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NOTE: Choose option A or B, and answer the questions from 1 to 4. For question 5, you can choose to write the composition that you like best, from either option A or option B.

OPTION A

TRAVEL PROBLEMS IN RECENT HISTORY

Flight delays and cancellations over the holiday weekend have left thousands of passengers stranded. It has been the fate of many Southwest passengers this week, as the airline struggled to recover from a winter storm that affected much of the United States. Thousands of Southwest flights have been delayed or canceled in recent days, and complaints on social media have portrayed the customer service response as severely deficient. Here's a look at a few other notable airline disasters that left passengers stranded and frustrated.

5

In April 2017, Delta canceled more than 3,500 flights over five days when storms hit Atlanta, creating a cascading effect as the airline struggled to provide staff and rebook passengers. Thunderstorms lasted just a few hours in Atlanta, but they created chaos across the country. The airline's offer of free pizza lifted thousands of stranded customers' moods only slightly. In June 2021, a problem with weather data prevented Southwest from flying safely. The next day, more technological problems, described as failures in "network connectivity," plagued the airline, forcing it to cancel or delay half of its flights. The disrupted flights continued for days while the airline recovered, coming at a time when demand for travel began increasing as coronavirus restrictions were eased.

10

In July 2022, shortage of staff at Heathrow Airport in London, along with a baggage system malfunction, caused thousands of bags to go missing. At one point, Delta filled a plane bound for Detroit with 1,000 pieces of abandoned luggage to help reunite the bags with their owners across the United States. And in October 2022, established plans — including those of some Boston Marathon runners — were postponed when Southwest canceled more than 1,800 flights over one weekend. It began with "weather challenges in our Florida airports," and was aggravated by "unexpected air traffic control issues in the same region," the airline said.


15

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These are among the worst-case scenarios for travelers when flying. And in some notable instances, routine events like severe weather or technological issues can go out of control, leaving thousands of people stranded and feeling helpless. (Fragment adapted from *The New York Times*.)

1) BRIEFLY ANSWER ONLY 4 OUT OF THE FOLLOWING 6 QUESTIONS WITH ONLY THE DATA REQUIRED (NOT A WHOLE SENTENCE) (2 POINTS; 0.5 POINTS EACH).

1. How many passengers were left stranded over the holiday weekend described in the article?
2. When did Delta airlines cancel more than 3,500 flights over five days?
3. Did Delta offer the passengers free beer in April 2017?
4. What happened to thousands of bags at Heathrow in July 2022?
5. Did Southwest airlines cancel more than 3,800 flights over a weekend in October 2022?
6. Name only one routine event that can create chaos in an airport.

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2) ARE THE FOLLOWING STATEMENTS TRUE OR FALSE? INDICATE THE LINES THAT SUPPORT YOUR ANSWER (1 POINT).

1. Thunderstorms lasted about one month in Atlanta in May 2017.
2. In October 2022, the Boston Marathon was celebrated without any problems.

3) CHOOSE a OR b, ONLY ONE CHOICE IS CORRECT ACCORDING TO THE TEXT (1 POINT).

- a) In July 2022, shortage of staff at Heathrow airport caused thousands of bags to reach their destination.
- b) Weather challenges and unexpected air traffic control issues caused Southwest to postpone lots of flights.

4) VOCABULARY (2 POINTS).

4.1 Choose one of the options below and find one word in the text for its definition (0.6 POINTS):

- a) Actions or states of not functioning.
- b) The desire of consumers for a particular product or service.

4.2 Find a synonym in the text for one of the two words below (0.6 POINTS):


- a) disorder
- b) area

4.3 For one of the following words from the text, give a synonym that fits the meaning of the text (0.8 POINTS):

- a) problem (line 10)
- b) instances (line 22)

5) WRITE ABOUT THE FOLLOWING TOPIC USING BETWEEN 120-150 WORDS (4 POINTS).

If you were an Erasmus student, how would living and studying abroad benefit you?

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NOTE: Choose option A or B, and answer the questions from 1 to 4. For question 5, you can choose to write the composition that you like best, from either option A or option B.

OPTION B

PRINCE HARRY AND THE VALUE OF SILENCE

During the early stages of my father's Alzheimer's, I apologized to him for writing an autobiography many years earlier in which I opened the gates of our troubled family life. He was already talking less at that point, but his eyes told me he understood. I thought of that moment when I read that Prince Harry, in his new memoir, wrote about his father, King Charles, getting between his battling sons and saying, "Please, boys, don't make my final years a misery." His words reveal a man who is aware of his mortality and who would like his sons to be aware of it as well.


My justification in writing a book I now wish I hadn't written was very similar to what I understand to be Harry's reasoning. I wanted to tell the truth, I wanted to set the record straight. I thought if I put my own feelings and my own truth out there for the world to read, my family might also come to understand me better. Of course, people generally don't respond well to being embarrassed and exposed in public. And in the following years, I've learned something about truth: It's way more complicated than it seems when we're young. There isn't just one truth, our truth — the other people in our story have their truths as well.

Prince William has, I'm sure, his own opinion on the physical fight that Harry has described. To really understand the dynamic between the brothers, William's truth has to be considered as well. Harry has written that, after William hit him, Prince William told Harry to hit him back, which he declined to do. But by writing about the fight, he's done exactly that.

Silence gives you room, it gives you distance, and it lets you look at your experiences more completely. Sometime in the future, Harry may look back as I did and wish he could unspeak what he has said. But not everything needs to be shared. Harry seems to have operated on the principle that 'Silence is not an option.' I would, respectfully, suggest to him that it is. (Fragment adapted from *The New York Times*.)

1) BRIEFLY ANSWER ONLY 4 OUT OF THE FOLLOWING 6 QUESTIONS WITH ONLY THE DATA REQUIRED (NOT A WHOLE SENTENCE) (2 POINTS; 0.5 POINTS EACH).

1. What was the author sorry for?
2. Who tried to mediate between Prince Harry and Prince William?
3. According to the text, how do people respond to being exposed in public?
4. What does the author believe that should be considered to really understand the relationship between Harry and William?
5. Does the author think that silence gives you distance?
6. Does the author think that Harry might in time regret speaking about his family?

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2) ARE THE FOLLOWING STATEMENTS TRUE OR FALSE? INDICATE THE LINES THAT SUPPORT YOUR ANSWER (1 POINT).

1. The author's father recovered from his illness very quickly.
2. Prince William has, according to the author, his own opinion on the fight with his brother.

3) CHOOSE a OR b, ONLY ONE CHOICE IS CORRECT ACCORDING TO THE TEXT (1 POINT).

- a) Prince Charles told his sons not to make his mother's final years a misery.
- b) Not everything should be shared, and according to the author, silence is an option.

4) VOCABULARY (2 POINTS).

4.1 Choose one of the options below and find one word in the text for its definition (0.6 POINTS):

- a) Progressive mental deterioration that can occur in middle or old age.
- b) A moral rule or standard of good behaviour.

4.2 Find a synonym in the text for one of the two words below (0.6 POINTS):

- a) phases
- b) torment

4.3 For one of the following words from the text, give a synonym that fits the meaning of the text (0.8 POINTS):

- a) opinion (line 13)
- b) option (line 20)

5) WRITE ABOUT THE FOLLOWING TOPIC USING BETWEEN 120-150 WORDS (4 POINTS).

Do you think that silence is the best option to deal with family matters?



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