

# Rating Kit – Task A

(adapted from *Abschlussprüfung Englisch 2006/Haupttermin*)

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## 1. Read the following task:

**CITYWORLD TOURS**  
See London with our package tours

Included in the price:

F all transport	
F comfortable rooms in top-class hotels near the city centre	
F sightseeing tour with German-speaking tourist guide	
F all entrance fees	
F London by night	
F trip to Windsor	

You went on a trip to London with *Cityworld Tours*. Some of the things advertised in the leaflet (see above) turned out to be wrong.

**Write a letter of complaint** to *Cityworld Tours* and **include the following aspects:**

- |                 |                                |
|-----------------|--------------------------------|
| ☒ accommodation | • London by night              |
| • guide         | • one <u>additional</u> aspect |
| ☒ entrance fees |                                |

Do not forget to write a suitable beginning and ending.

**Write about 180 words.**



3. Read the ten student scripts and rate them using the rating scale. Following that write a short justification for each score you have given. The justification explains why you awarded a specific score.

## Script 1

Dear Sir or Madam,

last week I travelled with Cityworld Tours to London. And I expected a nice holiday in this town. But your company is terrible. You told in your leaflet how great the rooms in the hotel are. But the accomodation was unbelievable. The bed was rather hard and the bathroom seemed to be cleaned three years ago. The smell in the balcony was like in a shoe factory. So I hoped at least the sightseeing tour through London is nice. But the "German-Speaking Guide" didn't speak German. And it didn't speak English too. It spok Finish. I can't understand any of the speech. In my opinion the fees were included. But I have to pay everything of these damn fees. London by night wasn't much better than by day. It rained the whale night and it also had 7 °C. And this foolish busdriver, who can't speak English or even German, didn't turn on the hoting. So I was very happy when I sat in my plane to fly home. But at home I saw a bill from you. 3,000 E for this lousy, rotten trip?! I want you to pay this money back as soon as possible. Otherwise you listen from my ... You know what I mean.

Faithfully,

FS

(208 words)

**Justification sheet for script 1****Score: \_\_\_\_\_****Task Achievement [Band \_\_\_\_\_]**

CP 1: (accommodation)	included elaborated fully elaborated	
CP 2: (guide)	included elaborated fully elaborated	
CP 3: (entrance fees)	included elaborated fully elaborated	
CP 4: (London by night)	included elaborated fully elaborated	
CP 5: (additional aspect)	included elaborated fully elaborated	

**Coherence & Cohesion [Band \_\_\_\_\_]**

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**Grammar [Band \_\_\_\_\_]**

Range:	
Errors:	

**Vocabulary [Band \_\_\_\_\_]**

Range:	
Errors:	

**Impression of General Quality [Band \_\_\_\_\_]**

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## Script 2

Ladies and Gentlemen,

last week I went on a trip to London with Cityworld Tours. It was great, but there are several things I have to complain about. In your leaflet, I could read, that we would sleep in top-class hotels, but we didn't! The hotels were all old with small rooms and in one hotel I had to use the same shower as another person! But there was something even worse than the shower.: The tourist guide. He couldn't even speak German. It was terrible. And there are also the entrance fees. Just horrible! London by night was brilliant. At that point you didn't promise too much. But what was about going to souvenir shops? There was no time! When a visitor comes to London, he wants to buy something for home! As you can see, there are a lot of things which were not right. And I want to have my money back. Please find a solution for this problem!

I look foreward to hearing from you.

Yours sincerely

ALM

(166 words)

**Justification sheet for script 2****Score: \_\_\_\_\_****Task Achievement [Band \_\_\_\_\_]**

CP 1: (accommodation)	included elaborated fully elaborated	
CP 2: (guide)	included elaborated fully elaborated	
CP 3: (entrance fees)	included elaborated fully elaborated	
CP 4: (London by night)	included elaborated fully elaborated	
CP 5: (additional aspect)	included elaborated fully elaborated	

**Coherence & Cohesion [Band \_\_\_\_\_]**

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**Grammar [Band \_\_\_\_\_]**

Range:	
Errors:	

**Vocabulary [Band \_\_\_\_\_]**

Range:	
Errors:	

**Impression of General Quality [Band \_\_\_\_\_]**

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## Script 3

Dear Sir or Madam,

I am writing you to complain about the trip to London with Cityworld Tours. Some things that were advertised in the leaflet turned out to be wrong. First of all I would like to complain about the accomodation. I can't understand it I thought that the top-class hotels were near the city centre, but when I arrived at the hotel I realized that I had to drive about one hour by bus. Then I went on a sightseeing tour, but the tour-guide had such a bad German, that I weren't able to understand him. I thought that the entrance fees were included in the price, but I had to pay them extra. And I have to say, that „London by night“ was very dissappointing for me. I had to pay all the entrance fees by myself, so they weren't included in the price and all the drinks were very expensive. The trip to Windsor for example was to short, because we went there only for one hour and we weren't able to see everything.

After this trip to London I know that I won't go anymore on a trip with Cityworld Tours!

FNC

(192 words)



**Justification sheet for script 3****Score: \_\_\_\_\_****Task Achievement [Band \_\_\_\_\_]**

CP 1: (accommodation)	included elaborated fully elaborated	
CP 2: (guide)	included elaborated fully elaborated	
CP 3: (entrance fees)	included elaborated fully elaborated	
CP 4: (London by night)	included elaborated fully elaborated	
CP 5: (additional aspect)	included elaborated fully elaborated	

**Coherence & Cohesion [Band \_\_\_\_\_]**

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**Grammar [Band \_\_\_\_\_]**

Range:	
Errors:	

**Vocabulary [Band \_\_\_\_\_]**

Range:	
Errors:	

**Impression of General Quality [Band \_\_\_\_\_]**

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## Script 4

Address

Date

Complain about the trip to London

Dear Sir and Madam,

at first of all I want to say that the travel was a real disaster because our hotel was very terrible, we haven't got bath-rooms or toilet. A another Reason is that our German Speaking Guide didn't come to the travels although the hole group must go without the guide and we couldn't understand anything in the musem! But that's not all. we didn't have all entrance fees and the London nightlife was a joke, we have only see one club in the hole holydays. It was a real joke for all of uus. then we want to go to Windsor, but it hadn't open. Although we sat the hole holydays in our hotel which haven't got a bath or any kinds of Sport activits. At last one thing: You should give all persons their money back because if we stayed than we had more fun and holidays as in our "trip"!

(152 words)

**Justification sheet for script 4****Score: \_\_\_\_\_****Task Achievement [Band \_\_\_\_\_]**

CP 1: (accommodation)	included elaborated fully elaborated	
CP 2: (guide)	included elaborated fully elaborated	
CP 3: (entrance fees)	included elaborated fully elaborated	
CP 4: (London by night)	included elaborated fully elaborated	
CP 5: (additional aspect)	included elaborated fully elaborated	

**Coherence & Cohesion [Band \_\_\_\_\_]**

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**Grammar [Band \_\_\_\_\_]**

Range:	
Errors:	

**Vocabulary [Band \_\_\_\_\_]**

Range:	
Errors:	

**Impression of General Quality [Band \_\_\_\_\_]**

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## Script 5

Dear Sir or Madam,

as I went on a trip to London with Cityworld Tours I got some information from a leaflet in the daily newspaper. I was of good hope that this will be a perfect holiday to me. But now I have to complain about it. First you had promised all transport and when the plane had landed I had to go by taxi and not the promised bus. Than the room was pretty nice but the toilets and shower were of bad cleaning. No fresh towels, bad smelling soap I could find. Further about the German-speaking guide you promised in your advertisement. He only, and just only, spoke English and Spanish, but no German. In addition, I had really paid a huge amount for this trip to London because you said "all entrance fees" are included. In the end I had to pay all entrances fees on my own. The main attraction I had been looking forward to was to see London at night. When we started the tour it was about 5 o'clock in the evening, the sun was shining brightly and when we came back to our hotel it was half past eight .. the sun was still there. I am badly sad about these happenings so that I will never ever take a trip by Cityworld Tours.

I am sorry about my complaint, but I was shocked.

Yours sincerely,

J

(229 words)

**Justification sheet for script 5****Score: \_\_\_\_\_****Task Achievement [Band \_\_\_\_\_]**

CP 1: (accommodation)	included elaborated fully elaborated	
CP 2: (guide)	included elaborated fully elaborated	
CP 3: (entrance fees)	included elaborated fully elaborated	
CP 4: (London by night)	included elaborated fully elaborated	
CP 5: (additional aspect)	included elaborated fully elaborated	

**Coherence & Cohesion [Band \_\_\_\_\_]**

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**Grammar [Band \_\_\_\_\_]**

Range:	
Errors:	

**Vocabulary [Band \_\_\_\_\_]**

Range:	
Errors:	

**Impression of General Quality [Band \_\_\_\_\_]**

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## Script 6

Dear Sir or Madam:

Last week I went on a trip to London with Cityworld Tours and I would like to let you know that I am dissatisfied with it.

I realised that things advertised in the leaflet were wrong. For instance, the accommodation was terrific. The room where I was hadn't any toilets, I had to go somewhere else where there are toilets. An example is the bed, too, it was tough and therefore I slept on the couch. The leaflet said not it. The entrance fees were expensive ...

(87 words)

**Justification sheet for script 6****Score: \_\_\_\_\_****Task Achievement [Band \_\_\_\_\_]**

CP 1: (accommodation)	included elaborated fully elaborated	
CP 2: (guide)	included elaborated fully elaborated	
CP 3: (entrance fees)	included elaborated fully elaborated	
CP 4: (London by night)	included elaborated fully elaborated	
CP 5: (additional aspect)	included elaborated fully elaborated	

**Coherence & Cohesion [Band \_\_\_\_\_]**

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**Grammar [Band \_\_\_\_\_]**

Range:	
Errors:	

**Vocabulary [Band \_\_\_\_\_]**

Range:	
Errors:	

**Impression of General Quality [Band \_\_\_\_\_]**

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## Script 7

Dear Sir or Madam

I wish to complain in the strongest possible terms, about your Cityworld Tours. In your leaflet, you claim that the accommodation was in comfortable rooms. In fact it was a small room with no TV which wasn't even cleaned. And you said to have a German tour guide. He was not understandable in the slightest way! The next thing, the entrance fees. Ok, they were paid, but only if you wanted to sit in the last row of a theatre where you only could see the big man sitting in front of you. London by night, at the other side, was really fine, the problem was that after returning, there was no one to let you back in the hotel. So I had to call the manager of the hotel to let me back in the hotel at 3:00 AM. And the best is that you told: "all transport arranged". Arranged? At one time we were given maps to find a way back to the hotel because of the bus breaking down in the middle of nowhere. So I'm quite sorry but the next time I will take another tour.

Sincerely,

Name

(190 words)



**Justification sheet for script 7****Score: \_\_\_\_\_****Task Achievement [Band \_\_\_\_\_]**

CP 1: (accommodation)	included elaborated fully elaborated	
CP 2: (guide)	included elaborated fully elaborated	
CP 3: (entrance fees)	included elaborated fully elaborated	
CP 4: (London by night)	included elaborated fully elaborated	
CP 5: (additional aspect)	included elaborated fully elaborated	

**Coherence & Cohesion [Band \_\_\_\_\_]**

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**Grammar [Band \_\_\_\_\_]**

Range:	
Errors:	

**Vocabulary [Band \_\_\_\_\_]**

Range:	
Errors:	

**Impression of General Quality [Band \_\_\_\_\_]**

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## Script 8

Dear Sir or Madam,

I was one of your customers and I want to complain about some aspects of the tour. First of all the hotel you booked for me was a disaster! The room was way too small for the price I payed and there weren't even fresh towels in the bathroom at my arrival. After this first shocking moment, I don't had to wait long for the next one. The language the tourguide spoke had absolutly nothing to do with the German language, I think it wasn't even European. I decided to simply follow him, hoping that he knows what he does. This was a big mistake. He led the group to an old church where everyone had to pay seven pound for entrance! After this first episode of pure horror, I just started to relax a bit, hoping that the night trip would be better. Simply ignoring al my hope and praying, the trip only included a 45 minuted drive through some dark streets where I couldn't find any interesting. What I really couldn't believe was, that there wasn't even a try to bring the group to Windsor. The day reserved for this was only filled with a bad meal in an even worst restaurant. I'm looking forward hearing from you,

your sensirely JS

(210 words)

**Justification sheet for script 8****Score: \_\_\_\_\_****Task Achievement [Band \_\_\_\_\_]**

CP 1: (accommodation)	included elaborated fully elaborated	
CP 2: (guide)	included elaborated fully elaborated	
CP 3: (entrance fees)	included elaborated fully elaborated	
CP 4: (London by night)	included elaborated fully elaborated	
CP 5: (additional aspect)	included elaborated fully elaborated	

**Coherence & Cohesion [Band \_\_\_\_\_]**

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**Grammar [Band \_\_\_\_\_]**

Range:	
Errors:	

**Vocabulary [Band \_\_\_\_\_]**

Range:	
Errors:	

**Impression of General Quality [Band \_\_\_\_\_]**

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## Script 9

Dear Cityworld Tours,

I'm writing you this letter to complain about some aspects in your leaflet. In your leaflet stands that you have a comfortable room in a top-class hotel near the city centre, but in my package tour wasn't a Hotel near the city centre included. I stayed in a hotel prretty far from the city centre. And the guide for the sightseeing tour spoke only English but not German. I also want to say that not all the entrce fees were included. I had to pay e.g. fees for the sightseeing tour. The journey to London by night also wasn't that comfortable. The journey took longer than I expected. It was very cold in the coach and it didn't smell good in there. I have to complain about the trip to windsor as well. We had to walk all the way to this place but in your leaflet stands that all the transport is arranged ... so I want you to give me a part of the money I have paid back because the tour wasn't exactly the same as promised in the leafletter. I hope to hear from you soon.

Faithfully,

D

(190 words)

**Justification sheet for script 9****Score: \_\_\_\_\_****Task Achievement [Band \_\_\_\_\_]**

CP 1: (accommodation)	included elaborated fully elaborated	
CP 2: (guide)	included elaborated fully elaborated	
CP 3: (entrance fees)	included elaborated fully elaborated	
CP 4: (London by night)	included elaborated fully elaborated	
CP 5: (additional aspect)	included elaborated fully elaborated	

**Coherence & Cohesion [Band \_\_\_\_\_]**

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**Grammar [Band \_\_\_\_\_]**

Range:	
Errors:	

**Vocabulary [Band \_\_\_\_\_]**

Range:	
Errors:	

**Impression of General Quality [Band \_\_\_\_\_]**

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## Script 10

Dear Sir or Madam,

I am writing to complain about the trip to London with Cityworld Tours.

The accommodation was very bad. You had to go a long time to the city centre. I need two hours to get to the city centre. Furthermore the rooms were a little bit small and I hadn't a soap in the bathroom. In addition the toilet was very dirty and not fresh.

Your guide wasn't also the best. The sightseeing tour with him was very boring.

Moreover we didn't visit London by night with the guide. He don't show us any bars, restaurants or discos.

I must add that the staff of the hotel wasn't nice. They gave me no information about the city and they weren't very helpful.

I would be grateful, if you sent me the money back.

I am looking forward to hearing from you.

Yours faithfully

SF

(141 words)

**Justification sheet for script 10****Score: \_\_\_\_\_****Task Achievement [Band \_\_\_\_\_]**

CP 1: (accommodation)	included elaborated fully elaborated	
CP 2: (guide)	included elaborated fully elaborated	
CP 3: (entrance fees)	included elaborated fully elaborated	
CP 4: (London by night)	included elaborated fully elaborated	
CP 5: (additional aspect)	included elaborated fully elaborated	

**Coherence & Cohesion [Band \_\_\_\_\_]**

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**Grammar [Band \_\_\_\_\_]**

Range:	
Errors:	

**Vocabulary [Band \_\_\_\_\_]**

Range:	
Errors:	

**Impression of General Quality [Band \_\_\_\_\_]**

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