

## Pruebas para la obtención de títulos de Técnico y Técnico Superior

### MODELO PARA LA ELABORACIÓN DE LAS PRUEBAS

#### Convocatoria correspondiente al curso académico 2021-2022

(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) <b>LHOTS05PC</b>	Denominación completa del título: (1) <b>TÉCNICO SUPERIOR EN DIRECCIÓN DE SERVICIOS DE RESTAURACIÓN</b>
Clave o código del módulo: (1) <b>CM 18-HOT</b>	Denominación completa del módulo profesional: (1) <b>AMPLIACIÓN DE INGLÉS</b>

INSTRUCCIONES GENERALES PARA LA REALIZACIÓN DE LA PRUEBA
<ul style="list-style-type: none"> <li>- Complimentar los datos del aspirante antes del examen y firmar en todas las hojas que se entreguen.</li> <li>- Tener disponible el DNI en la mesa.</li> <li>- Señalar y escribir con tinta azul y su desarrollo.</li> <li>- Si se ha de rectificar una respuesta, trazar un aspa o tachar con una línea horizontal. No utilizar líquido corrector (Tippex)</li> <li>- Utilizar solamente el papel facilitado por el examinador (con el sello y formato correspondiente).</li> <li>- La prueba tendrá una duración total de 75 minutos.</li> </ul>
CRITERIOS DE CALIFICACIÓN Y VALORACIÓN
<p>La prueba se estructura en actividades de:</p> <ul style="list-style-type: none"> <li>o conocimiento oral con un valor de un <b>50%</b> de la nota total: Apartado LISTENING</li> <li>o conocimiento escrito con un valor de un <b>50%</b> de la nota total: Apartado VOCABULARY, READING &amp; WRITING.</li> </ul> <p>En cada uno de estos apartados los aspirantes tendrán que obtener al menos una calificación de <b>4 (cuatro)</b> para hacer la nota media, siendo un <b>5 (cinco)</b> la calificación mínima para poder superar el módulo.</p>

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

CALIFICACIÓN
.....





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### LISTENING (\_\_\_/10)

#### 1. Listen to the phone conversation and answer the questions. Use full answers. (\_\_\_/5)

- What did a couple leave yesterday?
- Did they complain about the wait time?
- Did the server apologize?
- What does the server have to do next time something similar happens?
- What will happen if the server keeps getting negative feedback?

#### 2. Listen to the dialogue and mark the sentences as TRUE or FALSE (no points will be given for just T or F). (\_\_\_/5)

- Josh couldn't remember having had a hard time with some customers the day before \_\_\_\_\_
- According to the customers, Josh had ignored them \_\_\_\_\_
- One of their complaints was about their table not being clean \_\_\_\_\_
- The customers left the restaurant dissatisfied \_\_\_\_\_
- Josh called the manager the day before to help him with those customers \_\_\_\_\_

### READING

#### Read the FAQ page from a food storage booklet.

##### Why is correct food storage important?

- To preserve quality.
- To prevent spoilage.
- To prevent the growth of dangerous bacteria or mould.

##### Where should foods be stored?

In a storeroom- The room should be clean, dry, cool and dark.

In a fridge- good air circulation is important, so don't fill the fridge to more than its capacity.

In a freezer- wrap foods well or put in containers with airtight lids. Write the date on all foods.

##### What is the "first in, first out" principle?

You should put new food items behind the old ones, so you use the older items first.

#### 1. - Answer the questions below. Use full sentences. (\_\_\_/5)

- Does correct food storage help the quality of food?
- What two things are said to be dangerous?
- What four adjectives define a good storeroom?
- What should you write on all foods?
- What food items should you use first, according to the "FIFO" principle?

#### 2. Read the text again and mark the following statements as true or false. (no points will be given for just T or F)(\_\_\_/5)

- Correct food storage is important to increase spoilage. \_\_\_\_\_
- Foods should be stored in a fridge with good air circulation and not going over its capacity. \_\_\_\_\_
- Wrap foods well or put them in containers with airtight lids before putting them in the fridge. \_\_\_\_\_
- Write the date on all foods according to the FIFO principle. \_\_\_\_\_
- Always use the most recently bought food items first. \_\_\_\_\_

## VOCABULARY

### 1. -Circle the correct option to fit the previous sentence. (\_\_\_/5)

1. During ..., all our drinks are half price! A cocktail B on tap C happy hour
2. It is company policy to request ... from anyone who wishes to purchase alcohol. A of age B ID C wine lists
3. ... is a fermented alcoholic beverage made from barley and hops. A Beer B White wine C On tap
4. Can you please wipe down table 12? It's still ... from the last customers. A scalding B dirty C overcooked
5. The water was ... hot and I accidentally burned my hand. A bland B scalding C salty

### 2. - Write the correct word from the box next to its definition. (\_\_\_/5)

overhead	sharp	address	energy-dense	spill
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1. To direct one's attention and efforts toward a particular purpose.
2. A food that is high in calories while containing relatively few nutrients.
3. A tool that has a thin, smooth blade suitable for cutting.
4. To pour a liquid from its container unintentionally.
5. All the costs associated with business operations, but not directly related to the products themselves.

### 3. - Write the name of the position in a restaurant which accomplishes the following tasks. (\_\_\_/5)

1. The profession of overseeing all the operations of a restaurant. \_\_\_\_\_
2. A chef who has authority in a kitchen and oversees all kitchen operations. \_\_\_\_\_
3. A kitchen worker who assists the chefs by cleaning, preparing, and sometimes serving food.  
\_\_\_\_\_
4. The profession of overseeing the preparation and cooking of food and the aspects of running and owning a restaurant. \_\_\_\_\_
5. A chef who prepares meals in a client's own kitchen and bases meals on the client's preferences.  
\_\_\_\_\_

### 4. - Categorize. Write the words in the correct line. (\_\_\_/8)

*Sodium meatless inspect markup Vegan Hairnet Assign Cash balance Ignored*

*Net profit minerals clock out net sales Competitor comment card bleach*

<b>Nutrition</b>	
<b>Income statements</b>	
<b>Menu pricing</b>	
<b>Opening operations</b>	
<b>Closing operations</b>	
<b>Sanitation</b>	
<b>Specialty diets</b>	
<b>Customer complaints</b>	

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**5. - Complete the sentences with the words in the box. ( \_\_\_/5)**

hospitality    lactose-intolerant    vegan    numeric keypad    vegetarian

1. A person who is unable to digest milk-based products.
2. A set of keys that perform data entry functions such as ringing up items, price look-up, and opening guest tabs.
3. The friendly reception of guests or strangers in an establishment.
4. A dish made without meat, animal by-products, or dairy.
5. A dish made without meat or meat by-products. It may include dairy.

**6. - Choose the correct word. ( \_\_\_/5)**

1. The manager wants to have a staff **stock/ section/ meeting** before the shift starts today.
2. Make sure your table section is **clean / meeting / address** before seating more customers.
3. A **clear/ sharp / dull** knife blade will not cut well.
4. Peter slid on the wet floor because it was **liquid / sharp / slippery**.
5. Can you please fill a bucket with bleach and hot water, then **lock up / balance / mop** the floors?

**7. - Circle the word that doesn't belong in each group. ( \_\_\_/8)**

- |   |   |
|---|---|
| 1. Cocktail ♦ beer ♦ bottled♦ wine            | 5. Cut ♦ burn ♦ slippery ♦ first aid kit        |
| 2. satisfaction ♦ spectations ♦ raw ♦ loyalty | 6. Preset key ♦ keyboard ♦ keypad ♦ touchscreen |
| 3. raw♦ bland ♦ cold♦ feedback                | 7. Trash ♦ sweep ♦ mop ♦ close                  |
| 4. open♦ assign ♦ foodborne ♦ clock in        | 8. H&M♦ MBA ♦P&E ♦ GMO                          |

**8. – Match the word with the correct definition in the box. ( \_\_\_/5)**

- |   |                 |
|---|-----------------|
| 1. Person who is legally able to take adult responsibility or enjoy adult privileges, such as drinking alcohol. | a) GMO          |
| 2. Produced, packaged, and sold within the same country.  | b) Satisfaction |
| 3. The positive response derived from fulfilling a need or appetite.  | c) domestic     |
| 4. Dish that contains too much salt.  | d) salty        |
| 5. Altered through genetic engineering to improve growth or yield crops.  | e) of age       |

1.    2.    3.    4.    5.

9. - Write true or false. Correct the false sentences by replacing the words in bold with another word. No points will be given for T or F. (\_\_\_/6)

- \_\_\_\_\_ 1. A **magnetic strip reader** is a device that collects data stored on a credit card for payment of a bill. ....
- \_\_\_\_\_ 2. A **menu item file** is a key that permits servers to relay instructions to the kitchen about how food should be prepared. ....
- \_\_\_\_\_ 3. To **turn over** a table is to seat new customers at a table after previous customers leave. ....
- \_\_\_\_\_ 4. An **accounts payable** is an electronic device that assists in the processing of orders, such as keyboards, terminals, and magnetic strip readers. ....

**10. - The words in bold are in the wrong sentences. ( \_\_\_\_/10)**

1. An **hygiene** is an event or situation that is unexpected and often results in a negative outcome. ....
2. To **encourage** the day's transactions is to compute all debits and credits over a set time period. ....
3. If something is **inventory**, it is free of dirt and contamination. ....
4. To **clean** people is to organize and supervise the work they do. ....
5. To **direct** someone is to give him or her support and positive reinforcement. ....
6. **Balance** consists of one or more oily solids that are found in plant and animal tissue and used as a reserve source of energy.  
.....
7. A **keyboard** is someone who is paying to eat at a restaurant. ....
8. **Fat** is all the habits, practices, and behavior one conducts in order to maintain health and cleanliness. ....
9. An **accident** is a supply of saleable goods held in stock by a company. ....
10. A **quest** is a panel of buttons that control a computer. ....

**WRITING(\_\_\_\_/10)**

2. - Write a dialogue between a waiter and a customer in which a whole meal, paired wine included, happens.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.