



INSTITUTO POLITÉCNICO NACIONAL
CENTRO DE ESTUDIOS CIENTÍFICOS Y TECNOLÓGICOS No. 13
"RICARDO FLORES MAGÓN"
SUBDIRECCIÓN ACADÉMICA



GUÍA

de estudio para
presentar **ETS** de la
UNIDAD DE APRENDIZAJE
Inglés Turístico I
Semestre 2026/2

TURNO Matutino

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Fecha de Elaboración: Marzo 2026



Área: Tecnológica	Nombre de la Unidad de Aprendizaje: Inglés Turístico I	Nivel/semestre: 4to
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Instrucciones generales de la guía

- La guía se entrega al Presidente de Academia a más tardar 3 días antes del examen escrito.
- La guía no tiene ningún valor.

Presentación

Desarrollar conversaciones en inglés para atención a clientes en el ámbito hotelero: reservaciones, recepción, atención en línea, mediante estándares de léxico y parámetros de pronunciación y entonación.

Objetivos

La presente guía tiene como propósito desarrollar en los alumnos las cuatro habilidades básicas de la competencia comunicativa, comprensión auditiva, lectora, expresión oral y escrita para el uso del idioma inglés en un contexto turístico

Justificación:

La unidad de aprendizaje de Inglés Turístico I corresponde al área de formación Profesional del Bachillerato Tecnológico, perteneciente al Nivel Medio Superior del Instituto Politécnico Nacional. Se ubica en el tercer nivel de complejidad del plan de estudios y se imparte de manera optativa en el cuarto semestre en la rama de conocimiento de Ciencias Sociales y Administrativas

Estructura y contenidos:

- Fundamentos del turismo
- Fundamentos de la cocina
- Servicio en el restaurante

Evaluación de la guía:

Sin valor

Materiales para la elaboración de la guía

- Plan de Estudios de Inglés Turístico I 2022
- Libro de texto; Tourism and Hospitality English 2
- Booklet English for Tourism I



9. A person or company that provides package holidays
- a) receptionist
 - b) tour operator
 - c) pilot
 - d) waiter

10. A person who owns, operates, or works for a travel agency.

Answer: _____

11. One of a chain of inexpensive lodging places for young people travelling cheaply
- a) yacht
 - b) tepee
 - c) barge
 - d) hostel

12. A person who stays at or goes to a hotel, restaurant, etc

Answer: _____

13. When you go around a city to see the most important sights

Answer: _____

14. The tour _____ was an expert so he knew everything about the history
- a) tourist
 - b) guide
 - c) agency

15. A _____ is a person whose job it is to arrange travel for end clients (individuals, groups, corporations) on behalf of suppliers (hotels, airlines, car rentals, cruise lines, railways, travel insurance, package tours)
- a) tour guide
 - b) resort rep
 - c) travel agent



16. This is...
- a) Recreational tourism
 - b) adventure tourism
 - c) Sport tourism

17. A type of tourism activity in which the visitor's essential motivation is to learn, discover, experience and consume the tangible and intangible attractions in the place.



Answer: _____

18. _____ is about uniting conservation, communities, and sustainable travel.

Answer: _____



19. This could be...

- a) sport tourism
- b) health tourism
- c) recreational tourism

20. _____ can be defined as tourism that pursues educational learning as a pretext for a trip, either learning knowledge (historical, cultural, social) or learning a language more and more practised every day.

Answer: _____

21. _____ is a wider term for travel that focuses on medical treatments and the use of healthcare services

Answer: _____



22. This is an example of _____ tourism

- a) religious
- b) health
- c) gap year



23. This is an example of sport tourism



a)



b)



b)

24. Tourism is travel to places where you don't live

a) False

b) True

25. We usually go on a _____ holiday as we like it when the travel agent arranges everything for us.

a) Camping

b) Hitchhiking

c) Sightseeing

d) Package

26. I hate the snow and I'm completely unfit so a _____ holiday really doesn't interest me.

a) Skiing

b) Touring

c) Cruise

d) Backpacking

27. At which of the following places can you 'check-in'?

a) A cruise ship

b) A hotel

c) An airport

d) All of the options

28. Which of the following words means 'depart'?

a) Arrive

b) Sit

c) Stand

d) Leave

29. A holiday where you travel with your luggage on your back.

a) Cruise

b) Backpacking

c) Hitchhiking

d) Touring

30. Four-week trip to Canada to learn English, is considered...

a) Culture and heritage

b) Adventure and action

c) Ecotourism and nature



- 31.
- a) Pan
 - b) lid
 - d) Oven

32. Food which remains after a meal.

- a) Storage
- b) Leftovers
- c) Waste
- d) Packaging

33. The container or material that a product is sold in

- a) Packaging
- b) Leftovers
- c) Storage
- d) Waste

34. Translate the next word: Defrost

Answer: _____

35. Translate the next Word: Raw

Answer: _____



36.
This is a:

- a) Roasting pan
- b) Casserole dish
- c) Fish kettle
- d) Air fryer



46. Jeremy just got a promotion, so the next _____ is on him!
a) lean b) blend c) ring d) round
47. The smell of that fish _____ everything else in the kitchen, and I can't smell anything else.
a) delights b) opens up c) overpowers d) dries
48. This _____ says that all drinks are buy one, get one free this week.
a) advertisement b) award c) merlot d) neighborhood
49. Most tropical drinks are made with a blend of fruits, like pineapples and _____.
a) cappuccino b) coconuts c) chardonnay d) taps
50. Sharon refused to eat the steak because it was too fatty, and she only likes _____ meat.
a) red b) lean c) complement d) refreshing



READING

Travel Tips is a website where people can get information or advice about travel and holidays from travel experts. Match the questions 1, 2, 3 with the answers a, b, c

1. I'd like to work in the travel industry when I leave school. What advice can you give me?
Answer: _____
2. I'm doing research on popular tourist destinations. Do you have any information?
Answer: _____
3. My friends are going on a package holiday to Greece, but I don't want to spend two weeks sunbathing on the beach. I'm 18 and I want a different kind of holiday. Please help!
Answer: _____

A Cities like London, Paris, and Venice are very popular places for sightseeing. The pyramids in Egypt and the Great Wall of China are important tourist attractions. They receive thousands of **visitors** each year. However, **tourists** today are always looking for new destinations. It is now possible to visit Antarctica, to take holidays under the sea, and even to go on holiday in space.

B Lots of companies offer organized tours with **tour leaders**. These are often to places famous for their art and history, like Italy or Egypt. Or what about an adventure holiday trekking or scuba-diving? Wildlife holidays, with activities from bird watching to whale-watching, are popular but can be expensive. Or you could choose independent travel. A lot of young people go backpacking around the world after they finish their education.

C You need to decide which part of the travel industry you want to work in. If you like people, you could work for an airline, looking after **passengers** in the air or the ground. Or you could work in a hotel where you would meet and talk to **guests** every day. If you like the business side more, think about working for a tour operator (the people who organize holidays) or a travel agent (the people who sell them to **customers**). If you want to travel, you can become a tour leader.



Complete the definitions 4-9 with the **highlighted** words in the text.

4. _____ buy products or services
5. _____ stay in hotels
6. _____ travel in planes, trains, buses or boats
7. _____ take groups of people on organized holidays
8. _____ visit particular places or buildings
9. _____ travel to places on holiday

Read about four people who work in the tourist industry. Match each person with one of the following jobs:

- | | |
|------------------------------|---------------------------------------|
| 10. Hotel receptionist _____ | 11. Restaurant manager _____ |
| 12. Tour leader _____ | 13. Tourist information officer _____ |

Kukrit

I work in the centre of Bangkok, at Hualamphong railway station. My job is to advise tourists about accommodation, transport, and sightseeing. It takes a lot of energy – you need to be patient and friendly. I really like helping people to have a nice time in my city, but it's very tiring.

Monika

I work six days a week, including evenings. In this job you need to be well organized and efficient. I plan the menus with the chefs, handle the day-to-day running of the business, do the accounts, and manage a team of ten. The only part of the job I don't like is dealing with customers' complaints.

Ramon

What I like about my job is that every day is different. I'm part of a team and we all get on well. I have to check guests in and out of the hotel, take reservations, and sort out problems. I enjoy dealing with people – except the ones who are rude. For a job like this, you need to be a sociable person and to be diplomatic.

Alex

When I'm on a tour, I'm my own boss, and I really enjoy that. You need to be calm and resourceful for this job. Basically, I'm responsible for making sure that the tour goes smoothly and that people enjoy their holiday. I check the transport arrangements, organize the accommodation, tell people what's happening each day, and deal with any problems. The only negative thing is that it's a big responsibility



Read the information again. Complete the notes

Person	Job	Responsibilities
Kurkit	14)	18)
Monika	15)	19)
Ramón	16)	20)
Alex	17)	21)

Read the information again. Write the correct name

22. _____ doesn't like dealing with complaints.
23. _____ likes helping people to have a nice time in his/her city
24. _____ likes being his/her own boss.
25. _____ doesn't like rude people.

Find two words in the text that describe the personal qualities you need for each job.

Job	Qualities	
Tourist information officer	26)	27)
restaurant manager	28)	29)
Hotel receptionist	30)	31)
Tour leader	32)	33)



Read the following passage and select the best answer for each question.

Cashier Training Manual

Introduction

Welcome to your first day at ABC Restaurant. You have been hired as a cashier and will be in charge of helping guests square up their bills before leaving the restaurant. This is a lot of responsibility! Only the cashier is allowed to use the cash register and operate the credit card transaction machine, so any problems must be resolved by you. It is very important that you don't allow anyone else to open the cash register or swipe credit cards, as this could lead to serious problems.

Today, your trainer will be teaching you how to use all of the items located on the cashier counter. Pay attention to what you are taught and ask questions when you need to. You will only work with your trainer for three days, and then you will handle everything on your own.

34. Who was this text written for?
- a) Restaurant managers
 - b) New employees
 - c) Trainers
 - d) Waiters and waitresses
35. Which of the following is mentioned as the cashier's duty?
- a) Training other staff members how to use the cash register correctly
 - b) Dropping off customers' bills at their tables
 - c) Swiping credit cards through the credit card transaction machine
 - d) Keeping staff members up to date on changes to the restaurant's training policies
36. Which employees are permitted to use the cash register?
- a) Managers and cashiers
 - b) Cashiers, waiters, and waitresses
 - c) Anyone who is being supervised by a cashier
 - d) Only cashiers
37. How long does the cashier training program last?
- a) Three weeks
 - b) Three days
 - c) Three hours
 - d) As long as needed



Información Adicional

Answer key

VOCABULARY

1. d) accommodation
2. d) book
3. airline
4. c) full board
5. half board
6. c) purchase
7. self-catering, self catering
8. sightseeing
9. b) tour operator
10. travel agent
11. d) hostel
12. guest
13. sightseeing tour, sightseeing
14. b) guide
15. c) travel agent
16. b) adventure tourism
17. cultural, cultural tourism
18. ecotourism
19. c) recreational tourism
20. educational tourism, educational
21. health tourism
22. a) religious
23. a)
24. b) True
25. d) Package
26. a) Skiing
27. d) All of the options
28. d) Leave
29. b) Backpacking
30. a) Culture and heritage
31. a) Pan
32. b) Leftovers
33. a) Packaging
34. Descongelar
35. Crudo
36. a) Roasting pan
37. Clay oven
38. Salsa
39. c) Earthenware
40. Recalentar
41. b) neighborhood
42. d) pair
43. b) flavor
44. a) soda
45. c) whichever
46. d) round
47. c) overpowers
48. a) advertisement
49. b) coconuts
50. b) lean



READING

1. C
2. A
3. B
4. Customers
5. Guest
6. Passengers
7. Tour leaders
8. Visitors
9. Tourist
10. Ramon
11. Alex
12. Monika
13. Kukrit
14. Tourist information officer
15. Restaurant manager
16. Hotel receptionist
17. Tour leader
18. Advices travellers about
accomodation
19. Plans menus, handles day to day
running, does accounts, manages team of
ten
20. Checks guests in/out, makes
reservations, sorts out problems
21. Checks transport, organizes
accommodation, tells people what's
happening, sorts out problems
22. Monika
23. Kukrit
24. Alex
25. Ramon
26. Patient
27. Friendly
28. Well organized
29. Efficient
30. Sociable
31. Diplomatic
32. Calm
33. Resourceful
34. b) New employees
35. c) Swiping credit cards through the
credit card transaction machine
36. d) Only cashiers
37. b) Three days

Bibliografía Básica

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INTEGRANTES DE LA ACADEMIA

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