

B2**WRITING PAPER** 5-MODEL

This sheet must not be written on. Each writing task must be done on a separate answer sheet with the information required. These and all other sheets of paper you use to make notes, first drafts, etc. must be given to the invigilator on finishing. N.B. You have 90 minutes max. (including reading time) to complete the 2 tasks.

1. Email of complaint

You've just come back from a holiday in a luxury apartment that you booked through a travel agency. However, the standard of the accommodation was less than expected.

Write an email of complaint to the travel agent in which you:

- outline the main problems you experienced
- suggest ways the service could be improved
- state the action you want them to take

Write a minimum of 150 words.

2. Article

An online English magazine is starting a new section called "The world, our home". This week's article is based on the following statement:

"Can individual everyday actions have any real effect on climate change?"

You are concerned about environmental issues, so you decide to write an article.

Write an article in which you:

- describe what you do yourself to help protect the environment
- argue how your actions can/cannot prevent climate change
- suggest other measures to protect the environment

Give your article a **title**.

Write a minimum of 200 words.