PRVI STRANI POSLOVNI JEZIK III – ENGLESKI (**TURIZAM do 2016)**

Ime i prezime\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Br. indeksa\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Datum \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I Circle **the best** answer: **10**

1. Communication and organizational skills are my main \_\_\_\_\_.

a) strengths b) qualities c) additions

1. I feel that I could make a significant \_\_\_\_\_ to your team.

a) confirmation b) connection c) contribution

1. A concierge should know how to ………………………. emergences.
2. *deal b)supervise c)handle*
3. Taxi drives………………………….. $20 for the journey to the airport.
4. *asks b)charge c) rip off*
5. The training course was hard work but very ………………………
6. *fulfilling b) fulfilled c) usefull*
7. If you book early, you can get a ……………………..
8. *allowance b) mark-up c) discount*
9. The hotel has its own pool and leisure ……………………………
10. *facilities b) amenities c) comforts*
11. If you wish to ………………………… later than twelve noon you are required to pay extra $5.
12. *leave b)depart c) check-out*
13. I believe this is the foolproof method to achieving ……………………...
14. *targets b) costs c) room occupancy*
15. I am travelling with my brother so I would prefer a ………………………………… room.
16. double b) twin-bedded c) family

II Fill in the gaps with some of the words from the box. **20**

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| --- |
| ingredients late priced although while throughout limited cuisine based variety of |

Traditional French cooking is butter-.................................................... and centres on poultry and fish. French ...................................... tends not to be highly spiced ......................................... fresh herbs are essential................................... in the sauces that accompany many dishes. There is a ........................... places you can eat at. Bistros, for example, are small often moderately-.................................. restaurants with a ....................................... selection of dishes,.................................... brasseries are larger eateries with immense menus, and most serve food ...................................... the day and are open ..............................

III Fill in the gaps so as to get meaningful chunks.  **20**

* Caller: I’d like to book a city break in Vienna please.

Travel agent: ……………………………..………, Sir. When would you like to travel?

* Caller: Hello. I’d like to book a room in your hotel.

Receptionist: …………………………. the line, please. I’ll put you through to Reservations.

* A hotel guest is leaving your hotel. You say:

……………………………………………………………………………………with us, Mr Creek..

* A guest needs to go to the airport. You ask: Would you like me to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ a taxi for you?
* Client: Where do the flights …………… …………….?

Travel agent: Heathrow.

* Guest: Hello. I’m afraid the tap is dripping in my bathroom.

Receptionist: I’m awfully sorry, Madam. I’ll have……………………………………at by a plumber straight away.

* Guest: Is this your first stay in our hotel?

Receptionist: No, ……………………………………………………………………………….

* A: How long…………………………………………………………………………….?

B: Till tomorrow evening. I have a flight at 7p. m.

* (In a restaurant): Guest: We’ve booked a table for two.

Waiter : Certainly. If………………………… just like ……………… …………… me, Sir.

* Guest: We’ve got two small children and they’re getting a bit fed up with historic monuments. Is there anything that might be suitable for them?

Receptionist: Well, ………………………………………………………. the zoo?

IV Describe a hotel of your dreams. **5**

…**………………………………..………………………………..……………………………**

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