

INGLÉS B2 - COMPRENSIÓN DE TEXTOS ESCRITOS

CLAVE DE RESPUESTAS

TASK 1 (14 items x 0.5 marks)	<u>LIVING INSIDE A MASTERPIECE</u> /7 marks
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0	<i>BEST (Example)</i>		
1	FEATURES	8	BEEN
2	LIKE	9	RISEN
3	HOWEVER	10	SUCH
4	WAY	11	WOULD
5	SINCE	12	WHENEVER
6	WHAT	13	FEW
7	WHICH	14	EITHER

TASK 2 (7 items x 1 mark)	<u>CUSTOMER SERVICE</u> / 7 marks
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HEADINGS	TIP NUMBER
A. ANTICIPATE THE NEEDS OF THE CUSTOMER	<i>0 (Example)</i>
B. APOLOGIZE WHEN THINGS GO WRONG	(Distractor)
C. ASK CUSTOMERS FOR FEEDBACK	18
D. BEND THE RULES IF NECESSARY	21
E. BE TRUTHFUL ABOUT THE PRODUCTS THAT ARE BEING SOLD	20
F. GIVE CUSTOMERS MORE THAN THEY HOPE FOR	17
G. LOOK AFTER YOUR STAFF	19
H. MAKE CUSTOMERS FEEL IMPORTANT	16
I. MAKE TIME FOR THE CUSTOMER	15

TASK 3 (6 items x 1 mark)	<u>I STARTED A NEW LIFE</u> / 6 marks
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0	<i>B (Example)</i>
22	B
23	C
24	B
25	C
26	C
27	A