



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 II  
Semestre 2023/1 y 2023/2

**TURNO Matutino**

Integrantes de la academia:

MTRA. MARÍA DEL CARMEN MELÉNDEZ CASTRO

MTRA. ROSA ELVA JIMÉNEZ ROJAS (PRESIDENTA DE ACADEMIA)

Fecha de Elaboración: NOV/2022



**Área: Tecnológica**

**Nombre de la Unidad de Aprendizaje: Inglés Turístico II**

**Nivel/semestre: 5to**

### Instrucciones generales de la guía:

- La guía no tiene ningún valor, es apoyo al estudiante para revisión de los contenidos programáticos.

### 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:

Desarrollar conversaciones en inglés para brindar atención a clientes en el ámbito turístico: registro de entrada y salida, satisfacción del cliente, tipos de vacaciones, tipos de transporte y reservaciones de vuelos. Utilizar vocabulario, estructuras y registro pertinentes de acuerdo a cada situación.

### 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 II 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 quinto semestre en la rama de conocimiento de Ciencias Sociales y Administrativas.

### Estructura y contenidos:

- REGISTRO DE ENTRADA Y SALIDA DE UN HOTEL
- SATISFACCIÓN DEL CLIENTE
- DIFERENTES TIPOS DE VACACIONES
- TRANSPORTE
- RESERVACIÓN DE VUELOS



### Evaluación de la guía:

Sin valor

### Materiales para la elaboración de la guía

- Plan de Estudios del 2008 de Inglés Turístico II
- Libro de texto: Tourism Essentials Practice book

### Actividades de estudio

#### I. Complete the following statements to mention the check in procedure.

- A guest arrives at\_\_\_\_\_.
- The receptionist asks the guest's last\_\_\_\_\_.
- The receptionist\_\_\_\_\_the reservation.
- The receptionists asks the guest to fill in the\_\_\_\_\_.
- The guest\_\_\_\_\_the card including his home address.
- The\_\_\_\_\_asks for his passport.
- The receptionist gives the guest his\_\_\_\_\_and room number.
- The\_\_\_\_\_helps the guest with his luggage.

#### II. Match the following hotel problems 1-8 with solutions a-h.

- |  |  |
|--|--|
| 1. _____ My room smells of smoke.                    | a. I'll ask the porter to bring it up straight away.       |
| 2. _____ I can't sleep with the traffic noise.       | b. I'll move you to a non-smoking room immediately.        |
| 3. _____ My room hasn't been serviced today.         | c. I'll ask the housekeeping to bring you some fresh ones. |
| 4. _____ I didn't receive my wake-up call.           | d. I'm sorry. I'll look into it for you.                   |
| 5. _____ The toilet in our bathroom.                 | e. Would you like to move to a quieter room?               |
| 6. _____ Our wet towel haven't been changed.         | f. I'll send someone up with new light bulbs               |
| 7. _____ Our luggage hasn't arrived in our room yet. | g. I'll ask the maintenance man to come up straight away.  |
| 8. _____ The bedside lights aren't working.          | h. I'll inform housekeeping and ask them to attend to it . |



III. Read and choose true or false.

## Hellidon Lakes Golf and Spa Hotel

Hellidon Lakes Golf and Spa Hotel is a truly splendid resort hotel set in 220 acres of delightful rolling countryside on the borders of Warwickshire and Northamptonshire. All 110 bedrooms and suites are tastefully furnished and well-appointed with many having wonderful views of the beautiful surrounding countryside and 27-hole golf course.



The hotel has two restaurants to cater for appetites sharpened by the fresh air the award winning Lakes Restaurant overlooks the lakes (dress code applies) or for a more informal dining experience try The Terrace where a bistro menu is available. After dining, you can relax in the comfortable lounges with a drink or have fun in the four-lane ten-pin bowling alley - a particular favourite with families.

The hotel boasts superb Reflections Spa and Leisure facilities to refresh and relax you including a heated indoor swimming pool whirlpool spa and steam room 40-station gymnasium sunbed and the Spa featuring a tempting choice of beauty treatments for the ultimate in pampering (please book all treatments in advance).



We look forward to welcoming you to Hellidon Lakes Golf and Spa Hotel soon. Make sure you bring your laptop as Hellidon Lakes Golf and Spa Hotel now offers free internet access throughout the hotel.

### True or False exercise

Read the paragraph describing the hotel. Now, decide if the following sentences are true or false.

	TRUE	FALSE
The hotel is in the centre of Northamptonshire	<input type="checkbox"/>	<input type="checkbox"/>
Most of bedrooms look out onto the golf course	<input type="checkbox"/>	<input type="checkbox"/>
There are three restaurants	<input type="checkbox"/>	<input type="checkbox"/>
You can wear whatever you like in the Lakes Restaurant	<input type="checkbox"/>	<input type="checkbox"/>
Children aren't allowed in the bowling alley	<input type="checkbox"/>	<input type="checkbox"/>
You need to make an appointment for beauty treatments	<input type="checkbox"/>	<input type="checkbox"/>
Guests are not allowed to bring computers to the hotel	<input type="checkbox"/>	<input type="checkbox"/>



**IV. Complete the sentences.**

- Hotel Beach House, can I \_\_\_\_\_ you?
- I am 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 per \_\_\_\_\_, 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 each definition with the correct word.**

Skiing	package	backpacking	Camping
Touring	hitchhiking	cruise	Sightseeing

1. A holiday organised by a travel agent that includes the cost of your hotel and transport.  
\_\_\_\_\_
2. A holiday spent in the mountains moving across the snow. \_\_\_\_\_
3. You do this when you want to see interesting buildings and places. \_\_\_\_\_
4. A holiday spent in a tent. \_\_\_\_\_
5. A holiday 'on the move' visiting different places. \_\_\_\_\_
6. A holiday spent on a ship. \_\_\_\_\_
7. A way of travelling by getting free lifts from motorists. \_\_\_\_\_
8. A holiday where you travel with your luggage on your back. \_\_\_\_\_



**VI. Use a word or words below to complete each sentence. The word may be in a different form.**

delay	cancel	station	cabin	declare	took-off
deck	harbour	quay	diverted	flight	single
deviated	destination	passengers	platform	runway	luggage

1. I had to \_\_\_\_\_ my tickets, because I was ill and couldn't travel.
2. The train for London is now arriving at \_\_\_\_\_ three.
3. The plane \_\_\_\_\_ on time but arrived half an hour late.
4. We finally reached our \_\_\_\_\_ after travelling all day.
5. It was hard to find a seat on the train, as there were so many \_\_\_\_\_.
6. While we were waiting at the station, we had a bite to eat in the \_\_\_\_\_.
7. I felt seasick so I went to my \_\_\_\_\_ and tried to sleep.
8. Do you want a return ticket, or a \_\_\_\_\_?
9. The customs officer asked Bill if he had anything to \_\_\_\_\_.
10. There is a small \_\_\_\_\_ here for fishing boats and yachts.
11. How much \_\_\_\_\_ can I take with me on the plane?
12. The 8.55 \_\_\_\_\_ from Hull will be 30 minutes late. We apologise for the \_\_\_\_\_.

**VII. Match the definition with the correct word.**

expedition	flight	tour	voyage	Itinerary
package tour	trip	travel	cruise	Crossing

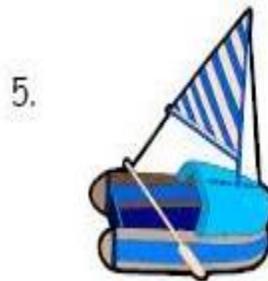
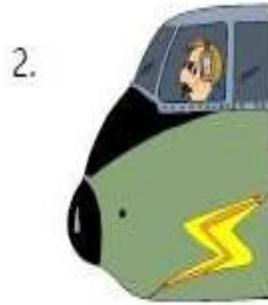
- a) A journey by ship for pleasure is a \_\_\_\_\_.
- b) A journey by plane is a \_\_\_\_\_.
- c) The plan of a journey is an \_\_\_\_\_.
- d) An informal word for journey. Sometimes meaning a short journey is a \_\_\_\_\_.
- e) A journey for a scientific or special purpose is an \_\_\_\_\_.
- f) A holiday which includes organised travel and accommodation is a \_\_\_\_\_.
- g) Taking journeys, as a general idea is to \_\_\_\_\_.
- h) A journey by sea is a \_\_\_\_\_.
- i) An organised journey to see the sights of a place is a \_\_\_\_\_.
- j) A journey from one side of the sea to the other is a \_\_\_\_\_.



VIII. Write the names of the following means of transport as in the example.

For example: What vehicle is it?

It's a car.





**IX. Match the words with the pictures.**

Boarding card	gate	seat belt	overhead locker	check-in desk	meal
airport	duty free	plane	departures board	water	





## Información Adicional

### **Bibliografía Básica**

Tourism Essentials Practice book  
Lucy Becker – Carol Frain  
Helbling Languages

### **INTEGRANTES DE LA ACADEMIA**

Lic. María del Carmen Meléndez Castro  
Mtra. Rosa Elva Jiménez Rojas (Presidenta de Academia)