

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

LEVEL 2

Instruction sheet for Test Facilitator

Part 1 - Topic Discussion

Warm up	2 minutes
Preparation	5 minutes
Topic Discussion	6 minutes
Total	<u>13 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 5 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 6 minute topic discussion. However, the candidate may range beyond these ideas and this should be allowed, providing the theme is maintained.

After the 5 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	4 minutes
Role- plays	6 minutes
Total	<u>10 minutes</u>

Explain the role-play procedure and then give the candidate the cue card to study for 4 minutes. Check that the candidate understands the instructions and then ask the candidate to begin.

Total Test Duration 23 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 5 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: *BUSINESS TRAVEL*

- 1 Suggest some reasons why people travel for business purposes.**
 - Although business communication can be made by email and by telephone, there are many reasons why the modern business executive has to travel in connection with their work or profession.
- 2 Explain some of the differences between the leisure traveller and the business traveller.**
 - Think about who pays for the trip, when business trips take place, the duration, the kind of destination, the amount of time in advance needed to plan the trip.
- 3 Consider the different requirements and the similarities of the business and the leisure traveller.**
 - Suggest the sort of facilities and amenities needed for the modern day business traveller and compare this to the requirements of the leisure traveller.
 - Also discuss the facilities that may be wanted by both types of travellers.
- 4 Discuss how travel arrangements are organised for the business person.**
 - Some large organisations have their own travel departments who plan and provide the travel documentation. Other organisations may use the services of the business travel department of travel agencies. Do you think that special training is required? Is it necessary for a business travel agent to have visited many countries or so that they can advise clients about different travel destinations and the business culture of the country?
- 5 Consider job roles of a business travel agent and the personal qualities and skills required.**
 - For a person travelling to an important business meeting or conference, it is essential that the trip is well organised and that facilities are selected that are both efficient, cost effective and create the correct image to impress their clients or other organisations. Travel plans that go wrong could cause great problems for the business traveller. Suggest the most important functions of this role and the qualities and skills that a good business travel agent should have.

TOPIC SHEET (Test Facilitator's Copy)

The Topic: ***BUSINESS TRAVEL***

- 1 **Suggest some reasons why people travel for business purposes.**
 - Although business communication can be made by email and by telephone, there are many reasons why the modern business executive has to travel in connection with their work or profession.
- 2 **Explain some of the differences between the leisure traveller and the business traveller.**
 - Think about who pays for the trip, when business trips take place, the duration, the kind of destination, the amount of time in advance needed to plan the trip.
- 3 **Consider the different requirements and the similarities of the business and the leisure traveller.**
 - Suggest the sort of facilities and amenities needed for the modern day business traveller and compare this to the requirements of the leisure traveller.
 - Also discuss the facilities that may be wanted by both types of travellers.
- 4 **Discuss how travel arrangements are organised for the business person.**
 - Some large organisations have their own travel departments who plan and provide the travel documentation. Other organisations may use the services of the business travel department of travel agencies. Do you think that special training is required? Is it necessary for a business travel agent to have visited many countries so that they can advise clients about different travel destinations and the business culture of the country?
- 5 **Consider job roles of a business travel agent and the personal qualities and skills required.**
 - For a person travelling to an important business meeting or conference, it is essential that the trip is well organised and that facilities are selected that are both efficient, cost effective and create the correct image to impress their clients or other organisations. Travel plans that go wrong could cause great problems for the business traveller. Suggest the most important functions of this role and the qualities and skills that a good business travel agent should have.

Background notes for Test Facilitator:

1 Suggest the reasons why people travel for business purposes.

- The purpose could be a meeting with colleagues of the same international company, an organisation representing people and companies of the same profession, a meeting with a client or customer. The business traveller could also be attending a conference or exhibition to learn about new products, update skills and knowledge in a specific field. They could be looking for new business opportunities.

2 Explain some of the differences between the leisure traveller and the business traveller.

- The business traveller will not have a choice of destination and may need to be in a specific location at a specific date and time regardless of the cost (e.g. to attend a conference). Travel destinations will usually be city centres and industrialised or emerging countries.
- Business trips often avoid holiday periods such as July and August, and religious festivals, and take place Monday to Friday. The business person cannot normally determine the duration of the trip. The travel costs and expenses will usually be paid for by the employer or organisation.
- The leisure traveller can be more flexible and will select their destination, the duration of the trip, the type of accommodation and transportation that they can afford and for which they will pay for personally. Destinations may include interesting cities, seaside resorts, mountain or countryside locations for relaxation, special interests and hobbies or sporting activities. They may also be visiting friends and relatives.

3. Consider the different requirements and the similarities of the business and the leisure traveller.

- Business travellers often require accommodation which will provide a working area and business facilities such as internet access. 3 to 5 star hotels are the most popular choice. They will choose accommodation that is comfortable, efficient, and is in proximity to the purpose of their trip e.g. meeting, conference, exhibition etc. They may also require the accommodation to be located where there are good transportation links to airports, railway stations, etc.
- The leisure tourist may choose hotel accommodation across the complete range from budget to luxury or opt for self catering. They may be happy to travel considerable distances from airport or station to their chosen holiday destination and will select from a wide choice of facilities.
- However, business travellers may overlap with leisure tourists for some of their desired requirements and choose accommodation or a location with some leisure facilities such as a gym, sports facilities, evening entertainment, restaurants, sightseeing, etc.

4 Discuss how the travel is organised for the business person.

- Large organisations often have their own travel departments who plan and provide documentation, the necessary travel, information on visas, currency, destination information, local travel information, advice on health and the business culture of the country to be visited.
- It is quite common for these organisations to agree contracts with airlines, etc. to reduce the costs of business travel for their employees. Other companies and organisations may use the services of the business travel department of specialised travel agencies, who quite often are able to offer similar advantages and services.

5 Consider the job roles of a business travel agent and the personal qualities and skills required.

- Special training is required to understand the needs of the business traveller. Most travel organisers have already received general training in booking elements of travel, checking on important additional information including visas and health requirements for the destination and providing appropriate documentation. Training may have included travel geography and navigating sources of information (manuals, guides, computerised travel systems and the internet)
- It is essential that a trips are well organised and that selected facilities are efficient, cost effective and create the correct image to impress their clients or other organisations.
- For the business traveller, getting to an important meeting on time and having the facilities they require can be essential to their business. Therefore the specialised travel advisor can offer a very important function when buying these products.
- It is most important to be very well organised, to have good inter-personal skills and an understanding of their clients' needs together with the ability to negotiate and cost accurately. The business travel advisor must be able to offer a comprehensive knowledge of the travel industry and the way it works.

Part 2 – Role Play (Candidate Copy)

AT THE BUSINESS TRAVEL DEPARTMENT

Instructions

Test Facilitator to:

- explain the procedure (the candidate is the person working as a business travel agent and the test facilitator is the client)
- give the candidate the Cue Card to study for 4 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 4 minutes
- respond to the test facilitator as indicated on the Cue Card

Candidate Cue Card

Your client has come in to your office to discuss his/her complex travel arrangements for a series of business meetings.

- You will need to find out the dates of the various meetings.
- You will need to note exactly where the meetings are to be held.
- Check the type and category of accommodation required.
- Check which airlines are preferred.
- You may have to discuss health and visa requirements.
- When you have all the information you need, explain that you will prepare an itinerary and a costing of the travel plans.
- You will also research health and visa requirements and cultural hints on doing business in China.
- Agree that you will telephone when everything is ready.
- Thanks him/her for coming in to see you.

Part 2 – Role Play (Test Facilitator’s Copy)

Instructions

Test Facilitator to:

- explain the procedure (the candidate is the person working as a business travel agent and the test facilitator is the client)
- | ⊕▪ give the candidate the Cue Card to study for 4 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

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Candidate to:

- | ⊕▪ study the Cue Card for 4 minutes
- | ⊕▪ respond to the Test Facilitator as indicated on the Cue Card

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Test Facilitator Cue Card

You are the business client and have come in to the travel office to discuss your complex travel arrangements for a series of business meetings.

- You have three meetings to be held in the Far East. 2 of the meetings are in China and one is in Thailand.
- The first meetings will be in Beijing on 14-16 April.
- The second is in Shanghai on the 20th April.
- The third will be in Bangkok on the 24th April and you want to take 2 extra nights at the end for relaxation before flying back.
- You want to stay in good 4 or 5 star hotel accommodation, centrally situated in each city, as you want to make sure you have plenty of space to work on your computer and for your sample products.
- You prefer British Airways for the long-haul flights but you do not mind which airline you use for the flights within China and between China and Thailand.
- You don't want very early morning flights.
- You need advice on health and visa requirements and also some hints on doing business in China.
- You would like to see a suggested itinerary and you need a breakdown of costs.
- Ask the travel agent to call you when they are ready.

Guided Dialogue (for test facilitators reference)

- C Good morning/afternoon. I am (name) thank you for coming in to see me.
- TF Good morning/afternoon. As we discussed on the phone, I have a rather complicated series of meetings to attend and hope that you can help me to plan all the travel arrangements.
- C Of course. Can you give me some details?
- TF I have three meetings in the Far East. 2 of the meetings are in China and one is in Thailand.
- C Do you have dates yet?
- TF Yes, the first meetings will be in China. Beijing on the 14th to 16th April and then I travel on to Shanghai for the second meeting on the 20th April. Finally, I need to be in Bangkok for the 24th April. My company has agreed that I can take 2 extra nights at the end for some relaxation before flying back.
- C I assume you want to stay in good hotels?
- TF Yes, 4 or 5 star hotel accommodation. I need plenty of space to work on my computer and for the sample products I will have with me.
- C I've noted everything. Now do you have a preference for which airline you fly with?
- TF I prefer British Airways for the long-haul flights but I don't mind which airline I use for the internal flight or the flight between China and Thailand, as long as there are no very early morning flights.
- C Have you had injections for travel in the Far East?
- TF I think I have had everything I need but I would be grateful if you would double check on the requirements for me. I do need advice on visa requirements?
If you have any information or hints on doing business in China, I would also be very pleased to have this. I don't want to make any embarrassing mistakes.
- C I have noted all your requirements and will prepare a suggested itinerary and breakdown of costs for you, together with health and visa requirements and hints on business culture in China.
- TF Please call me when they are ready.
- C Of course, thank you for coming in to see me.