

Final Exam

Subject: English for Tourism and Hospitality

Year/Class: _____

Name and family name: _____

Time: 60 minutes

I. Listening

1.1 Listen to a conversation two times and complete it.

Ellie: OK. First of all, lets discuss quantity.

Carina: Good idea. How many macaroons shall I make for Saturday?

Mark: Well, I'm not sure. How many people go to the market?

Carina: I don't know. Shall I check the market website?

Mark: Yes. Definitely.

Carina: OK. Here we are. The market website says 5,000 people on a Saturday.

Ellie: That's interesting. Why don't you make 250? That's 5%.

Carina: Two hundred and fifty! I think that's too many. I don't have time.

Ellie: OK. How about making 200 for the first Saturday?

Mark: I agree. Two hundred. And we'll help you.

Carina: Ok... I'll make 200, then.

Ellie: Cool. Now. What's next?

II. Vocabulary

2.1 What is the purpose of each sentence? Choose each word from the box.

Advising	apologizing	thanking	complaining
instructing	inviting	praising	requesting

1. I am not happy with your work at the moment. complaining
2. I think that you should call the customer and explain the problem. advising
3. Can you tidy the cupboard this week? requesting
4. I'm sorry I was late yesterday. apologizing
5. Close the window and turn off the lights when you leave. instructing
6. That was really good work. Well done! praising
7. Would you like to come to a party next week? inviting
8. You really helped me a lot last week. thanking

III. Grammar

3.1 Write the words in the correct order.

1. macaroons / don't / make / Why / 50 / chocolate / you?

Why don't you make 50 chocolate macaroons?

2. about / visiting / weekend / the / market / How / this?

How about visiting the market this weekend?

3. make / a / we / decision / Shall?

Shall we make a decision?

4. different / OK, / make / flavours / five / we'll.

OK, we'll make five different flavours.

5. some / sell / cookies, / Let's / too.

Let's sell some cookies, too.

6. after / don't / meal / we / go / for / a / Why / the / market?

Why don't we go for a meal after the market?

7. macaroons / I / get / some / to / Shall / put / the / boxes / in?

Shall I get some boxes to put the macaroons in?

8. market / OK, / we'll / park / at / 8 / o'clock / in / the / car / meet.

OK, we'll meet at 8 o'clock in the market car park.

IV. Reading

3.1 Read the text about Baan Ruammit and answer the questions.

The Tourism Area Life Cycle: The Story of Baan Ruammit

Many years ago, Baan Ruammit was a small Thai village on the Mae Kok River. The Karen people lived there. There was not much contact between the Karen and the outside world. This began to change in the 1990s. At first, the village was an important stop on trekking tours. Visitors came to Baan Ruammit on foot. But now everything is more developed. There are roads and restaurants, and the village is a big tourist attraction for sightseeing tours. There are many jobs in tourism and hospitality, so more and more people come to live here. The community is bigger and people in the area are richer than before, but the old village is losing some of its charm. So now the Karen are trying to keep the past alive. They have a tradition of elephant training, forestry and hunting, and tourists can do rides and walks in the forest and see animals. Some people want to create a 'cultural village' to protect Baan Ruammit. A cultural village is like a museum, but it is a real village. People live in traditional houses, wear traditional clothes and show tourists how they live and work.

Questions:

1. Where is this community?

On the Mae Kok River in Thailand.

2. What are the stages of its growth?

The stages of its growth are small traditional village > trekking stop > tourist attraction.

3. What is the area well-known for?

It is well-known for elephant training, forestry and hunting.

4. What is happening to Baan Ruammit?

It is growing larger and richer, so people are trying to protect it.