

**WRITING**

**PART 1**

Fill in the form (3 minutes)

HOTEL BOOKING ONLINE – REGISTRATION FORM	
Username	
Date of Birth (day month year)	
City / Town / Village	
[Mobile number]	
[Delivery address]	House:  Street:  State:

**PART 2**

You have joined the 'HOTEL BOOKING ONLINE' service. Fill in the form with complete sentences. Use 20-30 words. You have 7 minutes.

**MEMBER FORM**

Please tell us about the place where you want to spend your holidays.

**PART 3**

You are a member of HOTEL BOOKING ONLINE website and you are in the chat room. You are talking to Jack, a customer who is also looking for a hotel. Talk to Jack using complete sentences. Use 30 to 40 words per answer. You have 10 minutes.

**Jack:** Hi! I see you are new here. I joined a few days ago because I'm looking for a suitable hotel in Cambridge. Why did you join?

**You:**

**Jack:** What do you think about the service?

**You:**

**Jack:** How do you feel about the recent rise in the price of the fee? It was 20% cheaper a month ago.

**You:**

**PART 4**

You are a member of the 'HOTEL BOOKING ONLINE' service. On your last visit to their website you saw the notice below.

Dear costumers,

We are sorry to inform you that from next month the service fee will go up by 20%. We also have to change the time of the customer service: Now it will be only in the mornings from 10am to 1pm.

We feel sorry for the troubles that this change may cause.

Please feel free to email us at [management@hotelbookingonline.com](mailto:management@hotelbookingonline.com)

Write an e-mail to friend who also uses the 'HOTEL BOOKING ONLINE' service. Write your feelings about the message you received and suggest possible alternatives. Write about 50 words. You have 10 minutes.

Now, write an email to the management, explaining your feelings about the change and suggesting possible alternatives. Write about 120-150 words. You have 20 minutes.