

Name:

INTERMEDIATE LEVEL

## FINAL EXAM FOR EXTERNAL STUDENTS

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### Listening Section

- 1) Listen to the interview with John Muhoho. Complete the information and answer the questions.

1

Profile	
Name	John Muhoho
Age	.....
Started in tourism	.....
Started CKC Tours	.....

2. What does he enjoy about his job?

3. How much of the business comes from the Internet?

4. Which of these holiday activities does he mention? Click on the correct option.

beach	safari	culture
swimming	eating out	golf
shark-fishing	hiking	camel rides
sailing	mountain climbing	

- 2) Listen to the conversations at an international airport. Complete the information in the table.

	Where from?	Destination	Purpose	Length of stay
1				
2				
3				
4				

## Vocabulary Section

- 1) **Decide when you might hear the following phrases. Write the number of the sentences in the correct space.**

	Checking in	Checking out
1 Would you like an early morning call?		
2 Is it possible to have a connecting room?		
3 I left some valuables in the safe.		
4 Could you tell me what this item is for?		
5 Do you have a reservation?		
6 May I see your passport please?		
7 Have a safe journey.		
8 Did you take anything from the minibar?		
9 I'll have them sent to your room.		
10 It's on the second floor.		

- 2) **Complete the sentences with words from the box. Write "a" to "o" in the gaps. Use each word once. There are extra words you may not need to use.**

a) restore	b) bill	c) steak	d) discount	e) disappointing
f) request	g) commercial	h) temporary	i) departure	j) demanding
k) wheelchair	l) feedback	m) segments	n) delay	o) valley

- 1 How would you like your \_\_\_\_\_ cooked? Medium or rare?
- 2 You know it's going to cost a lot of money to \_\_\_\_\_ this place. What is your budget?
- 3 In the summer, the hotel hires \_\_\_\_\_ staff to cover the busiest times.
- 4 Excuse me, did you \_\_\_\_\_ an extra set of towels for your room?
- 5 After you get through customs, you'll see the sign for the \_\_\_\_\_ lounge.
- 6 At the meeting we discussed the different market \_\_\_\_\_ and chose the one we wanted to focus on.
- 7 Please could you complete one of our \_\_\_\_\_ forms and tell us what you liked about the hotel.

- 8 All the rooms at the front of the hotel have a spectacular view of the \_\_\_\_\_.
- 9 The \_\_\_\_\_ for the meal included a 15% tip.
- 10 The hotel didn't look anything like the picture in the brochure. It was really \_\_\_\_\_.
- 11 Have you seen the new TV \_\_\_\_\_ for Nordica Cruises?
- 12 We apologize for the \_\_\_\_\_ and will tell you as soon as we know when the flight will take off.

**3) Complete the sentences using the appropriate form of the missing words.  
The first letter has been given to you. Start with the second letter of the word.**

- 1 We are looking for someone with at least five years *e* \_\_\_\_\_ in hotel management.
- 2 My brother is training to be an air traffic *c* \_\_\_\_\_. He is currently studying at the Aviation Training College.
- 3 They promoted their latest holiday *e* \_\_\_\_\_ using brightly-coloured and informative flyers.
- 4 Chico loves *s* \_\_\_\_\_ and always orders king prawns or mussels when he sees them on the menu.
- 5 So, do you think you could *d* \_\_\_\_\_ with difficult passengers easily?
- 6 Dave won a luxury cruise in a competition. The cruise company thought his 15-word *s* \_\_\_\_\_ was really memorable and perfect for their next advertising campaign.
- 7 Have you ever used a *b* \_\_\_\_\_ organized through a hotel? I'm not sure we want to leave our children with a total stranger.
- 8 Please check the airport's website if you are unsure about what food or drink you can bring through the *s* \_\_\_\_\_ checkpoint.

## Grammar Section

### 1) Complete the following text with the correct form of the Present Perfect or Simple Past.

#### My overseas trip

I (visit, never) ..... Africa, but I ..... (travel) to South America several times. The last time I ..... (go) to South America,

I (visit) ..... Brazil and Peru. I also (spend) ..... two weeks in La Paz where I ..... (hire) a bicycle and ..... (cycle) around the city.

My friend ..... (go) to Africa. She ..... (go) there last year with her sister. On the way, they ..... (stop over) in India for a few days.

They ..... (not, like) India. My friend ..... (say) the people ..... (be) friendly but the hotel ..... (not, be) very good and it ..... (rain) every day.



### 2) Complete the dialogue with the correct verb tense. Pay attention to time phrases.

Bill: Hi, Ben where ..... (go)?

Ben : Hi Bill, I ..... (fly) to China later this afternoon.

Bill: ..... (go) for business or pleasure?

Ben : Business, I ..... (meet) some engineers tomorrow in Shanghai.

Bill: How long ..... (stay) there?

Ben : I ..... (stay) for three weeks and then I ..... (fly) to Korea. I ..... (stay) in Korea until the end of the year and then I ..... (come) back.

Bill: ..... (be) this your first overseas trip?

Ben : No, I ..... (go) to Indonesia last year and the year before that I ..... (travel) to India.

- Bill: Anyway, why ..... (be) you here?
- Ben : I ..... (pick up) some visitors from America.  
They ..... (come) from Darwin but the plane ..... (be) 30 minutes late so instead of arriving at 2 o'clock they ..... (now, arrive) at 2.30pm. Americans ..... (be) always late.  
..... They ..... (be) never on time.
- Bill: I ..... (hope) your listening skills are good because Americans ..... (be) difficult to understand. They ..... (have) a strong accent and they ..... (speak) very loudly.
- Ben: I ..... (hope) they understand me. I ..... (practice) my pronunciation every night in front of the mirror.
- Bill: ..... (not, forget) 'practice makes perfect'.

**3) Correct the comparative and superlative forms in the following sentences.**

- Fly-cruises to Antarctica are most expensive than boat cruises.
- Antarctica is far from Australia than South America.
- Greenland is not as cold that Siberia in winter.
- Copper Canyon in Mexico is four times larger that the Gran Canyon.
- The hurricane season is the worse time to visit the Bahamas.

**4) Complete the conditional sentences with either type 0 or 1.**

- Oil \_\_\_\_\_ if you \_\_\_\_\_ it on water. (float / pour)
- If I \_\_\_\_\_ some spare time next weekend, I \_\_\_\_\_ running.  
(have / go)
- Unless you \_\_\_\_\_ now, you \_\_\_\_\_ late. (leave / be)
- If you \_\_\_\_\_ for information politely, people normally \_\_\_\_\_ you. (ask / help)
- If Andrew \_\_\_\_\_ enough money, he \_\_\_\_\_ a new computer. (save / buy)
- If air \_\_\_\_\_ warm, it \_\_\_\_\_ (become / rise).

## Reading and Writing Section

- 1) Read the letter and correct all the underlined mistakes. Write the correct forms in the box below the letter.



Mr Sergiusz Jablonski  
28 Riverside  
Bristol  
4 April 2003

Dear Mr Jablonski,

**Re: Great offers to Spain**

Thank you very much for your recent request for informations<sup>1</sup>. As a Preferred Customer who has previously booked with Galaxy Travel, I thought you would be interesting<sup>2</sup> in some of our holiday's ideas<sup>3</sup> in Spain this summer. I am pleased to join<sup>4</sup> a Magic of Spain brochure, which is including<sup>5</sup> a new great value holiday to Andalucia and a leaflet dedicated to short brakes<sup>6</sup> in Madrid and its surroundings.

Madrid is particularly suitable, not only for its wealth of attractions but also for its geographical location. For example, both of<sup>7</sup> Toledo and Segovia can easily be reached from Madrid by rail, bus or car and are easily explored by feet<sup>8</sup>.

I believe you will find that these holidays are offering<sup>9</sup> excellent value for money. So much is include<sup>10</sup> in the price that is often an extra, such as insurance and cancellation cover, portorage of luggages<sup>11</sup> and excursions accompagned<sup>12</sup> by experienced guides.

We are currently offering £50 off the brochure price if any of these holidays are booked and payed<sup>13</sup> for by the end of the month.

If you need any farther<sup>14</sup> details please do not hesitate to contact me.

I look forward to hear<sup>15</sup> from you.

Yours sincerely

A handwritten signature in cursive script that reads "Paul Lewis".

Paul Lewis  
Branch Manager  
Galaxy Travel

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|----|-----|-----|
| 1) | 7)  | 13) |
| 2) | 8)  | 14) |
| 3) | 9)  | 15) |
| 4) | 10) |     |
| 5) | 11) |     |
| 6) | 12) |     |