



INSTITUTO POLITÉCNICO NACIONAL  
SECRETARIA ACADÉMICA  
DIRECCIÓN DE EDUCACION MEDIA SUPERIOR  
CENTRO DE ESTUDIOS CIENTÍFICOS Y TECNOLÓGICOS No. 13  
"RICARDO FLORES MAGÓN"

# GUÍA

**de estudio para  
presentar ETS de la  
UNIDAD DE APRENDIZAJE  
Inglés Turístico III  
Semestre 2023/2  
TURNO MATUTINO**

Integrantes de la academia:

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Fecha de Elaboración: 01/04/23



## FORMATO DE LA GUÍA DE ESTUDIO

Área:	Nombre de la Unidad de Aprendizaje:	Nivel/semestre:
Tecnológica	Inglés Turístico III	Sexto

### Instrucciones generales de la guía:

Anotar aspectos que el alumno debe considerar antes de presentar el examen:

- La guía no tiene ponderación para la calificación final

### Procedimiento para la revisión del ETS.

El alumno deberá asistir al área correspondiente para solicitar el formato de revisión de examen, en dónde 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:

El alumno debe ser capaz de entender y expresarse en inglés mostrando una competencia pragmática y lingüística suficiente para que se lleve a cabo la comunicación exitosa bajo las siguientes situaciones:

- ❖ Tour e Itinerarios (atracciones locales)
- ❖ Comunicación vía correo electrónico.
- ❖ Tipos de Restaurantes y bares
- ❖ Menús y servicio de toma de comandas
- ❖ Vinos y licores
- ❖ Preparación de cócteles
- ❖ Empleos en la industria del turismo
- ❖ Proceso de obtención de un empleo (anuncio, petición de información sobre un empleo, elaboración de CV y entrevista).



## Objetivos

El alumno conocerá y aplicará el vocabulario necesario para hablar de diferencias culturales, viajes y procedimientos en tour e itinerarios. De l m i s m o m o d o rev i sará l o s distintos tipos de establecimientos de bares y restaurantes, el servicio de toma de comandas y la preparación de bebidas alcohólicas. Además, conocerá y aplicará los conocimientos de los distintos empleos y sus funciones dentro de la industria turística. Finalmente, aplicará los conocimientos del idioma para realizar un CV y una entrevista de trabajo.

## Justificación

El turismo hoy en día ha expandido su mercado, por lo que es necesario que los estudiantes de la carrera técnica de administración de empresas turísticas, se comuniquen en una segunda lengua para así ofrecer servicios de calidad a los turistas, tanto nacionales como extranjeros.

El conocimiento de los temas y el buen desempeño comunicativo del alumno en los mismos, le ayudará a tener confianza en un ámbito laboral relacionado con la industria del Turismo.

## Estructura y contenidos

Itineraries.

Offering a tour.

At the tourist office.

Type of restaurants.

Menus and orders in a restaurant.

Type of bars.

Ordering at a bar.

Wines & cocktails.

Jobs in the tourism industry.

Job advertisements.

Preparing your Curriculum Vitae.

Job interview.



### **Materiales para la elaboración de la guía**

Catrin E. Morris. 2012. Flash on English for cooking, catering and reception Catrin E. Morris, ed ELI, serie ESP.

Recanati, Italy

Catrin E. Morris.2012. Flash on English for tourism ed ELI, serie ESP. Recanati, Italy

Evans, V., Dooley J. y Garza V. 2011. Career Paths Tourism. Express publishing. USA.

Stott, T y Revell,T. 2007. Highly Reccommended. OUP. New York, USA.



### Actividades de estudio

Check all contents in your book and booklet, read the passages and make vocabulary lists.

Find supportive readings and listening activities on internet.

Sample activities:

I. **Read the conversations. The parts are not in the right order.**

1. Write G on the lines where the GUEST is speaking.
2. Write R on the lines where the RECEPTIONIST is speaking.
3. Number the brackets to show the correct order of the parts.

CONVERSATION

\_\_\_\_\_ : The fifth of April. Would that be a single room, sir? (\_\_\_\_\_)   
 \_\_\_\_\_ : We can give you a no-smoking single room at \$150 including service and breakfast.   
 \_\_\_\_\_ : Would that be suitable? (\_\_\_\_\_)   
 \_\_\_\_\_ : That's fine then Mr. Blane. I've made your reservation. (\_\_\_\_\_)   
 \_\_\_\_\_ : Hello, my name is John Blane. I'd like to reserve a room for the fifth of April, please. (\_\_\_\_\_)   
 \_\_\_\_\_ : Yes, a single room, for no-smokers if possible, one night only. (\_\_\_\_\_)   
 \_\_\_\_\_ : Yes, that sounds fine. (\_\_\_\_\_)

II. **Circle the word that best fits the sentence.**

1. Mrs. Taylor wrote her signature / consent on the bottom of the form.
2. The trek / risk will last 2 days and involves hiking around the lake.
3. Due to the driver's negligence / liability, the client was seriously injured.
4. The manager candidate / position was quickly filled.
5. The candidate / employer didn't have the qualifications to get the job.
6. Workers in the hospitality industry / entry-level deal with people from all over the world every day.
7. The amount the company pays is commensurate / wage with a person's skills and experience.
8. The salary/ entrée-level didn't require a lot of previous experience.
9. Lisa asked her employer / candidate to increase her salary.
10. Ms. Gillis said that helping customers solve problems is one of her strengths / gestures.

III. **Write a word that is similar in meaning to the underlined one.**

11. The guest gave her name, address, and telephone number to the receptionist. C \_\_\_\_\_  
I \_\_\_\_\_



12. I left the book for writing messages on the desk right next to the telephone. M\_\_\_\_\_ P\_.
13. The next available flight is tomorrow morning, so the airline is offering us a free hotel room. C\_\_
14. Mr. Thompson almost missed his second airplane that continue to his destination to Australia. C\_\_ F\_\_\_\_\_
15. The air travel company that does business with another airline accepted our tickets. P\_\_\_\_\_ A\_.

**IV. Choose the Word that is closest in meaning to the underlined part.**

1. Mr. Saucedo is unhappy with the restaurant's service and will not come here anymore.  
a) Uncooperative b) difficult c) dissatisfied
2. Did you read the message the manager sent to all the new employees.  
a) Memo b) premise c) escort
3. The woman became angry and couldn't control herself when the gate attendant informed her of the flight delay.  
a) Lost her temper b) make up her mind c) assured
4. The airport police took the man away because he caused a problem.  
a) A premise b) an incident c) an abusive language
5. You should wait in the line of people until it is your turn, Sr.  
a) Queue b) disturbance c) incident
6. You can see beautiful views of a lot of places from the balcony.  
a) Panoramas b) sculptures c) collections
7. The general weather condition of Sinaloa is warm and dry.  
a) Season b) climate c) constant rain
8. Greg agreed to participate in an activity to go on a walking tour.  
a) Signed up b) dove c) snorkelled



9. The tourists took pictures of the building that honours the national heroes during the trip.

a) square b) monument c) information centre

10. Leave your backpack at the place that keeps personal belongings safe for a short amount of time.

a) Bag storage b) landmark c) information centre

### Sample Vocabulary:

**Make semantic maps or group the vocabulary in categories.**

1. Trail \_\_\_\_ 2. Harness \_\_\_\_ 3. On hand \_\_\_\_ 4. Sturdy \_\_\_\_ 5. Outing \_\_\_\_ 6. Gear \_\_\_\_ 7. Well-being \_\_\_\_ 8. Service award \_\_\_\_ 9. Vocational \_\_\_\_ 10. certification \_\_\_\_ 11. With reference to \_\_\_\_ 12. Forward \_\_\_\_ 13. Understaffed \_\_\_\_ 14. Regarding \_\_\_\_ 15. Spell out \_\_\_\_ 16. Stop over \_\_\_\_ 17. Non-refundable \_\_\_\_ 18. Date of issue \_\_\_\_ 19. Change fee \_\_\_\_ 20. Overbook \_\_\_\_ 21. Bump off \_\_\_\_ 22. Upgrade \_\_\_\_ 23. Limousine \_\_\_\_ 24. Scuba diving \_\_\_\_ 25. strolling \_\_\_\_ 26. snorkelling \_\_\_\_ 27. Subway \_\_\_\_ 28. quarter \_\_\_\_ 29. pedestrian \_\_\_\_ 30. sailing \_\_\_\_ 31. cab \_\_\_\_ 32. make up \_\_\_\_ 33. light house \_\_\_\_ 34. concert hall \_\_\_\_ 35. stadium \_\_\_\_ 36. sidewalk \_\_\_\_ 37. art gallery \_\_\_\_

### Bibliografía Básica

Catrin E. Morris. 2012. Flash on English for cooking, catering and reception Catrin E. Morris, ed ELI, serie ESP.

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