

TASK A

(adapted from *Abschlussprüfung Englisch 2006/Haupttermin*)

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
- ☒ entrance fees
- London by night
- one additional aspect
- guide

Do not forget to write a suitable beginning and ending.

Write about 180 words.

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)

Task Achievement [Band 5]		
CP 1: (accommodation)	included elaborated fully elaborated	"I'd like to complain about ..." (topic introduced); "I thought that the [top-class hotels] were [near the city centre] ..." (1 st idea); "... I realized that I had to drive about one hour by bus." (2 nd idea)
CP 2: (guide)	included elaborated fully elaborated	"... sightseeing tour (topic introduced), but the tour guide had such a bad German (1 st idea), that I weren't able to understand him." (2 nd idea)
CP 3: (entrance fees)	included elaborated fully elaborated	"... the entrance fees were included in price (topic introduced), but I had to pay them extra." (1 st idea)
CP 4: (London by night)	included elaborated fully elaborated	"... London by night (topic introduced) was very disappointing for me." (1 st idea); "... all the drinks were very expensive." (2 nd idea)
CP 5: (additional aspect)	included elaborated fully elaborated	"The Trip to Windsor ... (topic introduced) was to short (1 st idea), ...we went there only for one hour (2 nd idea) and weren't able to see everything." (3 rd idea)
à all content points are included, most (all but one) are elaborated (one even fully) [à still below Band 6]		

Coherence & Cohesion [Band 5]
the script is effectively introduced („I am writing you to complain...”) and rounded up („After this trip...”) [à Band 7 feature]; overall ideas are generally well organized [à Band 5], but the overall coherence is broken because “entrance fees” are mentioned twice without a reason; some appropriate linking devices to indicate progression: <i>First of all, Then, And, After</i> [à Band 6 feature]; repetitive use of a few basic linking devices: <i>and, but</i> (x 3)

Grammar [Band 7]	
Range:	good range (present continuous, simple past, future, modals – <i>can't, had to, had</i>) with some complex structures (passive structure in relative clause – „Some things that were advertised...”) and complex sentence structures (“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.”)
Errors:	minimal errors that do not interfere with comprehension (<i>weren't able, such a bad German</i>); minor word order problem (“After this trip to London I know that I won't go <u>anymore</u> on a trip with Cityworld Tours!”)

Vocabulary [Band 5]	
Range:	sufficient range (complain about, I would like to, arrive at, go on a sightseeing tour, expensive, anymore), but there is considerable lifting from the prompts (“Some things [...] advertised in the leaflet turned out to be wrong.”; “... top-class hotels near the city centre ...”) [weak Band 5]
Errors:	some errors (<i>by myself, pay them extra, drive by bus</i>), but it is still clear what he/she is trying to express; occasional spelling mistakes (<i>to short, accomodation, dissappointing</i>) and a slight L1-influence (“And I have to say, ...”);

Impression of General Quality [Band 2]
one minor format problem : no signing off;

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 us. 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)

Task Achievement [Band 4]		
CP 1: (accommodation)	included elaborated <u>fully elaborated</u>	"...our hotel (topic introduced) was very terrible (1 st idea), we haven't got bath-rooms or toilet." (2 nd idea; just a list, not two separate ideas); "... our hotel which haven't got [a bath or] any kind of sport activits." (3 rd idea)
CP 2: (guide)	included elaborated <u>fully elaborated</u>	"... our German Speaking Guide (topic introduced) didn't come ... (1 st idea) ... must go without the guide (2 nd idea) and we couldn't understand anything..." (3 rd idea)
CP 3: (entrance fees)	<u>included</u> elaborated fully elaborated	"we didn't have all entrance fees." (topic mentioned)
CP 4: (London by night)	included <u>elaborated</u> fully elaborated	"... the London nightlife (topic introduced) was a joke (1 st idea), we have only see one club..." (2 nd idea)
CP 5: (additional aspect)	<u>included</u> elaborated fully elaborated	"...to go to Windsor (topic introduced), but it hadn't open." (1 st idea)
all content points are included, but only 3 out of 5 are (fully) elaborated [↘ below Band 5]		

Coherence & Cohesion [Band 3]
ideas are loosely organized , overall coherence is broken several times (<i>trip to Windsor – the hole holydays</i> ; description of "accommodation" is split in two parts); there is no introduction; [↘ Band 3] good linking sentence ("But that's not all."); [Band 5 feature] incorrect use of linking devices (<i>at first of all, at last, although</i>); some lack of linking devices [↘ weak Band 3]

Grammar [Band 3]	
Range:	basic range (simple past, modal - <i>couldn't understand</i> , relative clause - <i>in our hotel which</i>) but also attempts at more complex structures (comparative - <i>more fun... as</i> ; if-clause - <i>... if we stayed than we had...</i>) [↘ above Band 3]
Errors:	frequent errors (<i>haven't got, must go, it hadn't open, have only see</i> , etc.) that can cause difficulties for the reader (and sometimes distort the meaning) [↘ below Band 3]

Vocabulary [Band 2]	
Range:	basic range (<i>I want to say..., in the museum, nightlife was a joke</i>) with some lexical gaps ("... we sat [...] in the hotel...") and repetition ("...was a joke...") [↘ Band 3]
Errors:	numerous errors (<i>a another, sat/stayed, any kinds of, we didn't have all entrance fees, travels</i>) and spelling mistakes (<i>bath-room, holiday, holydays, hole group, activits</i> , etc.) that distort the meaning [↘ Band 1]

Impression of General Quality [Band 1]
genre and format problems (sign off and signature missing, title), rather impolite tone

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)

Task Achievement [Band 4]		
CP 1: (accommodation)	included elaborated fully elaborated	"In your leaflet... near the city centre (long introduction), but... wasn't... included (1 st idea). I stayed in a hotel prretty far from the city centre." (2 nd idea)
CP 2: (guide)	included elaborated fully elaborated	"And the guide... (topic introduced) spoke only English but not German." (one idea)
CP 3: (entrance fees)	included elaborated fully elaborated	"... not all the entrce fees were included (topic introduced). I had to pay e. g. fees for the sightseeing tour." (1 st idea)
CP 4: (London by night)	included elaborated fully elaborated	"The journey to London by night (topic introduced) also wasn't that comfortable (1 st idea). ... took longer than I expected (2 nd idea). ... very cold in the coach (3 rd idea) ... didn't smell good in there." (4 th idea)
CP 5: (additional aspect)	included elaborated fully elaborated	"... complain about ... windsor as well (topic introduced). ... had to walk all the way ... (1 st idea) but in your leaflet stands that... " (2 nd idea)
all content points are included, but only 3 out of 5 are (fully) elaborated [à does not meet Band 5 completely]		

Coherence & Cohesion [Band 6]
the script is effectively introduced („I am writing you this letter to complain...”) and rounded up („I hope to hear from you soon.”) [à Band 7 feature]; ideas are organized logically [à Band 7] a set of basic (<i>but, so, and, because</i>) and some more than basic (<i>as well as, also, as well</i>) linking devices are used appropriately ; incorrect use of “also” (meaning “either”) [à strong Band 5]

Grammar [Band 6]	
Range:	good range : some complex sentence structures (coordinated clauses; subordination; passive constructions – <i>were included, is arranged</i> ; comparative structures – <i>wasn't exactly the same as, longer than</i>); range of different tenses (present continuous, simple present, simple past); [à Band 7]
Errors:	occasional errors (word order – 2 nd sentence; “this” instead of “that”, “there” missing) but it is clear what he/she is trying to express [à Band 5]

Vocabulary [Band 5]	
Range:	sufficient range (<i>stay, expected, a part of the money, promised</i>), effective usage
Errors:	occasional errors (wrong words – <i>stands, included, leafletter</i>) and spelling mistakes (<i>entrce, prretty</i>); capitalization problem (<i>Hotel, windsor</i>), but overall it is clear what he/she is trying to express [à Band 5]

Impression of General Quality [Band 2]
conclusion, closing phrase and length are all appropriate ; only one very minor format problem (<i>Dear CWT</i>)