

TRƯỜNG ĐẠI HỌC VĂN LANG
KHOA: DU LỊCH.....

ĐỀ THI VÀ ĐÁP ÁN ĐỀ THI KẾT THÚC HỌC PHẦN
Học kỳ 2 , năm học 2021 - 2022

Mã học phần: DTA0250

Tên học phần: Anh Văn Du Lịch 2.....

Mã nhóm lớp học phần:

212_DTA0250_07

212_DTA0250_08

212_DTA0250_09

212_DTA0250_10

212_DTA0250_11

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212_DTA0250_15

212_DTA0250_16

212_DTA0250_17

212_DTA0250_18

212_DTA0250_19

Thời gian làm bài (phút): 90 phút.....

Đề thi lần 1

Hình thức thi: **Trắc nghiệm hoàn toàn**

PART 1: VOCABULARY & GRAMMAR (6 marks, 40 questions, each question 0.15 mark)

Please choose the best answer for each question.

The new hotel opens two months.

A. in

B. at

C. to

D. from

ANSWER: A

I'd like to book a table for three people 3rd January.

A. on

B. at

C. in

D. from

ANSWER: A

Champagne is served in an ice bucket.

- A. usually
- B. rarely
- C. sometimes
- D. never

ANSWER: A

Our teacher, Mrs Jones, is late for class. She is always punctual.

- A. never
- B. usually
- C. sometimes
- D. always

ANSWER: A

Fast food establishments will have this type of service.

- A. Self service/ semi-self service
- B. Waiter service
- C. Self service
- D. No service

ANSWER: A

Choose the odd one out.

- A. Beer
- B. Brandy
- C. Rum
- D. Vodka

ANSWER: A

Excuse me, but there isn't hot water in my room.

- A. any
- B. some
- C. little
- D. lots of

ANSWER: A

I'm I can't find the key card. Do you have another?

- A. afraid
- B. apologize
- C. worrying
- D. nervous

ANSWER: A

I'd like to book a table for five on Saturday evening. Do you have any?

- A. vacancy
- B. restaurant
- C. room
- D. suite

ANSWER: A

Would you like beer or bottled beer?

- A. draught
- B. still
- C. spakling
- D. sweet

ANSWER: A

..... book a taxi to the airport for you, sir?

- A. Could I
- B. Who does
- C. Did you
- D. Would you like to

ANWSER: A

Choose the odd one out.

- A. Barcadi
- B. Orange juice
- C. Mineral water
- D. Coke

ANSWER: A

I'm sorry, we're on this weekend.

- A. fully booked
- B. full book
- C. full booked
- D. fully book

ANSWER: A

....., there's no answer from room 670.

- A. I'm sorry
- B. My pleasure
- C. Ok
- D. I'm very regret to say that

ANSWER: A

We have double rooms and single rooms but twin rooms for Saturday 29th March.

- A. no
- B. none
- C. not
- D. any

ANSWER: A

Staff : Good morning, La Giralda Restaurant. How can I help you?

Customer : Good morning. My name is Kelix. Could I reserve a table on this Saturday lunch, please

Staff :

Which answer is NOT correct?

- A. I'm afraid the restaurant is fully booked on Saturday dinner.

- B. I regret that the restaurant is closed on that day.
- C. Unfortunately, the restaurant is closed on this weekend.
- D. I'm sorry, we only open in the evenings.

ANSWER: A

Peter and Mary for the bus at the moment.

- A. are waiting
- B. wait
- C. waiting
- D. is waiting

ANSWER: A

I'd like chocolate sauce, please.

- A. some
- B. any
- C. not
- D. none

ANSWER: A

Would you like fresh fruit instead?

- A. some
- B. none
- C. not
- D. any

ANSWER: A

Server: Would you like some more wine?

Customer: No, thanks.

Server: OK. Would you like some coffee after your dessert?

Customer: I don't want, thanks.

Choose the correct word to complete the dialogue.

- A. any
- B. none
- C. no
- D. some

ANSWER: A

Customer: What do you recommend?

Server:

Choose the correct answer to complete the dialogue.

- A. I recommend the Crème brûlée. It's delicious. The tiramisu is very good, too.
- B. Ice cream, please.
- C. I think I'll have the French apple tart.
- D. I'll have the summer pudding.

ANSWER: A

Danish blue is a hard cheese from Denmark.

A. False

B. True

ANSWER: A

There is a big science in the main hall this week.

A. conference

B. business

C. vacation

D. trip

ANSWER: A

..... or holidaymakers travel to different places around the world for leisure.

A. Vacationers

B. Clients

C. Guests

D. Customers

ANSWER: A

In Dale's Forest, you can stay in a real log next to the lake.

A. cabin

B. palace

C. teepee

D. cottage

ANSWER: A

Travel Agent: Good morning Mr. Thomson. How (1)you today?

Client: Well, I'm going to Lisbon. Can you help me (2)to stay?

A. (1) can I help, (2) decide where

B. (1) can I help, (2) deciding where

C. (1) are you, (2) request where

D. (1) are you, (2) requesting where

ANSWER: A

Which is an example of a hotel service?

A. dry cleaning

B. walk-in shower

C. sauna

D. jacuzzi

ANSWER: A

Which is NOT an activity of culinary tourism?

A. art gallery tour

B. wine tasting

C. brewery tour

D. market experience

ANSWER: A

Check what time your plane leaves on the

- A. departures board
- B. arrivals board
- C. conveyor belt
- D. arrival lounge

ANSWER: A

THE FIESTA DEL MARISCO is celebrated in O Grove, Pontevedra in Spain during the first two week in October. There is an amazing number of different dishes with oysters, prawns, crabs, etc. The seafood here is some of the best in the world.

What festival is THE FIESTA DEL MARISCO?

- A. Seafood festival
- B. Musical festival
- C. Religious festival
- D. Marathon festival

ANSWER: A

People should be aware that in Germany it's against the law to

- A. cross the road when the man is red
- B. show respect for other people's customs
- C. eat early in the evening
- D. to lower your eyes

ANSWER: A

We may not like the way people do things in different cultures, but we must that people do things differently to us.

- A. accept
- B. refuse
- C. blame
- D. indicate

ANSWER: A

The best way to understand other cultures is to

- A. learn about their history
- B. pay no attention to their history
- C. disregard their history
- D. All of the above answers are correct

ANSWER: A

At the airport, you mustn't leave your luggage at any time.

- A. unattended
- B. attentive
- C. in your care
- D. A and B are correct answers.

ANSWER: A

The total cost of your room booking is \$650. There is an advance of \$200 and the rest of payment will be charged when you check out.

- A. deposit
- B. refund
- C. basic
- D. price

ANSWER: A

As an Executive Housekeeper, my current responsibilities include (1)..... room and (2)..... housekeepers.

- A. (1) inspecting, (2) supervising
- B. (1) cleaning, (2) working
- C. (1) cleaning, (2) planning
- D. (1) inspecting, (2) working

ANSWER: A

Is this all together, or would you like to bill?

- A. separate
- B. any
- C. some
- D. other

ANSWER: A

One out of three housekeepers the training before.

- A. has never attended
- B. never attend
- C. have never attended
- D. attend

ANSWER: A

Confectioner's sugar is also called which is sifted over the top of the cake.

- A. powdered sugar
- B. caster sugar
- C. granulated sugar
- D. superfine sugar

ANSWER: A

..... all the eggs together with the milk.

- A. Whisk
- B. Sprinkle
- C. Drain
- D. Grate

ANSWER: A

PART 2: READING (2 marks, 10 questions, each question 0.2 mark)

As hotels try hard to attract more customers, they offer services which are different or unusual. In Germany, this includes letting guests watch what is happening in the hotel kitchen on their television 24 hours a day. In some areas, guests can use their room identification card for free public transport, while the manager of another hotel takes his guests on a free historical tour to visit interesting buildings in the areas. For guests who enjoy hiking, one hotel offers to bring a herbal footbath to the guest's room, while another hotel brings hot food to the rest place in the countryside.

In America, a special family deal includes a visit from 'the ice cream man', who will make whatever the children request. A full pet service is also on offer. There are pet beds and toys as well as special dog menu and dog room service. At one hotel, guests, get a personal wake-up service. A member of staff enters the guest's room, opens the curtains, serves breakfast in bed, lays out the guest's clothes and fills the bath with water. Personal concierge services have also become popular. The concierge takes guests shopping, takes them to nightclubs or expensive restaurants and, in one hotel, even delivers a selection of hand-made soaps.

Choose the best title for the passage.

- A. Guests at luxury hotels can expect luxury service
- B. Strange services
- C. Giving luxury room service
- D. Hotel services

ANSWER: A

Why do hotels offer such special services?

- A. to attract more customers
- B. to compete with other hotels
- C. to please customers
- D. to give more work to the manager

ANSWER: A

How many special services at German hotel are mentioned?

- A. 5
- B. 4
- C. 3
- D. 6

ANSWER: A

What special service is for children?

- A. the ice cream man
- B. free public transport
- C. free toys
- D. free historical tour

ANSWER: A

At German hotel, how do guests look at the hotel's kitchen?

- A. On their television
- B. On CCTV

- C. In the security room
- D. In the manager office

ANSWER: A

What does the hotel do for guests who love hiking?

- A. bring a herbal footbath to the guest's room
- B. provide foot massage
- C. provide a tour guide
- D. bring warm footbath to the guest's room

ANSWER: A

What service do the personal concierge provide?

- A. B and C are correct answers.
- B. takes guests shopping
- C. delivers hand-made soaps
- D. fills the bath with water

ANSWER: A

What special service is NOT aimed at guest's pet?

- A. pet shower
- B. pet beds
- C. special menu
- D. pet toys

ANSWER: A

The visit from the ice cream man the family deal.

- A. is part of
- B. includes
- C. excludes
- D. A and B are correct answers

ANSWER: A

Why do a hotel staff enter the guest's room and open the curtains?

- A. because this is a personal wake-up service
- B. because the staff want to clean the room
- C. because the manager tells the staff to do so
- D. because the guest wakes up late

ANSWER: A

PART 2: LISTENING (2 marks, 10 questions, each question 0.2 mark)

You will listen to Conversations A, B, C and choose the best response to each question. Conversation A includes three questions, Conversation B includes two questions and Conversation C includes 5 questions.

Conversation A (3 questions)

What time does the guest reserve a table at?

- A. 6.30 P.M.
- B. 5.30 P.M.

- C. 7.30 P.M.
 - D. 8.30 P.M.
- ANSWER: A

What does the guest ask about?

- A. Vegetarian entrée
- B. Sugar-free dessert
- C. Meat menu
- D. Organic food

ANSWER: A

What is the guest's phone number?

- A. 0925-077-650
- B. 0820-078-660
- C. 0825-078-650
- D. 0920-077-660

ANSWER: A

Conversation B – Correct the mistake in each statement (2 questions)

I'd like a small draft beer. And my wife wants a gin and tonic.

- A. large
- B. three
- C. little
- D. big

ANSWER: A

I'll take lemon but no straw, please.

- A. ice
- B. crushed ice
- C. ice cubes
- D. No ice

ANSWER: A

Conversation C (5 questions)

The guest wants Thousand Island dressing with his salad.

- A. False
- B. True

ANSWER: A

The guest orders a burger and a basket of fries for his entrée

- A. False
- B. True

ANSWER: A

The guest doesn't want to order a beverage.

- A. True
- B. False

ANSWER: A

The guest may order some dessert later.

A. True

B. False

ANSWER: A

The order will be delayed.

A. False

B. True

ANSWER: A

Ngày biên soạn: 21/03/2022

Giảng viên biên soạn đề thi: ThS. Đặng Phương Thảo

Ngày kiểm duyệt: 21/03/2022

Trưởng (Phó) Khoa/Bộ môn kiểm duyệt đề thi:



ThS. Nguyễn Thị Ngọc Linh

- Sau khi kiểm duyệt đề thi, **Trưởng (Phó) Khoa/Bộ môn** gửi về Trung tâm Khảo thí qua email: khaothivanlang@gmail.com bao gồm file word và file pdf (được đặt password trên 1 file nén/lần gửi) và nhắn tin password + họ tên GV gửi qua Số điện thoại Thầy Phan Nhật Linh (**0918.01.03.09**).

- Khuyến khích Giảng viên biên soạn và nộp đề thi, đáp án bằng **File Hot Potatoes**. Trung tâm Khảo thí gửi kèm File cài đặt và File hướng dẫn sử dụng để hỗ trợ thêm Quý Thầy Cô.