

Variant 1

Reading Comprehension, Part 1

Read the headlines a–j and the texts 1–5. Find the best headline for each text. You can use each headline only once.

Mark your answers for items 1–5 on the answer sheet.

a **Budget Rentals**

b *CHILDREN'S PARTY SERVICE*

c **Complete Range of Services**

d **Dining Options**

e *Entertainment Agency*

f **Facilities and Hardware for Meetings**

g **PARKING AND MORE**

h **Video Facilities**

i **WHAT'S ON IN TOWN**

j *What to Do for Entertainment*

1

From the Presidential Board Room for 5 to 20 people to the Manhattan Suite, the Lexington and Empire Rooms for meetings up to 250 - our hotel's Special Events team is able to tailor an event for you. We cater to your needs and specific wishes, arrange speakers, entertainment and music, as well as waiter or buffet services.

2

We offer buffets or full four course sit-down meals in our award-winning restaurant. Our chefs and their staff can deal with all dietary requirements (e.g. vegetarian, vegan, diabetic, low-salt, low-fat) as well as specific tastes. Children's needs are no problem at all to our staff, even at short notice. For small snacks and drinks visit our Palace Café.

3

The Hancock Room has seats with plugs and internet access for instant reporting and is ideal for press conferences. Each room has a telephone and internet connection and there are computers for individual use in the foyer. Our full range includes OHP, screen, data projector, laptop, flipchart, telephone, fax, email, photocopying, lectern and PA system.

4

Team building or just fun – round off the day's business with a game of ten-pin bowling or the use of over 100 video and interactive games. There is also a Comedy Club with a late bar and dancing every Thursday. Plus bars with late license, DJ and pool tables. Old Orleans Restaurant and Health Club are available for corporate use.

5

Over 700 free spaces for our guests. Brightly lit, with easy access for luggage, wheelchairs and prams. Partly roofed. Spaces for disabled and handicapped drivers and for women driving alone. The entire area is covered by CC television. On the highest floor, you can also see ten hotel-owned luxury vehicles which we can rent out for special events.

Reading Comprehension, Part 2

Read the text and the items 6–10. Decide which answer fits best: a, b or c.
Mark your answers for items 6–10 on the answer sheet.

Hard Work Ahead for Restaurateurs

Mid-April may have marked a turning point for many restaurateurs. Last year was not a good one, with a big drop in business entertaining in the last quarter of the year. The downward trends carried over to this year's first quarter. However, warmer weather and better hotel booking rates seem to have started to make things better.

At Sartorial, a smart Italian restaurant in London, demand for private dining rooms has been much heavier and wine spending is on the increase. Sommelier Dario Pangolin said "We had two parties last night and all they drank was Tignanello and Sassicaia, two of the most expensive wines on my list.

But for any restaurateur, success – or at least a busier reservation telephone line – brings fresh challenges that, although more pleasant to deal with than negative cash flow and staff cuts, are complex nevertheless. I talked to leading restaurateurs and chefs about the challenges they face.

"It's the phone" said Raymond Oradell, chef and owner of Da Raymond, which opened to excellent reviews six weeks ago. "One day we started

counting how many times it rang, but gave up when it got to 1,200. We are now booked out six weeks in advance, which of course is wonderful, but it does mean that we have lost the ability to handle walk-ins. Like every other restaurant we always keep one or two tables in case there has been a mistake over a booking, but it is very, very difficult to get the balance right, especially in the evening when business people just want to have a quick meal with colleagues."

Dick Stone, the UK chef, who has just brought fish cookery to the public's attention in a recent TV documentary, said: "Overnight we became a destination restaurant but it wasn't as though we hadn't been extremely busy with local customers before then. We mustn't upset those who have supported us for so long, so we have built up a list of those who live nearby and come regularly and we keep tables back every evening for them."



- 6 This year, business for restaurants was
- a better than in the autumn before.
 - b still dropping in spring.
 - c the same as usual.
- 7 In one restaurant in London, Sartorial,
- a bills for wine are lower than usual.
 - b no expensive wine is sold.
 - c wine bills are getting higher.
- 8 Most restaurants have to
- a fire staff when business is slow.
 - b hire a famous chef to improve business.
 - c take out a loan to cover losses.
- 9 One thing which is difficult for successful restaurant owners is
- a customers cancelling bookings.
 - b having too many tables booked in advance.
 - c incorrect table bookings.
- 10 Dick Stone's restaurant
- a does not yet have many regular customers.
 - b has started to attract customers from outside the town.
 - c is still used mostly by local people.

Reading Comprehension, Part 3

First read the ten situations (11–20) and then read the twelve texts (a–l). Decide which text goes best with which situation. Each text can be used only once. Mark your answers on the answer sheet (11–20). In some cases there may be no suitable text. Then mark x.

- 11 A friend wants to spend a holiday learning to handle a small boat.
- 12 You and your partner are looking for catering jobs where you can live together in one place.
- 13 You are a cook and are looking for a job with accommodation in a small hotel.
- 14 Your friend can cook Italian food and is looking for a job in an English pub.
- 15 You are looking for a quiet hotel where you can organise a training seminar on a Saturday.
- 16 You want to do catering training in England.
- 17 You are looking for a hotel for a romantic weekend with your partner.
- 18 Your parents want to spend a holiday in the countryside not far from London.
- 19 You have been asked to find a hotel with facilities for large meetings and dinners.
- 20 A colleague with a lot of experience in the catering business would like to help to run an English hotel.

a

WHITE HOUSE HOTEL

Watford's most central and luxurious hotel, 87 en-suite bedrooms and excellent conference and banquet rooms. Convenient to M1, M25, M4 and Watford Junction Station.

For further details and special weekend rates please call: 01923 237316
www.whitehousehotel.co.uk

b

PORTOFINO

Award-winning 30-seater restaurant specialising in fine seafood requires:

RESTAURANT MANAGER

Relevant experience and references essential.
Excellent salary.

Forward electronic CV to Mr Orlando Peracca
e-mail: o.peracca@portofino.com

c

THE WILMSLOW GOLF CLUB

In Maidenhead, west of London

BAR MANAGER AND ASSISTANT BAR MANAGER

Ideally suited to a couple, although individual applicants can apply. Drive and initiative necessary to deliver service within a private members' club.

FREE on-site accommodation

Send CV to: Marjory Padfield, wilmslowgolfclub@uk.net

d

THE CHEQUERS INN

in Wooburn Common

Lovely 17th century country inn with 17 pretty en-suite bedrooms.

Close to Marlowe, Henley and Windsor and ideal for exploring the Thames Valley or visiting London.

Weekend Breaks, Horse Racing Weekends and much more.

info@thechequersinn.co.uk

e

Are you considering a career in food and beverage management?

We offer a management training programme for hardworking individuals with relevant tertiary qualification, strong organisational and excellent personal skills as well as ability to work long hours under pressure. Placements in London hotels.

Please send CV to:
h.karlsson@royaloverseasleague.org

f

The Highland Hotel

Period hotel in 2 acres of lovely grounds near Edinburgh. Outdoor swimming pool (summer only) and boat hire possible.

Ideal for touring in beautiful countryside, whisky tasting. Seminar arrangements for small groups on offer during the week

www.highlandhotel.com

g

Wallford Hotel

- Well-maintained Victorian hotel centrally situated close to the sea
- Picturesque private harbour with sailing school in walking distance
- Guided walks along the coast
- Entertainment in season

info@wallfordhotel.com

h

Pendower Beach House Hotel

Family-run hotel near St. Mawes, Cornwall seeks responsible self-motivated Chef for restaurant seating 40. Experience of working in a small team and producing high quality food advantageous.
Hotel flat available.

An exciting opportunity for the right candidate.

For more information call Carol on 01872 501241
www.pendowerbeach.co.uk

i

ASSISTANT BAR/RESTAURANT MANAGER

To assist owner in running of busy country pub and restaurant in South Warwickshire.

-Also-

SECOND CHEF

with knowledge of Mediterranean and Traditional Cuisine.
Minimum three years' experience.

Contact Darren on
01295 690270

j

**Elmfield Hotel,
Wimborne, Dorset**

Located near the coast and set in an acre of romantic gardens, our hotel has its own heated indoor swimming pool, jacuzzi and sauna. Fourteen en-suite bedrooms, two with king-sized four-poster beds. Our guests are served French food cooked with fresh local produce.

www.elmfieldhotel.co.uk

k

QUARLTON MANOR FARM

17th century farmhouse set on its own 20 acres with spectacular views.

Four-poster beds and galleried dining hall serving acclaimed candlelight dinners for two with local food.

Easy access to motorway network and York.

For more information go to

www.quarletonmanorfarm.co.uk

l

Assistant Manager**Three-Star Hotel with 30 Bedrooms**

Previous experience in the hotel/restaurant sector essential

If you have ambition and self-motivation apply now, giving career details, including current pay package, to:

Ian Gray, Swans Hotel
84-90 Radcliffe Road,
West Bridgeford
Nottingham NG2 5HH

Language Elements, Part 1

Read the text and decide which word or phrase is missing in items 21–30: a, b or c.
Mark your answers for items 21–30 on the answer sheet.

I am writing to thank you for the week which I _____ **21** _____ at your hotel last month. I was very happy with the wonderful atmosphere in the hotel and the way _____ **22** _____ you made all your hotel guests feel welcome. The food, accommodation and service were _____ **23** _____ of a very high standard. The restaurant service was _____ **24** _____ .
I intend to return to your hotel in the near future. Please _____ **25** _____ my thanks once again.

- 21** a am spending
b spend
c spent

- 23** a all
b completely
c every

- 25** a accept
b express
c welcome

- 22** a in case
b in that
c in which

- 24** a delicious
b excellent
c tasty

I am just writing _____ **26** _____ about the terrible week I had at your hotel last month. The service in the restaurant was slow and _____ **27** _____. I was also very disappointed by the condition _____ **28** _____ my room. The bed was hard and not very comfortable.
_____ **29** _____, there were no tea-making facilities in the room. I am afraid that I cannot recommend your hotel to _____ **30** _____ else.

- 26** a for complaining
b in complaint
c to complain

- 28** a in
b of
c on

- 30** a anyone
b everyone
c no one

- 27** a dissatisfaction
b dissatisfied
c dissatisfying

- 29** a As well as
b In addition
c To add to

Language Elements, Part 2

Read the text and decide which word or phrase a–o is missing in items 31–40. Each word can only be used once.

Mark your answers for items 31–40 on the answer sheet.

Dear Ms Hutton,

Thank you very much for your reservation. I am writing to **31** your booking for two double rooms for three nights from May 14th to May 17th. The rooms are on the fourth floor. There is a **32** door between the rooms and both the rooms have a **33** of the hotel gardens.

The cost per room is €230 per night for bed and breakfast, **34** of taxes and service. I am **35** two brochures with information about our hotel and its **36**. If you have any questions, I'll be more than **37** to answer them.

The rooms will be **38** until 6 p.m. on May 14th. Please let me know if you will be **39** later than this.

We look forward to **40** you at our hotel and hope you have an enjoyable stay with us.

Yours sincerely,

- | | | |
|----------------------|---------------------|--------------------|
| a AMENITIES | f CONNECTING | k PLEASED |
| b APPROVE | g ENCLOSING | l SATISFIED |
| c AVAILABLE | h INCLUSIVE | m SIGHT |
| d CHECKING IN | i INVITING | n VIEW |
| e CONFIRM | j OPEN | o WELCOMING |



Writing

The hotel you work for receives the following email:

Dear Sir

We are planning a European sales meeting for 25 people for the first weekend of April next year. We require overnight accommodation and conference rooms from Friday to Sunday. Would you please send us details of your hotel, and, in particular, of the facilities you offer for such groups?

We would appreciate an early reply.

Regards

James Brown
Marketing and Events Manager
Winston Bartlett Staines Systems Ltd.

Answer the email. Before starting, decide in which order you want to include all the points below. Begin and end the email in a suitable way.

- Refer to the attached material
- Confirm that you can deal with such groups
- Recommend your facilities
- Offer a booking (with prices)

Variant 2

**1 Reading Comprehension (Part 1)**

Read the five texts, items 1 - 5. Then read the titles a - j. Decide which title a - j goes best with which text. Mark your answers on the answer sheet in the boxes 1–5.

- a) **Bedrooms**
- b) **Equipment**
- c) **Shopping**
- d) **Functions**
- e) **HOW TO FIND US**
- f) **Leisure**
- g) **PARKING**
- h) **RESTAURANTS**
- i) ***Video facilities***
- j) **What's On in Town**



1

From the Presidential Board Room for a meeting of 5 to 20 people to the Manhattan Suite (plus the Lexington and Empire Rooms) for meetings from 20 to 250 – the Business and Special Events team is able to tailor an event for you. We will make every attempt to cater to your needs and can provide or arrange for speakers, entertainment and music, waiter or buffet service as well as deal with a range of other more specific wishes.

2

Buffets or full three or four course sit-down meals prepared by our in-house chefs in our four-star restaurant. Our chefs and their staff can deal with all dietary requirements (e.g. vegetarian, vegan, kosher, diabetic, low-salt, low-fat) as well as specific tastes. Children's needs as far as meals and seating arrangements are concerned are no problem at all to our staff, even at short notice, although it helps us a great deal if we have some advance notice. For small snacks and drinks, our Palace Café is open from 9 a.m. to 4 p.m.

3

Our full range includes OHP, screen, data projector, laptop, flipchart, telephone, fax, email, photocopying, lectern and PA system. Each room has a telephone and internet connection and there are computers for individual use in the foyer.

4

Team building or just fun – round off the day's business with a game of ten-pin bowling or the use of the State Fair Amusements – over 100 video and interactive games. There is also a Comedy Club with a late bar and disco on the last Thursday of the month. Plus bars with late license, DJ and pool tables, Old Orleans Restaurant and Health Club available for corporate use.

5

Over 700 free spaces for our guests. Brightly lighted, with easy access for luggage, wheelchairs and prams. Partly roofed. Spaces for disabled and handicapped drivers and for women driving alone. The entire area is covered by CC television.



1 Reading Comprehension (Part 2)

Read the following text, then choose the answers to questions 6–10 and mark your answers - a, b, or c - on the answer sheet.

Hard Work Ahead this Summer for Restaurateurs

Mid-April may have marked a turning point for many UK and US restaurateurs, giving them their first ray of hope for several months.

Last year was not a good one in London or New York, with a big drop in business entertaining and international guests in the last quarter of the year. The downward trends carried over to this year's first quarter. However warmer weather and better hotel occupancy rates seem to have started to make things better.

At Sartorial, a smart Italian restaurant in London, demand

for private dining rooms has been much heavier and wine spending is on the increase.

Sommelier Dario Pangolin said "We had two parties in last night and all they drank was Tignanello and Sassicaia, two of the most expensive wines on my list. Their bills

were like this," he added, stretching his hands wide apart.

But for any restaurateur, success – or at least a busier reservation telephone line – brings fresh challenges that, although more pleasant to deal with than negative cash flow and staff cuts, are complex nevertheless: I talked to leading restaurateurs and chefs about the challenges they face as they look beyond the traditionally busy period of the end of

May, June and early July. "It's the phone" said Raymond Oradell, chef/proprietor of Da Raymond, which opened to excellent

reviews six weeks ago. "One day we started counting how many times it rang, but gave up when it came to 1,200. We are now booked out six weeks in advance, which of course is wonderful, but it does mean that we have lost the sense of spontaneity, the ability to handle walk-ins. Like every other restaurant we always keep one or two tables in case there has been a mistake over a booking, but it is very very difficult to get the balance right, especially in the evening when business people want a table to meet colleagues."



For Dick Stone, the UK chef who has just brought Penmachno, the small town in Cornwall, and fish cookery to the public's attention, the arrival of the

television cameras that made him an international star brought a specific and immediate challenge for his receptionists. "Overnight we became a destination

restaurant" he said "but it wasn't as though we hadn't been extremely busy with local customers before then. We mustn't upset those who have supported us for so long, so we tried to establish computer databases for regular local customers, but it just became too complicated. Now my wife, Janet, has built up her own list of those who live nearby and come regularly and we keep tables back every evening for them. And we now open all year round."



Answer the following questions from the information given in the text.

6. At the beginning of this year business for restaurants
 - a) continued to drop.
 - b) was better than in the autumn before.
 - c) was the same as usual.

7. In one restaurant in London, Sartorial,
 - a) bills for wine are lower than usual.
 - b) expensive wine is sold.
 - c) wine bills are getting higher.

8. Successful restaurants have
 - a) difficulty in getting new staff.
 - b) to deal with new problems.
 - c) to invest a lot of money to remain successful.

9. One thing which is difficult for restaurant owners is
 - a) booking too many tables in advance.
 - b) customers cancelling bookings
 - c) dealing with table bookings correctly.

10. Dick Stone's restaurant in Penmachno
 - a) does not yet have many regular customers.
 - b) has started to attract customers from outside the town.
 - c) is still used mostly by local people.



1 Reading Comprehension (Part 3)

First read the ten situations (11–20) and then read the twelve texts (a–l). Decide which text goes best with which situation. Each text can be used only once. Mark your answers on the answer sheet (11–20).

In some cases there may be no suitable text. Then mark x.

11. You and your partner are looking for catering jobs where you can live together in one place.
12. You are looking for a job as a cook with accommodation in a small hotel.
13. Your colleague can cook Asian food and is looking for a job in an English pub.
14. You want to do catering training in England.
15. You are looking for a hotel that can be easily reached by airline passengers.
16. A colleague with a lot of experience in the catering business would like to help to run an English hotel.
17. Some people you know want to spend a holiday in the country not far from London.
18. A friend wants to spend a holiday in England near the sea.
19. You are asked to find a hotel with facilities for large meetings and dinners.
20. You want to work as a chef in a restaurant serving French food.



a

WHITE HOUSE HOTEL

Watford's most central and luxurious hotel, with 87 fully ensuite bedrooms and excellent conference and banqueting suites.

Convenient to M1, M25, M4 and Watford Junction Station. For further details and special weekend rates please call:

01923 237316

Upton Road, Watford, Herts. WD1 2EL
Tel: 01923 237316 Fax: 01923 233109

b

QUARLTON MANOR FARM

17th century farmhouse in a secluded and tranquil location with a wealth of unique building features. Set in its own 20 acres with additional outstanding views.

Wonderful four-poster beds and galleried dining hall which accentuates acclaimed and varied local food. Served by the

family owners. Easy contact with motorway network, Manchester and airport etc.

**Quarltan Manor Farm,
Edgworth, Turton, Bolton**

Tel: 01204 852277

Fax: 01204 852286

c

Elmfield Hotel

Stands in an acre of gardens, with its own heated indoor swimming pool, Jacuzzi, sauna, solarium. Own car park.

All fourteen bedrooms are ensuite, two have king-sized four-poster beds.

Our guests continually congratulate us on our excellent French cuisine, cooked with fresh local produce.

**Torrs Parks, Sundowne,
N. Devon**

Tel: 01271 863377

d

ILFRACOMBE CARLTON HOTEL

Well maintained Victorian hotel centrally situated close to the beach. Walks along the coast and picturesque harbour. Entertainment in season.

**RUNNACLEAVE ROAD,
ILFRACOMBE EX34 8AR**

Tel: 01271 862446

e

Epchris Hotel

Period hotel in 2 acres of lovely grounds. Outdoor swimming pool (summer), bar, parking. Walking distance from town amenities yet adjacent Torrs Walks.

Ideal touring in beautiful countryside

**TORRS PARK
CHESHIRE EX34 8AZ**
Tel: 01271862751

f

**THE CHEQUERS INN
WOOBURN COMMON**

Lovely 17th century country inn with 17 pretty ensuite bedrooms. Close to Marlowe, Henley and Windsor and ideal for exploring the Thames Valley or visiting London. 3 miles from M40 (J2) and 6 miles from M4 (J7).

Weekend Breaks, Horse Racing Weekends

**Kiln Lane, Wooburn Common, Beaconsfield,
Buckinghamshire HP 10 0JQ**

Tel: 01628 529575 Fax: 01628 850124



g

Pendower Beach House Hotel

Family-run hotel near St. Mawes Cornwall

seeks responsible self-motivated Chef for 40-cover restaurant.

Experience of working in a small team and producing high quality food advantageous.

Live-in accommodation available.

An exciting opportunity for the right candidate.

For more information call Carol on 01872 501241

www.pendowerbeach.co.uk

h

ASSISTANT BAR/RESTAURANT MANAGER

To assist owner in running of busy country pub and restaurant in South Warwickshire.

-Also-

SECOND CHEF

with knowledge of Oriental and Traditional Cuisine.

Minimum three years' experience.

Contact Darren

01295 690270

i

PORTOFINO

Award-winning restaurant specialising in fine seafood requires:

RESTAURANT MANAGER

Relevant experience and references essential.

Excellent salary.

Forward CV to:

Mr Orlando Peracca

Portofino, Henry Street, Lytham

Lancashire FY8 5LE

Tel: 01253 795890 Fax: 01253 732227

e-mail: inportofino@hotmail.com

j

TRAINEE FOOD AND BEVERAGE MANAGER

Royal Overseas League requires hard-working, dynamic individual to join management training programme for future position of Food and Beverage Manager; relevant tertiary qualification essential together with strong organisational skills required; excellent personal skills and ability to work long hours under pressure.

Salary: £13,500

Please reply in writing with CV to:

Helena B Karlsson, Royal Overseas League, Park Place, St James's Street, London SW1A 1LR.

Closing date: 30 April

k

ASSISTANT MANAGER

Nottingham – Three-Star Hotel with 30 Bedrooms

Previous experience in the hotel/restaurant sector essential as applicants will need to demonstrate a successful track record.

This position would suit any ambitious person seeking a long term career but ready now for their next challenge.

If you have ambition, self-motivation and hotel experience, apply now, outlining full career details, including current pay package, to:

Ian Gray, Swans Hotel

84-90 Radcliffe Road, West Bridgeford

Nottingham NG2 5HH

Email: iangray@aol.com

l

THE WILMSLOW GOLF CLUB

BAR MANAGER up to £18,000

ASSISTANT BAR MANAGER £6 per hour

Plus FREE accommodation available in on-site cottage

These opportunities are ideally suited to a couple, although individual applicants will be seriously considered. The roles require people with the drive and initiative to consistently deliver high-level customer service within a prestigious, private members' club.

Please provide full CV and current remuneration/benefit details to:

Marjory Padfield, The Wilmslow Golf Club
Great Watford, Mobberley WA16 7AY

Email: wilmslowgolfclub@ukf.net



2 Language Elements (Part 2)

Read the following text and decide which of the words or phrases a–o is missing in items 31–40. Mark your answers on the answer sheet.

Dear Ms Hutton,

Thank you very much for your reservation. I am writing to confirm your booking for two double rooms for three nights from May 14th to May 17th. The rooms are on the fourth floor. There is a _____**31**_____ door between the rooms and both the rooms have a _____**32**_____ of the hotel gardens.

The cost per room is €230 per night for bed and breakfast, _____**33**_____ taxes and service.

I am _____**34**_____ two brochures with information about our hotel and its _____**35**_____. If you have any _____**36**_____, I will be _____**37**_____ to answer them.

The rooms will be _____**38**_____ until 6 p.m. on May 14th. Please let me know if you will be _____**39**_____ later than this.

We look forward to _____**40**_____ you at our hotel and hope you have an enjoyable stay with us.

Yours sincerely,

- | | | | |
|--------------|---------------|--------------|---------------|
| a) additions | b) arriving | c) available | d) connecting |
| e) enclosing | f) facilities | g) including | h) inviting |
| i) look | j) pleased | k) provide | l) questions |
| m) staying | n) view | o) welcoming | |



4 Writing

The hotel you are working for receives the following email:

Dear Sir,

We are planning a European sales meeting for 25 people for the first weekend of April next year. Would you please send us details of your hotel, and, in particular, of the facilities you offer for such groups?

We would appreciate an early reply.

Regards,

James Brown
Marketing and Events Manager
Winston Bartlett Staines Systems Ltd.
Wakebrook Street 456
Leicester LC23 6TH

Answer the email with a letter and enclose some information about your hotel. Fill in the date and reference line and use an appropriate greeting and closing formula.

The following four points should be mentioned in your letter.

Before writing the letter decide on the order in which you think these points should be included.

- Assure them that you can deal with such groups
- Offer a booking (with prices)
- Recommend your facilities
- Refer to the enclosed material