

**Information Sheet for Test Facilitator
English for Tourism
Speaking Test**

LEVEL 1

Instruction sheet for Test Facilitator

Part 1 - Topic Discussion

Warm up	2 minutes
Preparation	4 minutes
Topic Discussion	5 minutes
Total	<u>11 minutes</u>

Start the topic discussion with 2 minutes of warm up conversation. Introduce yourself and then ask the candidate some basic questions such as their name, date of birth, where they are from, their job or what they are studying, and what ambitions they have for the future, etc.

The candidate should then be given the topic sheet to study for 4 minutes in preparation for the topic discussion. The questions that follow the topic title are given to the candidate at the preparation stage to assist initial reactions and to provide a framework for the 5 minute topic discussion. However, the candidate may range beyond these ideas and this should be allowed, providing the theme is maintained.

After the 4 minute preparation stage, you should initiate the topic discussion. You do not need to ask the candidate all of the questions in the course of one interview, and can ask other questions that are relevant, in the way that would happen in a normal conversation. However, you should ensure that the conversation remains on the topic.

Part 2 - Role-Play

Preparation	3 minutes
Role- plays	5 minutes
Total	<u>8 minutes</u>

Explain the role-play procedure and then give the candidate the cue card to study for 3 minutes. Check that the candidate understands the instructions and then ask the candidate to begin.

Total Test Duration 19 minutes

NOTE: All speaking test materials must be returned to EDI

**ENGLISH FOR TOURISM
SPEAKING TEST**

Part 1 – Topic discussion

TOPIC SHEET (Candidate Copy)

Instructions to the candidate

You have 4 minutes to prepare for your examination. The subject matter is given in the topic below. You have to discuss this topic with the Test Facilitator and you will be expected to do most of the talking.

To help you in putting your ideas together, the topic is followed by some questions and suggestions for the basis of your conversation. However, you may introduce other ideas providing they are on the topic. You may keep this paper to help you during the examination. Return it to the Test Facilitator at the end of the examination. Do not make any written notes during this preparation time.

The Topic:

TRAVEL AGENTS

- 1 Discuss the advantages and disadvantages of package holidays.
2. What attracts you to a particular destination?
What do you think determines the destination a tourist chooses?
- Think about climate, activities, cost food, accommodation, culture, etc.
3. Discuss the different advantages and disadvantages that tourism brings to an area.
4. Discuss the main responsibilities of travel agents' staff.
5. What qualities and qualifications do you think are needed to work in a travel agency?

TOPIC SHEET (Test Facilitators Copy)

The Topic: **TRAVEL AGENTS**

1. Discuss the advantages and disadvantages of package holidays.
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What do you think determines the destination a tourist chooses?
- Think about climate, activities, cost food, accommodation, culture, etc.
3. Discuss the different advantages and disadvantages that tourism brings to an area.
4. Discuss the main responsibilities of travel agents' staff.
5. What qualities and qualifications do you think are needed to work as a travel agent?

Background notes for Test Facilitator

1. - *Advantages*: fixed price, often with facilities included such as swimming pool, entertainment, food, activities for children etc. transfers and hotel booked in advance so more convenient
- *Disadvantages*: spend most of your time in one place and don't see as much as if you were travelling independently. There are more restrictions on where you go and what you do. You have to spend your holiday with other people who have booked the same package.
2. Allow students to describe personal choices. Things that determine the destination a tourist chooses could be: a) visit friends and family, b) experience attractive surroundings, c) visit places of cultural interest, d) participate in sporting activities, e) to conduct business
3. - *Advantages*: creates jobs, helps people from different countries and cultures understand each other, brings money into a country, preserves traditional heritage, construction of facilities for tourists may mean improvement for locales e.g. better roads.
- *Disadvantages*: creates a lot of pollution, destroys the natural habitat of some animals and birds as well as people, disrespect of local customs and beliefs, overuse of water and other natural resources.
4. Responsibilities: advise clients on destinations, accommodation, airlines and other travel facilities. Plan itineraries, make reservations, calculate fares accurately, keep records of reservations and sales, deal with customer complaints, display brochures
5. Qualities and qualifications could include: organized, friendly, polite, good communication and numeracy skills, language skills, IT skills, degree or diploma in tourism, ability to deal with complaints.

Part 2 – Role Play (Candidate Copy)

AT THE TRAVEL AGENTS

Instructions

Test Facilitator to:

- explain the procedure (the candidate is the person working at the travel agents and the test facilitator is the customer)
- give the candidate the Cue Card to study for 3 minutes (the candidate may keep hold of the cue card for the duration of the test)
- check that the candidate understands the key vocabulary and instructions
- initiate and guide the dialogue using the cue card and guided dialogue for reference

Candidate to:

- study the Cue Card for 3 minutes
- respond to the Test Facilitator as indicated on the Cue Card

Candidate Cue Card

You work in a travel agency.

A customer is enquiring about a short 3 day break in Europe.

Ask the customer when they wish to travel and the number of people that will be travelling.

Use the following information to answer his/her questions.

- You have an all inclusive package to Paris from Heathrow £450 p.p.3 star hotel in centre of Paris.
- You can also offer Paris by Eurotunnel at £280 p.p. staying at the same hotel.
- You can offer Bruges (interesting, not far away) in Belgium by Eurostar for £200. This is a 3 hour journey.
- The Hotel situated in old centre of Bruges.
- Departure Waterloo 8 am, arrive 11am.
- Return depart 6pm, arrive 9pm.
- You would need full payment immediately and can accept credit card.

Part 2 – Role Play (Test Facilitators Copy)

AT THE TRAVEL AGENTS

Instructions

Test Facilitator to:

- explain the procedure (the candidate is the person working at the travel agents and the test facilitator is the customer)
- give the candidate the Cue Card to study for 3 minutes (the candidate may keep hold of the cue card for the duration of the test)
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Candidate to:

- study the Cue Card for 3 minutes
- respond to the Test Facilitator as indicated on the Cue Card

Test Facilitator Cue Card

You are a customer wishing to take a 3 day break anywhere in Europe with your partner.

You wish to travel on the 10th November.

You are hoping to find something at a very reasonable price.

You are offered Paris but find it too expensive.

You are offered Bruges as an alternative.

Ask the following:

- How much it will cost.
- How long the journey will take
- What the departure and arrival times are.
- If a deposit is required today.
- Can the deposit be paid by credit card.

Guided Dialogue (for test facilitators reference)

C: Good Morning. Can I help you?

TF: Good morning. I have a few days off in November and want to take a short break somewhere in Europe, with my partner. Could you suggest anywhere at a reasonable price?

C: Certainly. What dates would you like to travel?

TF: November 10th for 3 days.

C: How many people will be travelling?

TF: Two.

C: Let me see, I can offer you a trip to Paris by air for 3 nights, staying at a 3 star hotel in the centre of Paris for £450 p.p.

TF: Oh no! That's a bit expensive. Do you have anything cheaper?

C: I can offer you the same hotel in Paris, for just £280 travelling by Euro tunnel.

TF: Do you have any other offers, apart from Paris?

C: Let me see. Bruges is very interesting and near at hand.

TF: How much would that cost?

C: There's a very nice hotel in the centre of old Bruges and that would cost £200 p.p. travelling by Eurostar

TF: That sounds great. How long does it take?

C: It's just 3 hours from Waterloo.

TF: Can you tell me about the departure and arrival times?

C: Certainly, you leave Waterloo at 8am on November 10 and arrive in Bruges at 11.00. On the return journey, you leave Bruges at 6pm and arrive back in London at 9pm.

TF: Do I need to pay a deposit now?

C: Well actually I'm afraid you'll have to pay the full amount.

TF: Okay, that's fine. Can I pay by credit card?

C: Yes of course.

TF: Thank you very much.