



# Escuela Superior de Hostelería y Turismo. Madrid



## PRUEBAS PARA LA OBTENCIÓN DEL TÍTULO DE TÉCNICO SUPERIOR EN FORMACIÓN PROFESIONAL

### Convocatoria correspondiente al curso 2022-2023

(Resolución de 13 de diciembre de 2022 de la Dirección General de Educación Secundaria, Formación Profesional y Régimen Especial)

DATOS DEL ASPIRANTE			FIRMA
APELLIDOS:			
NOMBRE:	D.N.I. N.I.E. o Pasaporte:	Fecha:	

Código del ciclo: (marcar con una X)	Denominación completa del título: (marcar con una X)
<input type="checkbox"/> HOT802	<input type="checkbox"/> AGENCIAS DE VIAJES Y GESTIÓN DE EVENTOS
<input type="checkbox"/> HOTS03	<input type="checkbox"/> GUÍA, INFORMACIÓN Y ASISTENCIAS TURÍSTICAS
Código del módulo: 0179	Denominación completa del módulo profesional: INGLÉS

### INSTRUCCIONES GENERALES PARA LA REALIZACIÓN DE LA PRUEBA

- Cumplimente sus datos antes del examen y firme en todas las hojas que se entreguen, el espacio reservado para ello.
- Tenga disponible el DNI, NIE o Pasaporte en la mesa.
- Apague su teléfono móvil o póngalo en modo avión. Guárdelo en su bolso o mochila, nunca debe de estar visible encima de la mesa o en cualquier otro lugar.
- Antes de contestar cualquier pregunta, lea atentamente el enunciado de esta.
- Señale y escriba las respuestas con tinta indeleble, que no sea roja ni lápiz.
- Si se ha de rectificar una respuesta, tachar lo correspondiente. No utilizar líquido corrector (tippex)
- Se utilizará solamente el papel facilitado por el examinador.
- No se puede utilizar material de consulta.

### CRITERIOS DE CALIFICACIÓN Y VALORACIÓN

Puntuación total de la prueba escrita y oral = 100 puntos

A) Primera fase o parte escrita (75p de 100p):

I. Listening: 25 puntos

II. Reading: 25 puntos

III. Writing: 25 puntos

Para aprobar esta primera parte escrita, la cual es eliminatoria, hay que cumplir dos requisitos:

1º) El candidato debe obtener en cada competencia o skill un mínimo del 30% de 25 p (7,5p).

Si no se logra este mínimo, el módulo queda suspenso automáticamente y por supuesto, no se accede al examen oral, Speaking.

2º) La nota final de esta primera fase debe alcanzar como mínimo el 50% de 75 puntos (37,5p).

Si se cumplen estas dos condiciones el candidato podrá pasar al examen oral o Speaking.

B) Segunda fase o parte oral (25p de 100p)

IV. Speaking test: 25 p T El candidato debe puntuar un 30% mínimo, es decir, 7,5p de 25p., para ser posteriormente evaluado.

Se considerará aprobado el módulo cuando la calificación total de las cuatro competencias lingüísticas o skills sea de 5 o superior (50 puntos de los 100 puntos total) y siempre que se haya llegado al 30% mínimo por destreza, tal como se indicó anteriormente.

LIBRO DE TEXTO RECOMENDADO, BIBLIOGRAFÍA English for International Tourism, New edition. Intermediate. Pearson.

- El examen oral podría ser grabado. - La lista de los alumnos que podrán presentarse al examen oral se publicará el día 11/05/ 2023.

CALIFICACIÓN

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## **I.LISTENING 25 P.**

### **A-Listen to Lucy's video call to her office and answer the following questions:**

- 1-How does Lucy describe Bali as a destination?
- 2-To what type of customers does she offer alternative holidays? Mention them.
- 3-What does she offer to the first group?
- 4- what are the advantages and disadvantages of this alternative?  
 .ADVANTAGES:  
  
 . DISADVANTAGES:
- 5-What does she propose as alternative holidays for the second group?

### **B-Find words in the audio which mean:**

- 1-Investigation:
- 2-The opposite to "safe":
- 3- Appealing:
- 4-Options:
- 5-Large:

## **II. READING COMPREHENSION, 25 POINTS.**

Read the article and answer the questions:

### ***Is the customer always right?***

For years, *Apex Travel* offered free weekends breaks to people on their mailing list. The idea was that customers would later book a complete holiday with *Apex*. However, after two years, *Apex* found that people were getting the benefit of the free holidays but not buying holidays at the full price at a later date. *Apex* dealt with the situation by cutting their mailing list, thus reducing their “bad, non-spending customers by 22%. As a result, *Apex* were able to focus on their good customers.

Companies must avoid bad customers because they use up resources that can be spent on good customers. Furthermore, bad customers are likely to upset even the most patient staff members by complaining frequently. A bad customer is likely to have come to you through a special offer, discount or other inexpensive way of getting your product.

In the end, they show poor customer loyalty, often switching companies.

Companies need to look after the good customers. When things go wrong, the customers care team must deal with them with empathy and understanding and reassure them that it will put things right immediately. Remember, these are the customers who will buy from you again and again. So, is the customer always right? The majority are most of the time.

### **A-Answer the following questions:**

- 1-How did *Apex* hope to sell full-priced holidays?
- 2-What were people not doing?
- 3-How did *Apex* reduce the customers who didn't buy their products?
- 4-how do companies attract bad customers?
- 5-Why should companies try to keep good customers?

### **B-Find words or phrases in the article to match the definitions:**

- 1- An advantage, improvement or help that you get from something:
- 2- To give special attention to a person or thing:
- 3- Able to wait calmly for a long time or to accept difficulties:
- 4- The process of looking after people who buy your goods or services:
- 5- To make someone feel calmer and less worried about a problem:

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### III. WRITING, 25 POINTS

#### Why do you want to work in the tourism sector?

Say why and write about the **personal and professional skills** that a professional who works in this career need to have.

(100- 150 words)