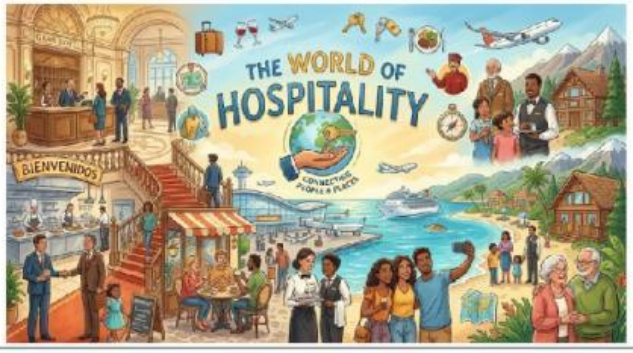
NIVEL: BACHILLERATO	**ASIGNATURA: INGLÉS TÉCNICO**		**AÑO LECTIVO** 2026 – 2027
CURSO / AÑO: TERCERO	**GRUPOS/PARALELOS: B,C**	**ÁREA:** INGLÉS TÉCNICO APLICADO	
DOCENTE: AZUCENA PAIDA		**EXAMEN PRIMER TRIMESTRE**	

CE Specific terminology in commercial relations with customers: front-line staff, enquiry, after-sales service, satisfaction survey, turnaround time.
CE Use customer-service terminology to communicate with customers.

ESTUDIANTE:	**FECHA:**

INDICADORES DE EVALUACION	ÍTEMS	VALOR
Recognizes and uses hospitality terminology (accommodation, guest, front desk, concierge, amenities, venue, catering) correctly in context.	**1-LOOK AT EACH PICTURE. WRITE THE CORRECT WORD FROM THE BOX UNDER IT THERE IS ONE EXTRA WORD.**	**3pts**



Welcome to the Gran Hotel! You are a new member of the staff. Complete the missions of your training day.

front desk | accommodation | guest | bellboy | kitchen staff | restaurant | venue



1. _____



2. _____



3. _____



4. _____



5. _____



6. _____

LIVEWORKSHEETS

	2.- WRITE THE CORRECT WORD . REMEMBER TO PUT IN ORDER THE WORDS. 1. Facilities offered to guests (pool, gym, wifi): **I M A T E N E S I** → ____ 2. A place where an event is held: **N E E U V** → _____ 3. Food and drink service for events: **G A T E R N I C** → _____ 4. The staff member who helps guests with reservations and information: **E C O N G E I R C** → _____	**2pts**
	3 –COMPLETE EACH SENTENCE WITH THE CORRECT PRESENT SIMPLE FORM OF THE VERB IN BRACKETS .  Card 1  Card 2  Card 3  Card 4 1. The receptionist (check) _____ guests in every morning. 2. Waiters (take) _____ orders and serve food. 3. The kitchen staff (prepare) _____ the dishes. 4. The concierge (not / carry) _____ luggage; the bellboy does. 5. _____ the hotel (offer) a pool to all guests? 6. The bartender (run) _____ the bar.	**3pts**
Identifies main ideas and specific details in a short technical text and in a short dialogue.	**4-READ WHAT FOUR STAFF MEMBERS SAY. WRITE THE LETTER OF THE PICTUREI**  A  B  C  D 1. *"I welcome guests and check them in at the front desk."* ____ 2. *"I prepare the dishes behind the scenes."* ____ 3. *"I take orders and serve food in the dining room."* ____ 4. *"I carry the guests' luggage to their rooms."* ____	**2pts**

LIVEWORKSHEETS

	5. READ AND WRITE TRUE (T) OR FALSE (F)	**3pts**

Every establishment depends on teamwork. Front-of-house staff work directly with guests; back-of-house staff work behind the scenes. A shift can last several hours, and guest satisfaction depends on clear communication between colleagues.

1. Cooks and cleaners are front-of-house staff. ____
2. Guest satisfaction depends on communication between colleagues. ____

6 – PUT THE DIALOGUE IN ORDER: WRITE 1 TO 6 .

MAYA IS A NEW BELLBOY.

1. ____ *They work behind the scenes, in the kitchen.*
2. ____ *Good morning, Maya! Welcome to the Gran Hotel.*
3. ____ *Great! I'm ready to start my shift.*
4. ____ *Thank you. What do I do first?*
5. ____ *And where does the kitchen staff work?*
6. ____ *You go to the front desk and meet the receptionist.*

Recognizes courtesy formulas and polite, indirect language used with guests (Culture Corner).

7,.IN ENGLISH-SPEAKING COUNTRIES, HOSPITALITY STAFF USE POLITE, INDIRECT LANGUAGE. LOOK AT THE PICTURES. **2pts**



Picture 1



Picture 2

1. Picture 1. The waitress is busy. Which is the best polite way to ask the guests to wait? Circle.
   a. "Wait!"
   b. "Would you mind waiting a few moments?"
   c. "Not now."
2. Picture 2. Complete the waiter's question. Circle.
   "_____ I possibly help you with something else?"
   a. Could b. Do c. Does

TOTAL PUNTOS	15
EQUIVALENCIA (10/10)	.../10

LIVEWORKSHEETS

ELABORADO	REVISADO	REVISADO
DOCENTE Lcda. Azucena Paida	COORDINADOR DE ÁREA Mgtr. Prisila Ríos	VICERRECTOR Mgtr. Javier Seminario
FIRMA: FECHA: ____/NOVIEMBRE/2026.	FIRMA: FECHA: ____/NOVIEMBRE/2026.	FIRMA: FECHA: ____/NOVIEMBRE/2026.

LIVEWORKSHEETS