

# INGLÉS B2- COMPRENSIÓN DE TEXTOS ESCRITOS

## TASK 1 (14 items x 0.5 marks = 7 marks)

Read the text and complete each gap (1-14) with ONE suitable word from the box in your answer sheet. Each word can only be used ONCE. There are two extra words you will not need to use. Gap 0 is an example.

THEN WRITE YOUR ANSWERS IN YOUR ANSWER SHEET.

### Life inside a masterpiece

By Raphael Minder

Saturday, 29 June 2019

Every year more than 1 million people visit the home of Ana Viladomiu in Barcelona. She does her [0] **BEST** to avoid them. Viladomiu lives in La Pedrera - the last house built by Gaudi -, a building with unusual [1] \_\_\_\_\_ from bottom to top: the courtyard resembles an underwater forest; the roof terrace has chimneys shaped [2] \_\_\_\_\_ helmets.

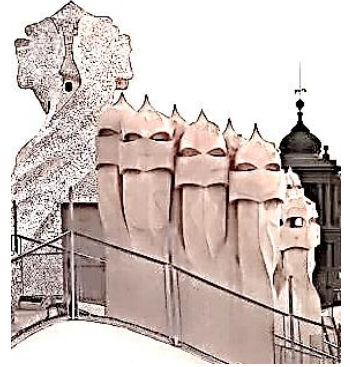


Image: © <https://www.lapedrera.com/es>

For Viladomiu, [3] \_\_\_\_\_, living in La Pedrera raises some practical issues. 'I've found myself many times elbowing my [4] \_\_\_\_\_ home, while people shouted at me because they thought I was jumping the ticket queue'. She has lived there [5] \_\_\_\_\_ the 1980s. Viladomiu moved into the building before La Pedrera was declared a World Heritage Site in 1984.

Gaudi designed the building as a private residence. In 1906, he was commissioned by a wealthy couple to build their new home on [6] \_\_\_\_\_ was then becoming – and remains – the city's fashionable shopping avenue. Gaudi took six years to complete the building, after [7] \_\_\_\_\_ the couple kept the main floor for themselves, but rented out the additional space, which had [8] \_\_\_\_\_ subdivided into 20 apartments.

Viladomiu's rent has not [9] \_\_\_\_\_ significantly in over three decades. 'Paying what I pay to live in [10] \_\_\_\_\_ an extraordinary place in the heart of Barcelona, I [11] \_\_\_\_\_ be very silly to move anywhere else,' she says, without revealing the exact cost of her rent.

Tourists pay €22, but that includes access to *only* part of the building. Viladomiu likens her experience to living on the set of *Big Brother*, photographed by tourists [12] \_\_\_\_\_ she steps out onto her balcony and monitored by security cameras. 'But it's, of course, the *Big Brother* of our world heritage'.

*Caixa de Catalunya* bought the building in 1986 and opened it to tourists, while offering to pay off the tenants to move out. In addition to Viladomiu, a [13] \_\_\_\_\_ other tenants also refused the foundation's offer.

Gaudi included novelties at the time, like an elevator, running water and a garage, where residents could park [14] \_\_\_\_\_ their cars or their horse carriage.

*Texto reducido / Adapted from* © <https://www.nytimes.com/>

## **TASK 2 (7 items x 1 mark = 7 marks)**

Read the following article. Match each tip (15-21) to the most suitable heading (A-I) from the list included in your answer sheet. Each heading can only be used **ONCE**. There is one extra heading you will not need to use. Text 0 is an example.

**THEN WRITE YOUR ANSWERS IN YOUR ANSWER SHEET.**

### **Top tips for excellent customer service**

Businesses spend a lot of time and money on advertising to attract new customers. While this is important for the growth of the business, I feel the value of returning customers is often overlooked. Loyal customers are critical to the success of any business and it is by providing them with excellent customer service that they will remain loyal.

Here are my top tips to help you give your customers the kind of service they truly deserve:

#### **TIP 0.     A**

Use knowledge about the customer and the products that they have purchased in the past to predict future needs. These needs might be unusual or recurring, either way getting to know your customers shows them that they have not been forgotten and you have their best interests in mind. [...]

#### **TIP 15**

In a busy environment it can be frustrating for an employee if a customer wants to stop and chat when they have a lot of work to get done. However, the customer will be able to tell if the employee's heart is not in the conversation, so always make the customer top priority.

#### **TIP 16**

This can be achieved through little details such as addressing them by their name or making them feel genuinely welcome when they do business with you. If customers feel valued and appreciated by a business, then they are more likely to return and make more purchases.

#### **TIP 17**

Customers are more likely to feel loyalty towards a company that has exceeded their expectations, both in terms of customer service and the products that they have purchased. Everybody likes to be surprised now and then!

**TIP 18**

A business may think that it is performing well in terms of customer service but they can never really be sure until they ask their customers what they think. After this information has been gathered, it should be acted on to fix specific issues and improve areas identified as weaknesses. Thank customers for their help and reward them accordingly.

**TIP 19**

In most cases it will be the employees of a business who have the most face-to-face contact with the customers. The better they are treated, the happier they will be while at work, and this will be evident in the way that they deal with customers. The atmosphere created by a good working environment will be more pleasant for customers too.

**TIP 20**

If a customer asks for advice about a product, then the advice given should be honest. If a customer is misled in order to make a sale, then they will not appreciate it when they find the product doesn't work as expected and probably won't return.

**TIP 21**

If a regular customer makes a special request that would not normally be part of the business policy, then this request should be given consideration rather than the customer being told *no*. Customers will appreciate that you have empowered your employees with common sense and the ability to see the 'big picture'.

*Texto reducido / Adapted from © <https://www.customerservicemanager.com/>*

### **TASK 3 (6 items x 1 mark = 6 marks)**

Read the following article. For each question (22-27), choose the option (A, B or C) which best completes the sentences according to the text. Question 0 is an example.

**THEN WRITE YOUR ANSWERS IN YOUR ANSWER SHEET.**

#### **I Started A New Life In A Beautiful Place (It's Not As Romantic As It Sounds)**

Brianne Hogan

June 20, 2018

I'm sure you've seen these memes on your social media feeds. The ones with the picturesque backgrounds telling you, 'Mood: wanna move to a new city and start a new life'. We all dream of leaving our old life behind to create something new.

In fact, I'm living it. Six months ago I packed my red Volkswagen Beetle with my earthly possessions, including a temperamental black cat, and moved from Toronto to Prince Edward Island. I didn't know anyone there. I didn't move for a job or a lover. I moved for excitement, change and adventure.

I had never planned to move from Toronto. I had a life. I lived near my parents and my nearest and dearest friends. But after a month spent in Prince Edward Island a couple of summers ago, I fell in love with its slower pace. More specifically, I fell in love with the person I was on the island. I returned from my trip and told my friends I wanted to move there. As a single freelance writer whose only dependent was a moody cat, I was in a primo position to make such a huge transition happen. So I planned the 18-hour drive that would take me and the cat across four provinces. And over 1,000 miles later, I knew my life had just begun. 'FIN'.

Just kidding. While the above is all *technically* true, let's get real. Though it sounds really cinematic, starting over in a new place is hard work. First of all, you don't know anyone. Like, *no one*. Before you say 'Just what I need!', let's acknowledge that humans need contact. Making friends as an adult is damn difficult — especially for someone who freelances from home — and it's no wonder that I opted to befriend a group of outdoor cats for some kind - any kind - of connection. Moving to a new city means awkwardly asking acquaintances out for coffee and staying home alone for many nights, while seeing your friends on Facebook post pictures of fun nights out. [...]

I can't count how many times I thought to myself, 'I've made a huge mistake'. I constantly visualized myself driving back to Toronto, but I didn't drive all those goddamn miles to repeat the past. Because here's the most important thing about moving to a new place: you can't outrun your crap. Those attractive memes make it seem like starting over somewhere else will instantly give you a better life, but it won't. It can't. Because only *you* can give yourself that. No amount of air miles is going to do

that for you. I had to ask myself - regardless of my postal code - what I wanted. Creating an actual life from zero takes time and energy — it's not just a one-way plane ticket to paradise.

What's wilder still is that you can create a new life exactly where you are *right now*. You don't need to drive over 1,000 miles to begin again. You simply need to get honest and ask yourself: Why do you want to pack it all in and run away? And how can you change your current circumstances to reflect the life you really want to live *right here*?

It's 180 days later and, though the feeling of freedom is still in the air, it's been diluted with work. I have met a couple of friends here who aren't feline. Pangs of loneliness remain, but they are soothed by the promise of something new on the horizon.

In short, it's not paradise, but it is home.

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