Part 1: LISTENING COMPREHENSION

Task 1: Listen to a telephone conversation between a man and a woman and fill in each blank with NO MORE THAN TWO WORDS AND A NUMBER from the recording

- Dress: a white shirt and dark trousers (not supplied)
  a (1) _____ (supplied)
- Starting date: (2) _____
- Call Jane Urwin (a/an (3) _____) to arrange a meeting
- Call before (4) _____ tomorrow (Tel: 832009)
- She'll require a (5) _____

Task 2: Listen to a man telephoning about a job in a hotel and answer each question with NO MORE THAN TWO WORDS AND/OR A NUMBER from the recording

6. What job is the man telephoning about?
7. What time does the day shift end?
8. How many days can the man be off?
9. What can the man have no charge for if he does the job at the hotel?
10. How much can the man get paid in a week

Part 2: READING COMPREHENSION

Reading the following passage and answer each question with NO MORE THAN TWO WORDS from the passage

What does the typical international visitor do when he or she arrives in the USA? In a new survey, more than 50% of foreign visitors say that shopping is their number one activity while visiting the USA. According to the survey of 2,500 foreign tourists, most visitors spend about $3,500 per person during their trip. They spend about a third of the money in retail stores-mostly on clothes. A typical shopping trip includes going to Macy's or JC Penney to look at the Levi's, Ralph Lauren and Diesel merchandise, and then eating at McDonald's. These retailers and brands are the most popular with tourists and the most widely recognized. New York was the number one shopping destination followed by Los Angeles. Las Vegas and Atlanta ranked at the third and the forth.

The survey focused on visitors from five countries: Australia and South Korea -which are growth markets for inbound tourism in the USA - and Brazil, China and India, which are emerging markets. There was also a second survey of visitors from Canada, Mexico, the UK, Japan and Germany, which are the current top five markets for inbound tourism. Both surveys gave surprisingly similar results. After shops, the second most popular destination was parks - both natural parks and theme parks. Visiting museums, zoos and aquariums came next, and then eating out and going to concerts and theaters.

11. What do more than half of foreign travelers always do when coming to the USA?
12. Where do the visitors mainly shop for clothes in the USA?
13. Which city was recognized as the second most popular shopping destination according to the passage?
14. What features South Korea according to the first survey?
15. How were the results of the two surveys according to the passage?

Passage 2: Read the following passage and fill in each blank with NO MORE THAN TWO WORDS from the passage

Working as a Tour Leader in Southeast Asia

My name Andy and I work as a tour leader guiding groups of travelers from all over the world on escorted tours through South East Asia. I still call Arizona in the good ole' USA home but technically I am homeless. I took that memorable one-way flight to Bangkok almost a year ago and have been living such a life ever since.

Being a tour leader wasn't a life-long dream that's for sure. Last year I was traveling solo around Southeast Asia and I came to the point where I knew I wanted to continue to travel but needed a way to generate income while I did so. I knew there were options out there but an adventure job like being a tour leader role wasn't something I considered. Honestly, I didn't know tour packages like the one I run even existed. I was out with some acquaintances in Bangkok and I met a guy named Scott who was a tour leader. After explaining what he did I realized being a tour leader would be the perfect solution.

I think my boss would agree that the most important skills for a tour leader are leadership and management traits. You can have the best customer service skills and be the most enjoyable person to be around with all the knowledge in the world. But

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an escorted tour will fall apart really quick if you don't have the group where they are supposed to be or can't handle them when a curve balls come your way. For me, I have some military experience under my belt along with a bit of management experience in a customer service setting. So really, it was just a matter of combining that "think on your feet" military mentality with the customer service skills I used to teach in the call center.

(Extracted source: https://twocantravel.com/working-in-asia-tour-guide/)

Summary:

Andy first visited Thailand alone by plane (16) _____ and that was his memorable flight. To keep going on travelling, he decided to find a way to earn money while travelling. He didn't consider to become a/an (17) _____ at first because it wasn't his dream. Then he met Scott while he was travelling around (18) _____. Andy found out that this kind of job would be the best solution. He thinks a person doing this job is not only good at (19) _____ but also at management. These are the most important skills. For Andy, he has military experience and he is also skilled at managing the (20) _____ too.

Part 3: WRITING

Choose the best answer

21. Hospitality and Tourism careers/ you/ choose/ your words carefully/ persuade your clients/choose your service/.

A. In Hospitality and Tourism careers, you must choose your words carefully if you want to persuade your clients to choose your service.

B. In Hospitality and Tourism careers, you must be chosen your words carefully if you want to persuade your clients to choose your service.

C. In Hospitality and Tourism careers, you must choose your words carefully if you want to persuade your clients to choose your service.

D. In Hospitality and Tourism careers, you must choose your words careful if you want to persuade your clients to choose your service.

22. Career opportunities/ Tourism management/ require diplomacy/ and a tourist manager/ good diplomat/ skilled/ deal with unhappy client/.

A. Career opportunities in Tourism management requires diplomacy, and a tourist manager must be a good diplomat who is skilled at dealing with unhappy clients.

B. Career opportunities in Tourism management require diplomacy, and a tourist manager must a good diplomat who is skilled at dealing with unhappy clients.

C. Career opportunities in Tourism management require diplomacy, and a tourist manager must be a good diplomat who is skilled at dealing with unhappy clients.

D. Career opportunities in Tourism management require diplomacy, and a tourist manager must be good diplomat who is skilled at dealing with unhappy clients.

23. Tourist manager/ responsible/ manage conflicts/ move fast to offer a solution/ make clients happy/ the service/.

A. A tourist manager is responsible for managing conflicts and moving fast to offer a solution to make clients happy with the service.

B. A tourist manager is responsible for managing conflicts and move fast to offer a solution to make clients happy with the service.

C. A tourist manager responsible for managing conflicts and moving fast to offer a solution to make clients happy with the service.

D. A tourist manager is responsible for manage conflicts and moving fast to offer a solution to make clients happy with the service.

24. "What skills/ you/ need/ successful/ Hospitality and Tourism careers/?" – "must/ work well under pressure/ know when to ask for help/."

A. "What skills do you need to be successful in Hospitality and Tourism careers?" – "I mustn't work well under pressure and know when to ask for help."

B. "What skills do you need to be successful in Hospitality and Tourism careers?" – "I must to work well under pressure and know when to ask for help."

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C. “What skills do you need to be successful in Hospitality and Tourism careers?” – “I mustn’t work well under pressure and know when to ask for help.”
D. “What skills do you need to be successful in Hospitality and Tourism careers?” – “I must work well under pressure and know when to ask for help.”

25. board the plane/ go through/ security check/./ the official/ inspect/ you/ not armed/ carry/ something/ dangerous/.

A. Before to board the plane you have to go through the security check. The official here will inspect that you are not armed, or carry something dangerous.
B. Before boarding the plane you have to go through the security check. The official here will inspect that you are not armed, or carry something dangerous.
C. Before boarding the plane you have to go through the security check. The official here will inspect that you are not armed, or carrying something dangerous.
D. Before boarding the plane you have to go through the security check. The official here will inspect that you not armed, or carry something dangerous.

26. “you/ tell/ get/ the information desk/?” – “go down/ corridor/ turn left/ it/ front/ you/.”

A. **“**Could you tell me how to get to the information desk, please?” – “Sure. Go down the corridor, then turn left, and it’s in front of you.”
B. **“**Could you tell me how get to the information desk, please?” – “Sure. Go down the corridor, then turn left, and it’s in front of you.”
C. **“**Could you tell me where to get to the information desk, please?” – “Sure. Go down the corridor, then turn left, and it’s in front of you.”
D. **“**Could you tell me how can I get to the information desk, please?” – “Sure. Go down the corridor, then turn left, and it’s in front of you.”

27. “Where/ Currency exchange/?” – “Go straight/ turn right/ the stop sign/ turn left./ It/ your left/.”

A. “Where is the Currency exchange?” - “Going straight ahead and turning right at the stop sign, then turn left. It’s on your left.”
B. “Where is the Currency exchange?” - “Go straight ahead and turn right at the stop sign, then turn left. It’s on your left.”
C. “Where is the Currency exchange?” - “Go straight ahead and turn right at the stop sign, then turning left. It’s on your left.”
D. “Where is the Currency exchange?” - “Go straight ahead and turn right at the stop sign, then turn left. It’s in your left.”

28. Passengers/ declare/ belongings/ fill/ the customs declaration form/.

A. Passengers has to declare their belongings by filling in the customs declaration form.
B. Passengers have to declare his/her belongings by filling in the customs declaration form.
C. Passengers have to declare their belongings by fill in the customs declaration form.
D. Passengers have to declare their belongings by filling in the customs declaration form.

29. Passengers/ go past the red channel/ **declare some items/** empty **their pockets/ make sure/not carry restricted items/.**

A. Passengers have go past the red channel to declare some items and empty their pockets to make sure that they don’t carry restricted items.
B. Passengers have to go past the red channel to declare some items and to empty their pockets to make sure that they don’t carry restricted items.
C. Passengers have to go past the red channel to declare some items and empty their pockets to make sure that he/she doesn’t carry restricted items.
D. Passengers have to go past the red channel to declare some items and empty their pockets to make sure that they don’t carry restricted items.

30. Marry/ leave/ luggage/ unattended/ time/ before/ since/ arrive/ the airport/?

A. Has Marry left her luggage unattended at any time before and since arriving at the airport?
B. Did Marry leave her luggage unattended at any time before and since arriving at the airport?
C. Has Marry left her luggage unattended at any time before and since arrive at the airport?
D. Does Marry leave her luggage unattended at any time before and since arriving at the airport?

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