

# INGLÉS

## CERTIFICADO DE NIVEL AVANZADO C2

CONVOCATORIA ORDINARIA 2021

### PRODUCCIÓN Y COPRODUCCIÓN DE TEXTOS ESCRITOS

APELLIDOS: \_\_\_\_\_ NOMBRE: \_\_\_\_\_

DNI/NIE: \_\_\_\_\_ EOI: \_\_\_\_\_

#### INSTRUCCIONES PARA LA REALIZACIÓN DE ESTA PARTE:

DURACIÓN: 75 minutos

- Esta parte consta de dos tareas. Lea las instrucciones al principio de cada una y realícela según se indica.
- Dentro de este cuadernillo dispone de espacio adicional por si desea anotar sus ideas, que en ningún caso serán evaluadas.
- Debe ajustarse a los temas propuestos; de lo contrario la tarea no será calificada.
- Las tareas escritas a lápiz o en rojo no se calificarán.
- No está permitido el uso del diccionario.
- No escriba en los recuadros sombreados.

IN C2 21 OR PCTE

	TAREA 1	TAREA 2	TOTAL
PUNTOS			/ 20

CALIFICACIÓN
/ 10

**TASK 1**

**Write about 130-150 words following the instructions.**

**The recommended time for this task is 30 minutes.**

**MARK**

When last checking your bank statement, you came to realize you had wrongly been charged some high fees, which accidentally made you go overdraft for a few days. After informing your bank of the situation, they refunded the high fees you had mistakenly been charged, but not the fees for going overdraft. You proceeded to file an online complaint and got this response from them:

Dear customer,

We regret to inform you that your complaint has been dismissed.

Our policy clearly states that if the customer's account remains negative for three days, on the fourth business day they will incur a sustained overdraft fee. For details of all the interest charges for our current accounts, visit our current accounts rates and charges page.

Yours faithfully,

Harry Meringuer (Customer Complaints Manager)

Harry.meringuer@outlook.es

Write an **email** to the bank putting your complaint in writing:

- State the key facts and argue why you believe you are entitled to a full refund.
- Let them know which legal actions you will consider taking should they not deliver.

**Use the space below to note down and organise your ideas.**

**These notes will not be marked.**

**LAST NAME:** \_\_\_\_\_ **FIRST NAME:** \_\_\_\_\_ **GROUP:** \_\_\_\_\_

Send Save draft Spell check Rich text ▾ | Cancel

**To:** Harry.meringuer@outlook.es

**Subject:**

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[illegible]

## TASK 2

Choose **one** of the following options (A or B) and write about 200-220 words following the corresponding instructions.

MARK

The recommended time for this task is 45 minutes.

### OPTION A



You've spent a week at *The Chairman Hotel*, one of New York's most popular five-star hotels due to its luxurious décor, great catering service, first-rate rooms and excellent room service. However, your stay has not lived up to your expectations, as you have had several problems with the staff, the food and cleanliness.

Write a **review** on *Trip Advisor* sharing your experience and showing your disappointment.

### OPTION B

The magazine *Updated* is asking for readers' contributions as regards its anecdote competition:



*Daily life is usually more incredible than fiction itself. Do you have a sidesplitting anecdote that will surely make our readers burst out laughing? Let us know about it! Send us the quirkiest and most boisterous anecdote that has ever happened to you and tell us why you chose to share that moment in your life. The most hilarious one will win a seven-day trip to the Bahamas.*

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Write a **narrative** which relates your anecdote to our readers in detail, mentioning where and how it happened, and include a final commentary of why you deem it is worth sharing with others.

**Use the space below to note down and organise your ideas.  
These notes will not be marked.**

**Use the space below to note down and organise your ideas.  
These notes will not be marked.**

**LAST NAME:** \_\_\_\_\_ **FIRST NAME:** \_\_\_\_\_ **GROUP:** \_\_\_\_\_

PLEASE INDICATE YOUR CHOSEN OPTION.

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[illegible]

[illegible]