

## I. LISTENING 25 P

### A) Listen to the three interviews and answer the questions below. 18p (x 2)

- 1) Which was Mr Roche's favourite recommendation for the manager?
- 2) But which was the best recommendation?
- 3) What do they have to do now when there is a really dirty room?
- 4) What does Ms González do?
- 5) What does the new team leader give them?
- 6) What is her recommendation for her boss?
- 7) What does Ms Yeboah do?
- 8) Why have some things got better?
- 9) Which was Ms Yeboah's favourite recommendation?

### B) Listen again and complete the sentences below with one word on each line: 7p (x0.5p)

#### 1. INTERVIEWER'S QUESTION TO Mr ROCHE:

So, Mr Roche, can you tell us what \_\_\_\_\_  
since our report on the hotel?

#### 2. Ms GONZALEZ:

But the manager! He just can't \_\_\_\_\_ away from the main foyer: \_\_\_\_\_,  
giving the \_\_\_\_\_, \_\_\_\_\_ reception what  
to do.

#### 3. Ms YEBOAH:

The boss still \_\_\_\_\_ to the \_\_\_\_\_ and \_\_\_\_\_ my \_\_\_\_\_ what  
to do.

## II. READING 25 P

Complete the following story using the words and terms below (there is one extra word you will not need): 15p

guidelines / throughout / aggravated / recompense / incensed / listen actively / cause / talkative  
offer sympathy / confident / speech / posture / even / incessant / unfeeling / eyes

Clare is a flight attendant on a *Cielo Airlines* flight from Philadelphia, Pennsylvania, to Madrid, Spain. Right after takeoff, everything is going smoothly: passengers are reading, sleeping, and enjoying their in-flight movies, shows, and music. However, about 20 minutes after departing, a man in his 20s sitting in an aisle seat appears to be a little <sup>1.</sup> \_\_\_\_\_. He has lowered his mask below his nose, and his <sup>2.</sup> \_\_\_\_\_ seems annoyed: he is slouching, his arms are crossed, and, when Clare goes to talk to him, she can tell by the tone of his voice that he is not having a good time on this flight. Luckily, since Clare is trained in de-escalation, she is <sup>3.</sup> \_\_\_\_\_ she will be able to handle this situation like a true airline professional.

“Excuse me, sir,” She says to him, politely. “What is your name?”

“John,” he says, tapping his foot on the floor. Right away, Clare sees by his actions that he might be anxious: he keeps looking at other passengers, has his seatbelt tightly buckled, and has also been biting his nails. Calmly, Clare reminds John of the COVID-19 <sup>4.</sup> \_\_\_\_\_ for the flight, including the fact that masks must be worn at all times while in the air, on the ground, and in the airport terminals.

“Yeah, yeah,” John says. “But then how am I supposed to sleep? It feels like I can’t breathe when I wear this thing!”

Right here, Clare is able to identify the root <sup>5.</sup> \_\_\_\_\_ of John’s situation: he is nervous about flying, and his <sup>6.</sup> \_\_\_\_\_ tapping of his feet along with his fingers on the tray table show that he might be irritated, but he is not <sup>7.</sup> \_\_\_\_\_. Clare chooses to <sup>8.</sup> \_\_\_\_\_ to John’s problems: he’s been afraid of flying since he was a kid, and he is traveling alone for the first time on an international flight as part of his University’s study abroad program. If she only scolds him for not wearing his mask properly, Clare might appear <sup>9.</sup> \_\_\_\_\_ - however, instead, she decides to <sup>10.</sup> \_\_\_\_\_ by talking about the ways she calms herself down when dealing with stressful situations. As they talk - and as John slides his mask up just a few inches higher! - John becomes less animated. He relaxes his shoulders, stops tapping his hands, and leans back into his seat, since he is allowed to do so following takeoff. As a matter of fact, after seeming annoyed and short in his

<sup>11.</sup> \_\_\_\_\_ when the two started chatting, John becomes more <sup>12.</sup> \_\_\_\_\_ after only a couple minutes.

“I know the mask is a small thing,” Clare says, with a pleasant smile. “But the small things are sometimes the most important.” <sup>13.</sup> \_\_\_\_\_ the conversation, Clare is expressive and offers John a little bit of <sup>14.</sup> \_\_\_\_\_: she gives him an extra bottle of water and <sup>15.</sup> \_\_\_\_\_ free access to WiFi for the second part of the flight!

Written by Karl Dehmelt

### 2. Find word(s) or expressions in the text that mean: 10p

1. walkway on planes: .....
2. the opposite of *standing up straight* : .....
3. the opposite of *to lose control* : .....
4. *in firm manner* : .....
5. *admonishes* : .....

### III. WRITING 25 P

Write a text giving information about what types of accommodation are on offer in your country (or another of your choice). Give as many details as possible (prices, amenities, facilities, services, types of customers, etc). How are hotels graded in the country you chose? Which ones would you prefer to stay at and why?

**(130-150 words)**