

**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:**

***AIR TRAVEL***

1. Describe ways you think passengers can help to make air travel safer?  
- Think about packing luggage, before checking in and after.
2. Discuss the kind of questions an attendant on the check-in desk might ask a passenger when checking in.
3. Describe the personal and professional qualities needed to be a cabin crew attendant (a flight attendant)?
4. Describe what you think may be the most difficult aspects of this job?
5. Discuss the advantages and disadvantages of travelling by air, sea and land?  
- Think about comfort, time, and safety.
6. Have you ever flown? Describe what happens on a typical flight?

## TOPIC SHEET (Test Facilitators Copy)

### The Topic: **AIR TRAVEL**

1. Describe ways you think passengers can help to make air travel safer?  
- Think about packing luggage, before checking in and after.
2. Discuss the kind of questions an attendant on the check-in desk might ask a passenger when checking in.
3. Describe the personal and professional qualities needed to be a cabin crew attendant (a flight attendant)?
4. Describe what you think may be the most difficult aspects of this job?
5. Discuss the advantages and disadvantages of travelling by air, sea and land?  
- Think about comfort, time, and safety.
6. Have you ever flown? Describe what happens on a typical flight?

### Background notes for Test Facilitator

1. Packing own luggage, leave presents unwrapped, avoid electrical items, dangerous goods, firearms, knives, gas cylinders, and keep hand luggage small. Keeping luggage under control once it has been packed and until it is check in. Not leaving luggage unattended. Never checking in someone else's bag for them. After checking in, never leaving hand luggage unattended and not carrying anything onto an aircraft for someone else.
2. Possible questions include: Have you packed your luggage yourself? Has anyone put anything into your luggage? Are you carrying anything for anyone else? Does your luggage contain any dangerous or electrical items? Have you left your luggage unattended at any time?
3. First aid skills, ensuring safety of passengers, ability to deal with any situation, excellent communication skills, physically fit, able to swim, weight in proportion to height, knowledge of languages, team worker, pleasant, friendly.
4. Safety responsibility, long unsociable hours, often away from home and family. Strict grooming regulations, - uniform, appearance
5. *Advantages of air:* speed, comfort, safety. *Disadvantages:* cost  
*Advantages of land:* cost, views, possible to have breaks. *Disadvantages:* time, comfort, safety, more road accidents than any other form of transport.  
*Advantages of sea:* the experience, safety, being in the open air. *Disadvantages:* maybe comfort, sea sickness, takes longer than by air.
6. Allow students to describe personal experiences. Passengers board plane, greeted by flight attendants, find seats, listen to safety instructions, fasten seat belts, welcomed by pilot, take off, attendants distribute newspapers, earplugs, etc. serve food and duty free shopping. Pilot gives information on location and expected time of arrival. Plane lands.

## Part 2 – Role Play (Candidate Copy)

### *AT THE AIRPORT INFORMATION DESK*

#### **Instructions**

Test Facilitator to:

- explain the procedure (the candidate is the person working at the airport information desk 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 on the information desk at a busy airport.

Answer the passenger's queries, concerning a delayed flight, using the following information:

- Flight SCE 184 is delayed because of bad weather and the plane still hasn't arrived at airport.
- The flight will probably be ready to leave between 8 and 11 tomorrow morning.
- Meal vouchers will be distributed in about one hour for the airport restaurant which is located on the second floor.
- Flight LJ 108 to the same destination leaves at 3.am and some seats may become available but passengers would need to wait at the airport to find out and there are no guarantees.
- Accommodation will be provided at The Skyway Airport Hotel.
- There will be no charge for accommodation or meals.
- A free shuttle bus will take passengers to and from hotel later this evening.
- Listen for announcement about where to meet.
- In case the flight is ready to leave earlier, passengers should return to the airport before 7a.m.
- Passengers cannot check in until tomorrow.

## Part 2 – Role Play (Test Facilitators Copy)

### *AT THE AIRPORT INFORMATION DESK*

#### **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

#### Test Facilitators Cue Card

You are at the airport and have just heard an announcement saying your flight is delayed, to contact the information desk for more information.

- Your flight number is SCE 184.
- Why it is delayed.
- You want to find out; when your flight will be leaving.
- If there are any other flights you could take.
- If you can spend the night at a hotel, and who pays for this.
- Whether you can have a meal at the airline's expense.
- What time you need to return in the morning.
- If transport to and from the hotel will be provided.
- If you can check in now and leave your bags with them.

#### **Guided Dialogue (for test facilitators reference)**

C: Can I help you?

- TF: I am a passenger on flight SCE 184. Can you tell me why the flight's delayed?
- C: I'm very sorry but the plane has been held up because of bad weather, and has not yet arrived at this airport.
- TF: Do you know when it will be ready to leave?
- C: We think it will be ready to leave between 8 and 11 tomorrow morning.
- TF: Are there any seats available on any other flights tonight?
- C: Flight LJ 108 to the same destination leaves at 3 am, and some seats may become available, but you'll have to wait at the airport to find out and there is no guarantee.
- TF: That's no good and it's such a late flight. If I decide to wait until tomorrow morning, where can I stay?
- C: The airline has booked rooms at the Skyway Airport Hotel.
- TF: What about dinner?
- C: We'll be giving out meal vouchers in about an hour for the airport restaurant.
- TF: Can I use the vouchers anywhere else.
- C: I'm afraid not, only at the Airport restaurant on the second floor.
- TF: What time do I have to be back here in the morning?
- C: Please come back as early as possible, before 7a.m in case the flight is ready to depart earlier.
- TF: That's fine. Will I have to pay anything for my accommodation or meals and how do I get to and from the hotel?
- C: No, the airline will pay for both and the hotel is providing a free shuttle bus service to and from the hotel. They will come later this evening to pick up the passengers. Please listen out for an announcement advising you where to meet.
- TF: Can I check in my bags now?
- C: I'm afraid not. You can only check in tomorrow morning when that aircraft is here. So sorry for the inconvenience. Is there anything else I can help you with?
- TF: No, that's fine. Thank you very much.
- C: Thank you. Goodbye.