 **EXERCISE GUIDE (SENIORS)**

NAME: GRADE: DATE:

GOAL: TO CHECK PREVIOUS KNOWLEDGE (REPASO)

I-READ THE TEXT AND ANSWER THE QUESTIONS IN **ENGLISH**

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| Chancery Hotel , 9 Old Bridge  Street  Park Street, Beckham  Bath, SP94JJ.  BA1 2TD.  July 9, 2019.  Dear Mr. Stevens,  I am writing to complain about the unacceptable behaviour of Michelle Rogers, a member of the reception staff at The Chancery Hotel. My husband and I stayed at your hotel between June 28 and July 6 and were consistently appalled by the level of service offered by Ms. Rogers.  Firstly, when we arrived at the hotel , she ignored our request for help with our bags and insisted ,instead , that we wait for several minutes while she talked on the phone.it was clear from her language and general behaviour that the phone call was personal rather than business.  Secondly, when we asked for information on places on internet to visit near the hotel, Ms. Rogers informed us that she had no idea and we would have to buy a guide book.  Thirdly, when leaving the hotel I quired a number of items on our bill having mislaid my restaurants receipts .Ms. Rogers again refused to deal with my request claiming that she was too busy and her afternoon break started in ten minutes. Finally, when I asked to speak to the manager, she claimed that you were not in the hotel and I would have to phone later.  I fully appreciate that the Chancery Hotel is often busy but I feel that this does not account for the unsatisfactory level of service offered by Ms.Rogers;  I would, therefore, like to lodge a formal complaint.  Yours sincerely,  Mrs. J. Smith |

1-Who is Mr. Stevens?

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2-Who is Mrs. Smith and what is she complaining about?

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3-Which were the four problems she experienced?

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4-What is her opinion about the hotel?

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5-What does she expect from the hotel?

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6-Do you think the letter is effective? Would you change it in any way?

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7-What would you do if you were Mr.Stevens?

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II- CHOOSE THE CORRECT WORD OR PHRASE **TO COMPLETE** THE SENTENCE.

1. We are not completely sure but Cindy \_\_\_\_\_\_\_ come back tomorrow.

a. Needn’t b. May c. Have

1. \_\_\_\_\_\_\_\_\_\_\_ I have some more wine, please?

a. Could b. Needn’t c. Would

1. I \_\_\_\_\_\_\_\_\_\_\_\_ believe my eyes. Is George the one who is standing over there?

a. Won’t b. Musn’t c. Can’t

1. Juan \_\_\_\_\_\_\_\_\_\_\_ be the richest person in the village. He’s just bought two luxurious cars.

a. May not b. Can c. Must

1. My bedroom \_\_\_\_\_\_\_\_\_ redecorating. I’m tired of the old furniture.

a. Has to b. May c. Needs

6. \_\_\_\_\_\_\_\_\_\_\_\_ I use your mobile phone? It’s an emergency.

a. Must b. May c. Have to

7. In many schools of Chile students \_\_\_\_\_\_\_ wear uniforms. It is compulsory.

a. should b. have to c. may

III- WRITE 3 IDEAS OF WHAT HAVE YOU DONE AT HOME DURING THESE DAYS.

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ENJOY!

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