

KJF Language Examination Centre



MONOLINGUAL EXAM

C1 WRITTEN TEST

ENGLISH

TOURISM

Exam papers	Maximum score	Required minimum	Time allowed	Dictionary
1. Use of English 1	10	no	80 minutes	not allowed
2. Use of English 2	10	no		
3. Reading 1	24	20		
4. Reading 2	24			
5. Writing 1	20	16	90 minutes	allowed
6. Writing 2	20			
Total score	108	-	170 minutes	-

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1. Use of English 1

Read the text below. Some words are missing from the text. Choose the correct answer from the options (A, B, C or D) for each gap in the text. An example (0) has been given for you. Mark your answers with an X on Answer Sheet 1.

Hard Times for Business Travel

(0)_____ (B) the world economy enters stormy waters, companies are widely expected to (1)_____ business travel this year. In the early weeks of 2013, businesses have yet to limit their travel expenditure. A US study last week said pessimism among chief financial officers was (2)_____ its highest for four years and business leaders were putting contingency plans in place for a year – at least – of trading difficulty.

A number of travel companies are expressing the hope that the business travel sector will (3)_____ to be less vulnerable than in the past to economic downturns.

This optimism would probably not be felt, were it not for the success of 2012, one of the best years for business travel (4)_____ record. Aircraft were full, driving up prices, city centre hotels enjoyed (5)_____ demand.

As forecasts all point to the growth of hotel and airport infrastructure to (6)_____ increasing demand, particularly in the Chinese and Indian economies, the expectation is that these trends will continue in the long (7)_____.

More immediately, some annoying news is keeping the business travel market in check. *Maxjet*, the business class-only airline, (8)_____ bankrupt just before Christmas, and (9)_____, among other problems, reduced consumer spending. Its decline may call into question the future of this niche market, whose appearance reflected increasing demand and the willingness of customers to pay more for better service. According to some analysts, *Maxjet* had a flawed business model and was vulnerable to competition. *Eos* and *Silverjet*, the two remaining all-business (10)_____, have made a lot of efforts to stress their businesses are fundamentally sound.

But as Open Skies widens the choice for transatlantic travel, and as the low-(11)_____ airlines seize the opportunity to grab (12)_____ from businesses worrying about budgets, price competition is sure to intensify, despite upward pressures from rising fuel costs. The expectation across the industry is that capacity will increase and prices will come down in the second half of the year.

Travel management companies are bound to feel the need to offer further discounts to existing and (13)_____ clients. Hogg Robinson, the UK-based agency, says trading conditions have been “challenging” since late November.

American Express says the outlook is not entirely filled with gloom. Customers from the financial services industry have noticeably reduced travel and entertainment spending. In (14)_____, business travel spending is accelerating among manufacturing and construction industry clients.

Conferences, says Charles Petruccelli, **(15)**_____ for AmEx, are still going on, but “people are being cautious. There could be a slowdown in travel and entertainment spend. It is usually one of the first things to be curtailed.”

0.	A. While	B. As	C. Still	D. Unless
1.	A. get down to	B. put up with	C. do away with	D. cut back on
2.	A. on	B. by	C. at	D. for
3.	A. seem	B. demonstrate	C. show	D. prove
4.	A. by	B. at	C. in	D. on
5.	A. shrinking	B. fluctuating	C. booming	D. plummeting
6.	A. meet	B. fit	C. find	D. set
7.	A. distance	B. end	C. turn	D. run
8.	A. went	B. got	C. took	D. had
9.	A. charged	B. sued	C. accused	D. blamed
10.	A. transporters	B. aviators	C. shippers	D. carriers
11.	A. budgets	B. cost	C. price	D. expense
12.	A. consumption	B. clientele	C. subsidiary	D. recruitment
13.	A. provisional	B. scheduled	C. progressive	D. prospective
14.	A. opposition	B. conflict	C. contrast	D. contrary
15.	A. spokesperson	B. correspondent	C. chairperson	D. broadcaster

2. Use of English 2

Read the text below. Some words are missing from the text. Your task is to write the missing words in the table on Answer Sheet 1. Use **ONLY ONE** word in each gap. Short forms like *isn't* or *don't* count as two words. An example (0) has been given for you.

Tourism Rebounds on Island of "Hobbit" Fossil Find

Imagine a tropical island with three-foot-tall locals, dolphin-size lizards, rabbit-size rats, and pygmy elephants, all living together in the shadows of active volcanoes. This was the island of Flores, Indonesia, **(0)**_____ **(many)** years ago.

Modern-day Flores, an island of small villages and underdeveloped infrastructure, would have never become a major tourist **(1)**_____ unless scientists had announced a surprising discovery — the excavation of the 18,000-year-old remains of some of Flores's earliest **(2)**_____, a hobbit-like, very short humans known as *homo floresiensis*.

Flores has generated newspaper headlines before, but not the kind that **(3)**_____ tourists: natural disasters in the '70s and '90s and economic crisis in the late '90s, followed by political problems in East Timor and Bali, because of which thousands of inhabitants were **(4)**_____ to leave their homes. By 2000 tourism had **(5)**_____ from 35,000 visitors a year to just 10,000.

This year, however, the Flores Tourist Authority reports that travel to the island has already increased (6)_____ 21 percent, probably due to media coverage. Peter Paka, the owner of Cita Travel Service, a Bali-based company that leads tours to Flores, noted a 1,000 percent increase (7)_____ daily visits to his company's web site immediately after the discovery.

In response, Paka has launched a new tour of Flores including a day-trip to the site where the "hobbit" was discovered. Rates for these tours, which (8)_____ from three to seven days, start from \$400 per person. Prices (9)_____ transportation within Indonesia, accommodation, most meals, entrance fees, English-speaking guides and drivers.

(10)_____ Flores's newfound fame, visitors can expect to lack most modern comfort once they are there. Poor infrastructure means a number of hotels don't offer showers. Most rooms are (11)_____ with only a bed and a ventilating fan. And during the rainy (12)_____, the island's unpaved roads are often too muddy to be used.

Some of the caves, most considerably Liang Bua, where the *Homo floresiensis* fossils were discovered, are open for tours. Visitors must make do with the cave's limestone formations, (13)_____ its famous fossils have been excavated and transported to Jakarta for further study.

Exotic creatures can be seen on the island of Flores, including dolphin-size Komodo dragons, the world's largest lizards. A four-hour boat trip from Labuhanbajo, on Flores's western tip, can also take visitors to see the 'dragons' on Komodo, the island for (14)_____ the lizards are named.

Flores also has fascinating geology. The island's main attraction has long been the trio of crater lakes on the top of the Keli Mutu volcano. (15)_____ once they were vibrant shades of red, white, and blue, the lakes' colour have changed over time to aquamarine, red-brown, and black as a result of the activity of the volcano.

3. Reading 1

Read the text below. After the text you will find six questions or unfinished statements about the text, each with three suggested answers or ways of finishing. You must choose the one which you think fits best according to the text. Mark your answers with an X on Answer Sheet 1.

International Departures

For captain Brian Murray, the memory of the way pilots and crew were treated during the airline bankruptcies of the 1980s still stings. "Planes were parked. Crews were out and had to find their own way home," says the former Piedmont Airlines pilot. "We were bringing people home in the cockpit and in the back of the cabin." After 23 years of flying mainline American carriers, Murray says he became "tired of watching senior management march through the airline and leave with huge golden parachutes."

So in July 2004 he jumped too, from *US Airways* to Dubai-based *Emirates*. His new company provides him with a freshly pressed uniform and a chauffeur-driven car to each flight. Murray has a benefits package that has lured more than 100 *US Airways* pilots to *Emirates* over the past four years. One-third of the 23 former *US Airways* pilots at *Emirates* had the option to return when the airline recalled them from furlough after the cuts in 2004. Only one did. "It's just not worth it," Murray says. "Employees have been beaten down to the lowest common denominator, where the salary, benefits and career path are so miserable, so uncertain." And maybe it's also because the

guys who once ruled the American skies now have a different status at the legacy carriers: employee.

That sentiment, a common one among the more than 10,000 American airline pilots put on furlough between late 2001 and 2006, has led to what many airline experts call a major shortage of pilots willing to work for American carriers. Bankruptcies, pay cuts, frozen pensions, eroded job security and increases in monthly flight hours have pushed some pilots out of the industry. Others have simply picked up and followed the best jobs overseas. *Emirates*, for example expects to hire 540 pilots this year. Half the applicants are Americans, compared with just 7% of its current pilots.

Pilots flying for airlines in foreign markets say they are treated like upper-level managers, with something they feel they no longer get in the USA: respect. China and India are signing up pilots with five-to-seven-year contracts and giving them the chance to move around the world without having to start at the bottom and advance - something stifled by the seniority system in the USA "It's an amazing opportunity," says Murray.

The USA is still the world's pilot training ground, but the pool of young talent is drying up. The number of military pilots, once a reliable source of commercial recruits, has been declining. Flight instructors, whom the industry needs to keep the pipeline of new pilots flowing, are hopping abroad rather than spending years racking up hours to qualify for bottom-rung American pilot posts.

So who will fill the estimated 12,000 new airline pilot jobs created this year in the USA? Major airlines can still skim off the top to fill plum jobs with eager regional pilots, but then those regional positions will need to be filled. That is forcing some smaller carriers, such as *Pinnacle Airlines* and *Comair*, to reduce flight-hour requirements for experienced pilots or offer training-completion bonuses to new flight-school graduates.

Captain John Prater, president of the Airlines Pilots Association, says a shortage of qualified pilots is severely affecting some regionals' ability to fly, tempting them to push pilots to fly beyond Federal Aviation Administration maximum flight times. "Chronic pilot fatigue jeopardizes safety, and the pipeline's flow," he says.

1. *In the first paragraph Brian Murray expresses his dissatisfaction with how ...*
 - a. passengers behaved during flights in the 1980s.
 - b. the people in charge let down their employees.
 - c. the management wanted to save the airline.
2. *Brian Murray ...*
 - a. left his job because he wasn't sure there was any future in it.
 - b. left his job because he didn't want to be an employee of the *US Airways* any more.
 - c. regrets he did not go back to *US Airways*.
3. *American carriers ...*
 - a. have caused a massive shift of pilots from the USA into the international market.
 - b. can offer working conditions as good as those at *Emirates*.
 - c. employed the most pilots at the beginning of the 2000s.
4. *According to the text ...*

- a. some of the airline pilots used to work in the army.
- b. flight instructors are willing to work in the USA, despite all the difficulties.
- c. Both a. and b. are true.

5. *According to the text ...*

- a. in the USA pilots are admired due to their personal qualities and achievements.
- b. in China and India pilots do not have to climb the career ladder to be among the best pilots.
- c. pilots in foreign markets get only short-term employment.

6. *According to the text ...*

- a. new pilot job vacancies in the USA will be easily filled by fresh applicants.
- b. major airlines will have to make do with inexperienced pilots.
- c. regional airlines will have to offer more attractive jobs for job seekers.

4. Reading 2

Read the text from which six sentences have been removed. Your task is to put the sentences back into the text. Mark your answers by writing the appropriate letter (A-H) on Answer Sheet 1. There are two extra sentences that you will not need.

The Plane Truth: The Secret Life of Luggage

Every year, tens of millions of air passengers willingly entrust their luggage to a tangled system of conveyor belts, relying on blind faith that they will see their valuables again.

The cancellation of 430 flights from Heathrow's new Terminal 5 and faults with the terminal's automated baggage-handling system, have spelt disaster for travellers. **(1)**_____. As the biggest airline public-relations disaster in living memory lurched from one surreal revelation to the next, it also emerged that British Airways had been reduced to sending 20,000 cases by road to Milan, to be processed at a sorting facility and then, with any luck, reunited with their owners.

It may sound like a crazy plan but it makes sense to the airline. There is no glory in losing passengers' luggage. If a bag is mislaid on a short-haul flight, it can cost the airline more to find and return it than the fare the passenger paid in the first place. **(2)**_____.

Although it takes 24 hours to transport luggage from Heathrow to Milan before being returned, bizarrely it's quicker than sending the bags all the way by air. This is due to the screening procedures, which are extra-tough when luggage is flying without an owner. Terminal 5, despite having the most hi-tech baggage-handling system available, still doesn't have the wherewithal to process delayed bags on site.

If nothing else, the Terminal 5 disaster has highlighted the surprisingly tricky business of getting air passengers' bags from A to B. You are never more likely than now to be separated, for longer than you'd like, from your bags while flying. It goes without saying that insurance claims on lost luggage are at a record high. In theory, the procedure for handling checked-in luggage is straightforward. **(3)**_____. Here it will be screened, sorted into the baggage cart that's been assigned to your

flight, and then loaded on to the aircraft. Arriving Baggage Systems will unload the aircraft, stack the luggage on to a cart and then unload it on to the designated carousel in the arrivals hall.

It all sounds straightforward, doesn't it? **(4)**_____. One in every 60 pieces of luggage checked in at one of Europe's airports will fail to arrive with its owner. British Airways, the largest carrier through Heathrow, is perennially named among the worst offenders.

Responsibility (i.e. blame) for the care of luggage is divided between the airport, the airline and the company handling baggage. **(5)**_____. The airline and its baggage-handling agent are responsible for bags during check-in, for removing bags from chutes to aircraft, and then getting bags from planes to terminal. **(6)**_____. When things go wrong, they don't hesitate to blame each other.

- A.** Back in the summer of 2007, BA got into the habit of sending luggage-only jumbos to the US in an effort to return passengers' belongings.
- B.** Behind the scenes, getting lost or being mishandled aren't the only perils faced by your luggage.
- C.** Departing Baggage Systems will "input" your bag, attaching a tag with a barcode to it, before sending it along the conveyor belt.
- D.** For the passengers these seem to be interdependent, yet they only add more potential for things to go wrong.
- E.** They created a mammoth backlog of lost luggage.
- F.** The airport manager is responsible for providing and operating the mechanical baggage systems, which screen and sort the bags.
- G.** Wrapping your luggage in plastic won't stop a determined thief, but it's a deterrent, and you can at least take the mangled wrapping to the airline as proof of tampering.
- H.** Yet airlines manage to send luggage to the wrong place, not send it at all, or lose it, with terrifying regularity.

5. Writing 1 – Report

You are Kiss Dóra/Donát, you work for a Canadian hotel chain that is planning to build a new spa hotel in a city in Hungary. Write a report of 350-450 words for your superior, Mr Randall Smith, recommending a location where the hotel can be built.

Include the following aspects and information in the report:

- explain which city would be the ideal location to build the hotel and why
- describe the hotel that will be built
- describe the services and facilities and the target group of the hotel
- outline the options for financing the project

Please make sure the text is structured and the layout of the report is proper. Except for the use of the specified names, please use invented data. Please write legibly.

You may use a dictionary.

6. Writing 2 – E-mail

You are Török Anna/András, the deputy manager of a guesthouse catering for guests keen on equestrian vacations. You have recently seen a post advertised by a riding center called *Super Riding* in New Zealand. *Super Riding* is looking for a new deputy manager. Write an e-mail of 180-220 words to the riding centre in which you:

- describe where you work, your position and responsibilities
- write about your qualifications and work experience
- explain what skills make you the perfect candidate for the job advertised
- describe why you want to work for *Super Riding*

Please make sure the text is structured and the layout of the e-mail is proper. Except for the use of the specified names, please use invented data. Please write legibly.

You may use a dictionary.

KEY:

1. Use of English 1 (Hard Times for Business Travel)

	A	B	C	D
0		X		
1				X
2			X	
3				X
4				X
5			X	
6	X			
7				X

	A	B	C	D
8	X			
9				X
10				X
11		X		
12		X		
13				X
14			X	
15	X			

2. Use of English 2 (Tourism Rebounds on Island of “Hobbit” Fossil Find)

0	are
1	attractions/centre/destination
2	inhabitants
3	attract/draw
4	forced
5	fallen/decreased/dropped
6	by
7	in

8	range/vary/last
9	cover/include
10	Despite
11	equipped/furnished/provided
12	season/months/days
13	since/as/because
14	which
15	Although/Though

3. Reading 1 (International Departures)

	A	B	C
1		X	
2		X	
3	X		
4	X		
5		X	
6		X	

4. Reading 2 (The Plane Truth: The Secret Life of Luggage)

1	2	3	4	5	6
E	A	C	H	D	F