

Second term English exam**Year 3 All scientific streams****Two hours****Part I: Reading**

Customer Services Manager
FlyHigh Airways
PO Box 589
London W3 5NJ
31 January 2010

6 Fore Street
Kensington
London W8 9NW

Dear Sir or Madam

Booking reference: Porter POR 1359AZ

My wife and I and our two children, aged 2 and 4, were passengers on flight LZ238 from London to Orlando, USA on July 23rd 2009. I am writing to complain about a number of aspects of the service we received.

Firstly, when the flight was delayed, the staff at the airline's information desk was very unhelpful. We were not even given a voucher for a drink or meal, when it was clear the delay would be at least seven hours. This meant that we had to spend a considerable amount of money in the restaurant.

Then, when we were finally able to board, families were not allowed to board first, although we had paid for this. As a result **we** were not able to sit together, making our children, already very tired, extremely distressed.

It is a legal requirement for airline operators to provide suitable refreshments in the event of a delay. I would therefore expect some compensation for your failure both to comply with this regulation and to provide us with the priority boarding for which we had paid.

I enclose our boarding passes and look forward to hearing from you shortly.

Yours faithfully

S R Porter (Dr)

Oxford Advanced Learner's Dictionary, 8th edition

A. Comprehension**1- Are these statements true or false? Write T or F. (2 pts)**

- a- Dr. S R Porter is married.
- b- Dr. S R Porter was pleased with the services he received.
- c- Dr. S R Porter's family were not sitting together during the flight.
- d- Dr. S R Porter had already paid for priority boarding.

2- Answer the following questions according to the text. (3 pts)

- a- Dr. S R Porter paid extra money prior to (= before) the flight. What for?
- b- Why exactly did Dr. S R Porter write this letter?

3- What/who do the underlined words refer to in the text? (2 pts)

I (§1)

we (§3)

4- In which paragraph is it mentioned that .. (1 pt)

a- The fight was delayed.

b- Dr. S R Porter is asking for compensation.

B. Text exploration

1- Divide the following words into roots and affixes. (1.5 pts)

words	prefix	root	suffix
information			
requirement			
refreshment			

2- Rewrite sentences b so that they would mean the same as a. (2 pts)

1.a- Families were not allowed to board first.

b- I wish

2.a- Families were not allowed to board first. As a result, we were not able to sit together.

b- We were not able to sit together.....

3- Classify the following words according to their pronunciation. (1.5 pts)

lived – headed – played – treated – typed – groaned

/t/	/d/	/ɪd/

4- Fill in the gaps with words from the list: *is – the – much – would*. (2 pts)

Advertising any attempt made to attract customers' attention towards products, offers and services, especially the latest ones so that they buy them. Companies promote for the products through media, posters and hoardings. The more companies promote, the better chance they will make profits. Without advertising, companies won't make money.

Part II: Writing

Choose one topic only. Use about 100 to 120 words in either topic. (5 pts)

Topic one: Using the following notes, write a composition on the following topic:

Imagine you are Customer Services Manager of FlyHigh Airways. Write a letter in which you apologize to Dr. S R Porter for the bad services he had received.

Notes: *Our deepest apologies/..went wrong../ weather..circumstances beyond our control/captains will risk passengers' lives ../delay was inevitable/refund you your money/.....*

Topic two: The media (= TV, newspaper, radio and the internet) plays a crucial role in the realm of business. What are the advantages of its different forms and which medium is the most important? Why?

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