

Olympiáda v anglickom jazyku, 27. ročník, krajské kolo 2016/2017,
kategória 1B – riešenia a úlohy

A N S W E R K E Y

GRAMMAR – 15 pts

- | | | |
|------------------------------------|-----------|---|
| 1 – ago/back | 6 – who | 12 – of |
| 2 – These / Those /
Their / The | 7 – as | 13 – but / although /
though / while |
| 3 – have | 8 – to | 14 – by |
| 4 – is | 9 – made | 15 – one |
| 5 – where | 10 – over | |
| | 11 – and | |

VOCABULARY – 10 pts (5+5)

- | | | |
|-----------------|---------------|------------|
| 1 – possibility | 5 – usually | 9 – ensure |
| 2 – recently | 6 – dependent | 10 – sales |
| 3 – discomfort | 7 – toothache | |
| 4 – painful | 8 – fairly | |

READING COMPREHENSION – 10 pts

- | | | |
|-------------------------|-------------------------|---|
| 1 – 8 / eight | 5 – 10 miles | 8 – studied at / attended
university |
| 2 – end of September | 6 – one / 1 | 9 – Fred |
| 3 – in two years / 2019 | 7 – the (local) council | 10 – the (narrow) roads |
| 4 – none / 0 | | |

LISTENING COMPREHENSION – 5 pts / half point for each correct answer

- | | |
|--------------------------------|-----------------------------|
| 1 – compliments | 6 – proper ceiling |
| 2 – dissatisfied customers | 7 – delays / hold-ups |
| 3 – engineering firm / company | 8 – announcements |
| 4 – notebook | 9 – hand luggage |
| 5 – queues | 10 – passenger opinion form |

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ROLEPLAY

Teacher – journalist

You are a journalist interviewing someone who claims that he/she has had a close encounter with an alien. You personally tend not to believe such stories but you definitely need a sensational story for the evening news.

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ROLEPLAY

Student – person who met a Martian

You believe you have been kidnapped and spent some time with an alien, specifically, a Martian. The Martians want people to stop using electricity because it is interfering with Martian spaceships. It has been hard for you to get others to believe you but you think this interview with the journalist will be able to get the Martians' message across to the wider public.

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LISTENING TAPESCRIPT
(Please read twice.)

Presenter: Now it could be said that Martin Latham is an awkward customer. He flies 150,000 miles a year on business, mostly with COMET Airways and he has written to the airline 25 times over two years. Fifteen letters were complaints, some just had comments, and several actually contained compliments. His reward was an invitation to fly to Madrid with a senior airline manager. Not, as you might think, to be thrown out at 10,000 metres. No, the airline wanted him to talk his way through the flight from check-in to landing as part of an experimental customer relations scheme called “COME FLY WITH ME”. This is one of the thirteen initiatives by the customer relations department to get the views of dissatisfied customers. The airline has discovered that they tell on average 19 people about their bad experiences with an airline, and this is obviously very bad for business.

I joined Martin, the managing director of an engineering firm, on his pioneering day trip. We met at 7.30 am at Terminal One at Heathrow Airport, where Robert Carter, the airline’s fresh-faced consumer affairs manager, awaited us with his notebook in his hand.

Morning, Martin. So what’s the procedure?

Martin: Well, the ground rules are simple. The airline staff have not been told we were coming. I am to comment on any aspect of the service that catches my attention, and Robert here will make a note of it.

Presenter: OK, let’s get going... Right, we have been to the check-in area and we are now in the boarding gate lounge. Martin, you do not seem over-impressed.

Martin: No, well, first of all the check-in area. Did you see how the queues wound into each other? This makes passengers confused and angry. Make a note of that, Robert. And, here in the boarding gate lounge, well look at it! There is no proper ceiling. It is not finished off and the lights are hanging loose. And the lounge is not big enough. No wonder passengers hang about in the shops and turn up as late as possible.

Presenter: OK, we have now boarded the plane and we are sitting at the back of the Quality Cabin, where most of the airline’s business travellers fly. What do you make of it so far, Martin?

Martin: Well, the captain just came on the intercom and said that we had a slight hold-up while loading an awkward piece of luggage. This deserves a compliment. I like to be kept informed about delays. But I don’t need to know when the first officer is flying the plane. And I don’t see why the cabin services officer, who has just repeated much of what the captain said, should introduce everyone to the air hostess in charge of the economy cabin. She’s not going to meet everyone even if she tries. I really don’t think we need all those announcements.

Presenter: Now Martin, we are well into the flight and Robert has been busy making furious notes. What kind of things have you been telling him?

Martin: Well, I have mentioned that the airline has an inconsistent policy on the amount of hand luggage allowed on board... and, let’s see... the lack of room in the seats... um... the fact that you can’t read the name tags worn by the cabin crew... oh... and the lack of eggs with breakfast. Robert says this is useful information which will be acted on.

Presenter: Can anyone comment to the airline?

Martin: Yes, if you ask the cabin crew for a “passenger opinion form” during any flight with the airline. You just fill it in and hand it to one of the crew at the end of the flight. **Presenter:** Right, well, we’re getting close to landing now, so I’ll...

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PICTURE STORY

Come up with a story based on the picture.



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