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Zadanie 1.

1.1.

Man:

My grandmother told me that when she was a child, people bought food in small shops or markets. Some products, like avocados or kiwi, were very rare or unknown. Today, we can find almost anything in supermarkets. Fresh fruit, frozen meals, and ready-to-eat dishes are all available. The variety is huge, and everything is faster and easier. Still, she misses the old days, when shopping was more personal and local.

1.2.

Woman:

Paris gave me an unforgettable summer adventure. I looked around world-famous fashion boutiques such as Chanel and Goyard, and it was amazing! I tried on designer clothing and visited beautiful shops throughout the city. A style consultant showed me how to select clothes that suit my personality perfectly. This adventure was much more than shopping. It was about learning new things and gaining confidence.

1.3.

Woman:

When I first visited Covent Garden, I felt like I had walked into a storybook. I wandered through the cobbled streets, enjoyed the lively music from street performers, and saw people dancing and acting in the plaza. I stopped at the Apple Market to look at handmade jewellery and vintage books. Later, I found a hidden alley with small cafes and perfume shops. One smelled like flowers and calm. Every corner gave me a happy surprise, making me feel welcome and curious about what I'd find next.

1.4.

Woman:

The Gothic Quarter and nearby El Born are known for unique boutiques and markets. In the Gothic Quarter, you'll find affordable clothes and souvenirs, often from brands like H&M or vintage shops. El Born has independent shops selling local designs, jewellery, home décor, and vinyl records. The narrow streets and historic buildings make shopping feel like a treasure hunt. There are always small cafés to rest in between shopping.

1.5.

Man:

Online shopping can seem easy, but it often makes us feel tired or stressed. It happens because there are too many choices, lots of sales, and confusing reviews. You can't touch or try items, and sites often push you to buy things you don't need. This can make you feel anxious or unhappy, even though you started happy. Experts suggest safe shopping: set a clear goal, limit time online, and take breaks. Shopping is best when you know what you want, not just when you scroll too much.

Zadanie 2.

Tekst 1.

Man:

Last Saturday, Emma woke up early because she had planned a trip to the city. She had packed her bag the night before, so she just grabbed it after breakfast and left. By the time she arrived at the station, Jake had already been waiting for ten minutes. They boarded the train and reached the city around nine. They visited an art museum, which Emma had always wanted to see. After that, they had lunch at a small café. Later, they walked in the park and watched a street show. It was a perfect ending to a well-planned day.

Tekst 2.

Woman:

Someone knocked at my door just as I was about to leave my flat. It was strange because I hadn't heard the lift or anyone on the stairs. I quickly tried to put on my other shoe and nearly fell over. There were many unopened letters on the floor, probably asking for money. I was late to work for the third time this month and now I had a visitor. Great, I thought.

I opened the door and tried to smile in a way that would say I'd love to talk, but I couldn't stay long.

The man at my door asked how I was today. He said he hoped I was good, and that he brought me an eternity of warmth and best wishes from the wonderful director of his company.

My smile disappeared. How did he know my name?

He then told me how he could be so sure about things. He said he was the wonderful director of his company!

Feeling totally uneasy, I told him I was sorry but I really had to go because I was late for work.

Tekst 3.

Man: Michelle, how did your interest in wildlife photography begin?

Woman: Well, after I left my job in engineering because of hearing loss, I felt the need to find a new purpose. In 2018, I bought my first camera and began exploring photography through online classes and local clubs. First, I practiced by taking photos indoors. Later, I focused more on nature and wildlife.

Man: That's quite a career shift! Were any of your skills from engineering useful in photography?

Woman: Definitely. Engineering taught me to be precise and patient, both very important when working with wildlife. Planning a photo is a lot like planning a project. Also, because of my hearing loss, I've become more aware of small visual details, which helps me notice moments that others might miss.

Man: What difficulties have you come across in this new path?

Woman: Changing careers at my age wasn't easy. I had to learn everything from scratch. The technical side of photography took time to understand. But I received a lot of support from the photography community, and now I'm proud to say I've won awards from places like the Royal Photographic Society.

Man: What would you say to someone who's thinking about changing their career later in life?

Woman: I'd say go for it. It's never too late to follow your passion. Be open to learning, stay determined, and don't be afraid to begin again. You might discover a talent you didn't know you had.

Zadanie 3.

Man: Good afternoon, thank you for contacting our customer service department. How may I assist you today?

Woman: Hello. I recently placed an order for two jackets through your online store, but I'm experiencing some delivery issues that need to be resolved.

Man: I apologize for any inconvenience you've encountered. May I have your full name, please?

Woman: Certainly. It's Anna Mitchell.

Man: Thank you, Ms. Mitchell. Could you provide me with your order reference number?

Woman: Yes, it's order number 569823.

Man: Perfect. Let me pull up your account details now. I can see here that you've ordered two jackets – one in red and one in green. Is that correct?

Woman: That's right. However, there are two problems: the red jacket arrived in the wrong size – I ordered a medium but received a large – and the green jacket hasn't been delivered at all.

Man: I understand the frustration this must be causing. When exactly did you receive the red jacket?

Woman: It arrived last Wednesday, March 15th. I originally placed the order on Friday, March 3rd, and according to the tracking information, it was supposed to arrive by Monday, March 6th at the latest. I ended up waiting over a week beyond the promised delivery date and had to contact customer service twice because the shipment appeared to be delayed in transit.

Man: Thank you for that information. For verification purposes, could you confirm the email address associated with your account?

Woman: It's anna.mitchell22@fastmail.com.

Man: Excellent. I'll immediately arrange for a replacement red jacket in medium size to be dispatched, and I'll investigate the status of your green jacket with our courier service. Both items should reach you within the next 48 hours, and I'll email you updated tracking information for both shipments.

Woman: That sounds perfect, thank you.

Man: Given the inconvenience you've experienced with this order, I'd like to offer you a £10 credit voucher for your next purchase as a gesture of goodwill.

Woman: That's very generous, I appreciate that.

Man: It's our pleasure, Ms. Mitchell. All the details and your voucher code will be sent to your registered email address within the next hour. Please don't hesitate to contact us if you have any further concerns.

Woman: I will. Thank you so much for your help today.