

B1 CERTIFICATE IN ENGLISH FOR HOTEL AND RESTAURANT PURPOSES

CEngH Handbook

Supplement to Learning Objectives and Test Format

-
- Additional Lexical Items

 - Language Functions

 - Skills and Level

 - Letter Writing and Marking Criteria

This handbook for the **Certificate in English for Hotel and Restaurant Purposes** is a supplement to the *Learning Objectives and Test Format – The European Language Certificates* of the general language specifications for the B1 Certificate in English which were first published in 1998 by WBT Weiterbildungs-Testsysteme GmbH, Frankfurt am Main.

Handbook
Certificate in English for Hotel and Restaurant Purposes
Supplement to Learning Objectives and Test Format

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Certificate in English for Hotel and Restaurant Purposes

This examination in *English for Hotel and Restaurant Purposes* at level B1 of the *Common European Framework of Reference for Languages* (CEFR) is designed for those learners working in hotels and restaurants who wish to demonstrate that they possess general language competence at this level and can use the language effectively in their field of work. The examination closely follows the format of other TELC examinations at level B1 of the CEFR. This means that the mock examinations for the *Certificate in English* and the *B1 Certificate in English for Business Purposes – Intermediate* can also be used for preparation as far as the level and format are concerned.

The development of this exam has involved close work with experts in the field as well as with specialist publications and institutions involved in the training of those employed or expecting to be employed in hotels and restaurants. The content of the examination is based on this area of work. However, in addition to the specific use of language in their own field of work, candidates are expected to master the language skills expected at this level in general. This means that in order to pass the examination in *English for Hotel and Restaurant Purposes*, candidates must be familiar with the language used in typical settings which may occur in their field of work as well as demonstrate general competence in English at level B1.

The examination takes into account the changing face of the field as well as that of the English language and its use in an international context. This publication describes the significant differences between this examination and the other TELC examinations at level B1 in general English and in *English for Business Purposes*. While the general specifications and learning objectives for the examination in *English for Hotel and Restaurant Purposes* remain the same as for the *Certificate in English*, there are certain particular features of this subject which have to be taken into consideration and which are described here. In the following, details are given of these. The mock examination is intended as an example and should be used along with this handbook to fully prepare candidates for the examination.

The development of this examination has only been possible with the cooperation of a number of people in different institutions and in different countries. It would be impossible to name all the contributors here. Their work and inspiration are greatly appreciated and we wish to thank them for their valuable work.

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Explanatory Notes

This publication, available as a download (www.telc.net), has been provided as a supplement to the publication *Certificate in English: Learning Objectives and Test Format* (1st Edition, WBT, Frankfurt, 1998). The examination *Certificate in English for Hotel and Restaurant Purposes* has been developed using the specifications, format and marking criteria of the *Certificate in English* to the greatest possible extent. The format of the written examination corresponds closely to the existing and familiar format of the TELC B1 examinations. The format of the oral examination has been modified to suit the specific needs of the target group addressed here. However the marking criteria remain the same.

Level and Target Group

As the level of the *Certificate in English for Hotel and Restaurant Purposes* has been set at B1 as described in the CEFR, all four skills have been covered in the examination. Thus the successful candidate obtains more than merely a qualification in the use of English in hotels and restaurants, but rather a certificate demonstrating competence at the level described. Some of the specific features of the use of language in hotels and restaurants at this level are outlined in this publication. The descriptions are based on the publication *Working in Europe* (DIHK, VDP, WBT) and have been adapted for the purposes of this target group.

Although no particular group of candidates is excluded from the examination, it is assumed that the majority of candidates will be from the occupations of serving staff and reception staff in hotels and restaurants, i.e. contact will be largely with guests directly, rather than management. However hotel and restaurant managers in small establishments may also be at this level of language competence. In general, staff involved with cleaning and food preparation will probably not (yet) be at level B1 or will not need this level of language competence at work, and those at management level may be expected to have reached a level of language competence above B1.

Topics and Texts

All topics and texts in the examinations will be taken from the occupational areas relating to the target groups, even if these do not concern direct contact with guests and customers. In particular in the skills of reading and listening, candidates' ability to understand more lengthy and detailed texts than they may encounter directly at work must be tested if the examination is to represent the level B1 as far as possible. Clearly those topics relating to work in hotels and restaurants will occur more frequently in the examination than those with less direct relevance to the needs of the target group. The topics most likely to occur in the examination tasks will be Accommodation, Places, Food and Drink, the Consumer, Travel, Leisure, Entertainment as well of course as others at a lower level of frequency.

Lexical Inventory

A lexical inventory in addition to that in the publication *Certificate in English: Learning Objectives and Test Format* is provided here containing approximately 150 items relevant to the needs of this target group and not included in the inventory mentioned above. Course books at this level provide additional context for those teachers unfamiliar with the field. The learners' specific needs should also be considered. This is of particular importance in the oral examination where the candidates are expected to talk about their own establishment. Particular items in the general lexical inventory may not occur at all in the exam or occur with a lower level of frequency.

Functions, Notions, Grammar

The inventories of functions, notion and grammar remain unchanged. A list of the most important functions is included in this publication.

Examination Format

The examination format for the written examination and the type of task remain the same as for the *Certificate in English*. The sub-test *Writing* follows the format of the examination *B1 Certificate in English for Business Purposes – Intermediate*. The same additional information for this sub-test (Salutations, Dates and Closing Formulae) has been provided here.

The format for the oral examination is different from that of the other two TELC English examinations at this level, in particular in that it is an examination for one candidate at a time. This is due to the transactional nature of the tasks and the language used. The tasks in Parts 1 and 2 of the oral examination remain unchanged for each version. In Part 2, candidates are expected to talk about the hotel or restaurant they work in and bring some information about this in their own language which they can explain to the examiners. Details of this, as well as of examiner behaviour, are provided and trained in examiner training sessions.

In all other respects, teachers, materials designers and course planners for this syllabus and examination should refer to the publication *Certificate in English: Learning Objectives and Test Format* (Order No. C02L-001B) as well as the mock examination for the *Certificate in English for Hotel and Restaurant Purposes* (order No. C30M-001B) published by the WBT.

Inventory of Additional Lexical Items

The following additional lexical items and exponents are supplementary to the lexical inventory to be found in the publication *Learning Objectives and Test Format for the Certificate in English*. They represent a minimum inventory for learners at this level using English at work in hotels and restaurants. The inventory is governed by the same rules as for the *Certificate in English*. This applies in particular to the *List of Extra Word Categories* as well as to the *List of Word Derivations with Affixes*. Valuable assistance in the completion of the list below was provided by Francis O'Hara.

à la carte	We have both the à la carte menu and a set menu.
access	There is easy access to the beach.
accommodation	Accommodation is in double rooms.
add	We'll add these items to your bill, madam.
air-conditioning	Yes sir, there is air-conditioning in every room.
alarm	For your security there is a full alarm system in the hotel.
alphabet	There are 26 letters in the English alphabet.
alternative	We can offer you alternative accommodation at the same rate.
amenities	Amenities include bathrooms and air-conditioning in all rooms.
amount	Does the bar bill really come to this amount?
antique	The furniture is very old, probably antique.
assorted	We have an assorted selection of local dishes, sir.
atmosphere	The atmosphere is peaceful and traditional.
attach	Not all rooms have attached bathrooms.
available	I'm afraid the top-floor suite is not available that weekend.
awful	That new restaurant was good, but the service was awful.
banquet	The banquet rooms can hold up to 150 people.
bedside	The alarm clock is on the bedside table.
blanket	Can you change the blanket for a duvet, please?
briefcase	My briefcase has all the papers in it, but it is in my room.
bulb	Can you change the bulb in the bedside lamp please?
cabaret	The cabaret show and dinner begin at 8 pm.
calculate	We calculate there will be over 100 people at the meeting.
capacity	The conference room has a capacity of 500.
career	Work hard at your career.
cashier	The cashier's office is at the back behind reception.
casual	You can come to lunch in casual clothes, but not to dinner.
catch	I'm in a hurry, I have to catch the early plane to Paris.
chain	We are part of an international chain of hotels.
chef	The chef usually comes into the restaurant during the evening.
climate	The climate is very hot from early in the year.
code	You can choose the code for the safe yourself.
conference	The conference rooms are on the top floor.
confused	I'm sorry, I was confused, what dates did you say?
corridor	Every corridor has a fire exit.
cover	There is a covered garage in the basement, madam.
cover	There is a photo on the cover of our brochure.
credit	We accept all credit cards.
currency	We have a currency exchange service, just by reception.
debit	It's our mistake sir, we'll debit this item from your bill.
deposit	We need a 20% deposit to book the conference rooms.
design	The new hotel has a very modern design.
dessert	Why not try one of our local desserts?

dine	When would you like to dine, sir?
disabled	Yes, madam, we do have disabled access to the hotel.
discount	We can offer a discount on a booking of ten or more rooms.
district	The financial district is not far from here.
drip	The tap in my room just goes drip, drip all the time.
duvet	Most beds have a duvet, not blankets.
emergency	The emergency exits are clearly marked in each room.
enclose	We enclose a brochure of conference facilities.
equip	All the bathrooms are fully equipped with hair dryers.
exotic	The exotic cocktails are a speciality of the hotel.
expire	I'm sorry sir, but this credit card has expired.
facility	Yes, we do have a facility for caring for children.
fix	The bedside lamp is broken, can you fix it please?
flavour	Which flavour ice-cream would you like, madam?
foyer	Careful, the hotel foyer has just been painted.
gift	There is a gift shop in the basement.
ideal	Our hotel is ideal for sightseeing.
indoor(s)	We have an indoor garage, open 24/7.
inedible	Look, we can't eat this, this fish is inedible.
ingredients	Our salads are made with local ingredients.
inquiry	You can make inquiries at reception.
invoice	Shall we invoice your company, sir?
item	There is an item on the bill here I don't understand.
joint	My wife and I have a joint bank account.
juicy	Hmm, delicious, this is a very juicy steak.
label	There is a suitcase here with no label, is it yours?
laundry	The laundry closes at 5pm on Sunday, madam.
liquid	Oh dear, the ice-cream has melted, it's just liquid now.
lively	The children are very lively, they just love the games room.
lobby	The travel desk is in the hotel lobby, sir.
locate	The hotel is located near the city centre and the beach.
maid	The maid will do your room later.
maitre d'	Jack has been the maitre d' in the restaurant for over 10 years.
marital status	If you know their marital status, then address them as Mr, Mrs or Ms.
market	The antique market is open every day except Sunday.
measure	Can you measure the room exactly – in metres please?
melt	The snow has melted, it is very wet outside.
mild	The climate on the Riviera is very mild in winter.
movement	There is a movement to make the city centre a pedestrian zone.
obtain	You may need to obtain a visa now to travel to the US.
obvious	Look, it is obvious we need more time to finish the job.
outdoor(s)	We often eat outdoors in summer.
overtime	The staff are usually happy to work overtime, if necessary.
package tour	We are on a package tour of Europe, so everything is organised for us.
painkiller	I have a terrible headache, I need some painkillers.
pedestrian	No cars are allowed, it is a pedestrian street now.
per	The cost of a room is £120 per night, madam.
porter	The porter will take your luggage to your room.
portion	Yes, we do small portions in the restaurant for children.
pour	To make an good Irish coffee, pour the cream slowly into the coffee.
premises	The premises next door were converted into a casino.
previous	The food must be fresh, you can't use anything from the previous day.
query	I have a query on the hotel bill, what is this item for, please?
range	We have a large range of cocktails in the bar.

rare	I'd like my steak rare, please.
receiver	You can increase the volume on the telephone receiver like this.
registration	Express check-out is just by the registration desk.
replace	We'll replace the light bulb at once.
representative	Our holiday representative will meet you at 9 a.m.
responsible	The hotel is not responsible for valuables left in the room.
roof	The roof garden is open in summer.
roundabout	At the roundabout, follow the directions to the city centre.
salty	Waiter, this dish is too salty.
seasoned	Only seasoned travellers take the trip in winter.
see to	I'll see to the broken shower at once.
selection	There is a very wide selection of beers in our bar.
settle	My company will settle the bill.
shampoo	Could I have some more shampoo, please?
shift	The staff on night shift finish at 7 a.m.
signature	We need your signature on this form, please.
spicy	I'd like a really spicy meal.
staff	The staff are here to help you at all times.
stale	Can I have some fresh bread, please, this is stale.
standard	Our standard rooms do not have a sea view.
stir	Carefully stir the sauce over a slow heat, like this.
stylish	One of the restaurants is very stylish, the other is more casual.
subtotal	The subtotal is here in the bill, sir.
supplement	There is a supplement for a child's bed.
supplier	We only use the best suppliers.
tariff	The room tariffs are all listed here, sir.
tasteless	The food is terrible, it is tasteless.
tasty	Hmm, these are delicious, such tasty vegetables.
theme	There is a theme to the dinner every Monday.
toss	The salad is tossed in oil and vinegar.
tough	Oh dear, this steak is too tough to eat.
tray	Use the big tray to carry the food to the table.
turn down	Oh it's too loud, do turn it down.
turn off	How do I turn off the video player?
turn up	I can't hear, could you turn up the volume, please?
turn on	How do I turn on the air-conditioning?
upstairs	The manager's office is upstairs on the first floor.
vacancy	Yes, madam, we have a vacancy for that weekend.
valuable	Please put all your valuables in the hotel safe.
volume	The volume control on the TV is just here at the side.
voucher	This is a free voucher for the cinema, sir.

Language Functions

This list of language functions is intended as an aid to teachers of courses in *English for Hotel and Restaurant Purposes*. It is a supplement to the list of functions included in the publication *Certificate in English: Learning Objectives and Test Format* and represents what is expected of learners at this level using English in hotels and restaurants. The list is not to be regarded as exhaustive and can be complemented by the lists existing in many textbooks for this subject. It is assumed here, as in other places in this syllabus and examination, that learners of English at this level will be working as receptionists in hotels or as waiters/waitresses in restaurants so the emphasis is on the functions necessary to carry out this type of work. Many of the functions listed here overlap with or make more specific the general language functions. The functions should not be confused with scenarios. The scenarios this target group is required to master at this level remain much the same as for English for general purposes although certain scenarios will occur with greater or lower frequency and possibly with a different emphasis. For example, in the scenario Asking a Favour the learner in this case will most probably be in the position of the one granting the favour rather than requesting something from the guest in the hotel or restaurant.

- Advising guests (on food, drinks etc.)
- Beginning and ending conversations (on the phone)
- Complaining and reacting to complaints
- Describing a hotel or restaurant
- Describing problems and their solutions
- Enquiring and answering enquiries
- Giving directions inside and outside the hotel or restaurant
- Giving instructions to staff
- Making and reacting to requests
- Recommending (food, services, facilities, places)
- Taking leave
- Taking orders
- Welcoming and greeting guests

Description of Skills and Level

The following statements are adapted from the publication *Working in Europe* to fit the particular situation of those working in hotels and restaurants. They are not intended to be exhaustive but to provide teachers and course planners with a guide to the level of their learners and the level necessary to take the examination in *English for Hotel and Restaurant Purposes*. For the purposes of the *Certificate in English for Hotel and Restaurant Purposes*, it is assumed that most of the candidates will be working in the reception areas of hotels or as service staff in hotels and restaurants. However, as attainment of the *Certificate in English for Hotel and Restaurant Purposes* provides successful candidates with proof of general competence at level B1, skills are included which may not be of immediate relevance to the everyday work of reception and restaurant staff. This should be made clear to learners before they start the course or take the exam. For more detailed and comprehensive descriptions of the level concerned, those interested are recommended to consult the *Common European Framework of Reference for Languages* (Strasbourg, 2001). Included in the statements below are also some of those for the levels A1 and A2 as these are assumed at level B1.

Listening

The employee can understand

- questions and instructions in standard language
- standard information, requests and inquiries relating to areas of responsibility in hotels and restaurants
- routine customer inquiries if standard language is used
- basic information concerning own area of work
- the gist of announcements and messages

Reading

The employee can understand

- information in advertisements, brochures, articles concerned with field of work
- straightforward letters and standard texts such as appointments and invitations, standard letters and inquiries concerned with hotels and restaurants
- articles and reports concerned with hotels and restaurants
- important information and details in all the above texts

Speaking

The employee can

- give information about own place of work, company, hotel or restaurant, face to face or on the telephone
- make arrangements and decisions using familiar language
- describe his/her work and comment on this
- manage typical situations which occur at work
- ask questions concerning situations occurring at work
- give reasons for opinions/actions/decisions

Writing

The employee can

- complete details in a questionnaire or form
- take a telephone message
- pass on/ask for factual information by letter, fax or email, making the important points clear
- write a text on a subject in own specialist area, making the main points clear.
- write a CV in table form
- write a brief report or minutes on routine matters using standard language

Writing and Marking Criteria

As the *Certificate in English for Hotel and Restaurant Purposes* examination closely follows the format of the *Certificate in English* examination, the format, structure and marking criteria for the writing task in the examination remain largely the same.

The Common European Framework of Reference for Languages defines level B1 in terms of writing abilities as follows:

I can write simple connected text on topics which are familiar or of personal interest. I can write personal letters describing experiences or impressions. (CEFR self-assessment grid)

This means that a user of English at this level will not be expected to represent the company in writing in a formal way but should be able to communicate effectively on work-related topics and be able to produce

- *straightforward connected texts on a range of familiar subjects within his field of interest, by linking a series of shorter discrete elements into a linear sequence* (CEFR Overall Written Production) and
- *write very brief reports to a standard conventionalised format, which pass on routine factual information and state reasons for actions* (CEFR Reports and Essays).

Marking Criteria

Criterion 1

This remains the same as for the *Certificate in English*. The candidate is expected to write a letter according to points given (perhaps by a superior or referring to an existing document).

Criterion 2

To provide the candidate with the format for the writing task, a blank business letter has been laid out corresponding to a standard generally found in business. The candidate is expected to provide a reference line (connected to the topic concerned), a date, salutation and closing formula. The slight changes in Criterion 2 have been emphasised in the marking criteria.

Assessment is based on:

1. whether the guiding points have been processed in a logical sequence;
2. the links between the sentences and between the guiding points;
3. whether the language used is appropriate to a **business letter** and to the person the letter is being sent to;
4. the formal characteristics of the letter (**reference line**, date, salutation, closing formula) **and their appropriacy in a business context**

The communicative design of the letter is

A	5 points	appropriate in all respects.
B	3 points	appropriate in most respects.
C	1 point	mostly inappropriate.
D	0 points	completely inappropriate.

Criterion 3

The effectiveness of the communication is the important issue here and this has not been changed from the *Certificate in English*. It is assumed that no user of English at this level would represent the company in writing or send out important documents without having them checked and corrected by a more proficient user of English. This corresponds to the CEFR levels as well as to the marking criteria for the *Certificate in English*.

A list of acceptable reference lines, dates, salutations and closing formulae is provided although this should not be regarded as definitive

Reference Line

Your letter of
 Inquiry about
 Information about....
 (Your) inquiry (about....)
 (Your) complaint about service
 Confirmation of.....

Salutation

Dear Sirs
 Dear Sir
 Dear Madam
 Dear Sir or Madam
 Dear Mr(.) Smith
 Dear John Smith
 Dear Mrs(.) Smith
 Dear Ms Smith
 Dear Jane Smith

Date

12th January (20)06
 January 12th (20)06
 January 12 (20)06
 12 January (20)06
 12.02.06 (GB)
 02.12.06 (US)
 12/1/(20)06 (GB)
 1/12/(20)06 (US)
 2006-01-12 (int.)

Closing Formula

Yours faithfully
 Yours sincerely
 Sincerely
 Yours truly
 Truly yours
 With (very) best wishes
 Yours faithfully
 Faithfully
 Faithfully yours

E-mail as an examination task

In general, in this sub-test the candidate is expected to write a letter or a fax. Although the use of email is increasing, this form has not been included for various reasons:

- There is a lack of standardised conventions for writing email which makes the construction of standardised test formats difficult.
- Emails are always written using a keyboard and this cannot be simulated effectively in an examination.
- Although email is used often, the writing of letters, faxes and reports remains an important task in business.
- The skills tested in the writing of faxes and letters can be transferred to emails without great effort whereas the reverse is not necessarily the case.

Certificate in English for Hotel and Restaurant Purposes Marking Instructions for Test WRITING

Use red ink.

Indicate in the margin that a guiding point has been dealt with.

A maximum total of 45 points may be awarded for this part.

The letter is marked according to the following three criteria:

- Criterion **I**: Content (Guiding Points)
- Criterion **II**: Communicative Design
- Criterion **III**: Language

A maximum of two further additional points may be awarded as follows:

- **IV.1**: 1 point for a wider than average range of vocabulary and structures (language).
- **IV.2**: 1 point if the letter contains more than minimum information (content).

These additional points may **not** be given if the letter

- has already been awarded the maximum total number of points
- has been awarded no more than C (see below) in any one of the three criteria.

The total number of points (all three criteria plus any possible additional points) is finally multiplied by 3.

If the mark given for **Criterion I and/or Criterion III** is **D**, the whole letter must be awarded **zero points**, i.e. please write D for all criteria and 0 for additional points.

Please turn this sheet over for the marking criteria.

Please mark A, B, C, or D for the criteria (boxes **I**, **II**, and **III**), 0 or 1 (boxes **IV.1** and **IV.2**) for the additional points, at the end of the answer sheet S6. If you give D for Criterion **I** because the candidate's letter does not relate to the task set, please mark **yes** under **Wrong topic?**

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 Marking Criteria

Criterion I: Content (Guiding Points)

Assessment is made on the basis of the number of guiding points that have been processed.

A	5 points	All four guiding points have been processed in an appropriate way.
B	3 points	Three of the guiding points have been processed in an appropriate way.
C	1 point	Two of the guiding points have been processed in an appropriate way.
D	0 points	No more than one guiding point has been processed in an appropriate way.

Criterion II: Communicative Design

Assessment is based on:

1. whether the guiding points have been processed in a logical sequence;
2. the links between the sentences and between the guiding points;
3. whether the language used is appropriate to **a business** letter and to the person the letter is being sent to;
4. the formal characteristics of the letter (**reference line**, date, salutation, closing formula) **and their appropriacy in a business context**.

The communicative design of the letter is

A	5 points	appropriate in all respects.
B	3 points	appropriate in most respects.
C	1 point	mostly inappropriate.
D	0 points	completely inappropriate.

Criterion III: Language

Assessment is based on syntax, morphology and spelling.

The letter contains

A	5 points	no or only occasional errors.
B	3 points	a number of errors without impairing the reader's understanding of the letter.
C	1 point	errors that considerably impair the reader's understanding of the important parts of the letter.
D	0 points	so many errors that the text is (almost) impossible to understand.

Examiner Training

Teachers wishing to act as examiners for the examination *Certificate in English for Hotel and Restaurant Purposes* should fulfil all the requirements for taking part in TELC examiner training. These can be found on the website for *TELC The European Language Certificates* (www.telc.net). They should also have some experience in the field of *English for Hotel and Restaurant Purposes*. The main qualification for examiners is the B-licence for the *Certificate in English* which forms the basis for all TELC examiner training. In addition to this, examiners should take part in the training module for the *Certificate in English for Hotel and Restaurant Purposes*. This is necessary, as although the level, approach and marking criteria for the oral examinations in the *Certificate in English* and the *Certificate in English for Hotel and Restaurant Purposes* are very similar, the format of the oral examination in the *Certificate in English for Hotel and Restaurant Purposes* varies from that of the *Certificate in English*.

Our system of vocational and general

Certificates in English

