

PART 1

- 1) = a) 2) = b) 3) = a) 4) = d) 5) = a)
 6) = a) 7) = b) 8) = d) 9) = d) 10) = a)

PART 2

- (1) = OF (2) = AND (3) = SEARCH (4) = MANY (5) = ONCE
 (6) = OFF (7) = FALLEN (8) = AN (9) = DESPITE (10) = MORE

PART 3

- 1) = WITH 2) = TO 3) = FOR 4) = TO 5) = OF
 6) = IN 7) = FOR 8) = ON 9) = ABOUT 10) = AT

PART 4

- 1) PRIORITIZE 2) JUSTIFICATION 3) SUSTAINABLE 4) REFERENCE 5) OCCURRENCES
 6) EXPLANATION 7) BENEFICIAL 8) UNREASONABLE 9) ORIGINATED 10) ACHIEVEMENT

PART 5

- 1) MIGHT HAVE [MIGHT'VE] MISSED 2) IS NOT [ISN'T] AS HARD AS
 3) PUT THE MEETING OFF / PUT OFF THE MEETING 4) WERE DRIVEN TO THE STATION
 5) BROUGHT HIM UP 6) SAID (THAT) SHE LOOKED
 7) HAS BEEN ['S BEEN] BROKEN INTO 8) WISH I KNEW
 9) PAYS ANY ATTENTION TO 10) REMEMBER TO PAY
 11) HAS BEEN ['S BEEN] CANCELLED 12) THERE IS A MARK ON
 13) DUE TO THE FACT 14) YOUR BROTHER LOOK LIKE
 15) ARE NOT (AREN'T) SUPPOSED TO BRING

PART 6

OPTION: A – SAMPLE ANSWER

The two maps show the development of a university campus from 2010 to the (14)
present day. It can be seen from the maps that the campus has been improved (15)
and extended, with much more student accommodation and facilities than (10)
previously. (1)

Firstly, the number of student accommodation buildings has been increased in (11)
number and size. A previous accommodation block south of the lake has been (13)
destroyed and replaced by a new building for students, which includes shops (12)
and offices. In addition, the teaching facilities have been extended. The previous (12)
single teaching block has been changed into a block only for arts subjects and (14)
there is a new building for the sciences to the north of the campus. This has (16)
replaced the old university offices. The lawn and outside seating area which (12)
were next to the lake have been removed. The lake, however, has remained (13)
and is still the central point of the campus. (9)

(152)

Dear Sir / Madam, (9)
()

I am writing to you as I recently received a letter informing me that the insurance premium for my car is going to increase from next month. (15)
(12)
()

As you are aware, I have held my insurance with your company for nearly seven years now. During this time, I have never had an accident and never had any reason to make a claim on my insurance. (14)
(14)
(10)
()

I understand that at times prices need to be increased. However, this suggested increase will result in a 20% increase in my monthly payment, a rate I feel is too much. (13)
(16)
(2)
()

I would therefore like a written explanation of why such an increase has been proposed. If you are unable to justify it to my satisfaction, then I am afraid that I will have no other option but to move my insurance to another company. (14)
(16)
(14)
()

I look forward to your reply. (5)
()

Yours faithfully, (2)
()

Mr John Smith (3)
(159)

COMMENTS

The answer clearly addresses all the bullet points from the question. The writer gives reasons why the letter is being written and why the increase is considered unfair, and then goes on to explain what he wants the company to do to resolve the situation.

The writer expands on his ideas by giving extra details. For example, he explains that he has had insurance for seven years and never had an accident, and he also explains how the increase will affect him i.e. result in a 20% rise in his payments. It is important when writing a letter to give extra information to support the letter whilst remaining on topic.

The tone of the formal letter is well-controlled, with appropriate opening (Dear Sir / Madam) and closing (Yours faithfully) phrases, and further phrases that ensure the formal letter still remains polite (I understand that..., I am afraid..., I look forward to...) despite the fact that it is a letter of complaint.

There are some other good examples of phrases appropriate to a semi-formal or formal letter (As you are aware..., I would therefore like you to...).