





# MOCK EXAMINATION 1 ENGLISH HOTEL & RESTAURANT

**Examination Preparation** 

**B**1





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telc examinations are a range of language examinations conceptualised, developed and centrally administered and monitored by telc GmbH in Frankfurt am Main, Germany. telc examinations 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 telc examination in English for Hotel and Restaurant is based on the examination format for telc English B1.

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# To the readers of this booklet,

telc - language tests are the right choice for you

- if you would like to have a recognized appraisal of your language proficiency, or
- if you are an instructor who would like to prepare your students for a new challenge.

# What is telc?

telc GmbH is a non-profit subsidiary of the German Adult Education Association (Deutscher Volkshochschul-Verband e.V.). It is part of a long tradition of formal and organizational promotion of multilingualism in Europe. Our specific contribution began in 1968 with the VHS Certificate in English (Volkshochschul-Zertifikat Englisch), the first standardised foreign language test in the history of the Federal Republic of Germany. Since then telc GmbH has greatly influenced standardized language test development in Europe. Today telc offers approximately 70 general and work-oriented language tests, in nine languages, all based on the levels of the *Common European Framework of Reference for Languages* (CEFR). Our examinations can be taken worldwide in more than 20 countries through our telc partners. You can find the examination centre nearest you on our website www.telc.net.

# What is the value of a telc Certificate?

The value of a language certificate is determined by the high standards that are applied during the development, implementation and evaluation of the language test. All telc examinations are based on the action-orientated approach central to the CEFR and are designed to test the skills of reading, listening, writing and speaking. These examinations are standardised and are developed according to stringent scientifically recognised methods of test development. telc GmbH is a full member of ALTE (Association of Language Testers in Europe, www.alte.org), an organization of internationally recognised test providers. Many public and private educational institutions – in Germany and throughout the world – utilize telc Certificates as a method of qualification. Additionally, many employers use them when choosing personnel. Every telc Certificate includes a detailed and comprehensive description of the foreign language competences achieved.

# Why is it necessary to have mock examinations?

An essential characteristic of standardised language tests is that the participants know what is expected of them during the test. The mock examination informs the test taker about the aims and tasks, times and assessment criteria of the test, as well as the procedures involved in the exam implementation. telc Mock Examinations are available as a free download at www.telc.net where you can also find additional practice materials and other useful information.

# How can you find out more?

We can help you to find the test that best fits your needs. Please write to us (info@telc.net) if you have any questions or suggestions for improvement. We would be pleased to hear from you and to have the opportunity to assist you further.

Managing Director, telc GmbH

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# Testformat

	Sub-	Test		Type of Test	Points	Time in minutes
		1 Reading	Comprehension			
		Part 1	Reading for Gist	5 matching items	25	
		Part 2	Reading for Detail	5 multiple-choice items	25	
		Part 3	Selective Reading	10 matching items	25	
		2 Language Elements				90
		Part 1		10 multiple-choice items	15	
ion		Part 2		10 matching items	15	
kaminat	Breal	k				20
Written Examination	•	3 Listening	Comprehension			
>		Part 1	Listening for Gist	5 true/false items	25	approx.
		Part 2	Listening for Detaile	10 true/false items	25	25
		Part 3	Selective Listening	5 true/false items	25	
		4 Writing				
			Content			30
			Communicative Design	4 guiding points		
			Language			
	Vorbe	ereitungszeit				20
ition		5 Oral Exam	mination			
Oral Examination		Part 1	Welcoming a guest	examination with		approx.
Ex		Part 2	Describing your work	one candidate		15
Ora		Part 3	Task			

90 minutes Reading Comprehension and Language Elements

Reading Comprehension

# **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.

- **Bedrooms**
- **Equipment**
- **Shopping**
- **Functions**
- **How to Find Us**
- Leisure
- **Parking**
- **Restaurants**
- **Video facilities**
- 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

90 minutes Reading Comprehension and Language Elements

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

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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 lit, with easy access for luggage, wheelchairs and prams. Partly roofed. Spaces for disabled and handi-

capped drivers and for women driving alone. The entire area is covered by CC television.

# 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 got 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

90 minutes Reading Comprehension and Language Elements

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, a 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."



Reading Comprehension

# www.yahyasoliman.com

# 90 minutes Reading Comprehension and Language Elements

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

- 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.

90 minutes Reading Comprehension and Language Elements



Reading Comprehension

# 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.

Reading Comprehension

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### 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

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

weekend rates please call:

b

### QUARLTON MANOR FARM

17th century farmhouse in a secluded and tranguil 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.

Quariton Manor Farm, Edgworth, Turton, Bolton Tel: 01204 852277 · Fax: 01204 852286 **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 fourposter 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

# **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

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

Kiln Lane, Wooburn Common, Beaconsfield, Buckinghamshire HP 10 0JQ Tel: 01628 529575 Fax: 01628 850124

# **Pendower Beach House Hotel**

Family-run hotel near St. Mawes Cornwall seeks responsible selfmotivated Chef for 40-cover restaurant.

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

**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

f

# **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

> Ian Gray, Swans Hotel 84-90 Radclife Road, West Bridgeford Nottingham NG2 5HH Email: iangray@aol.com

package, to:

THE WILMSLOW GOLF CLUB

BAR MANAGER up to £18,000 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 highlevel 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

# 90 minutes Reading Comprehension and Language Elements



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 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 were all
of a very high The restaurant service was I intend to return
to your hotel in the near future. Please my thanks once again.

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

21	a b c	spend spent was spending	24	a b c	excellent tasty	27	b	satisfied sure	30	a b c	offer recommend
22	a b c	belongings board facilities	25	a b c	accept express welcome	28		what which who			
23	a b c	regards satisfaction standard	26	a b c	complain complaint compliment	29	a b c	comfortable easy tender			

Language Elements

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# **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.

	nk you very much for your reservation. I am writing to confirm your booking for two	
	ole rooms for three nights from May 14th to May 17th. The rooms are on the fou	
TIOOR	There is a, door between the rooms and both the rooms have a	
	of the hotel gardens.	
The	cost per room is €230 per night for bed and breakfast, <b>33</b> taxes and	Ł
servi	ce. I am two brochures with information about our hotel and its	
	35 . If you have any36 , I will be37 to answer then	n.
The	rooms will be <b>38</b> until 6 p.m. on May 14th. Please let me know if you	wil
	39 later than this.	
	ICCO THAT THO	
\	and forward to the state of the	. J
	ook forward to <b>40</b> you at our hotel and hope you have an enjoyable s	stay
	us.	

а	ADDITIONS	d	CONNECTING	g	INCLUDING	j	PLEASED	m	STAYING
b	ARRIVING	е	ENCLOSING	h	INVITING	k	PROVIDE	n	VIEW
С	AVAILABL	f	FACILITIES	i	LOOK	- 1	QUESTIONS	0	WELCOMING

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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 19<sup>th</sup>.
- **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.

# **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.

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



# **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.

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# 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?

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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







### How is the oral test conducted?

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

In all three parts of the oral examination one 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.

### What candidates should know beforehand

# 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.

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- 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
- 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



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.

approx. 15 minutes Speaking

# Examiner sheet for use with candidates working in hotels 1-3

# Part 1: Welcoming a Guest

approx. 15 minutes Speaking

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

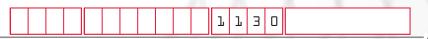
You telephone a restaurant to book a table. You want a table for six people for 8 p.m. tomorrow evening. You may be a few minutes late and want to make sure that the table will still be available. You want to spend the whole evening in the restaurant and so want to make sure that the table will be available 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

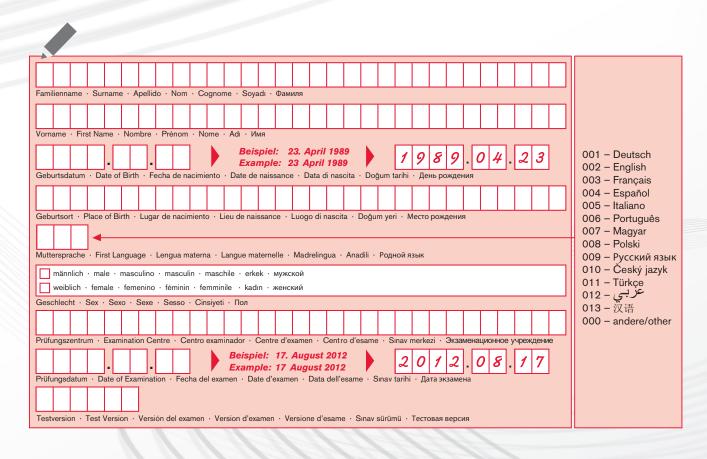
At a restaurant, you want to complain about your meal. You had asked for a well-done steak and have found that your steak is hardly cooked at all. As well as this the potatoes are not properly cooked. Say what you want the restaurant to do. Answer the waiter's questions and ask any questions you want. 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.

approx. 15 minutes Speaking

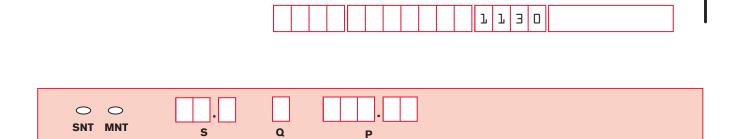




# ENGLISH B1 HOTEL & RESTAURANT

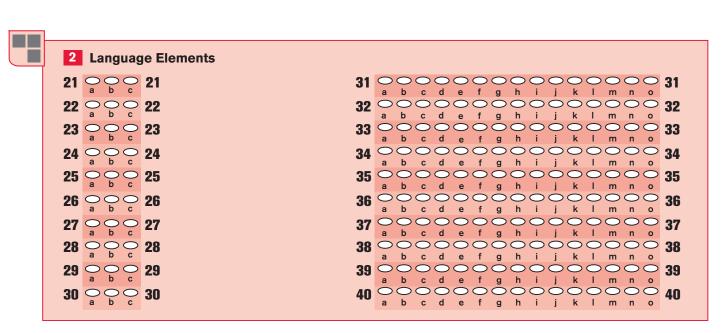






# **Written Examination**

1 Reading Comprehension	
1	6 a b c 6 7 a b c 7 8 a b c 8 9 a b c 9 10 a b c 10
11	16 a b c d e f g h i j k   x 16  17 0 0 0 0 0 0 0 0 0 17  a b c d e f g h i j k   x 17  18 0 0 0 0 0 0 0 0 0 0 18  a b c d e f g h i j k   x 18  19 0 0 0 0 0 0 0 0 0 0 19  a b c d e f g h i j k   x 20  a b c d e f g h i j k   x 20



After completing the subtests "Reading Comprehension" and "Language Elements", please separate this sheet from the others and hand it in.





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<u> </u>	3 Listening Comprehension										
	<b>41</b> 👓 🖸	46 <del>-</del> -	51 <b>္</b>	56 ♀♀							
	<b>42</b> $\stackrel{\frown}{\sim}$	<b>47</b> 👓 🖭	<b>52</b> 👓 🖸	<b>57</b> ♀ ○							
	<b>43</b> 👓 🖸	48 👓 🖸	53 ♀ ♀	58 ♀ ♀							
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	<b>45</b> 👓 🖸	50♀♀	<b>55</b> ♀ ○	<b>60</b> ♀ ○							

After completing the subtest "Listening Comprehension", please separate this sheet from the other one and hand it in.





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	Examiners only! Oral Examination		Test Version
~ T	Part 1	Part 2	Part 3
	1	1	1 A B C D 2 A B C D D 3 A B C D 4 A B C D
	Part 1	Part 2	Part 3
	1	1	1 0 0 0 0 m
	2 0 0 0 0 A B C D	2 0 0 0 0 A B C D	2 0 0 0 0 Xa
	3 O O O O A B C D	3 O O O O A B C D	3 0 0 0 D
	4 0 0 0 0 A B C D	4 0 0 0 0 A B C D	3 0 0 0 0 A B C D A B C D A B C D A B C D
	Code no. Examiner 2		8
	Part 1	Part 2	Part 3
	1 O O O O	1 O O O O	
	2 O O O O A B C D	2	2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
	3 O O O O O A B C D O O A B C D	3 O O O O O O O O O O O O O O O O O O O	Part 3  1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
	A B C D	4 0 0 0 0 A B C D	4 0 0 0 0 A B C D



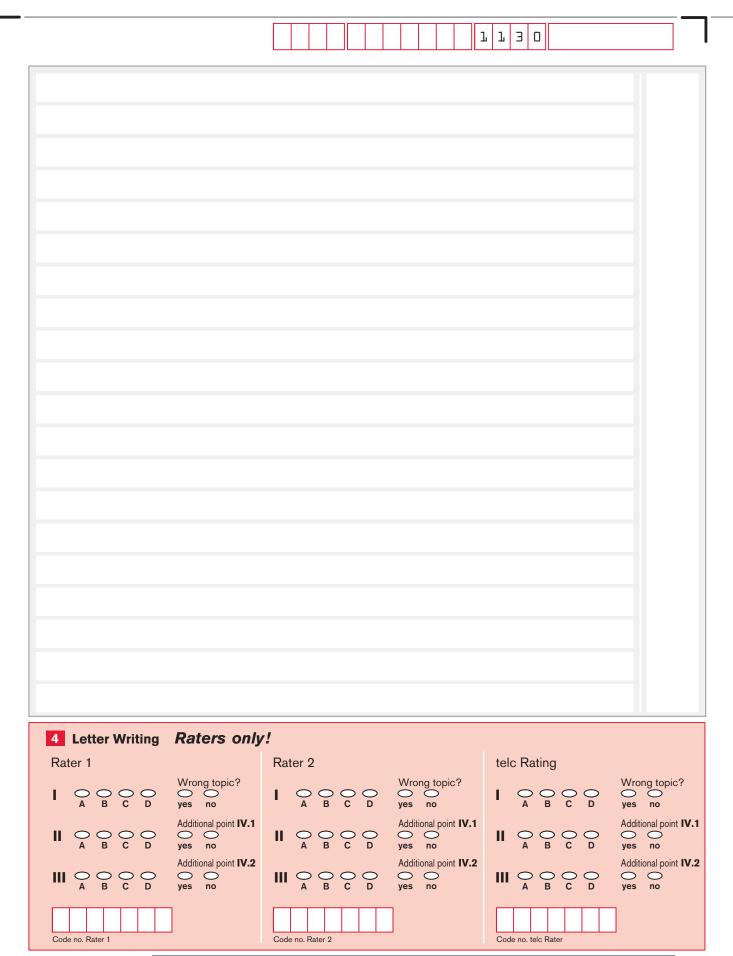


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# telc English B1 Hotel & Restaurant

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4 Written Examination (Letter Wr	riting)	For Examiners'
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# Points and Grades

A maximum total of 300 points can be awarded for the whole examination. The following table shows the number of points awarded for the individual sub-tests. The results of the mock examination can be filled in in the right-hand column.

Sub-Test	Maximum Number of Points	Number of Points Awarded
Reading Comprehension  Part 1 (1-5)  Part 2 (6-10)  Part 3 (11-20)	<b>75</b> 25 25 25	
Language Elements Part 1 (21–30) Part 2 (31–40)	<b>30</b> 15 15	
Listening Comprehension  Part 1 (41–45)  Part 2 (46–55)  Part 3 (56–60)	<b>75</b> 25 25 25	
Writing	45	
Sub-Total Written Examination	225	
Oral Examination Welcoming a Guest Describing your Work Task	25 25 25	
Sub-Total Oral Examination	75	
Written Examination Oral Examination	225 75	
Total Points	300	

To pass the whole examination, you must get at least 60% of the maximum possible total of points both in the written and in the oral examination. This means a total of 135 points in the written examination and 45 points in the oral examination.

If you get more than 60% in each part of the examination, then the number of points you get for the written examination is added to the number of points you get for the oral examination. The grade is then calculated according to the following table:

270-300 Points	Very Good
240-269.5 Points	Good
210-239.5 Points	Satisfactory
180-209.5 Points	Pass

If you fail or do not take one of the parts of the examination (written or oral), you can retake that part during the same calendar year or the following calendar year. You can retake the whole examination as many times as you want, e.g. in order to get a better grade.

# Introduction

This mock examination has been developed as preparation material for the telc English B1 Hotel and Restaurant examination. It enables learners to check, with the help of their teacher whether they have reached the necessary level of language competence to pass the examination. All the information that teachers and learners need is given in this publication. Learners can become fully familiar with the examination format so that they know exactly what to do in the real examination situation. The mock examination can be used to simulate a real examination situation.

# **Examination Procedure**

If you wish to simulate a real examination closely you should read the Instructions for the Written and Oral Examinations (available from telc GmbH). In order to be able to act as examiners for a telc Oral Examination, teachers must attend an examiner training session and obtain an examiner's licence.

# **Written Examination**

## In a real examination

- candidates must enter their answers in a particular way so that these can be read automatically.
- candidates must write their names and personal details in block capitals so that these appear correctly on their certificates.
- under no circumstances is other material allowed apart from the examination booklets (dictionaries, grammar books, personal notes etc.).
- candidates must be informed that all attempts to cheat will lead to their exclusion from the examination and make the results invalid.
- the times for the different parts of the examination must be strictly kept to.
- all material (examination documents as well as personal notes) must be handed in after it has been used.
- the CD with the material for Listening Comprehension may not be stopped during the examination. All pauses are in the recording.
- the order of the parts of the examination must be kept to.

	Material	Time in minutes
Formalities	Examination Regulations	approx. 30
Part 1 Reading Comprehension and Language Elements	Examination Booklet Answer Sheet	90
BREAK		20
Part 2 Listening Comprehension	Examination Booklet Answer Sheet	approx. 30
Writing	Examination Booklet Answer Sheet	30

# **Oral Examination**

# In a real examination

- two examiners are necessary. Both examiners mark the candidate during the examination and compare marks after the candidate has left the room.
- candidates' names and marks must be recorded clearly on the score sheets.
- candidates are not allowed to communicate with each other during the preparation time. This
  will be regarded as cheating and will lead to their exclusion from the examination and make the
  results invalid.
- no other material may be used to answer the questions than that on the task sheets (dictionaries, grammar books, personal notes etc.).
- the times for the different parts of the oral examination and the total time must be kept to.
- candidates must hand in all material (task sheets as well as personal notes) after each examination.
- examiners may not give candidates information about their performance or their marks.
- the order of the parts of the examination must be kept to.

# **During the examination**

- examiners should not confer with each other or intervene in the examination unless this is really necessary.
- all three parts of the oral examination are designed as communicative tasks.
- candidates should try to solve problems of communication or language themselves.
- examiners should only help if and when really necessary.
- examiners should keep to the time schedule and move from one part to the other smoothly.

After the examination examiners compare marks and transfer these to the answer sheet in the appropriate way.

# **Examination Schedule**

	Material	Time in minutes
Preparation	Candidates' Task Sheets	20
Part 1 Welcoming a Guest	Task Sheet	3–4
Part 2 Describing your Work	Task Sheet	4–5
Part 3 Task	Task Sheet	4–5
Examiners' Discussion	Score Sheets Answer Sheets	4–5

# Marking, Points and Grades

For the sub-tests *Reading Comprehension*, *Language Elements and Listening Comprehension* compare the learners' answers with the answer key (page 41). Give points as follows:

Reading Comprehension, Part 1	Items 1-5	5 points each
Reading Comprehension, Part 2	Items 6-10	5 points each
Reading Comprehension, Part 3	Items 11-20	2.5 points each
Language Elements, Part 1	Items 21-30	1.5 points each
Language Elements, Part 2	Items 31-40	1.5 points each
Listening Comprehension, Part 1	Items 41-45	5 points each
Listening Comprehension, Part 2	Items 46-55	2.5 points each
Listening Comprehension, Part 3	Items 56-60	5 points each

For the sub-test Writing, award points according to the marking criteria (pp. 37–38).

For the Oral Examination, award points according to the marking criteria (pp. 39-40).

Add together the points for the written examination and the oral examination separately. To pass the whole examination, the candidate must get at least 60% of the maximum total number of points in both the written and the oral examination. This corresponds to a total of 135 points for the written examination and 45 points for the oral examination.

If the candidate has more than the minimum number of points in each part of the examination, then the number of points for the written examination is added to the number of points for the oral examination to get the final total. The grade is awarded according to the following table:

270-300 points	Very Good (Grade 1)
240-269.5 points	Good (Grade 2)
210-239.5 points	Satisfactory (Grade 3)
180-209.5 points	Pass (Grade 4)

In the real examination, if a candidate fails or does not take one of the two parts of the examination, (written or oral) he/she can retake that part of the examination during the calendar year in which the examination was taken the first time or the following calendar year and have the points added together to get the final grade. The entire examination can be retaken as many times as the candidate wishes, e.g. to pass or to get a better grade.

# **Marking Criteria**

# **Marking Instructions for Writing**

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

The letter is marked according to the following three criteria:

Criterion 1: Content (Guiding Points)Criterion 2: Communicative Design

· Criterion 3: Language

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

- 1 point for a wider than average range of vocabulary and structures (language).
- 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 1 and/or Criterion 3 is D, the whole letter must be awarded **zero** points, i.e. please write D for all criteria and 0 for additional points.

Please mark A, B, C or D for the criteria (boxes I,II and III, and 0 or 1 (boxes IV.1 and IV.2) for the additional points at the end of the answer sheet S30, page 6. If you give D for Criterion 1 because what the candidate has written does not relate to the task set, mark **yes** under **Wrong topic**?

# **Criterion 1: Content (Guiding Points)**

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

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

# Criterion 2: 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	appropriate in all respects.
В	3	appropriate in most respects.
С	1	mostly inappropriate.
D	0	completely inappropriate.

# Criterion 3: Language

Assessment is based on syntax, morphology and spelling.

The letter contains

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

# **Oral Examination**

The marking of the oral examination is carried out during the examination by each of the two examiners individually. After the candidate has left the room, the examiners reach a consensus on the marks to be awarded.

The candidate's performance is assessed according to the following four criteria:

- · Criterion 1: Expression
- · Criterion 2: Task Management
- · Criterion 3: Language
- · Criterion 4: Pronunciation and Intonation

# Criterion 1: Expression

The assessment is based on the extent to which the language used (vocabulary and functional exponents) is appropriate to the task and the role relationship.

# Expression is

A	appropriate in all respects.
В	appropriate in most respects.
С	mostly inappropriate.
D	completely inappropriate.

# Criterion 2: Task Management

The assessment is based on:

- 1. the degree of active participation in the discourse
- 2. the use of strategies (discourse strategies and, where necessary, compensation strategies)
- 3. fluency

# Task Management is

A	appropriate in all respects.
В	appropriate in most respects.
С	mostly inappropriate.
D	completely inappropriate.

Assessment is made on the process of task management, not on the end-product.

# Criterion 3: Language

Assessment is based on syntax and morphology.

The candidate makes

A	no or only occasional errors.
В	a number of errors without impairing communication.
С	errors that considerably impair communication.
D	so many errors that communication is (almost) impossible.

# **Criterion 4: Pronunciation and Intonation**

Assessment is based on pronunciation and intonation.

Divergences from standard pronunciation and intonation

A	do not impede comprehension.
В	may occasionally impede comprehension and require extra concentration on the part of the listener.
С	considerably impede comprehension.
D	make comprehension (almost) impossible.

# Scoring the Oral Examination

Each of the three parts of the oral examination is assessed separately using the same criteria. The marks for the three parts are based on a ratio of 1:2:2, corresponding to 15, 30 and 30 points respectively.

# Part 1: Welcoming a Guest

A maximum of 15 points may be awarded as follows:

Criterion		Α	В	С	D
1	Expression	4	3	1	0
2	Task Management	4	3	1	0
3	Language	4	3	1	0
4	Pronunciation & Intonation	3	2	1	0

# Part 2: Describing your Work and Part 3: Task

In each part a maximum of 30 points may be awarded as follows:

Criterion		A	В	С	D
1	Expression	8	6	2	0
2	Task Management	8	6	2	0
3	Language	8	6	2	0
4	Pronunciation & Intonation	6	4	2	0

The overall examination carries a maximum total of 300 points, giving the oral examination a weighting of 25 per cent.

# Answer Key

# Reading Comprehension, Part 1

- 1 d 2 h 3 b
- 4 f 5 g

# Reading Comprehension, Part 2

- 6 a
- 7 c
- 8 b
- 9 c
- 10 b

# Reading Comprehension, Part 3

- 11 I
- 12 g
- 13 h 14 i
- 15 b
- 16 k
- 17 f
- 18 d
- 19 a 20 x



# Language Elements, Part 1

- 21 b22 c
- 22 c23 c
- 23 c 24 b
- 25 a
- 26 a27 b
- 28 b
- 29 a
- 30 c

# Language Elements, Part 2

- 31
- 32 n
- 33 g
- 34
- 35
- 36
- 37 j
- 38 (
- 39 b
- 40 o



# Listening Comprehension, Part 1

- 41 -
- 42 -
- 43
- 44
- 45 +

# Listening Comprehension, Part 2

- 46 -
- 47 +
- 48 -
- 49 -
- 50 -
- 51 +
- 52 -
- 53 +
- 54 –
- 55 +

# Listening Comprehension, Part 3

- 56 +
- 57 -
- 58 -
- 59
- 60 -

# Transcripts of Listening Comprehension Tests

# Part 1

# 41

Reception: When will you be checking out, sir? Guest: Nine-thirty in the morning. On the nineteenth.

## 42

Reception: What time will you be arriving, sir? Guest: I'm not sure. I'm coming on flight JAL 276.

## 43

Reception: I'm afraid Mr. Schneider isn't in the hotel. Can I

take a message?

Grodzyski: Yes, my name's Grodzyski. Reception: Could you spell that, please?

Grodzyski: G-R-O-D-Z-Y-S-K-I

### 44

Waiter: Would you like an aperitif before dinner, sir? Guest: Yes, I'll have a whisky and my wife would like a tomato juice.

### 45

Guest: The tap in my room is dripping. Can someone fix it,

Reception: Yes, of course, sir.

# Part 2

Interviewer: Good evening and welcome to this evening's edition of The Hotelier. I'm Dave Barker and in this programme we talk to successful hotel owners and managers and try to find out what makes their hotels so successful. Perhaps some of our listeners will get a few ideas about where to go for their next holiday or short trip away from home. And, of course, we hope to help all those of you interested in going into the hospitality business yourselves. What makes a successful hotel? Here with us this evening we have Caroline Fowler, the brains behind the highly successful Orchard Croft hotels. Or should I say, half the brains as Caroline is only one half of the management team. The other half is her husband Paul who can't be with us this evening for perhaps obvious reasons. Hello, Caroline.

Caroline: Hello, Dave.

Interviewer: Now, first of all, why can't Paul be with us this evening? Just in case our listeners can't guess!

Caroline: Well, Dave, someone has to make sure that the business keeps going. Actually, this evening we have a very important event in our main hotel in Kensington and we felt that one of us should be there to welcome the guests. Otherwise of course, we can't be in every hotel all the time and our staff manage very well on their own.

Interviewer: No, with the chain growing as it is, it would be impossible for one of you to be in one of the hotels all the time. How many hotels do you have actually at the moment?

Caroline: At present there are three up and running with two more almost completed and two in the planning stage. The whole process takes a long time but we are hoping to have all seven fully functioning fairly soon. We are becoming better known all the time and are not quite sure if we like being so famous!

Interviewer: That's hard to imagine. Most people would really go for the idea and it means good business too. What was your intention when you started out with the Orchard Croft hotels?

Caroline: Well, we never planned to have a chain of hotels. Our first plan was to have one exclusive, what we called boutique, hotel with rooms designed individually. It's something we first saw in Germany and really liked the idea, a sort of art or design hotel but very individual. No two rooms are the same.

Interviewer: No two rooms in any hotel?

Caroline: That's right, Dave. Each room is different from each other room and with a total of now over 200 rooms in all the hotels I mentioned earlier, that's not easy. I will run out of ideas soon!

Interviewer: So does that mean you plan and design each room yourself?

Caroline: Yes, that's how we've worked up to now. I'm responsible for the design of the hotels and the rooms and Paul is responsible for marketing and finance and such things. I find them a bit boring but he loves it. We're a good team.

Interviewer: Are you still just a two-person team?

Caroline: Well, yes and no. We own the business but the running is shared between us and two other directors. Of course, we have lots of staff. But the four of us have made all the decisions up to now. In fact, all the design decisions are made by me. But we will have to get more designers in soon. I'm really beginning to run out of ideas.

Interviewer: It must be expensive making each room different. How do you manage?

Caroline: Yes, it is expensive, but then we are not a cheap chain. Our rooms have to look as though they belong to each other even though they are different. Of course, I use ideas from other rooms, just change them. We don't try and save on furniture or decoration. Our guests are prepared to pay

a high price for the enjoyment of staying in a good room in a good location.

Interviewer: Yes, that's my next question. Location is very important, isn't it?

Caroline: Yes, indeed it is, Dave. We started off with a central location in London as we felt we would have to get people used to the idea of a design hotel. People passing by noticed us and came in to inquire. But then we found that not everyone wanted to be in the centre of a city. People were asking us where our other hotels were. We only had one then! So we now have hotels in the country as well, but only in beautiful parts of England, of course!

Interviewer: Well, let's have a few details before we go off air, Caroline. What do guests pay for a room?

Caroline: Well, it varies of course, depending on hotel, size of room and location, but the average price is around £230.

Interviewer: Double or single?

Caroline: It doesn't really matter as all the rooms are different, but most of our rooms are for two people.

Interviewer: And what does that include?

Caroline: Well, all the hotels also have a café where we also serve breakfast which is included in the price of the room. The café is open during the day to non-guests and attracts quite a lot of custom which often means more guests in the long run. But we don't have any restaurants in our hotels yet. That might be a new project but would mean a lot of work as we are not really very familiar with the restaurant business. We'd have to make sure it fitted in with the whole idea of Orchard Croft hotels.

Interviewer: And what about going abroad? Any plans to open up in Europe or America?

Caroline: It's certainly appealing and I would quite like the idea, but I don't think we could manage at the moment. Also, Paul isn't very keen on it. We don't want to become too big and want to remain personal. We're not really interested in being famous, more in making our guests feel at home. We'd have to know more about the countries we were in before setting up there.

Interviewer: One final question, Caroline. The name of your chain...where did you get it from? It doesn't sound very artistic, more country-like really.

Caroline: Yes, actually, it's the name of the house I grew up in. I thought of it but of course Paul agreed. It's part of the concept. A guest should feel at home in a good hotel straightaway. So we decided to choose the name of a home. My parents were very artistic and our home was beautiful.

Interviewer: Well, Caroline, thank you very much for being with us and I hope you continue to be as successful as you have been up to now and that your guests continue to feel at home in your hotels.

Caroline: Thank you, Dave.

### Part 1

### 56

Could you check if Mr. Brown's key is there? Room 516. I'm due to see him at 3.

# 57

Look, we've got a conference for thirty people booked with you for next month, but the room you're giving us seems a bit small. Haven't you got something better?

### 58

I wonder if you could find out if anyone rang up asking for me? The name's Williams.

# 59

Look, I've only got pounds and dollars on me. I didn't have time to change them at the airport.

Can I pay with one or the other? Or must I change them first?

# 60

I see that there's a show on at your place during dinner on Saturday. Is it alright to bring children along, I mean, can they come?



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32-C1	telc English B2-C1 Business	C1	telc Deutsch C1	B2	telc Türkçe B2
	telc English B2·C1 University		telc Deutsch C1 Hochschule		telc Türkçe B2 Okul
2	telc English B2	B2	telc Deutsch B2+ Beruf	B1	telc Türkçe B1
	telc English B2 School		telc Deutsch B2		telc Türkçe B1 Okul
	telc English B2 Business				
	telc English B2 Technical	B1	telc Deutsch B1+ Beruf	A2	telc Türkçe A2
	1010 211911311 22 10011111001		Zertifikat Deutsch		telc Türkçe A2 Okul
1-B2	telc English B1·B2		(telc Deutsch B1)		telc Türkçe A2 İlkokul*
	telc English B1-B2 Business		Zertifikat Deutsch für		
	telo Eligiisti Bi BE Busiliess		Jugendliche	<b>A1</b>	telc Türkçe A1
1	telc English B1		(telc Deutsch B1 Schule)		·
	telc English B1 School				
		A2-B1	Deutsch-Test für Zuwanderer	FRA	NÇAIS
	telc English B1 Business				119/110
	telc English B1 Hotel and Restaurant	A2	telc Deutsch A2+ Beruf		1
	Nestaurant		Start Deutsch 2	B2	telc Français B2
2·B1	telc English A2·B1		(telc Deutsch A2)		
12°D I	telc English A2·B1 School		telc Deutsch A2 Schule	B1	telc Français B1
					telc Français B1 Ecole
	telc English A2·B1 Business	A1	Start Deutsch 1		telc Français B1
2	telc English A2		(telc Deutsch A1)		pour la Profession
2			telc Deutsch A1 Junior		
	telc English A2 School			A2	telc Français A2
1	telc English A1				telc Français A2 Ecole
	telc English A1 Junior	FSP	AÑOL		
	teic English At Junior	LOF	ANOL -	A1	telc Français A1
		B2	telc Español B2		telc Français A1 Junior
			telc Español B2 Escuela		
<b>TALI</b>	NO		telo Espailoi de Escueia	РУС	СКИЙ ЯЗЫК
		B1	telc Español B1		
32	tale Italians BO	Б	·	B2	tala Dugaway assum Do
-	telc Italiano B2		telc Español B1 Escuela	62	telc Русский язык В2
1	telc Italiano B1	A2	telc Español A2	B1	tolo Dugowai sou w D4
	teic italiano bi		·	БІ	telc Русский язык В1
2	telc Italiano A2		telc Español A2 Escuela	A2	tolo Dvoovuŭ sau v A O
	teic Italiano Az	0.4	tolo Fonosol Ad	AZ	telc Русский язык А2
1	telc Italiano A1	A1	telc Español A1	<b>A</b> 1	telc Русский язык А1
	toro italiano Al		telc Español A1 Júnior		тего г усокии язык АТ
ESK	Ý JAZYK	وبية	اللغة ال	POR	TUGUÊS
31	telc Český jazyk B1	B1	B1 اللغة العربية	B1	telc Português B1
			-210 -270-1 10-1		· · · · · · · · · · · · · · · ·

 $<sup>^{\</sup>star}$  coming in 2013



**Examination Preparation** 

# MOCK EXAMINATION 1 ENGLISH B1 HOTEL & RESTAURANT

The two main characteristic features of telc examinations are test papers based on language tasks formulated in a clear and understandable way and standardised marking criteria applied in an objective way. The comprehensively defined test specifications and uniform marking criteria ensure that these features apply to all examinations and are identical for all languages covered by telc programme. This equally applies to the test format. The mock examination presented here enables teachers and learners to simulate the precise conditions under which the examinations take place, both from the perspective of organising the test as well as from the point of view of the test materials. In this way, it is possible to fully prepare candidates for the examination. The mock examination can also be used for practice purposes, for examiner training and for general information.