

ITALIAN
B2
Complaining against a hotel

Description of Test Task*

The task described here was provided by the renowned test institution telc (Germany). Telc test tasks have been subject to the ALTE auditing procedures. In the MERLIN project, all written learner productions were re-rated by especially trained telc raters who used the MERLIN rating grid. It should be noted that the descriptions below refer to these post hoc rating procedures, not to the original marking inside the test institutions.

Report on analysis of	Writing
Target language of this test	Italian
Target level (CEFR) of this test	B2
Task number/name	Espressione scritta (lettera) 1325-S10-030300 (option 2)

General Information - the whole original test

1	Total test time	Ca. 155 minutes + a 20 minute break
2	Purpose	General proficiency

3 Examination background

High stakes test developed by telc.

4 Candidature

Adult language learners

5 Structure of the test

Language Elements, Listening, Reading, Writing, Speaking

*The task analysis is based on the "[CEFR Grid for Writing Tasks v. 3.1 \(presentation\)](#)". The original template for this grid was developed by ALTE members: www.alte.org. For explanations of the numbered items in the grid please refer to "Notes on the task descriptions".

General Information - the writing component

6	Number of tasks in the writing paper	1
7	Total component time	30 minutes
8	Integration of skills	Reading and writing
9	Channel	Handwritten
10	CEFR level of this component	B2

11 The writing component format

Open writing task

12 Specific Information - example task

Candidates choose between two contextualised communicative tasks such as writing a letter of complaint to a holiday resort. The task includes a description of the resort as well as six additional points regarding the reason for complaint. Four additional points help candidates structure their texts. Candidates are reminded to organize their ideas appropriately and to compose an appropriate introduction and conclusion. They are also reminded not to forget to write their own and the addressee's address and the date.

13 Mark distribution in MERLIN

n.a.

14 Task rating in MERLIN

The test was rated on the basis of the MERLIN rating grid which is directly related to the CEFR levels. The grid is available on the MERLIN platform.

15 Effective level

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16 Sample task:

4 **Espressione scritta**

Avete prenotato una vacanza in un villaggio turistico dopo aver letto il seguente annuncio:

Canton Ticino

Sport e relax al "Residence del Lago"



Il residence, di recente costruzione, si trova nelle vicinanze di Lugano ed è inserito in una grande area di verde. Il lago si raggiunge comodamente con i mezzi pubblici. Gli appartamenti, molto confortevoli, sono dotati di aria condizionata.

A disposizione degli ospiti piscina con ampio solarium dotato di sdraio e ombrelloni, campi da tennis e da palla a volo, parcheggio interno. Organizzazione a ritmo settimanale di corsi di nuoto, vela e surf. Torneo di tennis e pallavolo con premiazione dei vincitori. Operativa un'équipe di animazione.

Durante il vostro soggiorno vi siete resi conto che molte delle informazioni contenute nella pubblicità erano inesatte:

- | | |
|--------------------------------------|--|
| - residence: vecchio | - lago: lontano, pochi collegamenti |
| - aria condizionata: non funzionante | - campi da tennis: in riparazione |
| - piscina: sempre sovraffollata | - animazione: solo una sera la settimana |

Scrivete una lettera al residence, lamentandovi del vostro soggiorno e trattando:

a) o almeno tre dei seguenti punti

b) oppure due dei seguenti punti ed un ulteriore argomento a vostra scelta:

- le differenze tra la realtà e l'annuncio pubblicitario
- la difficoltà di fare dello sport
- richiesta di un parziale rimborso
- esempi dei disagi cui siete stati sottoposti

Prima di cominciare a scrivere la lettera, pensate in che ordine volete trattare gli argomenti e quali potrebbero essere una introduzione e una conclusione appropriate. Non dimenticate il vostro indirizzo, l'indirizzo del destinatario, la data, le formule di apertura e di chiusura.

Scrivete almeno 150 parole.

i) Task input/prompt		
17	Language of input/prompt	Italian
18	CEFR level of input/prompt	B2
19	Time permitted or suggested for this task	30 minutes
20	Control/guidance	Semi-controlled
21	Content	Specified
22	Genre	Formal letter
23	Rhetorical function(s) of input	Describing, expositing
24	Imagined audience	Holiday resort office
25	Mode of input/prompt	Written
26	Topic or theme of input	Travel / services
27	Integration of skills for input	Reading

ii) Response (description of written response elicited by the prompt(s)/input)		
28	Number of words expected	n.a.
29	Rhetorical function(s) expected	Describing, expositing, explaining, exemplifying, arguing, giving opinions, making complaints, suggesting
30	Text purpose	Referential, conative, phatic
31	Register	Formal
32	Domain	Public
33	Grammatical competence expected	(B1) B2
34	Lexical competence expected	(B1) B2
35	Discoursal competence expected	(B1) B2
36	Authenticity: situational	High
37	Authenticity: interactional	High
38	Cognitive processing	Reproduction of known ideas
39	Content knowledge required	General / non-specialised knowledge areas

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iii) Rating of Task in the MERLIN project		
40	Known criteria	MERLIN rating grid
41	Task rating method	Analytical scale
42	Assessment criteria	Grammatical accuracy, lexical range & accuracy, coherence/cohesion, orthography, sociolinguistic appropriateness, task fulfilment
43	Number and combination of raters	Each test was rated by a trained rater; 10% of the tests were double-rated. The double-ratings serve as a link to calculate a fair average, i.e. to adjust test results to rater severity/lenience. Please note that telc generally provides double-ratings.