

To: Basil Black <basil-32fds@cordline.net>
 From: Mary Finnegan <finnegan-m@sunnyhols.co.uk>
 Date: June 13, 2004
 Subject: Re: Vacation at the Park Hotel

Dear Mr. Black,
 I was sorry to hear that you were not satisfied with your recent vacation to Portugal with Sunny Tours. You mentioned in your e-mail that your flight left London five hours late because of poor weather conditions in the south of England. While I understand that this must have been frustrating, I'm afraid we cannot offer a cash refund for the time you lost, as you requested. You'll find that our brochure clearly states that Sunny Tours does not compensate customers for airport delays.
 I appreciate your comments about the Park Hotel. Feedback from customers about the hotels we deal with is always useful. I telephoned Mr. Figo, the manager of the Park Hotel, to pass on your concerns about their catering. He told me that their regular chef was on vacation during the period of your stay and a less experienced chef was on duty. That may explain the poor quality of the meals you had there. We will be sending one of our staff to the Park Hotel next month. If we find that the service provided there does not meet our normal high standards, we will remove the hotel from our brochure.
 I hope the experiences you had on this occasion will not stop you from traveling with Sunny Tours again in the future.
 Yours sincerely,

Mary Finnegan
 Customer Relations Manager
 Sunny Tours

(34) What is one reason that Mr. Black was not satisfied?

- 1 He could not stay at the Park Hotel.
- 2 His flight from England was delayed.
- 3 The refund he received was too small.
- 4 The weather was bad in Portugal.

(35) Mary Finnegan

- 1 got an e-mail from the hotel's regular chef.
- 2 apologized for the regular chef's lack of experience.
- 3 told the hotel manager about Mr. Black's complaints.
- 4 asked Mr. Black for some feedback about his vacation.

(36) Next month,

- 1 Sunny Tours will check the service at the hotel.
- 2 Mr. Black will book another vacation at the same hotel.
- 3 Mr. Figo will return from his vacation in Portugal.
- 4 Mary Finnegan will send a brochure to Mr. Black.

Frogs are generally regarded as harmless creatures, but in Central and South American jungles there are some that are extremely dangerous. This is because they contain poisons in their skin. Usually these poisons just make them taste bad to other animals, but sometimes they are powerful enough to kill. In fact, one kind of frog is said to contain enough poison to kill 10 human beings. These highly poisonous frogs are sometimes called poison-arrow frogs because hunters rub the tips of their arrows on the frogs' backs to make them poisonous. These arrows are then used to shoot other animals in the jungle.

One mystery about poison-arrow frogs used to be that when they were raised in zoos, they did not become poisonous. In the early 1990s, an American researcher named John Daly suggested that this was because the frogs in the jungle get their poison from the insects they eat and then store it in their skin. This idea was supported when Daly's team of researchers found that insects living in the jungle carry many of the same poisons as the frogs. The frogs living in zoos, by contrast, eat different insects and so do not become poisonous.

Later, Daly's team made another surprising discovery about some types of poison-arrow frogs. In an experiment, insects were sprayed with a poison known as pumiliotoxin 251D and then fed to poison-arrow frogs in the laboratory. When the scientists later took samples from the frogs' skin, they found that much of the poison from the insects had been changed into a different and much more powerful poison. They realized that the frogs had the ability not only to collect and store poisons, but also to change their chemical composition.

These frogs may be dangerous, but they also face danger themselves. Many of the jungles where they live are being cut down and, as their homes disappear, so too do the frogs. Scientists say that it is important to try and preserve these frogs, not only for their own sake, but also because the chemicals they create could turn out to be extremely useful for developing new medicines for human beings.

(37) Poison-arrow frogs

- 1 taste bad if eaten but are otherwise harmless.
- 2 get their name from the way they kill other animals.
- 3 are often killed by other animals for their poison.
- 4 are used by hunters in Central and South American jungles.

(38) John Daly suggested that poison-arrow frogs

- 1 store poisonous insects in their skin.
- 2 take their poison from insects in the jungle.
- 3 eat the same insects in the zoo as in the jungle.
- 4 become more poisonous when they are raised in a zoo.

(39) What was the second surprising discovery John Daly's team made about poison-arrow frogs?

- 1 They could not be killed by pumiliotoxin 251D.
- 2 They were able to change the poison in their bodies.
- 3 They died when the composition of their skin changed.
- 4 They would not eat insects sprayed with a poisonous chemical.

(40) What is one reason for trying to save poison-arrow frogs?

- 1 They may help people develop new medicines.
- 2 They eat insects that are poisonous to humans.
- 3 Their homes are being destroyed by dangerous chemicals.
- 4 Their numbers are decreasing because of scientific experiments.

[C]

Slugging to Work

Overcrowding on highways in the United States has long made driving to and from work a slow and frustrating experience for many Americans. About 30 years ago, government agencies in the United States introduced high-occupancy vehicle (HOV) lanes on some highways to try and reduce traffic levels. These lanes were reserved for cars with three or more people. Because fewer cars used HOV lanes, traffic in those lanes moved faster than in the other lanes. The government's intention was to reduce the amount of gasoline being used by having friends and co-workers travel together to work.

Soon after HOV lanes were set up on some highways between Washington, D.C., and its suburbs, however, something unexpected began to happen. Single drivers started picking up strangers at bus stops in order to make use of the faster lanes. This practice, which became known as slugging, gradually grew in popularity. There are now a number of different routes with specific pick-up and drop-off points where "slugs" can be seen waiting patiently in line for a ride. Slugging is not actively promoted by the government, but some individuals have set up websites that give details of slug routes and invite more people to get involved.

Over time, a number of rules have developed that are designed to make slugging safer and more pleasant. On arrival at the pick-up point, the driver first calls out his or her destination rather than asking where the slug wants to go. Slugs can refuse a ride if they are suspicious of the driver or if taking the ride would mean leaving a woman waiting alone. In the car, there should be no talking unless the driver begins the conversation, and no money should be exchanged. At the end of the ride, the driver and the slugs all say "thank you."

Everybody benefits from slugging. Drivers who pick up slugs are able to get to work faster. And by not taking their cars into town, slugs save money on fuel and parking. Slugging also reduces the number of cars on the road. So, as many commuters in Washington, D.C., now know, taking a slug to work is a great way to help improve the environment.

(41) In the United States about 30 years ago,

- 1 driving to work was not a slow and frustrating experience.
- 2 lanes were created for cars carrying at least three people.
- 3 government agencies wanted more cars to use the highways.
- 4 government agencies built new highways to reduce traffic levels.

(42) What happened soon after HOV lanes were introduced?

- 1 Drivers began giving rides to people waiting at bus stops.
- 2 Websites were developed to give information about bus routes.
- 3 The government set up a number of pick-up points for slugging.
- 4 More people began commuting to work by bus instead of by car.

(43) According to the rules of slugging,

- 1 drivers may charge for the ride if the slug does not say "thank you."
- 2 slugs should first tell the driver where they want to go.
- 3 slugs should not refuse a ride if the driver is a woman.
- 4 conversations should only be started by the driver.

(44) The practice of slugging

- 1 means that drivers now spend less on parking.
- 2 saves people money and helps the environment.
- 3 allows drivers to travel longer distances to work.
- 4 has enabled the government to build more bus stops.

(45) Which of the following statements is true?

- 1 HOV lanes were not actively promoted by the government.
- 2 HOV lanes were introduced to make highways in the U.S. safer.
- 3 Drivers who pick up slugs are able to reach their destinations more quickly.
- 4 Slugging was started by individuals who no longer wanted to work in Washington, D.C.