

QUESTIONS FOR THE ORAL EXAM – ENGLISH IN TOURISM AND HOSIPTALITY 3 – 2018/2019

1. When does travel become tourism?
2. How many types of tourism exist?
3. Define each type of tourism?
4. Why do people travel?
5. What are the three reasons for travel in tourism industry?
6. Explain leisure tourism
7. Explain VFR tourism
8. Who are business travelers? What is important for them?
9. Who are holiday makers?
10. Who are honeymooners?
11. What kinds of transportation will travelers find in major cities?
12. Explain public transit
13. Explain private transit
14. Make a comparison between public and private transit
15. Explain on foot type of transit
16. What kinds of cars do the travelers rent?
17. What are the three main categories of tourist transport
18. Explain air travel
19. Explain water travel
20. Explain land travel
21. What can we find at the train station?
22. The procedure of going on cruise?
23. Ask for a direction by using map
24. Explain the procedure at the airport
25. What is the difference between low cost airlines and the traditional ones?
26. How can people get to the airport?
27. Name some of the places that we can find at the airport
28. How do you stay safe at the airport?
29. What rules do you follow at the airport?
30. Explain the procedure at the security check
31. What are some of the facilities that we can find at the airport
32. Explain the ground crew/cabin crew/flight crew
33. Can you name some of the air passenger rights
34. Explain the procedure in an airplane
35. What emergencies can happen in an airplanes
36. How are you going to deal with the turbulence
37. How are you going to deal with drop in cabin pressure
38. How are you going to deal with drop in cabin pressure
39. How are you going to deal with emergency landing
40. What can be some of the reasons for flight delay
41. What is the procedure when you lose your luggage
42. What is a tracking system used for
43. Which information can you find on a passenger claim form

44. How many types of visitor's attractions exist? Name them
45. What belongs to natural attractions?
46. What belongs to the built attractions?
47. What belongs to events?
48. What belongs to entertainment and leisure?
49. Which sections should the description of famous buildings include?
50. What is the difference between theme and amusement park?
51. Which identifying features should an amusement park have?
52. What does the abbreviation UNESCO stand for?
53. What is the mission of UNESCO?
54. What are some of the most popular built attractions in our country?
55. Do we have the world heritage sites? If yes name them
56. What are some recognition criteria for the built attractions
57. Explain standards of tour guide performance
58. Explain physical appearance and dressing
59. Explain what release forms say
60. Why do tour companies use release forms
61. Who needs to present release forms
62. Explain the procedure on the tour (Which things should a tour guide remember at start and what is included in getting off reminders)
63. Who is a tour guide
64. How many types of tour guides exist. Name them -look ppt
65. Explain each type of tour guide that you know- look ppt
66. How many types of representatives exist?
67. Who is a campsite courier?
68. Who is a chalet host?
69. Who is a children's rep?
70. Who is a club rep?
71. Who is a family rep?
72. Who is a ski rep?
73. Who is a transfer rep?
74. Who is a holiday/resort rep?
75. Explain the procedure of a welcome meeting?
76. What kind of trouble can a holidaymaker have? Explain
77. Where can a holidaymaker go for a help?
78. What kind of help will the holidaymaker find there?
79. What kinds of illness can people get while on holiday?
80. How can people prevent illness while on holiday?
81. What is a travel insurance for? What does it include?
82. What objectives might an organization have for taking part in a trade show or exhibition?
83. Which details are included in the booking form for a stand?
84. Explain the look of a stand
85. Explain the procedure of booking a stand at the exhibition
86. What should the stand staffers do? Look in the book the advice for standstaffers (seven points)