SFL/METU
Dept. of B.E.
Testing Office
Mid-Term 01

UPPER-INTERMEDIATE GROUP

Class: ___________________ Name: ___________________

WRITING SECTION

You are working as an intern at Thomas Cook, a British travel agency which organizes tours
to the seaside resorts Kuşadası and Side in Turkey. You have been asked to go through the
letters of complaint the company received last summer, and come up with a solution. When
analyzing the complaints, you realized that most of them were due to the customers’ not
making the right choice. You are convinced that if travelers are better informed and make
the right choice, such complaints will be radically reduced.

Below are two of the letters that came from unsatisfied customers and some information you
gathered from travel literature. Now, WRITE about BOTH the SIMILARITIES AND
DIFFERENCES of the two resorts, Kuşadası and Side, in a PARAGRAPH of 150-200
WORDS.

August 19, 2004

To Customer Relations
Thomas Cook

I must say your hotel in Side is superb. Its being just next to the Roman ruins, made us feel as if we
were living in another time in history. Unfortunately, though, we were not warned about the
weather. It was extremely hot and humid. We should have been told that June or September would
be a better time to go there. Although kilometers of beautiful sand beaches lay in front of us, we
could not go swimming in the sea until sunset or early in the morning before the heat set in. Our
friends who had been there in June had raved so much about it that we took the first chance
and……………..

August 7, 2004

Dear Travel Agent,

I just got back from Kuşadası, where I stayed for a fortnight. I actually had a good
time because the weather was just beautiful, the sun was always shining. Despite the
temperatures reaching the mid-30s, it was not uncomfortable at all, thanks to the
Aegean breeze. However, what I didn’t really enjoy was the tourist population there.
The majority of the tourists were young adults. You know how they can be: loud and
rowdy. Besides, traveling to another country, I was hoping to spend time with people
from different cultures, not just people from my own country. Another thing: the hotel
was small and the facilities were limited. Your hotel in Side might have suited my
family better ………………….
SIDE - A Beautiful Mediterranean resort

Picture 1. shows the beautiful Roman ruins

* 80 kilometers from Antalya Airport
* mostly German tourists
* uncomfortably hot and humid in July and August
  - average temperature 35 degrees C.
* very crowded in the summer
* older people prefer Side
  - quiet nightlife

KUSADASI - A Beautiful Aegean resort

* mostly small hotels and pensions
* daily ferries to Greek Islands
* hot but tempered by pleasant breeze
  - average temperature 28 degrees C.
* 75 km from İzmir airport
* young adults prefer Kuşadası
  - lots of bars and discos
BEAUTIFUL RUINS

rocky beaches