

READING TASK

ACTIVITY 1 A COMPLAINT LETTER

Read the text. For questions 1-10, choose the correct answer A, B, or C as in example D. Only ONE answer is correct.



Dear Sir or Madam,

I am writing in order to express my disappointment with my stay at your hotel. I do not normally write letters of complaint but this time the service was so bad that I feel it is necessary.

We booked a ten day stay in May and from the very beginning, we had problems, something that shocked us as we had always had a great time.

When we arrived, at about three in the afternoon, we were told that our bedroom was not ready – your website clearly states that check-in is available after 1 p.m. After a two-hour wait, during which we were not even offered a cup of tea, we were finally allowed into the room.

As we started to unpack, we saw that the bathroom was full of hairs from previous guests; In fact, the whole place was very dirty. There was a smell of smoke and some stains on the blankets.

When we went to the restaurant for dinner, we had to share our table with a group of Americans because there were not sufficient tables for everybody. They were very loud and it was impossible to enjoy the food as they kept interrupting us. I have to admit that the food was good, even though we had to pay for the bottle of wine. Again, this was unexpected as we had understood that drinks were included in the price.

The worst thing happened the next day. When we went down to the reception to find out about our new room, they told us that a change was impossible. There had been a mistake on the computer and we had to stay in the room overlooking the car park for the rest of the holiday. What is more, we were not going to get a refund as in their own words "it was not their fault".

I would like to add that Peter, one of the receptionists, was polite and efficient. However, I cannot say that about the other receptionist. I think it was his first month in the job and did not know what to do in this situation.

As you can imagine, our whole holiday was terrible so I insist on an apology and at least a partial refund of the price we paid. It is the least you can do to compensate for such a terrible experience.

I look forward to hearing from you at your earliest convenience.

Yours faithfully,

Michael Brogan

- D. The writer wants to express ... | *his dissatisfaction* |
1. The writer ... | |
2. They were going to stay in the hotel... | |
3. The couple got to the hotel ... | |

4. When they entered the bedroom ... |
5. They were not happy with the bedroom conditions because ... |
6. On the first evening the restaurant was ... |
7. When they finished their meal they... |
8. The following day when they went to the reception desk... |
9. The couple met ... |
10. The writer wants ... |

ACTIVITY 2 FAST FOOD

Read the text Fast food. For questions 1-5, circle the correct option, TRUE or FALSE as in example 0.

Fast food is a mass-produced food that is prepared and served very quickly. The food is typically less nutritionally valuable compared to other foods and dishes. While any meal with low preparation time can be considered fast food, typically the term refers to food sold in a restaurant or store with frozen, preheated or precooked ingredients, and served to the customer in a packaged form for take-away.

Nearly from its beginning, fast food has been designed to be eaten "on the go" and often does not require traditional dominant cutlery. Common menu items at fast food outlets include fish and chips, sandwiches, pitas, hamburgers, fried chicken, French fries, chicken nuggets, tacos, pizza, and ice cream, although many fast-food restaurants offer "slower" foods like chili, mashed potatoes, and salads. However, even though Western-style Chinese cuisine is most often served as take-away, it is seldom considered to be fast food.

The modern history of fast-food in America is connected with the history of the hamburger, as the earliest fast-food outlets sold hamburgers as their primary product. The American company White Castle is generally credited with opening the first fast-food outlet in Topeka, Kansas in 1921, selling hamburgers for five cents apiece. Among its innovations, the company allowed customers to see the food being prepared. White Castle later added five holes to each beef patty to increase its surface area and speed cooking times. White Castle was successful from its start and spawned numerous competitors.

0. Fast food has traditionally more nutritional value than other food
| FALSE |
1. Essentially, the term "fast food" refers to frozen food
| |
2. In the past, customers at fast-food shops had to bring their own forks and knives to eat
| |
3. Chinese cuisine is considered fast food nowadays
| |
4. Customers at White Castle had the chance to watch how their food was prepared

5. White Castle added five holes to its hamburgers to look more appetizing

Adapted from Wikipedia.com

ACTIVITY 3 STRUGGLING WITH STRESS Adapted from nhsinform.scot

Read the text about Struggling with stress. For gaps 1-10, choose the answer (A-D) which best fits each gap. Only ONE answer is correct.

What is stress?

Stress is the feeling of (0) **being** under too much mental or emotional pressure.

Pressure turns into stress when you are not able to deal (1) | situations.

Reactions to stress may differ enormously (2) | person to person, so a situation that feels stressful to one person may be motivating to someone else.

Many of (3) | life's demands can cause stress, particularly work, relationships and money problems. And, when you feel stressed, it can get in the way of sorting out these demands, or can even affect (4) | you do.

Stress can affect how you feel, think, behave and how your body works. (5) |, common signs of stress include sleeping problems, sweating, loss of appetite and difficulty concentrating.

You may feel anxious, irritable or low in self-esteem, and you may worry constantly or go over things in your head. You may notice that you lose your temper (6) |, drink more or act unreasonably.

You may also suffer (7) | headaches or muscle (8) |. Stress causes a wave of hormones in your body. These stress hormones are released to enable you to manage pressures or threats – the so-called "fight or flight" response.

Once the pressure or threat (9) |, your stress hormone levels will usually return to normal. (10) |, if you're constantly under stress, these hormones will remain in your body, leading to the symptoms of stress.

0. A be B to be C being D having been
1. A up B with C to D for
2. A from B among C between D of
3. A the B this C --- D a
4. A that B what C something D every
5. A therefore B and C among D actually
6. A easilier B more easily C easier D more easy
7. A of B from C with D ---
8. A hurt B harm C pain D ache
9. A will pass B can pass C has passed D passed
10. A however B therefore C in fact D to sum up

LISTENING TASK

ACTIVITY 1 THE EASTLAND

You are going to listen to an extract about the sinking of a ship called "The Eastland" and choose the correct option A, B, or C for each of the sentences or questions 1 - 10. Only ONE option is correct.



- | | |
|--|--|
| | |
| 1. What is the last factor mentioned for the sinking of The Titanic? | |
| | |
| 2. The Eastland was ... | |
| | |
| 3. The ship was ... | |
| | |
| 4. When the deck of The Eastland started to wear out ... | |
| | |
| 5. The Eastland ... | |
| | |
| 6. The Western Electric Company ... | |
| | |
| 7. When the Eastland started to sink it was ... | |
| | |
| 8. Some passengers of The Eastland ... | |
| | |
| 9. People stopped boarding the ship because ... | |
| | |
| 10. According to the recording, both disasters were partly caused by ... | |
| | |

www.speakup.it

ACTIVITY 2 NUCLEAR POWER

You are going to listen to five people giving their opinion about a man called Lovelock and nuclear energy. Five of the sentences below summarize their opinions. Decide which speaker, 1 - 5, expresses which opinion, 1 - 7. There are TWO extra sentences you DO NOT need to use.

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1. Which speaker doesn't trust Lovelock?
| |
2. Which speaker relies on Lovelock's scientific background?
| |
3. Which speaker supports the idea of opening power stations?
| |
4. Which speaker is worried about where to store nuclear waste?
| |
5. Which speaker thinks environmental problems can easily be solved?
| |
6. Which speaker thinks power stations don't damage the environment?
| |
7. Which speaker is worried about the effect of nuclear power on health?
| |

<http://www.bbc.co.uk/worldservice/learningenglish/>

EJERCICIO 3 EYE HEALTH

You are going to listen to an expert giving some tips on eye health. Five of the sentences below summarize each of the five tips. Decide which tip, 1 - 5, corresponds to which sentence, A - F. There is ONE sentence you DO NOT need to use.

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Which tip says dim light can damage your eyes?
 2. Which tip says you should avoid screen overuse?
 3. Which tip says you should select carefully what you eat?
 4. Which tip says there are other ways to check your eyes?
 5. Which tip says it's not a good idea to make your eyes hard?
 6. Which tip says you should keep your eyes safe wearing glasses?
 | |
|---|--|

Adapted from www.eslibrary

WRITING TASK

ACTIVITY 1 JOB APPLICATION EMAIL

The following advertisement was published in last Sunday's edition of The Early News. Write a job application email asking to be considered for the position. The email should include:

- reasons for the application
- qualifications and training
- work experience
- languages
- additional relevant qualities and skills



Engineering Job

Join one of UK's most recognised suppliers of Turnkey Capital Equipment. Graduate Engineer Based in North East England. Negotiable Salary+ Bonus+ Pension+ Health+25 days holiday+ life insurance.

- Ideally 6 months-1 year engineering work experience.
- We will also look at motivated graduates with limited work experience who are passionate about starting a career.
- A confident and out-going personality and be very technically minded.



ACTIVITY 2 YOUR POST ON A WEBSITE

The website The Film and Book of your Life is looking for contributions from its many followers. Write a review of a film or a book that has marked your life. The review should include:

- Introduction: reasons why you have chosen the film/book, type of film/book, type of reader/viewer, etc.
- Body:
 - background information (i.e. type, time, setting, title and information about the writer/director)
 - comments on the plot, the main characters, the acting, etc.
- Conclusion: opinion

SPEAKING TASK

In this part of the test we are going to ask some questions about TRAVELLING that you are expected to answer. Try not to use monosyllabic answers, but to build up your responses; please show interest and take active part in this task.

1st question *i?*

Answer |



2nd question ¿?

Answer |

|

3rd question ¿?

Answer |

|

4th question ¿?

Answer |

|

5th question ¿?

Answer |

|

Describe these pictures



source: www.educastur.es