



Pruebas para la obtención de títulos de Técnico y Técnico Superior Convocatoria correspondiente al curso 2025-2026

(Resolución de 19 de diciembre de 2024 de la Dirección General de Educación Secundaria, Formación Profesional y Régimen Especial)

DATOS DEL ALUMNO			FIRMA
APELLIDOS:			
Nombre:	D.N.I./ N.I.E.	Fecha:	

Código del ciclo: HOTS03	Denominación completa del título: Técnico Superior en Guías, Información y Asistencias Turísticas
Código del módulo: 0179	Denominación completa del módulo profesional: Inglés

INSTRUCCIONES GENERALES PARA LA REALIZACIÓN DE LA PRUEBA
- Complimentar los datos del aspirante antes del examen y firmar en todas las hojas que se entreguen. - Tener disponible el DNI en la mesa. - Señalar y escribir con tinta azul indeleble. No se pueden usar lapiceros. - Si se ha de rectificar una respuesta, trazar un aspa y volver a escribir la respuesta correcta. La pregunta que contenga dos respuestas será anulada al igual que la que no esté escrita con claridad. No utilizar corrector (Tipp-ex o similar). - Utilizar solamente el papel facilitado por el examinador. - No se puede utilizar material de consulta ni aparatos electrónicos inteligentes. - La prueba tendrá una duración total de 90 minutos.

CRITERIOS DE CALIFICACIÓN Y VALORACIÓN
- La prueba se estructura en actividades de: - conocimiento oral con un valor de un 50% de la nota total: Apartado LISTENING - conocimiento escrito con un valor de un 50% de la nota total: Apartado VOCABULARY, READING & WRITING. - Para superar el módulo, la puntuación deberá alcanzar un mínimo de 5 puntos sobre un máximo de 10.

CALIFICACIÓN

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LISTENING 1

1) Listen to the conversation and complete the sentences.

_____/5

- The tour is a _____ tour.
- The tour leaves every morning at _____.
- Malham is a quaint _____.
- The tour is full booked on Saturday, _____.
- The five tickets cost _____.

2) Listen again and answer the questions using FULL SENTENCES

_____/10

- How long does the tour of York take?

- On which days does the tour of the Yorkshire Dales take place?

- Which meal is included in the tour to the Dales?

- How many tickets does the woman buy?

- When will the tour arrive back in York?

LISTENING 2

3) Listen to two customers and an employee from Europa Culture Tours. Answer the questions using FULL SENTENCES _____/10

1. What did Speaker 1 like about the tour?

2. What is the first complaint of Speaker 1 about the tour?

3. What complaint does Speaker 2 make about the company?

4. What was unexpected for Speaker 3 after the concert?

5. How does Speaker 3 feel about the tour?

4) Listen again and complete the sentences using the words that you hear. _____/5

1. And I think there was too much _____ for some of the older ones - some of the people in our group were very _____.

2. I have to say, the _____ was rather expensive.

3. I had to say sorry but it wasn't my _____.

4. And I'm sure we could offer packages that are more _____ for younger people.

VOCABULARY

5) Complete the sentences using a suitable word from the box. Use each word only once. There are TWO WORDS which you do not need to use. _____/10

complimentary	gratuity	beverages	budget	tailored	refund
communicative	harbour	recommend	homemade	requests	desserts

1. We sailed into the _____ and stopped for lunch.

2. There were a lot of _____ to choose from. In the end, I decided to have a slice of the chocolate gâteau.

3. Joel isn't very _____ and doesn't like talking in public.

4. Every guest receives a _____ drink with their meals.

5. What is your _____? Can you afford to spend more?

6. We asked another guest how much of a _____ it was polite to leave waiters.

7. I loved the _____ cheesecake. It was delicious and tasted very different to the ones you buy in a shop.

8. My aunt and uncle like to have specific services on holiday and always book a _____ package.

9. I strongly _____ Hotel Placenza. It the best hotel in the area.

10. I'm sorry about the mistake on your bill. Here's your _____.

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PROFESSIONAL SKILLS

6) Read the dialogue between a VIC agent and a customer. Fill the gaps using the correct phrases and expressions. There are THREE WORDS you don't need. _____/15

take place – conducted – variety – starts – comfortable – lasts – cost – help – information – arrive – interested – leaflet – meeting – assistance – recommend – discount – reservation – confirmed

A: Good morning, City Tourist Information Centre. This is Laura speaking. How can I _____ you today?

B: Good morning! I'm visiting the city for a few days, and I'd like some _____ about guided tours and activities.

A: Of course. We offer a _____ of tours depending on your interests. Are you more _____ in historical sites, food experiences, or something more active?

B: I'm particularly interested in history, but I'd also like to try some local food if possible.

A: In that case, I would _____ our "Historic City Walking Tour."

B: That sounds perfect. When does the tour _____?

A: The tour runs every day at 10 a.m. and _____ approximately three hours.

B: I think the morning tour would suit me better. How much does it _____?

A: The standard price is €30 per person, but we offer a _____ for students and teachers.

B: Great! I'm a teacher.

A: Then you qualify for the reduced price. Would you like to make a _____ now?

B: Yes, please.

A: Your booking is now _____. Please _____ at least 10 minutes before the tour starts.

B: Where is the _____ point?

A: Right outside this office. We also recommend wearing _____ shoes.

B: One last question: are the tours _____ in English?

A: Yes, they are.

B: Perfect, thank you!

READING

7) Read the information about Uluru and Dreamtime and answer the questions.

____/10

Uluru or Ayers Rock

In the centre of the Australian desert, there is a unique and mysterious land feature, listed as a World Heritage Site. known as Ayers Rock, or Uluru - two official names - one given by the white colonialists and the other by the native Aborigines, the Anangu. It is a large sandstone mass standing 348 m high in a dry, flat area with very little vegetation and is considered sacred to the indigenous people. Nearly half a million people visit the rock for tourism every year

There are many mysteries connected to Uluru. For the Anangu people it is considered the resting ground of the spirits of the creators of the world itself. The Anangu do not climb to the top of the rock and do not want parts of it to be photographed for spiritual reasons. One other mystery connected to the rock is that nobody should take away any pieces of rock from the site. If they do, they will be cursed by evil spirits. This possibly seems just a superstition, but many people have reported strange incidents after taking rocks away from the site.

Dreamtime

The aboriginal Australians have a very original form of spirituality called 'dreaming', or 'dreamtime'. They tell stories about the creation of sacred places, land, people, animals and plants; and they believe that every creature also exists eternally in a dream form, so the soul exists both before and after life. They also use this code to establish laws and customs. Connected to this tradition is the belief in 'songlines' paths of energy which the white man cannot see but Aborigines can sense. These invisible lines help them to find their way when walking long distances in the desert, a practice called 'walkabout' which Aboriginal boys have to perform as a ritual to become adults. They are called 'songlines' because the Aborigines sing as they walk, to help them recognise the path. Uluru and the surrounding area are crossed by many songlines which is another reason why it is sacred for the Aborigines.

1. Why does Uluru have two names?

2. Why do the Anangu people not climb the rock?

3. What apparently happens if you take rocks away from Uluru?

4. What is "walkabout"?

5. What do the Aborigines do to help them recognise the paths of energy?

8) Read again the text and write TRUE or FALSE next to each sentence

____/5

1. Uluru is a man-made structure. _____

2. More than a million tourists go there every year. _____

3. Uluru is considered a sacred place. _____

4. The Anangu encourage visitors to remove rocks as souvenirs. _____

5. Walkabout are visible paths in the desert. _____

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WRITING

___/10

9) Write a formal email responding to a client who has complained to the Tourist Office of Valencia. Remember that it is important to empathize, apologize and provide an efficient solution to the issues. Here is what the client complained about:

- The poor level of English of the tourist information officer
- The officer was extremely rude and impolite to the client.
- They didn't provide any free maps or brochures of the city; they had to scan a QR.

FROM:
TO:
SUBJECT:

Oral ____/30 ____
Written ____/50 ____

