

Employees

Worker isolation

Employee, work life balance

Air line, First aid

**Management Sports** 

Long Term Customers

Manufacturing practices

Water

Lack of WATER, demand, shortages

Water Liquid, cleaning

Poverty dev

Globalisation, poverty, job security

Political development, inheriting money Palm Reading

Hospital, efficiency, admin

Holiday Industry, travel

Catwalk, window merchandising

Shop Location

Internet viruses

Psychotherapy, mental disorder

Hypnosis, Memory

Negative Feedback, emotional

SHL Verbal Liquid Swords Ltd <u>www.twitter.com/chirag89</u>

# Science, palm reading

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Although there is no scientific support for the contention that the physical features observed in palm reading can enable someone to read a person's character, or divine their future, the human hand does show evidence of the person's health, cleanliness, occupation and nervous habits. Examples of this include calluses or nail biting. Hands are often examined in medical diagnosis and provide clues with which the palm reader may often astound the unsophisticated.

#### Verbal Reasoning: Question 1 of 30

Sophisticated people tend not to be very impressed by palm readers.

Remember to base your answers **only** on the information given in the passage.





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#### Verbal Reasoning: Question 2 of 30

Features of a person's hand do not provide clues to his/her job.

Remember to base your answers **only** on the information given in the passage.



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#### Verbal Reasoning: Question 3 of 30

Hands do not reveal anything about someone's level of hygiene.

Remember to base your answers **only** on the information given in the passage.



### **Plant reproduction**

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Horticulturalists must take into account many factors when planning the reproduction of plants. Propagation by seed is the most common method employed as it is relatively easy and has a good expected rate of germination, although this can drop if the seed has been packaged for more than a year. Many seeds can remain viable for up to 5 years if properly stored, as their protective coats prevent sprouting until ideal growing conditions exist. External conditions can be manipulated in order to bring seeds out of dormancy and hasten germination. However, even in optimal conditions, some seeds are reluctant to sprout.

#### Verbal Reasoning: Question 4 of 30

The reproduction of flora involves many aspects for horticulturalists to consider.

Remember to base your answers **only** on the information given in the passage.



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#### Verbal Reasoning: Question 5 of 30

All seeds will germinate, given the right environmental conditions.

Remember to base your answers **only** on the information given in the passage.



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#### Verbal Reasoning: Question 6 of 30

The rate at which seeds sprout can decline after the first year of being packaged.

Remember to base your answers **only** on the information given in the passage.

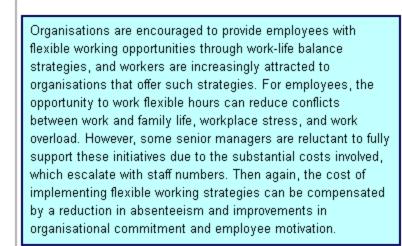




# Employee work life balance, organisation culture

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#### Verbal Reasoning: Question 20 of 30

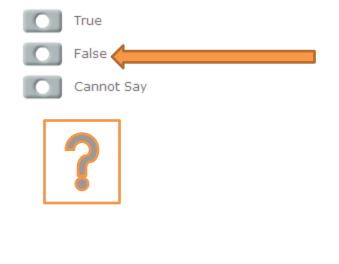
Removing work-life balance strategies could result in an associated reduction in absenteeism.

Remember to base your answers **only** on the information given in the passage.

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Organisations are encouraged to provide employees with flexible working opportunities through work-life balance strategies, and workers are increasingly attracted to organisations that offer such strategies. For employees, the opportunity to work flexible hours can reduce conflicts between work and family life, workplace stress, and work overload. However, some senior managers are reluctant to fully support these initiatives due to the substantial costs involved, which escalate with staff numbers. Then again, the cost of implementing flexible working strategies can be compensated by a reduction in absenteeism and improvements in organisational commitment and employee motivation.

#### Verbal Reasoning: Question 21 of 30

The cost of implementing flexible working strategies is not dependent on the number of employees.

Remember to base your answers **only** on the information given in the passage.



# Biotech, genitcaly-mod ethical

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A superficial consideration of biotechnology will commonly present an impression of ethical neutrality. On the contrary, however, it is closely related to the frequently conflicting values and aspirations of society. Genetically modified food is a particularly good example, presenting the potential to bear more resilient and nutritious crops, and thus contribute to the fight against world hunger, while simultaneously raising concerns regarding its long-term effects and environmental ethics. It is this ethical and scientific controversy that ultimately led to the rejection of genetically modified food in Europe.

#### Verbal Reasoning: Question 22 of 30

Biotechnology has been rejected in Europe.

Remember to base your answers **only** on the information given in the passage.

Minutes remaining

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#### Verbal Reasoning: Question 23 of 30

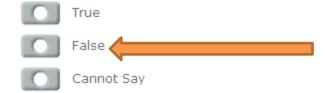
Biotechnology is ethically neutral.

Remember to base your answers **only** on the information given in the passage.

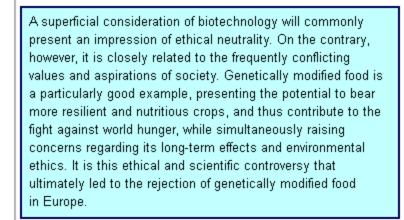
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#### Verbal Reasoning: Question 24 of 30

Most of European society is opposed to genetically modified food.

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Remember to base your answers **only** on the information given in the passage.



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#### Verbal Reasoning: Question 6 of 30

The debate surrounding the ethics of genetically modified food contributed to its rejection in some countries.

Remember to base your answers **only** on the information given in the passage.

True
False
Cannot Say

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#### Verbal Reasoning: Question 4 of 30

The European population is more concerned with the environmental ethics of genetically modified food than other societies.

Remember to base your answers **only** on the information given in the passage.



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#### Verbal Reasoning: Question 5 of 30

Genetically modified food could help nations to fight starvation.

Remember to base your answers **only** on the information given in the passage.



### Climate change

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Scientists believe we are experiencing a dramatic change in the overall climate system, verified by the 10-15 cm rise in sea levels over the last 100 years and the increases in severe weather conditions. Although climate change occurs naturally, scientists believe human activities have led to increased carbon dioxide, methane and nitrous oxide concentrations. leading to climate changes and, in turn, observed increases in sea levels, atmospheric temperatures, and erratic weather systems. This means that today's climate shift differs dramatically from previous shifts in climate in both magnitude and rate. Scientific research suggests that advancing sea levels, rising temperatures and severe weather conditions caused by climate change will result in a host of negative consequences such as a threat to international trade patterns, an increase in the movement of tropical disease, and an increased risk of forest fires and landslides.

#### Verbal Reasoning: Question 10 of 30

All scientists believe the earth's climate is changing.

Remember to base your answers **only** on the information given in the passage.



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#### Verbal Reasoning: Question 11 of 30

At the beginning of the 20th century, sea levels were lower.

Remember to base your answers **only** on the information given in the passage.

True
False
Cannot Say

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#### Verbal Reasoning: Question 12 of 30

Reducing methane emissions will have a detrimental impact on global industry.

Remember to base your answers **only** on the information given in the passage.



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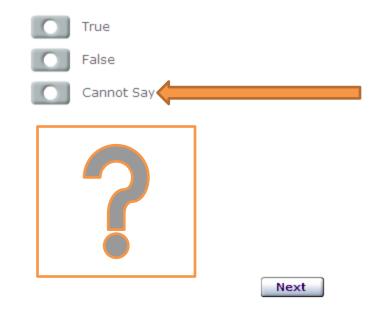


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#### Verbal Reasoning: Question 25 of 30

People will catch more tropical diseases due to climate change.

Remember to base your answers **only** on the information given in the passage.



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#### Verbal Reasoning: Question 26 of 30

Only the difference in velocity distinguishes current climate shifts from previous shifts.

Minutes remaining

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Instructions

Remember to base your answers **only** on the information given in the passage.



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#### Verbal Reasoning: Question 27 of 30

The enormity of alterations to our climate system has never been experienced by human beings before.

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Remember to base your answers **only** on the information given in the passage.



### Airline – First Aid

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The airline industry has always acknowledged first-aid training to be imperative for their staff, but with the ever increasing numbers of people to whom air travel is becoming accessible, airline staff will need to be even more alert and better equipped to deal with any medical emergency that may arise. Flight attendants must be able to identify the details and severity of the crisis, and administer first-aid calmly and effectively. To ensure that these requirements are met, regular first-aid courses and emergency procedure drills have become common practice in the majority of airline companies. This on-going training has meant that airline staff can react with even greater lucidity, composure and meticulousness than ever before.

#### Verbal Reasoning: Question 28 of 30

Regular first-aid training has equipped airline staff to react more quickly.

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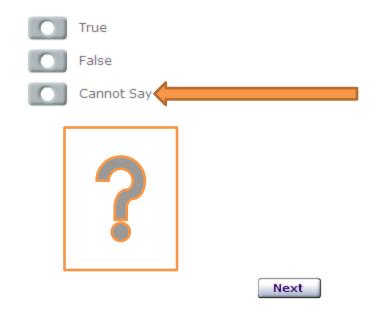


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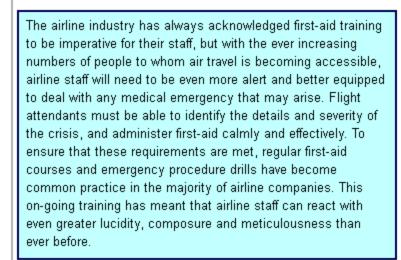
#### Verbal Reasoning: Question 29 of 30

An increasing amount of people need first-aid attention from airline staff.

Remember to base your answers **only** on the information given in the passage.



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#### Verbal Reasoning: Question 30 of 30

Flight attendants must be able to identify their first-aid training requirements.

Minutes remaining

17

Instructions

Remember to base your answers **only** on the information given in the passage.



Finish

# Catwalk, window merchandising

Home

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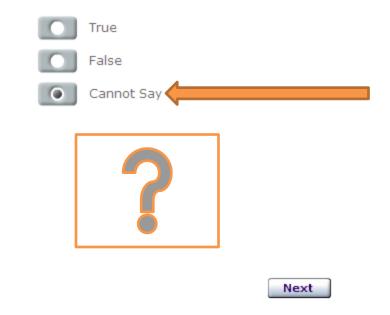


As in the tradition of haute couture catwalks and magazines, an effective shop window must display items in such a way that engenders customers' aspirations to lead a certain lifestyle and consequently stimulate their desire to purchase the merchandise. Financial success may also depend on how frequently the window display is altered, as this will encourage customers to regularly enter the shop to inspect new stock. It may also induce an anxiety that the pieces may be removed imminently and thereby increase customer spending, as well as catch the attention of passers by because a constantly evolving window display suggests something exciting is happening. The display items should be large and bright in colour to ensure that they are visible from a distance and a themed window (e.g. Christmas) often improves sales considerably. A common drawback of placing items in a shop window is that they are more liable to be stolen.

#### Verbal Reasoning: Question 1 of 30

Repeat customers are less likely to return when the window displays are changed frequently.

Remember to base your answers **only** on the information given in the passage.



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#### Verbal Reasoning: Question 3 of 30

Customers are often disappointed when they cannot purchase the items displayed in shop windows.

Remember to base your answers **only** on the information given in the passage.





### Workers isolation

Home

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Workers are becoming increasingly concerned about company relocation due to its association with employee distress and isolation, which can be caused by issues such as the management of property transitions and the loss of community ties. Furthermore, moving home can put a strain on workers' financial resources and close relationships, especially for those working parents who may feel guilty about moving children to new schools. Regardless of the disruption created, some individuals are very willing to relocate, due to the potential for enhanced career prospects and long-term financial stability.

#### Verbal Reasoning: Question 4 of 30

The majority of employees feel isolated following relocation.

Remember to base your answers **only** on the information given ir the passage.





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#### Verbal Reasoning: Question 5 of 30

Some people may feel guilty about the consequences of relocating.

Remember to base your answers **only** on the information given ir the passage.





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### Verbal Reasoning: Question 6 of 30

The potential benefits of job relocation are seen, by some, to be worth the associated distress and strain.







# Lack of water

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Lack of water is an ever-worsening global crisis, with over forty percent of the world's population now suffering from regular and severe water shortages. Increases in population mean that there is less water available per capita. In addition, pollutionrelated global warming is making some countries, which were already short of water, even hotter and drier. Demand for water is doubling every twenty years and there are predictions that, in the future, nations may go to war to fight for its control.

### Verbal Reasoning: Question 7 of 30

Oil shortages, more than a lack of water, are likely to result in war.





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### Verbal Reasoning: Question 8 of 30

In 20 years time most countries will have inadequate water supplies.





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### Verbal Reasoning: Question 9 of 30

Neither climate change nor population expansion are exacerbatin the water shortage problem.





# Political devolopment, inheriting money

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Political, economic and demographic developments are combining to increase the wealth of individuals in leading economies. These individuals take a much more active role in managing their personal financial affairs and in determining how their assets should be invested for their long-term benefit. As a result, we are seeing the emergence of a new market, consisting of so-called 'affluent individuals'. This structural trend is set to continue and will provide significant opportunities for financial services providers. This band of individuals has traditionally been dominated by old money inheritance, and this will remain a factor, but the rise of new affluent money is increasing as individuals benefit from higher salaries and compensation in the form of stock options. These new affluent individuals are also creating wealth as small business entrepreneurs.

### Verbal Reasoning: Question 10 of 30

Affluent individuals want to manage their own assets rather than use financial service providers.





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### Verbal Reasoning: Question 11 of 30

Individuals may become 'affluent' through inheriting old money.

Remember to base your answers **only** on the information given ir the passage.



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### Verbal Reasoning: Question 12 of 30

Inherited old money will be completely replaced by new affluent money.

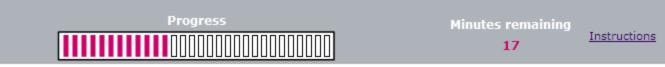




# **GTC** investments

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At the moment GTC, like other European producers, is able to relieve at least some of its over-capacity by exporting, partly to Central America. A decade from now, that region will be largely self-sufficient and trade will be starting to flow the other way. However, for GTC investors, the company's recent restructure could herald better times. The group's lack of focus and lack-lustre returns have been much criticised of late.

### Verbal Reasoning: Question 13 of 30

GTC is a sound investment.

Remember to base your answers **only** on the information given ir the passage.



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### Verbal Reasoning: Question 14 of 30

European producers cannot meet demand in their home territories.





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### Progress Minutes remaining 17 Instructions

At the moment GTC, like other European producers, is able to relieve at least some of its over-capacity by exporting, partly to Central America. A decade from now, that region will be largely self-sufficient and trade will be starting to flow the other way. However, for GTC investors, the company's recent restructure could herald better times. The group's lack of focus and lack-lustre returns have been much criticised of late.

### Verbal Reasoning: Question 15 of 30

Central America will, in the future, begin to export less to Europe



# Insurance market growth

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Progress

PEOPLE PERFORMANCE

### Verbal Reasoning: Question 16 of 30

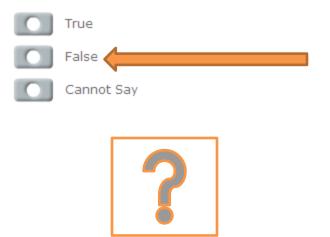
The biggest risk facing the world's insurance companies is possibly the rapid change now taking place within their own ranks. Sluggish growth in core markets and intense price competition, coupled with shifting patterns of customer demand and the rising cost of losses, are threatening to overwhelm those too slow to react. Insurance companies are experiencing a depression in their core markets.

Minutes remaining

17

Instructions

Remember to base your answers **only** on the information given in the passage.



Progress



The biggest risk facing the world's insurance companies is possibly the rapid change now taking place within their own ranks. Sluggish growth in core markets and intense price competition, coupled with shifting patterns of customer demand and the rising cost of losses, are threatening to overwhelm those too slow to react.

### Verbal Reasoning: Question 17 of 30

Insurance companies that are cautious in responding to change will prevail in the long term.

Minutes remaining

17

Instructions





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# Progress Minutes remaining 17 Instructions Verbal Reasoning: Question 18 of 30

The biggest risk facing the world's insurance companies is possibly the rapid change now taking place within their own ranks. Sluggish growth in core markets and intense price competition, coupled with shifting patterns of customer demand and the rising cost of losses, are threatening to overwhelm those too slow to react. Insurance companies are competing to provide the best prices to customers.





# Globalisation, poverty, job secutrity

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A major concern is that globalisation contributes to poverty, inequality and social disintegration by reducing the bargaining power of low-skilled labour and decreasing job security. This is because production of manufactured goods can be moved from one country to another with relative ease, but workers are far more restricted in their ability to cross borders. However companies working with natural resources - for example, mining, oil and gas, and tree plantations - have to make longterm workforce commitments because of the more immobile nature of their business.

### Verbal Reasoning: Question 19 of 30

Jobs are more secure in the natural resource sector.

Remember to base your answers **only** on the information given ir the passage.



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### Progress Minutes remaining 17 Instructions

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### Verbal Reasoning: Question 20 of 30

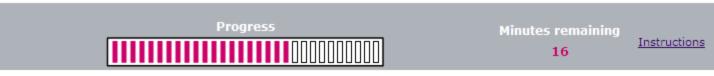
Skilled workers are less restricted in their ability to cross borders





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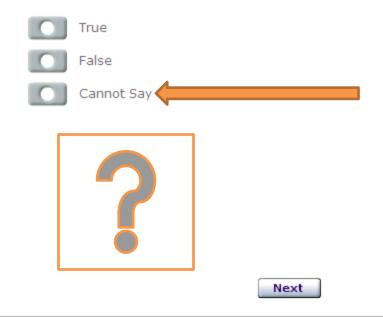




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### Verbal Reasoning: Question 21 of 30

The relative ease of relocating goods production across countries eases poverty.



# Hospital efficiecy, admin

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In recent years, many issues have been considered when attempting to ameliorate the wellbeing of patients and the efficiency of hospital administration. Patients have often complained about endless waiting lists, low standards of cleanliness, poor hospital food, and unsatisfactory doctorpatient communication and now, according to an expert from a leading image consultancy, doctors' dress codes and their general appearance must come under close scrutiny. If healthcare professionals have an unwashed appearance, dirty nails or unkempt hair, this exudes the impression of recklessness and untrustworthiness; wearing red reminds patients of blood; and power dressing is discouraged because patients may feel undermined and less relaxed. Although campaign groups approve of healthcare professionals leading by example with high standards of hygiene in hospitals, some individuals argue that this potential new image legislation is merely a case of jumping on the bandwagon of the current media trend for home and lifestyle makeovers.

### Verbal Reasoning: Question 22 of 30

It is always preferable for healthcare professionals to wear blue instead of red.

Remember to base your answers **only** on the information given in the passage.



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### Verbal Reasoning: Question 23 of 30

New hospital legislation states that healthcare professionals must have clean fingernails.

Remember to base your answers **only** on the information given in the passage.



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### Verbal Reasoning: Question 24 of 30

Individuals have argued that the current media trend for lifestyle make-overs is a direct result of the concern over the image of healthcare professionals.

Remember to base your answers **only** on the information given in the passage.



# Psychotherapy mental disorder

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Increasingly, psychotherapy is being shown in relevant studies to be an effective form of treatment for mental disorders in its own right, despite frequent claims that evidence for its effectiveness in a number of serious disorders is almost totally lacking. Moreover, studies have suggested that a combination of psychotherapy and appropriate medication may lead, in the case of at least some identifiable mental disorders, to significantly better outcomes compared to those in which medication is applied without the support of psychotherapy. This provides support for mental health professionals to consider psychotherapy when deciding on the treatment of patients suffering from mental disorders.

### Verbal Reasoning: Question 25 of 30

Unless combined with psychotherapy, medication is rarely effective in the treatment of mental disorders.



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### Verbal Reasoning: Question 26 of 30

It cannot be concluded that psychotherapy can be as effective as medication in the treatment of every form of mental disorder.

Remember to base your answers **only** on the information given in the passage.



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### Verbal Reasoning: Question 27 of 30

Psychotherapy, often combined with medication, is used more and more by mental health professionals.

Remember to base your answers **only** on the information given in the passage.



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#### Verbal Reasoning: Question 28 of 30

There are conditions for which the combination of psychotherapy and medication does not improve the outcome in comparison to the use of medication alone.

Remember to base your answers **only** on the information given in the passage.



# Earthquake, Rapidtech Bridges

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With the rapid technological advancement today, bridges are becoming increasingly more sophisticated, and are spanning significantly greater distances. Earthquakes, however, remain a potential threat to these immense structures as they may do irreparable and costly damage to an important bridge. As a bridge's major vulnerability to earth movement lies in its supportive structures, a promising solution has been found to be a self-anchored suspension bridge. This bridge design is one in which the pull of the cables is opposed by the push of the deck, thus eliminating the supporting anchorages.

### Verbal Reasoning: Question 28 of 30

The self-anchored suspension bridge is the established solution t the threat of earthquake damage.





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### Verbal Reasoning: Question 29 of 30

Earthquakes inevitably cause costly damage to the bridge's structure.





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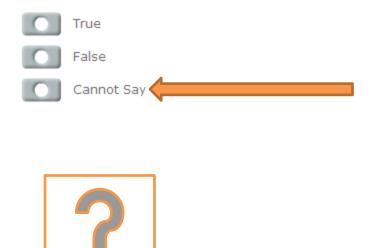


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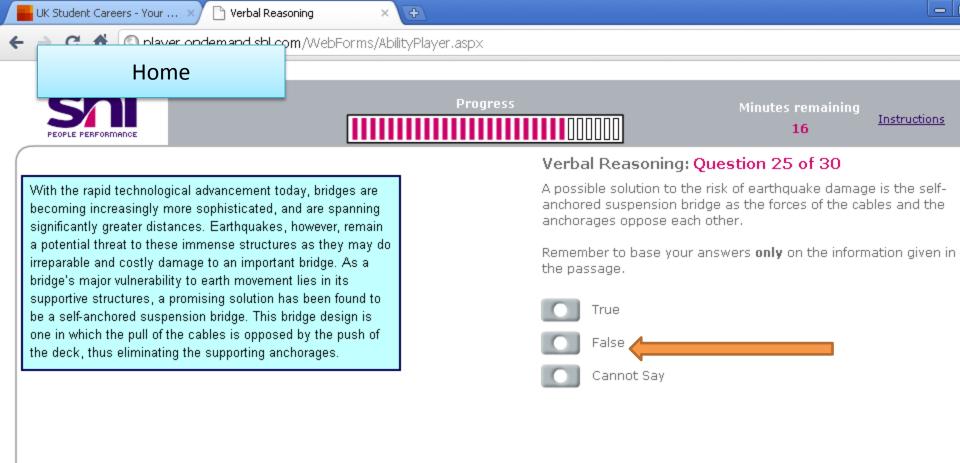
### Verbal Reasoning: Question 30 of 30

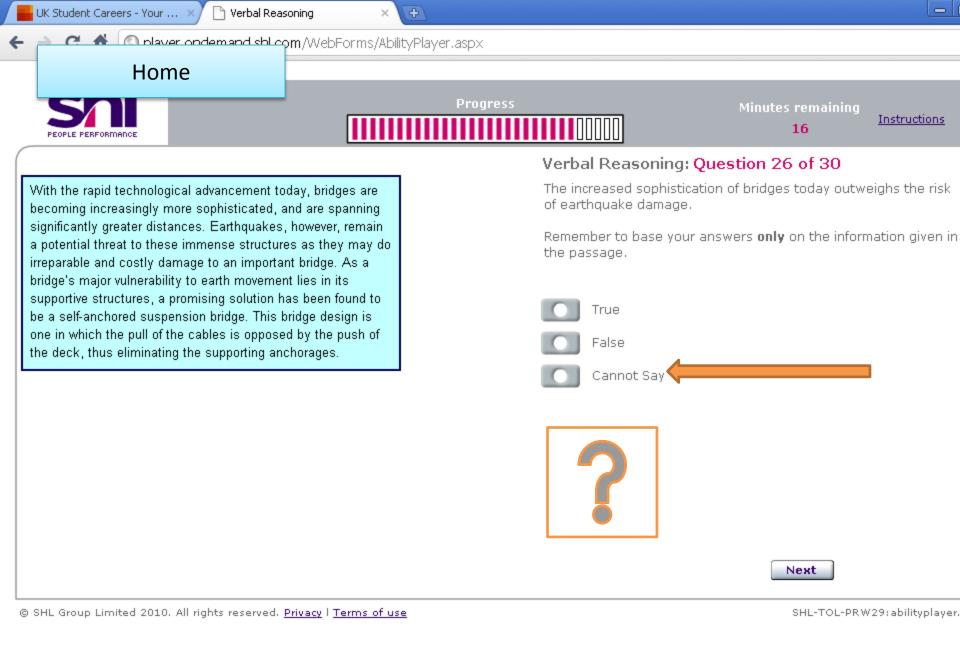
Modern bridges have different structural features to those built before the technological advancement of today.

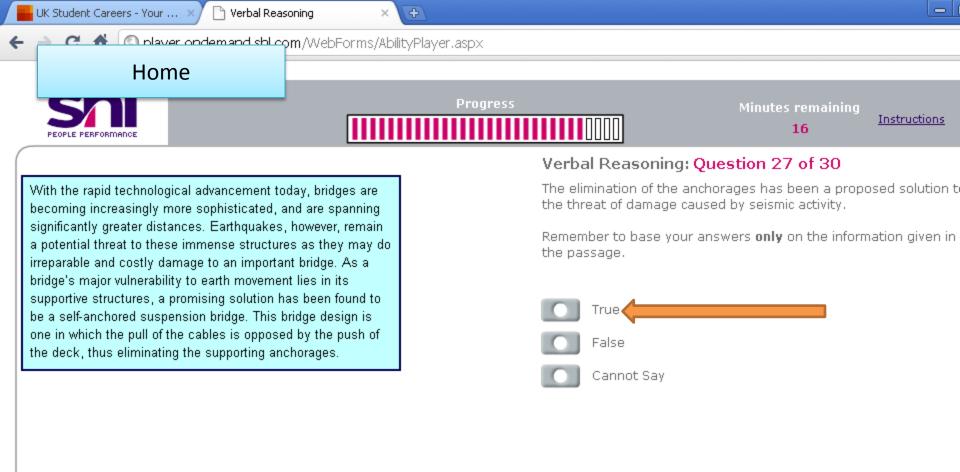
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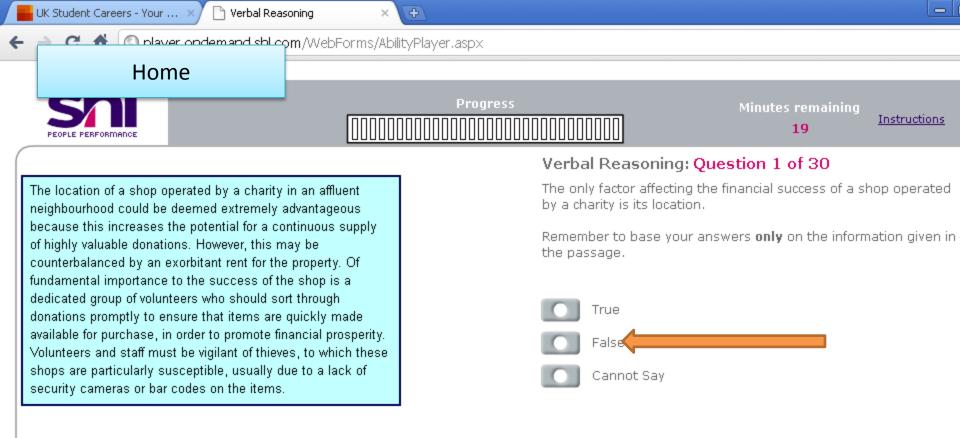






# Shop location

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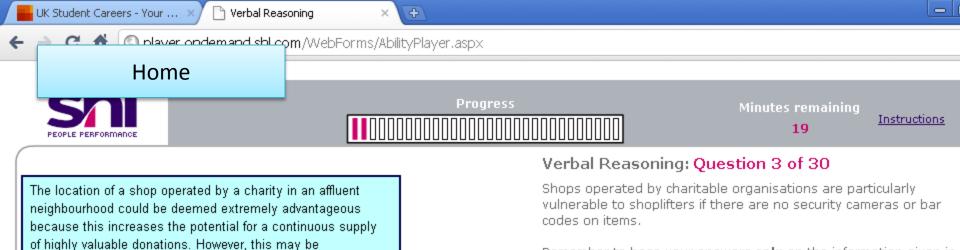
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False
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counterbalanced by an exorbitant rent for the property. Of

fundamental importance to the success of the shop is a dedicated group of volunteers who should sort through donations promptly to ensure that items are quickly made available for purchase, in order to promote financial prosperity. Volunteers and staff must be vigilant of thieves, to which these shops are particularly susceptible, usually due to a lack of

security cameras or bar codes on the items.



Remember to base your answers **only** on the information given in the passage.

True
False
Cannot Say

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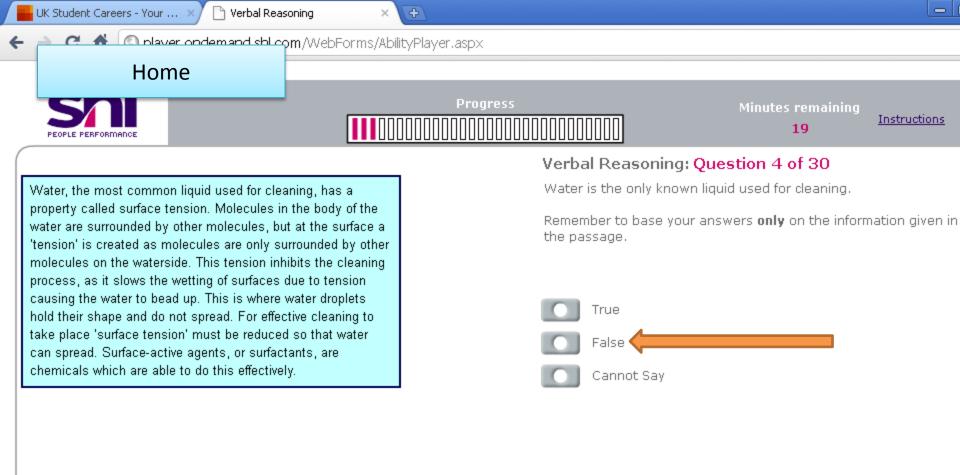
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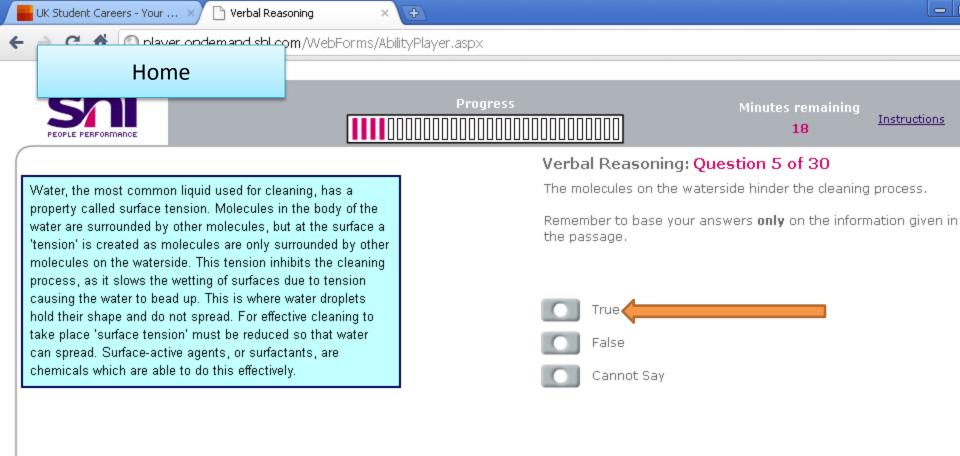
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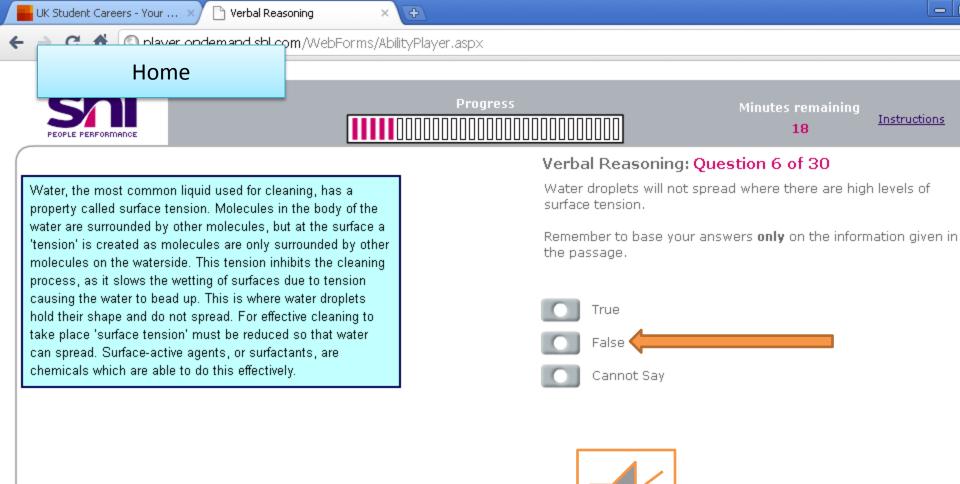
# Water liquid cleaning

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Water, the most common liquid used for cleaning, has a property called surface tension. Molecules in the body of the water are surrounded by other molecules, but at the surface a 'tension' is created as molecules are only surrounded by other molecules on the waterside. This tension inhibits the cleaning process, as it slows the wetting of surfaces due to tension causing the water to bead up. This is where water droplets hold their shape and do not spread. For effective cleaning to take place 'surface tension' must be reduced so that water can spread. Surface-active agents, or surfactants, are chemicals which are able to do this effectively.

### Verbal Reasoning: Question 7 of 30

If surfactant chemicals are added to water when cleaning a surface, surface tension will occur.

Remember to base your answers **only** on the information given in the passage.



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### Verbal Reasoning: Question 9 of 30

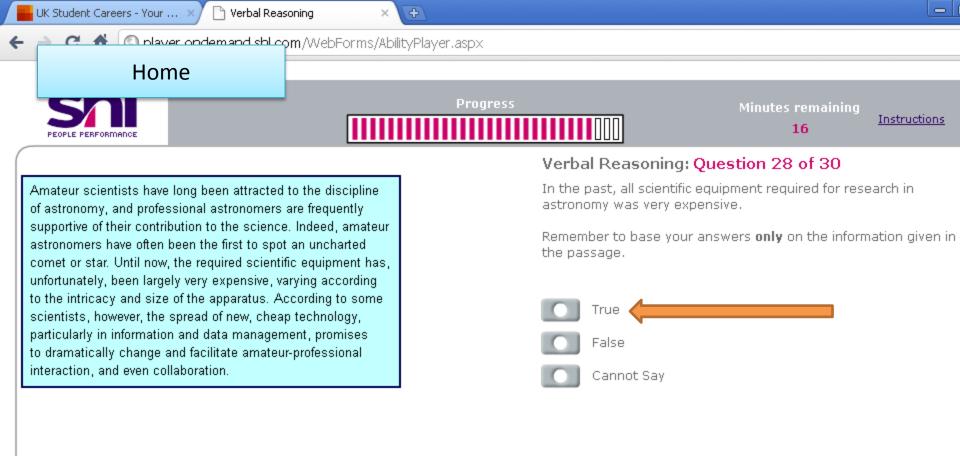
Surface active agents, or surfactants, are only used for cleaning.

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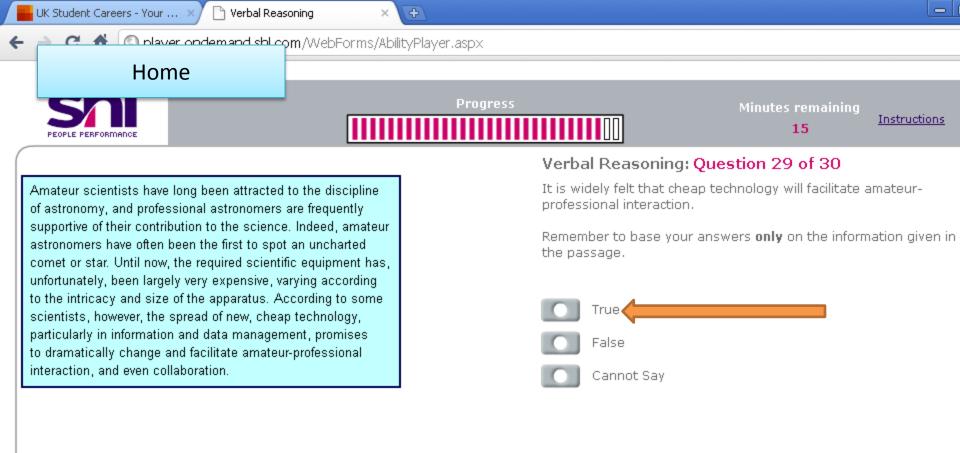




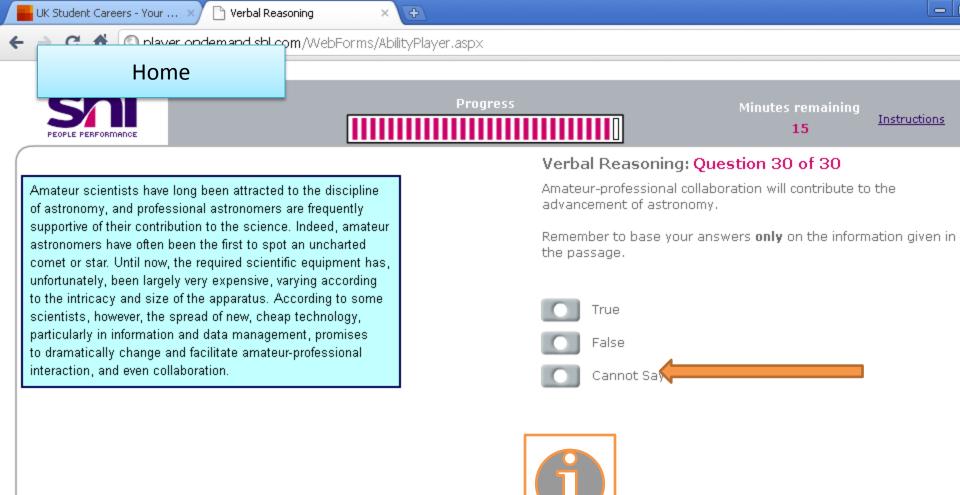
### astronomy











Finish



# Short sightness

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### Verbal Reasoning: Question 1 of 30

The genetic link between intelligence and short-sightedness has recently been proven.

Remember to base your answers **only** on the information given in the passage.



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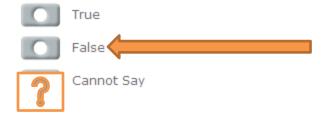




### Verbal Reasoning: Question 2 of 30

People from all families stand an equal chance of being shortsighted.

Remember to base your answers **only** on the information given in the passage.



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### Verbal Reasoning: Question 3 of 30

Intelligence is to a large extent inherited.

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### Verbal Reasoning: Question 2 of 30

No one knows for sure what connects intelligence and shortsightedness.

Remember to base your answers **only** on the information given in the passage.



## Management sports

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Success in management and success in sports have similar roots, involving the mastery of techniques and of oneself, yet the analogy between management and sport has seldom been stressed. Far more often, writers have sought management lessons from warfare. Many books have dipped into military history, going as far back as the 1100s, to discover the secrets of business success. Sport offers an alternative model of leadership, one that stresses the importance of coaching, teamwork and communication.

### Verbal Reasoning: Question 7 of 30

Sport has more to teach about management success than warfard does.

Remember to base your answers **only** on the information given in the passage.



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### Verbal Reasoning: Question 8 of 30

Communication is more important in sport than in warfare.

Remember to base your answers **only** on the information given in the passage.

True
False
Cannot Say

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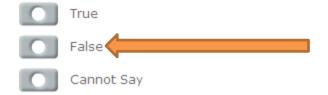


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### Verbal Reasoning: Question 9 of 30

The parallels between sport and management have been highlighted frequently.

Remember to base your answers **only** on the information given in the passage.





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## Manufacturing practices

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For many years, manufacturing practices remained devoid of innovation. That is, until the mid-1990s, when trends in modern manufacturing created a virtual revolution. This was driven by economic survival, global competition and rapidly changing customer markets. These external forces led to the introduction of production methods such as just-in-time inventory control, advanced manufacturing technology, and integrated manufacturing systems. These practices meant that manufacturers could remain responsive to market conditions and produce items which met customers' needs. However, these new innovations have not necessarily meant that the quality and durability of products have improved.

### Verbal Reasoning: Question 10 of 30

All manufacturers have introduced new production practices to survive.

Remember to base your answers **only** on the information given in the passage.



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### Verbal Reasoning: Question 11 of 30

Manufacturers who do not take up modern manufacturing method will not automatically produce inferior items.

Remember to base your answers **only** on the information given in the passage.



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### Verbal Reasoning: Question 12 of 30

Introducing just-in-time inventory control is the best way to remain responsive to market demands.

Remember to base your answers **only** on the information given in the passage.



## Internet virusess

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Internet experts are warning of a new multitude of extremely dangerous computer viruses that have recently been causing devastation and could potentially cripple entire global computer systems. These viruses can replicate thousands of copies within hours and are capable of extirpating security software that, in turn, enables hackers to appropriate control of the machines. Criminal gangs can then establish bank accounts using stolen identities, sabotage a company's computer system and extort money for its restoration, and sell computers that have been interfered with on the black market. Computer users are often advised to refrain from opening suspicious programs attached to emails and to continually update their security software.

### Verbal Reasoning: Question 25 of 30

Criminal gangs could use computer viruses to blackmail companies.

Remember to base your answers **only** on the information given in the passage.



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### Verbal Reasoning: Question 26 of 30

These specific computer viruses have long been causing serious disruption.

Remember to base your answers **only** on the information given in the passage.



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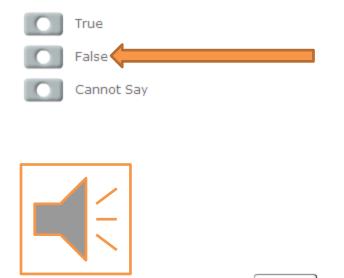


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### Verbal Reasoning: Question 27 of 30

It is necessary for hackers to establish bank accounts so that the can extort money from software companies.

Remember to base your answers **only** on the information given in the passage.



# Cosmic microwave backgrounds

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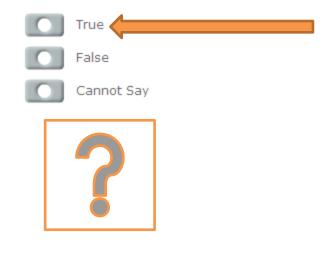


The cosmic microwave background (CMB) radiation is the afterglow from the Big Bang, and weak as it may be today, these primeval microwaves hold valuable information about fundamental properties of the early universe. Slight differences, or anisotropies, in the brightness and polarisation of the CMB reveal clues about the nature of the primordial plasma: that the discrepancies exist at all shows that the plasma was not perfectly uniform. The variations in brightness seen in the CMB reflect differences in the density of the primordial plasma, whereas the anisotropic polarisation reveals information about the dynamics of the early universe, such as the movement of material and the number of gravitational waves. The CMB, however, is not the only source of polarised microwaves and the cosmological polarisation must thus be measured at different wavelengths so as to isolate them from foreground signals.

### Verbal Reasoning: Question 28 of 30

The anisotropies of the CMB show solely that the primordial plasma was not uniform.

Remember to base your answers **only** on the information given in the passage.



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### Verbal Reasoning: Question 29 of 30

The wavelengths of the foreground signals are disregarded once they have been distinguished from the CMB.

Remember to base your answers **only** on the information given in the passage.



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The cosmic microwave background (CMB) radiation is the afterglow from the Big Bang, and weak as it may be today, these primeval microwaves hold valuable information about fundamental properties of the early universe. Slight differences, or anisotropies, in the brightness and polarisation of the CMB reveal clues about the nature of the primordial plasma: that the discrepancies exist at all shows that the plasma was not perfectly uniform. The variations in brightness seen in the CMB reflect differences in the density of the primordial plasma, whereas the anisotropic polarisation reveals information about the dynamics of the early universe, such as the movement of material and the number of gravitational waves. The CMB, however, is not the only source of polarised microwaves and the cosmological polarisation must thus be measured at different wavelengths so as to isolate them from foreground signals.

### Verbal Reasoning: Question 30 of 30

Through studying the cosmological microwaves, one may learn about the forces of gravity in the early universe.

Remember to base your answers **only** on the information given in the passage.



Finish

## Hypnosis memory

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For most people, any reference to hypnosis brings to mind images of individuals involved in amusing, and often out of character, behaviour. However, hypnosis is also a topic of scientific research. Research by scientists over the last few decades has revealed ways in which memory processes, and processes involved in pain perception can be changed using hypnosis. It has also been found that hypnotic suggestions can regulate activity in identifiable sections of the brain and can contribute to the effective management of cognitive conflict. Findings from several related brain imaging studies, for example, have suggested that people under hypnosis can exhibit reduced levels of brain activity in both visual areas and the anterior cingulate cortex. Disparate research has already established the role of these brain structures in the monitoring of cognitive conflict.

### Verbal Reasoning: Question 25 of 30

Scientific research on the effects of hypnosis on memory and pain perception started a few decades ago.

Remember to base your answers **only** on the information given in the passage.



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### Verbal Reasoning: Question 26 of 30

Under hypnosis most individuals participate in entertaining activities.

Remember to base your answers **only** on the information given in the passage.



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### Verbal Reasoning: Question 27 of 30

Few people think that when hypnotised, individuals do things that they would not normally have done.

Remember to base your answers **only** on the information given in the passage.



# Negative Feedback, emotional

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The prospect of accepting negative feedback about ourselves elicits conflict as we need to assess the immediate emotional costs of negative information about ourselves against the long-term benefits of gaining useful feedback. Studies have confirmed what most managers seem to have known already; that the mood we are in whilst receiving feedback often influences the relative weight people assign to emotional costs versus the informational benefits of receiving negative feedback. The studies that have been carried out have demonstrated that positive moods can function as a buffer and therefore enable people affected in this way to both accept, as well as better handle, the emotional costs of negative self-related information.

### Verbal Reasoning: Question 16 of 30

An individual's mood will have no effect on how negative feedback is received.

Remember to base your answers **only** on the information given in the passage.



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### Verbal Reasoning: Question 17 of 30

Accepting negative feedback involves a trade-off between shortterm and long-term costs and benefits.

Remember to base your answers **only** on the information given in the passage.



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### Verbal Reasoning: Question 18 of 30

Managers are increasingly taking employees' moods into consideration when providing them with negative feedback regarding their performance.

Remember to base your answers **only** on the information given in the passage.





## Long term customers

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In general, the longer a customer stays with a company, the more that customer is worth. Long term customers buy more whilst costing less to service; they take up less of a company's time and are less sensitive to price. They are also more likely to bring in other new customers. Senior managers usually gauge company performance on the basis of cash flow and profit. They rarely study the statistic that reflects how much real value the company is creating - customer retention.

### Verbal Reasoning: Question 4 of 30

Long-term customers purchase fewer goods than newer customers.

Remember to base your answers **only** on the information given in the passage.



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## Verbal Reasoning: Question 5 of 30

Long-term business success depends mainly on cash flow and profitability.

Remember to base your answers **only** on the information given in the passage.



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### Verbal Reasoning: Question 6 of 30

Senior managers pay due attention to customer retention.

Remember to base your answers **only** on the information given in the passage.



# Holiday industry, travel

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Over the past decade there has been a steady growth in the holiday industry whilst the number of travel agencies has declined. This is due to the increasing number of customers who are booking their holidays online, because of a quicker and more financially viable service. However, specialist travel agencies, such as those focusing on particular regions or holiday activities, remain successful as they have an in-depth understanding of a region and the customers who go there. The staff are also multilingual, and thanks to their specialised knowledge they can provide good deals, meaning that their prices are often lower than non-specialist travel agents and online companies.

### Verbal Reasoning: Question 19 of 30

A travel agent's specialist knowledge can be used to the financial benefit of the customer.

Remember to base your answers **only** on the information given in the passage.



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### Verbal Reasoning: Question 20 of 30

More people are booking their holidays online rather than through a travel agent, even though it takes longer to find the right holida this way.

Remember to base your answers **only** on the information given in the passage.



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### Verbal Reasoning: Question 21 of 30

Specialist travel agents visit certain regions in order to gain a detailed knowledge of these areas and the customers they attract.

Remember to base your answers **only** on the information given in the passage.



# Glass making furnace

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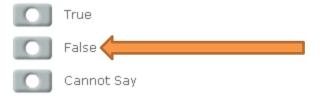
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<u>Instructions</u>

Significant advances in float furnace design and operation, in the development of glass compositions, and in the glass forming process itself have all played a role in the optimisation of glass manufacturing. For example, thermodynamic modelling assists with the enhancement of glass composition and offers control over devitrification characteristics, and studies examining burner design, to ensure flames have maximum luminosity and impinge on the glass at the correct angle, aid the minimisation of fuel consumption. The exploitation of such advanced research allows glass manufacturers to reduce their expenditure on fuel, decrease their defect rates and produce glass of the highest quality, all of which are important if they are to retain their commercial standing and customer loyalty.

### Verbal Reasoning: Question 19 of 30

The radiance of furnace flames has no direct impact on the amoun of fuel used in the glass-forming process.

Remember to base your answers only on the information given in the passage.



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Minutes remaining 18

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### Verbal Reasoning: Question 20 of 30

Glass of a higher quality is produced when the float furnace is at its maximum temperature.

Remember to base your answers only on the information given in the passage.



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Minutes remaining 18 Instructions

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### Verbal Reasoning: Question 21 of 30

Glass companies should not avail themselves of the latest research in thermodynamics should they want to maintain their commercial reputation.

Remember to base your answers only on the information given in the passage.



- If u got this far then then u have survived the post human world of 2012
- Have a nice DOOMS DAY