

3. Lesen Sie den Text und wählen Sie die beste Antwort auf die Fragen.

(5 points)

To: The Manager of Mezzo Restaurants

Dear Sir

Last Tuesday evening I went with two friends to your restaurant for my 18th birthday. I had booked the table for eight o'clock and we arrived about ten minutes late, but that was no problem. The waiter, who was very polite, showed us to our table and we studied the menu. I ordered a fish pie and my friends ordered some salads. However, after about fifteen minutes, the waiter informed us that there was no more fish pie. He apologised and suggested ordering something else. I looked at the menu again and decided to have the same as my friends – a salad.

When the food came, it was very good. After we had finished, we decided to order some desserts. The waiter said that, unfortunately, it was too late. There wasn't enough time for us to order desserts. He said he was very sorry but our table was reserved by another group at nine thirty and we would have to leave.

We paid the bill and left feeling very disappointed. It spoilt my birthday. Nobody told us when we arrived that there was a time limit. It was very unsatisfactory and I doubt that we'll ever go to your restaurant again.

Yours faithfully

Martin Cary

1 What is Martin Cary trying to do in the letter?

- A make an enquiry (enquiry = Anfrage)
- B cancel a booking
- C make a complaint (complaint = Beschwerde)
- D offer a suggestion

2 What will the restaurant manager discover in the letter?

- A One of his waiters behaved badly.
- B Some customers had a bad experience.
- C His food is unsatisfactory. (unsatisfactory = unbefriedigend)
- D The meals are too expensive.

3 What does Martin think about his experience?

- A They got to the restaurant too late.
- B There was not much choice on the menu.
- C They won't return to the restaurant.
- D The food took too long to arrive.

4 Martin and his friends couldn't have any desserts because

- A someone had booked their table
- B they had to be home by 9.30
- C it was too expensive
- D there was no dessert left

5 What did Martin's friends say when they left the restaurant?

- A I didn't like the salad. I wish I'd had fish pie like you.
- B Never mind, let's go and get some ice cream at Rick's.
- C I hope you didn't leave the waiter a tip – he was so unfriendly.
- D It's a pity there wasn't enough birthday cake.

6 Write 30 to 40 words about a restaurant you like going to and why.
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Award marks for Q6 as follows:

- 5 full answer, no major mistakes, good range of vocabulary
4 good, few mistakes
3 adequate, but some mistakes
2 limited, very short or too many mistakes

1 unintelligible, not in English