

COMPRENSIÓN DE TEXTOS ESCRITOS

Apellidos:

Nombre:

DNI / NIE:

Señale lo que corresponda:

Alumno/a **LIBRE** / **OFICIAL**:

Grupo / Profesor:

INSTRUCCIONES PARA LA REALIZACIÓN DE ESTA ACTIVIDAD


- Duración: **75 minutos**.
- Debe realizar **TODAS** las tareas.
- Debe escribir sus respuestas en **la hoja de respuestas (reverso de esta página)**.
- Sólo se admiten respuestas escritas con **bolígrafo azul o negro**.
- Apague su **teléfono móvil**.
- Al finalizar, entregue **todas las hojas** utilizadas.

PUNTUACIÓN TOTAL: / 20

HOJA DE RESPUESTAS

TASK 1 (14 items x 0.5 marks)	<u>LIVING INSIDE A MASTERPIECE</u> / 7 marks
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BEEN	FEW	RISEN	WAY	WOULD
<i>BEST</i>	FROM	SINCE	WHAT	
EITHER	HOWEVER	SO	WHENEVER	
FEATURES	LIKE	SUCH	WHICH	

0	<i>BEST</i>			
1			8	
2			9	
3			10	
4			11	
5			12	
6			13	
7			14	

TASK 2 (7 items x 1 mark)	<u>CUSTOMER SERVICE</u> / 7 marks
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HEADINGS	TIP NUMBER	
A. <i>ANTICIPATE THE NEEDS OF THE CUSTOMER</i>	0	✓
B. APOLOGIZE WHEN THINGS GO WRONG		
C. ASK CUSTOMERS FOR FEEDBACK		
D. BEND THE RULES IF NECESSARY		
E. BE TRUTHFUL ABOUT THE PRODUCTS BEING SOLD		
F. GIVE CUSTOMERS MORE THAN THEY HOPE FOR		
G. LOOK AFTER YOUR STAFF		
H. MAKE CUSTOMERS FEEL IMPORTANT		
I. MAKE TIME FOR THE CUSTOMER		

TASK 3 (6 items x 1 mark)	<u>I STARTED A NEW LIFE</u> / 6 marks
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<p>0.- In the introduction the writer mentions these kinds of memes because they represent</p> <ul style="list-style-type: none"> a) an impossible dream. b) <u>everyone's ambition.</u> c) the perfect holiday place. 	B	
<p>22.- The author moved to Prince Edward Island mainly because</p> <ul style="list-style-type: none"> a) she had met someone special there on holiday. b) she needed a break from routine. c) the island was just perfect for working freelance. 		
<p>23.- On arriving there,</p> <ul style="list-style-type: none"> a) her 'new life' fantasy immediately turned into a reality. b) she felt it was heaven on earth. c) she regretted her decision. 		
<p>24.- She didn't move back to Toronto again, because</p> <ul style="list-style-type: none"> a) her writing career had started to flourish on the island. b) it would mean going back to old behavior. c) she realized being on your own can actually be enjoyable and relaxing. 		
<p>25.- The most important thing she found out after being on the island for a while was</p> <ul style="list-style-type: none"> a) grown-ups don't make friends. b) it's easy to leave your problems behind in beautiful surroundings. c) you can have the life you desire anywhere. 		
<p>26.- Currently, she</p> <ul style="list-style-type: none"> a) doesn't feel lonely anymore. b) has finally made a lot of friends. c) is getting used to life on the island. 		
<p>27.- The writer's main purpose in writing this article is to</p> <ul style="list-style-type: none"> a) advise people to have realistic expectations when starting a 'new life'. b) suggest ways of overcoming homesickness when moving away. c) warn readers against stepping out of their comfort zone. 		