

Lycée Tarek Ben Ziad. Baraki
Stream : Literature and Philosophy

PART ONE : READING (15 points)

Read the text carefully then do the activities.

Isokaari 38B
00200 Helsinki
Finland

The Manager
Windermere Wildside Adventure Holidays
Ambleside
Cumbria

26 June 1986

Dear Sir or Madam

I am writing to express my dissatisfaction with the adventure holiday I have just had with your organisation, from the 12th to the 25th of this month. The holiday, for which I paid £380, failed significantly to live up to the promises made in your advertisement.

First, although the holiday was advertised as being based at Wildside Hall, I found myself instead at a youth hostel seven miles away. This meant that, with no car or buses available, I had no access to the Hall's facilities (pool, sauna, library, games room, etc); at the hostel, the only leisure facilities were a table tennis table and a pack of cards.

Furthermore, at the hostel there were neither 'comfortable double rooms' nor 'talented' kitchen staff: there were four people in a room, and the food was very ordinary indeed.

Finally, the choice of activities was not as advertised. You claimed that every day we would be able to choose from 'a wide range' of activities (rock-climbing, canoeing, sailing, wind-surfing), and I had planned to spend the whole fortnight sailing and windsurfing, but for eight days of the holiday neither of these was on offer.

In view of the many ways in which the holiday failed to live up to your advertisement, which can only be described as extremely misleading, I feel that a refund of at least £190 would be appropriate. Should this refund not be forthcoming, I shall be obliged to refer the matter to the British Tourist Board.

Yours faithfully,
Samanta Brunoni

A. Comprehension. (7pts)

1. Circle the letter corresponding to the right answer.
The text is a letter of
a. application b. apology c. complaint

2. Are the following statements true or false? Write “T” for true and “F” for false next to the sentence letter.
 - a. Samanta Brunoni is Italian
 - b. She has just been on an adventure holiday in England
 - c. She enjoyed it very much
 - d. The holiday did not correspond to the advertisement
 - e. In her letter Samanta is asking for some sort of refund
3. Complete the second column of the following table with information from the text.

| Promises made in the advertisement | What the holiday was really like |
|--|--|
| Place of accommodation : Wildside Hall | Place of accommodation: |
| Type of accommodation : comfortable double rooms | Type of accommodation: |
| Choice of leisure activities : rock-climbing, canoeing, sailing, wind-surfing | Choice of leisure activities: |
| Food: mountainous meals using the very best of local produce | Food: |

4. What or who do the underlined words refer to in the text ?
 - a. with your organisation, from (§1)
 - b. of this month . (§1)
 - c. neither of these was on offer. (§4)
5. Answer the following questions according to the text.
 - a. What two leisure activities advertised was Samanta interested in ?
 - b. Samanta thinks she has paid too much for the adventure holiday she has been on. How much does she want to pay for it ?

B/ Text exploration (8pts)

1. Find in the text words corresponding to the following definitions.
 - a. a building that provides cheap and simple accommodation and meal, especially to young people who are travelling (§2)
 - b. making you believe something that is not true (§5)
 - c. a sum of money that is paid back to you (§5)
2. Give the opposites of the following words keeping the same root.
 - a. leading b. comfortable c. moral d. satisfaction
3. Complete sentence (b) so that it means the same as sentence (a).
 - 1a. I regret having seen the advertisement.
b. I wish I
 - 2a. “You’ll have access to the hall’s facilities”, the travel agent said
b. The travel agent said we
 - 3a. I strongly advise you not to go with Windermere Wildside. .
b. If Igo with Windermere Wildside.
 - 4a. The rooms in the hostel were not as comfortable as the rooms in the hotel.
b. The rooms in the hostel were than the rooms in the hotel.

4. Fill in each gap with words from the list given.

hotel – paid – excellent – promises.

I was really satisfied with my holiday with Woodward Travel. I ...a... £350 only and enjoyed fully the...b... made in the advertisement. The c... was comfortable and the food ...d... .

5. Underline the stressed syllable in the following words.

a. advertisement b. holiday c. choice d. talented

PART TWO : WRITING (5 points)

Write a composition on the following topic.

Chris is Samanta's friend . He has sent her the following note .

a. Read it carefully.

Haven't you just been on an adventure holiday in England? We're thinking of doing the same next summer. What was it like where you went? How much did it cost? Which organisation did you go with? We're trying to decide between Windermere Wildside and Outward Bound. The agency is putting pressure on us to book now, so could you just drop me a note as soon as poss? All the best, Chris.

b. Write a note in reply to Chris's note. Sign Samanta .