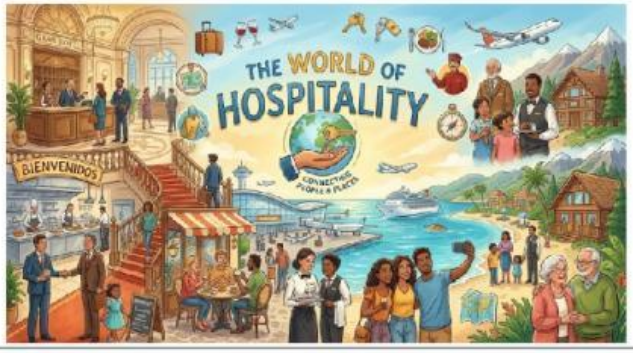
NIVEL: BACHILLERATO	**ASIGNATURA: INGLÉS TÉCNICO**		**AÑO LECTIVO** 2026 – 2027
CURSO / AÑO: TERCERO	**GRUPOS/PARALELOS: B,C**	**ÁREA:** INGLÉS TÉCNICO APLICADO	
DOCENTE: AZUCENA PAIDA		**EXAMEN PRIMER TRIMESTRE**	

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

ASSESSMENT CHECKLIST & EVALUATION INDICATORS

First Trimester Exam · Applied Technical English, Hotel Services · Unit 1 "The World of Hospitality" (creative version)

Student Name: _____ **Date:** _____

Grade / Class: _____ **Total Score:** _____ / 10

1. EVALUATION INDICATORS

Unit 1. Recognizes and uses hospitality terminology (accommodation, guest, front desk, concierge, amenities, venue, catering) correctly in context.

Unit 1. Uses the Present Simple accurately to describe staff routines and responsibilities.

Unit 1. Identifies main ideas and specific details in a short technical text and in a short dialogue.

Unit 1. Recognizes courtesy formulas and polite, indirect language used with guests (Culture Corner, "Would you mind…?", "Could I possibly…?").

Unit 1. Writes a short, creative text using at least five vocabulary items and one Grammar Focus structure. (The speaking task of the unit is assessed with the speaking rubric.)

2. ASSESSMENT CHECKLIST (Lista de Cotejo)

Part / Indicator	Criterion evaluated	Max	Score
Mission 1 · Terminology	Labels 6 pictures with the correct word (6 × 0.25).	1.5	
Mission 2 · Terminology	Solves 4 scrambled words: amenities, venue, catering, concierge (4 × 0.25).	1.0	
Mission 3 · Present simple	Writes the correct present simple form: affirmative, negative and question (6 × 0.25).	1.5	
Mission 4 · Reading	Matches 4 quotes with the staff pictures (4 × 0.25) and answers True/False on teamwork (2 × 0.25).	1.5	
Mission 5 · Dialogue	Orders the six lines of the dialogue (6 × 0.25).	1.5	
Mission 6 · Polite language	Chooses the polite request (0.5) and completes "Could I possibly…?" (0.5).	1.0	
Final mission · Writing	Content and creativity (0.5) · present simple about two staff members (0.5) · five unit words (0.5) · polite sentence (0.25) · organisation and spelling (0.25).	2.0	
TOTAL		10.0	

3. ASSESSMENT GRADING SCALE (Escala de Valoración)

9.0 – 10.0 pts: High Command / Satisfactory: Uses hospitality vocabulary and the present simple accurately, understands the texts and writes a creative, coherent welcome card.

7.0 – 8.9 pts: Basic Command: Responds clearly with minor grammatical or spelling errors; uses basic sentence structures.

4.0 – 6.9 pts: Needs Improvement: Gives incomplete answers, uses isolated words, or shows difficulty with the present simple.

0.0 – 3.9 pts: Unsatisfactory: Leaves most questions blank or responds exclusively in the native language.

LIVEWORKSHEETS

4. ANSWER KEY & SCORING GUIDE (teacher only)

Part / Items	Correct answers and scoring
Mission 1 (0.25 each)	1 front desk · 2 accommodation · 3 guest · 4 bellboy · 5 kitchen staff · 6 restaurant (extra word: venue)
Mission 2 (0.25 each)	7 amenities · 8 venue · 9 catering · 10 concierge
Mission 3 (0.25 each)	11 checks · 12 take · 13 prepare · 14 does not (doesn't) carry · 15 Does … offer · 16 runs
Mission 4 (0.25 each)	17 A · 18 C · 19 B · 20 D · 21 F · 22 T
Mission 5 (0.25 each)	23-5 · 24-1 · 25-6 · 26-2 · 27-4 · 28-3
Mission 6 (0.5 each)	29-b ("Would you mind waiting a few moments?") · 30-a (Could)
Final mission (2.0)	Open answer scored with the criteria in the checklist. Sample: "Welcome to Blue Wave Hotel! We offer a pool, a gym and free wifi. The receptionist checks guests in at the front desk, and the bartender runs the beach bar. Would you mind showing your ID, please? Enjoy your stay!"

LIVEWORKSHEETS