



ESCUELAS OFICIALES DE IDIOMAS DE LA RIOJA
PRUEBA DE CERTIFICACIÓN
INGLÉS



Datos del candidato
Apellidos:
Nombre:
Modalidad: <input type="checkbox"/> Oficial Presencial

Calificación final

Apto No Apto

PRUEBA DE MEDIACIÓN

INFORMACIÓN PARA EL CANDIDATO
<ul style="list-style-type: none">• Esta prueba consta de 2 ejercicios.• Lea atentamente las instrucciones correspondientes a cada ejercicio.• Cada ejercicio tiene un valor del 50% de la prueba de mediación.• Debe registrar sus respuestas en el lugar indicado para ello en bolígrafo azul o negro.• No escriba en los cuadros sombreados destinados a la calificación de la prueba.• Escriba con letra clara y legible, que no lleve a dobles interpretaciones.• Las respuestas incorrectas NO penalizan.• Debe apagar su teléfono móvil – que no podrá estar encima de la mesa – antes de que comience la prueba.• Una vez finalizada la prueba, se entregarán todos los papeles de examen, incluyendo las hojas de borrador, las cuales no serán corregidas.• Duración de la prueba: 45 minutos.

PART1

Your Italian friend Nicoletta bought a laptop which seems to be defective, so she wrote to the online shop to let them know about the problem. She has received the following email in response, but she doesn't understand some words and phrases, so she has forwarded it to you because she needs your help. Read the email and give a **synonym or a definition** for the words and phrases in bold. Write your answers in the white table provided on the next page. (5 marks: 0.5 each)

EMAIL FROM THE CUSTOMER DEPARTMENT

From: aftersaledpt@smartsolutions.com
To: nicoletta_lodi@yazoo.com
Subject: Defective item

Dear customer,

We are extremely sorry to know that the laptop you **(0) purchased** on our online store does not work properly. We would like to help you fix the problem before you **(1) file an official complaint** on our service.

Our policy has always been characterised by honesty and modesty, so we do not usually **(2) brag about** our service, but more than ten years of experience **(3) back us up** and customer satisfaction keeps being a priority for us.

We are sorry to hear that you were **(4) put on hold** with a customer support rep for over twenty minutes. That should never have happened, and we completely understand how frustrating this must be for you. We will **(5) relay** this message to the appropriate rep. Yet, in the meantime, if you read through our **(6) FAQs** section, you may find answers to some of your questions.

Have you considered the possibility of a parcel **(7) mishandling** problem by the delivery person? We will definitely **(8) delve into** the matter, just in case this issue is neither our responsibility nor yours. In any case this is a really **(9) awkward** situation for all of us and, if our measures don't meet your expectations, we could contemplate a refund, in which case, we will need your bank account number.

We **(10) strive** to ensure every customer is satisfied with our business, and we apologize for any way in which we may have inconvenienced you.

Please let us know if you have any more questions, comments, or concerns.

Best regards,

Rachel Lionheart

Customer Department
After-Sale Service

①	<i>Purchased means bought.</i>	✓✓
①		
②		
③		
④		
⑤		
⑥		
⑦		
⑧		
⑨		
⑩		

PART2

Your friend Jacques follows an online English teacher called Lucy, and he has sent you an extract where Lucy speaks about some negative experiences she had as a teacher. Jacques's level of English is not as good as yours and he needs your help because he doesn't understand some of the details that Lucy gives in the recording.

Read your friend's message, listen to the recording and complete the **email (100-120 words)** on the next page summarizing the content of the podcast. (5 marks)

Hi!

Do you remember Lucy, the vlogger I follow on YouTube to improve my English? I was wondering if you could help me with one of the extracts that she uploaded recently telling anecdotes about her time as an "in-person teacher". She says that some of them were not very pleasant, but I don't fully understand what she says.

Could you please help me to understand what she says?

Thank you very much in advance!

Jacques

PS: Here is the link: <https://bit.ly/3hI5tss>

You can take some notes on the paper provided while listening to the podcast.



Gobierno
de La Rioja

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