# English for Tourism Examination: General Description

**PART 1**
**Listening**  
*approx. 10 minutes*

**Task type:** Multiple choice  
**Format:** ten unrelated dialogues of about 30 seconds’ duration, each followed by a 3-option multiple choice item  

The candidates listen to a short dialogue, then choose the correct statement from three that are based on the dialogue. The recordings are dialogues between two interacting speakers (conversations, interviews, discussions, etc.).

**Task Focus:** identifying detail, understanding and interpreting information, specific information, gist, detail, main idea, function, purpose, attitude, opinion, etc.

**Marking Scheme:** 10 items x 2 points = 20 points  
**NOTE:** Each part is heard twice.

**PART 2**
**Knowledge of Linguistic Means**  
*(20 minutes)*

**Task type:** Multiple choice  
**Format:** 18 4-option multiple choice sentences  

**Task Focus:** lexical  

**Marking Scheme:** 18 items x 2 points = 36 points  

**Topic areas:** restaurants and lodging; travel and transportation; cruise ships and travel packages; dealing with delays and baggage problems; cultural differences; communication; reservations; customer care; guided tours; money and payments; currency exchange; giving directions; the weather; airport security/procedures; rules, politics and relevance forms; careers in tourism; crime; health emergencies

**PART 3**
**Knowledge of Language Functions**  
*(15 minutes)*

**Task type:** Multiple choice  
**Format:** 16 2-option multiple choice exchanges  

**Task Focus:** lexico-grammatical  

**Marking Scheme:** 16 items x 1 point = 16 points  

**Functions:** asking for/giving/clarifying (personal) information; asking about/telling the time; asking for/giving directions/news; buying a ticket; asking about availability; paying for services/goods; exchanging money; telephoning; expressing (dis)satisfaction; talking about prices/distance/symptoms/a refund/risk/differences; describing features/a process/people/feelings/an object; narrating an experience; asking for/offering help; helping out; making a reservation/a sale/a purchase; inviting; accepting/refusing invitations; identifying people; giving orders/instructions; making suggestions; booking a hotel room; complaining; agreeing/disagreeing; rejecting a proposal; commenting; asking for clarification; expressing relief/disbelief; introducing yourself; concluding a meeting; calming someone down; discussing options; offering choices; explaining terms of agreement

**PART 4**
**Reading**  
*(10 minutes)*

**Task type:** Multiple choice  
**Format:** Three short texts (60-100 words each) containing factual information related to the field of tourism; the first two texts are followed by two 3-option multiple choice questions each, while the third text is followed by two True/False/Doesn’t say questions.

**Task Focus:** understanding detail, specific information, implication, attitude, reference and meaning  

**Marking Scheme:** 6 items x 3 points = 18 points  
**NOTE:** All the texts are related to the specific field of study.

**PART 5**
**Writing Awareness**  
*(5 minutes)*

**Task type:** A gapped or jumbled text of approx. 200 words  

**Format:** Gapped text – a text with five gaps to be filled with either one sentence from a choice of three or, one pair of sentences from a choice of six or, an appropriate word or, information from two short texts. Jumbled text – seven or eight paragraphs, of which five are to be organized into a text.

**Task Focus:** Recognition of writing features and language as required in their field of studies  

**Marking Scheme:** 5 items x 2 points = 10 points  

**NOTE:** The candidate may be asked to complete a website, an email, a report, an article, an advice leaflet, an announcement, an essay, a guide, an advertisement, a CV, a letter, a postcard, a call log, a guest book, an instruction sheet, a summary sheet, a bill, a receipt, a boarding pass or a schedule. This task is based on elements of writing that the candidates will need to produce in the field of tourism for professional purposes.

**Duration:** 60 minutes  
**Marks:** **TOTAL:** 100 points