**PROBNI KOLOKVIJUM IZ PRVOG STRANOG POSLOVNOG JEZIKA 3 - TU**

Ime, prezime, broj indeksa:…………………………………

Datum: ………………………

**Choose the correct answer (5)**

1. Tour guides must ……………………………………every emergency with sensitivity.
2. deal b) handle c) manage
3. The brochure offers a ………………. choice of hotels and holiday homes.
4. wide b) broad c) much
5. They arrange …………………… travel for the most productive people at work.
6. reward b) award c) incentive
7. The successful applicant will be responsible ……………….organising special events.
8. in b) for c) to
9. As a manager, a great importance is your ability to motivate and ……….. your staff.
10. supervise b) overlook c) observe

**Fill in the gaps choosing some of the words given: (10)**

*information wheelchair facilities chauffer coach immaculate state-of-the-art VFR catering reservations*

1. …………………. access at the Acropolis is provided by a stair lift and an elevator.
2. A …………………….. opened the door to a car waiting at her apartment building
3. Children are never bored at Tivoli Hotel! Playroom, extensive pool area and outdoor playground are some of the children ………………………….available at the weekends and during school holidays.
4. Hotel rooms are kept ………………………..
5. The tourist ……………………. centre gave a city map to whoever asked it.
6. I started my career as a …………………..agent 25 years ago.
7. Dubai authorities have showcased their new **………………………..** airport terminal.
8. Family flying to Istanbul for a weeding represents a form of ………………….. tourism.
9. I’d like to find a job in the ………………………. industry.
10. The ………… leaves Cardiff at twenty to eight.

**Fill in the gaps so as to get meaningful chunks: (15)**

1. (At a coctail party)- I don’t think………………………
* No, I’m James Smith. What’s your name?
1. (At a coctail party) - Can…………………………………?
* A glass of white wine would be great. Thanks.
1. (On the phone)- Would……………………………………………….………..?
* No, thanks. I’ll call back later.
1. - Sorry. I didn’t ………………………………………………..
* Peter Wendt.
1. ( Job interview) What………………………………..…………………………?

Well, I was born in London, and I attended LSE there. After I got a degree, I…..

1. How do you see yourself in 5 years’ time?

……………………………………………………… to set up my own business.

1. Good afternoon. Thank you for coming to my presentation. ………………… …………………………….….. package holidays in India.
2. Guest: I’m afraid there are no towels in the bathroom.

Rec:.............................................................. I’ll send some up right away.

1. Guest: The heating doesn’t seem to be working properly.

Rec.: Oh, ………………………………………………………….attention.

1. (At a conference)……………………………………………… in Serbia?
* Actually, I’ve been here once before. Long time ago.
1. Guest: ………………………………………with the state of my room.

Rec. :I’m afraid there’s not much we can do, Sir.

1. Guest: My bread roll is soggy.

Waiter: Sorry, Madam……………………………………..

1. (On the phone) What is the daily rate per room?

I’m afraid I can’t say off the top of my head. Can I…………………………. on that one?

1. Guest: …………………………………….. breakfast?

Rec.: From 7a.m. till 10a. m.

1. - …………………………………..be tired after your journey?
* Oh, yes. I’m exhausted.

 **UKUPNO** ………………………..(30)