

SECOND TERM ENGLISH EXAMINATION

PART ONE: Reading

The Managing Director
Club 20-30 Holidays
26 Spratt Street
London W3

43 Railway Cuttings
Birmingham
1st July 1989

Dear Sir,

I'm writing to *complain* about a Club 20-30 holiday I went at the Karameli between 14th and 28th June. According to your brochure, accommodation was *supposed* to be in a small villa *however*, when I got to Karameli, I was taken to a modern hotel a mile *from* the sea. *Even though* it had just been built, there were cracks everywhere and it looked *as if* it was going to fall down. The walls were paper thin and you *could* hear everything from the neighbouring rooms.

To make *matters* worse, there were only two other young people in the hotel and they were *both* men. The hotel had been taken over by a package tour of old age pensioners who insisted on playing bingo in the discotheque every evening. Where was the "nightlife" I had *been* promised?

On *top* of everything, when I mentioned my *complaints* to your company representative, she was extremely rude to me. She only reappeared at the end of my stay and became abusive when I *refused* to give her a tip.

You can imagine *how* upset I am at having spent a considerable amount of money *on* this holiday. In fact, I expect a full refund plus compensation for the inconvenience and discomfort I suffered. I trust you *will* give this matter your immediate attention.

I look forward to *receiving* a satisfactory reply by return of post. If I do not receive satisfaction, I am going to write to the TV programme "Value for money" and expose your operation.

Yours *faithfully*

Peter Carr

1-Chose the letter that best completes the sentences

- | | | | |
|--------------------------------|-------------|----------------------------|-------------|
| A-The passage above is | a- a report | b- an extract from the net | c- a letter |
| B-The aim of the passage is to | a- inform | b- argue | c- complain |

2-Are the following statements true or false:

- a-The write is complaining about a holiday.
- b-The hotel was next to the sea.
- c-The hotel was full of people
- d-The secretary was very polite

3- Answer the following questions according to the text:

- a-was the hotel really next to the sea as the brochure stated?
- b-How was the company representative?
- c-What does Mr Carr expect from the hotel owner?

4-What /who do the underlined words refer to in the text?

It (§ 1) , I (§5)

Text exploration

1-Find in the text words opposites in meaning to:

a-old (2) ,angry (§4)

2- Complete the chart as shown in the example.

	verb	Noun	adjective
Example	To organize	organization	organized
	advertisement
	To prepare
	entertainment

3-Rewrite sentence “B ” using the connectors provided”.

1. A- Poor people can’t buy what they want because goods are expensive. **(Therefore)**

B-

2. A-If the government bans advertisement , children will eat healthy food **(Unless).**

B-

3. A- Children eat too much junk food. Consequently, they develop serious diseases. **(Because of)**

B-

4-Classify the following words according to their number of syllables:

Satisfaction - Complain -young -attention -

1syll	2sylls	3sylls	4sylls

Part Two: Written Expression (05 points)

Write a paragraph of about **12 lines** on one of the following topics

Topic One:

Last Wednesday ,you went to the LG expedition and bought a nice Tab .Unfortunately when you went home ,all the instructions were written in Chinese.

Write a letter in which you complain about the problem asking for change or refund.

Respect all the elements of a formal letter

Topic two :

Do you think are that advertisements are good or harmful? Give your reasons