

Pruebas para la obtención de títulos de Técnico y Técnico Superior

MODELO PARA LA ELABORACIÓN DE LAS PRUEBAS

Convocatoria correspondiente al curso académico 2020-2021

(Orden 3743/2019, de 19 de diciembre, del Consejero de Educación y Juventud)

DATOS DEL ASPIRANTE			FIRMA
APELLIDOS:			
Nombre:	D.N.I. N.I.E. o Pasaporte:	Fecha:	

Código del ciclo: (1) LHOTS05PC	Denominación completa del título: (1) TÉCNICO SUPERIOR EN DIRECCIÓN DE SERVICIOS DE RESTAURACIÓN
Clave o código de módulo: (1) 0179	Denominación completa del módulo profesional: (1) INGLÉS

INSTRUCCIONES GENERALES PARA LA REALIZACIÓN DE LA PRUEBA
<ul style="list-style-type: none"> - Cumplimentar 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 y su desarrollo. <ul style="list-style-type: none"> - Si se ha de rectificar una respuesta, trazar un aspa o tachar con una línea horizontal. No utilizar líquido corrector (Tippex) - Utilizar solamente el papel facilitado por el examinador (con el sello y formato correspondiente). - TODAS LAS RESPUESTAS de la prueba se escribirán ÚNICAMENTE EN LA PLANTILLA DE RESPUESTAS DE LAS PÁGINAS 6 y 7. No se tendrán en consideración las respuestas escritas en otras páginas de la prueba. - La prueba tendrá una duración total de 60 minutos.
CRITERIOS DE CALIFICACIÓN Y VALORACIÓN
<p>La prueba se estructura en actividades de:</p> <ul style="list-style-type: none"> o conocimiento oral con un valor de un 50% de la nota total: Apartado LISTENING o conocimiento escrito con un valor de un 50% de la nota total: Apartado VOCABULARY, READING & WRITING. <p>En cada uno de estos apartados los aspirantes tendrán que obtener al menos una calificación de 4 (cuatro) para hacer la nota media, siendo un 5 la calificación mínima para poder superar el módulo.</p>

(1) Consígnense las denominaciones exactas y los códigos reflejados en el Anexo 3.a o 3.b de las presentes instrucciones.

CALIFICACIÓN
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LHOTS05PC -MÓDULO: 0179- INGLÉS: TODAS LAS RESPUESTAS SE ESCRIBIRÁN EN LAS PÁGINAS 6 y 7

LISTENING (50 points)

1. Listen to the following conversations. Decide where the people are and what the relationship between the people is. Use the following words. There are more options than needed and you may need to use one of them more than once. (___ / 24) (3 points for each right answer)

canteen /waiter service / fast food outlet / restaurant / waitress service /	colleagues / customer and server / customer and waiter / customer and waitress
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	Venue	Relationship
Conversation 1		
Conversation 2		
Conversation 3		
Conversation 4		

LISTENING: 2 . Listen to the conversation in a café between a waiter and a customer and complete with the phrases you will hear. (___/26) (one point each)

Waiter: Are you (1) _____ ?

Customer: Yes, (2) _____ what today's specials are, please?

Waiter: (3) _____, a vegetarian pasta bake and a warm bacon and tomato salad.

Customer: Mmm! (4) _____ the warm bacon and potato salad, please.

Waiter: (5) _____ some bread with that?

Customer: (6) _____ some garlic bread, please?

Waiter: (7) _____, _____! What would you like to drink with your meal?

Customer: (8) _____ water, please.

Waiter: (9) _____ sparkling?

Customer: (10) I'd _____ sparkling water, please.

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LHOTS05PC -MÓDULO: 0179- INGLÉS. TODAS LAS RESPUESTAS SE ESCRIBIRÁN EN LAS PÁGINAS 6y7

VOCABULARY (40 points)

1. Define the following words on the answer sheet. (___/8)

A DELI : _____

A RESTROOM: _____

A FOOD RUNNER: _____

A PLACEMAT: _____

2. -Select the correct option on the answer sheet (___/10)

1. The customer asked for a _____ for three people.

- A. reserve B. table C. book D hostess

2. The restaurant only serves _____ from cows that are grass fed.

- A. lamb B. calf C. beef D. turkey

3. Mark put the dirty plates in the _____.

- A. chafer B. freezer C. cooker D. dishwasher

4. A/An _____ menu contains food items that are available any time of day instead of being restricted to traditional meal periods.

- A. À la carte B. Noncommercial C. California D. Ethnic

5. Sally is a vegetarian. She won't eat _____

- A. corn on the cob B. chickpeas C. raisins D. veal

6. This is the restaurant _____ policy: a 10% gratuity is automatically added to the bill for a large party.

- A. autograt B. check C. tax D. tip

7. The customer didn't want French fries so she asked if she could make a _____

- A. turnover B. supper C. well done D. substitution

8. The sous-chef added a small amount of butter in the skillet, then began to _____ the vegetables.

- A. blanch B. boil C. sauté D. grill

9. Storeroom personnel at the restaurant rejected Tom's _____ for caviar.

- A. convenience foods B. requisition C. inventory D. supplier

10. The _____ mixed up our orders and brought to our table food we didn't order.

- A. busser B. food runner C. cashier D. food delivery

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3. Complete the sentences using ONE or TWO words. (___/14)

- _____ is more expensive and exclusive than eating in casual restaurants.
- If the steak is _____ it will be a little bloody on the inside.
- Did you _____ the order to see if everything is correct?
- I noticed that the _____ is included in the check, so there's no need to leave extra cash.
- The _____ is in charge of welcoming the customers in a restaurant.
- Good afternoon, these are the menu and the wine list. The _____ will be here shortly to recommend you some wine options to pair your food.
- The customers requested a _____ seat for their child to raise her up so that she could sit at a higher position at a table.

4. Complete the text using the words in the box. There are 2 extra words you do NOT need to use. Write them on the answer sheet (___/8)

hosts	<u>front-of-house</u>	customers	<u>line cooks</u>	bakers	owners
chefs	<u>back-of-house</u>	dishwashers	waiter/waitress		

When we look at a restaurant there are many things to take into consideration, and one of the most important things is the staff members. Usually, restaurant workers are divided into two categories: 1....., or the members who are in charge of dealing with the customers, and 2....., or the members who are in the kitchen. In the first category we can find people like 3....., who take reservations and seat 4..... when they arrive. It is also their job to assign customers to their 5....., who will make sure customers' needs are checked. In the second category we can find 6....., who are in charge of creating menus and purchase inventory, but also 7....., who prepare delicious desserts. And let's not forget the people who make sure everything is clean, the 8..... It is important to leave a nice tip so that all these workers are happy!

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READING & Writing (10 POINTS)

1. Decide if these sentences are true (T) or false (F) based on the information in the reading about catering (___/ 2)

- _____ 1. Catering is providing people with food and drink
- _____ 2. The term "*catering*" is only used for social situations like parties.
- _____ 3. Workers nor travellers can benefit from non-commercial catering service.
- _____ 4. A synonym for non-commercial business is *welfare*

Catering is the provision of food and drink and it is divided into two basic sectors: *commercial businesses*, where the main aim is to make a profit, and *non-commercial businesses* (welfare), where the main aim is to provide a non-profit-making social service.

Commercial catering is usually found in hotels, restaurants, pubs, bars, cafés or fast food outlets, where you can eat in or take away the food and beverages you buy. But commercial catering can also be found in the transport industry in places such as rail stations, airports or motorway service stations and on ships and trains, where the place you eat is called a buffet car and offers self-service, or on aeroplanes, where on the other hand there is waiter service provided by the cabin crew. In other words, whenever people travel any distance for work or pleasure, they are able to eat and drink thanks to the catering service provided. Catering at private events, such as social events or gatherings and wedding receptions, or public events including rock concerts or football matches is also considered commercial.

Welfare catering ranges from providing food for workers at a subsidised price in factory or office block canteens, to catering in hospitals, schools or prisons, where people pay nothing or very little for the service.

2. Answer the following questions related to the reading. Grammar, vocabulary, coherence and right answers will be assessed. Write full sentences (___/ 8 points)

1. What are the two types of sectors into which the provision of food and drinking is divided?
Describe each of them. (2)
2. In which types of venues can we find commercial catering? Mention 8 venues. (1 point)
3. What type of commercial catering services are offered in the transport industry? (1 point)
4. Which are some of the private events mentioned in the text where catering services can be offered? (1 point)
Are they commercial or non-commercial services? (2)
5. Where can we find welfare catering? Who is it addressed to? Is it very expensive? (1 point)

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LHOTS05PC -MÓDULO: 0179- INGLÉS. Todas las respuestas deben escribirse en estas hojas: 6 y 7

HOJA DE RESPUESTAS:

LISTENING: (50 POINTS)

EJERCICIO 1 (___/24)

	Venue	Relationship
Conversation 1		
Conversation 2		
Conversation 3		
Conversation 4		

EJERCICIO 2 (___/26) (one point each)

Listen to the conversation in a café between a waiter and a customer and complete with the phrases you will hear.

Waiter: Are you (1) _____?

Customer: Yes, (2) _____ what today's specials are, please?

Waiter: (3) _____, a vegetarian pasta bake and a warm bacon and tomato salad.

Customer: Mmm! (4) _____ the warm bacon and potato salad, please.

Waiter: (5) _____ some bread with that?

Customer: (6) _____ some garlic bread, please?

Waiter: (7) _____! What would you like to drink with your meal?

Customer: (8) _____ water, please.

Waiter: (9) _____ sparkling?

Customer: (10) _____ sparkling water, please.

VOCABULARY: EJERCICIO 1 (___/8)

1. _____
2. _____
3. _____
4. _____

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VOCABULARY: EJERCICIO 2 (___/10)

1. A B C D
2. A B C D
3. A B C D
4. A B C D
5. A B C D
6. A B C D
7. A B C D
8. A B C D
9. A B C D
10. A B C D

VOCABULARY: EJERCICIO 3 (___/14)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

VOCABULARY: EJERCICIO 4 (___/8)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

READING: EJERCICIO 1 (___/2)

True or False

- ___ 1
- ___ 2
- ___ 3
- ___ 4

READING: EJERCICIO 2: (___/ 8)

2. Answer the following questions related to the reading:

1. What are the two types of food and drink provision? Describe each of them.
2. In which types of venues can we find commercial catering? Mention 6 venues.
3. What type of commercial catering services are offered in the transport industry?
4. Which are some of the private events mentioned in the text where catering services can be offered?

Is it commercial or non-commercial?
5. Where can we find welfare catering? Who is it addressed to? Is it very expensive?

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