

MOCKTEST 2

Part 1: Vocabulary

1. I spilt coffee on my pea-coat. I would like this s_____ removed before having it dry-cleaned.
2. Many people are wearing s_____ shirts as the weather is too hot today.
3. **Guest:** The light bulb in the bathroom burned out!
Receptionist: I'll send a r_____ up to change it immediately.
4. **Guest:** There isn't any hot water in the bathroom.
Receptionist: Let me apologize for this inconvenience. I'll contact the m_____ to check it.
5. The Sheraton Hotel offers free t_____ from the hotel to the airport and vice versa for all guests staying at the hotel.
6. She was so thankful that she had taken out travel i_____ when she was involved in an accident on holiday.
7. In case of fire, everyone has to leave the building and go to the designated a_____ p_____ immediately.
8. These notices give details of where to find and how to use the fire e_____ to put out fire.
9. When the sun goes down, you can take part in different entertainment activities on the cruise ship or just relax to your heart's c_____.
10. After dinner, we will c_____ a quiz with a surprising prize for the winner.

Part 2: Grammar

11. **Guest:-** May (A) I have an extra pair of slippers (B)?
Receptionist: - Of course, Miss. I'll be sending (C) them up without (D) delay.
12. **Guest:-** Could (A) you please change my bed sheets and emptying (B) the wastebasket? **Receptionist:-** Certainly, sir. Housekeeping will tidy up (C) your room as soon as you step out (D).
13. I do (A) apologize to (B) this problem and I rest assured (C) that this problem will never happen (D) again in our hotel.
14. Our manager will check (A) if housekeeping have finished (B) servicing (C) your room yet (D).
15. A: Can you tell me what date do you want (A) to leave on (B)?
B: I can make (C) my holiday from June 10th to (D) 17th.
16. A: How far (A) is the trip?
B: It will last (B) three days, from (C) July 10th to (D) 13th.
17. Visitors allow (A) to take a medium-sized (B) handbag with (C) personal belongings into (D) public areas and galleries.
18. Guests can have (A) meals ordered (B) to their rooms. They needn't to eat (C) in the restaurant if they don't want (D) to.

19. Tomorrow morning, you'll (A) have enough time to grab (B) a quick breakfast before (C) we will leave (D) the hotel at 8:00.
20. Before getting (A) to our first destination, we will stop (B) at the Eiffel Tower which (C) you will have a marvelous view of the whole city from its (D) highest floor.

Part 3: Listening

Question 21-25: Listen to the conversation about hotel complaint and fill in the blanks with NO MORE THAN TWO WORDS.

21. The guest is in room _____.
22. She complains about a _____.
23. She will not have to _____ for the new room.
24. She decides to move to a new room on the _____.
25. A _____ will bring the hotel guest the new key.

Question 26-30: Listen to a hotel receptionist recommending places to visit in Cracow and answer the questions with NO MORE THAN FOUR WORDS AND/OR A NUMBER.

26. How much time has Laura got for sightseeing?
27. How long will it take to see the sights at the Wawel castle?
28. Where are there lots of cafes and bars?
29. What doesn't she want to do this evening?
30. What does Laura decide to do in the evening?

Part 4: Reading

Questions 31-35: Read the text and fill in the gaps with NO MORE THAN TWO WORDS.

A good hotel needs to be able to meet all of its guests' needs. However, a guest's needs can be as variable as the guests themselves. Some guests want to be able to do business on the road. Others want to be royally pampered and not have to lift a finger. It's not an easy task to supply everyone with the perfect hotel experience.

One thing that every hotel worth its salt should provide, however, is complimentary toiletries. They can mean a world of difference to any traveler. For one, it means you can save space in your luggage, and it means free goodies to take home at the end of the trip! A safe and a mini-bar are also hotel-room staples. You should always keep your valuables under lock and key in the safe. Before you raid the minibar for drinks and snacks, remember: they aren't free! That goes for room service as well. If you order, just know that you'll get a big bill when you check out.

If you need to make a call, you can use the phone in your room. Most hotel phones operate under the same system. To call another room in the same hotel, simply dial the room number. To call a number outside the hotel, first dial for an outside line (usually 9 or 0), then dial the number you want to call. If you want to make a long-distance call, on the other hand, you'll have to contact reception. They will act as an operator and place the call on your behalf.

1. It is hard for the hotel to give every guest perfect experience because of their _____ needs.
2. Providing _____ can help guests save some space in their luggage.
3. Guests can keep money and important documents in _____ available in their rooms.
4. Payment for stuff in the mini-bar or ordered from room service is delayed until guests _____.
5. The receptionist will act as an operator to help guests have a _____.

Question 36-40: Read the text about Bat Trang Village and then decide answer the questions with NO MORE THAN 3 WORDS

Bat Trang, traditional porcelain and pottery village with history of seven centuries, is an interesting attraction in Hanoi that tourists should not ignore.

Located in an area rich in clay, the village has advantages of ingredients to create fine ceramics. Moreover, lying beside the Red river, between Thang Long and Pho Hien, two ancient trade centers in the north of Vietnam during 15th-17th century, Bat Trang's ceramics were favorite products not only in domestic market, but also foreign ones; thanks to Japanese, Chinese and Western trading boats that passed by.

In the 18th and 19th century, due to restricting foreign trade policy of Trinh, Nguyen dynasty, it was difficult for pottery products in Vietnam to be exported to foreign countries, and some famous pottery making villages like Bat Trang, or Chu Dau (Hai Duong province) went through a hard time. Since 1986, thanks to economic reforms, more attention has been invested in the village and the world gets a chance to know more about Vietnamese porcelain through many high quality exported Bat Trang's ceramic products.

Bat Trang's ceramics are produced for daily household uses (bow, cup, plates, pot, bottle...), worshipping, or decoration purposes. Nowadays, the pottery artists bring into ceramics many innovations in production techniques, and creativity in products' features, hence many new products have been born, and even daily household items may have the beauty like decoration ones.

Visiting Bat Trang, tourists can take a walk or join a buffalo tour for sightseeing and going shopping. Besides many ceramic stores along the road in the village, tourists should visit Bat Trang Porcelain and Pottery Market where they can directly make pottery products by themselves. Many youngsters and foreign tourists are interested in in this pottery- making experience, and spend a whole day in the market to make a gift for family or friends.

Bat Trang belongs to Gia lam district of Hanoi. You can catch the bus 47 (Long Bien- Bat Trang) that stops just a few steps from Dong Xuan market with the end terminal in Bat Trang. The bus runs every 20 minutes. You can also ride a motorbike from the center of Hanoi to Bat Trang (20 minutes) – rent one or book a motorbike taxi to take you there.

36. What ingredient makes up the advantage of Bat Trang as a ceramic village?
37. What resulted in the worldwide exported ceramic products?
38. What contributes to the birth of new Bat Trang ceramics products?
39. What craft activity can tourist join in visiting Bat Trang?
40. What is near the stops of the bus number 47?

WRITING

Write about a famous tourist attraction in your country. You can use the suggested questions.

- What is it?
- Where is it situated?
- What is its outstanding features?
- What can tourists do when they visit this place?
- Do you like this destination? why?

You should write in about 150 - 180 words.