

## 1) READING COMPREHENSION

A) You are going to read an article about making complaints. Five sentences have been removed from the article. Choose from the sentences a – f the one which fits each gap 1 – 5. There is one extra sentence which you do not need to use.

### Making a complaint – is it worth?

Is it really worth complaining when goods or services are not satisfactory? 1-\_\_\_\_\_. As they point out the old saying ‘If you don’t ask, you don’t get’ is true for many situations, but particularly so when it comes to compensation. Take the case from Mike Thomas from Cornwall. He bought a Toshiba laptop computer, but just three years later he found that it was getting slower and slower.



2-\_\_\_\_\_. He charged him £45 to look at it and then told him that he would need to spend £650 plus VAT for a new part. Then he took the laptop to a well-known computer retailer – and they told him to buy a new one!

3-\_\_\_\_\_. He decided to write a letter of complaint to Toshiba. A short time later, the company collected the laptop, diagnosed a software problem, repaired it, and returned it with a new battery, all without charge. ‘I’d call that outstanding service,’ said Mr Thomas.

Another’s customer’s experience shows that it’s worth complaining to the top people of a company if the local company staff are unhelpful.

Mark Oakley from Norfolk wanted to buy a recordable DVD player. At his local branch of Argos, a shop which sells electrical goods, they told him that they didn’t have the one he wanted in stock, but that they were expecting a delivery ‘soon’. 4-\_\_\_\_\_.

He returned twice more over the following weeks but each time they told him to come back in a week. He started phoning and trying to reserve the machine instead. 5-\_\_\_\_\_.

‘Four days later, someone called me to say the DVD recorder was waiting for me and I could collect 10 recordable DVD discs to compensate for my wasted time,’ he says. ‘And when I collected them I was treated like royalty.’

- A. However, Mr Thomas still felt that his computer should not be out of date after just three years.
- B. But after several weeks of phoning unsuccessfully, Mr Oakley lost patience and wrote the managing director of Argos.
- C. According to a new report from the consumer magazine *Which?*, it certainly is.
- D. The person that always complains wastes their precious time.
- E. However, when he came back, it still hadn’t arrived.
- F. As the machine was no longer under guarantee, Mr Thomas called a local repairer.

**B) Tick the right answer for each question.****1. According to the text, people should complain...**

- a- to be treated as a king or queen.
- b- to have a compensation
- c- to make the company know they are responsible for their mistakes

**2. If you want your complaints to be taken seriously...**

- a- make sure the authorities are aware of your problems
- b- call the store repeatedly
- c- go back to the shop as many times as it is necessary

**3. Why would staff be considered unhelpful?**

- a- because they aren't polite enough
- b- because they tend to tell lies
- c- because they don't provide a solution

**2) FILL IN THE BLANKS**

Use only one word in each blank. Use each word once.

**Culture Shock!!!!**

力 天 和

A couple of years ago I worked in Japan for a \_\_\_\_\_(1) . During the first week I didn't go out much because I had a terrible cold. In the second week I was feeling better, and \_\_\_\_\_(2) some work colleagues invited me out, I said 'yes'. We went to a restaurant in the evening and my friends \_\_\_\_\_(3) explained to me how to use the chopsticks before. So after some practice, I was using them really \_\_\_\_\_(4) and I didn't need to ask for a fork. It was my first time outside Britain, and I \_\_\_\_\_(5) eating Japanese-style like a native. But then the problems started. My cold was not quite finished and my nose was still running a little. I took out a tissue, turned away from the table and blew my nose \_\_\_\_\_(6). I noticed a person at the next table was looking at me strangely. Something was wrong. The person I knew \_\_\_\_\_ (7) in the group was sitting next to me; he explained to me that in Japan people don't blow their nose in public – especially at the table! I \_\_\_\_\_ (8) terribly embarrassed so I turned red. I became so hot that I needed \_\_\_\_\_ (9) to drink immediately. There was a bowl next to me and I thought it was tea. After \_\_\_\_\_ (10) the liquid I noticed that it wasn't tea! So my friend explained: 'That's not for drinking'. For a moment, I didn't know whether to laugh or cry. Finally, we were all crying with laughter!

**3) KEY WORD TRANSFORMATION**

Complete the second sentence so that it has a similar meaning to the first sentence, using the word in CAPITALS on the right. Do not change the word given.

- 1- The first time I went skiing I couldn't stand on my skis. **ABLE**  
The first time I went skiing \_\_\_\_\_.
- 2- As a child I visited the mountains every winter with my family. **USED**  
As a child \_\_\_\_\_my family.
- 3- This is the photo my father took on our last holiday in the mountains. **BY**  
This photo \_\_\_\_\_in the mountains.
- 4- I suppose the children enjoy their holidays in the mountains. **MUST**  
The children \_\_\_\_\_ in the mountains.
- 5- My friend Pete and I were very close but we gradually stopped communicating. **TOUCH**  
My friend Pete and I were very close but \_\_\_\_\_ with each other.

**KEY****1-A)**

- 1- **c.** According to a new report from the consumer magazine *Which?*, it certainly is
- 2- **f.** As the machine was no longer under guarantee, Mr Thomas called a local repairer
- 3- **a.** However, Mr Thomas still felt that his computer should not be out of date after just three years.
- 4- **e.** However, when he came back, it still hadn't arrived.
- 5- **b.** But after several weeks of phoning unsuccessfully, Mr Oakley lost patience and wrote the managing director of Argos.

**1-B) 1. b      2. a      3. c****2)**

- 1- **while/year**
- 2- **when**
- 3- **had**
- 4- **well**
- 5- **was**
- 6- **quietly**
- 7- **best**
- 8- **felt**
- 9- **something**
- 10- **drinking**

**3)**

- 1- The first time I went skiing I couldn't stand on my skis. **ABLE**  
The first time I went skiing *I wasn't **able** to stand on my skis.*
- 2- As a child I visited the mountains every winter with my family. **USED**  
As a child *I used **to** go to the mountains* with my family.
- 3- This is the photo my father took on our last holiday in the mountains. **BY**  
This photo *was taken **by** my father on our last holiday* in the mountains.
- 4- I suppose the children enjoy their holidays in the mountains. **MUST**  
The children ***must** enjoy their holidays* in the mountains.
- 5- My friend Pete and I were very close but we gradually stopped communicating **TOUCH**  
My friend Pete and I were very close but *we lost **touch*** with each other.