

The text is read out twice. Students may take notes. Then they get the questionnaire with the multiple choice questions.

In 2010 John Blake finished St. John's college in Oxford where made his Bachelor of Business Administration. Then he left England for Spain. At a language school near Barcelona he learnt Spanish. In spring of 2012 he went to Paris. He got a job at the Disneyland. He enjoyed his work with children and families and he improved his French. Then he went to Berlin where he got a job at a travel agency. Now John is back in Britain. He lives and works now in Torquay, which is on the so called English Riviera.



It is Saturday late afternoon. Instead of going out with his girl friend Ann, he writes on his computer the following text:

I know that it is my job to make sure that everything goes well for the tourists and I feel I work hard for the company. I cannot be blamed for last week. I met the group at the airport and took them to the coach. The coach driver was a bit annoyed because the flight was late. But it wasn't far to the hotel and everyone was looking forward to dinner. We hadn't used the hotel Riviera before but our normal one had a conference in it. So it was fully booked. When I announced our arrival at the Riviera's reception desk, they said they were full. I had booked rooms for the group. But the manager said they were cancelled by phone a few days before. He insisted that he recognised my voice and that I had made the phone call which had cancelled the booking. We had a bit of argument but they obviously didn't have enough rooms. In the end the manager phoned other hotels in and around Torquay. He found rooms for everyone but in four different hotels. By this time the coach had gone so we had to get taxis. Some of the tourists started to get very angry with me. I was shouted at in languages I knew well such as German, French and Spanish – and in languages I didn't understand the words. But I could guess their meaning. I still don't know who made that phone call but it definitely wasn't me.

1. What is John trying to do?

- argue
- lie
- explain
- complain

2. Who is the text written to?

- To one of the tourists.
- To John's boss.
- To the hotel manager.
- To the coach company.

3. Why weren't there any rooms available at the Hotel Riviera?

- It was Sunday.
- There were more people in the group than expected.
- Someone had forgotten to book them.
- Someone had said they were not needed.

4. What happened in the end?

- The tourists got angry with the hotel manager.
- The tourist had to sleep in tents.
- The tourists couldn't stay together.
- John called the coach driver back.

5. Which of the following diaries was written by one of the tourists?

- Someone had made a mistake with our hotel booking and the hotel had given our rooms to other people.
- The hotel we were taken to wasn't good enough so they asked to change to a different one.
- The coach driver took us to the wrong hotel and they knew nothing about us.
- When the plane had landed, there was no coach waiting for us. It was only after two hours

that it arrived. So it was really late when we got to the hotel.

6. Which lines can you read in the hotel manager's report?

- Because I wasn't at work this afternoon, our young clerk made a mistake and overbooked the hotel.
- The travel agency's employee had forgotten to book rooms at the Riviera. I could not help him.
- The travel agency's employee had wrongly cancelled the rooms for his tourists. I helped him to find rooms in four different hotels.
- The tourists complained our prices were too high. Therefore I got them beds in some low price hotels around Torquay.

7. When the coach driver arrived home he said to his wife:

- The plane was late. But there was just this ride from the airport to the Riviera hotel. Now I can enjoy my beer and watch a good film on TV.
- I'm very tired. We had to get a bunch of angry tourists in different hotels around Torquay. John is very inexperienced. Imagine, he had cancelled the wrong rooms. My passengers were very angry with him.
- John and I have booked a language training. You know, this afternoon there were a lot of tourists from the Continent on my coach. They spoke Spanish, French and German. I couldn't understand them, nor could John from the travel agency.
- I had a lot of tourist on my coach. I made a sightseeing tour through Torquay. They invited me to stay for supper at the Riviera Hotel.