

Prova 1

PART 1 • READING

Holiday complaints

One in 10 British holidaymakers have complained about their trip in the past three years, a survey by *Which? Legal Service* found. But half of those who voiced their problem were left feeling disgruntled about the outcome, while 8% even considered starting legal proceedings in order to get their complaint heard, it was said.

5 *Which?* polled 1,449 Britons aged 16 or over who had taken a holiday in the last three years.

One-third of those polled found it difficult to complain, while half said they felt they had been dealt with dismissively by the company or person to whom they complained. A solicitor for *Which? Legal Service* said there were a range of reasons for the

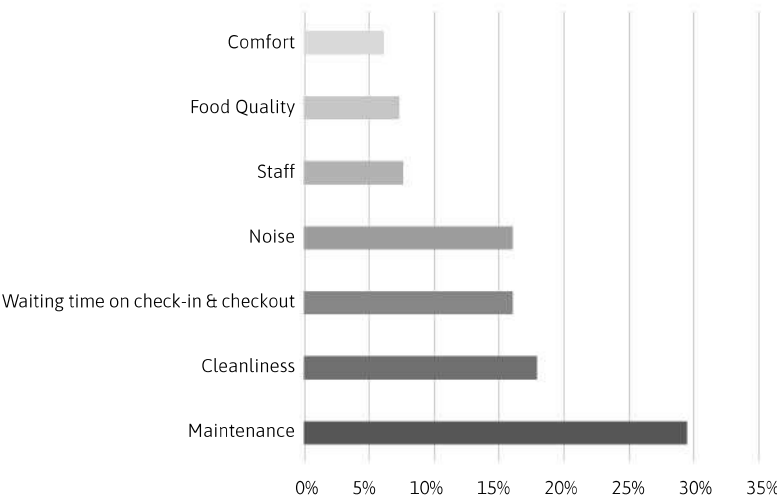
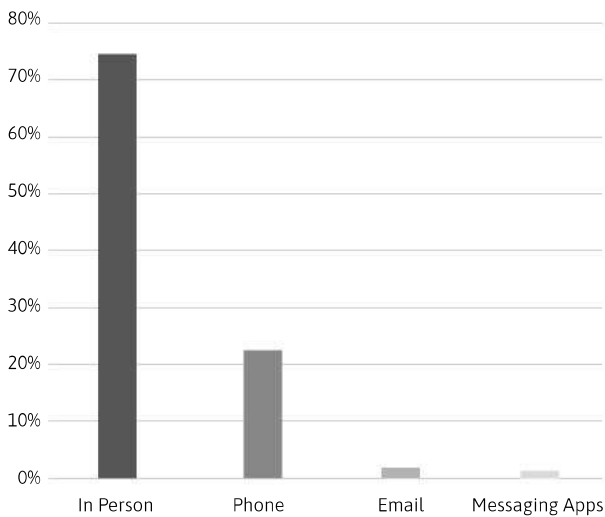
10 complaints. People complain about cruises that haven't stopped at all their locations. Then there are people who turn up at their hotel and find half the services advertised aren't there or that it's been advertised as a five-star hotel when it's actually only got two stars. The holidaymakers who were caught up in flight disruption sparked by the volcanic ash cloud in 2010 had a lot of problems with getting their money back.

15 However, Peter Vicary-Smith, *Which?* chief executive said: "Don't be fobbed off by your holiday company – a bit of persistence can get you the compensation you deserve." The advice given by *Which?* on how to complain satisfactorily is:

- Raise the problem and the effect it is having on the holiday as soon as possible with the holiday company's representative.
- 20 • Explain the problem and give them the opportunity to move them or put things right.
- Obtain a complaint form from the representative, fill it in, get the representative to sign it and keep a copy.
- Write to their holiday company when they get home if the problems are not resolved satisfactorily while they are on holiday.
- 25 • Ask for compensation to cover their loss of enjoyment and any other losses.

(316 words)

Adapted from <https://www.bbc.com/news/uk>



Choose the answer which fits best according to the text. Circle one letter.

- 1 Half of the Britons polled by *Which?* said they
 - a ☐ were unsatisfied with the holiday.
 - b ☐ found it difficult to complain.
 - c ☐ considered started a legal procedure against the company.
 - d ☐ felt they were treated superficially.
- 2 *Which?* chief executive suggests
 - a ☐ trying not to be cheated by the company.
 - b ☐ being persistent in the complaint matter.
 - c ☐ not bothering to complain because it's not worthwhile.
 - d ☐ making the complaint in person.
- 3 What advice was given to unsatisfied holidaymakers?
 - a ☐ Explain the problem and ask for a refund.
 - b ☐ Keep a copy of the complaint form, signed by the representative.
 - c ☐ Write to the holiday company instead of raising the problem with the representative.
 - d ☐ Ask for compensation just for loss of property.

Answer the question by referring to the graph.

- 4 Analyse the two graphs and say what guests most complain about during their stay at a hotel and how they complain. What problems can be included in the maintenance voice?

Answer the question. Use complete sentences and your own words.

- 5 According to the text, which problems caused tourists to complain?

PART 2 • WRITING

Choose one of the following tasks.

- 1 Write a circular letter to advertise the new opening of a hotel in a city/town of your choice. Describe the facilities, promote the location, the nearby attractions, and offer some discounts.
- 2 You have been asked to write an article for the school magazine about couch surfing or house swapping as cheap ways to travel. State your opinions in 300 words.