REVISION

ENGLISH FOR TOURISM AND HOSPITALITY 6

UNIT TEST 1

LISTENING

Task 2: Listen to a conversation and fill in the gap with NO MORE THAN TWO WORDS AND/OR A NUMBER from the recording.

1. A guest is speaking to a travel agent about planning a one-week trip to Australia starting from _____.
2. The guest is interest in staying at the Four Seasons Hotel in _____.
3. The agent suggests booking a flight on the day after the traveler's last work day, with a(n) _____on August 3rd.
4. The guest prefers a(n) _____ and the travel agent suggests a Malaysian Airways flight with an 8-hour duration.
5. The guest requests the details for the return flight, which leaves at _____ and arrives in Bangkok at 11.15 pm on the same night.

UNIT TEST 2

LISTENING

Section 1: Listen and answer the questions with *NO MORE THAN THREE WORDS.*

Conversation 1:

1. What is Wiener schnitzel made of?
2. What are the breadcrumbs flavored with?

Conversation 2:

3. What are tagines cooked in?
4. What is Harira similar to?
5. What additional ingredients are added to the salade Marocaine at this restaurant?

LIVEWORKSHEETS

Section 2: Listen to two short talks about two popular celebrations in Western countries, then fill in the gaps with *NO MORE THAN TWO WORDS.*

Thanksgiving Day is celebrated in the United States on the **(6)** _____ of November. It is a time for people to gather with family and friends to express gratitude for their **(7)** _____. Traditional foods like turkey, sweet potatoes, and pumpkin pie are enjoyed together. After a prayer, people share a meal and participate in **(8)** _____. The day often includes watching **(9)** _____ on TV. It is a cherished occasion for giving thanks and spending time with loved ones.

Christmas is a worldwide celebration of the birth of Jesus Christ in Bethlehem. It holds **(10)** _____ significance as the Son of God and the Savior. People join **(11)** _____, gather with family, and decorate their homes. Christmas is also observed secularly with mentions of Santa Claus and Rudolf. The holiday inspires generosity through donations and **(12)** _____ work for those in need.

UNIT TEST 3

LISTENING

Task 2: Listen to two conversations between a receptionist and two guests about the problems they have in the hotel and fill in the gaps with NO MORE THAN TWO WORDS AND/OR A NUMBER.

Situation 1:

1. The guest informed the receptionist that room 418 was designated as (n) _____ room.
2. The guest requested a room change because the current room had a strong smell of _____.
3. The receptionist offered to issue a new key and arrange assistance from the porter for the guest to _____ rooms.

Situation 2:

4. The guest complained to the receptionist about the lack of _____ in their room, stating that the temperature was uncomfortably cold.
5. The receptionist suggested providing the guest with a(n) _____, but the guest expressed their need to work at the table instead of getting into bed.

LIVEWORKSHEETS

UNIT TEST 4

LISTENING

Section 2: Listen to four people talking about their job and complete the sentences with NOMORE THAN TWO WORDS.

1. The speaker primarily focuses on looking for corporate clients who will regularly use their services for meetings, _____, and negotiations.
2. The speaker is currently participating in a program where they rotate through different departments, gaining experience in areas such as restaurant, kitchen, _____, and presently, accountancy and financial management.
3. The speaker's job involves interacting with passengers, ensuring they are seated correctly, demonstrating _____, and serving drinks and snacks.
4. The speaker follows a checklist to ensure everything is prepared before an event, including checking equipment, _____ arrangements, and hotel reservations. They also welcome attendees, provide them with _____ and information folders.

READING:

Read an article about how to get tourism jobs, and answer the questions with NO MORE THAN THREE WORDS.

HOW TO GET TOURISM JOBS

Tourism is a booming business, as more people than ever are traveling and vacationing. The tourism industry is diverse and just about every type of worker is needed. Get tourism jobs by first getting your foot in the door and move up with on-the-job training and education.

Instructions

Step 1: Check out your education options to prepare for tourism jobs. Discover that many schools, including community colleges, offer degree or certificate programs in travel, tourism and hospitality.

Step 2: You can also find short courses to train as a travel agent, which provide a solid set of skills to those wanting to get tourism jobs. Check with travel agencies in your area to find out about training and check online. Note that airlines often provide free travel training for their entry level employees.

LIVEWORKSHEETS

Step 3: Apply for tourism related jobs in your community. For many entry-level jobs in tourism, you don't need a college degree. Have your high school diploma or GED before applying though.

Step 4: Start with hotels to get jobs in tourism. They often have openings, and international hotels will usually let you transfer or promote you to jobs in other locations they have. Any experience you gain working in hotels, restaurants or clubs will help you get jobs in tourism.

Step 5: Fill out and send in applications for work at resorts. Hotel and restaurant experience will help you get a resort job. Check out resorts like "Club Med." Investigate job sites online and international job boards to get tourism jobs, such as "Work Anywhere."

Step 6: Find cruise ship jobs online. Although it's fairly competitive to get tourism jobs on cruise ships, nowadays there are so many cruise ships that are busy and sailing that more workers are needed than ever before.

Step 7: Lead adventure tours, especially if you enjoy being outdoors, are fit and like extreme sports. See that many younger people are trekking the world on their own - they don't particularly like hanging out with the geriatric crowd and prefer adventure over sightseeing.

Step 8: Work as a summer tour guide if you're still in school to gain experience and get tourism jobs. Look around your own neighborhood, town or city. Most areas have some sort of tourist attraction, and usually you can get a job there. Summer guide work will look good on your resume, no matter where you apply to next.

Questions:

1. What level of education is required for many entry-level tourism jobs?
2. Where can you find short courses to train as a travel agent?
3. What type of jobs are often available in hotels?
4. Where can you find job opportunities in resorts?
5. What type of tours can be led to potentially get tourism jobs?

LIVEWORKSHEETS