

Pruebas para la obtención de títulos de Técnico y Técnico Superior Convocatoria correspondiente al curso 2023-2024

(Resolución de 29 de diciembre de 2023 de la Dirección General de Educación Secundaria, Formación Profesional y Régimen Especial)

DATOS DEL ALUMNO			FIRMA
APELLIDOS:			
Nombre:	D.N.I./ N.I.E.	Fecha:	

Código del ciclo: (1) HOTS03	Denominación completa del título: (1) Técnico Superior en Guía, Información y Asistencias Turísticas
Clave o código del módulo: (1) CM16- 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.- 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..- La prueba tendrá una duración total de 75 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 LISTENINGo 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 (cinco) la calificación mínima para poder superar el módulo.</p>

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

CALIFICACIÓN
.....

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LISTENING (___/10)

Listen to Andy, a tourist, bargaining with a carpet dealer in the bazaar in Istanbul. Decide if these statements are true (T) or false (F). Error penalises -0.5. (___/4)

- 1 The carpet dealer thinks Andy is from Liverpool. T / F
- 2 Andy is offered a special price for the rug because the dealer only has a few left. T / F
- 3 Andy says he's seen a rug for 150 TRY in a different shop and offers the dealer 150 TRY. T / F
- 4 For 220 TRY the dealer will give Andy a rug and three cushions. T / F

Listen again and answer the questions using full sentences. (___/6)

- 1 What currencies does the dealer say he will take?
- 2 If Andy's friends say about the carpet dealer's stall, what discount will they be given?
- 3 Who wants to buy a handbag?

GRAMMAR

Complete the sentences below. (___ / 10)

- 1 What time _____ (the show/ start)?
- 2 We _____ offer you a discount for a group booking, our company allows us to do so.
- 3 I'm sorry, she _____ (be) in a meeting at the moment.
- 4 Don't worry. I think it _____ (work out) OK.
- 5 One out of five Americans _____ (take) a hotel towel, clothes hanger or ashtray at least once ever.
- 6 We _____ (order) the catering supplies for the meal. Have you checked how many people can come?
- 7 _____ do you want to leave for Tokyo? Sometime in June.
- 8 If you go on holiday, _____ (buy) any souvenirs?
- 9 _____ (you/ like) to speak to the manager?
- 10 If the taxi _____ (not/arrive) soon, we'll miss our train.

READING

Read the text on Europe's largest national park and decide if the following statements are true (T) or false (F). Error penalises -0.5 (___/ 4)

- | | | |
|---|---|-------|
| 1 | You can see hot springs if you visit the National Park. | T / F |
| 2 | Iceland is home to a wide range of natural attractions. | T / F |
| 3 | The Vatnajökull National Park is uninhabited. | T / F |
| 4 | The park is half mountainous, half savannah. | T / F |

Answer the questions. Use full sentences. (___/4)

- 1 Is walking in the park only recommended for serious trekkers?
- 2 What are the weather conditions like?
- 3 What type of equipment is necessary?
- 3 Can visitors drive off-road at The National Park?

The largest national park in Europe

The Vatnajökull National Park has been open since 2008. This 12,000 kilometre square conservation project contains quite a spectacular mix of geographical features, from ice caps and glaciers to hot springs and underwater volcanoes. Vatnajökull is not just the largest park in Iceland, but also in Europe, and offers visitors a unique opportunity to enjoy the natural beauty of this country. Visitors also have the chance to learn about the history and culture of the people living in the park.

Although most of the park lies in mountainous highlands, there are a range of trails for trekkers of all abilities; from easy to challenging. Trail maps are available at the visitor information centre and from park rangers.

Visitors to the park must remember to come prepared for dramatic changes in the weather. Conditions here can change very quickly and good communication and navigation equipment is required in the more remote parts of the park. Driving off-road is not allowed and visitors are advised to contact the National Park for information on driving in the park before they visit. They can also request a map showing which roads are open to the public.

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PROFESSIONAL SKILLS

Choose the most appropriate word(s) to complete each sentence: a), b) or c). (___/10)

- 1 On _____ of our company, I apologize for the problem you had,
a) behalf b) opinion c) regret
- 2 Three tours for the _____ of two and I'll give you a free guide.
a) total b) money c) price
- 3 OK, so you'd like to _____ out now. Will you be paying with the same credit card?
a) leave b) check c) depart
- 4 9-6-2-2-4-5 ... Sorry, did you _____ double 3-0-1?
a) call b) say c) give
- 5 I'm sorry for the inconveniences. I'll ask the housekeeper to send you up fresh towels _____.
a) later b) tomorrow c) immediately
- 6 So, if you love nature and _____ to see elephants in the wild, then come to ...
a) want b) enjoy c) interest
- 7 I'll hold your _____ until the end of the day.
a) reservation b) fare c) request
- 8 I can see you are _____ about the delay.
a) pleasing b) unhappy c) excited
- 9 Would you like to _____ me now into the part of the museum showing African Art?
a) meet b) follow c) leave
- 10 _____ I have your name and room number, please?
a) Can b) Should c) May

VOCABULARY

Complete the sentences with words from the box. Write a) to l) in the gaps. Use each word once only. There are two words you do not need to use. (___/10)

a) bill	b) refurbish	c) sights	d) promote	e) tip	f) stylish
g) desert	h) campaign	i) negotiating	j) extend	k) luxury	l) affordable

- 1 The best way to see the _____ is to go on an open bus tour of the city.
- 2 We'd like to _____ our holiday from two weeks to three.
- 3 They have decided to _____ their new menu via the local newspaper.
- 4 The Ritz Hotel was as _____ as we expected. We felt as though we were in a different time.
- 5 You must have good _____ skills to work as a travel agent.
- 6 Do you want to go on a _____ safari? We offer two-day trips and you ride on camels.
- 7 We left our waiter a generous _____ because he was so friendly and helpful.
- 8 If we want to _____ the hotel this year, we'll have to prepare a budget.
- 9 Our latest advertising _____ targets the international market.
- 10 TravelMax offers a range of bargain holidays and is the perfect site to find a(n) _____ package.

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PROFESSIONAL SKILLS: CHECKING OUT

Complete the gaps in the advice and useful expressions given with those sentences you would use in those situations following the directions between brackets. (___/10)

Greet the guest	<p>Remember to smile, maintain eye contact and address the guest(s) by name. Use expressions such as:</p> <ul style="list-style-type: none"> (Greet guest in the morning) _____, Ms Bosman. (Offer your help) _____? (Ask for their name, not room number.) _____?
Enquire about their stay	<p>You might want to ask, for example:</p> <ul style="list-style-type: none"> (Ask an open question about their stay in your place) _____? (Show you like any positive comment.) _____
Deal with any complaints	<p>For example:</p> <ul style="list-style-type: none"> (Aplogize) _____, Ms Bosman. (Tell the customer you will print a new bill for her) _____
Offer assistance	<p>You might want to ask, for example:</p> <ul style="list-style-type: none"> (Offer assistance booking a taxi) _____? (Offer assistance with their luggage) _____?
Thank the guest	<p>For example:</p> <ul style="list-style-type: none"> (Be thankful for their having stayed at your company) _____, Ms Bosman.

Oral:	Written:
10	48