

BASIC ENGLISH FOR TOURISM AND HOSPITALITY 2

MOCK TEST 01

PART 1. GRAMMAR

1. My backpack is made of (A) leather with two red soft straps (B), so (C) it is easy (D) to carry.
2. A: Could you tell (A) me how to get to (B) the immigration?
B: Yes, sir. Continue (C) in the same direction until you see Terminal A. Then turning left (D), it's in front of you.
3. How (A) facilities do you have (B) in your hotel? – Our hotel has (C) a swimming pool on the first floor, a conference room and a ballroom on the top floor with (D) all deluxe rooms
4. Who is (A) in charge of takes (B) groups of people on organized (C) holidays? A tour leader (D), of course.
5. What (A) does (B) your bag like? - It's a small hand-made (C) handbag with a metal zip (D).
6. A: During (A) your business trip in (B) Manchester next week, will you stay (C) in your friend's house (D)?
B: Definitely yes.
7. The (A) Colonnade Hotel, a more famous (B) hotel in London, is (C) located right (D) next to the Warwick Avenue tube station
8. Our banquet expert (A) will work with you plan (B) every detail (C), from the menu to beverage selections (D).
9. My husband and I will celebrate (A) our (B) 30th wedding anniversary (C) at (D) the Hilton Hotel at 7.30 p.m next Monday.
10. Yesterday, all flights (A) to Amsterdam delayed (B) because of (C) bad weather conditions. There was (D) a terrible storm.

PART 2. VOCABULARY

11. Flight AF145 has been delayed due to a **m**_____ problem; the landing gear was slightly damaged.
12. A tour leader is responsible for making sure that the tour goes smoothly and no one has to wait, therefore he needs to be **p**_____.
13. Grand Hyatt Hong Kong has all the necessary **d**_____ **f**_____ like wheelchair-accessible bathroom to assist guests with special needs
14. The duty of a tourist **i**_____ **o**_____ is to give advice about the attractions and accommodation available in their local areas.
15. After checking in, passengers must go through **s**_____ **c**_____ where the official inspects that whether they are carrying anything dangerous.

16. Passengers have to declare their belongings by filling in the **c**_____ **d**_____ form.

17. Our hotel **g**_____ that you will receive a 100% refund if you make your cancellation within 30 days.

18. I prefer a deluxe room with an **o**_____ **v**_____ because I like watching the sea from my room every morning.

19. We would like an **a**_____ room with full equipment and air-conditioning as we are in the same family.

20. My best friend is going to hold a big **e**_____ party with his girlfriend at a luxurious hotel in the city center.

PART 3. LISTENING

Section 1. Listen to the conversation and fill in the banks with NO MORE THAN TWO WORDS AND/OR A NUMBER from the recording.

The Meeting Place:

- Main lecture theatre fitted with (21)_____ equipment
- 12 breakout rooms fitted with whiteboards, screens, (22)_____, LCD projectors
- Free wireless broadband
- Full-time service team
- Catering:

Day delegate package: buffet lunch, sit-down evening meal, (23)_____ during the day

Full residential package: overnight accommodation including (24)_____

- Fee:
 - Day delegate rate: (25)_____
 - Residential rate: €180

Section 2. Listen to conversations between a guest and a receptionist and answer the questions with NO MORE THAN THREE WORDS AND/OR A NUMBER

Conversation 1

26. How is the guest's current room described?

27. What kind of room will she move to?

Conversation 2

28. What time will the taxi pick up the guest?

29. How long does the guest need to be ready?

Conversation 3

30. What dish will the guest have?

PART 4. READING

Passage 1. Read the following passage about reservation policy and answer the questions with NO MORE THAN THREE WORDS AND/OR A NUMBER from the text

AMIGO HOTEL RESERVATION POLICY

Check-in after 3PM.

Check-out at 12PM.

Must be 21 or older to book a room.

Please note that for security purposes, you will be asked to provide a valid government or state issued photo ID at check-in.

Guarantee Policy:

Reservation must be guaranteed by a major credit card at the time of booking. Card will not be charged until time of departure.

Cancellation Policy:

Please let us know by 3PM EST 24 hours before the check-in date if you need to cancel – if we don't hear from you, we'll need to charge one night's room and tax to your credit card.

Non-refundable Cancellation Policy:

This reservation requires full pre-payment and is non-cancellation and non-refundable. We will charge the full amount of the reservation to the credit card you used to make the reservation shortly after the reservation is made.

Maximum Room Occupancy:

Two people per room only, except in Double and Loft Suite rooms in which no more than 4 people per room allowed with existing bedding. There's a \$45/night charge for rollaway beds, and they are based on availability; please check with us if you'd like to request one (taxes not included).

Cribs are free, based on availability.

* Your reservation includes complimentary wireless internet. Off-site parking is available at a discounted rate.

* All rooms are completely non-smoking. If you light up inside the hotel, we must charge a \$250 smoking fee to your credit card, plus taxes.

31. At what age can a guest reserve a room at the hotel?

32. What must be presented to guarantee the guests' reservation?

33. Besides tax, what must guests pay if they cancel their reservations outside the cancellation deadline?

34. How many people can a double room hold?

35. What are the types of all rooms at Amigo Hotel?

Section 2. Read a passage about how to handle customer complaints and complete the sentences with NO MORE THAN THREE WORDS from the text

STEPS TO HANDLING CUSTOMER COMPLAINTS

1. Hear: The first step is to listen to the customer. Hear them out. Don't interrupt. Sometimes a customer just wants to vent. Of course, other times they have a real problem that needs solving. Try to listen for cues about what's really bugging them. Is it the problem with their meal or their room? Or is it that they are now running late? If the real problem is time, then that takes a different twist to your solution; you have to solve the problem fast.

2. Empathize: Empathy is defined as the ability to imagine oneself in another's place and understand the other's feelings, desires, ideas and actions. Over the years, I have found the best

way to do this (and teach team members how to do it) is by naming the emotion. You have to articulate to the customer what they are feeling and validate it. “I understand how you feel, I’d be frustrated too.” Or, “I completely understand and if that happened to me, it would make me very upset.” By naming the emotion, expressing understanding and placing yourself in the customer’s place, you begin the process of diffusing the situation.

3. Apologize: This is a big one, and easy. It goes like this: “I’m sorry.” It can be that easy. Unfortunately, many line-level team members tend to take this sort of thing personally and feel apologizing for something they may not have had any control over to be uncomfortable. My advice: Get over it. Nobody said it was your fault. We aren’t blaming you, so apologize already. To be more powerful, add a little of empathy. “I’m sorry for the inconvenience this has caused you. I’m really very sorry this happened.”

4. Take action: Going from apology to taking action should be seamless. The very next sentence out of your mouth should be what you’re going to do about the customer’s complaint. The customer deserves to know what is going to happen next and what they can expect. The foundation to most customer complaints is the disconnect from what was expected and what actually happened. This is your chance to reestablish an expectation and deliver on it. Taking the appropriate action can only be done if you really hear the problem, fully understand the customer’s feelings and combine it with a sincere apology.

36. You should try to detect _____ about their actual annoyance.

37. Take a _____ in case time mainly causes the trouble, requiring quick solution.

38. You have to clearly state how the customers are feeling and _____ it.

39. Apology and taking action had better be _____.

40. Disappointment in reality brings about an opportunity to _____.

PART 5. WRITING

Write a paragraph (100 – 120 words) about the job of an airline check-in agent using the suggested questions below:

What are the duties of an airline check-in agent?

Who does he/she work with?

What personal qualities does he/she need for the job?

What skills are required for the job?

What problems might he/she have in the job?