

1/ THE COMPREHENSION QUESTIONS (6 marks) :

The reading passage :

Dear Peter Tash,

Re: Unsatisfactory Holiday at Hotel Balfour, from 12 August 2014 to 19 August 2014

1-I have just returned from a holiday at Hotel Balfour, Torrevieja with my wife and children, which was the most disappointing :

2-First, there was no shower in the hotel as specified in the brochure. Furthermore, the queen-size bed was nothing than an uncomfortable pullout sofa one. Second, the kitchens were closed for the whole of our stay. Third, the hotel was 5 miles from the beach and not 1 mile as it said in the brochure. Even worse, public transport to the city center was unavailable, so we had to take a taxi which cost us an arm and a leg. We contacted your representatives at the resort on 14 August 2015, but they were unable to resolve the matter.

3-Under The Package Travel, Package Holidays and Package Tours Regulations 1992 you have a responsibility to provide all the elements of the package contracted for as they were described. We are legally entitled to receive compensation from you for loss of value, consequential losses and for the disappointment and loss of enjoyment we suffered.

4-As you failed to provide us with the holiday we booked we are seeking £150 compensation from you for the problems we encountered, and for the distress and disappointment we suffered as a result. I have also sent a copy of this letter and enclosure to ABTA (of which I note you are a member).

5-I look forward to receiving a response from you within 14 days of receipt of this letter.

Yours sincerely,
Jane Silverstone

The comprehension questions :

1° Tick (✓) the right answer (1 mk) : The reading passage is a letter of :

a° Complaint (.) - b° Apology (.) - c° Advice (.)

2° Answer the following questions (2 mks) :

a° How far was the hotel from the beach ?

b° How long did the sender's stay at Hotel Balfour last ?

3° Fill in the blanks with words from the reading passage (1 mk) :

The sender talked about 2 amenities in the hotel room which were specified in the brochure.

The first one was a shower. The second one was

4° Find in the reading passage an idiomatic expression meaning (1 mk) :

*be extremely expensive (paragraph 2) :

5° What does the underlined word in paragraph 3 refer to (1 mk) :

we suffered :

V. LANGUAGE (8 marks) :

1° Circle the right alternative (2.5 mks) :

The Friday preceding Easter Sunday, known as "Good" or "Holy" Friday, commemorates the crucifixion of Jesus and his (**resurrection – death – birth**).

Some Christian denominations fast (**in – on – at**) this day, and many hold special church services.

Christians believe that Jesus was resurrected from the dead on Easter Sunday, on the third day after his crucifixion.

This day is (**tradition – traditional – traditionally**) celebrated in different ways among the many Western



and Eastern Christian traditions, including the eating of special foods. Easter traditions involving egg hunts, egg games, and the gifting of candy eggs.

People (**which – when – who**) regularly attend church often go to special services on Easter Sunday.

These may be (**long – longer – the longest**) and more elaborate than those of other Sundays.

2° Fill in the blanks with the appropriate words from the list below. There are 2 extra ones (2.5 mks) :

won - gained - proud - rush - worried - performed - stressful

Suzy was interested in choreography. She found dancing a great way to get rid of stress certainly after long hours at school. She started dance classes at the age of 7.

At first, she felt embarrassed but later on she self-confidence. At the end of each month; together with a bunch of the best dancers at the gym; she a new show. Those shows took place at the gym, clubs or even in foreign countries. She was so of herself as she often in competitions .

3° Supply the right tense or form of the bracketed words (2.5 mks) :

Burj Al Arab Hotel This 7 star hotel that people say is the world's (**luxurious**) hotel is situated in Dubai. It was designed by multidisciplinary consultancy Atkins led by architect Tom Wright, who got the idea of making it look like the sail of a very tall ship while he (**Cross**)

The Hudson River on a ferry and noticing some charming yacht sails from the upper deck of the ferry. It is, in fact, one of the tallest hotels in the world. The hotel has everything you need for a great holiday.

There are 4 swimming pools, a private beach, a spa and restaurants with (**lick fingers**) food. If you need a taxi, you can choose a Mercedes, a Rolls Royce or even a helicopter.

When you arrive at the airport you can be collected by one of the hotel's cars or of course the helicopter.



On your (**arrive**) at the hotel you are welcomed by several members of staff offering you rose water, dates and coffee. In your room you have your own butler to look after you and provide whatever you need during your stay and from the window or balcony you have a (**picture**) view of the sea. The price ?

(**Good**) , that can be \$2000 a night.



