

READING COMPREHENSION**1. Martela's new centre****Task 1**

New demands for designing buildings by changing office work	1. flexibility
	2. adaptability
	3. ecology
	4. low running costs
Two main aspects of Martela House when designing the floor layout	5. flexibility
	6. interaction / flow of information between departments
The floor layout consists of	7. four rectangular spaces
The advantage of modern glass buildings	8. energy efficient
The practical use of double facade	9. air conditioning
	10. natural lighting
The aim of the exhibition in Martela House	11. products shown in use
Customer satisfaction with Martela House	12. very impressed

Task 2

13. The lighting system of Martela House uses only natural light.	F
14. All departments are exactly alike.	F
15. The company believes that their sales will grow by the increasing number of visitors.	T

2. Secret report

Task 1

Advantages of plant-derived fuels	1. reducing dependence on oil / fossil fuels
	2. reduced emission of greenhouse gases (+environment friendly)
Effects of biofuel use on food markets	3. diverting food grain for fuel
	4. set aside land for biofuel production (+rising food prices)
	5. financial speculation on grains
Activists' demand regarding biofuels	6. moratorium on their use

Task 2

7. The riots in the developing countries can be linked to the rising food prices.	T
8. The various studies mentioned agree about how much biofuels contribute to the rising food prices.	F
9. Experts worldwide agree that biofuels are more environment-friendly than fossil fuels.	F
10. American and European governments alike depend on plant-derived fuels more and more.	T

LISTENING COMPREHENSION

Task 1:

1F 2T 3T 4T 5F 6T 7F

Task 2:

1. Switzerland, 2. escalators, 3. 700,000, 4. running smoothly, 5. 25-35%, 6. installations, 7. services, 8. technicians, 9. standardised, 10. double-decker, 11. control panels, 12. consulting services, 13. inspect

Sample table description

In the first column the operating systems, such as Android or iOS are **represented**. The second and the fourth columns **refer to** units sold in 2013 and 2012, while the third and the fifth columns present the market share. The sales are **expressed** in thousands of units.

There is a heavy **competition** in the smartphone market. This table **compares** the sales of units by operating systems. It can be clearly seen that Android is the most **popular** operating system. In 2012 it **accounted for** 66.4% of the market with over 450,000,000 units sold. The market share of this operating system increased to 78%, which is a considerable growth. Between 2012 and 2013 Microsoft could also **gain** market share.

According to the table, Blackberry **suffered** a considerable loss in its market share within a year. Its share decreased from 5% to 1.9%.

Sample letter

Celetron System
15 Bond Street
London
SW2 NE1

12 Rose Street
Manchester
MR6 7T2

25 April 2017

Dear Sir or Madam,

I am writing to complain about the service you provided to my company.

On 10 April 2017 we placed an order with your company for a Sony amplifier. You offered delivery within a week. However, the item arrived in ten days', which caused us considerable inconveniences.

Furthermore, we realized that a lead was missing in the package so our technicians could not start installing it. We were supposed to use the amplifier at a company event. Unfortunately, we had to use our old device.

Finally, after checking the invoice we found that the item was overcharged. You had offered a 10% discount for this new model previously, but you charged the full price.

These errors put our firm in a difficult position. Therefore we request to replace the missing part as soon as possible. Please, also inform us what compensation you can offer in this situation.

We look forward to hearing from you.

Yours faithfully,

Imre Kovács
sole proprietor