

BASIC ENGLISH FOR TOURISM AND HOSPITALITY 2

MOCKTEST 02

I. GRAMMAR

1. What skills (A) must a good tourist information officer has (B)? - Giving (C) advice to (D) travelers about the attractions.
2. Why (A) do you have to be responsible (B) in your job? - It's necessary to be (C) in charge for (D) what I did.
3. A: Excuse me (A) sir. I want to find the food court. Where is it?
B: Take the stairs for (C) the second floor. Then go straight ahead, and it's (D) on your right.
4. 'Excuse me. Can (A) you tell me the way to (B) the Domestic Terminal?' – 'Sure. Go straight (C) ahead and then turn right in (D) the intersection.'
5. A: What are (A) the purposes of your visit?
B: I'm here to attend (B) a teaching convention for the first time (C) of my trip and I plan on (D) touring the capital for a few days.
6. What do (A) your suitcase look (B) like? I need some details (C) to help recover it for (D) you.
7. The Royal York Hotel has (A) 300 rooms (B) but the Hilton Hotel provides (C) 450 rooms; therefore, the Hilton Hotel is many larger (D) than the Royal York Hotel.
8. Excuse me, I would like (A) knowing the restaurant's (B) opening time. I (C) am having a lunch meeting with (B) an important client this weekend.
9. 'I can't find (A) the remote control in (B) my room.' – 'I'm sorry, sir. I bring (C) it to your room myself (D).'
10. We are terribly (A) sorry what you have experienced during (B) your stay at our hotel (C). I'm sure it doesn't happen (D) next time.

II. VOCABULARY

11. Working on a presentation for clients is one of the main jobs of a **t**_____ **i**_____
_____ officer.
12. **M**_____ engineers are responsible for performing a wide range of essential tasks, helping to ensure the smooth operations that results in happy customers
13. Passengers need to have their passports checked at the **i**_____ **d**_____ to make certain that they can be allowed to enter a country.
14. Passengers can take their baggage from the **c**_____ **b**_____ after immigration officers stamp their passports.
15. I would like to have more information about the facilities and services at your hotel. Could you send me a **b**_____?
16. **M**_____ **f**_____ happen when passengers do not arrive at the airport on time and cannot get on their planes.

17. The receptionist is asking the guest to provide his credit card number and its **e**_____ date to guarantee the booking.
18. We have one suite available equipped with a **k**_____ where guests can cook their own meals.
19. The restaurant gave the customer some money back to **c**_____ as an apology for the terrible food.
20. We can provide some business facilities such as an **i**_____ **w**_____, speakers, projectors or microphone for you.

III. LISTENING

Section 1: Listen to conversations between a woman and 2 students then fill in the booking form with NO MORE THAN TWO WORDS

INTERVIEW FORM	
Student 1's name:	Selma
Experience:	Work for her father on the (21)_____ Like typing and (22)_____
Hobbies:	Listen to music, read and (23)_____
Student 2's name:	Osman
Experience:	Be interviewed by The Palace for a (24)_____ Work for his father coastal hotel
Required qualifications:	(25)_____ Enjoy meeting people Be hard-working
Job prospects:	Head Receptionist or Reception Manager

Section 2: Listen to Ineke talking about how she got a job in tourism and answer the questions with NO MORE THAN THREE WORDS AND/OR A NUMBER from the recording.

26. What in particular did Ineke want to practice when working as a hotel entertainer?
27. In what type of industry did she put her CV on a web page to find the job in Bali?
28. What did she learn during the training session besides organizing games and keeping groups under control?
29. In addition to tests, what did she have after initial selection process?
30. How did she feel after training besides hardness?

IV: READING

Section 1: Read the passage about the 'Serving Tips' and complete the following sentences with NO MORE THAN THREE WORDS.

Serving Tips

If smoking doesn't offend you, you may choose to keep a matchbook or matchbox in your pocket. Always strike matches away from the guest's face, and then bring the match close to light the

guest's cigarette. In case of cigars, hand your matchbook or matchbox to the guest. Remember that cigar smokers usually prefer matches to cigarette lighters because of the smell of lighter fluid left behind by some lighters.

Your restaurant should have a non-smoking area. A guest may sometimes smoke in a non-smoking area, and other guests will complain. This is a situation where you must be very polite. Say, "Excuse me, sir. I am afraid that this is a non-smoking area." When taking the order, you should know how to advertise the guest on the basis of those items on the menu. Find out the guest's tastes and what the guest's requirements are, and try to discover how much the guest wants to spend. The nationality of the guest plays an important part in this process.

A waiter should be very careful with any guest who prefers silence to suggestions. To avoid any possible misunderstanding when the time comes to pay the bill, it is preferable to notify the guest in advance the cost of all special items and services not shown on the menu but which the guest has to pay.

It is a tradition to drink a cup of coffee at the end of a good meal. In a properly run restaurant, it will be the waiter/waitress who will serve the coffee.

The waiter/waitress must ask the guest how much sugar he/she wants. While pouring out the coffee, find out whether the customer wants black or white coffee. The cup is to be filled to whatever level the customer wants. Always serve coffee in very warm cups.

31. Cigar smokers usually like _____ better than cigarette lighters because of the smell of lighter fluid.

32. A waiter had better discover the _____, requirements and the amount of money he/she wants to spend when taking the order.

33. It is advisable to inform guests the price of all particular _____ not shown on the menu.

34. One of the duties of the servers in a typical restaurant is serving guests a cup of _____ at the end of a good meal.

35. The waiter/waitress needs to know _____ and the type of coffee the guest wants.

Section 2: Read the instructions at the airport and answer the questions with NO MORE THAN THREE WORDS from the text.

AT THE AIRPORT

A. Departures

This is the usual sequence of activities when you get to the airport.

First you go to the check-in desk where they weigh your luggage. Usually you are permitted 20 kilos, but if your bags weigh more, you may have to pay excess baggage. The airline representative checks your ticket and gives you a boarding card for the plane with your seat number on it. Then you go through passport control where an official checks your passport, and into the departure lounge. Here, you can also buy things in the duty-free, e.g. perfume, alcohol and cigarettes. About half an hour or forty minutes before take-off, e.g. gate 14, where you wait

before you get on the plane. When you board the plane, you find your seat. If you have hand luggage, you can put it under your seat or in the overhead locker above your seat.

The plane then moves slowly towards the runway, and when it has permission to take off, it accelerates along the runway and takes off.

B. The flight

You may want or need to understand certain announcements; these come from the captain or from an air steward or stewardess.

"Please fasten your seat belt and put your seat in the upright position.

We are now cruising at an altitude of 10,000 metres. May we remind passengers that there is no smoking until you are inside the terminal building.

The cabin crew are now coming around with landing cards. These are cards you sometimes have to fill in when you enter certain countries."

C. Arrival

When the plane lands, you have to wait for it to stop. When the doors are open, you get off the plane and walk through the terminal building and go to the baggage reclaim where you collect your luggage. You then pass through customs (green= nothing to declare; red= goods to declare; blue= European Union citizens). If you are lucky, you can then get a bus, taxi to the centre of town without waiting too long. You can also hire a car at most airports.

36. Where do passengers go first upon arriving at the airport?

37. Who is responsible for checking passengers' tickets at check-in counter?

38. What is prohibited during the flight according to the announcement?

39. Where do passengers pick up their luggage after the flight?

40. What transportation options are available to passengers at the airport?

V. Writing

Write a paragraph (100-120 words) to describe the job of a hotel receptionist.

You can use the following suggested questions:

What are the duties of a check-in clerk?

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?