

15 High Street,
Anytown.
26.06.2003.

Dear Mr. Jones,

Thank you for your letter, dated 18th June, which I received yesterday. I am very sorry to hear that you were dissatisfied with your recent holiday in Spain and also with the treatment that you received from our representative there. Please note that the alleged attitude of our employee is currently being investigated. Please let me try to answer your four queries one by one.

Firstly, your stolen camera is not the responsibility of our company. It should be covered by your insurance policy, provided that you informed local police regarding the theft.

Secondly, the broken shower unit in your bathroom was checked by a local plumber and found to be in perfect working order.

Your third complaint regarding the choice of main courses for your evening meal appears accurate. As you state in your letter, our brochure does say that you would have a choice of four main courses. We apologise that this was not the case on every evening and accordingly, we enclose a cheque for £50 by way of an apology.

Your final complaint regarding your two hour delay on the return flight is unfortunate. I am sure you will accept that it is the responsibility of the airline concerned and not of Getaway Tours. I hope that these responses will help to answer your queries and that you will see fit to travel with us again.

Yours sincerely,
A. Mann,
Customer Services Manager.

Read the statements below and decide whether each one is **TRUE**, **FALSE**, or you **CANNOT TELL**. Write **TRUE**, **FALSE**, or **I CANNOT TELL** for your answers.

- | | | |
|----|---|-------|
| 1 | The person complaining had been in Spain. | _____ |
| 2 | Mr. Mann was making the complaint. | _____ |
| 3 | Mr. Mann received the letter on the 17th June. | _____ |
| 4 | The letter from Mr. Jones was handwritten. | _____ |
| 5 | A cheque for £50 was paid in compensation. | _____ |
| 6 | The local police were told about the stolen camera. | _____ |
| 7 | Mr. Jones tried to fix the shower. | _____ |
| 8 | A choice of chicken, fish, steak and pizza was offered each evening. | _____ |
| 9 | Getaway Tours promised four main courses. | _____ |
| 10 | Getaway Tours sent a plumber from England to check the broken shower. | _____ |
| 11 | The return flight was delayed because of fog. | _____ |
| 12 | Mr Jones never travelled with Getaway Tours again. | _____ |

Choose the **best words** or **phrases** to complete the passage so that it makes sense.
Choose from the words in **bold** type.

Circle **one** word or phrase in each group.

SHERPAS

The Sherpa people who live in the mountainous country of Nepal are sometimes known as the (**gateway, gatekeepers, doorway, entrance**) of the Himalayas. Many Sherpas work as porters who (**wash, buy, sell, carry**) equipment on mountain expeditions. The work of a Sherpa can be extremely hazardous and at (**times, once, last, least**) forty-three Sherpas have died while working in the Himalayas. The extreme cold in the mountains (**have, did, has, is**) caused Sherpas to lose fingers due to (**heat, accidents, frost-bite, high altitude**). Probably the most (**healthy, liked, famous, talked**) Sherpa is Tenzing Norgay who was with Edmund Hillary, the first person to climb Mount Everest.

Use a form of the **verb** on the left to put each sentence into the **past tense**.

Example. **LEAVE** They **LEFT** early to attend school.

- 19 **SING** The children _____ in the school choir.
- 20 **DRINK** The cat _____ from the saucer.
- 21 **GO** The girls _____ on the swings.
- 22 **CATCH** The passengers _____ the wrong bus.
- 23 **DO** The boy _____ his homework.
- 24 **TAKE** We _____ sandwiches on the picnic.
- 25 **MEET** After school the boys all _____ at Sam's house.

Read this back cover of a book and answer the questions which follow.

TROPICAL FISH

By Mr. A. Trout

The perfect introductory book for the young enthusiast.
Chapters on setting up a tropical fish tank, care of fish,
breeding tropical fish and much, much more.
The book contains 112 coloured photographs taken by the author in the
habitat of the fish.

Books by the same author.

Fins and Gills	ISBN 1 873385 66 8
Fresh Water Game	ISBN 1 873385 66 6
Life In The Sea	ISBN 1 873385 66 4
Falcons in Captivity	ISBN 1 873385 66 2

Which word or phrase means the **same** or **almost the same** as each of the following words or phrases from the book cover? Underline your answers.

- 26 perfect - new ideal big first
- 27 enthusiast - angler person devotee fisherman
- 28 habitat - river ocean natural home place
- 29 setting up - establishing abolishing keeping retaining
- 30 breeding - catching keeping producing giving food to
- 31 in captivity - in the wild flying freely in confinement released
- 32 Who wrote the book? _____
- 33 Who took the photographs? _____
- 34 What is the title of the book which is not about fish? _____
- 35 What sort of creature is book ISBN 1 873385 66 2 about? _____
- 36 What is the title of book ISBN 1 873385 66 4? _____
- 37 Why are all the author's books listed on the back cover? _____

When two words are joined together and shortened with an apostrophe they become known as a **contraction**. Decide what the two original words were in the following contractions. Write them on the answer lines.

Example. I wonder who's in.

who

is

38 It's been raining all day.

39 You're in trouble now.

40 When I've finished I will go out.

41 I hope she'll be on time.

42 We aren't going until Friday.

43 I'd rather stay at home.

44 You shan't go to the park.

Rewrite these sentences and insert all the necessary punctuation.

45 its said that leaves turn brown in october

46 the flowers are at their best in june remarked michael

47 danger threatens as the light fades said the reporter

48 ive bought apples pears peaches and bananas said norman

49 im going into town said paul but the bus is late

50 theyre coming exclaimed sandra hurry up peter