

**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: *THE WORK OF THE CONFERENCE ORGANISER*

- 1 Think about why meetings and conferences are held.**
 - Suggest reasons for holding these events and the type of people who would attend and what their requirements might be.

- 2 Think about what is required for the modern conference or meeting**
 - Describe the type of organisations and companies that would require the services of a professional conference organiser. Suggest the sort of facilities and amenities needed for the modern day conference.

- 3 Consider where meetings and conferences can be held.**
 - The types of venue and the sort of location preferred.

- 4 Discuss the training and experience required for a conference organiser.**
 - Is special training required for this job in your country? Who employs people to do this type of work? Is it necessary for a conference organiser to have visited many countries or conference venues so that they can advise clients about different travel destinations and suitable venues?

- 5 Describe what you know about the job roles of a conference organiser and consider the personal qualities and skills required.**
 - For organisations and companies who employ the services of a conference organiser to arrange meetings or conferences for them, it is essential that they can be certain that all aspects are well organised, efficient, cost effective and create the correct image to impress their clients or other organisations.
 - What do you know about this type of work? Suggest the most important functions of this role and the qualities and skills that a good conference organiser should have.

TOPIC SHEET (Test Facilitator's Copy)

The Topic: **THE WORK OF THE CONFERENCE ORGANISER**

- 1 **Think about why meetings and conferences are held.**
 - Suggest reasons for holding these events and the type of people who would attend and what their requirements might be.
- 2 **Think about what is required for the modern conference or meeting**
 - Describe the type of organisations and companies that would require the services of a professional conference organiser. Suggest the sort of facilities and amenities needed for the modern day conference.
- 3 **Consider where meetings and conferences can be held.**
 - The types of venue and the sort of location preferred.
- 4 **Discuss the training and experience required for a conference organiser.**
 - Is special training required for this job in your country? Who employs people to do this type of work? Is it necessary for a conference organiser to have visited many countries or conference venues so that they can advise clients about different travel destinations and suitable venues?
- 5 **Describe what you know about the job roles of a conference organiser and consider the personal qualities and skills required.**
 - For organisations and companies who employ the services of a conference organiser to arrange meetings or conferences for them, it is essential that they can be certain that all aspects are well organised, efficient, cost effective and create the correct image to impress their clients or other organisations.
 - What do you know about this type of work? Suggest the most important
 - functions of this role and the qualities and skills that a good conference organiser should have.

Background Notes for Test Facilitator

- 1 **Think about why meetings and conferences are held.**
 - Many companies and organisations have a need for their employees, shareholders, customers or fellow organisations to meet. This can be for problem-solving, management issues, training, product launches, sharing of ideas and information. Sometimes this provides an opportunity to reward good members of staff and valued customers by holding these events at an attractive location.
- 2 **Think about what is required for the modern conference or meeting**
 - Many large and medium-sized organisations and companies hold regular and occasional meetings and conferences but do not possess adequate facilities or staff to hold these on their own premises.
 - The meetings may be held in the home country or abroad. Decisions have to be made on the timing, the venue and location, the size of meeting rooms and layout required, technological and catering requirements, accommodation for delegates, meal and travel arrangements and additional facilities such as entertainment, etc.

- It is a task that requires a great deal of time and skill to ensure that all the necessary facilities are in place at the right time. Therefore these days it is quite common to employ the services of a professional, full time, conference organiser, who will have the local knowledge on where to hold the conference and how to provide the support and personnel required

3 Consider where meetings and conferences can be held.

- There are many possibilities when choosing the venue:
- Hotels specialise in the conference and event business and offer meeting rooms for small, medium and large meetings. Guest/delegate accommodation and leisure facilities can normally be provided at the same location.
- Convention centres offer meeting rooms and areas for exhibitions for larger events.
- Colleges and universities frequently provide meeting facilities and accommodation but usually only during holiday periods.
- Theatres, boats, historic houses, castles, museums and famous sites frequently rent out accommodation and facilities for conferences and entertainment but normally do not have guest accommodation.
- The location and destination will depend on the purpose of the meeting. The choice could be at a convenient location close to the address of the organisation itself or at an exotic destination requiring considerable travel. There are limitless possibilities for the choice of location, including attractive holiday resorts, city centres, country settings, historic sites, remote islands, etc.

4 Discuss the training and experience required for a conference organiser.

- Many companies do not have staff to do this work and therefore when an important meeting or conference has to be organised, the professional conference organiser can be very important and it is essential that they provide an efficient and reliable service.
- People who work in this field often come from the travel industry. They will have received the appropriate training to put together the necessary elements, select the location and destination, organise the accommodation and travel requirements, use a variety of information sources and directories, contact local ground services to find entertainment possibilities such as sightseeing tips. It is necessary to understand the clients' needs and anticipate their requirements, provide the essential documentation and liaise with the accommodation and travel providers.
- It may not be possible to have personally visited every location but a good conference organiser will know who to contact and where to find the appropriate information.

5 Describe what you know about the job roles of a conference organiser and consider the personal qualities and skills required.

- For organisations employing the services of a company or a person to organise meetings or conferences for them, it is essential that all aspects are well organised, efficient, and cost effective and create the correct image to impress their clients or other organisations.
- The ability to plan, organise, work to a tight time schedule and communicate well are very important aspects of this job. Therefore this work requires a high level of efficiency, confidence, communication and inter-personal skills and the ability to work under pressure. It is also necessary to be able to delegate and to work as part of a team. IT skills play an increasing part in all jobs in the travel and tourism industry these days. It is important to be able to negotiate rates and tariffs with hotels, conference venues, airlines, etc. and accurately cost these events.

Part 2 – Role Play (Candidate Copy)

AT THE CONFERENCE ORGANISER'S OFFICE

Instructions

Test Facilitator to:

- explain the procedure (the candidate is the person working as a conference organiser and the test facilitator is the customer)
- 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

You work as a conference organiser for a company called EVENTS INTERNATIONAL and have received an enquiry from a large company with many international branches.

- They want to hold a conference in May and have decided on central London.
- You have asked the representative from the company to come into your office to discuss details with you. Listen carefully to what he/she says and then ask additional, appropriate questions so that you have the necessary information.

This can include:

- The type of venue, the location,
- The length of the conference,
- The number of people attending,
- The number of meeting rooms required and the layout of the rooms,
- The type of technology needed,
- Guest accommodation,
- Catering requirements,
- Entertainment programme, etc.

- Thank him/her for coming in to see you and agree that you will prepare a proposal with a costing and send it to him/her.

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

Instructions

Test Facilitator to:

- explain the procedure (the candidate is the person working as a conference organiser and the test facilitator is the customer)
- ⊕▪ give the candidate the Cue Card and extract of the travel brochure to study for 4 minutes
- ⊕▪ 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 have discussed on the telephone with EVENTS INTERNATIONAL, a possible conference to be held in London. They have invited you to the office to discuss your requirements in more detail.

Explain that you are thinking of holding your conference in May in central London.

- You expect the meetings will last 3 days but some delegates may wish to stay longer and visit some of the London attractions.
- You are considering a hotel location with facilities for meeting rooms and delegate accommodation.

Answer the conference organiser’s questions:

- You expect the number for the conference to be around 150 people.
- You will need 3 separate conference rooms with overhead projectors and computer stations with internet access.
- You prefer a ‘horse shoe’ layout for the meeting rooms.
- You will require coffee and tea with biscuits during the morning and afternoon meeting sessions and a buffet lunch for the delegates on the three days.
- You will require a dinner for all delegates and their partners on the last night but are not organising any other entertainment.
- Ask for a costing and detailed proposal.
- You will let him/her know what you decide when you have discussed the proposal with your directors.

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. I'm (name). Here is my business card. I'm pleased to meet you.
- C I understand that you are thinking of holding a conference in May in central London. May I take some more details?
- TF Yes that's correct. We expect the meetings will last 3 days but there will be some delegates and their partners who may wish to stay longer and visit some of the London attractions. We are considering a hotel with facilities for meeting rooms and delegate accommodation with perhaps leisure facilities too such as a fitness centre or swimming pool.
- C That's no problem. How many people do you expect to attend the meeting?
- TF We expect about 100 delegates from our international and UK branches.
- C Were you looking for a conference room that would hold 100 delegates?
- TF No, we need 3 separate conference rooms and a larger room for the introductions and perhaps where we could have a buffet lunch.
- C Could I ask you about your technical requirements and room layout preferences?
- TF We will need overhead projectors and computer stations with internet access. We always prefer a horseshoe layout for our meetings so that all delegates can see each other.
- C That should not be difficult. Many larger, modern hotels can provide all the technical support needed and rooms large enough for your preferred layout. I presume you will want coffee and tea served during the morning and afternoon sessions?
- TF Yes we do. We will also want a dinner on the final evening of the conference for all delegates and their partners.
- C Will you require any other entertainment for your group? Sightseeing trips, theatre visits, shopping excursions?
- TF No, we were not considering organising any other entertainment. Many of our staff will have already visited London and will want to choose their own entertainment.
- C I presume that you would like delegate accommodation at the same hotel if possible.
- TF Yes indeed. Could you prepare a proposal with your recommendations for the venue and location and of course an estimate of the cost so that I can discuss this with my directors?
- C Of course. I will prepare this for you and send it to you next week. Thank you again for coming in to see me.
- TF Thank you.