

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 _____ for Saturday?

Mark: Well, _____. How many people go to the market?

Carina: I don't know. _____ 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. _____ 250? That's 5%.

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

Ellie: OK. _____ 200 for the first Saturday?

Mark: _____. Two hundred. And we'll help you.

Carina: Ok... _____, 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. _____
3. Can you tidy the cupboard this week? _____
4. I'm sorry I was late yesterday. _____
5. Close the window and turn off the lights when you leave. _____
6. That was really good work. Well done! _____
7. Would you like to come to a party next week? _____
8. You really helped me a lot last week. _____

III. Grammar

3.1 Write the words in the correct order.

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

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

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

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

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

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

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

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

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?

2. What are the stages of its growth?

3. What is the area well-known for?

4. What is happening to Baan Ruammit?
