

ILTEA English Tests for Careers

Tourism, Hotel, and Catering

A2












Reading Test













(30 minutes)

PART 1

QUESTIONS 1 - 5

Please look at the flight information below and answer the questions.
For questions 1 - 5, mark A, B, or C on the answer sheet.

 PASSENGER ARRIVALS						
Time	Flight	Origin	Airline		Hall *	Status
09:55	5J 110	Manila		Cebu Pacific Air	A	At gate 09:44
09:55	9W 076	Mumbai		Jet Airways	B	Landed 09:50
	NH 6402			All Nippon Airways		
10:00	HX 453	Chengdu		Hong Kong Airlines	A	At gate 09:38
	HU 8161			Hainan Airlines		
10:05	CZ 311	JieyangChaoshan		China Southern	A	Est at 10:32
10:05	BR 851	Taipei		EVA Air	A	At gate 09:54
	HX 1851			Hong Kong Airlines		
10:10	SU 212	Moscow		Aeroflot Russian Airlines	B	At gate 09:48
10:15	FD 2508	Bangkok/DMK		Thai AirAsia	A	Est at 10:04

 PASSENGER DEPARTURES								
Time	Flight	Destination	Terminal	Aisle	Gate	Airline	Status	
13:45	KA 840	Chongqing	T1	H			Dragonair	boarding
	CX 6848						Cathay Pacific	boarding
	CA 6506						Air China	delayed
13:50	OZ 724	Seoul/ICN	T1	J			Asiana Airlines	check in
	SA 7216						South African Airways	cancelled
	UA 7997						United Airlines	check in
13:55	7C 2110	Seoul/ICN	T2	P			JEJU AIR	on time
14:00	CX 360	Shanghai/PVG	T1	BC			Cathay Pacific	on time
	KA 5360						Dragonair	delayed
14:00	KA 992	Beijing	T1	H			Dragonair	on time
	CX 6890						Cathay Pacific	on time

Example

Which city does Flight 5J 110 come from?

- A. Seoul
- B. Manila
- C. Taipei

Answer B



A	B	C	D	E
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1. What time did Flight HX453 actually arrive?

- A. 10:00
- B. 9:55
- C. 9:38

2. How many flights are scheduled to arrive from Taipei at 10:05?

- A. one
- B. two
- C. three

3. Which flight is leaving for Beijing?

- A. CX 360
- B. KA 5360
- C. KA 992

4. Which flight to Seoul has been cancelled?

- A. OZ 724
- B. SA 7216
- C. 7C 2110

5. Which terminal should I go to if I want to catch Flight 7C 2110?

- A. Terminal 1
- B. Terminal 2
- C. Terminal 3

QUESTIONS 6 - 10


Which notice (A - E) says this (6 - 10)?

For questions 6 - 10, mark the correct letter A – E on the answer sheet.

Example

Drive slower at night

Answer B

B. 

A	B	C	D	E
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6. Step carefully.

A.

**Restaurant open
24 hours**

7. No charge for children.

8. Don't speak loudly.

B.



9. You can buy a meal anytime.

C.



10. You can only get clothes cleaned
in the morning.

D.

Under 12 is free

E.

**Laundry service
8 to 11 a.m.**

PART 2

QUESTIONS 11 - 15

Read the descriptions (11 - 15) of the vocabulary.

What is the word (A - E) of each one?

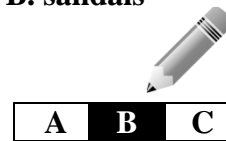
For questions 11 - 15, mark the correct letter A – E on the answer sheet.

Example

You wear these on your feet in summer.

B. sandals

Answer B



11. A room for two people.

A. receptionist

12. A person who controls a company or department.

B. book

C. manager

13. To reserve something for later, like a hotel room.

D. double room

14. A person whose job is to bring the food to customers' tables in a restaurant.

E. waiter

15. A person who works in a hotel and helps visitors and answers the phone.

PART 3

QUESTIONS 16 – 20

Complete the five conversations.

For questions 16 – 20, mark A, B, or C on the answer sheet.

Example

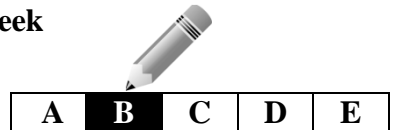
When is your flight leaving?

A. Geography

B. 8:20 a.m.

C. Last week

Answer B



16. Can I reserve two tables for tonight, please?

A. I'm afraid we don't have anything left for Saturday.

B. Sure. May I have your name, please?

C. I'm sorry, we are only open in the evenings.

17. Can I speak to Mrs. Oliver in room 1320?

A. I'm sorry, the room has been booked.

B. I'm sorry, there's no answer from the room.

C. I'm sorry, we're fully booked today.

18. Does the bathroom have a bath?

A. I'm afraid there's only a shower.

B. I'm sorry, we are only open in the morning.

C. I'm sorry, there's no answer from the room.

19. We'd like to book two tables for Thursday at lunch.

A. I'm sorry, we are only open in the evening.

B. Unfortunately, we're fully booked that weekend.

C. I'm sorry, we don't have any tables for Thursday night.

20. When did your friends arrive?

A. Tomorrow.

B. Next year.

C. Last night.

PART 4

QUESTIONS 21 – 25

Complete the conversation between a man and a receptionist.

What does the receptionist say to the man?

For questions 21 – 25, mark the correct letter A – E on the answer sheet.

Example

Man: Good afternoon.


Is it Chez Jimmy Restaurant?

Receptionist: _____

B. Yes, it is. How can I help you?

Answer B

A	B	C	D	E
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Man: I'd like to make a reservation,
please. What days do you open?

Receptionist: 21. _____

Man: And what time do you serve lunch?

Receptionist: 22. _____

Man: Excellent. I'd like to book a table
for three people at one o'clock on
Friday the 15th of July, please.

Receptionist: 23. _____

Man: OK, Thursday the 14th is fine.
Thank you very much.

Receptionist: 24. _____

Man: Davidson. D-A-V-I-D-S-O-N.

Receptionist: 25. _____

A. I'm afraid we're fully booked on
Friday the 15th, but I have a table
on the 14th.

B. We open from Tuesday to Sunday.

C. Thank you. We look forward to
seeing you on Thursday the 14th.

D. We serve lunch from 11:00 a.m. to
2:30 p.m..

E. So that's a table for three at 1:00
p.m. on Thursday the 14th of July.
May I have your name, please?

PART 5

QUESTIONS 26 – 32

Read the story about a national park in Africa and then answer the questions. If there is not enough information to answer 'Right' (A) or 'Wrong'(B), choose 'Doesn't Say'(C).

For questions 26 – 32, mark the correct letter A, B, or C on the answer sheet.

Serengeti National Park

In the early 1900s, large parts of Africa were still not known to most people around the world. This changed in 1913 when Stewart Edward White, while on a trip in Africa, left Nairobi, Kenya started travelling south towards what is now called Tanzania. It was then that he found the northern Serengeti.

Today, Serengeti National Park is visited by about 1,000,000 people from all over the world every year. The name 'Serengeti' comes from the Maasai, people who have lived in Kenya and Tanzania for centuries. It means 'never-ending flat land.' The huge 14,763 sq km park is home to millions of wild animals.

One of the reasons why Serengeti National Park is famous is because of what happens there during the wet seasons. Nearly 2 million wildebeests and zebras travel hundreds of kilometers south looking for green grass to eat every October. Then in April they turn around and return north.

Visitors can enjoy a variety of activities at the Park. There are hot-air balloon rides, walking safaris and picnic areas. Some hotels even arrange lunch or dinner out in the wild.

Serengeti National Park is one of the most amazing places on Earth, and anyone who visits it leaves with memories that last a lifetime.

Example

Stewart Edward White lived in Kenya.

- A. Right
- B. Wrong
- C. Doesn't Say



Answer B

A	B	C	D	E
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26. Stewart Edward White was a famous explorer.

- A. Right
- B. Wrong
- C. Doesn't Say

27. Serengeti National park is very popular with tourists.

- A. Right
- B. Wrong
- C. Doesn't Say

28. The Park is the largest National Park in the world.

- A. Right
- B. Wrong
- C. Doesn't Say

29. 'Serengeti' is an African word.

- A. Right
- B. Wrong
- C. Doesn't Say

30. The Park is rich with wildlife.

- A. Right
- B. Wrong
- C. Doesn't Say

31. Some animals move across the park to find food.

- A. Right
- B. Wrong
- C. Doesn't Say

32. Visitors are not allowed to eat in the park.

- A. Right
- B. Wrong
- C. Doesn't Say

*** The End of the Reading Test.**

*** Please Wait. Don't turn to the next page until you are told to do so.**



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Tourism, Hotel, and Catering

A2

Listening Test

(approximately 30 minutes)

PART 1

QUESTIONS 1 – 5

You will hear five short conversations.

You will hear each conversation twice.

There is one question for each conversation.

For questions 1 – 5, choose one answer for each question.

Example

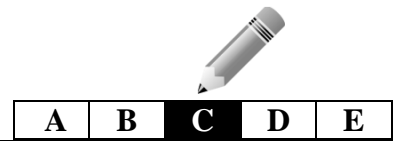
How many people were at the meeting?

A. 12

B. 30

C. 20

Answer B



1. How is Amy going to get to the airport?

A. by bus

B. by taxi

C. by train

2. Which platform does the man's train leave from?

A. Platform 1

B. Platform 2

C. Platform 10

3. When is Carol's birthday party at Grand Hotel?

A. January 16

B. January 19

C. January 30

4. How much does the package tour cost?

A. \$2,599

B. \$20,599

C. \$25,599

5. Which room does the man want to reserve?

A.



B.



C.



PART 2

QUESTIONS 6 – 10

Listen to two people talking about some other people in their tour group.
What is each person interested in doing?

For questions 6 to 10, choose a letter A to E for each name.
You will hear the conversation twice.

Example

Julia

B. go shopping



Answer B

A	B	C	D	E
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PEOPLE

6. Carol
7. Robert
8. Kathy
9. Dustin
10. Janet

ACTIVITY

- A. go surfing
- B. go diving
- C. go to the beach
- D. take a nap
- E. play volleyball

PART 3

QUESTIONS 11 – 15

Listen to a conversation between an airline staff and a tourist at the airport.

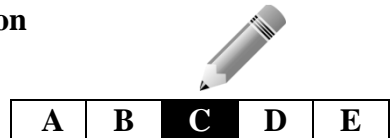
For questions 11 to 15, choose answer A, B, or C.
You will hear the conversation twice.

Example

Where is the woman according to the conversation?

- A. at a bus station
- B. at a train station
- C. at an airport

Answer C



11. What does the airline staff ask the woman to show her?

- A. pass
- B. passport
- C. hand luggage

12. What does the airline staff ask the woman to put on the scales?

- A. bag
- B. hand luggage
- C. hand bag

13. Is the tourist carrying a pair of nail scissors?

- A. yes
- B. no
- C. not sure

14. What seat does the tourist prefer on the plane?

- A. window
- B. center
- C. aisle

15. Which gate will the tourist's flight leave from?

- A. Gate 30
- B. Gate 13
- C. Gate 23

PART 4

QUESTIONS 16 – 20

Listen to a conversation between a receptionist and a customer who wants a room for the night.

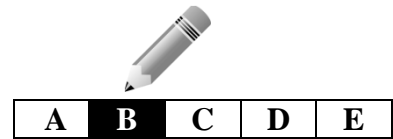
For questions 16 to 20, choose answer A, B, or C.
You will hear the conversation twice.

Example

Where does this conversation take place?

- A. at a hospital
- B. at a hotel
- C. at a restaurant

Answer B



16. Which room does the customer want to book?

A.



B.



C.



17. Who will be in the room with the customer?

- A. himself
- B. his wife
- C. his son

18. What is customer's name?

- A. Duston Jonson
- B. Dustin Johnson
- C. Johnson Dustin

19. How much does the room cost the customer for two nights?

- A. 13
- B. 30
- C. 60

20. What is the customer's room number?

- A. 3003
- B. 1303
- C. 1330

PART 6

QUESTIONS 26 – 32

You will hear a tour advertisement talking about a new theme park.

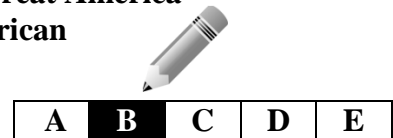
Listen and answer questions 26 – 32.
You will hear the information twice.

Example

What is the name of the theme park, which the tour guide recommends?

- A. The Newest Theme Park
- B. Six Flags-Great America
- C. Great American

Answer B



26. What date will the theme park open?
A. July 6
B. July 1
C. Thursday
27. Where is the theme park?
A. Chicago
B. New York
C. L.A.
28. How much does a ticket cost for a 10 year-old?
A. \$64.99
B. \$44.99
C. \$20
29. How many restaurants are there in the theme park?
A. 6
B. 16
C. 60
30. What is the name of the theme park?
A. American
B. Six Flags
C. Six Flags-Great America
31. What time does the theme park open in the winter?
A. from 9:30 AM to 11:00 PM
B. from 11:00 AM to 8:00 PM
C. from 9:30 AM to 8:00 PM
32. When is the theme park closed?
A. from May to September
B. from October to January
C. from February to April