

Second term English test (Partial)

Full name: _____

Preparation task

Match the definitions (a–f) with the vocabulary (1–6).

Vocabulary

1. to confirm
2. to reserve a room
3. to let someone know
4. wage
5. a promotional code
6. an accessible room

Definition

- a. to book a room
- b. a room that is designed to be easy to use, for example if you use a wheelchair
- c. a special number or password that reduces the price or increases service levels
- d. to say something is definitely true or going to happen
- e. to tell someone
- f. All employees are paid

The Tourism Industry

In this unit we will discuss the scope of the Tourism Industry and we will define TOURISM. You will study the differences between a tourist and an excursionist and we will debate about the different types of tourists that there are. You will also discover the importance of statistics in the Tourism Industry. Finally you will realise the importance of the corporate image in an enterprise.

1. What do you know about the Tourism Industry?

A. Tourism, Tourist...what's that?

1. How many Tourism sectors can you name?
2. Has the Leisure sector any relevance in the Tourism Industry?
3. How many businesses can you name in each sector?
4. Which is, from your point of view, the most important?
5. What is the role of T.O. in the business of Tourism?
6. What is the role of Local Governments?
7. Mention names of jobs in the Industry.

Tasks

Task 1

Interpret Reading: **Study the information below and answer the questions that follow**

MR MURDOCK'S ITINERARY
There are no direct flights from Vancouver, Canada, to Johannesburg, South Africa.
Mr Murdock had to fly from Vancouver International Airport to Frankfurt in Germany to board a connecting flight to South Africa.
<ul style="list-style-type: none">• The flight departed from Vancouver International Airport at 18:00 on Saturday.• The duration of the nonstop flight was 9 hours.• He remained in transit at Frankfurt International Airport in Germany until his flight departed for South Africa at 16:00 on Sunday.• The duration of the flight to South Africa was 11 hours.
NOTE: Canada and Germany were not practising DST at the time of Mr Murdock's travel.

- A. Explain the term **connecting flight**.
- B. Calculate the time and day in Frankfurt when Mr Murdock departed from Vancouver International Airport.
- C. Mr Murdock arrived at Frankfurt International Airport at 12:00 on Sunday. Calculate how long he had to be in transit before his flight departed for South Africa.
- D. Calculate the time and day that Mr Murdock arrived in Johannesburg.

TENNIS DREAM COMES TRUE!

Mrs Murray, a tennis enthusiast, flew from South Africa to London to watch Wimbledon, the most famous tennis tournament in the world. She spent four days in London.

Cost of the trip:

- Non-stop return flight to London: R13 000
- Visa costs: R2 950
- Travel Insurance: R1 456
- Wimbledon package: R37 850 (including accommodation, meals and Wimbledon tickets)

She had a total budget of R75 000.



[Source: www.wikipedia.org]

FOREIGN EXCHANGE RATES

Rand per currency unit

COUNTRY/ REGION	CURRENCY CODE	BANK BUYING RATE (BBR)	BANK SELLING RATE (BSR)
Britain	GBP	19,23	20,42
Europe	EUR	16,75	17,22

- Give the name of the currency Mrs Murray needed for her trip to London.
- Calculate the total cost in South African rand of Mrs Murray's trip to Wimbledon.
- Refer to the amount in and to her total budget for the trip. Calculate the amount in rand she had available to spend in London.
- Mrs Murray had sufficient spending money while visiting London. Do you agree with the statement above? Give TWO reasons for your answer.
- Convert the total cost of the tour in to the currency used in London.

Task 2

Put the words in order to make sentences.

- a double room reserve I would like for four nights, please. to
- if possible. room I would with a view like a
- I leave don't need so I will very early breakfast.
- a bath, please? I Could a room have with

5. to use a promotional code. would like I

6. you confirm the price? Please could

Task 3

SURVEY: Why do you
1) Which is your favourite destination for summer holidays? a. Mountain b. Beach
2) What are the activities you like to do on holidays? _____
3) What type of tourist are you? _____
4) What continents would you like to visit? a. Asia b. Europe c. Africa d. America e. Australia
5) Where would you go in your honeymoon? (10 fairly possible – 0 never) a. Safari b. Cancún c. Cuba d. India e. Venice f. Cruise

Write a report with the conclusions of your Survey.

REPORT



I. Terms of reference

At the request of the Managing Director of the TIC(Tourism industry Company), to carry out an analysis on the Tourists' motivations.

II. Procedure

A survey of 5 questions was designed. The questions focused the following topics:

III. Findings

a.

Match the columns.

Match a word in column A with its correspondent definition in column B

A	B	
Tourism	agency	<i>Tourism Industry</i>
Self	Industry	
Tourist	tour	
Tour	services	
Package	travel	
Courier	board	
Air	resort	
Tourist	catering	
Travel	operator	
High	season	

Fill-the-gap exercises

membership	creator	affiliate	arrivals	data
organization	revenue	forecasts	aims	body

- 1.- The World Tourism _____ considers that governments have a vital role to play in tourism.
- 2.- In the year 2000, international _____ rose by 4.6 per cent.
- 3.- WTO _____ that international arrivals will be one billion by 2010.
- 4.- The WTO is an inter-governmental _____ in charge of promoting tourism.
- 5.- In the year 2002, WTO's _____ included 139 countries.
- 6.- The WTO _____ to stimulate economic growth.
- 7.- The travel and tourism industry is an important job _____ .
- 8.- The tourism industry provides important tax _____ .
- 9.- There are three categories of membership to join the WTO: full members, associate members and _____ members.
- 10.- The WTO offers a rapid _____ response service that offers customized reports.

Task 4 Reading

Glamping as a Business

If you are in the hospitality industry, you might think of investing in a glamping business. This new activity is becoming increasingly popular and profitable because it is an eco-friendly activity. Glamping usually consists of staying in a glamping pod. This accommodation is a more luxurious version of a tent that includes amenities such as electricity, heat, wifi, and running water. The pod's configuration is simple and usually only accommodates two people. Luckily, the cost to maintain this type of accommodation facility is not high. It usually includes cleaning costs, marketing, water, electricity, internet, and general maintenance. Customers on tight budgets will definitely look into staying in a glamping pod. Your services should cater to the local season. This means you might have a summer-friendly setup or offer a warm escape for a wintery destination.

Why should a person in the hospitality industry invest in glamping?

How many people can usually stay in a glamping accommodation?

What is the best season of the year to market glamping accommodations?

A SOCIAL EXPERIMENT IN ONEIDA, NEW YORK

In the nineteenth century there was a village called Oneida in New York State where a "family" of 300 members lived together in a large beautiful house where they shared everything. A man named John Humphrey Noyes, and a small group of people moved there in 1848. They wanted a place where they could live according to their particular beliefs in their efforts to create a more equal society. Today, this place is touristic and, like me, many visitors come because they had relatives among those 19th century dreamers. Others just want to see for themselves the building where this successful social group in American history lived. "I don't know of anywhere else where you can live in a historical place," said the director of the Oneida site. "It's very unusual." The present owners share the building with guests who stay in large comfortably furnished bedrooms with private baths. There are eight guest rooms in the hotel area, and each guest pays \$100 for a big bedroom, a simple breakfast and a private tour of the 10,300-square-meter building, which also contains 35 apartments. The library and the building's grounds are also open to guests, as well as several of the public rooms. The 170-year-old library, unchanged from the original construction, holds a rich collection of 19th century books and magazines, which learners used to study Latin, Greek, algebra and astronomy. This place is open for everybody and it's worth a visit

19. John Humphrey Noyes travelled to New York State

- A. to visit his family.
- B. to change his way of life.
- C. to know more about his country.

20. Nowadays Oneida is

- A. a hotel.
- B. a display.
- C. a school.

21. The writer visited the place because he

- A. had particular social beliefs.
- B. had family who had lived there.
- C. had interest in historical buildings.

22. If you want to see the building,

- A. you need to pay to have a guided visit.
- B. you can join a small group of people.
- C. you will have your own guide included.

23. All visitors to the Oneida historical site

- A. have access to most parts of the house.
- B. have to go to the 19th century library.
- C. are not allowed to see certain places.

24. The old library

- A. has changed a little.
- B. has remained the same.
- C. has been damaged.

25. People at Oneida studied

- A. languages.
- B. politics.
- C. anatomy.

The Tourism Industry

While all-embracing definitions of tourism and a tourist are desirable, in practice tourists represent a heterogeneous, not a homogeneous, group with different personalities, demographics and experiences. –we can classify tourists in two basic ways which relate to the **nature** of their **trip**: 1) A basic distinction can be made between **domestic** and international tourists, although this distinction is blurring away in many parts of the world (For example, in the European Union). Domestic tourism refers to travel by residents within their country of residence. There are rarely currency, language or **visa** implications, and domestic tourism is more difficult to measure than international tourism. In contrast, international tourism involves travel **outside** the country of residence and there may well be **currency**, language or visa implications. 2) Tourist can also be classified by ‘purpose of visit category’. conventionally, three categories are used: a) **leisure** and recreation – including **holiday**, sports and cultural tourism and visiting friends and **relatives** (VFR). b) other tourism purposes – including study and health study. c) business and professional – including meetings, **conferences**, missions, incentive and business **tourism**. Not only are these categories used for statistical purposes, they are also useful for the marketing of tourism.

If you're working in, or thinking of working in the hotel industry, it's important to know the differences between the many types of hotels that exist today. Just as hotel guests compare the [facilities](#) and [amenities](#) offered by each hotel, before choosing the best fit for their planned vacation or business trip, any potential hotel employee will want to find the work [environment](#) that appeals to them the most!

Hostels: Perhaps the most basic of hotel types is the hostel. Popular with backpackers and travelers on very limited [budgets](#), hostels offer little more than a place to sleep. Accommodation is often in shared rooms with shared bathroom facilities and, if guests are lucky, there may be a kitchen of sorts, where food can be heated and drinks made. For students and young people more interested in the trip than in where they catch a few hours sleep, a hostel is often seen as a place to meet up with other like-minded travelers, and its lack of comfort is happily ignored.

Motels: A motel is a simple hotel, designed to accommodate motorists on long trips, who need to break their journey for a night before continuing on to a final destination. Motels originated in the United States, where they were first seen along empty stretches of the new Interstate Highways. The main feature of their design was the way individual rooms were built facing parking areas and rooms could be entered without having to pass through a lobby, as you would in a hotel.

A typical motel room contains one or more beds, a TV, a small kitchen area with refrigerator and microwave, and a bathroom. Guests generally check-in at an on site [reception](#) office, pay in advance, and [vacate](#) their rooms when they are ready to continue their journey.

In recent years and in many countries, motels have developed an unfortunate reputation as places where rooms can be rented by the hour, and where guests are not of the most desirable type. However, many motel chains, both in the United States and in Europe, have concentrated on improving their image by renovating properties and adding amenities such as restaurants, coffee bars and swimming pools. Many motels close to popular holiday destinations can be as comfortable as some of the more centrally located hotels, making them a good option for both short and long stay visitors to the area.

Guests generally check in at a reception and vacate their room when they check out.

Source: COOPER et al. (1998): Tourism: Principles and Practice. Harlow: Longman. Pages

- A.** Organize the underline hotel expressions in **alphabetical order** and define them using your own words.
- B.** Write sentences in **third person singular** including previous expressions

Task 5 Listening

<https://www.esl-lab.com/easy/sightseeing-tours/>

<https://learnenglishteens.britishcouncil.org/skills/listening/a2-listening/travelling-abroad>

<https://test-english.com/listening/a2/london-sightseeing-listening-test/>

<https://www.liveworksheets.com/gv2486569mp>

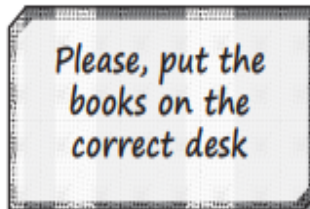
Task 5

Where can you see these announcements?

En las preguntas 6 - 10 marque **A**, **B** o **C** en su hoja de respuestas.

Ejemplo:

0.



- A. in a school
- B. in a clothes shop
- C. in a toy store

Respuesta:

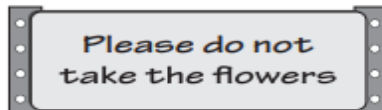
0.

☒ A

☐ B

☐ C

6.



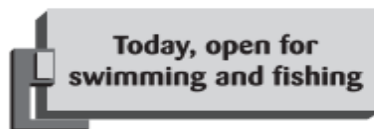
- A. at a zoo
- B. at a garden
- C. at a beach

7.



- A. by a soccer field
- B. in a cinema
- C. at a playground

8.



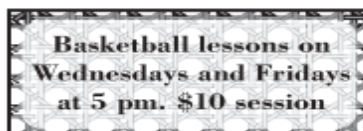
- A. at a lake
- B. in a pool
- C. on a field

9.



- A. in a classroom
- B. in a library
- C. in a bookstore

10.



- A. in a sports center
- B. in a bus station
- C. in a shopping center

Ejemplo:

0. Some people feel this way when they see spiders because they don't like them.

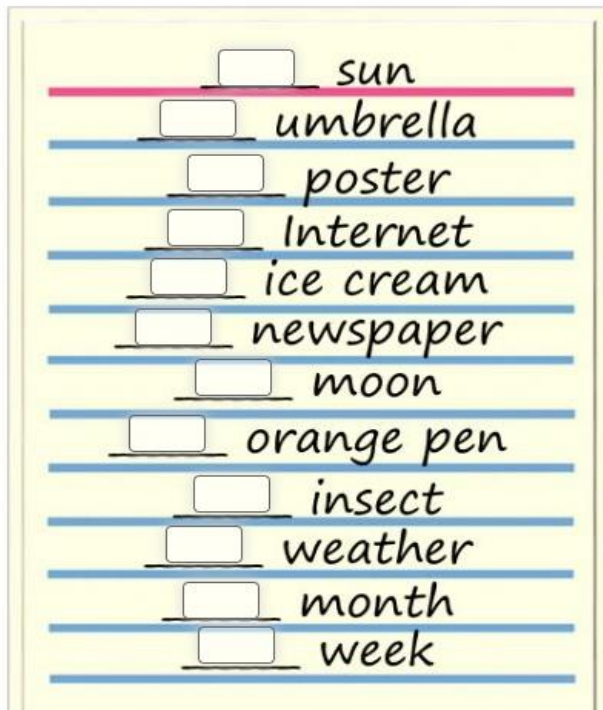
Respuesta:**0.****A****B****C****D****E****F****G****H**

1. People often cry when they feel like this.
2. If we feel like this, we want to eat something.
3. When we hate something, we sometimes feel like this.
4. Some people usually feel like this when it's hot, and need to drink something.
5. A person feels like this when they need to sleep after a long day.

A. afraid**B.** angry**C.** cold**D.** happy**E.** hungry**F.** sad**G.** thirsty**H.** tiredAc
Ve

Task 6 Writing

Write the article a-an-the.



Complete the conversation using yes/ no questions or Wh/ questions

1.- A: _____?

B: yes, I am going to travel very soon

2.- A: _____?

B: next summer, probably

3.- A: _____?

B: I am going to travel to Europe.

4.- A: _____?

B: with my sister and my friend Susan

5.- A: _____?

B: We are going to stay in Hostels. They are cheaper than Hotels.

6.- A: _____?

B: We are going to visit museums, art galleries, churches and famous landmarks.

7.- A: _____?

B: No, we are not going to rent a car. We are going to use public transportation

A: you going to have a such a great time!

B: I hope so!

Transformation

In this exercise we are going to make questions with an interrogative expression as subject.

1. A. The Petersons went to New Zealand. (Where?)

B.

2. A. Tourism helps the economy. (How?)

B.

3. A. The tourists enjoyed the food. (Who?)

B.

4. A. Japanese tourists take a lot of photos. (When?)

B

5. A. The first flight departed on time. (Which flight?)

B

6. A. A technical problem delayed the second flight. (What?)

B

7. A. The pilot explained the delay. (Who?)

B

8. A. Forty million tourists visited Spain last year. (How many tourists?)

B

**IT'S NOT JUST
THE BAND THAT'S
FEELING SQUEEZED!**

The impact of these global events as well as the local floods in KwaZulu-Natal have had a negative impact on the South African rand.

- ☐ ONE impact of the weak rand on inbound tourism
- ☐ TWO impacts on the multiplier effect in South Africa

This image shows a single sheet of white paper with horizontal blue or grey 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.

Discussion

What things do you ask for when you book a hotel room?

Bibliography(Personal Questions)

