

**SECOND TERM ENGLISH EXAMINATION**

**PART ONE: Reading**

43 Railway Cuttings

Birmingham

1<sup>st</sup> July 1989

The Managing Director  
Club20-30 Holidays  
26 Spratt Street  
London W3

Dear Sir,

I'm writing to *complain* about a Club 20-30 holiday I went at the Karameli between 14<sup>th</sup> and 28<sup>th</sup> 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

Best wishes of a goooooood luck