



Progress test 2

Proficiency level (C2)

There are five parts to the test: A: Reading; B: Language; C: Listening; D: Speaking; E: Writing. **TEACHERS: only print the first five pages for your students.**

Student (full name): Company:
 Group: Level: Teacher (full name):
 Date course started:

To be completed by the teacher:

(A) Reading (5): _____ (B) Language (5): _____ (C) Listening (10): _____
 (D) Speaking (15): _____ (E) Writing (15): _____ Total score: _____ (50)

Teacher's comment:

This exam is designed to test your general language skills. It will help you (and the teacher) see where you might need a bit more help. You can do this test without any revision! Good luck!

A: Reading (Total = 5 points: half a point per question)

Read the text. Then, answer the questions.

The dangers of flight overbooking!

[source: www.theguardian.com]

(1) As a United Airlines passenger discovered recently, carriers have an extraordinary range of powers – including the right to stop you travelling by almost any means.

(2) Airline passengers beware: when you buy a ticket, you are not only subjecting yourself to the ordeals of security queues, baggage limits and turbulence. You are also signing a near-40,000-word contract with a carrier that, in the extreme case of a United Airlines passenger on 9th April, could have you hauled off an overbooked aircraft – legally – as fellow customers and a global web audience look on aghast.

(3) Sunday's extraordinary scenes on a Chicago, Illinois, to Louisville, Kentucky, flight unfolded because of two regulations that are standard practice across the industry. The first says a passenger can be barred from a flight if the number of customers with tickets exceeds the number of seats. The second says the captain can have you removed from the plane if you get emotional about it.

(4) Air travel is a thicket of regulations and acronyms that, of course, have your safety at heart. But there can be a thin line between guaranteeing your security and dragging a seemingly innocent passenger off an overbooked aircraft.



(5) Flight overbooking is a phenomenon born of an industry that has struggled historically to make money. Indeed, airlines lost nearly \$50bn (£40bn) in the past decade due to a combination of the 9/11 attacks, high oil prices and the credit crunch. The sector is making money now, but profits are slender – \$9.89 per passenger per journey – so taking a risk and selling 183 tickets for a 180-seater plane is worth it if three of those passengers fail to turn up and you can pocket their fare expenditure as pure profit.

(6) “Airlines have very large fixed costs, so if they don’t fill the plane past a certain point they will lose money. They know a certain proportion of these passengers will not show, so they need to overbook to get to break-even or better,” says Brian Pearce, the chief economist of the industry’s trade body, the International Air Transport Association.

(7) The contract of carriage at United – the conditions to which you agree when you buy a ticket – comes in at 37,000 words and embraces a range of arcane treaties and rules, from the Montreal and Warsaw conventions to FARs, the US’s federal aviation regulations.

(8) According to one legal expert, United was acting within its rights as the furore unfolded when it tried to find seats for four crew who needed to reach a plane they were due to operate in Louisville. But such a calamitous collision of passenger rights and airline prerogative is unlikely. “It is a very rare set of circumstances,” says Kevin Clarke, a flight-delay specialist at UK law firm Bott & Co. Pointing out that US airlines usually seek, and find, volunteers to come off full flights in exchange for compensation, he adds: “It can be a question of who backs down first.” In the case of this United flight, the passenger certainly didn’t.

(9) Using language that inadvertently acknowledges the confrontation inherent in the situation, it states that, if no passengers agree voluntarily to give up their seats in exchange for compensation, “other passengers may be denied boarding involuntarily”. Admittedly, there is recompense of about \$1,000 available in this scenario, but it appears that the United passenger in this case said no. This brought him head to head with the far tougher rule, enshrined under the 1963 Tokyo Convention, that says the captain’s word is law on an airliner and that he or she has “the ultimate authority” in dealing with any onboard incident.

(10) Rule 21 of United’s contract states that removal of a passenger may be necessary if their conduct is deemed to be “disorderly, offensive, abusive or violent”. It appears that the Louisville-bound passenger refused to give up his seat voluntarily and the crew deemed his behaviour to be out of line, prompting them to call in the security team at Chicago O’Hare international airport.

1. What is the first regulation that is standard practice across the industry?
2. What’s the second regulation?
3. Why has the airline industry been struggling for the last decade?

4. Why do airlines overbook flights?
5. Why did the airline in this particular case need the seats?
6. How do they usually deal with this?
7. What happens if no passengers give up their seats voluntarily?
8. What sort of compensation is available for someone who is denied boarding?
9. What does the 1963 Tokyo Convention state?.
10. Under what conditions can a passenger be forcibly removed?



B: Language (Total = 5 points: half a point per question)

What do the sentences mean, and in particular the words in bold? They all contain words or expressions taken from the Reading section. The paragraph where the word can be found is written in brackets ().

1. They could have you **hauled off** the aircraft. (2)
2. Other passengers **looked on aghast**. (2)
3. Air travel is a **thicket of regulations**. (4)
4. They **have your safety at heart**. (4)
5. There's a **thin line between** your security and dragging an innocent passenger off a flight. (4)
6. Profits are **slender** and there isn't much to **pocket**. (5)
7. They were **acting within their rights**. (8)
8. It can be a question of who **backs down** first. (8)
9. The crew **deemed** his behaviour to be **disruptive**. (10)
10. They claimed he was **out of line**. (10)



C: VIDEO (Total = 10 points)

Passenger dragged off a plane!

You're going to watch a video news report about a passenger who was dragged off a plane. It's a follow-up video for the airline article in the Reading section. Watch it once. Then, answer the questions.



1. What is 69-year-old Dr David Dao now world famous as? And what is Dr Dao's job?
2. What did United Airline's CEO Oscar Muñoz first describe Dao as?
3. In what way did Oscar Muñoz "change his tune" on Good Morning America?
4. What did Oscar describe Dr Dao as when asked by the interviewer if Dr Dao was at fault in any way?
5. What was Dr Dao doing moments before the altercation, as shown in new footage of the incident?
6. What does Dr Dao say he'll do to the person he's talking to on the phone if United Airlines use force?
7. What has Oscar Muñoz promised?
8. In what way has Oscar Muñoz communicated with Dr Dao?
9. What did the crisis management expert say United Airlines should have done?
10. What happened to United Airlines' share price as a result of the debacle?



D: Speaking (Total = 15 points)

Use the questions below (or any others you can think of) to have a **discussion with a partner for at least eight minutes**. Choose any questions from below, or ask any others. It's up to you to keep the conversation going, and to make sure the talking doesn't stop! Invent information if necessary.

What are some of the best or worst flights you've been on?
What problems have you had on flights?
Has anything funny ever happened on a flight? What was it?
Have you ever been on a flight that was overbooked? What happened?
What would you do if you were asked to leave an overbooked flight?
What do you think of overbooking? Is it fair? Why? Why not?
What stories or anecdotes do you have about flying or planes in general?
What do you like or dislike about flying?
Have you ever been accused of something unjustly? When? Where?
Have you ever been treated unjustly? When? Where?
Have you ever seen someone being treated unjustly? What was happening? What did you do?
What are some of your favourite airlines? Why do you like them?
What do you like to do in an airport while you're waiting for a flight?
What are some of your favourite airports? Why do you like them?
What problems have you had at airport security, customs or passport control?
Have you ever been stopped and searched, or questioned at an airport? What happened?
Have you ever had a problem with an airline steward or stewardess? What about another passenger? What incidents have you seen take place on a flight? What happened?

E: Writing (Total = 15 points)

Write a news report based on the information in the video. Include a motivating title, a lead sentence that has the whole story summarised: who, what, where, when, why, how... Then, include information in more detail on the following: what happened, who was involved, where it took place, when it took place, why it happened, what happened as a result, what the consequences were... Also, include some quotes from people involved. **Write more or less an A4 page.**

TEACHER'S NOTES

DO NOT PRINT FOR YOUR STUDENTS!

Exam notes for teachers

Remember, this is a general test on your students' language skills. There's no need for your students to revise for it. We feel this is a good way of checking students' progress as they work on their own without any assistance from you. Extra weighting in the exam scoring is given to listening, speaking and writing – the important communicative skills.

- Give the exam during class time – don't let students take the exam away with them.
- Be careful not to photocopy the answers when you make the copies for your students!
- Please print the exam double-sided.
- The exam should take about an hour and a half. If needed, this can be divided up into two testing periods, with the exam being given over two classes.
- Mark the results clearly on each individual student's Progress Report Sheet.
- Any student who doesn't turn up for the exam will have to do it another day. Students doing the exam after the event should do so quietly to one side of the normal class. For more information on this, speak to the DOS or teacher coordinator.
- The video/s is on our website.

You can download it/them from here:

www.learnhotenglish.com/teachers

Submitting the Information

- Once the exams have been completed, you are required to complete all fields of the Progress Report Sheet and send this by e-mail (or drop it off - whatever's easiest) to your point of contact in the central office. Completed Progress Report Sheets need to be handed in no later than two weeks after you have received the exam. To make our administrative processing easier, please group together students from the same class.

- Students have two weeks to do the test. It is your responsibility to make sure they all do the test. If after two weeks they still haven't done it, then you must write N/A (Not Attended) on the Progress Report Sheet. Thanks for your collaboration!

A: Reading (5 points) – students' answers may vary a bit – they don't have to be exactly the same. If in doubt, be generous!

1. A passenger can be barred from a flight if the number of customers with tickets exceeds the number of seats.
2. The second regulation is that the captain can have you removed from the plane if you complain about it.
3. The airline industry has been struggling for the last decade because of 9/11, high oil prices and the credit crunch.
4. Airlines overbook flights because they know that a certain proportion of passengers won't show up.
5. The airline in this particular case required the seats for four crew members who needed to reach a plane they were due to operate in Louisville.
6. Airlines usually try to find volunteers to come off overbooked flights in exchange for compensation.
7. If no passengers give up their seats voluntarily, other passengers who come to check in may be denied boarding.
8. About \$1,000 is offered to people who are denied boarding.
9. The 1963 Tokyo Convention states that the captain's word is law and that he/she has the ultimate authority in any incident.
10. A passenger can be forcibly removed if their conduct is seen to be disorderly, offensive, abusive or violent.

B: Language (5 points)

1. If you're "hailed off" a plane (for example), you're taken off the plane physically, and often with force.

2. If someone “looks on aghast”, they have a look of shock or horror on their face as they watch something happen.

3. If something is a “thicket of regulations”, there are many complicated and confusing regulations. Literally, a “thicket” is an area of dense bushes or trees.

4. If someone has your “safety at heart”, they’re concerned about your safety.

5. If there’s a “thin line between” A and B, there’s a very small difference between A and B.

6. If “profits are slender”, profits are very small; and if there’s nothing “to pocket”, there’s no money to make.

7. If someone is “acting within their rights”, they’re doing something legally.

8. If someone “backs down”, they surrender or accept they’ve been defeated.

9. If you “deem” something to be true, you think it’s true; if someone’s is being “disruptive”, they’re causing problems, and preventing something from operating in a normal way.

10. If someone is “out of line”, they’re breaking the rules or behaving inappropriately.

C: Listening (10 points) – students’ answers may vary a bit – they don’t have to be exactly the same. If in doubt, be generous!

1. He’s famous as the passenger who was yanked off the overbooked United Airlines flight. Dr Dao is a lung specialist from Kentucky.

2. United Airline’s CEO Oscar Muñoz first described him as disruptive and belligerent.

3. Oscar Muñoz issued a full-pledged apology, saying Dr Dao wasn’t at fault in any way.

4. Oscar Muñoz said that Dr Dao was a paying passenger sitting in their aircraft.

5. Moments before the altercation, Dr Dao was on his phone to the airline pleading his case to United Airlines.

6. Dr Dao says he’ll sue United Airlines if they use force? (he uses the term “make a lawsuit” which should be “file a lawsuit”).

7. Oscar Muñoz has promised that this scene involving the removal of a fully-booked, paid, seating passenger will never be repeated again.

8. Oscar Muñoz says he has reached out to Dr Dao to apologise, but he hasn’t yet spoken to him personally.

9. The crisis management expert says United Airlines should have viewed the incident as if it were a crash and they should have treated the victim (the passenger) as a survivor, not blaming him in any way.

10. United Airlines share price plummeted and they’ve taken a hit financially as a result of the debacle.

D: Speaking (15 points - three points per objective)

Students get zero points per objective if they don’t complete it or if they do it poorly. Set it up so that students speak in pairs (or with you for one-on-one classes). Make notes while they’re speaking on how well they do. Other students could be doing the Writing test while you do this.

• Did the student complete the task? (three points)

- Did the student speak clearly and fluently without too much hesitation? (three points)
- Did the student speak accurately (not making many mistakes)? (three points)
- Did the student pronounce the words correctly? Did the student use the correct intonation, word stress, sentence stress, etc.? (three points)
- Did the student use a wide range of expressions and vocabulary? (three points)

E: Writing (15 points - three points per objective)

Students get zero points per objective if they don't complete it or if they do it poorly.

- Did the student complete the task? (three points)
- Did the student write accurately? (three points)
- Did the student write text that makes sense? Were the ideas linked logically? (three points)
- Did the student use a wide range of appropriate words or expressions? (three points)
- Did the student use a wide range of appropriate grammatical structures? (three points)