

# International Vocational English Examinations & Assessment

## English for Tourism Sample Material

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- Sample Paper for the *English for Tourism* Examination (pp. 2-9)  
**Note** that this is the printed version of the online examination.
- Sample Quiz for **Career Paths: Tourism** (pp. 10-11)  
**Note** that there is a quiz every two units of each *Career Paths* title.
- Sample Test for Book 1 of **Career Paths: Tourism** (pp. 12-15)  
**Note** that there is a book test for each of the three books in every *Career Paths* title.

## PART 1 - LISTENING

You will hear short conversations between two people. After each conversation, choose the statement which is true.

- 1 **A** He works for a newspaper.  
**B** They work in the same office.  
**C** He wants to be an operator.
- 2 **A** He will have to pay extra to use the ATM.  
**B** He doesn't have an account with National Bank.  
**C** He is not allowed to use the ATM.
- 3 **A** He leaves without buying anything.  
**B** She only takes debit cards.  
**C** He has traveler's checks and cash.
- 4 **A** She has not visited Paris before.  
**B** She is visiting from the US.  
**C** She wants to visit the US.
- 5 **A** She does not have 3 euros.  
**B** He only has three postcards left.  
**C** She thinks the postcard is expensive.
- 6 **A** He did not hear the announcement.  
**B** He thinks she is lying to him.  
**C** He has missed his flight.
- 7 **A** The plane is about to land at the airport.  
**B** The pilot wants all passengers in their seats.  
**C** The seats on the plane are not comfortable.
- 8 **A** She has not checked her email.  
**B** She did not receive his email.  
**C** She will send him an email.
- 9 **A** He wants a different room.  
**B** He is leaving the hotel.  
**C** He is staying for a few more days.
- 10 **A** She wants a job as a tour guide.  
**B** She wants to tell him about the job.  
**C** He is pleased to hear about the position.

## PART 2 - KNOWLEDGE OF LINGUISTIC MEANS

Choose the correct item (A, B, C or D) to complete the sentences.

- 1 Mr. Smith isn't in the office this week, so we need to ..... his calls to his assistant.  
A transfer                      C operate  
B connect                      D contact
- 2 Please ..... the line; the person you are calling is busy.  
A pass                          C direct  
B join                          D hold
- 3 If you want cheap lodging, The Baumhaus is a very good ..... hotel.  
A youth                      C budget  
B drive-through              D resort
- 4 The Lilies is a luxury hotel with a 5 star .....  
A rating                      C selection  
B option                      D service
- 5 Please have your ..... pass ready to show at passport control.  
A departure                  C security  
B duty-free                    D boarding
- 6 The train to Rome will be ready to ..... from platform B in ten minutes.  
A embark                      C disembark  
B depart                      D escort
- 7 We want to rent a car for our family holiday, so the economy ..... is too small.  
A getaway                    C cabin  
B deal                          D model
- 8 This store only accepts ..... cards or cash as payment.  
A traveler's                  C checking  
B debit                        D billing
- 9 James used his credit card to ..... \$100 from the ATM near the hotel.  
A release                      C withdraw  
B recover                      D convert
- 10 The doctor said the skin ..... came from a mosquito bite.  
A immunization              C application  
B vaccination                D infection
- 11 You don't need money for refreshments and food at the hotel on a(n) ..... holiday.  
A round-trip                  C full-size  
B all-inclusive                D half-board
- 12 The transfer bus is free of ..... for all guests at the hotel, so don't pay the driver.  
A expense                    C price  
B fee                          D charge
- 13 Don't forget the most important bargaining ..... : never forget your price limit.  
A position                    C tip  
B rate                         D tag
- 14 Forecasters are ..... temperatures as high as 44°C tomorrow.  
A ensuring                    C predicting  
B negotiating                 D reporting
- 15 That airline has a great safety .....  
A reference                    C record  
B transcript                    D resolution
- 16 Please ..... to this email if you wish to cancel your booking with us.  
A return                      C confirm  
B react                        D respond
- 17 Long-distance calls are charged according to international .....  
A scales                      C degrees  
B rates                        D figures
- 18 Hotel employees must always ..... guests using a title and surname.  
A target                      C address  
B attend                      D refer

Read the exchanges. Which answer (a or b) best completes each exchange?

- 1 A: Could you please put me through to Mr. Jones' office?  
B: **a** Certainly. It's the third door on the left.  
**b** Certainly. Please hold the line.
- 2 A: Where are you visiting from?  
B: **a** I'm from Scotland.  
**b** It's my first time in Germany.
- 3 A: How long does it take to arrive in York?  
B: **a** I'm not sure. Please check the timetable inside the terminal.  
**b** The York stop is only ten minutes, for a change of drivers.
- 4 A: How would you like to pay?  
B: **a** Now, if possible.  
**b** I'll use my card.
- 5 A: How are you enjoying your stay with us, Mr. Smith?  
B: **a** On the top floor, if possible.  
**b** It's wonderful, thank you.
- 6 A: Can you tell me what the bag looks like?  
B: **a** It's a red leather one with a blue strap.  
**b** It was checked in at Heathrow with the others.
- 7 A: How will I know when it's time to board?  
B: **a** You can wait in the airport terminal.  
**b** I'll make an announcement.
- 8 A: The hospital isn't far. I can arrange a cab to take you there.  
B: **a** That's not necessary, but thanks for your concern.  
**b** But I need a doctor, so I can't go to my accommodation.
- 9 A: What exactly are the symptoms?  
B: **a** They are listed in the policy documents.  
**b** I have a bad headache and a rash.
- 10 A: Bob, do you have a moment?  
B: **a** Sure, Ann. What can I help you with?  
**b** Here it is. What do you need it for?
- 11 A: I'd like to speak to Ms. Harper, please.  
B: **a** Certainly. Is there anything else?  
**b** I'm afraid Ms. Harper is away from her desk right now.
- 12 A: May I ask who's calling?  
B: **a** I'm calling about your special offer.  
**b** My name's Becky Adams.
- 13 A: How much of the money can I get back?  
B: **a** We can refund 50% of the cost of the tickets.  
**b** The price is fixed, but there's a discount if you book early.
- 14 A: Can you get me on that flight, please?  
B: **a** Yes, you're right, it is delayed.  
**b** I'm afraid it's fully booked.
- 15 A: Can you talk about your strengths as a worker?  
B: **a** I have great customer service skills.  
**b** Yes, that's my strong point.
- 16 A: Is there anything else I can do for you?  
B: **a** No, everything is fine, thanks.  
**b** No, I can't do any more now.

## PART 4 - READING

You will read some information related to tourism. For questions 1-4, choose the correct answer A, B or C.

### A **Information for hotel guests: access to money**

There is an SBC Bank located on the corner of Main and 21st Street, which is two blocks away. Turn right when you leave the entrance and you will find it easily.

**Facilities:** ATM, traveler's checks, currency exchange

**Hours:** 8 am - 5 pm daily, except Friday 4:30 pm  
ATM available 24 hours – access with ATM card

### B **Imperial Hotel dining**

- **The Imperial Steakhouse** on the ground floor is a family restaurant, with plenty to please the kids.
- **The Western Terrace** on the fourth floor provides top-quality Asian cuisine. On Fridays we always have a jazz band.
- **The Rooftop Lounge** is mainly a cocktail bar, but offers a variety of small snacks – and an unbeatable view of the city!

*Or simply order room service!*

- 1 If a visitor needs money at midnight, can they use the ATM at the bank?  
**A** No, they can't, because the bank is closed.  
**B** Yes, they can, if they have a card.  
**C** Yes, they can, except on Fridays.
- 2 Where is the bank?  
**A** at the entrance to the hotel  
**B** two blocks from the hotel  
**C** at the corner of the hotel
- 3 How is the Rooftop Lounge different from the other two?  
**A** It has the best view of the city.  
**B** It offers full meals.  
**C** It doesn't serve alcohol.
- 4 Where would a guest find live music?  
**A** the Imperial Steakhouse  
**B** the Western Terrace  
**C** the Rooftop Lounge

You are going to read an extract from a tourist leaflet. Read the text and choose the correct answer *T* (true), *F* (false) or *DS* (doesn't say).

C

### **Cruises with Golden Queen**

There are so many cruises to go on with Golden Queen ships. We offer a wide choice of routes and number of days that visitors can stay on board: 7, 10 or 14 nights. Why not enjoy the delights of the Caribbean and open your window every morning to a new destination? How do you feel about sitting on the viewing deck and watching the sunset? Perhaps you want to go ashore for sightseeing or perhaps you don't; we have an itinerary that suits your needs and desires. From the moment that you embark on a Golden Queen cruise you will receive top quality service.

- 5 Visitors on *Golden Queen* ships can choose between three different lengths of cruise. T / F / DS
- 6 All cabins have got windows. T / F / DS

## PART 5 - WRITING

Read the CV. Complete the gaps 1-5 with the correct headings A-F. One heading is extra.

- |                     |                             |
|---------------------|-----------------------------|
| <b>A</b> Languages  | <b>D</b> Employment History |
| <b>B</b> References | <b>E</b> Hobbies            |
| <b>C</b> Awards     | <b>F</b> Certifications     |

### Personal Information

Karen Blithe  
78 Fullerton Drive  
Cobbleton  
Northshire  
CO23 8HY  
Telephone: + 44 0112 546 9890

1) .....

2009-Present

Team Leader at WinTours

- Motivating staff
- Initiating new ideas
- Organizing advertising campaigns
- Supervising new projects

2005-2009

Sales Assistant at The Path Least Traveled

- Helping customers
- Coordinating other staff
- Keeping accurate records
- Dealing with cash payments

2) .....

MA Business Administration from the University of Wales, Aberystwyth  
BEC Accounting from University of Manchester

3) .....

I am fluent in French and German and am currently studying  
Greek and Italian.

4) .....

In my free time I like jogging and going for walks in the countryside.  
I am also a huge fan of opera and the theatre.

5) .....

Prof. Simon Clarke, Department of Business, University of Wales,  
Aberystwyth

You will hear short conversations between two people. After each conversation, choose the statement which is true.

- 1 **W:** Hi, this is Janie. How can I help you?  
**M:** I'm calling about the operator job in the newspaper.  
**W:** I'll put you through to the head of the department.
- 2 **M:** Excuse me, where can I get some cash?  
**W:** There's an ATM over there in the food court.  
**M:** Great. Is it a National Bank ATM?  
**W:** No, it's another bank's, so you need to pay a service charge to use it.
- 3 **W:** How would you like to pay?  
**M:** Do you take traveler's checks?  
**W:** No, I'm sorry. We take debit cards and cash.  
**M:** Okay, I have some cash. Here you go.
- 4 **M:** Is this your first time in Paris?  
**W:** No, but I'm very happy to be here.  
**M:** Where are you visiting from?  
**W:** I'm from the US.
- 5 **W:** How much does this postcard cost?  
**M:** It's only 3 euros.  
**W:** Oh my! That's too much for a postcard!
- 6 **M:** Excuse me. When does Flight 325 leave?  
**W:** Actually, Flight 325 to Madrid has been delayed.  
**M:** Flight 325 has been delayed! I don't believe it.  
**W:** That's correct, sir. I made the announcement twenty minutes ago.
- 7 **W:** I'm going to have to ask you to return to your seat.  
**M:** I just need to stretch my legs.  
**W:** The pilot just made an announcement that we're coming up on severe turbulence.  
**M:** But I've been sitting for six hours!
- 8 **M:** Have you had a chance to check your email this morning?  
**W:** Yes, I have. Why do you ask?  
**M:** I forwarded you an email with a client's booking information. Did you receive it?  
**W:** No, I'm afraid I didn't. Why don't you resend it?
- 9 **W:** Good morning. How may I help you?  
**M:** I'd like to check out, please.  
**W:** Did you enjoy your stay?  
**M:** Yes, very much. I only wish it were longer!
- 10 **M:** Hello. My name is Paul Ford. I'll be interviewing you for the tour guide position.  
**W:** Great. I'm very excited to talk about the position.  
**M:** I'm happy to hear that. Why don't you start by telling me about yourself?



# Examination Key

## Part 1: Listening

1 C    2 A    3 C    4 B    5 C    6 A    7 B    8 B    9 B    10 A

**Marking scheme:**  
10 items x 2 points = 20 points

## Part 2: Knowledge of linguistic means

1 A    3 C    5 D    7 D    9 C    11 B    13 C    15 C    17 B  
2 D    4 A    6 B    8 B    10 D    12 D    14 C    16 D    18 C

**Marking scheme:**  
18 items x 2 points = 36 points

## Part 3: Knowledge of language functions

1 b    3 a    5 b    7 b    9 b    11 b    13 a    15 a  
2 a    4 b    6 a    8 a    10 a    12 b    14 b    16 a

**Marking scheme:**  
16 items x 1 point = 16 points

## Part 4: Reading

1 B    2 B    3 A    4 B    5 T    6 DS

**Marking scheme:**  
6 items x 3 points = 18 points

## Part 5: Writing

1 D    2 F    3 A    4 E    5 B

**Marking scheme:**  
5 items x 2 points = 10 points

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## Marking scheme for the International Vocational English Examinations

**Pass mark:** 50%

**Distinction:** 85-100

**Merit:** 70-84

**Pass:** 50-69

**Narrow Fail:** 40-49

**Fail:** 0-39