



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 2023/2

TURNO Matutino

Integrantes de la academia: Mtra. MARÍA DEL CARMEN MELÉNDEZ CASTRO (PRESIDENTA DE ACADEMIA)

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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.

Procedimiento para la revisión del ETS

El alumno deberá asistir al área correspondiente para solicitar el formato de revisión de examen, en donde el jefe de área firmará e informará al profesor correspondiente para realizar dicha revisión. El profesor tiene 72 hrs. a partir de la aplicación del examen para subir calificaciones de tal manera que el alumno puede solicitar la revisión a partir de que transcurra ese tiempo.

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.

Propósito

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:

- INTRODUCCIÓN AL TURISMO
- HOSPEDAJE
- TIPOS DE HABITACIÓN
- INSTALACIONES Y SERVICIOS
- RESERVACIONES TELEFÓNICAS Y EN LÍNEA

Evaluación de la guía:

Sin valor

Materiales para la elaboración de la guía

- Plan de Estudios del 2008 de Inglés Turístico I
- Libro de texto; Tourism Essentials Practice book
- Booklet English for Tourism I

Actividades de estudio

I. Answer the following questions.

1. Where do you think the word tourism comes from?

2. What does "tornare" mean?

3. When do you think the tourism started?

4. Who were the first tourists?

5. What is the grand tour?

6. What is an inn?

7. What is a shrine?

8. What is a voyage?

9. How is it called when a person does glamorous camping?



II. Fill in the words correctly.

Advance	bunk beds	dormitory	double room	family room	key
reception	single room	twin room	vacancies		

1. If you book a room for one person, you usually book a _____
2. If you want a room with a double bed, you book a _____
3. If you want a room with two separated beds, you book a _____
4. For families there are usually special offers if they take a _____
5. In youth hostels rooms are often shared by 10 or more people. This kind of room is called _____
6. To get 10 people into one room, two beds are usually placed on top of each other. They are called _____
7. No matter where you're staying, you usually have to fill in a form at the _____
8. Then the receptionist tells you your room number and gives you the _____ for your room.
9. During high season it's advisable to book a room in _____
10. If a B&B is fully booked, they usually have a sign in the window saying » No _____

III. Complete the e-mail with the words below.

agency day guide guided operator tour tourist travel

We are having a lovely holiday. Everything is exactly how the 1. _____ agent described it. The hotel is great and they organise lots of excursions. On Tuesday we went on a full 2. _____ trip to Oxford. Then on Wednesday they took us on a sightseeing 3. _____ of a small town called Pembridgeton. On Friday we had a wonderful 4. _____ tour of Cambridge where they told us about the history of the city. The tour 5. _____ was an expert so he knew everything about the history. On Saturday, we went to London but got lost so I went to ask at the 6. _____ information office for a map. They gave us good directions and even a free guide.

All in all, it's been a great holiday so far. We have liked it so much that we called the travel 7. _____ we booked with and have extended our stay. They got us a reduced price with the tour 8. _____ so it was really cheap.



IV. Complete the conversation with a suitable word.

- Hotel Beach House, can I _____ you?
- I'm phoning to _____ a room.
- _____ would you like to arrive?
- Tomorrow.
- How many nights are you going to _____?
- Two nights.
- What kind of room would you _____?
- A double room with a shower.
- Just a moment, I'll check. We have a nice room on the second _____.
- How _____ is it?
- It's \$25 per person and _____, breakfast included.
- That's a good price. I'd like to make a _____ for that room, please.
- Very well. May I have your _____, please?
- Conners.
- Could you _____ that, please?
- It's C-O-N-N-E-R-S.
- Thank you for your reservation. See you _____.

V. Complete the chart with as many concepts as you know.

Types of trips	Types of accommodation	Hotel facilities	Rooms facilities	Types of rooms



**VI. The following text is from an online travel agency.
Read the text carefully and tick the best option.**

The hotel has 8 Standard, 6 Deluxe, 4 Family rooms and 9 Cottages. Rooms have hot and cold shower and private balcony. Room service and laundry are available. All rooms except Cottages offer air conditioning. Each room has two single beds, Family rooms have 4 single beds. All rooms (except for Cottages) have televisions. If you wish to make a reservation or request more information simply complete the form. Our travel staff will typically respond to any request in 1 working day. A confirmation of your booking will be sent to you via e-mail (and fax if required). If for any reason you need to cancel your booking we would ask you to do so as early as possible by e-mailing our travel staff.

Showers

- There are no showers in the Cottages.
- There is a shower in every room.
- Only the Cottages have showers.

Air Conditioning

- There's no air conditioning available in the Cottages.
- Air conditioning is available in every room.
- Air conditioning is only available in the Cottages.

Except for the Family rooms, all rooms are ...

- double rooms.
- twin-bedded rooms.
- single rooms.

To book a room you must ...

- respond in a working day
- send a fax.
- fill in a form.

Everyone who makes a reservation will receive a...

- confirmation via fax.
- confirmation via e-mail.
- confirmation via air-mail.



VII. Write the dates with words.

Example: 01/01 the first of January

1. 14/02 _____
2. 01/04 _____
3. 03/03 _____
4. 02/06 _____
5. 04/07 _____
6. 24/05 _____

VIII. Use the following words to complete the sentences below.

bill, bottle, dessert, drinks, fish and chips, hungry, menu, non-smoker, order, restaurant, table

Guest: A _____ for two, please.

Waiter: Smoker or _____

Guest: Non-smoker, please.

Waiter: Here you go. Would you like to see the _____?

Guest: Yes, please. We are very _____.

The guests look at the menu.

Waiter: Are you ready to _____?

Guest: We'd like _____, please.

Waiter: Would you like any _____?

Guest: An orange juice, a coke and a _____ of red wine.

The guests have finished their meals.

Waiter: Would you like a _____?

Guest: No, thank you. Could we have the _____, please?



IX. Look at the following conversation, pay attention to the phrases used and answer the questions.

Sample Conversation

Receptionist: Thanks for calling Quality Inn. Morine speaking.

Caller: Hello. I'm interested in booking a room for the September long weekend.

Receptionist: I'm afraid we're totally booked for that weekend. There's a convention in town and we're the closest hotel to the convention centre.

Caller: Oh, I didn't realize. Well what about the weekend after that?

Receptionist: So... Friday the seventeenth?

Caller: Yes. Friday and Saturday.

Receptionist: It looks like we have a few vacancies left. We recommend that you make a reservation, though. It's still considered peak season then.

Caller: Okay. Do you have any rooms with two double beds? We're a family of four.

Receptionist: Yes, all of our rooms have two double beds. The rate for that weekend is \$129 dollars a night.

Caller: That's reasonable. And do you have cots? One of my daughters might be bringing a friend.

Receptionist: We do, but we also charge an extra ten dollars per person for any family with over four people. The cot is free.

Caller: Okay, but I'm not positive if she is coming. Can we pay when we arrive?

Receptionist: Yes, but we do require a fifty dollar credit card deposit to hold the room. You can cancel up to five days in advance and we will refund your deposit.

Caller: Great, I'll call you right back. I have to find my husband's credit card.

Receptionist: Okay. Oh, and just to let you know...our outdoor pool will be closed, but our indoor pool is open.



1. Why did the caller phone the hotel?
 - to change a reservation
 - to report a cancellation
 - to inquire about available rooms
2. The caller can't stay on the September long weekend because the hotel
 - is fully booked
 - is hosting a convention
 - is closed for the season
3. What will the caller do before calling back?
 - research other hotels
 - discuss it with her husband
 - find a credit card to pay the deposit

X. Exercise 1 – Fill in the Blanks

For this ESL hotel conversation task you need to read the following conversation and decide which option (A-D) from each question should be used to fill in the blanks that have been left. When you have finished you can see the correct answers by using the get score button.

Situation: Jane talks to the hotel receptionist.

Jane: Hello. Can you help me? _____ [1] _____.

Receptionist: Certainly, I'll try.

Jane: I'm Jane Major and my room number is 822.

Receptionist: Yes I remember you checking in just a short time ago.

Jane: _____ [2] _____, however it overlooks Oxford Street.

Receptionist: Yes a lot of our rooms overlook the street.

Jane: Even with the double-glazed windows closed, _____ [3] _____.

Receptionist: The traffic is non-stop day and night unfortunately.

Jane: Would it be possible to have a room in a quieter location?

Receptionist: All the rooms at the back of the building are fully occupied but _____ [4] _____.

Jane: That will be better. I should be able to _____ [5] _____. Thankyou.



Choose the best option (A-D) in the following five questions to fill in the blanks in the Hotel conversation given above.

- 1) Which option is the best to fill in the first blank?
 - A) I don't have a problem
 - B) I have a problem
 - C) I want to go home
 - D) I cannot get into my room

- 2) Which option is the best to fill in the second blank?
 - A) My room is very well appointed
 - B) My room is dirty
 - C) The bedside lamp is not working
 - D) I have a wonderful view

- 3) Which option is the best to fill in the third blank?
 - A) It is very quiet
 - B) It is extremely cold
 - C) It is far too hot
 - D) It is very noisy

- 4) Which option is the best to fill in the fourth blank?
 - A) I have a room at the back
 - B) I have a room along the side of the building
 - C) There is a room in the basement
 - D) All the rooms are taken

- 5) Which option is the best to fill in the fifth blank?
 - A) Watch the traffic
 - B) Sit on the balcony
 - C) Get a good night's sleep
 - D) Wake up very early



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XI. Write a conversation using the following information. Write from 10-15 lines and use the expression seen here and on the booklet.

Location: At home.

Situation: Using the telephone to call a hotel and book a room.

Participants: Person calling the hotel and the hotel worker.



RESPUESTAS (ANSWER KEY)

I.

1. It comes from the word TOUR that comes from the Latin **"tornare"**.
2. It means leaving with the purpose of coming back.
3. It started in the Middle Ages
4. Rich, aristocratic people.
5. A traditional European trip to study classical art and architecture.
6. It's an establishment that provides accommodation, food, and drink, especially for travelers.
7. It's a place regarded as holy because of its associations with divinity or a sacred person or relic.
8. A journey involving travelling by sea with no stops from the departure point to the destiny.
9. Glamping.

II.

single room
double room
twin room
family room
dormitory
bunk beds
reception
key
advance
vacancies

III.

Travel
Day
Tour
Guided
Guide
Tourist
Agency
Operator

IV.

help
book/reserve
When
stay
like
floor
much
night
reservation/booking
name
spell
tomorrow



V.

Types of trips	Types of accommodation	Hotel facilities	Room facilities	Types of rooms
Voyage	Hotel	Swimming pool	Shower	Single
Cruise	Motel	Garden	Bath	Double
Journey	Caravan	Tennis court	Telephone	Twin
Trip	Cottage	Restaurant	Save	Family
Ride	Lodge	Bar	Amenities	Dorm
Flight	Camping	Gym	WI FI	Suite
Sightseeing tour	Hostel	Sauna	Satelite TV	
Excursion	B&B	Golf Course	Air conditioning	
Flight	Villa	Parking lot	Minibar	

VI.

1. There is a shower in every room.
2. There's no air conditioning available in the Cottages.
3. twin-bedded rooms.
4. Fill in a form
5. E-mail

VI.

1. The fourteenth of February.
2. The first of April.
3. The third of March.
4. The second of June.
5. The fourth of July.
6. The twenty-fourth of May.

VIII.

- Table
- non-smoker
- menu
- hungry
- order
- fish and chips
- drinks
- bottle
- dessert
- bill

IX

1. to inquire about available rooms
2. is fully booked
3. find a credit card to pay the deposit

X.

- 1) B
- 2) A
- 3) D
- 4) B
- 5) C



Información Adicional

Bibliografía Básica

Becker, Lucy; Frain, Carol. (2013). Tourism Essentials Practice Book. Helbling Languages

INTEGRANTES DE LA ACADEMIA

Mtra. María del Carmen Meléndez Castro (Presidenta de Academia)