



Gobierno
de Canarias

Consejería de Educación,
Universidades y Sostenibilidad
Dirección General de Formación
Profesional y Educación de Adultos

CERTIFICADO DEL NIVEL AVANZADO

IDIOMA: **INGLÉS**

CONVOCATORIA ORDINARIA 2012

EXPRESIÓN E INTERACCIÓN ESCRITA

CUMPLIMENTE LOS SIGUIENTES DATOS:

APELLIDOS: _____

NOMBRE: _____

DNI: _____ SEXO: _____ EDAD (en 2012): _____ años

(Marque con una X la respuesta que corresponda)

ASPIRANTE: Escolarizado Libre

INSTRUCCIONES PARA REALIZAR ESTA PARTE:

DURACIÓN: 105 minutos

- Esta parte consta de **dos** tareas.
- Las tareas deben ajustarse a las consignas para ser calificadas.
- Las respuestas escritas a lápiz o en tinta roja no se calificarán.
- No está permitido el uso del diccionario.

- **Atención:** No escriba en los recuadros sombreados; son espacios reservados para la calificación de las tareas.

PUNTUACIÓN: / 10



TASK ONE (4 marks)

Read the instructions below carefully and write an email of complaint of 120-150 words.

MARK

Make a complaint on the British Airways website about the conditions on your return flight from London to the Canary Islands. Remember to complete all the fields on the online form.

Include the following points:

- Complain about an error in your meal request on board
- Describe the inappropriate way in which a flight attendant talked to you
- Ask for some type of compensation

Use the space below for your notes



TASK ONE
Write your final version here

BRITISH AIRWAYS   Login ID PIN/Password Log in [Register now](#) [Forgotten PIN/Password?](#) Remember me

> Home > Other languages Search ba.com Google™ Go United Kingdom > Change country

▶ Flights and holidays ▶ Manage My Booking ▶ Information ▶ Executive Club

- Help and contacts**
- Help and contacts
 - FAQs
 - Make a complaint
 - Pass on your thanks
 - Telephone numbers
 - Email us (where available)
 - Contact Executive Club
 - Contact On Business
 - Website feedback

Email us * Denotes a required field.

Your

* Email Address:

* Departing from:

* Arriving at:

* Which airline:

* Your issue:

Message

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TASK TWO (6 MARKS):

Write an **opinion essay** about the following statement: *New technologies are improving the way we communicate.*
Please write between 230 and 350 words.

MARK

Use these ideas to help you:

- Say whether you agree or disagree with the statement.
- Changes in communication over the last twenty years.
- How these changes affect the world.
- Future prospects.

Use the space below for your notes



TASK TWO
Write your final version here

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