

1. **GUIDED WRITING ( 20p)**

Read the following extract from an e-mail you have recently sent to a friend:

.... Oh, and by the way, don't go to Barry's Restaurant for your birthday. We went there last night - the service was awful and the food was a disaster! I complained to the head waiter but he asked me to put it in writing ...

In about 160-180 words write your letter of complaint to the restaurant manager.

## PART B- VOCABULARY

1. **Choose the correct preposition from the box to complete the sentences.** (3 p)

1. I decided to apply for the job.
2. I have a Master's in Business.
3. I work at a big technology company called Intel.
4. I work as an administrator.
5. I work in the private sector.
6. He graduated from Yale.

1. **Write one word to complete each gap.** ( 5 p)

1. I have good soft skills -- I'm quite sociable and I like to connect with others on a personal level. people
2. I started working as soon as I finished university, so I now have more than ten thousand years-experience.
3. My last job was very busy, so I did a lot of multitasking - performing my normal duties while answering phone calls, replying to emails, and so on.
4. What skills would you bring to this role?  
I think my main value strength/advantage is in my organisational skills.
5. I always manage to meet deadlines. I don't ever remember finishing a project late

2. **WORD FORMATION; Use the word in capitals to form a word that fits in the gap.** ( 9p)

1. They had to obey the decisions taken by the leadership of the party. LEAD
2. The news transmission has just finished and there was no mention of it. TRANSMIT transmission
3. A guardian angel is believed to be a good spirit that protects each of us. GUARD 4
4. They tested the transparency of water in the village wells. TRANSPARENT
5. They have announced the nominations/nominees for the Oscars. NOMINATE
6. Psychologists show more insight into human character and behaviour. SIGHT
7. She spoke with disapproval of his impudent behaviour. DISAPPROVE
8. The Princess looked stunningly beautiful at the wedding. STUN
9. There are many tips for negotiating a competitive salary. COMPETE

competitive



3. Provide the words for the following descriptions (8p):

- a. not necessary or with no cause, not called for: Gratuitous gratuitous
- b. to do well, to prosper, to thrive: to flourish
- c. to move in different directions- to Diverge diverge
- d. in retrospect, looking back at- in reflection in hindsight
- e. manual, physical labour or hands-on work blue-collar reached glass
- f. when there are no prospect of further promotion you've hit a ceiling
- g. if an employee is no longer needed and is fired. s/he is made redundant
- h. special work benefits or perks

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to: restaurant-management@barrys.org

Dear Sir or Madam,

I am writing to ~~complain about~~ express my great dissatisfaction with my experience in your restaurant that I visited last night. I have already complained to one of your waiters and he suggested that I write to you directly. ✓

First of all, I was a truly disappointed with the service we received. Upon arrival, we were told to wait for an empty table at the counter, despite <sup>the fact that we had made</sup> our reservation <sup>grau</sup> having been made ten days in advance. When we finally got five seats, we had to specifically request (to receive) menus and your staff seemed very impatient with us. Furthermore, we had waited for our food for almost forty minutes and yet when it arrived it was ~~not~~ not fully cooked. Our pizza dough was still soft in places and the pasta was not seasoned at all.

Considering your restaurant's well established reputation, I did not ~~see~~ foresee such an unprofessional service. I believe I am entitled to a partial refund and an apology from your side. Should I not receive an answer, I shall be forced to leave a negative public review ~~it~~ on your website in order to prevent inconveniences for your future visitors.

I am looking forward to hearing from you soon.

Yours faithfully,  
Lira Jurković

L. Jurković

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VQR | 45  
G | 45  
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