

## Part I

A) Comprehension questions on the text. Read the text and answer all the questions. (0,5 points each)

Pompeii Archaeological Park Limits Daily Visitors To Curb Over-Tourism New measures will introduce personalized tickets and restrict access to protect the UNESCO site from excessive foot traffic

Another Italian tourist site is stepping up to combat over-tourism, as the Pompeii archaeological park has announced plans to limit daily visitors to 20,000, starting next week. This move aims to protect the ancient ruins from the impact of excessive foot traffic and preserve the world heritage site for future generations.

This decision stems from record-breaking visitor numbers during the recent summer, when over 4 million people flocked to the site, which remains famously buried under ash and rock since the eruption of Mount Vesuvius nearly 2,000 years ago. The park's director, Gabriel Zuchtriegel, noted, "We are working on a series of projects to lift the human pressure on the site, which could pose risks both for visitors and the heritage (that is) so unique and fragile."

Starting November 15, the park will introduce personalized tickets, requiring visitors to provide their full names. Each day, only 20,000 tickets will be made available, spaced out across different time slots, particularly during peak summer months. The idea is to more effectively manage foot traffic and safety concerns, making sure visitors can enjoy the wonder of Pompeii without overwhelming this historically significant landmark.

Zuchtriegel emphasized the commitment to promoting slow and sustainable tourism. He stated, "We are aiming for slow, sustainable, pleasant and non-mass tourism and above all widespread throughout the territory around the UNESCO site, which is full of cultural jewels to discover." This approach includes enticing tourists to explore surrounding sites connected to Pompeii through free shuttle services, part of the "Greater Pompeii" initiative, which encompasses locations like Stabia, Torre Annunziata, and Boscoreale.

It's worth noting, the rise of post-pandemic travel has seen significant increases in the number of visitors at various famous tourist hotspots. This resurgence has often led to concerns about the negative impacts of mass tourism, including disruptions to local communities, environmental degradation, and transportation issues.

The efforts taken at Pompeii echo actions being implemented at other tourist-heavy locations across Italy. For example, Venice recently warned of impending "irreversible damage" due to its massive annual number of visitors—approximately 30 million—and has adopted measures like the introduction of a day-trip entry fee and restrictions on large tour groups. Similar initiatives are underway at other prominent Italian sites, showing how the country is grappling with the challenge of balancing tourism with preservation.

Meanwhile, as Pompeii prepares for its new rules, visitors and locals alike are hopeful these measures will allow everyone to appreciate the ancient city's unique cultural offerings without the detrimental effects of over-tourism. The changes reflect broader sentiments within the tourism

sector, calling for more responsible and sustainable practices as towns and cities strive to maintain their historic integrity.

**A1. Find in the text one word that means the same (synonym) as “worries” (noun).**

**A2. Find in the text one word that means the opposite (antonym) of “recent” (adjective).**

**A3. Choose and write the correct answer.**

**1. What is the main reason Pompeii is limiting the number of visitors?**

- a) To increase ticket prices.
- b) To protect the site from over-tourism and excessive foot traffic.
- c) To promote mass tourism.

**2. What is one initiative Pompeii is using to manage tourism?**

- a) Offering free entry on certain days.
- b) Introducing personalized tickets with specific time slots.
- c) Building more hotels near the site.

## Part II

**B) Use of English. Choose the correct answer. You must choose and answer only 4 out of the 6 questions below (0,5 points each).**

**3. \_\_\_\_\_ women live longer than \_\_\_\_\_ men.**

- a) The/the
- b) The/--
- c) --/--

**4. The local team \_\_\_\_\_ by the visiting team in an exciting match.**

- a) were beaten
- b) were beaten
- c) was beaten

**5. The bad news made \_\_\_\_\_ desperately.**

- a) her to cry
- b) her cry
- c) cry her

6. I will lend you the money \_\_\_\_\_ you can pay your bills.

- a) such that
- b) because
- c) so that

7. Chloe and Mike should be here already. They are late, \_\_\_\_\_?

- a) are they?
- b) aren't they?
- c) don't they

8. Jim has read \_\_\_\_\_ book in the library.

- a) every
- b) all
- c) many

## Part III

Write an essay of 150-180 words on ONE of the following subjects (6 points):

A- Do you think that measures should be taken to fight over-tourism, or, on the contrary, do you believe that people should be allowed to access heritage sites with no restrictions? Discuss your preference in detail, stating its advantages and disadvantages.

B- Six months ago, you bought an expensive new smartphone that has stopped working properly. Write an email complaining to the customer service of the company. Provide as many details as possible: describe the problem, explain why you think that you are entitled to compensation, and state what you expect from the company

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Concerns

**A2. Find in the text one word that means the opposite (antonym) of “recent” (adjective).**

Ancient

**A3. Choose and write the correct answer.**

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Over-tourism has become a pressing issue, especially, at heritage sites that attract millions of visitors annually. While these sites are crucial for education and cultural exchange, unrestricted access can lead to severe consequences. Measures to combat over-tourism, such as limiting visitor numbers or charging higher fees, are necessary to ensure the preservation of these landmarks for future generations.

One significant advantage of regulating access is the protection of heritage sites from environmental degradation and wear and tear. Unchecked tourism often results in littering, pollution, and structural damage, as seen in landmarks like Machu Picchu and the Great Wall of China. Additionally, controlled tourism ensures a better experience for visitors, as overcrowded sites often diminish the enjoyment and spiritual connection that these places can offer.

On the other hand, restricting access may pose disadvantages. It could reduce revenue for local economies that rely heavily on tourism and limit the accessibility of cultural heritage, especially for people from lower-income backgrounds. Increased entry fees or restricted permits could create an elitist system, where only the wealthy can experience global heritage.

In conclusion, while unrestricted access ensures inclusivity, it often comes at the expense of preservation and sustainability. A balanced approach that combines controlled visitor numbers with affordable access options is the most equitable solution, ensuring that heritage sites can be enjoyed responsibly by future generations.

**B- Six months ago, you bought an expensive new smartphone that has stopped working properly. Write an email complaining to the customer service of the company. Provide as many details as possible: describe the problem, explain why you think that you are entitled to compensation, and state what you expect from the company.**

Subject: Complaint Regarding Faulty Smartphone - Request for Assistance

Dear Customer Service,

I am writing to express my dissatisfaction with the performance of the smartphone I purchased from your company six months ago. The model, Samsung Galaxy S24, was purchased from your authorized store in Madrid on May 16, 2024 and I was impressed by its features and your brand's reputation. Unfortunately, the device has stopped working properly, causing significant inconvenience.

The primary issues include frequent overheating, erratic screen flickering, and battery drainage within a few hours despite moderate usage. I have already attempted basic troubleshooting steps, such as updating the software and performing a factory reset, but the problems persist. Given that the device is still under warranty, I believe I am entitled to either a replacement or a repair at no additional cost. These malfunctions, especially so soon after purchase, reflect poorly on the product's quality and durability.

I kindly request that your company address this matter promptly. I expect a thorough assessment of the device and an appropriate resolution, such as a replacement, repair, or refund. I have attached a copy of the purchase receipt and warranty card for your reference. Please respond within around seven days to confirm the next steps.

Thank you for your attention to this matter. I trust you will uphold your company's commitment to customer satisfaction.

Sincerely,

Beatriz Gallego Luengo

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