

## Travelling the world

### 1 Language in use: A letter of complaint

Read the letter of complaint. Some words are missing. Complete the text by writing one word for each gap (1–12) in the spaces provided. The first one (0) has been done for you.

Dear Sir or Madam,

My flight from Vienna to London Heathrow via Munich on May 12<sup>th</sup> was somewhat of a disappointment. The first leg from Vienna to Munich went by ... (0) any problems.

However, once we had boarded the plane ... (1) Munich to London, the rest of the flight seems to have been under a bad spell. About fifteen minutes before landing ... (2) Heathrow the pilot informed the passengers that the plane had to turn back because of engine failure. Obviously there had been some mechanical problem which could have been sorted ... (3) before leaving Munich airport. The reason for flying back ... (4) a German airport was that the repair costs in Germany would have been much cheaper than having it repaired in London.



What made matters worse was the fact that the crew could not tell us where we were heading. Eventually we arrived in Munich again, very much to the surprise ... (5) some passengers who had not listened ... (6) the pilot's announcements.

According to international regulations passengers who are affected ... (7) such delays should be served food and drinks. This unfortunately did not happen. We had to queue up to register... (8) a later flight and before we could sit down and have a drink we were rushed to the gate to catch the next possible flight to London.

So far, so good. However, when the plane was still taxiing to the runway ... (9) take-off we were informed that there had been a thunderstorm in London and so we could not take ... (10). Instead of enjoying a nice cup of coffee at one of the airport cafés we had to remain seated ... (11) about 45 minutes before we could finally take off.

In view of the long delay (more than three hours) and the fact that we had missed our connecting flight to Edinburgh we think we are entitled to a compensation of € 250.00 per person.

I look forward ... (12) your reply.

Yours faithfully,

Max Summers

0 without ✓

- |   |       |    |       |
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| 1 | _____ | 7  | _____ |
| 2 | _____ | 8  | _____ |
| 3 | _____ | 9  | _____ |
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| 5 | _____ | 11 | _____ |
| 6 | _____ | 12 | _____ |

## 2 Language in use: Our trip to London

Read the text about a school trip to London. Some words are missing. Complete the text by writing one word for each gap (1–16) in the spaces provided. The first one (0) has been done for you.



On our school trip to London we ... **(0 go)** on a walking tour through Westminster to visit the most famous London sights. I ... **(1 never be)** to London before and so I was really impressed to see the Houses of Parliament, Trafalgar Square and the London Eye. One highlight ... **(2 be)** Buckingham Palace, which ... **(3 be)** one of the official residences of the British monarch and ... **(4 be)** so since Queen Victoria ... **(5 become)** queen in 1837.

The palace as you ... **(6 can)** see it today ... **(7 have)** more than 600 rooms. They ... **(8 build)** it around a country house which was originally designed for the Duke of Buckingham in 1705.

George III bought Buckingham Palace in 1762 and ... **(9 enlarge)** it in the 19<sup>th</sup> century to form four wings around a central quadrangle. The neoclassical facade of the east wing faces the Mall – a ceremonial road which ... **(10 link)** the palace with Trafalgar Square. The large balcony is the place where the Royal Family traditionally get together to ... **(11 greet)** the crowds outside the gates. Between the east wing and the gates is the forecourt where we ... **(12 watch)** the Changing of the Guard.

The Royal Standard is a flag which is normally flown from the flagpole above the central part of the building when the queen is in residence. The Queen ... **(13 not hold)** court in London when we ... **(14 be)** there. The Queen ... **(15 move)** to her residence in Sandringham just a few days before we ... **(16 arrive)**.

0 went ✓

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| 1 | _____ | 9  | _____ |
| 2 | _____ | 10 | _____ |
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| 6 | _____ | 14 | _____ |
| 7 | _____ | 15 | _____ |
| 8 | _____ | 16 | _____ |

**Key****1** Language in use: A letter of complaint

- 0: without
- 1: from
- 2: at
- 3: out
- 4: to
- 5: of
- 6: to
- 7: by
- 8: for
- 9: for
- 10: off
- 11: for
- 12: to

**2** Language in use: Our trip to London

- 0: went
- 1: have never been
- 2: was
- 3: is
- 4: has been
- 5: became
- 6: can
- 7: has
- 8: built
- 9: enlarged
- 10: links
- 11: greet
- 12: watched
- 13: did not hold
- 14: were
- 15: had moved
- 16: arrived