

## **Task 1**

**Question 1:** You had a problem while staying at a hotel and the receptionist was very helpful. Write a letter to the manager of the hotel. In your letter,

- describe the problem that you had
- explain how the receptionist helped you
- suggest ways to prevent the problem from happening again.

**Question 2:** You recently saw an advertisement in a newspaper seeking volunteers to do unpaid work with local children.

You are interested in this work. Write a letter to the head of the organisation. In your letter

- express your interest
- ask for details of the work that needs to be done
- let them know when you are available.

**Question 3:** You came to know about a piece of equipment that would help you at your workplace. Write a letter to your manager. In your letter

- describe the equipment
- explain how it might be useful at your workplace
- offer help in purchasing it

**Question 4:** You have invited a friend to visit you next month. Unfortunately, you are not able to meet him/her. Write a letter to your friend. In your letter,

- Apologize for the change of plans
- Explain why you are unable to meet him/her
- Suggest another time for him/her to visit.

## **Task 2**

**Question 5:** Some believe that in the next 100 years most people will have a better life, while others disagree. What is your opinion?

**Question 6:** Some people think that air travel should be reduced to protect the environment. Do you agree or disagree? Give reasons for your answer and include relevant examples from your knowledge or experience.

**Question 7:** In many schools, sports lessons are part of the timetable, because it is important for both boys and girls to participate in sports. Do you agree or disagree with this statement?

**Question 8: Nowadays many companies have manufacturing facilities in different countries. Does this development have more advantages or disadvantages?**