



ENGLISH | MARC HUCKLE | @ www.intercambioidiomasonline.com

Intercambio Idiomas Online

B2 FIRST: REPORT
QUESTIONS

Recently, the restaurant you work in has received a complaint via email about the customer service:

Poor Customer Service

I was in the restaurant in question of late and I was both shocked and stunned at the poor level of customer service and attention to detail. At the prices one expects to pay in a restaurant with Michelin stars, one also expects a high quality of service to accompany it. To be honest, I left disappointed and without tipping of course.

Write your **report** for the owner of the restaurant (140-190 words).

Lately, there has been some unrest among students with regards to the extra curricular activities available:

Extra Curricular Activities

<p>There have been several negative comments about the Student Union, for instance: <i>“We are sick and tired of the same old activities that little or no people have any interest in. We think that the Student Union should get with the times and offer us the types of activities that will attract a high level of participation”</i>.</p>
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Write your **report** for the Dean of the university (140-190 words).

You have seen a poor comment on Google about the publications on social media from within your company. You receive this email from the CEO:

Community management
<i>I regret to inform you that the incessant spamming of clients has led to a striking complain on Google. The image of the company is at risk of being ruined long-term. Write a report of how our social media activity could be improved.</i>

Write your **report** for the CEO of the company (140-190 words).
