

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) CM 18-HOT	Denominación completa del módulo profesional: (1) AMPLIACIÓN DE 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 7 y 8. 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 & WRITTEN CONVERSATION 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: CM18-HOT AMP.INGLÉS: TODAS LAS RESPUESTAS EN LAS PÁGINAS 7 y 8

LISTENING (___ / 50)

1. Complete the text about presenting the bill using the words that you will hear. You will listen to the recording 3 times. (3 points each right answer): ___ / 32

You should never keep a (1) _____ waiting for the (2) _____, but either present it to them straight after the last (3) _____ is served, or as soon as customers finish (4) _____. You should always take the bill to the (5) _____ in a bill cover and place it to the (6) _____ of the host or at the (7) _____ of the table if you don't know who the (8) _____ is. Always ask if customers need anything else. Never show you expect a (9) _____, nor look disappointed if you don't get one. Always thank the (10) _____ for their custom. As they are leaving, offer to get their (11) _____ wish them a pleasant (12) _____ and tell them you look (13) _____ to seeing them (14) _____ again. Try to change the way in which you say (15) _____ to each customer to make it seem more (16) _____.

LISTENING 2. Listen to the dialogue between two gentlemen and answer the questions below: (3 points each): ___ / 18

- Who are the two people talking? _____
- Where do you think they are? _____
- Which part of the day is it? _____
- How is the man going to pay? _____
- What does he have to enter? _____
- What does the other man give him? (two things) _____

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VOCABULARY (30 points)

1. Complete the sentences using the vocabulary in the box. (___/8) *There are words

emergency exit / food poisoning / ice cubes / complaint / report / warning /
wine menu / portion size/ competitor/ lactose- intolerant / mop

1. The label contains a _____ for people who are allergic to peanuts
2. The restaurant has included a dairy-free menu for _____ customers.
3. "On the rocks" refers to pouring a drink over _____
4. In case of fire, walk calmly to the closest _____ and leave the building
5. Those customers have written a/an _____. Their table was dirty and they waited for 20 minutes to be served.
6. The restaurant's biggest _____ is located across the street. They offer cheaper food and free refills.
7. _____ is an illness caused by consuming certain bacteria in food, for example E. coli bacteria.
8. The manager filled out a(n) _____ after the cook burned her hand.

2. Complete the text about presenting the bill with the following words.(___/12) *There are extra words.

centre	coats	course	customer	diners	satisfaction	
eating	handle	GMO	host	right	protein	tip

You should never keep a (0) **customer** waiting for the bill, but either present it to them straight after the last (1)_____ is served, or as soon as customers finish (2)_____. You should always take the bill to the table in a bill cover and place it to the (3)_____ of the host or at the (4)_____ of the table if you don't know who the (5)_____ is. Always ask if customers need anything else. Never show you expect a tip, nor look disappointed if you don't get one. Always thank the (6)_____ for their custom. As they are leaving, offer to get their coats, wish them a pleasant evening and tell them you look forward to seeing them again. Try to change the way in which you say goodbye to each customer to make it seem more personal.

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3. Choose the word that best fits each sentence (___/10)

1. The chef cut himself with a _____ knife

- A. BLOCK B. BLAND C. DULL D. TENDER

2. Ensure that you _____ the alarm system before you exit the building

- A. SET B. SAT C. LOCK UP D. CLOCK OUT

3. A healthy and balanced diet should include _____ foods.

- A. ENERGY-DENSE B. NUTRIENT DENSE C. GMO D. DIETARY

4.. The prix-fixe includes a vegan option: _____

- A. SMOKED SALMON B. BROILED PUMPKIN C. GRILLED CUTLET D. STEAMED MUSSELS

5. The man asked if the restaurant had _____ access .

- A. VALET B. TABLE C. BREW D. WHEELCHAIR

6. At the end of the day, Tony _____ all cash and credit transactions .

- A. CLOCKS B. BALANCES C. MOPS D. STOCKS

7. The restaurant kept dry goods in a _____.

- A. FREEZER B. BREAK ROOM C. CHAFER D. FOOD STORAGE

8. The customer ordered another _____ beer.

- A. BASKET B. POT C. DRAUGHT D. STEEP

9. _____ is a thick, liquid dairy food that contains fat

- A. MILK B. OLIVE OIL C. CREAM D. BUTTER

10. Servers should _____ excellent attention and service to customers.

- A. PRIDE B. THRIVE C. EXPECT D. PROVIDE

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READING: Read the article about Bar Service and answer the questions on the answer sheet. (10 points)

What would you expect to find in a well-stocked bar? Certainly, you want to find a waiter's friend: a bottle opener to open beers and soft drinks, a corkscrew to remove corks from bottles of wine, as well as a foil cutter to remove the foil on top of bottles. Then you might find an ice bucket to keep white wine and champagne chilled and a paring knife for slicing lemons and other fruit to garnish drinks. Most good bars these days have a cocktail shaker, with a screw top and a pouring spout to mix and pour cocktails; together with a pitcher, or a tall mixing glass to stir cocktails, such as Martinis and Manhattans.

There might also be an electric blender, to make creamy cocktails like Piña Coladas, and measures, also known as jiggers, in various sizes to measure out liqueurs or spirits. A long bar spoon for stirring drinks would be useful as well as individual plastic stirrers or swizzle sticks to put into customers' drinks; not to mention straws, cocktail sticks, cocktail umbrellas and serviettes.

Essential glassware should include the classic shaped cocktail glasses with solid stems so you do not warm the drink when you are holding it; champagne flutes, with very long stems; highball glasses for soft drinks or long cocktails; wine glasses, and pint and half pint beer glasses. There should also be an old-fashioned glass, which is short with a thick bottom, used for serving spirits such as whiskey, a liqueur glass with a delicate stem and a small bowl, and the smallest of all, a shot glass for strong spirits such as tequila.

1. Circle T (TRUE), F (FALSE) or DS (DOESN'T SAY) (___/3) .0,5 each right answer

- | | |
|---|-----------|
| 1. A corkscrew is used for opening beer bottles | T/ F/ DS |
| 2. You use ice buckets to cool drinks such as wines and champagnes | T / F/ DS |
| 3. Martinis and Manhattans are not stirred | T / F/ DS |
| 4. Jiggers are used to measure liquids | T / F/ DS |
| 5. Champagne flutes do not have stems | T / F/ DS |
| 6. You usually pour strong alcoholic drinks into an old-fashioned glass | T / F/ DS |

2. Answer the questions in your own words with information from the text. (___/7)

- Which utensils are the most valuable tools for a waiter? _____
- Which drink garnishes are mentioned in this reading? _____
- What can you use an electric blender for? _____
- Which tools are used for stirring drinks? _____
- Name examples of essential glassware with stems: _____
- Name examples of essential glassware without stems: _____
- What is the particularity of the shot glass? _____

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WRITING (CONVERSATION): (_ / 6)

TRANSLATE this conversation between a customer and a maître d' sentences INTO ENGLISH. (_ /6)

(3 points each complete and correct answer).

1. BUENAS TARDES, BIENVENIDOS AL RESTAURANTE SIMONE ORTEGA. ¿TIENEN RESERVA?

2. EL MENÚ DEL DÍA CUESTA 15 EUROS E INCLUYE UN ENTRANTE, UN PRINCIPAL Y UN POSTRE.

3. LO SIENTO MUCHO, NOS HEMOS QUEDADO SIN LANGOSTA

4. LES RECOMIENDO ESTE CHARDONNAY, ES PERFECTO PARA EL PLATO DE PESCADO QUE HAN ELEGIDO.

5. ¡QUÉ APROVECHE!

6. POR SUPUESTO, ENSEGUIDA LE TRAIGO LA CUENTA

2. Write a dialogue between a server: A, and a customer: B. (4 points) 0,5 each right sentence

SERVER A

CUSTOMER B

<ul style="list-style-type: none"> ● Ask the customer what he would like to order ● the daily specialty ● special dietary needs or allergies 	<ul style="list-style-type: none"> ● Ask your server questions about the menu ● You are allergy to fish ● Ask him/ her about the restaurant specialty and the daily special that day- ● Order the food and a drink
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HOJAS DE RESPUESTAS: Todas las respuestas de la prueba deberán escribirse en estas hojas.

LISTENING: EJERCICIO 1 (___/32)

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

WRITTEN CONVERSATION (___/18)

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

VOCABULARY: EJERCICIO 1 (___/8)

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

VOCABULARY: EJERCICIO 2 (___/12)

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

VOCABULARY: EJERCICIO 3 (___/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

READING: EJERCICIO 1 (___/3)

1. T F DS
2. T F DS
3. T F DS
4. T F DS
5. T F DS
6. T F DS

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HOJAS DE RESPUESTAS: Todas las respuestas de la prueba deberán escribirse en estas hojas.

READING:

EJERCICIO 2 (__/7)

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

WRITING (10 POINTS)

EXERCISE 1 (__/ 6)

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

EXERCISE 2 (____/ 4)

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