



NATIONAL AUTONOMOUS UNIVERSITY OF LEON  
UNAN LEON  
FACULTY OF EDUCACIONAL SCIENCES AND HUMANIDADES  
TOURISM  
PROFESSOR LUIS RUGAMA



NAME: \_\_\_\_\_

1. Match the words with the corresponding pictures

|                                                                                    |                                                                                     |                                                                                     |                                                  |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------|
|    |    |    | <input type="checkbox"/> a air conditioning      |
|                                                                                    |                                                                                     |                                                                                     | <input type="checkbox"/> b baby sitting          |
|                                                                                    |                                                                                     |                                                                                     | <input type="checkbox"/> c beauty parlour        |
|   |    |    | <input type="checkbox"/> d boutique              |
|                                                                                    |                                                                                     |                                                                                     | <input type="checkbox"/> e car park              |
|                                                                                    |                                                                                     |                                                                                     | <input type="checkbox"/> f conference facilities |
|   |    |                                                                                     | <input type="checkbox"/> g safe box              |
|                                                                                    |                                                                                     |                                                                                     | <input type="checkbox"/> h direct dial telephone |
|                                                                                    |                                                                                     |                                                                                     | <input type="checkbox"/> i gymnasium             |
|   |    |                                                                                     | <input type="checkbox"/> j hairdryer             |
|                                                                                    |                                                                                     |                                                                                     | <input type="checkbox"/> k internet connection   |
|    |   |                                                                                     | <input type="checkbox"/> l jacuzzi               |
|                                                                                    |                                                                                     |                                                                                     | <input type="checkbox"/> m laundry service       |
|  |  |  | <input type="checkbox"/> n minibar               |
|                                                                                    |                                                                                     |                                                                                     | <input type="checkbox"/> o outdoor swimming pool |
|                                                                                    |                                                                                     |                                                                                     | <input type="checkbox"/> p pay TV                |
|  |  |  | <input type="checkbox"/> q radio                 |
|                                                                                    |                                                                                     |                                                                                     | <input type="checkbox"/> r restaurant            |
|                                                                                    |                                                                                     |                                                                                     | <input type="checkbox"/> s satellite TV          |
|  |  |  | <input type="checkbox"/> t room service          |
|                                                                                    |                                                                                     |                                                                                     | <input type="checkbox"/> u wake-up call          |
|                                                                                    |                                                                                     |                                                                                     | <input type="checkbox"/> v sauna                 |
|  |  |  | <input type="checkbox"/> w sea view              |

## Celina Alvarez Valle



Campsites are the most economical form of accommodation, and are popular wherever the weather is good. But are they the most relaxing places to work? And would you fit in well with a team of campsite workers? Read on and find out.

Celina and her family run a small campsite in the Picos de Europa mountains in northern Spain.

**Q** Celina, tell us a little bit about how Camping Picos de Europa began.

**A** Well, originally we were farmers, but in 1989 some friends suggested that a campsite would be a **profitable** business here. Tourism was just becoming popular in the area then.

**Q** And how many places does the campsite have now?

**A** Right now it's got 140 **pitches**.

**Q** How many people is that if the campsite's full?

**A** Well, you can multiply that by three, or sometimes more. It depends on the time of the year.

**Q** So with a campsite, there is a certain amount of **seasonality**?

**A** Yes. Here the season for camping is very short. The best months are May, June, and September. And the really busy months are from mid-July to the end of August.

**Q** How many people work here in August?

**A** Ten people, more or less. Sometimes more.

**Q** And what do they do in general?

**A** Let's see ... cleaning, helping in the

restaurant, reception duties, looking after the shop, and helping in the kitchen, of course. Then there's the swimming pool, which also needs quite careful maintenance. And we need a person to look after the washing machines and dryers, and to clean the washing rooms, the sinks, and the showers.

**Q** When you decide to employ somebody in the campsite, what do you look for in that person?

**A** Well, above all honesty. Next they have to be able to get on with people. Campers are very nice people but they are very different one from each other. And you have to know how to work in a team. That's essential. And no bad habits! A non-smoker!

## Listening

### A place to stay

- 1 Listen to these people asking for accommodation. Which type of accommodation is each speaker looking for?

| Speaker | Type | Number / guests | Length of stay | Other details |
|---------|------|-----------------|----------------|---------------|
|---------|------|-----------------|----------------|---------------|

Richard

Susan

Radka

- 2 Listen again. How many people is each enquiry for, and for how long?



2 Match adjectives from A with nouns from B.

**A**

- 1 five-star
- 2 country
- 3 converted
- 4 budget
- 5 friendly
- 6 metropolitan
- 7 medieval
- 8 modern
- 9 self-catering
- 10 stylish

**B**

- a apartment
- b bed and breakfast
- c cabin
- d cottage
- e farmhouse
- f guest house
- g hostel
- h hotel
- i motel
- j villa



Reservation

Main | More Fields

**Guest Profile**

Surname  [Go To Profile](#)

**Reservation** Room Type

Arrival

Departure

Adults  # Rooms  Smoking ☐ Non-smoking ☐

**Card type**

☒ Visa Credit card #

☐ Mastercard Name

☐ AmEx Expiry date

- 1 Look at the screen from a hotel computer reservation system. In which order do you think the receptionist will ask for the information? Listen to a phone call and see if you were right.
- 2 Listen again and fill in the missing information.