

Full name:

Student Code:

MID-TERM TEST TOURISM 1

I. VOCABULARY

Fill in the blanks with the words/phrases from the box below:

overcharged, put up, signals, get through, starboard, hang about, turn up, safe-deposit box, get on, petrol station, purser, overbooking, toll bridge, entry-level, in-room minibar, deck, harbour, carriageway, get on with, physically demanding

1. I had a cold drink from the _____ before going to bed.
2. You should use the _____ for your passport and valuables.
3. He didn't _____ to the meeting until it was nearly over.
4. Modern ships use electronic _____ instead of flags to communicate.
5. She finds it hard to _____ her noisy colleagues at work.
6. I couldn't _____ to the manager; the line was always busy.
7. Our car broke down, so we had to stop at a nearby ___ to refuel and check the engine.
8. This is an _____ job suitable for recent graduates with no experience.
9. You have to pay to cross the river via the _____.
10. She was delayed because of an accident on the _____ during rush hour.
11. The ship finally reached the ___ after a long journey across the sea.
12. On a ship, the right-hand side when facing forward is called the _____.
13. They had to sleep in the lobby because of _____ at the hotel.
14. Working as a porter is quite ___; you have to lift a lot of heavy luggage.
15. The ferry had a wide open _____ for passengers to walk and enjoy the sea breeze.
16. We need to _____ the train before it leaves.
17. We had to _____ outside the museum for nearly an hour.
18. The _____ is responsible for taking care of passengers on a ship.
19. The customer complained about being _____ for drinks they didn't order.
20. We had no place to stay, so they ___ us ___ for the night.

II. GRAMMAR

Fill in the blanks with: **must, mustn't, have to, don't have to, should, may**

21. By law, Spanish hotels ___ display their prices in every room.
22. Do I ___ make a deposit to be sure of getting a room?
23. In some hotels, you ___ find a kettle and coffee supplies.
24. Pets ___ not be left alone in the room.
25. You ___ book ahead in low season.
26. You ___ swim in the lake after 6 p.m. due to safety rules.
27. Guests ___ leave their keys at reception when going out.
28. Staff ___ not enter your room without permission.
29. You ___ be able to claim compensation from the operator.
30. Tourists ___ not take food into the national park.

III. READING

Sustainable Tourism: Balancing Growth and Responsibility

Tourism is one of the largest industries in the world, offering countless opportunities for economic development, especially in emerging nations. However, the rapid expansion of tourism has raised serious concerns about its impact on the environment, local communities, and cultural heritage. As a result, sustainable tourism has become a key concept in the modern travel industry.

Sustainable tourism refers to travel practices that minimize negative effects while maximizing the benefits for local populations and ecosystems. This includes preserving biodiversity, reducing carbon emissions, and supporting the cultural traditions of host communities. For instance, eco-lodges in Costa Rica are built using renewable materials and designed to operate with minimal waste. These properties also provide employment for locals, promoting both conservation and economic growth.

One significant challenge in sustainable tourism is managing tourist numbers in popular destinations. Overtourism in cities like Venice and Barcelona has led to overcrowding, damage to historical sites, and tension between residents and visitors. To combat this, governments have implemented strategies such as visitor caps, tourist taxes, and promoting off-season travel.

Technology also plays a role in advancing sustainable tourism. Digital platforms now help travelers choose eco-friendly accommodations, find public transport options, and calculate their carbon footprints. Airlines are investing in sustainable aviation fuel, and some tour operators now include carbon offsetting in their packages.

In education, tourism students are increasingly being taught the importance of sustainability as a core principle. Universities and colleges offer courses on responsible tourism, environmental management, and community-based tourism to equip future professionals with the knowledge and skills to support a more ethical industry.

Ultimately, the future of tourism depends on finding a balance between economic benefits and responsible practices. Both tourists and industry stakeholders must work together to protect the very destinations that attract travelers in the first place.

Answer the following questions.

31. What is the main purpose of the passage?
32. What does sustainable tourism aim to do?
33. How do eco-lodges in Costa Rica support sustainability?
34. What problem has overtourism caused in some cities?
35. Which of the following is a solution to overtourism?
36. How does technology support sustainable tourism?
37. What are airlines doing to support sustainability?

38. Why is sustainability taught in tourism education?
 39. What is implied about community-based tourism?
 40. What is the overall message of the last paragraph?

LISTENING

Choose A, B, C, or D.

41. What is the purpose of the guest's visit to reception?
 A. To book a room
 B. To pay the bill and check out
 C. To order room service
 D. To complain about noise
42. What was the first mistake on the bill?
 A. Extra dinner B. Spa service C. Two breakfasts D. Laundry service
43. How many breakfasts did the guest actually eat?
 A. None B. One C. Two D. Three
44. Why was the guest charged for high-speed Wi-Fi?
 A. He connected through the TV
 B. He used his laptop
 C. He watched movies on his tablet
 D. He asked for it at check-in
45. What mini bar items did the guest consume?
 A. Juice and chips B. Soda and chocolate bar C. Wine and peanuts D. Water only
46. What was mistakenly charged under 'Laundry Express'?
 A. A shirt B. A full laundry bag C. A towel D. Shoes
47. How did the receptionist respond to the guest's concerns?
 A. Refused to change the bill
 B. Made jokes
 C. Apologized and corrected mistakes
 D. Asked the manager
48. What was the final total after corrections?
 A. \$315.00 B. \$340.00 C. \$325.50 D. \$300.00
49. How did the guest choose to receive the receipt?
 A. Printed B. Mailed C. Emailed D. No receipt requested
50. What arrangement did the guest make before leaving?
 A. Requested a wake-up call
 B. Booked a taxi
 C. Left luggage at the hotel
 D. Reserved dinner