

**1. Fill in each gap with an underlined word from the passage.**

- a) Don't tell Sally I read her diary – she'll be .....
- b) Only £15 a day? That sounds .....
- c) They failed to ..... the problem of homelessness in the city.
- d) The water ..... in the kitchen were frozen and we didn't have water there.

**2. Circle the correct choice.**

- 1. How did the narrator learn about the hotel?
  - a) She read about it in a newspaper article.
  - b) She read about it in a travel magazine.
  - c) A friend recommended it.
  - d) It was advertised in a small booklet.
- 2. All of the following are problems she experienced in the hotel, EXCEPT .....
  - a) She had to wait too long at the reception.
  - b) The cleaners came late.
  - c) The shower was broken.
  - d) The room was a bit dirty.
- 3. Which of the following is TRUE?
  - a) The receptionist went up to the room to fix the shower.
  - b) The receptionist was very interested.
  - c) The receptionist called an engineer.
  - d) It took a lot of time to fix the shower.
- 4. Someone arrived at ..... to fix the shower.
  - a) 9 o'clock
  - b) half past 10
  - c) half past 1
  - d) 7 o'clock
- 5. The engineer held out his hand, because he .....
  - a) wanted to shake hands with the narrator.
  - b) was expecting a tip.
  - c) needed help to get back up.
  - d) needed the narrator to pass him the tool kit.
- 6. How did the woman solve the problem?
  - a) She fixed the shower herself.
  - b) She gave the receptionist a big tip to have it fixed.
  - c) She gave the receptionist money to give her a larger room with a view.
  - d) She gave the manager a large tip to transfer her to another room.