** _____ to reduce the time needed for freezing.
- Phononic has developed a cooling system based on semiconductor **11** _____.
- This company provides reusable **12** _____ for the final stage of delivery.
- These new solutions help satisfy the consumer need for **13** _____.

READING PASSAGE 2

You should spend about 20 minutes on Questions 14-26, which are based on Reading Passage 2 below.

An Inherited Burden: The Economic Challenges Facing America's Youth

Despite decades of economic growth in the United States, prosperity has not been evenly distributed. Since 1989, the share of national wealth held by Americans under 40 has plummeted by nearly 50%, leading to an unprecedented situation where today's young adults are economically worse off than their parents were at the same age. A primary driver of this crisis is the soaring cost of housing, which has risen from 4.5 times the median household income in 1985 to seven times today, making home ownership a distant dream for many.

A significant factor is a chronic lack of new development, often attributed to the 'NIMBY' ('Not In My Backyard') attitude. Across many cities, established landowners oppose new construction to preserve their quality of life and protect property values. This resistance has had a measurable impact: the rate of new housing construction relative to the population has fallen by 30% since 2000, creating a severe shortage that drives up prices.

The market is also constrained by the behaviour of older generations, whose rate of home ownership has increased by 23% as it has fallen for younger groups. This demographic benefits from financial incentives, such as favorable tax rules, that discourage them from selling their properties. With many owning their homes outright or holding low-interest loans, and with financial products allowing them to borrow against their home's value without selling, there is little motivation to move. This has resulted in an artificially tight market, with larger homes often underutilised by 'empty nesters' while younger generations struggle to find accommodation.

A more recent factor is the entry of private equity firms into the housing market. While their national ownership is small, they concentrate their purchases in specific high-growth regions like the 'Sunbelt', where they can own over 50% of single-family rentals. This market dominance allows them to influence rental prices, which in some cities have risen at nearly double the national average. Able to make large, unconditional cash offers, these firms present formidable competition for the average homebuyer.

Common explanations are often offered for this generational wealth gap. One is that young people lack a strong work ethic, but a marginal 3% decrease in the average workweek since 1985 is insufficient to explain the disparity. Another claim is that they

spend money unnecessarily; however, data shows that while spending habits have shifted, younger generations are actually saving a higher percentage of their income than their predecessors did. The primary drivers of higher expenditure for the young are the inflated costs of housing, healthcare, and education.

A third assertion, that young people are unskilled, is demonstrably false, as each successive generation has become more educated. The real issue is the soaring cost and diminishing benefit of that education. The inflation-adjusted cost of a four-year degree has tripled since 1980, not due to better teaching but to administrative 'bloat'. Growth in non-teaching university staff has far outpaced the growth in students, meaning more money is spent on administration and facilities than on education itself. Consequently, this investment no longer guarantees prosperity; while earnings for graduates have risen by a modest 18% since 1980, the cost of their education has soared by 188%. This forces them into a cycle of debt, with the total US student loan balance now at \$1.7 trillion.

This personal debt is mirrored at the national level. Over the last 60 years, US government debt has grown three times faster than the economy, now standing at \$35 trillion. This level of fiscal irresponsibility is often attributed to a political class that is significantly older than the population it represents; the average US senator is 64, while the median age of an American is 38. Critics argue that officials nearing the end of their lives lack the incentive to make fiscally sound decisions when the consequences—future taxes and reduced services—will be borne not by them, but by the young. This creates a system where current spending often benefits older populations while levying a heavy financial burden on the future of younger generations.

Questions 14-20

Look at the following statements (Questions 14-20) and the list of factors below.

*Match each statement with the correct factor, **A**, **B**, or **C**.*

NB You may use any factor more than once.

- 14** Their actions have led to a decrease in the ratio of homes to people.
- 15** They are able to purchase numerous properties at the same time.
- 16** They have financial reasons that discourage them from moving to a different property.
- 17** Their influence on the cost of renting is greater in certain geographical areas.
- 18** Their main goals include maintaining the current character of their local area.
- 19** They can borrow money using their house as security.
- 20** They have an advantage because they do not need to borrow money from a bank to buy property.

List of Factors

- A** The NIMBY Attitude
- B** Older Homeowners
- C** Private Equity Firms

Questions 21-26

Do the following statements agree with the claims of the writer in Reading Passage 2?

In boxes 21-26 on your answer sheet, write:

TRUE if the statement agrees with the information

FALSE if the statement contradicts the information

NOT GIVEN if there is no information on this

- 21** The author accepts the argument that young people today work significantly less hard than previous generations.
- 22** Younger generations are saving less of their income than their parents did.
- 23** The rising cost of university education is mainly due to the hiring of more teachers.
- 24** A university degree provides a smaller financial return now than it did in the past.
- 25** The writer claims that the US national debt has grown at the same rate as the economy.
- 26** The author suggests that the age of politicians is a relevant factor in national spending decisions.

READING PASSAGE 3

You should spend about 20 minutes on Questions 27-40, which are based on Reading Passage 3 below.

The Architecture of Pervasive Data Collection

Google's ecosystem of services forms an almost inescapable part of modern online interaction. While it is common knowledge that the company's revenue is derived from advertising, the mechanics of this model are less understood. In 2024, advertising constituted nearly 75% of Google's revenue, a figure translating to \$264 billion. The efficacy of this advertising is predicated on the vast repository of user data the company accumulates, encompassing search histories, location details, and browsing habits. The company's staggering market dominance across browsers, mobile operating systems, and search provides an unparalleled infrastructure for this data collection.

The process occurs in two primary ways: actively, when users consciously provide information through direct inputs like a search query, and passively, through background methods that often occur without the user's immediate awareness. One of the most established passive tools is the browser cookie. While some cookies are essential for website functionality, advertising cookies are of greater concern to privacy advocates. These are used not only to measure ad performance but also to build a detailed picture of a user's online behaviour and preferences by tracking their navigation across the entire internet. Due to Google's scale, its cookies are persistent and ubiquitous. The company also recently reversed its decision to phase out these third-party cookies in its Chrome browser, citing the need for further experimentation with alternative methods of serving personalised ads.

This search for alternatives has intensified focus on another, more contentious tracking method: device fingerprinting. This technique involves gathering a multitude of data points about a user's device—such as its operating system, browser version, and even battery drain rate—to create a unique identifier. Unlike cookies, which primarily track a user's online actions, fingerprinting tracks the user's specific device. Each computer or smartphone has a unique combination of these characteristics, which can be compiled into a distinct profile tied to its primary user. Privacy advocates consider this method more nefarious than cookies because, while cookies can be blocked or deleted by the user, changing one's unique device characteristics for every online session is virtually impossible. A recent policy shift suggests Google, which had previously banned fingerprinting, appeared to soften its stance, signalling a potential move towards adopting such technologies as a post-cookie tracking solution.

A common misconception is that Google sells user data directly. The company asserts this is incorrect. Unlike data brokers who sell raw data to any bidder, Google's model is to sell access to 'audiences'. Through its advertising platforms, a company can target highly specific demographics—for example, individuals aged 20-40 with a certain income who have shown an interest in a particular product. This is achieved through a real-time bidding process where advertisers use complex algorithms to bid for ad placements targeted at these user 'segments' or 'buckets'. Google maintains that all the underlying data is anonymised, meaning advertisers are not given direct access to an individual's personal information, but rather to a profile of their characteristics.

However, the reassurance of anonymisation is a subject of intense debate. Multiple studies have demonstrated that it can be a trivial matter to re-identify individuals from so-called anonymised data sets by cross-referencing different pieces of information. This concern is amplified in the age of Artificial Intelligence (AI). While Google's current policy states that it does not use private data from services like Gmail or Google Docs to train its large language models such as Gemini, relying instead on publicly available web information, the potential for future use remains. With AI technology evolving at a rapid pace, a company holding such a wealth of sensitive information could easily change its data usage policies, particularly in the absence of robust federal laws in the U.S. to prevent such shifts.

Google's data collection practices have not gone without legal challenges. The company has faced numerous lawsuits and financial settlements over allegations of misleading users about its location tracking practices and for the unauthorised collection of sensitive health and biometric facial data. Despite these issues, avoiding the company's reach is exceedingly difficult for the average user. Investigations have shown that many popular third-party applications are dependent on Google's servers to function, effectively breaking if access is blocked.

For concerned users, mitigating some data exposure is possible through proactive measures. These include switching to privacy-focused browsers, avoiding Google's suite of branded applications, and carefully adjusting account settings to turn off location history and ad personalisation. Ultimately, however, the paradigm of the modern internet is that for services offered free of charge, the user's data becomes the actual product. This fundamental trade-off continues to define the relationship between the world's largest technology corporations and the hundreds of millions of individuals who use their services daily.

Questions 27-32

Complete the summary below.

Choose **ONE WORD ONLY** from the passage for each answer.

Write your answers in boxes 27-32 on your answer sheet.

Google's Data Collection Methods

Google's business model is powered by extensive data collection. This occurs through active user inputs and, more subtly, through **27** _____ collection methods. One well-known tool is the advertising cookie, which tracks a user's online behaviour and **28** _____ across many different websites. Because Google's advertising network is so large, its cookies are described as being **29** _____ across the web.

A more controversial tracking method is device fingerprinting, which collects information about a user's specific **30** _____ to create a unique ID. All this data can be combined to form a distinctive **31** _____ for each individual. Activists are concerned that this method is more **32** _____ than cookies because it is almost impossible for a user to block.

Questions 33-40

Do the following statements agree with the claims of the writer in Reading Passage 3?

In boxes 33-40 on your answer sheet, write:

YES if the statement agrees with the claims of the writer

NO if the statement contradicts the claims of the writer

NOT GIVEN if it is impossible to say what the writer thinks about this

- 33 The writer accepts Google's claim that it does not sell user data directly to advertisers. ____
- 34 The process of real-time bidding allows advertisers to see the personal contact details of users. ____
- 35 The writer is confident that data described as 'anonymised' cannot be used to identify people. ____
- 36 Google currently uses the content of personal emails to improve its AI models. ____
- 37 The writer believes US law provides strong protection against future changes in Google's data use policies. ____
- 38 Google has been penalised for being dishonest about its data collection in the past. ____
- 39 The author suggests that it is simple for people to stop using Google-dependent services. ____
- 40 The writer believes there is an inherent exchange of data for free services in the digital economy. ____

WRITING

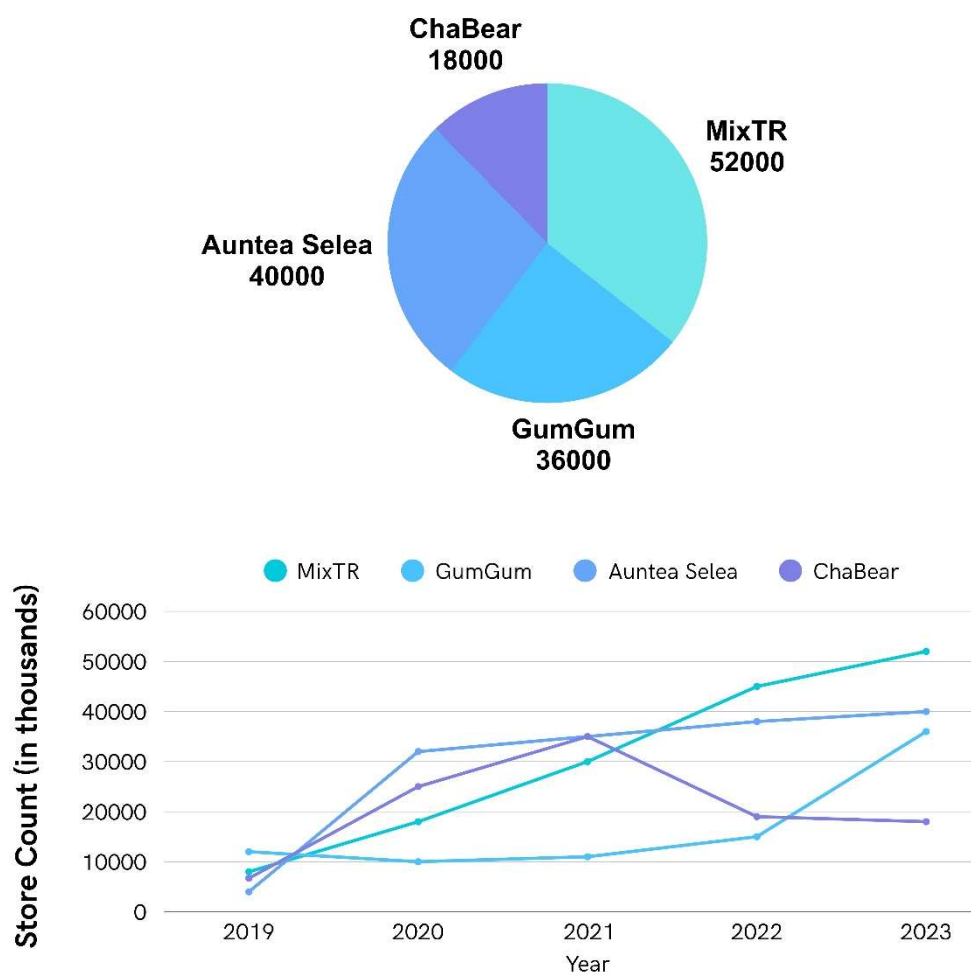
WRITING TASK 1

You should spend about 20 minutes on this task.

The charts give information about the global store count of four major bubble tea chains. The pie chart illustrates the total number of stores for each chain in 2023, and the line graph shows the trend in their store numbers from 2019 to 2023.

Summarise the information by selecting and reporting the main features, and make comparisons where relevant.

Write at least 150 words.



WRITING TASK 2

You should spend about 40 minutes on this task.

Write about the following topic:

Some young individuals achieve extraordinary success and global fame in a specific field, such as sports, arts, or academia, at a very early age. This can have both positive and negative consequences for them.

To what extent do you agree that the advantages of this situation outweigh the disadvantages?

Give reasons for your answer and include any relevant examples from your own knowledge or experience.

Write at least 250 words.

PART 1

The examiner asks the candidate about him/herself, his/her home, work or studies and other familiar topics.

EXAMPLE**Shopping**

- Do you enjoy shopping? [Why/Why not?]
- Where do people in your country usually go shopping?
- Do you prefer to go shopping alone or with other people? [Why?]
- Do you think that online shopping will replace shopping in stores in the future? [Why/Why not?]

PART 2

Describe an enjoyable day out you have had.

You should say:

- **who you were with**
- **where you went**
- **what you did**

and explain why it was so enjoyable.

You will have to talk about the topic for one to two minutes. You have one minute to think about what you are going to say. You can make some notes to help you if you wish.

PART 3***Discussion topics:*****Hobbies and Leisure Time**

- What kinds of things do people in your country do in their free time?
- Do you think it's important for people to have leisure time? Why?
- How has the way people spend their leisure time changed over the last few decades?

The Importance of Taking a Break

- What are some of the benefits of going on a holiday or a trip?
- In what ways do you think modern technology has affected our leisure time?