

**Tourism Organizations Administration/ College of Administrations and Economics/ Salahaddin University- Erbil**

**English for Hospitality**

**Bank of Questions**

**Stage 2**

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**Q1: Name six different types of accommodation and define only two of them:**

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

**Q2: Match the words in the box with their definitions:**

|                   |                     |              |               |                  |             |
|-------------------|---------------------|--------------|---------------|------------------|-------------|
| <b>Budget (n)</b> | <b>Surroundings</b> | <b>Pitch</b> | <b>Chalet</b> | <b>Log Cabin</b> | <b>Chic</b> |
|-------------------|---------------------|--------------|---------------|------------------|-------------|

- 1) ----- a place to put up a tent.
- 2) ----- is a small log house, built with horizontal logs.
- 3) ----- a plan of how to spend an amount of money over a particular period of time.
- 4) ----- it means everything that is near or around you.
- 5) ----- it means fashionable and elegant.

**Q3: Match Adjectives from A to the Nouns from B:**

|          | <b>A</b>          |          | <b>B</b>         |  |
|----------|-------------------|----------|------------------|--|
| <b>1</b> | <b>Modern</b>     | <b>a</b> | <b>Hotel</b>     |  |
| <b>2</b> | <b>Country</b>    | <b>b</b> | <b>Cottage</b>   |  |
| <b>3</b> | <b>Budget</b>     | <b>c</b> | <b>Apartment</b> |  |
| <b>4</b> | <b>Five- star</b> | <b>d</b> | <b>Farmhouse</b> |  |
|          |                   | <b>e</b> | <b>Hostel</b>    |  |

**Q4: Match the prepositions with the correct form in the right:**

|                |                                 |          |
|----------------|---------------------------------|----------|
| <b>in</b>      | <b>home</b>                     | <b>=</b> |
| <b>next to</b> | <b>week</b>                     | <b>=</b> |
| <b>on</b>      | <b>the countryside</b>          | <b>=</b> |
| <b>at</b>      | <b>the 5<sup>th</sup> floor</b> | <b>=</b> |
|                | <b>the Conference Centre</b>    | <b>=</b> |

**Q5: Count only four ways of reservations for a hotel.**

- 1.
- 2.
- 3.
- 4.

**Q6: Choose only three most important hotel services and facilities in a hotel for business people from the box?**

|                              |           |
|------------------------------|-----------|
| <b>Boutique</b>              |           |
| <b>Sauna</b>                 | <b>1.</b> |
| <b>Wake- up call</b>         |           |
| <b>Baby sitting</b>          | <b>2.</b> |
| <b>Internet connection</b>   |           |
| <b>Beauty parlor</b>         | <b>3.</b> |
| <b>Conference facilities</b> |           |

**Q7: Name Five different Types of Accommodation and define “Hotel” among them.**

1. **Hotels:**
- 2.
- 3.
- 4.
- 5.

**Q8: Choose only three most important hotel services and facilities in a hotel for business people from the box?**

**Boutique**

**Sauna** 4.

**Wake- up call**

**Baby sitting** 5.

**Internet connection**

**Beauty parlor** 6.

**Conference facilities**

**Q9: Match the prepositions with the correct form in the right.**

**on**                      **home**                      =

**next to**                      **week**                      =

**in**                      **the countryside**                      =

**at**                      **the 4<sup>th</sup> floor**                      =

**the Conference Centre**                      =

**Q10: Define “Served Accommodation”, and give three typical examples.**

**Served Accommodation:**

**Examples of Served Accommodation:**

1.

2.

3.

**Q11: Count only four Ways of Reservations for a hotel.**

- 1.
- 2.
- 3.
- 4.

**Q12: Look at the image bellow, and answer the following question:**



1. What is the name of this type of accommodation?
2. Is it an urban or rural accommodation?
3. Is it a static or mobile accommodation?
4. Is it a serviced or self- catering accommodation?

**Q12: Complete the following texts with the correct term(s) from the box.**

|                                |            |         |                |              |          |
|--------------------------------|------------|---------|----------------|--------------|----------|
| (Villa)                        | (Airplane) | (Motel) | (Sleeping bag) | (Inspection) | (Delays) |
| (Self- catering accommodation) | (Landing)  | (Hotel) | (Check in)     |              |          |

- 1- ----- is a large soft bag that you use for sleeping in when you go camping.
- 2- Reservation for a ----- can be taken in different ways, by phone, or through Internet.
- 3- ----- is a roadside hotel designed primarily for motorists, having the rooms arranged in low blocks with parking directly outside.
- 4- You cannot use electrical equipment during either take- off or -----.
- 5- ----- is a large and luxurious country house in its own grounds.
- 6- A window seat is a seat next to a window in an ----- or train.
- 7- ----- is an accommodation where the guests prepare their own meals, and very few other services are provided except for reception.

8- Checking in means formal -----.

9- When you -----, the clerk asks you if you have packed your bag yourself.

10- I hate the -----.

**Q13: Match the following terms to their descriptions:**

|   |           |   |                                  |
|---|-----------|---|----------------------------------|
| 1 | Embark    | a | describing air travel in general |
| 2 | Chic      | b | Taking off                       |
| 3 | Flying(n) | c | Very cheap                       |
| 4 | Departure | d | Go on board                      |
| 5 | Budget    | e | Fashionable and elegant          |

**Q14: Reorder the process of a typical flight for a passenger:**

- 1- Passenger cabin crew
- 2- Taxi
- 3- Landing
- 4- Boarding card
- 5- Check- in
- 6- Security control
- 7- Take- off
- 8- Cruise

**Q15: Choose the most positive expressions of “Liking”?**

I quite like....

I really like....

I like....

**Q16: State whether the following statements are grammatically True or False in using the prepositions:**

- 1- Our room is on the seventh floor. (-----)
- 2- Many people stay for our campsite. (-----)
- 3- I am standing between the Conference Centre. (-----)
- 4- I'd prefer to stay somewhere in the countryside. (-----)
- 5- My hotel is opposite the station. (-----)

**Q17: Read the text and answer A and B.**

## El Hana Beach

### Tunisia

*Official Rating- 3\*- bad and Breakfast/ Half- board*

*A comfortable, 3- star situated in a garden of palm trees, next to a lovely Sousse beach and within a walking distance of the Medina. Twin and family rooms that can accommodate up to 4 guests. Modern furnishings with bright colors. Air- conditioning, telephone, private bathroom with WC. Balcony with partial sea view. The main restaurant in the hotel serves a large American- style breakfast buffet and dinner buffet. There are 3 indoor bars and a comfortable snack bar.*

A) Choose the correct answer.

1- The name of the hotel is -----.

- a. Tunisia                      b. Garden                      c. El Hana Beach

2- The official rating of the hotel is -----.

- a. 5 Stars                      b. 4 Stars                      c. 3 Stars

3- The location of the hotel is next to a lovely ----- beach.

- a. Sousse                      b. Sea view                      c. Palm trees

4- The hotel is in the country of -----.

- a. Morocco                      b. Tunisia                      c. Turkey

5- The rooms of twin and family in the hotel can accommodate up to ----- guests.

- a. Forty                      b. Fourteen                      c. Four

B) Describe the location of the hotel in two points.

Q18: Match the words in the box with their definitions:

|           |                 |         |                |            |            |
|-----------|-----------------|---------|----------------|------------|------------|
| Transport | Package holiday | Tourism | Tour operators | tour guide | consultant |
|-----------|-----------------|---------|----------------|------------|------------|

- 6) -----Is a holiday that is organized by a company for a fixed price that includes the cost of travel.
- 7) -----Is the temporary short-term movement of people to destinations outside the places where they normally live and work.
- 8) -----Includes the ways of travelling between different places such as trains and airplanes.
- 9) -----A person who gives information or advice in business.
- 10) -----Are the professionals who bring the elements of package tours together to create a holiday.

**Q19: write the meanings of the following words in your own language:**

- 1- Client    2- brochure    3- convince    4- catering    5- in bulk

**Q20: Match the opposite meanings of the followings:**

|   |             |   |              |
|---|-------------|---|--------------|
| 1 | Arrival     | a | Calm         |
| 2 | Nervous     | b | Scruffy      |
| 3 | Hardworking | c | Disorganized |
| 4 | Smart       | d | Departure    |
| 5 | Organized   | e | Lazy         |

**Q21: complete the following sentences with the correct form of the verb in the brackets:**

- 1) Some of the rooms----- (not have) private bathrooms in the hotel.
- 2) I usually ----- (finish) my work at five, but today I ----- (work) until eight.
- 3) She ----- (want) me to show some important clients of our deluxe hotel.
- 4) I enjoy ----- (meet) new people.

**Q22: Match the prepositions with the correct form in the right:**

- in**                                    18 July  
**for**                                    Saturday  
**on**                                     the morning  
**at**                                     more than 500 years  
    night

**Q23: Choose the correct form of verb for each sentence:**

- 1- In my opinion you should----- on the internet.  
**a) looked            b) looking            c) look            d) to look**
- 2- your best option is ----- a care  
**a) to hire            b) have hired            c) hiring            d) hire**
- 3- if I were you ----- in the summer.

a) I've travel      b) I'd travel      c) I'm travelling      d) I traveled

4- How about ----- by train?

a) going      b) goes      c) to go      d) have gone

5- You should ----- a travel agent for the holiday tour.

a) to ask      b) asking      c) been asked      d) ask



**Q24: Read the texts in the box and then answer the questions:**

**STAGES OF SUCCESSFUL HOLIDAY SELING PROCESS:**

**A) Answer the following Questions:**

### Stage 1

To begin any sales process, it is important to raise your customer's awareness of the products your agency offers. Adverts in the agency window, for example, attract people's attention, and may bring them into the shop.

### Stage 2

This is possibly the most important stage in sales. Many people are nervous about buying because they think that sales consultants only want to get their money. From the very first moment with a new client, you need to convince them that you are really interested in helping them find the right holiday. Of course, sometimes people go into a travel agency just to browse through the brochures. In this case, do not stand next to them and ask questions. Let them know you are there, but leave them alone. Give them time.

### Stage 3

When a customer asks for help or information, we move on to the next stage – investigating the customer's needs. This is also an important part of the sales process; it is only when you have a clear idea about where a client wants to go, when they want to travel, who with, and so on, that you can select the best products for them.

**1-** How can a sales consultant raise his customer's awareness?

**B-** In which stage does a sales consultant have to listen more carefully to the costumers?

**B-** Why are many people nervous about buying holidays?

**4-** if costumers are looking at brochures, why should you leave them alone?

**5-** When do the sales consultant investigate the customer's needs?

**B) Determine the followings weather they are TRUE or FALSE:**

**a-** To begin any sales process, there is no need to raise the customer's awareness.

**b-** The sales consultant needs to convince the people that he is interested in helping them find the right holiday.

**c-** When a customer asks for help or information, you have to ignore it.

**d-** Sometimes people go to travel agency to have a meal.

**e-** Sales consultant hasn't to stand next to the people and ask questions in the travel agency.