

Task A

You ordered some books from Blackwell's bookshop in Oxford. Four books arrived with the following bill:

Blackwell's
Broad Street
Oxford
OX1 3BQ

Date 02/11/02

Customer Service

Description	Price
Why does my dog wag his tail?	£ 6.99
Guide to dog care	£11.99
Images of dogs	£15.99
Language test construction	£14.95

Total Sale	£49.92
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You do not want to pay the bill because you only ordered the first three items, not the book on testing.

Write a letter of about 100 words to the booksellers to clear up the misunderstanding.

Include the following points:

- State that you haven't ordered the book on testing
- Ask what you are supposed to do with the book you haven't ordered
- Ask for a new bill
- Ask for their brochure

Begin your letter like this:

Dear Sir / Madam,

Task B

Some of your friends have been involved in road accidents while riding their bikes to school. Although none of them were seriously injured, you have decided to raise the issue in the school magazine. Write an article of about 200 words with the following title:

The pros and cons of riding your bike to school

Include the following points:

- physical exercise ↔ polluted air
- environment friendly ↔ uncomfortable
- cheap and fast ↔ danger of getting involved in an accident,

and give your opinion.