

*Solucionario Manual*

**FCOE009PO:**  
**Inglés profesional**  
**para turismo**

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SOLUCIONES

Actividades

Test de Repaso



# Soluciones Actividades

## Tema 1

### Actividad 1

- a) Picking up the tickets
- b) Invoices and confirmations
- c) Changes and amendments
- d) Providing service in the destination
- e) Evaluation of the customer satisfaction
- f) Further information about the service
- g) Sales promotion and offers

### Actividad 2

- a) The best way to travel is by plane.
- b) We should recommend a family room or two interconnected rooms.

In the case of a family with children, being such a long journey, the best way to travel is obviously by plane. The type of hotel depends on the budget of the family, but it is recommended to have some facilities as ensuite bathroom, for example. In regard to the type of room, we should recommend a family room or two interconnected rooms.

*En el caso de una familia con niños, siendo un viaje tan largo, la mejor manera de viajar es obviamente en avión. El tipo de hotel depende del presupuesto de la familia, pero se recomendaría que tuviera algunas facilidades como baño en la habitación, por ejemplo. En relación al tipo de habitación*

*deberíamos recomendar una habitación familiar o dos habitaciones comunicadas.*

### Actividad 3

- A: agent; C: customer
- A. Seagull travels, how may I help you?
- C. Good morning, I would like to book an apartment.
- A. Of course, madam, where would you like to travel?
- C. I´d like to stay in Costa Blanca area, Alicante if possible.
- A. And when would you like to go?
- C. The two first week of August.
- A. Ok, let me see, how many people, please?
- C. Two adults and three children.
- A. Let me check the availability.

### Actividad 4

Renters name <b>Anne Parker (Mrs.)</b>		Voucher number <b>RV873</b>	Issued by <b>Smith Rent-a-car</b>
Rental Location <b>Gatwick Airport</b>		Reservation number <b>89474A</b>	
Rental date <b>10th June 2014</b>	Rental lenght <b>10 days</b>	Currency Sterline pound	Billing information <b>Mrs. Anne Parker</b>
Return location <b>Gatwick Airport</b>		Car group <b>A</b>	<b>23 Marylebone Street</b>
Remarks			<b>London NW39484</b>

**Actividad 5**

- C: Good morning, I would like to have some information about your services.
- S: Of course, madam. Would you like me to send you some written information?
- C: Yes please, I would like to have some catalogues and some brochures to give to my customers.
- S: Perfect, madam. Can I have your name and address? I'll send all the information immediately by ordinary mail.

**Actividad 6**

- A couple with a baby: a double room with a cot. *Pareja con bebe: habitación doble con cuna.*
- A couple with three children: a family room or two interconnected rooms. *Pareja con tres hijos: una habitación familiar o dos habitaciones comunicadas.*
- Five players: a twin room and a triple room. *Cinco jugadores: una habitación doble y otra triple.*
- A couple in their honeymoon: a suite or a junior suite. *Pareja de luna de miel, una suite o junior suite.*

**Actividad 7**

Registration Card	
Name: <b>Raymond Murphy</b>	
Nationality: <b>British</b>	
Adress: <b>Adress 23 Park Street NW3993</b>	
City or town: <b>Bath</b>	
Date of arrival <b>3rd August 2014</b>	Date of departure: <b>7th August 2014</b>
Method of payment <input checked="" type="checkbox"/> C. Card <input type="checkbox"/> Cash <input type="checkbox"/> Cheque	
Room rate <input checked="" type="checkbox"/> Dinner, bed & breakfast <input type="checkbox"/> Bed&breakfast	
Check out time: <b>12.00 pm</b>	
Signature	
Room no.: <b>342</b>	

# Tema 2

## Actividad 1

- Where is Seville situated? It is situated on the autonomous community of Andalusia, on the plain of the River Guadalquivir.
- How many inhabitants does Seville have? It has a municipal population of about 703.000 and a metropolitan population of about 1.5 million (2011).
- Which are the landmarks of Seville? The main sights are The Alcázar, the Cathedral and the Archivo General de Indias.

## Actividad 2

Hotel Sand Resort is situated in the amazing island of Menorca. We can find different types of room depending on our necessities: single, double, and familiar.

Single room cost €90 per night, double room €120 and familiar room €150.

Meals are not included in the price of the room. Breakfast cost €10 for adults and €6 for children. Half board is €50 and €30 and all-inclusive is €79 and €50 for children.

## Actividad 3

We can suggest many visits:

- Cultural towns: Aranjuez, Chinchón, Toledo, Segovia.
- Mountain: Gredos, Navacerrada.

**Actividad 4**

- On
- At
- At
- In
- In
- At
- At
- On
- On
- In

**Actividad 5**

- By car: The park is situated in A4 highway, exit 22.
- By train: Pinto Stop (C3 line) and then take the bus 413 until the Park Main entrance.
- By bus: Bus 413 from Villaverde Bajo Station.

**Actividad 6**

- Where is the Port of Marbella situated? It is situated in the heart of the city of Marbella.
- What activities are mentioned in the text? Nautical competitions, races, classes of sailing for children.
- How many berths are there? There are 377 berths.

**Actividad 7**

	Low impact	Medium impact	High impact
Snow Activities	Cross-country skiing Rackets Dog sled	Mountaineering Skiing	Alpine skiing Snowmobile



**Actividad 8**

- Excessive water and energy consumption. Consumo excesivo de agua y energía.
- Landscape destruction (building). Destrucción del paisaje (edificaciones).
- Waste and pollution. Residuos y contaminación.
- Ecosystem alterations. Alteraciones del ecosistema.
- Danger of fire. Riesgo de fuego.
- Noise. Ruido.

**Actividad 9**

- Situation, e.g. easy to get, situated in the city center, near to the beach, etc. Situación, por ejemplo, que sea fácil de acceder, situado en el centro de la ciudad, cerca de la playa, etc.
- Check in and check out experience. Experiencia en el registro de entrada y en la salida.
- Cleanliness. Limpieza.
- Housekeeping service. Servicio de limpieza.
- Friendliness of staff. Amabilidad del personal.
- 24 hours service. Servicio 24 horas.
- Restaurant service. Servicio de restaurante.
- Meals. Comidas.
- Facilities, e.g. swimming pool, sports. Servicios: piscina, deportes.
- Amenities, e.g. shampoo, cream. Amenities: champú, cremas.
- Noise. Ruido.
- Value of money. Valor del dinero.
- Other guests. Otros clientes.

# Tema 3

## Actividad 1

- a) How do you do?
- b) Pleased to meet you too
- c) It is a pleasure
- d) You are welcome

## Actividad 2

Thanks for your telephone call. I write you to confirm your reservation for a double room with bath for the nights of April 12th to 17th. The room has a sea view and is on the tenth floor of the hotel.

The cost for bed and breakfast is 60€ per night per person, including taxes.

I´m sending a brochure describing our hotel and its facilities, if you have any question, we will be happy to answer them.

We are looking forward to welcoming you to the Majestic Hotel on April 12th . We hope you will enjoy your stay with us.

Regards,

Peter J.

## Actividad 3

- Delays. Retrasos.
- Wrong information. Información incorrecta.
- Cancellations. Cancelaciones.

- Overbooking. Overbooking (venta de más billetes que plazas existentes).
- Lost baggage. Pérdida de equipaje.

#### Actividad 4

- a) I will ask the chambermaid to clean it immediately. *Le pediré a la camarera que la limpie inmediatamente.*
- b) We are sorry but we are completely full at this time of the year. We are trying to improve in this matter. *Lo siento, pero estamos completos en esta época del año, estamos intentando mejorar en esto.*
- c) We can move you to another room if you like. *Le puedo trasladar a otra habitación si quiere.*
- d) We can offer you a king size bed room, but it has an extra charge of... *Le puedo ofrecer una habitación con cama king size, pero tiene un coste extra de...*

#### Actividad 5

- a) Wait here a moment and I'll call the doctor immediately. Do not move, please. *Espere aquí un momento y llamaré inmediatamente el médico. No se mueva, por favor.*
- b) Sit down here, can you tell me where it hurts? *Siéntate aquí, ¿me puedes decir donde te duele?*
- c) In this case, we wouldn't offer anything, we should throw the water ring, jump into the water, and call the lifeguard immediately. *En este caso no realizaríamos ningún ofrecimiento, deberíamos tirar el flotador, tirarnos al agua y llamar al socorrista inmediatamente.*



## *Soluciones Test de Repaso*

1. b) The room is as comfortable as they said
2. b) The flight arrives on 5th April at 3.00 p.m.
3. b) Ticket
4. b) To cash in advance
5. a) It is a document that a travel agency emits to a supplier to provide a service
6. a) I' d like to book a guided tour around the city
7. d) Todas las respuestas anteriores son correctas
8. a) VAT included
9. d) Hunting
10. d) I arrived in London
11. d) Archaeological resources
12. c) Van
13. b) Rackets
14. c) How do you do?
15. b) I'm glad to hear

16. c) Upgrading
17. a) Flight delay
18. c) Would you like to change room?
19. a) Pleased to meet you
20. b) Me aseguraré de que no vuelva a suceder