PRACTICE TEST 3 _ TADLKSCB2

Part 1: Vocabulary and Grammar

Vocabulary: Complete each sentence with ONE suitable word/phrase beginning with the given letter

Example: A **b**_ _ _ _ _ _ **m**_ _ _ _ _ _ is in charge of organizing all the events that take place in the hotel.

Answer: Banquet manager

1. Becoming a competent **c**_ _ _, she has to learn how to cook delicious meals in the hotel's restaurant and manage restaurant staffs.	
2. The duties of a room **s**_ _ _ _ _ _ **a**_ _ _ _ _ _ _ _ are to answer questions on menu selections and checking with kitchen staff.	
3. The duty of a tourist **i**_ _ _ _ _ _ _ _ _ _ **o**_ _ _ _ _ _ _ is to advise guests about the attractions and accommodation available in the local areas.	
4. A **b**_ _ _ _ _ _ **m**_ _ _ _ _ _ is in charge of consulting with the head chef regarding the timing of the meal course to be served.	
5. First, you need to go to the **c**_ _ _ _ - _ _ desk where you show your luggage and you can be told where you will be sitting.	
6. The **c**_ _ _ _ _ _ officers inspect your luggage, and look for items which are not allowed to enter the country.	
7. Before boarding the plane, you have to go through **s**_ _ _ _ _ _ _ check to make sure that you are not armed, or carrying something dangerous.	
8. You can convert dollars for euros at the **c** _ _ _ _ _ _ _ **e**_ _ _ _ _ _ _ at the airport, and you should look out for the exchange rate before exchanging some.	
9. Passengers have to **e**_ _ _ _ their pockets to make sure that they don't carry restricted items.	
10. By passing through the green **c**_ _ _ _ _ _, you declare that you only have goods that are not liable for duties and taxes.	

Grammar: Find and correct one mistake in each sentence

Example: Flexible (A) working hours and job stability (B) are the main reasons (C) why I want to work like (D) a chef for Crown Plaza hotel.

Answer: D. as

11. My brother, Jonathan is (A) a kitchen porter at (B) Daewoo Hotel. He is in charge to prepare (C) vegetables and taking out rubbish during (D) working hours.	
12. If you are good of (A) handling financial matters and (B) don't mind working at (C) night, what position are you applying (D) for?	
13. How many (A) personalities do you need to have (B)? –I need to be enthusiastic and (C) responsible. These personalities (D) help me to get promoted at work.	
14. What qualifications will require (A) for an assistant manager? – He has to (B) possess a good leadership skill and be (C) good at dealing with (D) customers.	
15. "Can you tell me (A) where the food court is?" – "Go up the stairs for (B) the second floor, then go (C) straight ahead. It's (D) on your right."	
16. "Excuse me. Can (A) you show me the way to (B) the baggage claim?" – "Continue in (C) the same direction until you get (D) the stop sign."	
17. "Did (A) you pack your luggage on (B) yourself?" – "Of course, I did. I have (C) both carry-on luggage and checked (D) luggage."	
18. "Do you have any (A) electrical goods on (B) your hand luggage?" – "Yes, I do (C). I have a new booklet that I use for entertaining (D) myself only."	
19. Please empty (A) your pocket, put (B) all your metal objects in (C) this tray, then go into (D) the metal detector.	
20. If you are (A) over the age of 75, you will not (B) be asked to take of (C) your shoes at (D) the security check.	

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Part 2: Listening comprehension

Section 1: Listen to a conversation between a man and a hotel receptionist and answer each question with NO MORE THAN THREE WORDS AND/OR A NUMBER from the recording

21. How long did the man intend to stay when reserving a hotel room?
22. Who stays next to him when he checks in the adjoined room?
23. What does the hotel staff give the man access code for?
24. How did the man travel from the airport to the hotel?
25. What is his room number?

Section 2: Listen to a telephone conversation about hotel room reservation and fill in each gap with NO MORE THAN THREE WORDS AND A NUMBER from the recording

Name:	Dima Turner
Arrival date:	Friday, October (26) _____
Duration:	(27) _____
Number of rooms:	one room with a/an (28) _____ and a king-sized bed
Rate:	2.500 baht per room per night (29) including _____ for free 2,000 baht required for holding the room
Time for cancel:	(30) _____ in advance and money refunded

Part 3: Reading comprehension

Passage 1: Read the following passage and fill in each blank with NO MORE THAN TWO WORDS AND A NUMBER from the passage

My American Airlines Lost Luggage Story

I recently flew on American Airlines from Philadelphia to Zurich. American is part of the Oneworld Airline Alliance, which sadly has poor coverage in Europe. I was ultimately flying onward to Albania, where I was going to meet up with Laura, but needed to fly on a different airline.

On arriving in Zurich, my bag never made it. Several other passengers also didn't receive their bags. This was a non-stop flight and there were no tight connections (or any connections at all). I had checked in to the flight early, so it wasn't a rush. There's no excuse for my bag not to have made the flight.

According to American Airlines, my bag sat in Philadelphia for five days before being sent onward to Athens…not Zurich. Had American Airline put the bag on the next flight the next day, it would have caught up to me, but that didn't happen.

Throughout the entire process, American Airlines customer service staff were extremely apologetic and polite, but I got the feeling they really weren't doing a whole lot or trying to help. The compassion settled tensions, but did little to resolve the fundamental problem. Things improved slightly once I was put in touch with the American Airlines Baggage Call Center

I got my bag back. It took 39 days. Yes, I *eventually* got paid for the items that I bought while my bag was missing. But I wasted an immense amount of time. I spent over 3 hours on hold from Europe with American Airline baggage racking up some pretty serious phone charges.

I spent hours following up again and again with American Airlines. That's time I don't get back in my life and there's no compensation for wasted time. We only recently learned the pro trick of using a concierge service to save time.

To be honest, I probably fared better than most. I'm an American Airlines Platinum elite flyer. However, I'm not feeling the love from AA these days. I don't really feel like my loyalty has been reciprocated. So yes, I probably fared much better than some victims of airline lost luggage. Unfortunately, there's still very little recourse for passengers. And while the airlines claim they are improving, it doesn't look like it to most frequent fliers.

31. The writer took a flight to Zurich to see _____, who was in Albania.
32. The American Airline staff who were responsible for _____ were not only apologetic but also polite when dealing with her missing luggage problem.
33. She got her bag back after _____. Despite getting paid for what she bought while her bag was missing, she had to waste much time.

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34. She advised people to use a/an _____ in order to save their time when tracking for missing luggage.
35. The writer gets the feeling that American Airline hasn't reciprocated her _____.

Passage 2: Read the following passage and answer each question with NO MORE THAN TWO WORDS from the passage

Basic and additional hotel services

Basic services of hotel business

Two basic services provided by a hotel are room and board. Thus, room (or the official term hotel accommodation) is the main service of the enterprise that belong to hotel business. Checking-in and checking-out are held round-the-clock. Besides providing an accommodation for temporary staying, related services such as changing bedclothes, giving towels and hygiene items, the opportunity to use appliances and TV set, cleaning and sanitation are available. All these services are included into the cost of a hotel room in accordance with contractual obligations.

Meals are provided by dining facilities, restaurant, cafes, bars that work in a hotel or in collaboration with it. Foods can be also delivered to a hotel room.

Additional services provided by a hotel

To attract more clients to a hotel additional paid or unpaid services are often available. They could be different entertainments, personal services, services for families, business or VIP clients that are often provided in the form of packages. Attractive additional services provided by a hotel are able to fill the season of low demand, to increase profit and improve image.

Of course, the services provided by a hotel complex will differ greatly from the services of a mini-hotel. It is obvious that large- and medium-sized hotels have greater possibilities and budget. They are able to supply the clients with impressive and voluminous services, without losing their profitability. Small hotels cannot provide their clients with comprehensive and rapid basic and additional services. However, any hotel has to have their target audience, learn their needs and demands, strive to meet them. The list and the quality of additional services have to conform to the requirements of the category that a hotel has been assigned to – in other words, the number of stars it has.

36. What does the term of "room service" officially describe?
37. What does a hotel collaborate with an outside restaurant to offer its clients?
38. In which form does a hotel provide its additional services?
39. How are the services that a large-sized hotel provides?
40. Whose needs and demands does any hotel have to study?

Part 4: Writing

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