

PRUEBAS LIBRES PARA LA OBTENCIÓN DEL TÍTULO DE TÉCNICO SUPERIOR DE FORMACIÓN PROFESIONAL

GESTIÓN DE ALOJAMIENTOS TURÍSTICOS

MÓDULO: **AMPLIACIÓN DE INGLÉS**

Fecha: Mayo de 2021

Nombre y apellidos del candidato/a: _____

Marks:

I. Listening: / 25 points

II. Reading: / 25 points

III. Writing: / 25 points

I+II+III = / 75 points

IV. Speaking : / 25 points

TOTAL I+II+III+IV = / 100 POINTS

I. LISTENING 25P

1) Listen to the receptionist dealing with the problem and circle the correct option: 12p (x1.5)

The problem

1. A) wrong hotel.
B) wrong rooms.
2. A) rooms not contiguous.
B) rooms on different floors.
3. A) no lifts.
B) no wheelchair access or ramps.
4. A) no balcony.
B) no sea view.

The mistake

5. A) wrong name given.
B) wrong name keyed in by reception

The solution

6. A) move guests out of wrong rooms.
B) move guests to another hotel.
7. A) move Johnson's garbage into right rooms.
B) move Johnson's baggage into right rooms.

The compensation

8. A) some make-up.
B) a voucher.
C) a free meal.

2) Listen again and complete the sentences with the word (s) you hear. 13p (x1)

1. There's been a ¹ with our room ²
2. Could you ³ exactly what the problem is?
3. We ⁴ ⁵ rooms with ⁶ ⁷
4. That's fine. Could you ⁸ for a moment?
5. I'm ⁹ again about this.
6. It's our mistake. I've ¹⁰ everything
7. A mistake was made when you ¹¹
8. Please ¹² a ¹³ dinner.

II. READING 25p

1. Read the visitor profiles and say which people..... 3 p

A. want to take advantage of the exchange rate. _____

B. will stay only a couple of days. _____

C. are on a limited budget. _____

<p>1 Suleyman is very keen on art and wants to visit Berlin on a weekend city break.</p>	<p>2 Jeff and Jacqui are backpacking and want to see as much as possible but spend as little as possible in one day.</p>	<p>3 The Swedish <i>krone</i> is very strong against the <i>euro</i>, and Sven and Agnes would like to find some shopping bargains.</p>
---	---	---

2. Read the brochure and complete it with the phrases below: 12 p (x2)***a great day out / be sure / check out / famous for / starting point / take advantage*****One of Europe's major capitals,****Berlin has something for everyone.****A Get stranded on Museum Island**

Museum Island has two of Berlin's most important museums. ¹ _____ to see the *Pergamon Museum* – this major archaeological museum is always worth visiting.

B Walk – and grab a bargain – in Mauerpark

Mauerpark is ² _____ its massive flea market, which is packed with people selling affordable clothes, bicycles, food, musical instruments and furniture.

C Two wheels or four?

For a fun and ecological way to see many of the major sites, hire a bike. But if a bicycle isn't for you, enjoy ³ _____ on a *Trabi-safari*, where you tour the city in an old East German car, complete with a lively audio guide.

D Friedrichstrasse

Full of designer shops and other retail outlets, *Friedrichstrasse* is the place to ⁴ _____ of the huge range of shopping destinations. Make sure you ⁵ _____ Europe's biggest department store, *KaDeWe*. For value for money, try *Moritzplatz*.

E Visit Bauhaus Museum

The birthplace of modern design is the *Bauhaus Museum* – the perfect ⁶ _____ for a cultural tour of Berlin.

3. Find words and phrases in the brochure which mean: 10 p (x1.5)

1. *Seize*. _____
2. A place which is *very interesting to go to and spend time at*. _____
2. The opposite of *costly*. _____
3. *Extremely crowded* _____
4. *Full of energy and enthusiasm* . _____
5. *Things of same type*. _____
6. Something which is *worth the price you pay for it*. _____

III. WRITING 25p

Hotel facilities and amenities (130-150 words)

What things are taken into account when grading or rating hotels in Europe? What are your top five facilities and services a hotel should offer and say why. Do all customers need the same things? Give examples.