



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

**GUÍA, INFORMACIÓN Y ASISTENCIAS TURÍSTICAS**

MÓDULO: **INGLÉS 1º**

Fecha: Mayo de 2021

Nombre y apellidos del candidato/a: \_\_\_\_\_

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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 25 P

### Listening 1: Booking a room.

1. Listen to the hotel adverts and then answer the questions below. 15P (x1.5p)

	HOTEL SUPERIOR	THE ORCHID
1. What types of rooms does each hotel have?		
2. How can guests get to and from the airport?		
3. What places are each hotel near?		
4. What type of breakfast is served at the hotels?		
5. When do the hotels have special rates?		

### Listening 2: Listen to the dialogue and complete the conversation. 10p (x1.5p)

**A:** Good morning, Hotel Superior. Amanda speaking. Can I help you?

**B:** Yes, <sup>(1)</sup> ..... a room for two adults. .

**A:** Certainly. <sup>(2)</sup> .....?

**B:** From <sup>(3)</sup> the ..... to the ..... of .....

**A:** So that's three nights. Would you like a standard room, a deluxe room or a suite?

**B:** A standard room will be fine.

**A:** All right. <sup>(4)</sup> ..... a night, so the total is .....

That includes the buffet breakfast, of course.

**B:** Great. By the way, <sup>(5)</sup> ..... after midnight.

**A:** Thank you <sup>(6)</sup> ..... <sup>(7)</sup> ....., please?

**B:** It's William Conway.



## II. READING 25P

# The Riviera Hotel

## A HOTEL WITH SOMETHING FOR EVERYONE!

Whether you choose a standard room or a deluxe room, you will love the Riviera Hotel. Its location is next to a beautiful bay which means that every room has got a spectacular view, and most rooms have got a balcony.

Check out our facilities – we offer a spa, a fitness centre, a shopping arcade and, of course, a swimming pool. There's also a newsagent's and a florist's. For our younger guests, we have got an excellent games room. If you are travelling on business, you can use our business centre and conference room. Sports lovers will enjoy our tennis courts and golf course.

Our guests can choose from three restaurants, including our popular Italian restaurant – La Piazza. If you are celebrating a special occasion, try our gourmet restaurant, Bayview, and don't miss our chef's speciality – fresh sea bass caught the same day. There is also a poolside snack bar for those of you who want a quick snack.

The summer months are a wonderful time to stay at the Riviera Hotel, but you should book early! We're always fully booked during the high season.



### 1. Read the hotel brochure. Write T (true ), F (false) or DS (doesn't say) next to the sentences below. 10p

- ..... 1. The Riviera Hotel has got two different kinds of rooms.
- ..... 2. The rooms without a balcony are cheaper than the others.
- ..... 3. Guests can take Pilates lessons at the fitness centre.
- ..... 4. All rooms have got a balcony.
- ..... 5. If guests don't want a big meal, they should go to the poolside snack bar.

### 2. Answer the questions. 10p

- a. What is the *Riviera Hotel* like?
- b. Would it be possible to go sailing and fishing nearby the hotel? Why?
- c. Would you recommend *The Riviera Hotel* to people who love to work out? Why?
- d. Is meat dish at the *Bayview Restaurant* the chef's speciality? Why?
- e. If you want to stay at this hotel in July, what do you need to do?

### 3. Find words or expressions in the reading text that mean: 5p

- a. Go for, pick out: .....
- b. Examine, have a look at : .....
- c. Buildings, services, equipment, etc. that are provided for a particular purpose: .....
- d. Two shops mentioned in the text : ..... and .....
- e. The opposite of *past the expiration date*, *spoiled*: .....



### III. WRITING 25P

**An e-mail of complaint:** You are a guest at a hotel. Complain to the hotel manager about two problems during your stay. Give details and finally ask for compensation.

(100-120words)

( Use Greeting & opening remarks, different paragraphs, closing remarks and signing off, linkers, connectors, useful expressions, etc )

To:

From:

Subject:



Escuela Superior de Hostelería  
y Turismo. Madrid

