

Mock Examination 1

**CERTIFICATE
IN ENGLISH FOR
HOTEL AND
RESTAURANT PURPOSES**

B1

These extracts from the mock examination can provide language teachers and learners with an impression of the level and format of the TELC examination concerned. The complete mock examination with instructions for candidates and teachers, the tapescript and the answer key, as well as the accompanying CD, can be ordered from WBT (see TELC – publications on the TELC website www.telc.net).

Die folgenden Auszüge des Modelltests vermitteln Unterrichtenden und Lernenden einen Eindruck von Niveau und Format der betreffenden TELC-Prüfung. Den vollständigen Modelltest mit Hinweisen für Teilnehmende und Unterrichtende, Transkript der Hörverstehens-Texte, Lösungsschlüssel sowie die Audio-CD für den Testteil Hörverstehen können bei der WBT bestellt werden (siehe TELC-Publikationen unter www.telc.net).

B1 Certificate in English for Hotel and Restaurant Purposes

Mock Examination 1

The European Language Certificates examinations are a range of language examinations conceptualised, developed and centrally administered and monitored by WBT Weiterbildungs-Testsysteme GmbH in Frankfurt am Main, Germany. The European Language Certificates are available for many languages and different subjects and target groups and are based on the competence levels described in the Council of Europe's Common European Framework of Reference for Languages.

This mock examination for The European Language Certificates examination in English for Hotel and Restaurant Purposes is based on the examination format for the Certificate in English B1. The European Language Certificates examination format was developed in a project which co-operated closely with language experts and institutions throughout Europe and was sponsored by the German Federal Ministry of Education, Science, Research and Technology.

In order to work through the Listening Comprehension part of the examination, the CD (Order-No. **C30M-001C**) is required.

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This publication replaces and invalidates all previously issued versions of the Mock Examination for the Certificate in English for Hotel and Restaurant Purposes used in the revision process for expert evaluation and pre-testing.

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Important Information

Please read this page before starting the examination.

Information for Learners

Dear Learner,

If you cannot understand all the information on this page, ask your teacher to help you.

You can use this mock examination in three ways:

- you can take it as if it were a real examination
- you can use all of it or parts of it to practise
- you can read it to find out about the examination in general

Decide what you want to do with this mock examination before you look at the sub-tests and questions.






If you want to take the mock examination as if it were a real examination, you will need the help of a teacher to organise this. In this case, do not read on after this page. You should not look at the items or pictures and should not read the Information for Teachers. Wait for your teacher to tell you what to do.

If you want to use this material to practise, it is best if you keep to the times given for each sub-test as in a real examination – e.g. 90 minutes for *Reading Comprehension* and *Language Elements*. In this way you can see if you can do the tasks in the time given. You will need the recorded material (Order No. C30M-001C) to practise the sub-test *Listening Comprehension*. The answers to the questions can be found on page 43. If you do the sub-test *Writing*, you should ask your teacher to mark it for you. You cannot of course practise the oral examination on your own but you can read about it and how it is marked.

If you want to find out about the examination in general, all you need to do is to read the information given in this mock examination.

We hope you will find the mock examination interesting and useful and that you will pass with flying colours!

The Structure of the Examination

Sub-Test		Type of Test	Points	Time in minutes	
Written Examination					
1 Reading Comprehension					
	1.1	Part 1	5 matching items	25	
	1.2	Part 2	5 multiple-choice items	25	
	1.3	Part 3	10 matching items	25	
2 Language Elements				90	
	2.1	Part 1	10 multiple-choice items	15	
	2.2	Part 2	10 matching items	15	
Break				20	
3 Listening Comprehension					
	3.1	Part 1	5 true/false items	25	
	3.2	Part 2	10 true/false items	25	
	3.3	Part 3	5 true/false items	25	
				approx. 20	
4 Writing					
	4.1	Content		15*	
	4.2	Communicative Design	4 guiding points	15*	
	4.3	Language		15*	
				30	
Oral Examination					
	■	Part 1 Welcoming a guest	examination with one candidate	75**	approx. 15
	■	Part 2 Describing your work			
	■	Part 3 Task			

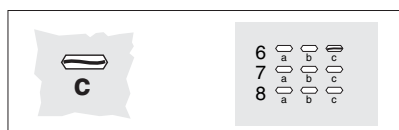
* cf. marking criteria on pages 39-40.

** cf. marking criteria on pages 41-42.

Information concerning the **answer sheet S3** (p. 23):

Always use a soft pencil on the answer sheet.

Each item has only one correct answer. For example, if you think that **c** is the correct answer, mark your answer on the answer sheet in the following way:





Important Information:

This is the start of the mock examination.

Before you look at the following pages, we recommend that you read the Information for Learners on page 3.

Written Examination

The first two sub-tests are

1 Reading Comprehension

2 Language Elements

You have a total of 90 minutes for these two sub-tests.



Sub-Test 1: Reading Comprehension

This sub-test has three parts, testing your skills in reading.

- Part 1
- Part 2
- Part 3

This sub-test has a total of 20 items (1–20). Each item has only one correct answer.



Sub-Test 2: Language Elements

This sub-test has two parts:

- Part 1
- Part 2

This sub-test has a total of 20 items (21–40). Each item has only one correct answer.

**1 Reading Comprehension (Part 1)**

Read the five texts, items 1 - 5. Then read the titles a - j. Decide which title a - j goes best with which text. Mark your answers on the answer sheet in the boxes 1–5.

- a) **Bedrooms**
- b) **Equipment**
- c) **Shopping**
- d) **Functions**
- e) **HOW TO FIND US**
- f) **Leisure**
- g) **PARKING**
- h) **RESTAURANTS**
- i) ***Video facilities***
- j) **What's On in Town**



1

From the Presidential Board Room for a meeting of 5 to 20 people to the Manhattan Suite (plus the Lexington and Empire Rooms) for meetings from 20 to 250 – the Business and Special Events team is able to tailor an event for you. We will make every attempt to cater to your needs and can provide or arrange for speakers, entertainment and music, waiter or buffet service as well as deal with a range of other more specific wishes.

2

Buffets or full three or four course sit-down meals prepared by our in-house chefs in our four-star restaurant. Our chefs and their staff can deal with all dietary requirements (e.g. vegetarian, vegan, kosher, diabetic, low-salt, low-fat) as well as specific tastes. Children's needs as far as meals and seating arrangements are concerned are no problem at all to our staff, even at short notice, although it helps us a great deal if we have some advance notice. For small snacks and drinks, our Palace Café is open from 9 a.m. to 4 p.m.

3

Our full range includes OHP, screen, data projector, laptop, flipchart, telephone, fax, email, photocopying, lectern and PA system. Each room has a telephone and internet connection and there are computers for individual use in the foyer.

4

Team building or just fun – round off the day's business with a game of ten-pin bowling or the use of the State Fair Amusements – over 100 video and interactive games. There is also a Comedy Club with a late bar and disco on the last Thursday of the month. Plus bars with late license, DJ and pool tables, Old Orleans Restaurant and Health Club available for corporate use.

5

Over 700 free spaces for our guests. Brightly lighted, with easy access for luggage, wheelchairs and prams. Partly roofed. Spaces for disabled and handicapped drivers and for women driving alone. The entire area is covered by CC television.



1 Reading Comprehension (Part 2)

Read the following text, then choose the answers to questions 6–10 and mark your answers - a, b, or c - on the answer sheet.

Hard Work Ahead this Summer for Restaurateurs

Mid-April may have marked a turning point for many UK and US restaurateurs, giving them their first ray of hope for several months.

Last year was not a good one in London or New York, with a big drop in business entertaining and international guests in the last quarter of the year. The downward trends carried over to this year's first quarter. However warmer weather and better hotel occupancy rates seem to have started to make things better.

At Sartorial, a smart Italian restaurant in London, demand for private dining rooms has been much heavier and wine spending is on the increase. Sommelier Dario Pangolin said "We had two parties in last night and all they drank was Tignanello and Sassicaia, two of the most expensive wines on my list. Their bills were like this", he added, stretching his hands wide apart.

But for any restaurateur, success – or at least a busier reservation telephone line – brings fresh challenges that, although more pleasant to deal with than negative cash flow and staff cuts, are complex nevertheless: I talked to leading restaurateurs and chefs about the challenges they face as they look beyond the traditionally busy period of the end of May, June and early July. "It's the phone" said Raymond Oradell, chef/proprietor of Da Raymond, which opened to excellent



reviews six weeks ago. "One day we started counting how many times it rang, but gave up when it came to 1,200. We are now booked out six weeks in advance, which of course is wonderful, but it does mean that we have lost the sense of spontaneity, the ability to handle walk-ins. Like every other restaurant we always keep one or two tables in case there has been a mistake over a booking, but it is very very difficult to get the balance right, especially in the evening when business

people want a table to meet colleagues."

For Dick Stone, the UK chef who has just brought Penmachno, the small town in Cornwall, and fish cookery to the public's attention, the arrival of the

television cameras that made him an international star brought a specific and immediate challenge for his receptionists. "Overnight we became a destination restaurant" he said "but it wasn't as though we hadn't been extremely busy with local customers before then. We mustn't upset those who have supported us for so long, so we tried to establish computer databases for regular local customers, but it just became too complicated. Now my wife, Janet, has built up her own list of those who live nearby and come regularly and we keep tables back every evening for them. And we now open all year round."



Answer the following questions from the information given in the text.

6. At the beginning of this year business for restaurants
 - a) continued to drop.
 - b) was better than in the autumn before.
 - c) was the same as usual.

7. In one restaurant in London, Sartorial,
 - a) bills for wine are lower than usual.
 - b) no expensive wine is sold.
 - c) wine bills are getting higher.

8. Successful restaurants have
 - a) difficulty in getting new staff.
 - b) to deal with new problems.
 - c) to invest a lot of money to remain successful.

9. One thing which is difficult for restaurant owners is
 - a) booking too many tables in advance.
 - b) customers cancelling bookings
 - c) dealing with table bookings correctly.

10. Dick Stone's restaurant in Penmachno
 - a) does not yet have many regular customers.
 - b) has started to attract customers from outside the town.
 - c) is still used mostly by local people.



1 Reading Comprehension (Part 3)

First read the ten situations (11–20) and then read the twelve texts (a–l). Decide which text goes best with which situation. Each text can be used only once. Mark your answers on the answer sheet (11–20).

In some cases there may be no suitable text. Then mark x.

11. You and your partner are looking for catering jobs where you can live together in one place.
12. You are looking for a job as a cook with accommodation in a small hotel.
13. Your colleague can cook Asian food and is looking for a job in an English pub.
14. You want to do catering training in England.
15. You are looking for a hotel that can be easily reached by airline passengers.
16. A colleague with a lot of experience in the catering business would like to help to run an English hotel.
17. Some people you know want to spend a holiday in the country not far from London.
18. A friend wants to spend a holiday in England near the sea.
19. You are asked to find a hotel with facilities for large meetings and dinners.
20. You want to work as a chef in a restaurant serving French food.



a

WHITE HOUSE HOTEL

Watford's most central and luxurious hotel, with 87 fully ensuite bedrooms and excellent conference and banqueting suites.

Convenient to M1, M25, M4 and Watford Junction Station. For further details and special weekend rates please call:

01923 237316

Upton Road, Watford, Herts. WD1 2EL
Tel: 01923 237316 Fax: 01923 233109

b

QUARLTON MANOR FARM

17th century farmhouse in a secluded and tranquil location with a wealth of unique building features. Set in its own 20 acres with additional outstanding views.

Wonderful four-poster beds and galleried dining hall which accentuates acclaimed and varied local food. Served by the family owners. Easy contact with motorway network, Manchester and airport etc.

Quarlton Manor Farm,
Edgworth, Turton, Bolton
Tel: 01204 852277
Fax: 01204 852286

c

Elmfield Hotel

Stands in an acre of gardens, with its own heated indoor swimming pool, Jacuzzi, sauna, solarium. Own car park.

All fourteen bedrooms are ensuite, two have king-sized four-poster beds.

Our guests continually congratulate us on our excellent French cuisine, cooked with fresh local produce.

Torrs Parks, Sundowne,
N. Devon
Tel: 01271 863377

d

ILFRACOMBE CARLTON HOTEL

Well maintained Victorian hotel centrally situated close to the beach. Walks along the coast and picturesque harbour. Entertainment in season.

RUNNACLEAVE ROAD,
ILFRACOMBE EX34 8AR
Tel: 01271 862446

e

Epchris Hotel

Period hotel in 2 acres of lovely grounds. Outdoor swimming pool (summer), bar, parking. Walking distance from town amenities yet adjacent Torrs Walks.

Ideal touring in beautiful countryside

TORRS PARK
CHESHIRE EX34 8AZ
Tel: 01271862751

f

THE CHEQUERS INN
WOOBURN COMMON

Lovely 17th century country inn with 17 pretty ensuite bedrooms.

Close to Marlowe, Henley and Windsor and ideal for exploring the Thames Valley or visiting London. 3 miles from M40 (J2) and 6 miles from M4 (J7).

Weekend Breaks, Horse Racing Weekends
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Buckinghamshire HP 10 0JQ
Tel: 01628 529575 Fax: 01628 850124



g

Pendower Beach House Hotel

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Experience of working in a small team and producing high quality food advantageous.

Live-in accommodation available.

An exciting opportunity for the right candidate.

For more information call Carol on 01872 501241

www.pendowerbeach.co.uk

h

ASSISTANT BAR/RESTAURANT MANAGER

To assist owner in running of busy country pub and restaurant in South Warwickshire.

-Also-

SECOND CHEF

with knowledge of Oriental and Traditional Cuisine.

Minimum three years' experience.

Contact Darren

01295 690270

i

PORTOFINO

Award-winning restaurant specialising in fine seafood requires:

RESTAURANT MANAGER

Relevant experience and references essential.

Excellent salary.

Forward CV to:

Mr Orlando Peracca

Portofino, Henry Street, Lytham

Lancashire FY8 5LE

Tel: 01253 795890 Fax: 01253 732227

e-mail: inportofino@hotmail.com

j

TRAINEE FOOD AND BEVERAGE MANAGER

Royal Overseas League requires hard-working, dynamic individual to join management training programme for future position of Food and Beverage Manager; relevant tertiary qualification essential together with strong organisational skills required; excellent personal skills and ability to work long hours under pressure.

Salary: £13,500

Please reply in writing with CV to:

Helena B Karlsson, Royal Overseas League, Park Place, St James's Street, London SW1A 1LR.

Closing date: 30 April

k

ASSISTANT MANAGER

Nottingham – Three-Star Hotel with 30 Bedrooms

Previous experience in the hotel/restaurant sector essential as applicants will need to demonstrate a successful track record.

This position would suit any ambitious person seeking a long term career but ready now for their next challenge.

If you have ambition, self-motivation and hotel experience, apply now, outlining full career details, including current pay package, to:

Ian Gray, Swans Hotel

84-90 Radcliffe Road, West Bridgeford

Nottingham NG2 5HH

Email: iangray@aol.com

l

THE WILMSLOW GOLF CLUB

BAR MANAGER

£18,000

up to

ASSISTANT BAR MANAGER

£6 per hour

Plus FREE accommodation available in on-site cottage

These opportunities are ideally suited to a couple, although individual applicants will be seriously considered. The roles require people with the drive and initiative to consistently deliver high-level customer service within a prestigious, private members' club.

Please provide full CV and current remuneration/benefit details to:

Marjory Padfield, The Wilmslow Golf Club
Great Watford, Mobberley WA16 7AY

Email: wilmslowgolfclub@ukf.net



2 Language Elements (Part 1)

Read the following letters and decide which word or phrase – a, b, or c – is missing in items 21–30.

Mark your answers on the answer sheet.

I am writing to thank you for the week which I _____ **21** _____ at your hotel last month. I was very happy with the way in which you make all your hotel guests feel welcome and the wonderful atmosphere in the hotel. The food, accommodation and _____ **22** _____ were all of a very high _____ **23** _____. The restaurant service was _____ **24** _____. I intend to return to your hotel in the near future. Please _____ **25** _____ my thanks once again.

I am just writing to _____ **26** _____ about the terrible week I had at your hotel last month. I was not _____ **27** _____ with a number of things, especially the service in the restaurant, _____ **28** _____ was always slow. I was also very disappointed by the condition of my room. The bed was hard and not very _____ **29** _____. I am afraid that I cannot _____ **30** _____ your hotel to anyone else.

- 21.** a) spend
b) spent
c) was spending

- 25.** a) accept
b) express
c) welcome

- 29.** a) comfortable
b) easy
c) tender

- 22.** a) belongings
b) board
c) facilities

- 26.** a) complain
b) complaint
c) compliment

- 30.** a) advise
b) offer
c) recommend

- 23.** a) regards
b) satisfaction
c) standard

- 27.** a) lucky
b) satisfied
c) sure

- 24.** a) delicious
b) excellent
c) tasty

- 28.** a) what
b) which
c) who



2 Language Elements (Part 2)

Read the following text and decide which of the words or phrases a–o is missing in items 31–40. Mark your answers on the answer sheet.

Dear Ms Hutton,

Thank you very much for your reservation. I am writing to confirm your booking for two double rooms for three nights from May 14th to May 17th. The rooms are on the fourth floor. There is a _____ **31** _____ door between the rooms and both the rooms have a _____ **32** _____ of the hotel gardens.

The cost per room is €230 per night for bed and breakfast, _____ **33** _____ taxes and service.

I am _____ **34** _____ two brochures with information about our hotel and its _____ **35** _____. If you have any _____ **36** _____, I will be _____ **37** _____ to answer them.

The rooms will be _____ **38** _____ until 6 p.m. on May 14th. Please let me know if you will be _____ **39** _____ later than this.

We look forward to _____ **40** _____ you at our hotel and hope you have an enjoyable stay with us.

Yours sincerely,

- | | | | |
|--------------|---------------|--------------|---------------|
| a) additions | b) arriving | c) available | d) connecting |
| e) enclosing | f) facilities | g) including | h) inviting |
| i) look | j) pleased | k) provide | l) questions |
| m) staying | n) view | o) welcoming | |



The next sub-test is

3 Listening Comprehension

Once you have started the recording, let it run until you hear the words:

That is the end of Listening Comprehension. Thank you for listening.
All the pauses are on the recording. You should not stop the recording during the test.



Sub-Test 3: Listening Comprehension

This sub-test has three parts, testing your skills in listening.

- Part 1
- Part 2
- Part 3

This sub-test has a total of 20 items (41–60). Each item has only one correct answer.



3 Listening Comprehension (Part 1)

You are going to hear five short texts.

You will hear each text only once.

First read items 41–45.

*After you have listened to each text, decide if the statement for each of the items 41–45 is **true (+)** or **not true (-)**.*

Mark your answer on the answer sheet.

Now you will have half a minute to read the five statements.

41. The guest will be checking out at 9.30 a.m. on the 19th.
42. The guest's flight number is GAL 276.
43. The caller's name is spelt GRODZUSCY.
44. Both guests want alcoholic drinks.
45. There is something wrong with the tap in the guest's room.



3 Listening Comprehension (Part 2)

You are going to hear a radio programme.

You will hear the programme twice.

First read items 46 – 55.

*After you have listened to the programme, decide if the statement for each of the items 46 – 55 is **true** (+) or **not true** (-). Mark your answer on the answer sheet.*

Now you will have two minutes to read the statements.

46. Caroline and Paul Fowler are a husband and wife team.
47. There will be 7 hotels in the chain in the near future.
48. The Fowlers always wanted a chain of hotels.
49. The Fowlers' first hotel was in Germany.
50. Paul and Caroline plan the rooms together.
51. There are four company directors.
52. All the hotels are in city centres.
53. The cafés in the hotels are open to anyone after breakfast.
54. The Fowlers are going to open new hotels in other countries.
55. The name of the chain was Caroline's idea.



3 Listening Comprehension (Part 3)

*You are going to hear five short texts. You will hear each text twice. After you have listened to each text, decide if the statement for each of the items 56 – 60 is **true** (+) or **not true** (–). Mark your answer on the answer sheet.*

56. He wants to know if Mr. Brown is in the hotel.
57. She wants to know if she can book a conference for 30 people.
58. He wants to know if Mr. Williams has phoned.
59. He wants to know if you can change £s into \$s.
60. He wants to know if the show is suitable for children.



The next sub-test is

4 Writing

You are allowed a total of 30 minutes for this sub-test.

You now have to write a letter.

Please use pages 21-22, which can be removed or copied for this purpose.



4 Writing

The hotel you are working for receives the following email:

Dear Sir,

We are planning a European sales meeting for 25 people for the first weekend of April next year. Would you please send us details of your hotel, and, in particular, of the facilities you offer for such groups?

We would appreciate an early reply.

Regards,


James Brown
Marketing and Events Manager
Winston Bartlett Staines Systems Ltd.
Wakebrook Street 456
Leicester LC23 6TH

Answer the email with a letter and enclose some information about your hotel. Fill in the date and reference line and use an appropriate greeting and closing formula.

The following four points should be mentioned in your letter. Before writing the letter decide on the order in which you think these points should be included.


- Assure them that you can deal with such groups
- Offer a booking (with prices)
- Recommend your facilities
- Refer to the enclosed material

Certificate in English for Hotel and Restaurant Purposes

Surname																				
First name																				
Examination centre																				

Your examination no. 30
 Please copy from your S3 answer sheet!

Written Examination



4 Letter Writing

For
Examiners'
Use

James Brown
Marketing and Events Manager
Winston Bartlett Staines Systems Ltd.
Wakebrook Street 456
Leicester LC23 6TH

Re.:

Hotel Royal
Kronstr. 24
D-73427 Karlsruhe
Tel.: +49 721 442571
Fax: +49 721 442572
e-mail: royal@karlsruhe.net

Date:

Lined area for marking.

Criterion			Additional points		Wrong topic?		
<input type="checkbox"/> I	<input type="checkbox"/> II	<input type="checkbox"/> III	<input type="checkbox"/> IV.1	<input type="checkbox"/> IV.2	<input type="checkbox"/> yes	<input type="checkbox"/> no	1st Examiner _____ Signature
<input type="checkbox"/> I	<input type="checkbox"/> II	<input type="checkbox"/> III	<input type="checkbox"/> IV.1	<input type="checkbox"/> IV.2	<input type="checkbox"/> yes	<input type="checkbox"/> no	2nd Examiner _____ Signature

CERTIFICATE IN ENGLISH FOR HOTEL AND RESTAURANT PURPOSES

S3 -CEngH



30 00000

Familiename · Surname · Apellido · Nom · Cognome · Achternaam · Apelido																			
Vorname · First name · Nombre · Prénom · Nome · Voornaam · Nome próprio																			
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Geburtsort · Place of birth · Lugar de nacimiento · Lieu de naissance · Luogo di nascita · Geboorteplaats · Local de nascimento																			
Prüfungsinstitution · Examination centre · Centro examinador · Centre d'examen · Centro d'esame · Examencenter · Centro de examinação																			

Please go to page 26.



● Important Information

If you want to take this oral examination as if it were a real examination in class, you should not read on or the mock examination will not be like a real examination. If you want to find out about the examination in general, then read the following pages.

Oral Examination

The oral examination consists of three parts.

■ **Part 1: Welcoming a Guest**

■ **Part 2: Describing your Work**

■ **Part 3: Task**



Each oral examination takes place with one candidate. For each examination there are two examiners.

In all three parts of the oral examination you can choose between a task for those working in hotels and a task for those working in restaurants. Part 1 and Part 3 of the examination are examples of situations which may take place at work. One examiner will play the part of the guest or the other person in the situation. In Part 2 you should give a short description of a hotel or an explanation of a menu to the examiner. You should prepare this before the examination. You should bring material from your work to the examination with you. You must not read out what you have prepared. The examiner will ask you some questions and you should answer these.

The oral examination will not take longer than 15 minutes. Before the examination starts, you will have twenty minutes to prepare with the help of candidate sheets giving details of the parts of the oral examination.



Part 1: Welcoming a Guest

The examiner will play the part of a guest at your hotel or restaurant. You should welcome the guest. You will be given some ideas to help you. The aim is not to go through the questions one by one but to welcome the guest as you would at work. The examiner will introduce other topics into the conversation.

Part 2: Describing your Work

You should have prepared a description of a hotel or an explanation of a menu before the examination. You should bring some printed material with you and explain it to the examiners. The material can be a description of a hotel or a menu in your own language or the language of the country you work in. You must not read out what you have prepared. One examiner will ask you some questions, possibly taking on the role of a guest at the hotel or restaurant.

Part 3: Task

In this part of the examination you will be given a task to carry out. This may be a problem which has to be solved or an exchange of information. You may be asked to simulate a telephone conversation. You will be given prompts to help you with the task. One examiner will play the other part in the task.



Candidate sheet for candidates working in hotels

1 - 3

Part 1: Welcoming a Guest

In the first part of the examination you should welcome a guest to your hotel. The examiner will play the part of the guest. Ask questions to find out the information you need when a guest arrives at the hotel, e.g.

- name, address and date of birth
- length of stay
-

You should also ask if the guest has any special wishes and give him/her some information about the hotel.

Part 2: Describing your Work

You are expected to have prepared a description of a hotel before the examination. You should bring some printed material with you and explain it to the examiners. The material should be a description of a hotel in your own language or the language of the country you work in. You must not read out what you have prepared. One examiner will ask you some questions, possibly taking on the role of a guest at the hotel. If you cannot answer the questions fully, you should be able to explain this.

Give information about

- accommodation
- prices
- facilities for families and/or conferences
- things to do in the area
- food and drink
- and anything else which is important.

One examiner will ask you some questions about the hotel.

The following are examples of the type of task you may be asked to deal with in Part 3 of the oral examination.

Part 3: Task Example 1

A guest telephones to book a room at the hotel you work at. Answer the guest's questions and ask questions to get the information you need for a booking. Remember to begin and end the telephone conversation in the usual way.

Part 3: Task Example 2

A guest at your hotel has a complaint about his/her room. Deal with the guest's complaint and ask questions to get any additional information you need. Remember to begin and end the conversation in an appropriate way.

**Candidate sheet for candidates working in restaurants****1 - 3****Part 1: Welcoming a Guest**

In this first part of the examination you should welcome a guest to your restaurant. The examiner will play the part of the guest. Ask questions to find out the information you need when a guest arrives at the restaurant, e.g.

- name, number of people
- whether a table has been booked
-

You should also ask if the guest has any special wishes and give him/her some information about the menu.

Part 2: Describing your Work

You are expected to have prepared an explanation of a menu before the examination. You should bring some printed material with you and explain it to the examiners. The material should be a menu in your own language or the language of the country you work in. You must not read out what you have prepared. One examiner will ask you some questions, possibly taking on the role of a guest at the restaurant. If you cannot answer the questions fully, you should be able to explain this.

Give information about

- the food available
- prices
- food for children or people with special needs
- drinks
- and anything else which is important.

One examiner will ask you some questions about the menu.

The following are examples of the type of task you may be asked to deal with in Part 3 of the oral examination.

Part 3: Task Example 1

A guest telephones to book a table at the restaurant you work at. Answer the guest's questions and ask questions to get the information you need for a booking. Remember to begin and end the telephone conversation in the usual way.

Part 3: Task Example 2

A guest in your restaurant has a complaint about the meal he/she has received. Deal with the guest's complaint and ask questions to get any additional information you need. Remember to begin and end the conversation in an appropriate way.



Examiner sheet for use with candidates working in hotels

1 - 3

Part 1: Welcoming a Guest

One examiner should play the part of a guest arriving at the hotel. The conversation should start in the usual way with the guest entering the hotel and being greeted or greeting the receptionist. The examiner should allow the candidate to structure the exchange as he/she wishes and should respond appropriately. The examiner should introduce one or two elements the candidate may not have anticipated, such as:

- request for special food for breakfast
- request for breakfast particularly early
- request for equipment or facilities (fax, internet connection)
- shoe-cleaning or laundry facilities

These are only given as examples. The examiner should improvise as and when necessary. If the candidate has difficulty structuring the exchange, the examiner may help or ask questions, but should remember to keep to the role of guest in the hotel.

Part 2: Describing your Work

Depending on how the candidate has prepared this part of the examination, the examiner will play the role of either a listener or a guest at the hotel. The examiner should allow the candidate to structure the exchange as he/she wishes and should respond and ask questions accordingly. The questions may also be about aspects not mentioned in the material the candidate has brought or mentioned by the candidate in the description. The candidate should be able to explain that he/she cannot answer a particular question if this is the case. The examiner should introduce one or two elements the candidate may not have anticipated, such as:

- location of hotel
- shops
- sports facilities

These are only given as examples. The examiner should improvise as and when necessary. If the candidate has difficulty structuring the exchange, the examiner may help or ask questions, but this help should be borne in mind when marking.

Part 3: Task Example 1

You telephone a hotel to book a room. You want a single room with shower for three nights. You will be arriving late in the evening and want to make sure that your room will still be available. On the day of your departure, you want to be woken very early as you have to catch an early train. The bill should be sent to your company who will settle it after your stay. Answer the hotel receptionist's questions and ask any questions necessary to get the information you need to book the room. You may use your own personal details or make up any details you need for the task. Begin and end the telephone conversation in the usual way. It is the candidate's task to keep the conversation going and to bring it to a close.

Part 3: Task Example 2

At a hotel, you want to complain about your room. You had asked for a non-smoking room and have found that your room smells of smoke. As well as this it is not possible to open the window. Say what you want the hotel to do. Answer the hotel receptionist's questions and ask any questions you want. You may use your own personal details or make up any details you need for the task. Begin and end the conversation in the usual way for a complaint of this nature. It is the candidate's task to keep the conversation going and to bring it to a close.

**Examiner sheet for use with candidates working in restaurants 1 - 3****Part 1: Welcoming a Guest**

The examiner should play the part of a guest at the restaurant. The conversation should start in the usual way with the guest entering the restaurant and being greeted or greeting the waiter. The examiner should allow the candidate to structure the exchange as he/she wishes and should respond accordingly. The examiner should introduce one or two elements the candidate may not have anticipated, such as:

- request for special food
- request for quick service
- request for equipment or facilities (window table, highchair)

These are only given as examples. The examiner should improvise as and when necessary. If the candidate has difficulty structuring the exchange, the examiner may help or ask questions, but should remember to keep to the role of guest in the restaurant.

Part 2: Describing your Work

Depending on how the candidate has prepared this part of the examination, the examiner will play the role of either a listener or a guest at the restaurant. The examiner should allow the candidate to structure the exchange as he/she wishes and should respond and ask questions accordingly. The questions may also be about aspects not mentioned in the menu the candidate has brought or by the candidate in the description of the menu. The candidate should be able to explain that he/she cannot answer a particular question if this is the case. The examiner should introduce one or two elements the candidate may not have anticipated, such as:

- particular food and drink
- appropriate drinks/starters
- food for children or senior citizens

These are only given as examples. The examiner should improvise as and when necessary. If the candidate has difficulty structuring the exchange, the examiner may help or ask questions, but this help should be borne in mind when marking.

Part 3: Task Example 1

You telephone a restaurant to book a table. You want a table for six people for 8 p.m. tomorrow evening. You may be a few minutes late and want to make sure that the table will still be available. You want to spend the whole evening in the restaurant and so want to make sure that the table will be available for the whole evening. You will settle the bill by credit card. Answer the waiter's questions and ask any questions necessary to get the information you need to book the table. You may use your own personal details or make up any details you need for the task. Begin and end the telephone conversation in the usual way. It is the candidate's task to keep the conversation going and to bring it to a close.

Part 3: Task Example 2

At a restaurant, you want to complain about your meal. You had asked for a well-done steak and have found that your steak is hardly cooked at all. As well as this the potatoes are not properly cooked. Say what you want the restaurant to do. Answer the waiter's questions and ask any questions you want. You may use your own personal details or make up any details you need for the task. Begin and end the conversation in the usual way for a complaint of this nature. It is the candidate's task to keep the conversation going and to bring it to a close.

Please go to page 33.