



PRUEBA DE EVALUACIÓN PARA LA OBTENCIÓN DE LA COMPETENCIA CLAVE NIVEL 3

- **Comunicación Lengua Extranjera**
Inglés

18 PRUEBA NIVEL 3 IN 10

Nombre: _____

Apellidos: _____

Centro donde se realiza la prueba: _____

Fecha de realización de la prueba: _____

*Tiempo para la realización de la prueba: 60 minutos, máximo 1 hora y 30 minutos



Nombre y apellidos

INSTRUCCIONES PARA CUMPLIMENTAR LA PRUEBA

1. Escuche atentamente las instrucciones que le dé el examinador.
2. Antes de empezar, rellene los datos personales que figuran en la portada, y recuerde indicar el nombre y los dos apellidos en el encabezado de cada una de las páginas que cumplimente.
3. Lea con atención las preguntas y no se apresure en empezar a escribir.
4. Dispone de 60 minutos para realizar la prueba, máximo 1 hora y 30 minutos.
5. La prueba consta de cuatro partes: Comprensión de un texto, preguntas sobre uso de la lengua inglesa generales y la redacción de un texto. Se debe contestar a las cuatro partes. Aquellas personas que NO hagan la redacción NO podrán superar la prueba.
6. Conteste según se le indique en cada pregunta.
7. Conteste cuidando la presentación, la gramática y la ortografía. Cada error resta 0,1 en la redacción final.
8. Tenga cuidado con tener varias tachaduras, pues si resulta confuso se le podría invalidar la respuesta.



Nombre y apellidos

1. TEXTO

Birmingham
B15 3DA

22 August, 2010

Mr R. T. Black
Customer Service Department
Sunny Holiday Company
P.O. Box 4
Birmingham
B5 1CB

Re: Holiday reference number CT2118M

Dear Mr Black:

Following our telephone conversation earlier today, I am writing to give details of my dissatisfaction with my stay at the New Hotel, Los Christianos, Tenerife, on 10–18 August 2010, which I booked with your company for me and my family.

My central complaint is that the hotel fell far short of the description in the brochure. We had booked two double suites, in rooms 213 and 214. Although the rooms were billed as four-star accommodation, they were very cramped, and the furnishings were worn and dirty. In addition, the shower in room 213 did not work. The hotel's grounds, described in the brochure as "pleasant, tranquil, and spacious," were in fact bordered on two sides by a very busy main road. The swimming pool was closed the entire week for repairs.

When we spoke to your representative, Tracey Mills, she promised to try to get the shower fixed, but this took an unacceptably long time to happen—three days from when we first complained. I asked her to fill out an accommodation report form detailing these issues and I enclose a copy for your information, together with photos of the bedrooms and the hotel grounds.

As I stated in my telephone call, I feel that we are due a full refund for this hotel stay as it failed to meet the description in the brochure, and it ruined our holiday. I look forward to hearing from you within the next two weeks.

Sincerely yours,

Taken from <https://en.oxforddictionaries.com/writing-help>



Nombre y apellidos

1. READING COMPREHENSION: Answer the following questions after reading the previous text. Choose one of the four options.

1.1 What is this letter about?

- a. A hotel complaint b. A recommendation c. A hotel reservation d. Holidays in Tenerife

1.2 The rooms were...

- a. Like the brochure said b. Wide and tidy c. Narrow and nasty d. Wide and dirty

1.3 At first, what did he do to complain about the shower?

- a. Talk to the owner of the hotel b. Call the customer service department c. Write a letter to the representative d. Talk to the representative

1.4 With the accommodation report he added...

- a. A duplicate document b. Some pictures of the room c. A refund d. a & b are correct

1.5 What does the customer want?

- a. A sincere apology b. Free accommodation next year c. To have his/her money back d. It is not said.



Nombre y apellidos

2. USE OF ENGLISH: Choose the correct answer.

2.1 Ruth _____ wear a uniform at work. If not, she will be in trouble.

- a. would b. needn't c. has to d. could

2.2 When Jason arrived, Louise _____ already left the house.

- a. had b. has c. was d. would

2.3 The opposite of TIDY is...

- a. clean b. messy c. clear d. empty

2.4 I really enjoy _____ music!

- a. to listen b. listening c. hear d. listening to

2.5 Guacamole is _____ food in the world!

- a. the better b. the most
delicious c. the best of d. worse

2.6 Look ____! I'm talking to you!

- a. me b. my eyes c. at me d. my face

2.7 He hated sports so he never _____ any.

- a. does b. practise c. done d. practised



Nombre y apellidos

3. Are these sentences CORRECT or INCORRECT?

3.1 On April we go to Brussels and the Mondays we go to the gym.

3.2 When I grow up I want to be police.

3.3 She walks every day. Nevertheless, she is still recovering from a hip surgery.

4. WRITING: Write a text (130-150 words) Write a complaint letter to a hotel, similar to TEXTO 1. Explain why you spent the worst holidays ever there!