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|---------------------------------|----------------|
| 1. D                            | 37. B, C, E, G |
| 2. E                            | 38. B, C, E, G |
| 3. B                            | 39. B, C, E, G |
| 4. A                            | 40. B          |
| 5. C                            |                |
| 6. E                            |                |
| 7. C                            |                |
| 8. Not given                    |                |
| 9. False                        |                |
| 10. Not given                   |                |
| 11. True                        |                |
| 12. False                       |                |
| 13. True                        |                |
| 14. False                       |                |
| 15. (technical) knowledge       |                |
| 16. Consultations               |                |
| 17. Worldwide traders           |                |
| 18. Unexpected charges          |                |
| 19. (sales) executives          |                |
| 20. Dynamic                     |                |
| 21. Refresher courses           |                |
| 22. (their) first day           |                |
| 23. (the) absence manager       |                |
| 24. (the) following weekend     |                |
| 25. (any) disabilities          |                |
| 26. 8 months                    |                |
| 27. (any) (employment) tribunal |                |
| 28. MW                          |                |
| 29. JC                          |                |
| 30. AD                          |                |
| 31. SM                          |                |
| 32. MB                          |                |
| 33. JC                          |                |
| 34. CW                          |                |
| 35. JR                          |                |
| 36. B, C, E, G                  |                |