**FLE Homework Grade MYP 3**

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Read the two extracts and answer the questions given

**Reading text: Five horror film clichés**

**Since almost the beginning of cinema, we have had scary films. Of all the genres that exist, horror is perhaps one of the most conventional. Many horror films rely on specific plot devices, also called tropes, to make their audience frightened. When a trope is used too much, it can become a cliché. But when used well, it can really make us jump out of our skin. Here are some of the most used, and perhaps abused, clichés in horror films.**

## 1

No matter what kind of house it is, the basement is a scary place in horror films. That’s usually where something is hiding or where the evil psychopath has hidden their tools. Basements are always dark and often damp. You can only reach them by a narrow staircase. And basements are always creepy, even when there isn’t anything down there.

## 2

In older horror films, when protagonists were in desperation, it was difficult or impossible for them to call for help or call the police. Mobile phones have made that situation a bit less believable now. What’s the solution to maintain suspense? No phone coverage! If you’re a hero in a horror film, it’s almost certain that at a key moment, just when you absolutely need to call for help, you will not have any coverage at all. Or your phone battery will die just as you are making the call. Or both.

## 3

Horror films love uninhabited places. This could be an abandoned hospital, a scary empty house or a ghost town. There’s something about lonely, empty places. What was it like when people lived there? Why did they leave? Maybe it’s also that they are so quiet, which can be very scary too. Of course, abandoned places are also handy for horror film directors in that it’s more believable that you will have no phone coverage there either (see above).

## 4

The hero has been driving for hours. It’s night-time and it’s beginning to rain. Suddenly he sees a person on the side of the road. Maybe the company will keep him awake? In horror films, giving anybody a ride is asking for trouble. The hero always does it, and it always ends badly.

## 5

This horror film cliché was especially popular with horror films of the late 20th century. It starts with a group of teenagers all enjoying themselves, and it ends with everyone dead except one girl. At the beginning the girl is usually innocent, shy and not particularly strong. By the end, she has become the toughest and most resourceful person in the world. The last girl almost always wins in the end.

## Q1.Preparation task

Match the definitions (a–h) with the vocabulary (1–8).

### Vocabulary Definitions

1. …… handy
2. …… creepy
3. …… uninhabited
4. …… a cliché
5. …… resourceful
6. …… to jump out of your skin
7. …… suspense
8. …… desperation
   1. producing a sense of fear or making you feel uncomfortable (2)
   2. an idea that has been used so often that people think it is bad, unoriginal or boring (4)
   3. useful or convenient (1)
   4. a feeling of pleasurable excitement while waiting to find out what is going to happen (7)
   5. not lived in by people (3)
   6. able to solve problems and act imaginatively in difficult times (5)
   7. the feeling of needing or wanting something so much you will do anything to get it (8)
   8. to be so frightened or surprised by something that you physically move (6)

Question 2 on the next page

Question2

Match the subheadings (a–f) with the paragraphs (1–5). There is one extra subheading you do not need.

### Paragraphs Subheadings

1. ……

2. ……

3. ……

4. ……

5. …… Extra: ……

1. Deadly hitchhiker
2. Is he really dead?
3. Don’t make me go down there!
4. Lone survivor
5. I can’t get through!
6. Nobody lives here

Question 3

Complete the sentences with the correct form of the word in CAPITALS.

It’s I t’s asking for trouble – it will end badly . BAD

* 1. Horror is a very conventional genre. CONVENTION
  2. The main character’s phone battery always dies or they have no mobile coverage when they need to call for help. COVER
  3. The last surviving character always turns out to be the most resourceful person in the world. RESOURCE
  4. There was no one there! The town is almost completely inhabited. INHABIT
  5. His voice was full of desperation. DESPERATE
  6. The last surviving girl always turns into the toughest person in the world. TOUGH
  7. The story was too good to be true. BELIEVE

## Q4. Discussion

Do you like horror films? Can you think of any more horror film clichés?

Personally, I hate horror films and I am not a big fan of them because I get frightened very easily and I get scared by the smallest of things. Horror movies always give me the chills and I prefer watching movies with no gothic components. I don’t get scared by weird looking creatures, rather I get scared by the jump scares and different types of stuff. Some horror film clichés I would think are when there is danger near by then the cast would always make the people ready by like putting intense music or sometimes no music at all, maybe some footsteps approaching etc.

**Task 2**

Do the preparation task first. Then read the text and tips and do the exercises.

### Q1.Preparation task

Match the definitions (a–f) with the vocabulary (1–6).

#### Vocabulary Definition

1. …… to assure
2. …… to ensure
3. …… to take something on board
4. …… a policy
5. …… to state
6. …… a quote
   1. to say something formally (5)
   2. to tell someone something confidently so they don’t worry (1)
   3. a statement of how much something will cost (6)
   4. to listen to and accept a suggestion (3)
   5. a document that shows your agreement with an insurance company (4)
   6. to make certain that something will happen (2)

Reading text: A response to a complaint

**To**: [pierre\_houches@me.com](mailto:pierre_houches@me.com)

**From**: Customer Service Team – TC Insurance

**Subject**: Your recent policy renewal Dear Mr Houches,

Thank you for your recent renewal of your insurance policy with Top Car Insurance.

It has been brought to our attention that at the end of your renewal call you registered a complaint and stated that you were dissatisfied with the service you had received.

We value your custom and I assure you that we take all customer feedback seriously. On behalf of the company I would like to apologise for the length of time it took for you to receive your final quote for this renewal. I am also sorry for the inconvenience caused when the discounts you received were not automatically applied.

We have taken your suggestions on board and will review our renewals process for existing customers. We understand your point that the process should not take as long for existing customers as for new customers buying a new policy.

In appreciation of the many years you have been a customer of Top Car Insurance we are happy to refund you the difference in price between your new and your previous premium, i.e.

£73.20. I have also made a note on your account to ensure that your next renewals process will run more smoothly for you.

We value your feedback and will use it to improve our service.

We trust that you will find this a satisfactory response to your complaint and that this correspondence will bring this matter to a close. However, should you wish to discuss this matter further, please let us know how best to contact you.

With kind regards, Rowena Harrod Customer Service Team

……………………………………………………………………………………………

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### Q 2.Write a number (1–5) to put the parts of the email in order.

2. Acknowledge the validity of the complaint and say what you’ll do internally.

5. Close the issue.

1. Start by thanking the customer for their custom or for their feedback.
2. Reiterate the complaint and apologise on behalf of the company.
3. Offer some compensation or benefit.

### Q3.Circle the best option for a formal response to a complaint.

1. Which option is best?
   1. I heard you were not happy with the service you received.
   2. **It has been brought to my attention that you were dissatisfied with the service you received.**
2. Which option is best?
   1. **We value your custom.**
   2. We’re really pleased you shop with us.
3. Which option is best?
   1. I promise you that we take a lot of notice of our customers.
   2. **I assure you that we take all customer feedback seriously.**
4. Which option is best?
   1. **I would like to apologise on behalf of the company for any inconvenience caused.**
   2. My colleagues and I are really sorry you had such a nightmare.
5. Which option is best?
   1. **We have taken your suggestions on board and will review this process for the future.**
   2. We like your ideas and we might use them in future to improve this process.
6. Which option is best?
   1. **We are happy to refund you the difference in price.**
   2. We accept that we will have to refund you the difference in price.
7. Which option is best?
   1. We hope this is all OK for you now.
   2. **We trust that you will find this a satisfactory response.**
8. Which option is best?
   1. **Should you wish to discuss this matter further, please let us know how best to contact you.**
   2. Don’t be shy! Call or email me if there’s anything else you need.

Q4.Complete the sentences.

|  |  |  |  |
| --- | --- | --- | --- |
| ~~apologise~~ | ~~brought~~ | ~~feedback~~ | ~~wish~~ |
| ~~dissatisfied~~ | ~~value~~ | ~~quote~~ | ~~board~~ |
| ~~happy~~ | ~~ensure~~ | ~~matter~~ | ~~policies~~ |

1. It has been brought to our attention that you were dissatisfied with the service.
2. We value your custom and I assure you that we take all customer

feedback seriously.

1. I would like to apologize for the length of time it took for you to receive your final quote .
2. We have taken your suggestions on board and we have taken steps to

ensure that this does not happen again.

1. We are happy to refund you the price difference between the two

policies .

1. However, should you wish to discuss this matter further, please let us know.