

APÉNDICES

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APÉNDICE A1
FICHA INICIAL

A1. FICHA INICIAL (DATOS DE CLASIFICACIÓN)

Ficha Grupo 1 (Filología)

Nombre y apellidos: _____
Edad: _____
Estudios Previos: COU o Bachillerato LOGSE _____
F. P. (especificar rama) _____
Otros (especificar) _____
Experiencia laboral:
No _____
Sí _____ Especificar contexto(s) _____

Conocimiento profesional o académico de correspondencia comercial en inglés:
No _____
Sí _____ Especificar contexto(s) _____

Ficha Grupos 2 y 3 (Turismo San Cristóbal/UJI)

Nombre y apellidos: _____

Edad: _____

Estudios Previos: COU o Bachillerato LOGSE _____

F. P. (especificar rama) _____

Otros (especificar) _____

Experiencia Laboral en el sector turístico:

No _____

Sí _____ Especificar contexto(s) _____

Conocimiento profesional o académico de correspondencia comercial en inglés distinto del adquirido en primer curso:

No _____

Sí _____ Especificar contexto(s) _____

APÉNDICE A2
TEST GRAMATICAL

A2. Test Gramatical

Name: _____ Surnames: _____ Group: _____

Complete the following sentences with the answer you consider correct by circling A, B, C, or D.

Only ONE answer is correct in each case.

1.- Peter _____ fly tomorrow.

- a) does b) is going c) shall d) is going to

2.- Susan, what _____ doing?

- a) is he b) are you c) will he d) do you

3.- The wallet is _____ his pocket.

- a) at b) on c) into d) in

4.- If you need _____ advice, give me a ring.

- a) the b) some c) an d) a

5.- I go to the swimming pool twice _____ week.

- a) the b) a c) / d) some

6.- Some friends of mine _____ of going on a safari..

- a) will think b) are thinking c) do think d) think

7.- I _____ the doctor this afternoon because I think I have caught the flu.

- a) am seeing b) see c) seeing d) was seeing

8.- Where is Mum? She _____ a bath.

- a) has b) have c) is having d) will have

9.- What are you doing? I _____ the soup to see if it needs more salt.

- a) am tasting b) taste c) tasting d) will taste

10.- _____ Mr Stenberg is attending a conference in Rome.

- a) at present b) present c) at the present d) for the present

11.- How do you go to college? _____ foot.

- a) at b) in c) by d) on

12.- Where is the nearest bank? It's _____ the corner of Main Street.

- a) in b) by c) at d) of

13.- We met a colleague _____ the basketball match last Saturday.

- a) at b) in c) on d) /

- 14.- *When I lived in London I shared a flat _____ Oxford Street.*
 a) at b) on c) the d) in
- 15.- *John, stop jumping _____ the bed!*
 a) in b) on c) over d) at
- 16.- *I apologize _____ not being able to attend the staff meeting.*
 a) about b) in c) because d) for
- 17.- *My uncle and aunt _____ to New York on April 17.*
 a) are travelling b) travels c) is travelling d) travel
- 18.- *When I was walking down the street I _____ a man breaking the shop window.*
 a) saw b) see c) was seeing d) will see
- 19.- *While I _____ my little boy painted the bedroom wall.*
 a) cooked b) was cooking c) cooking d) cook
- 20.- *If you heat butter, it _____.*
 a) would melt b) melts c) melted d) shall melt
- 21.- *If Peter doesn't come this afternoon, _____ me know.*
 a) will let b) let's c) shall let d) let
- 22.- *Could you show me the way to the police station? Certainly, sir. Turn _____ at the traffic lights.*
 a) right b) on the right c) on right d) the right
- 23.- *Can I have _____ more wine, please?*
 a) any b) some c) a d) the
- 24.- *Did you like the film on TV last night? Yes, _____.*
 a) a lot of b) lots c) a lot d) lot
- 25.- *Is there _____ sugar left in the kitchen?*
 a) any b) some c) a d) a lot
- 26.- *If you should need _____ further information, do not hesitate to write to me.*
 a) some b) a c) many d) any
- 27.- *I _____ the newspaper today. Have you?*
 a) was reading b) am reading c) have read d) read
- 28.- *"Have you seen Derek?". "I _____ him a few minutes ago on his way home".*
 a) have seen b) saw c) see d) will see

- 29.- *Peter has been here _____ four o'clock.*
 a) since b) for c) from d) ago
- 30.- _____ *you play the violin?*
 a) may b) could c) might d) can
- 31.- _____ *you give me some information on charter flights to Puerto Rico?*
 a) may b) might c) could d) shall
- 32.- *This book _____ returned to the library by Wednesday 5.*
 a) is being b) should to be c) was d) should be
- 33.- *This picture _____ painted by Velázquez.*
 a) is going to be b) will be c) has been d) was
- 34.- *Everything has been arranged. You will fly to Athens _____ May 4.*
 a) on b) at c) in d) by
- 35.- *If you happen to see Susan, _____ her I was asking for her.*
 a) will tell b) told c) have told d) tell
- 36.- *Let me give you a straight piece of advice. You _____ avoid drinking alcohol.*
 a) might b) should c) may d) had to
- 37.- *I have mislaid the draft proposal. _____ it anywhere?*
 a) have you seen b) will you see c) are you seeing d) did you see
- 38.- *His handwriting is _____ than his spelling.*
 a) worse b) worst c) bad d) badder
- 39.- *You must _____ in the form if you want to apply for the scholarship.*
 a) to fill b) filling c) filled d) fill
- 40.- *You _____ collect Mr. & Mrs. Thorton at the Hawaii Hotel. They have had to cancel their trip because Mrs. Thorton sprained her ankle yesterday.*
 a) mustn't b) have to c) needn't d) needn't to
- 41.- *You don't have _____ Mr Jones at the airport as his chauffeur will be there.*
 a) picking up b) to pick up c) pick up d) picked up
- 42.- *I _____ anything like that in my life.*
 a) have never seen b) have seen never c) never have seen d) saw never
- 43.- *When I _____ at my sister's she had already left.*
 a) have arrived b) had arrived c) arrived d) arriving

- 44.- *She _____ complaining about the food in the hotel.*
 a) is always b) will always be c) always is d) would be always
- 45.- *My neighbour is _____ a fiddle.*
 a) so fit as b) as fitter as c) as fit as d) so fitter as
- 46.- *Alex is less _____ his wife.*
 a) witty that b) wittier than c) witty than d) wittier that
- 47.- *You _____ take these books away.*
 a) mustn't b) needn't c) mustn't to d) haven't to
- 48.- _____ *King Henry VIII had six wives.*
 a) the b) / c) a d) that
- 49.- *The pickpocket was caught and taken to _____ prison.*
 a) / b) the c) a d) these
- 50.- *I saw Christine crying _____ the corner of her bedroom because Peter doesn't love her anymore.*
 a) on b) at c) / d) in
- 51.- *What are your views _____ this new approach?*
 a) on b) of c) about d) in
- 52.- *He's so _____ that you can easily hurt his feelings.*
 a) sensible b) witty c) sensitive d) outgoing
- 53.- *If I ruled the world, everyday _____ a brighter day.*
 a) were b) will be c) would be d) is
- 54.- *My best friend advised me _____ it easy.*
 a) to taking b) of taking c) to take d) taking
- 55.- _____ *experience is needed when applying for a job.*
 a) an b) any c) / d) the
- 56.- *I'm sorry, madam. The museum is closed today. The castle _____ restored at the moment.*
 a) was b) is being c) will be d) was being
- 57.- *We didn't go out on Friday. We stayed in all _____ day.*
 a) the b) a c) / d) some
- 58.- *If I _____ you, I wouldn't tell Mr Newton about it.*
 a) would be b) were c) are d) am

- 59.- *I wonder if you _____ tell me how to get to the exit.*
 a) should b) may c) might d) could
- 60.- *He wanted to know how long _____ in Madrid.*
 a) have I lived b) I lived c) I live d) I had lived
- 61.- *I prefer windsurfing _____ water skiing.*
 a) to b) than c) before d) more
- 62.- *The hijacker told the passengers not _____ from their seats.*
 a) moving b) to move c) move d) moved
- 63.- *My friend Sue would rather _____ Japanese than Chinese.*
 a) to study b) studying c) studies d) study
- 64.- *I like lager _____ Guinness.*
 a) more than b) more that c) better that d) better than
- 65.- *Which is your brother? He's the boy _____ dog is barking.*
 a) who's b) whose c) that d) which
- 66.- *Mrs Jenkins, _____ is our neighbour, was caught shoplifting at the department store yesterday.*
 a) which b) that c) who's d) who
- 67.- *He asked me where _____ .*
 a) did I live b) I was living c) I lived d) I will live
- 68.- *By the time Martha got there all the tickets _____ sold out.*
 a) have been b) were c) has been d) had been
- 69.- *That man, _____ is dancing with Ann, is my neighbour.*
 a) that b) whom c) which d) who
- 70.- *The passer-by asked me _____ .*
 a) what time it was b) what time is it c) what time was it d) what time it is
- 71.- *Don't go on talking. I _____ what you mean.*
 a) am understanding b) didn't understand c) understood d) understand
- 72.- *He wondered why _____ our exams yet.*
 a) we hadn't finished b) we weren't finished c) we haven't finished d) hadn't we finished
- 73.- *By the time we got to the theatre the play _____ .*
 a) have already started b) already started
 c) had already started d) has already started

74.- *Jane is _____ Peter.*

- a) much more short than
- c) much more short that

- b) much shorter than
- d) much shorter that

75- *He played the guitar _____ .*

- a) at the recital superbly last Friday.
- c) superbly at the recital last Friday.

- b) last Friday superbly at the recital.
- d) at the recital last Firday superbly.

APÉNDICE A3
TEST VOCABULARIO TURÍSTICO BÁSICO

A3. Test Vocabulario Turístico Básico

NAME: _____ SURNAMES: _____ GROUP: _____

A) Complete the following sentences with the answer you consider correct by circling A, B, C, or D. Only ONE answer is correct in each case.

1.- I'm a _____ guide. I show people round the city and tell them about the buildings.

- a) tour b) trip c) bellboy d) town

2.- The departure _____ is 16.30, and you need to be at the airport at least one hour before that.

- a) hour b) time c) timetable d) date

3.- When you get to the airport, take your bags and ticket to the _____ desk.

- a) drop-in b) check-in c) check-out d) drop-off

4.- An _____ is a change or alteration.

- a) amendment b) cancellation c) delay d) booking

5.- The _____ to Bangkok took fourteen hours.

- a) travel b) voyage c) journey d) tour

6.- You must have a _____ driving licence if you want to hire a car.

- a) hiring b) international c) rent d) full

7.- To get to McDonalds, go down as _____ as the bank and it is opposite to it.

- a) far b) until c) long d) much

8.- London has hotels to _____ every taste.

- a) form b) like c) suit d) match

9.- If a credit card has no signature, ask the card _____ for proof of identity.

- a) person b) hold c) haver d) holder

10.- The sleeper attendant is always on hand to provide you _____ first class assistance.

- a) with b) / c) on d) of

11.- The balance is _____ eight weeks before departure.

- a) debt b) due c) must d) of

12.- Please telephone if you require any _____ information.

- a) farther b) farer c) further d) another

13.- We would like two _____ - bedded rooms with bathroom in the Grand Palace hotel.

- a) single b) twins c) double d) twin

14.- This customer _____ the hotel yesterday morning.

- a) checked into b) arrived to c) checked out d) got at

15.- Service is _____ in the price.

- a) paid b) included c) including d) insert

16.- Thank you, Mr Brown. Could I ask you to confirm your reservation in _____?

- a) written b) words c) write d) writing

17.- The car costs £25 a day, but you will also need to pay for _____ in case you have an accident.

- a) insurance b) petrol c) driving licence d) expenses

18.- Before you accept a credit card, you should look at the signature and the _____ date.

- a) expiry b) late c) last d) final

19.- Good morning. I'd like to welcome you on _____ of Thailand Tours to the Oriental Hotel, Bangkok.

My name is Joanna and I'm your guide for the first part of your holiday.

- a) behalf b) name c) representative d) part

20.- I'm responsible for the advertising in the company, so I _____ with the catalogues and the publicity.

- a) prepare b) deal c) arrange d) get

B) Fill in the gaps with ONE suitable word.

1.- Maria works in a large office in London. Most of her _____ are business people who book short trips abroad.

2.- In the Seychelles there is marvellous scuba _____.

3.- We can _____ everything for you: flights, hotels, and excursions.

4.- Klaus is a ski-_____. He teaches people to ski.

5.- We took a tent to France and we stayed in some excellent _____.

6.- On a _____ holiday everything is arranged for you.

7.- I'd like a _____ ticket to New York, leaving on 11th May and coming back on the 21st.

8.- Could you leave us a _____ address so that we can write to you?

9.- Tour companies send hundreds of thousands of colour _____ to travel agencies every year to advertise their holidays.

10.- (on a flight) On my way to Australia, I've got a one-day _____ in Singapore.

11.- I don't want to change planes on the way to Orlando. Are there any _____ - _____ flights?

12.- You often pay a _____ when you book a holiday.

13.- Your flight _____ to New York is BA 310.

14.- You must pay a cancellation _____ if you want to cancel a holiday.

15.- Companies make you pay for cancellations to cover their administration _____.

16.- I don't want to spend too much on the ticket. I'll fly _____ Class.

17.- The flight from London to Japan goes _____ Anchorage.

18.- "Which _____ are you flying with?" - "With British Airways".

19.- "I need to take some holiday money with me, but I don't want to take too much cash."

"I suggest you take _____ cheques".

20.- Would you prefer an English breakfast or a _____ breakfast?

21.- (in a hotel) There's no need to make the bed. The _____ will do it when she cleans the room.

22.- Could you please send us a cheque for £183 to _____ your account ?

23.- There are daily boat _____ to the Venetian Islands.

24.- The most famous _____ from Japan is called *sushi*. It consists of raw fish.

25.- For this position, you will need a good _____ of French and Italian.

C) Complete the following sentences with one suitable word from the list below:

<i>leaves</i>	<i>fax</i>	<i>laundry</i>	<i>youth hostel</i>
<i>luggage</i>	<i>sightseeing</i>	<i>confirm</i>	<i>rate</i>
<i>air-conditioning</i>	<i>leisure</i>	<i>visa</i>	<i>cash</i>
<i>hold</i>	<i>health</i>	<i>balance</i>	<i>message</i>
<i>dial</i>	<i>room</i>	<i>put</i>	<i>supplement</i>

- 1.- The train that _____ Oxford at eight minutes past eight arrives in London at eleven minutes past nine.
- 2.- Don't send a letter, because it won't arrive on time. Send him a _____. You can use the machine in the office.
- 3.- You must get a _____ if you want to travel to China. You can get one from the Embassy.
- 4.- I am writing to _____ the booking of your holiday to Paris.
- 5.- You have to pay 10% at the time you book the holiday, and you must pay the _____ nine weeks before departure.
- 6.- If a young customer wants to visit England but does not have much money, you can suggest him stay at a _____.
- 7.- My friend has lost her _____, we are going to the lost property office.
- 8.- Those interested in _____ can wander round the magnificent Buddhist temples. There are also some wonderful palaces _ the Grand Palace is particularly spectacular and should not be missed.
- 9.- "What is the exchange _____ today?" " It's \$1.65 to the pound".
- 10.- "How would you like to pay?" " In _____".
- 11.- "Is the price the same if I travel on my own?" "No, there will be a single room _____.
- 12.- "My room is very hot. Is there any way of making it colder?" " Turn the _____ to 5. That's the coldest setting."
- 13.- People will have much more time for sports and other _____ activities.
- 14.- I'm afraid Mr Knowles is out at the moment. Would you like me to take a _____?
- 15.- Could you _____ me through to the reservations department, please?
- 16.- I 'm afraid the line's busy, Will you _____?
- 17.- If you want to make an external call, _____ 0 first to get an outside line.
- 18.- If you would like a relaxing sauna and massage, visit our _____ club on the second floor.
- 19.- If you feel like having breakfast in bed, call _____ service on 991.
- 20.- If you need to have any clothes washed, contact _____ service on 556.

D. Match the sets of adjectives to the most suitable word in the list:

1.- parks _____

2.- beaches _____

3.- nightlife _____

4.- cities _____

5.- mountains _____

6.- ruins _____

7.- jungles _____

8.- people _____

9.- views _____

10.- tennis courts _____

a) humid, lush, tropical

c) charming, friendly, cheerful

e) safari, scenic, national

g) snow-capped, towering, soaring

i) busy, crowded, modern

b) breath-taking, dramatic, clear

d) white, deserted, palm-fringed

f) lively, exciting, energetic

h) ancient, wonderful, historic

j) indoor, grass, hard

APÉNDICE A4
CARTA INICIAL

A4. Carta inicial (carta 0)

Trabajas en Viajes Gran Sol (Plaza La Reina 29, 03340 Valencia). El mes pasado mandaste a unos clientes ingleses, Mr y Mrs Williams, a pasar una semana en París y el viaje fue un desastre.

Primero, el chárter se retrasó cuatro horas; luego los pasajeros fueron embarcados, pero media hora después los sacaron del avión, sin dar explicaciones, y los metieron en un autobús. El trayecto a París desde Valencia duró 14 horas, con sólo una parada, y a pesar de las normas de seguridad, con un solo conductor. Una vez allí, el conductor les dejó en la estación Saint Lazare con muy malos modos, y se negó a devolverles el dinero.

Escribe una carta en nombre de tus clientes a la compañía aérea (Air Saispas, 3 Rue de la Loi, Paris) y explica lo que ocurrió; advierte que, a menos que les devuelvan el importe íntegro del billete, los denunciarás a la Unión Europea.

APÉNDICE A6
CARTAS FINALES

APÉNDICE A5
ACTIVIDADES

A5. Actividades

WRITING LETTERS OF COMPLAINT: EXERCISES

1.- Read the following letter and answer the questions below:

	26 Richmond Avenue Edinburgh EH14 1PT
Utopia Holidays 131 Cherry Street Edinburgh EH13 4PJ	20 th March 1998
Dear Sir or Madam, I am writing to complain about the way a member of your staff treated me in Utopia Holidays last Thursday. I went in to change a flight booking to Amsterdam as a result of a mistake your travel agency made in issuing my ticket. I tried to explain the situation to the travel clerk on duty, but she was very rude to me. She suggested that I was in the wrong and told me that I would have to pay a supplement to upgrade my original ticket. In the end I had to pay an extra £60. I often fly to Amsterdam and always use your office, but if I do not receive a satisfactory reply to this letter, I will take my business elsewhere.	
Yours faithfully, J. Smith John Smith	

a. Which is the name of the travel agent's which the writer is sending the letter to?

b. To whom will the travel agent's reply?

c. Which is the postcode of the travel agent's which receives the letter?

d. Is the letter addressed to one person in particular?

e. Why does the letter close with *Yours faithfully*?

f. Are there any documents enclosed with this letter?

g. When was the letter written?

h. Why does the letter begin with the expression *Dear Sir or Madam* and not simply by using *Dear Sir*?

2.- Layout of a formal business letter: are the following statements True or False?

- When you write a formal letter you put your name above your address.
- 4/2/99 means *second of April* in the USA.
- If you do not know the name of the person you are writing to, you should close your letter with *Yours faithfully*.
- *Ms.* is used to write to women when you do not know or do not want to refer to their marital status.
- If you enclose additional documents you should write *Enc.* at the top of your letter.
- When writing a date, you should never write the name of the month, but use a number instead.
- It is correct to write *Dear Mister* when beginning a letter.
- If you begin a letter with *Dear Sir* you should end with *Yours sincerely*.
- When writing any address you should follow national conventions.
- The receiver's address appears right below the sender's address on the top left-hand side of the letter.

3.- Write the parts of a letter that you have in the box in the correct place:

date	sender's address	close	references
body	receiver's address	signature	salutation.

	1.- _____
2.- _____	3.- _____
	4.- _____
5.- _____	
6.- _____	
7.- _____	
8.- _____	

4.-. Read the letter which Mr. Walk wrote to Copenhagen Holidays Ltd complaining about a trip to Paris he booked through them, and complete the blanks with the appropriate connectors from the list.

on top of everything	according to	because	however	consequently
although	instead of	to begin with	secondly	therefore
in short	needless to say	finally	to make matters worse	since
				at least

18 Elmways Road
Manchester
QW2 5ZW

Copenhagen Holidays Ltd
63 High Street
Cambridge NA7 8LC

12 July 1998

Dear Sir or Madam,

I am writing to complain about a holiday organised by your travel agency to spend fifteen days in Paris. (1)_____ your brochure I was going to have "a wonderful and unforgettable stay in the French capital city" and your "representative in France would be available at all times" to help me. (2)_____, my experience has been very different, and I am (3)_____ writing to draw your attention to a number of defects in the organisation.

(4)_____, the coach that was supposed to collect me at home and take me to the airport was not on time. (5)_____, I had to wait at the airport for a long time (6)_____ the flight was delayed for seven hours. (7)_____, when I arrived in Paris many hours later, nobody had come to the airport to pick me up and take me to the hotel. (8)_____, I did not know the address of the hotel where I had booked a room and the Information desk clerk had no idea how to contact anyone working for your company; (9)_____, I had to sleep on the uncomfortable dirty cold seats of Paris airport meeting point until the following morning when your rep appeared without giving any explanation. (10)_____ I complained to him, but he told me very unpolitely where the hotel was located and said in a very rude manner that I had to hire a taxi (11)_____ he could not accompany me there.

(12)_____ I thought the nightmare was over, I was wrong. When I reached the hotel, I found that my room was quite different from that marvellous suite with a gorgeous panoramic view over the city I saw in the brochure. (13)_____ that, the room overlooked some rubbish dumps with a disgusting and unbearable smell. And (14)_____, all the scheduled tours around the city and trips to its surroundings were cancelled because of the bad weather conditions.

(15)_____, in my opinion I think I deserve an apology from you for all the inconvenience I suffered, and I consider that under the circumstances it is honest and fair to ask you for the refund of (16)_____ part of the money I paid.

I look forward to hearing from you as soon as possible.

Yours faithfully,

J. Walk

John Walk

5.- These are the different sections of a letter of complaint. They are in the wrong order. Put them in the correct order, by numbering them 1-11.

A) Yours sincerely,

B) Antonio García
Manager

C) Mediterráneo Holidays
Plaza Fadrell, 2
12003 Castellón
Spain

D) Mr. P. Smith
General Manager
Greenacres Country Hotel
8 Cowper Road,
Cambridge CB3 9UJ
United Kingdom

E) Dear Mr Smith,

F) When my employee
complained to your staff she
found them to be very unhelpful
and inefficient, specially the
receptionist who was actually
very rude to anyone who
complained.

G) Our member of staff was very
upset with her stay in your hotel
for the following reasons: firstly,
there was a terrific amount of
noise as the hotel was having
building-work done; secondly,
she was hoping to spend her
leisure time swimming or taking
advantage of your advertised
activities which she found to her
dismay, totally non-existent.

H) Recently a member of my staff
took a familiarization trip to your
hotel, which is advertised as being "a
heaven of peace and quiet".
Unfortunately this was definitely not
the case.

I) Hoping for a favourable reply.

J) 12th March 1999

K) I am afraid that unless you make some changes in your hotel, our agency will be unable to recommend you to our customers as your claims of "peace and quiet", along with other offers you make, are totally fraudulent. You should guarantee to offer the same things that appear in the brochure. Otherwise we will be forced to send a copy of this letter to the local tourist board reporting your practices.

6.- Read the following letter and fill in the gaps with the necessary word or phrases from the list below:

compensation	must say	unpolitely	am writing	explanation
was sent	look forward to your reply	went wrong	could give	as if
attended	complaint	would greatly appreciate	treatment	First of all

Sunhols Castellón
 Enmedio, 23
 12002 Castellón
 Spain

The Manager
 The Gourmet Hotel
 16 Avondale Avenue
 Southampton
 SH6 5BN
 United Kingdom

15 March 1999

Dear Sir,

I (1)_____ to you because we have received a letter of (2)_____ from a regular customer who (3)_____ to your hotel and was not at all happy with the (4)_____ and service he received at your restaurant.

According to our client everything (5)_____ just the first day he went down for dinner. (6)_____, he had to wait at least half an hour for a table, although he noticed that other guests who arrived after him were (7)_____ too much sooner. Then, when he got a table he had a long wait before the waitress took his order from a very sparse menu. Finally, (8)_____ that was not enough the food was almost cold when it arrived and there was far too much salt in it. Needless to say my client spoke to the waitress about the poor service but she replied to him so (9)_____ that my customer decided to go out somewhere else for his meals during the rest of his stay.

I (10)_____ we are very surprised as we have never had any problems with your hotel before. For this reason we (11)_____ it if you (12)_____ us a detailed (13)_____ of what happened and an offer of some kind of (14)_____ for our client..

We (15)_____.

Yours faithfully,

P. López

Pedro López
 Travel Manager

7.- Write the following phrases under the correct heading in the box:

<p>Introducing the letter: _____</p> <p>Complaining: _____</p> <p>Asking for action and ending the letter: _____</p>

- a) I really object to...
- b) I trust you will be able...
- c) I am writing on behalf of my customers...
- d) As if that was not enough...
- e) I feel the least you can do...
- f) Surely it is not reasonable...
- g) I wish to complain about...
- h) I am writing to complain about...
- i) You should certainly...
- j) I am writing because...
- k) I would be most grateful if...
- l) Under the circumstances...
- m) I wish to register my dissatisfaction
- n) I think it is unprofessional...
- o) It is time something was done about...
- p) I expect a full refund to compensate...
- q) It seems totally unacceptable...
- r) I would like to register a strong complaint...
- s) Unless you take measures...we will be obliged to...

8.- In a formal letter of complaint, which option in the following pairs would be the correct one, a or b?

1a.- I am writing on behalf of my clients Mr and Mrs Smith who travelled to Athens with your company last month.

1b.- I write on behalf of my clients Mr and Mrs Smith who travelled to Athens with your company last month.

2a.- I look forward to hear of you soon.

2b.- I look forward to hearing from you soon.

3a.- I want a detailed explanation of what happened and...

3b.- I would like a detailed explanation of what happened and...

4a.- If you do not take measures to ensure that this does not happen again, I will definitely not be recommending your services to any more tourists.

4b.- Unless you take measures to ensure that this does not happen again, I will definitely not be recommending your services to any more tourists.

5a.- First, the plane was four hours late. Then, my clients were taken to the wrong hotel. [...]

5b.- First, the plane was four hours late. After, your representative took my clients to the wrong hotel. [...]

6a.- For this reason we would be grateful if you could offer us some kind of compensation for our client so that...

6b.- For this reason if you do not offer us some kind of compensation for our client, we will be forced to...

7a.- My customers went up the bus and waited for the guide to arrive. When she finally appeared a half hour later, she told that they couldn't go on the trip because of...

7b.- My customers got onto the bus and waited for the guide to arrive. When she finally appeared half an hour later, she told them that they could not go on the trip because of the weather conditions.

8a.- We think that you should refund the money of their tickets in order to...

8b.- You must refund the money of their tickets in order to...

9a.- When they arrived to Paris, the conductor left at the railway station.

9b.- When they arrived in Paris, the driver left them at the railway station.

10a.- I think your company should apologize for the inconvenience they suffered.

10b.- I suppose your company will apologize for the inconvenience they suffered.

9. In which part of a complaint letter would you write the following words and phrases, in A, B, or C?

- A. Subject or reason(s) of the complaint**
- B. Detailed description of the problem(s)/suggestions of possible causes of the problem.**
- C. Action required**

- Considering that...
- We have just received...
- To top it all...
- Hardly
- Untrue
- guarantee
- Unacceptable
- Demand
- Very sparse
- Were cancelled
- On behalf of
- We therefore require...
- Apology
- Repayment
- Concerning...
- Not up to the usual standard
- ensure
- Too small
- They were only offered...
- In reference to
- Due to the treatment...
- The lack of compliance with...
- I feel I must draw your attention...
- Poor
- I am afraid that unless...
- Unhelpful and inefficient
- Otherwise we will...

APÉNDICE A6
CARTAS FINALES

A6. Cartas finales (cartas 1, 2 y 3)

1. Tu agencia de viajes (*Castellón Holidays*, Avenida del Mar, 56, 12003, Castellón) acaba de recibir una carta de queja de un cliente habitual, el señor Pedro Bermúdez, tras su viaje a Viena. Parece estar muy poco satisfecho con el servicio del hotel y la poca calidad y variedad de la comida en el restaurante. También se queja de la falta de profesionalidad del guía, las muchas excursiones canceladas sin razón evidente, y la no existencia de entradas para un concierto al que nunca asistieron a pesar de haber pagado de antemano. Siempre habéis trabajado con el Hotel Biedermeier en Viena (Ungargasse, 13, Vienna 1030) y nunca habéis tenido ningún tipo de queja hasta ahora. Escribe una carta al director del hotel, Klaus Winter, pidiendo una explicación de lo ocurrido y algún tipo de compensación para tu cliente.

2. Trabajas en *Cheapotours* (Pintor Sorolla, 29, 03340, Alicante). El mes pasado mandaste a unos clientes ingleses a Francia a través del mayorista Voyages sans Limites (48, Rue de la Loi, B-2938, Bruselas), y fue un auténtico desastre. La habitación del hotel no reunía las condiciones que prometía el folleto (ni vistas, ni aire acondicionado...). No se servían desayunos a pesar de que estaban incluidos en el precio. El hotel estaba muy lejos del centro, y sin embargo, no ofrecía ningún tipo de servicio de transporte para sus clientes. Para colmo, un matrimonio del grupo fue trasladado a otro hotel porque no había bastantes habitaciones para todos. Naturalmente tus clientes se han quejado y quieren que les devuelvan el dinero o al menos se les dé algún tipo de indemnización. Traslada la queja al mayorista y exige que tomen algún tipo de medida o no volverás a trabajar con ellos.

3. Esta mañana has recibido en tu agencia de viajes (*Las Pitiusas*, c/ Mallorca, 25, San José, 22006 Ibiza) la visita de un cliente muy enfadado. Viajó a Londres desde Ibiza en el vuelo BA386 vía Madrid y al llegar al aeropuerto de Heathrow con tres horas de retraso, sólo pudo recoger una de las tres maletas que había facturado. Cuando fue al mostrador de British Airways para contar lo ocurrido, parece ser que el personal de tierra mostró un total desinterés e incluso falta de educación al comentar que si tenía suerte tal vez podría recuperar su equipaje al día siguiente pero que de momento ellos no podían hacer nada. Tu cliente tenía que trasladarse al sur del país donde ya tenía reserva en un hotel. Pidió algún tipo de compensación para poder pasar la noche en

Londres y marcharse al día siguiente con todas sus maletas, pero se negaron sin pedir disculpas ni dar ningún tipo de explicaciones. Escribe a la compañía aérea (British Airways, 12 Oxford Street, 3LD 5HK London) en nombre de tu cliente y exige algún tipo de compensación por lo ocurrido.

APÉNDICE B
CORRELACIONES

Correlaciones

		contrac0	PASIVA0	MODALO	EXPCORT0	CONDICIO	CONTRAS0	ADJNEGO	REPVERB0	ÚLPÁRCO0	CAUCONSO	IMPERSO0	HEDGING0
contrac0	Correlación de Pearson Sig. (bilateral)	1,000	,196	-,021	,120	,113	, ^a	,011	-,099	,041	,186	,177	,100
	Suma de cuadrados y productos cruzados		,068	,844	,265	,296		,918	,358	,701	,082	,098	,354
	Covarianza	20,364	3,636	-,273	2,091	1,636	,000	,182	-,1273	,818	3,364	3,091	1,909
	N	,234 88	4,180E-02 88	-3,13E-03 88	2,403E-02 88	1,881E-02 88	,000 88	2,090E-03 88	-1,463E-02 88	9,404E-03 88	3,866E-02 88	3,553E-02 88	2,194E-02 88
PASIVA0	Correlación de Pearson Sig. (bilateral)	,196	1,000	-,115	,065	,442**	, ^a	-,079	,055	,093	,092	,002	,084
	Suma de cuadrados y productos cruzados		,068	,284	,547	,000		,463	,609	,387	,395	,984	,436
	Covarianza	3,636	16,989	-,1352	1,034	5,864	,000	-,1182	,648	1,682	1,511	3,409E-02	1,466
	N	4,180E-02 88	,195 88	-1,55E-02 88	1,189E-02 88	6,740E-02 88	,000 88	-1,36E-02 88	7,445E-03 88	1,933E-02 88	1,737E-02 88	3,918E-04 88	1,685E-02 88
MODALO	Correlación de Pearson Sig. (bilateral)	-,021	-,115	1,000	,096	-,134	, ^a	-,062	-,114	,172	,075	,005	,037
	Suma de cuadrados y productos cruzados		,844	,284	,372	,213		,567	,291	,109	,487	,962	,733
	Covarianza	-,273	-,1352	8,080	1,057	-,1227	,000	-,636	-,920	2,136	,852	5,682E-02	,443
	N	-3,13E-03 88	-1,55E-02 88	9,287E-02 88	1,215E-02 88	-1,411E-02 88	,000 88	-7,31E-03 88	-1,058E-02 88	2,456E-02 88	9,796E-03 88	6,531E-04 88	5,094E-03 88
EXPCORT0	Correlación de Pearson Sig. (bilateral)	,120	,065	,096	1,000	,033	, ^a	,182	,005	,412**	-,099	,329**	,282**
	Suma de cuadrados y productos cruzados		,265	,547	,372	,761		,089	,962	,000	,357	,002	,008
	Covarianza	2,091	1,034	1,057	14,898	,409	,000	2,545	5,682E-02	6,955	-,1534	4,898	4,602
	N	2,403E-02 88	1,189E-02 88	1,215E-02 88	,171 88	4,702E-03 88	,000 88	2,926E-02 88	6,531E-04 88	7,994E-02 88	-1,763E-02 88	5,630E-02 88	5,290E-02 88
CONDICIO	Correlación de Pearson Sig. (bilateral)	,113	,442**	-,134	,033	1,000	, ^a	-,101	-,025	,155	,244*	,113	,043
	Suma de cuadrados y productos cruzados		,296	,000	,213	,761		,347	,818	,149	,022	,293	,688
	Covarianza	1,636	5,864	-,1227	,409	10,364	,000	-,1182	-,227	2,182	3,136	1,409	,591
	N	1,881E-02 88	6,740E-02 88	-1,41E-02 88	4,702E-03 88	,119 88	,000 88	-1,36E-02 88	-2,612E-03 88	2,508E-02 88	3,605E-02 88	1,620E-02 88	6,792E-03 88
CONTRAS0	Correlación de Pearson Sig. (bilateral)	, ^a	, ^a	, ^a	, ^a	, ^a	, ^a	, ^a	, ^a	, ^a	, ^a	, ^a	, ^a
	Suma de cuadrados y productos cruzados		,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	Covarianza	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000	,000
	N	,000 88	,000 88	,000 88	,000 88	,000 88	,000 88	,000 88	,000 88	,000 88	,000 88	,000 88	,000 88
ADJNEGO	Correlación de Pearson Sig. (bilateral)	,011	-,079	-,062	,182	-,101	, ^a	1,000	,230*	-,069	-,057	,039	-,036
	Suma de cuadrados y productos cruzados		,918	,463	,567	,089	,347		,031	,523	,601	,718	,742
	Covarianza	,182	-,1182	-,636	2,545	-,1182	,000	13,091	2,364	-,1091	-,818	,545	-,545
	N	2,090E-03 88	-1,36E-02 88	-7,31E-03 88	2,926E-02 88	-1,358E-02 88	,000 88	,150 88	2,717E-02 88	-1,254E-02 88	-9,404E-03 88	6,270E-03 88	-6,270E-03 88
REPVERB0	Correlación de Pearson Sig. (bilateral)	-,099	,055	-,114	,005	-,025	, ^a	,230*	1,000	,091	-,013	,096	,120
	Suma de cuadrados y productos cruzados		,358	,609	,291	,962	,818		,031	,397	,904	,372	,265
	Covarianza	-,1273	,648	-,920	5,682E-02	-,227	,000	2,364	8,080	1,136	-,148	1,057	1,443
	N	-1,46E-02 88	7,445E-03 88	-1,06E-02 88	6,531E-04 88	-2,612E-03 88	,000 88	2,717E-02 88	9,287E-02 88	1,306E-02 88	-1,698E-03 88	1,215E-02 88	1,659E-02 88
ÚLPÁRCO0	Correlación de Pearson Sig. (bilateral)	,041	,093	,172	,412**	,155	, ^a	-,069	,091	1,000	,133	,294**	,598**
	Suma de cuadrados y productos cruzados		,701	,387	,109	,000	,149		,523	,397	,218	,005	,000
	Covarianza	,818	1,682	2,136	6,955	2,182	,000	-,1091	1,136	19,091	2,318	4,955	11,045
	N	9,404E-03 88	1,933E-02 88	2,456E-02 88	7,994E-02 88	2,508E-02 88	,000 88	-1,25E-02 88	1,306E-02 88	,219 88	2,665E-02 88	5,695E-02 88	,127 88
CAUCONSO	Correlación de Pearson Sig. (bilateral)	,186	,092	,075	-,099	,244*	, ^a	-,057	-,013	,133	1,000	,289**	,002
	Suma de cuadrados y productos cruzados		,082	,395	,487	,357	,022		,601	,904	,218	,006	,985
	Covarianza	3,364	1,511	,852	-,1534	3,136	,000	-,818	-,148	2,318	15,989	4,466	3,409E-02
	N	3,866E-02 88	1,737E-02 88	9,796E-03 88	-1,763E-02 88	3,605E-02 88	,000 88	-9,40E-03 88	-1,698E-03 88	2,665E-02 88	,184 88	5,133E-02 88	3,918E-04 88
IMPERSO0	Correlación de Pearson Sig. (bilateral)	,177	,002	,005	,329**	,113	, ^a	,039	,096	,294**	,289**	1,000	,098
	Suma de cuadrados y productos cruzados		,098	,984	,962	,002	,293		,718	,372	,005	,006	,363
	Covarianza	3,091	3,409E-02	5,682E-02	4,898	1,409	,000	,545	1,057	4,955	4,466	14,898	1,602
	N	3,553E-02 88	3,918E-04 88	6,531E-04 88	5,630E-02 88	1,620E-02 88	,000 88	6,270E-03 88	1,215E-02 88	5,695E-02 88	5,133E-02 88	,171 88	1,842E-02 88
HEDGING0	Correlación de Pearson Sig. (bilateral)	,100	,084	,037	,282**	,043	, ^a	-,036	,120	,598**	,002	,098	1,000
	Suma de cuadrados y productos cruzados		,354	,436	,733	,008	,688		,742	,265	,985	,363	,
	Covarianza	1,909	1,466	,443	4,602	,591	,000	-,545	1,443	11,045	3,409E-02	1,602	17,898
	N	2,194E-02 88	1,685E-02 88	5,094E-03 88	5,290E-02 88	6,792E-03 88	,000 88	-6,27E-03 88	1,659E-02 88	,127 88	3,918E-04 88	1,842E-02 88	,206 88

** La correlación es significativa al nivel 0,01 (bilateral).

* La correlación es significante al nivel 0,05 (bilateral).

^a No se puede calcular porque al menos una variable es constante.

Correlaciones

		contract1	PASIVA1	MODAL1	EXPCORT1	CONDICI1	CONTRAS1	ADJNEG1	REPVERB1	ÚLPÁRCO1	CAUCONS1	IMPERSO1	HEDGING1
contract1	Correlación de Pearson	1,000	,110	,081	-,076	-,006	,092	,085	-,129	,153	,124	-,149	,056
	Sig. (bilateral)		,307	,451	,480	,958	,392	,431	,230	,155	,249	,165	,601
	Suma de cuadrados y productos cruzados	18,318	1,341	1,318	-,773	-,114	1,727	1,705	-2,591	1,114	2,091	-3,000	,750
	Covarianza	,211	1,541E-02	1,515E-02	-8,882E-03	-1,306E-03	1,985E-02	1,959E-02	-2,978E-02	1,280E-02	2,403E-02	-3,448E-02	8,621E-03
N	88	88	88	88	88	88	88	88	88	88	88	88	88
PASIVA1	Correlación de Pearson	,110	1,000	-,015	,057	,211*	,091	,030	-,128	-,063	-,004	-,038	-,128
	Sig. (bilateral)	,307		,891	,595	,048	,397	,783	,235	,557	,970	,729	,236
	Suma de cuadrados y productos cruzados	1,341	8,080	-,159	,386	2,807	1,136	,398	-1,705	-,307	-4,545E-02	-,500	-1,125
	Covarianza	1,541E-02	9,287E-02	-1,83E-03	4,441E-03	3,226E-02	1,306E-02	4,572E-03	-1,959E-02	-3,527E-03	-5,225E-04	-5,747E-03	-1,293E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
MODAL1	Correlación de Pearson	,081	-,015	1,000	,025	-,374**	-,077	-,101	,079	,095	-,061	-,056	-,149
	Sig. (bilateral)	,451	,891		,814	,000	,476	,348	,462	,377	,572	,602	,166
	Suma de cuadrados y productos cruzados	1,318	-,159	14,318	,227	-6,614	-1,273	-1,795	1,409	,614	-,909	-1,000	-1,750
	Covarianza	1,515E-02	-1,83E-03	,165	2,612E-03	-7,602E-02	-1,463E-02	-2,06E-02	1,620E-02	7,053E-03	-1,045E-02	-1,149E-02	-2,011E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
EXPCORT1	Correlación de Pearson	-,076	,057	,025	1,000	,290**	,106	,174	,168	,446**	,176	,180	,034
	Sig. (bilateral)	,480	,595	,814		,006	,328	,104	,117	,000	,101	,093	,753
	Suma de cuadrados y productos cruzados	-,773	,386	,227	5,591	3,205	1,091	1,932	1,864	1,795	1,636	2,000	,250
	Covarianza	-8,88E-03	4,441E-03	2,612E-03	6,426E-02	3,683E-02	1,254E-02	2,220E-02	2,142E-02	2,064E-02	1,881E-02	2,299E-02	2,874E-03
N	88	88	88	88	88	88	88	88	88	88	88	88	88
CONDICI1	Correlación de Pearson	-,006	,211*	-,374**	,290**	1,000	,340**	-,044	-,065	,201	,309**	,023	,060
	Sig. (bilateral)	,958	,048	,000	,006		,001	,684	,546	,060	,003	,833	,577
	Suma de cuadrados y productos cruzados	-,114	2,807	-6,614	3,205	21,898	6,955	-9,966	-1,432	1,602	5,682	,500	,875
	Covarianza	-1,31E-03	3,226E-02	-7,60E-02	3,683E-02	,252	7,994E-02	-1,11E-02	-1,646E-02	1,842E-02	6,531E-02	5,747E-03	1,006E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
CONTRAS1	Correlación de Pearson	,092	,091	-,077	,106	,340**	1,000	-,064	-,031	,275**	,328**	,000	,184
	Sig. (bilateral)	,392	,397	,476	,328	,001		,551	,774	,010	,002	1,000	,085
	Suma de cuadrados y productos cruzados	1,727	1,136	-1,273	1,091	6,955	19,091	-1,318	-6,636	2,045	5,636	9,541E-18	2,500
	Covarianza	1,985E-02	1,306E-02	-1,46E-02	1,254E-02	7,994E-02	,219	-1,52E-02	-7,315E-03	2,351E-02	6,479E-02	1,097E-19	2,874E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
ADJNEG1	Correlación de Pearson	,085	,030	-,101	,174	-,044	-,064	1,000	-,206	,058	,042	,023	,163
	Sig. (bilateral)	,431	,783	,348	,104	,684	,551		,054	,589	,698	,833	,129
	Suma de cuadrados y productos cruzados	1,705	,398	-1,795	1,932	-,966	-1,318	21,989	-4,523	,466	,773	,500	2,375
	Covarianza	1,959E-02	4,572E-03	-2,06E-02	2,220E-02	-1,110E-02	-1,515E-02	,253	-5,199E-02	5,355E-03	8,882E-03	5,747E-03	2,730E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
REPVERB1	Correlación de Pearson	-,129	-,128	,079	,168	-,065	-,031	-,206	1,000	,054	-,079	,046	-,052
	Sig. (bilateral)	,230	,235	,462	,117	,546	,774	,054		,616	,465	,674	,633
	Suma de cuadrados y productos cruzados	-2,591	-1,705	1,409	1,864	-1,432	-6,636	-4,523	21,955	,432	-1,455	1,000	-7,50
	Covarianza	-2,98E-02	-1,96E-02	1,620E-02	2,142E-02	-1,646E-02	-7,315E-03	-5,20E-02	,252	4,963E-03	-1,672E-02	1,149E-02	-8,621E-03
N	88	88	88	88	88	88	88	88	88	88	88	88	88
ÚLPÁRCO1	Correlación de Pearson	,153	-,063	,095	,446**	,201	,275**	,058	,054	1,000	,197	-,063	-,071
	Sig. (bilateral)	,155	,557	,377	,000	,060	,010	,589	,616		,066	,562	,511
	Suma de cuadrados y productos cruzados	1,114	-,307	,614	1,795	1,602	2,045	,466	,432	2,898	1,318	-,500	-,375
	Covarianza	1,280E-02	-3,53E-03	7,053E-03	2,064E-02	1,842E-02	2,351E-02	5,355E-03	4,963E-03	3,331E-02	1,515E-02	-5,747E-03	-4,310E-03
N	88	88	88	88	88	88	88	88	88	88	88	88	88
CAUCONS1	Correlación de Pearson	,124	-,004	-,061	,176	,309**	,328**	,042	-,079	,197	1,000	,108	,041
	Sig. (bilateral)	,249	,970	,572	,101	,003	,002	,698	,465	,066		,314	,705
	Suma de cuadrados y productos cruzados	2,091	-4,55E-02	-,909	1,636	5,682	5,636	,773	-1,455	1,318	15,455	2,000	,500
	Covarianza	2,403E-02	-5,22E-04	-1,04E-02	1,881E-02	6,531E-02	6,479E-02	8,882E-03	-1,672E-02	1,515E-02	,178	2,299E-02	5,747E-03
N	88	88	88	88	88	88	88	88	88	88	88	88	88
IMPERSO1	Correlación de Pearson	-,149	-,038	-,056	,180	,023	,000	,023	,046	-,063	,108	1,000	,034
	Sig. (bilateral)	,165	,729	,602	,093	,833	1,000	,833	,674	,562	,314		,751
	Suma de cuadrados y productos cruzados	-3,000	-,500	-1,000	2,000	,500	9,541E-18	,500	1,000	-,500	2,000	22,000	,500
	Covarianza	-3,45E-02	-5,75E-03	-1,15E-02	2,299E-02	5,747E-03	1,097E-19	5,747E-03	1,149E-02	-5,747E-03	2,299E-02	,253	5,747E-03
N	88	88	88	88	88	88	88	88	88	88	88	88	88
HEDGING1	Correlación de Pearson	,056	-,128	-,149	,034	,060	,184	,163	-,052	-,071	,041	,034	1,000
	Sig. (bilateral)	,601	,236	,166	,753	,577	,085	,129	,633	,511	,705	,751	
	Suma de cuadrados y productos cruzados	,750	-1,125	-1,750	,250	,875	2,500	2,375	-,750	-,375	,500	,500	9,625
	Covarianza	8,621E-03	-1,29E-02	-2,01E-02	2,874E-03	1,006E-02	2,874E-02	2,730E-02	-8,621E-03	-4,310E-03	5,747E-03	5,747E-03	,111
N	88	88	88	88	88	88	88	88	88	88	88	88	88

*. La correlación es significativa al nivel 0,05 (bilateral).

** La correlación es significativa al nivel 0,01 (bilateral).

Correlaciones

		contrac2	PASIVA2	MODAL2	EXPCORT2	CONDIC2	CONTRAS2	ADJNEG2	REPVERB2	ÚLPÁRCO2	CAUCONS2	IMPERSO2	HEDGING2
contrac2	Correlación de Pearson	1,000	-.039	.062	.191	.069	.170	.138	.079	.225*	.013	.031	.076
	Sig. (bilateral)	,	.717	.569	.074	.524	.112	.200	.464	.035	.908	.776	.484
	Suma de cuadrados y productos cruzados	20,080	-.523	1,216	3,307	1,443	2,170	2,341	1,341	3,125	.261	.625	1,307
	Covarianza	.231	-6,01E-03	1,398E-02	3,801E-02	1,659E-02	2,495E-02	2,691E-02	1,541E-02	3,592E-02	3,004E-03	7,184E-03	1,502E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
PASIVA2	Correlación de Pearson	-.039	1,000	.023	.160	.047	.121	.093	-.173	-.027	.041	.129	-.014
	Sig. (bilateral)	.717	,	.835	.136	.662	.262	.390	.106	.802	.705	.229	.898
	Suma de cuadrados y productos cruzados	-.523	8,864	.295	1,841	.659	1,023	1,045	-1,955	-.250	.568	1,750	-.159
	Covarianza	-6,01E-03	.102	3,396E-03	2,116E-02	7,576E-03	1,176E-02	1,202E-02	-2,247E-02	-2,874E-03	6,531E-03	2,011E-02	-1,829E-03
N	88	88	88	88	88	88	88	88	88	88	88	88	88
MODAL2	Correlación de Pearson	.062	.023	1,000	.192	-.170	.083	-.176	.004	.265*	.139	.056	.074
	Sig. (bilateral)	.569	.835	,	.074	.113	.445	.102	.970	.013	.197	.603	.493
	Suma de cuadrados y productos cruzados	1,216	.295	19,443	3,261	-3,511	1,034	-2,932	6,818E-02	3,625	2,852	1,125	1,261
	Covarianza	1,398E-02	3,396E-03	.223	3,749E-02	-4,036E-02	1,189E-02	-3,37E-02	7,837E-04	4,167E-02	3,278E-02	1,293E-02	1,450E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
EXPCORT2	Correlación de Pearson	.191	.160	.192	1,000	.103	.177	.198	.129	.470**	.199	.178	.262*
	Sig. (bilateral)	.074	.136	.074	,	.342	.099	.065	.230	.000	.063	.097	.014
	Suma de cuadrados y productos cruzados	3,307	1,841	3,261	14,898	1,852	1,943	2,886	1,886	5,625	3,580	3,125	3,898
	Covarianza	3,801E-02	2,116E-02	3,749E-02	.171	2,129E-02	2,234E-02	3,318E-02	2,168E-02	6,466E-02	4,114E-02	3,592E-02	4,480E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
CONDIC2	Correlación de Pearson	.069	.047	-.170	.103	1,000	-.090	.148	.035	.009	.008	.076	.047
	Sig. (bilateral)	.524	.662	.113	.342	,	.406	.170	.749	.937	.942	.479	.662
	Suma de cuadrados y productos cruzados	1,443	.659	-3,511	1,852	21,898	-1,193	2,614	.614	.125	.170	1,625	.852
	Covarianza	1,659E-02	7,576E-03	-4,04E-02	2,129E-02	.252	-1,371E-02	3,004E-02	7,053E-03	1,437E-03	1,959E-03	1,868E-02	9,796E-03
N	88	88	88	88	88	88	88	88	88	88	88	88	88
CONTRAS2	Correlación de Pearson	.170	.121	.083	.177	-.090	1,000	.015	.108	.128	.075	.126	-.096
	Sig. (bilateral)	.112	.262	.445	.099	.406	,	.891	.318	.236	.489	.243	.372
	Suma de cuadrados y productos cruzados	2,170	1,023	1,034	1,943	-1,193	8,080	.159	1,159	1,125	.989	1,625	-1,057
	Covarianza	2,495E-02	1,176E-02	1,189E-02	2,234E-02	-1,371E-02	9,287E-02	1,829E-03	1,332E-02	1,293E-02	1,136E-02	1,868E-02	-1,215E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
ADJNEG2	Correlación de Pearson	.138	.093	-.176	.198	.148	.015	1,000	.232*	.106	.112	.073	.129
	Sig. (bilateral)	.200	.390	.102	.065	.170	.891	,	.030	.323	.298	.501	.230
	Suma de cuadrados y productos cruzados	2,341	1,045	-2,932	2,886	2,614	.159	14,318	3,318	1,250	1,977	1,250	1,886
	Covarianza	2,691E-02	1,202E-02	-3,37E-02	3,318E-02	3,004E-02	1,829E-03	.165	3,814E-02	1,437E-02	2,273E-02	1,437E-02	2,168E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
REPVERB2	Correlación de Pearson	.079	-.173	.004	.129	.035	.108	.232*	1,000	.021	-.115	-.102	-.008
	Sig. (bilateral)	.464	.106	.970	.230	.749	.318	.030	,	.844	.287	.345	.943
	Suma de cuadrados y productos cruzados	1,341	-1,955	6,818E-02	1,886	.614	1,159	3,318	14,318	.250	-2,023	-1,750	-.114
	Covarianza	1,541E-02	-2,25E-02	7,837E-04	2,168E-02	7,053E-03	1,332E-02	3,814E-02	.165	2,874E-03	-2,325E-02	-2,011E-02	-1,306E-03
N	88	88	88	88	88	88	88	88	88	88	88	88	88
ÚLPÁRCO2	Correlación de Pearson	.225*	-.027	.265*	.470**	.009	.128	.106	.021	1,000	.285**	.151	.303**
	Sig. (bilateral)	.035	.802	.013	.000	.937	.236	.323	.844	,	.007	.161	.004
	Suma de cuadrados y productos cruzados	3,125	-.250	3,625	5,625	.125	1,125	1,250	.250	9,625	4,125	2,125	3,625
	Covarianza	3,592E-02	-2,87E-03	4,167E-02	6,466E-02	1,437E-03	1,293E-02	1,437E-02	2,874E-03	.111	4,741E-02	2,443E-02	4,167E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
CAUCONS2	Correlación de Pearson	.013	.041	.139	.199	.008	.075	-.112	-.115	.285**	1,000	.171	.143
	Sig. (bilateral)	.908	.705	.197	.063	.942	.489	.298	.287	.007	,	.111	.183
	Suma de cuadrados y productos cruzados	.261	.568	2,852	3,580	.170	.989	1,977	-2,023	4,125	21,716	3,625	2,580
	Covarianza	3,004E-03	6,531E-03	3,278E-02	4,114E-02	1,959E-03	1,136E-02	2,273E-02	-2,325E-02	4,741E-02	.250	4,167E-02	2,965E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
IMPERSO2	Correlación de Pearson	.031	.129	.056	.178	.076	.126	.073	-.102	.151	.171	1,000	.235*
	Sig. (bilateral)	.776	.229	.603	.097	.479	.243	.501	.345	.161	.111	,	.027
	Suma de cuadrados y productos cruzados	.625	1,750	1,125	3,125	1,625	1,625	1,250	-1,750	2,125	3,625	20,625	4,125
	Covarianza	7,184E-03	2,011E-02	1,293E-02	3,592E-02	1,868E-02	1,868E-02	1,437E-02	-2,011E-02	2,443E-02	4,167E-02	.237	4,741E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
HEDGING2	Correlación de Pearson	.076	-.014	.074	.262*	.047	-.096	.129	-.008	.303**	.143	.235*	1,000
	Sig. (bilateral)	.484	.898	.493	.014	.662	.372	.230	.943	.004	.183	.027	,
	Suma de cuadrados y productos cruzados	1,307	-.159	1,261	3,898	.852	-1,057	1,886	-.114	3,625	2,580	4,125	14,898
	Covarianza	1,502E-02	-1,83E-03	1,450E-02	4,480E-02	9,796E-03	-1,215E-02	2,168E-02	-1,306E-03	4,167E-02	2,965E-02	4,741E-02	.171
N	88	88	88	88	88	88	88	88	88	88	88	88	88

*. La correlación es significativa al nivel 0,05 (bilateral).

** . La correlación es significativa al nivel 0,01 (bilateral).

Correlaciones

		contrac3	PASIVA3	MODAL3	EXPCORT3	CONDICI3	CONTRAS3	ADJNEG3	REPVERB3	ÚLPÁRCO3	CAUCONS3	IMPERSO3	HEDGING3
contrac3	Correlación de Pearson	1,000	,081	,000	,156	,000	,195	,105	-,068	,108	,160	,132	,098
	Sig. (bilateral)	,	,454	1,000	,146	1,000	,069	,328	,529	,318	,136	,219	,365
	Suma de cuadrados y productos cruzados	16,500	1,500	1,821E-16	1,500	-1,531E-16	2,250	2,000	-1,000	1,500	2,750	2,500	1,750
	Covarianza	,190	1,724E-02	2,094E-18	1,724E-02	-1,760E-18	2,586E-02	2,299E-02	-1,149E-02	1,724E-02	3,161E-02	2,874E-02	2,011E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
PASIVA3	Correlación de Pearson	,081	1,000	,110	,215*	,009	,117	-,021	-,110	,154	,086	,079	,010
	Sig. (bilateral)	,454	,	,308	,045	,933	,276	,844	,308	,153	,426	,463	,925
	Suma de cuadrados y productos cruzados	1,500	20,864	1,818	2,318	,182	1,523	-,455	-,1818	2,409	1,659	1,682	,205
	Covarianza	1,724E-02	,240	2,090E-02	2,665E-02	2,090E-03	1,750E-02	-5,22E-03	-2,090E-02	2,769E-02	1,907E-02	1,933E-02	2,351E-03
N	88	88	88	88	88	88	88	88	88	88	88	88	88
MODAL3	Correlación de Pearson	,000	,110	1,000	-,106	-,196	,035	,043	,146	-,037	-,030	-,005	,017
	Sig. (bilateral)	1,000	,308	,	,324	,068	,744	,691	,175	,735	,784	,960	,874
	Suma de cuadrados y productos cruzados	1,821E-16	1,818	13,091	-,909	-,3091	,364	,727	1,909	-,455	-,455	-9,091E-02	,273
	Covarianza	2,094E-18	2,090E-02	,150	-1,045E-02	-3,553E-02	4,180E-03	8,359E-03	2,194E-02	-5,225E-03	-5,225E-03	-1,045E-03	3,135E-03
N	88	88	88	88	88	88	88	88	88	88	88	88	88
EXPCORT3	Correlación de Pearson	,156	,215*	-,106	1,000	,088	,091	-,025	-,128	,499**	,429**	,128	,098
	Sig. (bilateral)	,146	,045	,324	,	,415	,398	,819	,236	,000	,000	,234	,363
	Suma de cuadrados y productos cruzados	1,500	2,318	-,909	5,591	,909	,614	-,273	-,1091	4,045	4,295	1,409	1,023
	Covarianza	1,724E-02	2,665E-02	-1,04E-02	6,426E-02	1,045E-02	7,053E-03	-3,13E-03	-1,254E-02	4,650E-02	4,937E-02	1,620E-02	1,176E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
CONDICI3	Correlación de Pearson	,000	,009	-,196	,088	1,000	,091	-,183	,006	,230*	-,057	,004	-,196
	Sig. (bilateral)	1,000	,933	,068	,415	,	,397	,089	,958	,031	,601	,967	,067
	Suma de cuadrados y productos cruzados	-1,53E-16	,182	-3,091	,909	19,091	1,136	-3,727	9,091E-02	3,455	-1,045	9,091E-02	-3,773
	Covarianza	-1,76E-18	2,090E-03	-3,55E-02	1,045E-02	,219	1,306E-02	-4,28E-02	1,045E-03	3,971E-02	-1,202E-02	1,045E-03	-4,336E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
CONTRAS3	Correlación de Pearson	,195	,117	,035	,091	,091	1,000	-,157	-,327**	,147	,129	,067	,157
	Sig. (bilateral)	,069	,276	,744	,398	,397	,	,143	,002	,172	,229	,534	,144
	Suma de cuadrados y productos cruzados	2,250	1,523	,364	,614	1,136	8,080	-2,091	-3,364	1,432	1,557	,886	1,966
	Covarianza	2,586E-02	1,750E-02	4,180E-03	7,053E-03	1,306E-02	9,287E-02	-2,40E-02	-3,866E-02	1,646E-02	1,789E-02	1,019E-02	2,260E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
ADJNEG3	Correlación de Pearson	,105	-,021	,043	-,025	-,183	-,157	1,000	,016	-,102	,018	-,034	,106
	Sig. (bilateral)	,328	,844	,691	,819	,089	,143	,	,881	,344	,865	,757	,326
	Suma de cuadrados y productos cruzados	2,000	-,455	,727	-,273	-3,727	-2,091	21,818	,273	-1,636	,364	-,727	2,182
	Covarianza	2,299E-02	-5,22E-03	8,359E-03	-3,135E-03	-4,284E-02	-2,403E-02	,251	3,135E-03	-1,881E-02	4,180E-03	-8,359E-03	2,508E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
REPVERB3	Correlación de Pearson	-,068	-,110	,146	-,128	,006	-,327**	,016	1,000	-,044	,095	,065	-,017
	Sig. (bilateral)	,529	,308	,175	,236	,958	,002	,881	,	,684	,378	,548	,874
	Suma de cuadrados y productos cruzados	-1,000	-1,818	1,909	-1,091	9,091E-02	-3,364	,273	13,091		-545	1,455	1,091
	Covarianza	-1,15E-02	-2,09E-02	2,194E-02	-1,254E-02	1,045E-03	-3,866E-02	3,135E-03	,150	-6,270E-03	1,672E-02	1,254E-02	-3,135E-03
N	88	88	88	88	88	88	88	88	88	88	88	88	88
ÚLPÁRCO3	Correlación de Pearson	,108	,154	-,037	,499**	,230*	,147	-,102	-,044	1,000	,415**	,185	,290**
	Sig. (bilateral)	,318	,153	,735	,000	,031	,172	,344	,684	,	,000	,084	,006
	Suma de cuadrados y productos cruzados	1,500	2,409	-,455	4,045	3,455	1,432	-1,636	-,545	11,773	6,023	2,955	4,386
	Covarianza	1,724E-02	2,769E-02	-5,22E-03	4,650E-02	3,971E-02	1,646E-02	-1,88E-02	-6,270E-03	,135	6,923E-02	3,396E-02	5,042E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
CAUCONS3	Correlación de Pearson	,160	,086	-,030	,429**	-,057	,129	,018	,095	,415**	1,000	,010	,202
	Sig. (bilateral)	,136	,426	,784	,000	,601	,229	,865	,378	,000	,	,923	,060
	Suma de cuadrados y productos cruzados	2,750	1,659	-,455	4,295	-1,045	1,557	,364	1,455	6,023	17,898	,205	3,761
	Covarianza	3,161E-02	1,907E-02	-5,22E-03	4,937E-02	-1,202E-02	1,789E-02	4,180E-03	1,672E-02	6,923E-02	,206	2,351E-03	4,323E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
IMPERSO3	Correlación de Pearson	,132	,079	-,005	,128	,004	,067	-,034	,065	,185	,010	1,000	,121
	Sig. (bilateral)	,219	,463	,960	,234	,967	,534	,757	,548	,084	,923	,	,262
	Suma de cuadrados y productos cruzados	2,500	1,682	-9,09E-02	1,409	9,091E-02	,886	-,727	1,091	2,955	,205	21,591	2,477
	Covarianza	2,874E-02	1,933E-02	-1,04E-03	1,620E-02	1,045E-03	1,019E-02	-8,36E-03	1,254E-02	3,396E-02	2,351E-03	,248	2,847E-02
N	88	88	88	88	88	88	88	88	88	88	88	88	88
HEDGING3	Correlación de Pearson	,098	,010	,017	,098	-,196	,157	,106	-,017	,290**	,202	,121	1,000
	Sig. (bilateral)	,365	,925	,874	,363	,067	,144	,326	,874	,006	,060	,262	,
	Suma de cuadrados y productos cruzados	1,750	,205	,273	1,023	-3,773	1,966	2,182	-,273	4,386	3,761	2,477	19,443
	Covarianza	2,011E-02	2,351E-03	3,135E-03	1,176E-02	-4,336E-02	2,260E-02	2,508E-02	-3,135E-03	5,042E-02	4,323E-02	2,847E-02	,223
N	88	88	88	88	88	88	88	88	88	88	88	88	88

*. La correlación es significativa al nivel 0,05 (bilateral).

**.. La correlación es significativa al nivel 0,01 (bilateral).