



General instructions:

- Answer the following five questions in ENGLISH after carefully reading the text: 1) True/False; 2) Comprehension questions and written production; 3) Vocabulary; 4) Communicative use of language; and 5) Writing task.
- The questions or sections that offer choices are as follows: *Question 2*: Three options are provided (you must choose two), *Question 3*: Four items are provided (you must choose three), *Question 5*: Two options are provided (you must choose one).
- If you answer more options than required, only the first ones will be corrected, and the rest will be disregarded.
- The use of a dictionary or any other educational resource is not allowed to answer questions related to the given text.
- DURATION OF THE TEST: 90 minutes; MAXIMUM SCORE: 10 points.

Starbucks says people using its coffee shops must buy something

Starbucks, the world's biggest coffee chain, published a new code of conduct this week to be displayed in every US and Canadian shop saying "Starbucks spaces are for use by our partners and customers – this includes our cafes, patios and restrooms". Starbucks said it was making the changes because "we want everyone to feel welcome and comfortable in our stores".

The policy of allowing people to use Starbucks toilets without making a purchase was introduced in 2018 following the arrest of two black men at a branch in Philadelphia, Pennsylvania. Starbucks was accused by the city's mayor of actions that appeared to "exemplify what racial discrimination looks like in 2018". The company temporarily closed all of its stores to conduct racial sensitivity training. The new policy, which differs from the one introduced in 2018, is being implemented as Brian Niccol, who became chief executive in September, works to improve the company's performance and public image.

The company, which has 36,000 outlets in 84 countries, in October reported falling global sales and profits, and promised to cut down its "overly complex menu" to try to attract customers back with more affordable drinks. Staff will receive three hours of training before the policy takes effect from 27 January at its more than 11,000 North American stores. Customers may also use the toilets or log on to Starbucks internet before making their purchase. Howard Schultz, the former chief executive who built Starbucks into a global brand, had argued in 2022 that having open toilets was presenting safety issues. The new code of conduct also said that there should be "no misuse or disruption of spaces, no harassment or threatening language, no consumption of alcohol brought from elsewhere, and no smoking or begging". Starbucks' change of heart around free access to toilets for non-customers is likely to be seen as a blow for disabled people and others such as pregnant women, who often have to rely on toilets provided by private businesses when shopping.

However, Brian Niccol said in October that he wanted to create "that community house experience where people want to be in Starbucks, spend time in Starbucks", as part of its growth plans. The company is about to extend free refills of hot or iced coffee to all customers who buy a drink. Customers tend to buy more if they stay longer. A Starbucks spokesperson said: "By setting clear expectations for behaviour and use of our spaces, we can create a better environment for everyone". These updates are part of a broader set of changes that are being made to enhance the café experience as they work to get back to Starbucks.

Adapted from *The Guardian*, 14 January 2025



1. Indicate whether the following statements are TRUE or FALSE. Explain WHY by quoting directly from the text. NO marks are given for only saying TRUE or FALSE. Answer ALL the questions (from a to d). (2 points)

a) Starbucks introduced a new code of conduct to be displayed in all its European shops. (0.5)

.....

b) Starbucks' new policy restricting free access to toilets only to customers was introduced after two black men were arrested at a branch in Philadelphia. (0.5)

.....

c) Howard Schultz, the former chief executive of Starbucks, raised concerns about safety risks associated with open toilets. (0.5)

.....

d) Starbucks reported a decline in its global income and overall financial performance in October. (0.5)

.....

2. In your own words and based on the ideas from the text, answer TWO of the following three questions (a, b, or c). NO marks are given for personal opinions or responses copied directly from the text. (2 points)

a) Why did Starbucks introduce a policy allowing people to use toilets without making a purchase in 2018?

.....

b) What new measures are being implemented alongside the policy change to improve the café experience?

.....

c) Why might the new toilet policy be seen as a disadvantage for certain groups, such as disabled people or pregnant women?

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.....

3. Find words or phrases in the text that have the same meaning as the ones below. Choose THREE out of the four items provided (from a to d). In the case of verbs, ONLY infinitive forms will be accepted (1.5 points):

a) A decision to reconsider or a profound change of opinion, sometimes unexpectedly.

.....

b) Asking people to give you food or money, usually because you are very poor.

.....

c) A setback, disappointment or negative impact.

.....

d) To improve the quality or value of something.

.....

4. Choose the correct or most suitable option (A, B, C, or D) for each question. Indicate your choice clearly by circling the letter (A, B, C, or D). Answer ALL the questions (from 4.1 to 4.3). (1.5 points)

4.1) Two friends (A and B) are discussing a new coffee shop they recently went to. A says, 'I thought the coffee shop was all right, but the coffee menu wasn't very impressive'. B responds:

- A) 'It's not the best coffee shop I've been to, but it wasn't a total disappointment either'.
- B) 'You should try it on again'.
- C) 'I agree, it was like a rollercoaster – too many ups and downs!'
- D) 'Absolutely, this is the place if you're looking for a great coffee selection'.

4.2) In a restaurant, a customer says, 'Excuse me, I ordered my food 30 minutes ago, and it hasn't arrived yet'. The waiter responds:

- A) 'I'm terribly sorry but we don't take reservations for large groups'.
- B) 'Would you like to see the dessert menu?'
- C) 'I apologize for the wait. Let me check on your order'.
- D) 'I think the chef specializes in French cuisine'.

4.3) Two colleagues (A and B) are at work discussing a difficult customer. A says, 'I'm trying to deal with this difficult customer, but it feels like I'm going around in circles'. B responds:

- A) 'Maybe you just need to put it off'.
- B) 'Try to stay calm and not let the situation get under your skin'.
- C) 'If I were you, I'd just report it to the police'.
- D) 'You shouldn't allow him to turn down your request'.

Note: To be completed by raters only

Writing Assessment Criteria:

APPROPRIATENESS AND COHESION						
ITEMS	VERY POOR (0 points)	POOR (0.1-0.15)	ADEQUATE (0.2-0.3)	VERY GOOD (0.35-0.45)	EXCELLENT (0.5 points)	POINTS
Task fulfilment						--- / 0.5
Organization						--- / 0.5
Cohesion and Coherence						--- / 0.5
EXPRESSION						
ITEMS	VERY POOR (0 points)	POOR (0.1-0.15)	ADEQUATE (0.2-0.3)	VERY GOOD (0.35-0.45)	EXCELLENT (0.5 points)	POINTS
Grammatical Range						--- / 0.5
Vocabulary						--- / 0.5
Spelling and Punctuation						--- / 0.5
TOTAL SCORE:						--- / 3



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