

- Read the text and questions below.
- For each question, mark the letter next to the correct answer – **A, B, C** or **D** –

I know that it is my job to make sure that everything goes well for the tourists and I feel I work hard for the company. I cannot be blamed for last week. I met the group at the airport and took them to the coach. The coach driver was a bit annoyed because the flight was late. But it wasn't far to the hotel and everyone was looking forward to their dinner. We hadn't used the Hotel Riviera before but our normal one had a conference in it so was fully booked. When I announced our arrival at the reception desk, they said they were full. I had booked rooms for the group but the manager said they were cancelled by phone a few days before. He insisted that he recognised my voice and that I had made the phone call. We had a bit of an argument but they obviously didn't have enough rooms. In the end the manager phoned other hotels in the town and found rooms for everyone but in four different hotels. By this time the coach had gone so we had to get taxis and some of the tourists started to get very angry with me. I still don't know who made that phone call but it definitely wasn't me.

21 What is the writer trying to do?

- A argue
- B apologise
- C explain
- D complain

22 Who was the text written to?

- A one of the tourists
- B the writer's employer
- C the hotel manager
- D the coach company

23 Why weren't any rooms available at the Hotel Riviera?

- A A conference was taking place there.
- B There were more people in the group than expected.
- C Someone had forgotten to book them.
- D Someone had said they were not needed.

24 What happened in the end?

- A The tourists got angry with the hotel manager.
- B The tourists couldn't stay together.
- C The writer found other hotels with rooms.
- D The writer called the coach driver back.

25 Which of the following diaries was written by one of the tourists?

- A *Someone had made a mistake with our hotel booking and the hotel had given our rooms to other people.*
- B *The hotel we were taken to wasn't good enough so we asked to change to a different one.*
- C *We got to the airport and had to wait for the coach. So it was really late when we got to the hotel.*
- D *The coach driver took us to the wrong hotel and they knew nothing about us.*