



# HANDBOOK

## English Hotel and Restaurant

B1



This handbook for *telc English B1 Hotel and Restaurant* is a supplement to the *Learning Objectives and Test Format* for the general English language certificate examination *telc English B1*. The *Learning Objectives and Test Format, telc English B1* were first published in 1998 by telc gGmbH, Frankfurt am Main, Germany. They are available for download at [www.telc.net](http://www.telc.net).

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# B1

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# Foreword

*telc English B1 Hotel and Restaurant* is a standardised examination using a task-based, communicative approach which measures language competence at level B1 of the *Common European Framework of Reference for Languages: learning, teaching, assessment* (CEFR) published by the Council of Europe in 2001 and updated in a *Companion Volume* in 2017. It is designed for learners working in hotels and restaurants who wish to demonstrate that they have attained a level of proficiency which will enable them to take an active part in their specific field of work in an English-speaking environment.

The initial development of this examination dates back to the 1980s and was undertaken in close association with experts in the field and institutions involved in the training of those already employed or expecting to be employed in hotels and restaurants. Additionally, specialist publications were consulted. The target group is reflected in the choice of topics covered and the content of the various subtests, while the level of language required in the tests is consistently aligned to the external reference system of the CEFR. The updated examination and handbook take into account the changing face of the hospitality sector as well as that of the English language and its use in an international context.

While the general specifications and learning objectives are the same for all three examinations at level B1, *telc English B1*, *telc English B1 Business* and *telc English B1 Hotel and Restaurant*, there are particular features of the latter which should be taken into consideration to prepare fully for the examination. In this context, both handbook and mock examination are invaluable resources for learners and teachers. The handbook describes the significant features of *telc English B1 Hotel and Restaurant* and the mock examination serves as an example. The publication of this handbook reinforces the position of this examination within the system of *telc – language tests*, especially the vocationally-oriented examinations.

Increasing numbers of language learners are interested in proving their language skills in work-related contexts, even at a relatively early stage of the learning process. Employees in the hospitality sector catering to international guests need both general and specific English skills on an almost daily basis. Moreover, due to globalisation and workforce mobility, employees have colleagues from different parts of the world so that English is often the only common language they share. To reflect this situation, candidates taking the *telc English B1 Hotel and Restaurant* examination must not only be familiar with the language used in typical settings occurring in their workplace, which in some cases can be above B1, but should also be able to demonstrate general competence in English at level B1.

The initial and continuing development of this examination has only been possible with the cooperation of a number of people in different institutions and in different countries. It would be impossible to name all the contributors here. Their work and inspiration are greatly appreciated and we wish to thank them for their valuable input.

## About telc

telc gmbH is a not-for-profit educational institution based in Frankfurt am Main, Germany. As an internationally oriented institution/organisation, telc works in close cooperation with 1,500 licenced partners in Germany and another 1,500 in Europe and beyond, to provide a standardised certification of language competence under the brand name *telc – language tests*. As *telc Training*, we offer seminars and courses for the continuing professional development of teachers as well as examiner training. Our teaching and learning materials, including digital learning and testing services, complete our portfolio.

telc gmbH is a subsidiary of the German Adult Education Association (Deutscher Volkshochschulverband e.V.) and is dedicated to lifelong learning. We are committed to facilitating language learning and integration, as well as mobility – in Germany and across Europe. telc certificates are recognised by corporations, schools, universities and government agencies. We offer a unique system that combines tried and trusted test formats and flexible test dates to match our customers' needs with objective and transparent examination conditions.

telc's strength comes from its cooperation with many and diverse partners over five decades. This cooperation challenges us and motivates us to consistently offer high-quality, needs-oriented services. A lot has changed since the first telc certificates were awarded in the 1960s. *telc – language tests* have always kept up with the times. We take up new academic and practical impulses and transfer them into task-oriented, valid test formats. As a full member of ALTE (Association of Language Testers in Europe) and as a member of EQUALS our tests are developed in accordance with European stipulations. telc gmbH is certified according to the international DIN standard DIN EN ISO 9001:2015. You will find an overview of our programme under [www.telc.net](http://www.telc.net).

# 1 Introduction

## 1.1 telc English B1 Hotel and Restaurant

This handbook has been provided as a supplement to the publication *Learning Objectives and Test Format, telc English B1* both of which are available as a download on [www.telc.net](http://www.telc.net). The examination *telc English B1 Hotel and Restaurant* has been developed using the existing and familiar specifications, format and marking criteria of *telc English B1* to the greatest possible extent. The format of the written examination corresponds closely to it so that candidates wishing to prepare for the examination can also refer to the mock examinations for *telc English B1* and *telc English B1 Business*. However, the format of the oral examination (see below) has been modified to suit the specific needs of the target group addressed here; the marking criteria remain the same. The specific features of *telc English B1 Hotel and Restaurant* are outlined in this publication.

### Level and Target Group

The level of *telc English B1 Hotel and Restaurant* has been aligned to B1 as described in the CEFR published in 2001 and amended in a *Companion volume* in 2017 and all four language skills are covered in the examination. In order to obtain a certificate, candidates are expected to have mastered both the general language skills required at level B1 of the CEFR as well as the specific use of language in their own sphere of work, which in some cases can be above B1. Successful candidates thus prove their ability to communicate effectively in their specific field of work within the hospitality sector.

Although no particular group of candidates is excluded from the examination, it is assumed that the majority of candidates will be working as reception and serving staff, rather than in management. Thus, in the majority of cases, they will be in direct communication with guests and will require level B1 to ensure successful communication. In general, cleaning and kitchen staff will not have or need this level of language skills at work, however some members of staff may come with English as a second language. Employees working at management level in large hotels and restaurants may be expected to have reached a higher level of language competence than B1. This, however, might not always apply to managers of smaller establishments.

### Topics and Texts

All topics and texts in the examinations will be taken from the occupational areas relating to the target group, even if these do not concern direct contact with guests and customers. In particular, in the skills of reading and listening, candidates' ability to understand more lengthy and detailed texts than they may encounter directly at work must be tested if the examination is to represent the level B1 as far as possible. Clearly topics relating to work in hotels and restaurants will occur more frequently in the examination than ones with less immediate relevance to the needs of the target group. The topics most likely to occur in the examination tasks will be related to accommodation and reservation, food and drink, facilities and services, entertainment and sightseeing as well as others at a lower level of frequency. For a complete list of topics refer to the Inventory of Topics on page 35 of this publication.

### Functions, Notions, Grammar

The inventories of functions, notions and grammar published in the *Learning Objectives and Test Format, telc English B1* remain unchanged. However, a list of the most important functions for the target group is included in this publication on page 34.

## Lexical Inventory

A lexical inventory relevant to the needs of this target group is provided on page 35 ff of this handbook. It contains vocabulary over and above that of the general lexical inventory published in the *Learning Objectives and Test Format, telc English B1*. Particular items from the general lexical inventory may not occur at all in the examination or occur with a lower level of frequency. Learners and teachers should refer to both lexical inventories while preparing for the examination. Teachers unfamiliar with the field should refer to course books for additional context in order to consider learners' specific needs. This is of particular importance in the oral examination where the candidates are expected to talk about the establishment they work for.

## Examination Format

The examination format for the written examination and the type of tasks remain the same for the sub-tests **Reading, Language Elements and Listening** as for *telc English B1* and *telc English B1 Business*.

The task for the sub-test **Writing** closely follows the format of the *telc English B1* and *telc English B1 Business* examinations so that the marking criteria for all three examinations remain largely the same. The only difference is a concession to the fact that the *telc English B1 Hotel and Restaurant* and *telc English B1 Business* examinations are situated in an occupational context. The candidate is thus expected to write a semi-formal letter or email which fulfils certain additional characteristics such as reference line, dates, salutations and closing formulae. This is also reflected in the marking criteria.

A list of acceptable reference lines, dates, salutations and closing formulae is provided here although this should not be regarded as definitive or comprehensive.

Reference Line	Date	Salutation	Closing Formula
Your letter of ...	12th January (20)17	Dear Sirs(,)	Yours faithfully(,)
Enquiry about ...	January 12th (20)17	Dear Sir(,)	Yours sincerely(,)
Information about ...	January 12 (20)17	Dear Madam(,)	Sincerely(,)
(Your) enquiry (about ...)	12 January (20)17	Dear Sir or Madam(,)	Yours truly(,)
(Your) complaint about service	12.01.17 (GB) 12.01.17 (US)	Dear Mr(,) Smith(,) Dear John Smith(,)	Truly yours(,) With (very) best wishes(,)
Confirmation of ...	12/1/(20)17 (GB) 1/12/(20)17 (US) 2017-01-12 (int.)	Dear Mrs(,) Smith(,) Dear Ms Smith(,) Dear Jane Smith(,)	Yours faithfully(,) Faithfully(,) Faithfully yours(,)

The Common European Framework of Reference for Languages defines level B1 in terms of writing abilities as follows:

- I can write simple connected text on topics which are familiar or of personal interest.
- I can write personal letters describing experiences or impressions. (CEFR self-assessment grid)

This means that a user of English at this level will not be expected to represent the company in writing in a formal way but should be able to communicate effectively on work-related topics and be able to produce:

- straightforward connected texts on a range of familiar subjects within his/her field of interest, by linking a series of shorter discrete elements into a linear sequence (CEFR Overall Written Production)

and

- write very brief reports to a standard conventionalised format, which pass on routine factual information and state reasons for actions (CEFR Reports and Essays).



Originally, candidates were expected to write a letter in this sub-test. However, emails have now become a standard means of communication in the hospitality industry. It is therefore only logical to require candidates to prove their written competence in this way as well. Although email communication is obviously less standardised than formal business correspondence, candidates still need to take register into account and be able to apply certain typical characteristics of business correspondence when replying to the input text even though some characteristics, such as dates, are no longer relevant in electronic communication.

The format for the oral examination, the sub-test **Speaking**, is different from that of the other *telc English B1* examinations at this level, in particular in that it is an examination for one candidate at a time. This is due to the transactional nature of the tasks and the language used. The task sheets for the oral examination have different topics for candidates working in hotels and candidates working in restaurants. The candidate can choose which one to prepare for. The tasks in Parts 1 and 2 of the oral examination stay the same in each version. In Part 1, candidates are expected to welcome guests to the hotel or restaurant respectively. In Part 2, candidates are expected to talk about the hotel or restaurant they work for. They should bring some information about the hotel or a menu in their own language or in the language of the country they work in, which they can explain to the examiners. In Part 3, candidates are expected to deal with a complaint or enquiry. Details of this, as well as of examiner behaviour, are provided in the mock.

In all other respects, teachers, materials designers and course planners should refer to the publication *Learning Objectives and Test Format, telc English B1* as well as the mock examination for *telc English B1 Hotel and Restaurant* published by telc.

## 1.2 ALTE Minimum Standards

telc has been a regular member of the *Association of Language Testers in Europe* (ALTE) since 1995. The ALTE standards of excellence are applied to every telc examination. Throughout its development, every test phase is calibrated and monitored according to these criteria.

The minimum standards for establishing quality profiles in ALTE examinations are:

### Test construction

1. You can describe the purpose and context of use of the examination, and the population for which the examination is appropriate.
2. The examination is based on a theoretical construct, e.g. on a model of communicative competence.
3. You provide criteria for selection and training of constructors, expert judges and consultants in test development and construction.
4. Parallel examinations are comparable across different administrations in terms of content, stability, consistency and grade boundaries.
5. If you make a claim that the examination is linked to an external reference system (e.g. Common European Framework), then you can provide evidence of alignment to this system.

### Administration and Logistic

6. All centres are selected to administer your examination according to clear, transparent, established procedures, and have access to regulations about how to do so.
7. Examination papers are delivered in excellent condition and by secure means of transport to the authorized examination centres, your examination administration system provides for secure and traceable handling of all examination documents, and confidentiality of all system procedures can be guaranteed.

8. The examination administration system has appropriate support systems (e.g. phone hotline, web services etc).
9. You adequately protect the security and confidentiality of results and certificates, and data relating to them, in line with current data protection legislation, and candidates are informed of their rights to access this data.
10. The examination system provides support for candidates with special needs.

### **Marking and Grading**

11. Marking is sufficiently accurate and reliable for purpose and type of examination.
12. You can document and explain how reliability is estimated for rating, and how data regarding achievement of raters of writing and speaking performances is collected and analysed.

### **Test analysis**

13. You collect and analyse data on an adequate and representative sample of candidates and can be confident that their achievement is a result of the skills measured in the examination and not influenced by factors like L1, country of origin, gender, age and ethnic origin.
14. Item-level and task-level data (e.g. for computing the difficulty, discrimination, reliability and standard errors of measurement of the examination) is collected from an adequate sample of candidates and analysed.

### **Communication with stakeholders**

15. The examination administration system communicates the results of the examinations to candidates and to examination centres (e.g. schools) promptly and clearly.
16. You provide information to stakeholders on the appropriate context, purpose and use of the examination, on its content, and on the overall reliability of the results of the examination.
17. You provide suitable information to stakeholders to help them interpret results and use them appropriately.

### 1.3 Relevant CEFR Scales

The CEFR provides essential information about the skills needed to successfully complete the *telc English B1 Hotel and Restaurant* examination. The scales in the following chart are incorporated into the examination, although the amount and intensity of their use varies. The *Companion Volume* to the CEFR contains new descriptors for Mediation, some of which are also applicable to this examination and have now been included. CEFR descriptors which are not relevant for this examination have been omitted. As the CEFR illustrative descriptors do not specifically reflect the language requirements of the professional world in general, let alone that of a specific branch, notes have been added to show the immediate relevance of the descriptors to the target group as well as provide additional context.

#### Global Scale

	Global Scale
B1	Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. Can deal with most situations likely to arise whilst travelling in an area where the language is spoken. Can produce simple connected text on topics which are familiar or of personal interest. Can describe experiences and events, dreams, hopes and ambitions and briefly give reasons and explanations for opinions and plans.

#### Reading

	Overall Reading Comprehension
B1	Can read straightforward factual texts on subjects related to his/her field and interest with a satisfactory level of comprehension.

	Reading for Orientation*
B1	Can scan longer texts in order to locate desired information, and gather information from different parts of a text, or from different texts in order to fulfil a specific task. Can scan through straightforward, factual texts in magazines, brochures or in the web, identify what they are about and decide whether they contain information that might be of practical use.
	Can find and understand relevant information in everyday material, such as letters, brochures and short official documents. Can assess whether an article, report or review is on the required topic. Can understand the important information in simple, clearly drafted adverts in newspapers or magazines, provided that there are not too many abbreviations.

\*Note: Everyday material can also be in the form of work-related brochures, articles and advertisements including job offers.

Reading for Information and Argument*	
B1	Can understand straightforward, factual texts on subjects relating to his/her interests or studies. Can identify the main conclusions in clearly signalled argumentative texts. Can recognise the line of argument in the treatment of the issue presented, though not necessarily in detail.
	Can recognise significant points in straightforward newspaper articles on familiar subjects.

\*Note: Employees in the hospitality sector should be able to understand industry-related newspaper articles and reports, including job offers.

Reading Correspondence*	
B1	Can understand formal correspondence on less familiar subjects well enough to redirect it to someone else.
	Can understand straightforward personal letters, emails or postings giving a relatively detailed account of events and experiences. Can understand standard formal correspondence and online postings in his/her area of professional interest.

\*Note: Most correspondence will be of the occupational domain, such as standard letters and emails concerning enquiries, complaints, etc. or standard texts such as appointments, orders, events, etc. reflecting daily business of hotels and restaurants.

## Listening

Overall Listening Comprehension*	
B1	Can understand straightforward factual information about common everyday or job related topics, identifying both general messages and specific details, provided speech is clearly articulated in a generally familiar accent.
	Can understand the main points of clear standard speech on familiar matters regularly encountered in work, school, leisure etc., including short narratives.

\*Note: The employee should be able to understand routine customer requests and enquiries as well as standard information and instructions relating to areas of responsibility in hotels and restaurants.

Understanding Conversation between other Speakers*	
B1	Can follow much of everyday conversation and discussion, provided it takes place in standard speech and is clearly articulated in a familiar accent.

\*Note: It should be remembered that employees in the hospitality sector will also often have to deal with guests and colleagues for whom English is a second language and whose accents can be as challenging for the learner as those of some native speakers with strong accents.

Listening to Audio Media and Recordings	
B1	Can understand the information content of the majority of recorded or broadcast audio material on topics of personal interest delivered in clear standard speech.
	Can understand the main points of radio news bulletins and simpler recorded material about familiar subjects delivered relatively slowly and clearly. Can understand the main points and important details in stories and other narratives (e.g. a description of a holiday), provided the speaker speaks slowly and clearly.

Listening to Announcements and Instructions*	
B1	Can follow detailed directions. Can understand public announcements at airports, stations and on planes, buses and trains, provided these are clearly articulated in standard speech with minimum interference from background noise.

\*Note: Most announcements, messages and instructions employees encounter will be related to the hospitality sector and will require understanding the gist.

## Writing

\*Note for all \* below: At work, most correspondence will be of the occupational rather than the private domain. It requires being able to pass on or ask for factual information by letter or email and being able to make the important points clear. Hence, in the context of the *telc English B1 Hotel and Restaurant* examination the required output text is a semi-formal letter or email in reply to an input text in the occupational domain. It should be remembered however, that written production at work will also cover skills not tested such as completing details in a questionnaire or form, taking a telephone message, or writing a brief report on routine matters.

Overall Written Production	
B1	Can write straightforward connected texts on a range of familiar subjects within his/her field of interest, by linking a series of shorter discrete elements into a linear sequence.

Overall Written Interaction	
B1	Can convey information and ideas on abstract as well as concrete topics, check information and ask about or explain problems with reasonable precision.
	Can write personal letters* asking for or conveying simple information of immediate relevance, getting across the point he/she feels to be important.

	Correspondence
B1	Can reply to an advertisement in writing and ask for further information on items which interest him/her. Can write basic formal emails/letters, for example to make a complaint and request action.
	Can write basic emails/letters of a factual nature, for example to request information or to ask for and give confirmation. Can write a basic letter of application with limited supporting details.

	Orthographic Control
B1	Can produce continuous writing which is generally intelligible throughout. Spelling, punctuation and layout are accurate enough to be followed most of the time.

## Speaking

	Overall Spoken Interaction*
B1	Can communicate with some confidence on familiar routine and non-routine matters related to his/her interests and professional field. Can exchange, check and confirm information, deal with less routine situations and explain why something is a problem. Can express thoughts on more abstract, cultural topics such as films, books, music etc.
	Can exploit a wide range of simple language to deal with most situations likely to arise whilst travelling. Can enter unprepared into conversation on familiar topics, express personal opinions and exchange information on topics that are familiar, of personal interest or pertinent to everyday life (e.g. family, hobbies, work, travel and current events).

\*Note: Employees in the hotel and restaurant sector should be able to manage typical work situations, such as making arrangements and decisions, asking and answering questions concerning situations at work besides giving reasons for opinions, actions or decisions.

	Taking the Floor (Turntaking)
B1	Can intervene in a discussion on a familiar topic, using a suitable phrase to get the floor.
	Can initiate, maintain and close simple face-to-face conversation on topics that are familiar or of personal interest.

	Information Exchange
B1	Can exchange, check and confirm accumulated factual information on familiar routine and non-routine matters within his/her field with some confidence.
	<p>Can find out and pass on straightforward factual information.</p> <p>Can ask for and follow detailed directions.</p> <p>Can obtain more detailed information.</p> <p>Can offer advice on simple matters within his/her field of experience.</p>

	Obtaining Goods & Services
B1	<p>Can deal with most transactions likely to arise whilst travelling, arranging travel or accommodation, or dealing with authorities during a foreign visit.</p> <p>Can cope with less routine situations in shops, post office, bank, e.g. returning an unsatisfactory purchase. Can make a complaint.</p> <p>Can deal with most situations likely to arise when making travel arrangements through an agent or when actually travelling, e.g. asking passenger where to get off for unfamiliar destination.</p>

	Asking for Clarification
B1	Can ask someone to clarify or elaborate what they have just said.

	Goal-oriented Co-operation (e.g. assembling a furniture kit, discussing a document, organising an event etc.)
B1	<p>Can follow what is said, though he/she may occasionally have to ask for repetition or clarification if the other people's talk is rapid or extended.</p> <p>Can explain why something is a problem, discuss what to do next, compare and contrast alternatives.</p> <p>Can give brief comments on the views of others.</p>
	<p>Can generally follow what is said and, when necessary, can repeat back part of what someone has said to confirm mutual understanding.</p> <p>Can make his/her opinions and reactions understood as regards possible solutions or the question of what to do next, giving brief reasons and explanations.</p> <p>Can invite others to give their views on how to proceed.</p>

	Overall Spoken Production
B1	Can reasonably fluently sustain a straightforward description of one of a variety of subjects within his/her field of interest, presenting it as a linear sequence of points.

	Addressing Audiences*
B1	Can give a prepared presentation on a familiar topic within his/her field, outlining similarities and differences (e.g. between products, countries/regions, plans).
	Can give a prepared straightforward presentation on a familiar topic within his/her field which is clear enough to be followed without difficulty most of the time, and in which the main points are explained with reasonable precision. Can take follow up questions, but may have to ask for repetition if the speech was rapid.

\*Note: The employee should be able to describe or give information about own place of work, company, hotel or restaurant, face to face or on the telephone.

	Sustained Monologue: Describing Experience
B1	Can give straightforward descriptions on a variety of familiar subjects within his field of interest. Can reasonably fluently relate a straightforward narrative or description as a linear sequence of points. Can give detailed accounts of experiences, describing feelings and reactions. Can relate details of unpredictable occurrences, e.g. an accident. Can describe events, real or imagined.

	Spoken Fluency
B1	Can express him/herself with relative ease. Despite some problems with formulation resulting in pauses and „cul-de-sacs“, he/she is able to keep going effectively without help.
	Can keep going comprehensibly, even though pausing for grammatical and lexical planning and repair is very evident, especially in longer stretches of free production.

	Overall Phonological Control
B1	Pronunciation is generally intelligible; can approximate intonation and stress at both utterance and word levels. However, accent is usually influenced by other language(s) he/she speaks.

	Sound Articulation
B1	Is generally intelligible throughout, despite regular mispronunciation of individual sounds and words he/she is less familiar with.



**Across Skills**

	General Linguistic Range
B1	Has a sufficient range of language to describe unpredictable situations, explain the main points in an idea or problem with reasonable precision and express thoughts on abstract or cultural topics such as music and films.
	Has enough language to get by, with sufficient vocabulary to express him/herself with some hesitation and circumlocutions on topics such as family, hobbies and interests, work, travel, and current events, but lexical limitations cause repetition and even difficulty with formulation at times.

	Sociolinguistic Appropriateness
B1	Can perform and respond to a wide range of language functions, using their most common exponents in a neutral register.
	Is aware of the salient politeness conventions and acts appropriately.
	Is aware of, and looks out for signs of, the most significant differences between the customs, usages, attitudes, values and beliefs prevalent in the community concerned and those of his or her own.

	Vocabulary Range
B1	Has a good command of a range of vocabulary related to familiar topics and everyday situations. Has a sufficient vocabulary to express him/herself with some circumlocutions on most topics pertinent to his/her everyday life such as family, hobbies and interests, work, travel, and current events.

	Vocabulary Control
B1	Shows good control of elementary vocabulary but major errors still occur when expressing more complex thoughts or handling unfamiliar topics and situations.
	Uses a wide range of simple vocabulary appropriately when talking about familiar topics.

	Identifying Cues and Inferring (spoken & written)
B1	Can identify unfamiliar words from the context on topics related to his/her field and interests. Can extrapolate the meaning of occasional unknown words from the context and deduce sentence meaning provided the topic discussed is familiar.

Grammatical Accuracy	
B1	Communicates with reasonable accuracy in familiar contexts; generally good control though with noticeable mother tongue influence. Errors occur, but it is clear what he/she is trying to express.
	Uses reasonably accurately a repertoire of frequently used „routines“ and patterns associated with more predictable situations.

Planning	
B1	Can rehearse and try out new combinations and expressions, inviting feedback.
	Can work out how to communicate the main point(s) he/she wants to get across, exploiting any resources available and limiting the message to what he/she can recall or find the means to express.

Thematic Development	
B1	Can reasonably fluently relate a straightforward narrative or description as a linear sequence of points.

Propositional Precision	
B1	Can explain the main points in an idea or problem with reasonable precision.
	Can convey simple, straightforward information of immediate relevance, getting across which point he/she feels is most important.
	Can express the main point he/she wants to make comprehensibly.

Coherence and Cohesion	
B1	Can introduce a counter-argument in a simple discursive text (e.g. with 'however').
	Can link a series of shorter, discrete simple elements into a connected, linear sequence of points.
	Can form longer sentences and link them together using a limited number of cohesive devices, e.g. in a story. Can make simple, logical paragraph breaks in a longer text.

## Introduction

	Flexibility
B1	Can adapt his/her expression to deal with less routine, even difficult, situations. Can exploit a wide range of simple language flexibly to express much of what he/she wants.

	Compensating
B1	Can define the features of something concrete for which he/she can't remember the word. Can convey meaning by qualifying a word meaning something similar (e.g. a truck for people = bus).
	Can use a simple word meaning something similar to the concept he/she wants to convey and invites "correction". Can foreignise a mother tongue word and ask for confirmation.

	Monitoring and Repair
B1	Can correct mix-ups with tenses or expressions which lead to misunderstandings provided the interlocutor indicates there is a problem.
	Can ask for confirmation that a form used is correct. Can start again using a different tactic when communication breaks down.

## Mediation

According to the *Companion Volume* to the CEFR, mediation “describe[s] a social and cultural process of creating conditions for communication and cooperation [...] [in which] the user/learner acts as a social agent [within a specific context] who creates bridges and helps to construct or convey meaning, sometimes within the same language, sometimes from one language to another (cross-linguistic mediation)”.

Note for all \* below: The CEFR maintains that “Language A and Language B may be two different languages, two varieties of the same language, two registers of the same variety, or any combination of the above. However, they may also be identical.”<sup>1</sup>

	Overall Mediation
B1	Can collaborate with people from other backgrounds, showing interest and empathy by asking and answering simple questions, formulating and responding to suggestions, asking whether people agree, and proposing alternative approaches.

<sup>1</sup> *Common European Framework of Reference For Languages: Learning, Teaching, Assessment. Companion Volume with New Descriptors Provisional Edition* September 2017, p. 99, 102.

Relaying Specific Information in Speech	
B1	Can relay (in Language B)* specific information given in straightforward informational texts (such as leaflets, brochure entries, notices and letters or emails) (written in Language A)*.

Processing Text in Speech	
B1	Can collate short pieces of information from several sources (in Language A)* and summarise them (in Language B)* for somebody else.
	Can summarise simply (in Language B)* the main information content of straightforward texts (in Language A)* on familiar subjects (e.g. a short written interview or magazine article, a travel brochure).

## 2 Test Format

### 2.1 Overview

The *telc English B1 Hotel and Restaurant* consists of five subtests:

Subtest	Time
Reading Comprehension and Language Elements	90 Minutes
Listening Comprehension	Approximately 30 Minutes
Writing	30 Minutes
Speaking	Approximately 15 Minutes

The subtests are divided into parts, as follows:

#### Written Examination

Subtest Reading Comprehension	
Part 1	Understanding the main ideas of 5 newspaper articles <ul style="list-style-type: none"> <li>▪ 5 matching items and 10 headlines</li> <li>▪ Reading for gist</li> </ul>
Part 2	Understanding detailed information in a magazine article <ul style="list-style-type: none"> <li>▪ 5 multiple-choice items</li> <li>▪ Reading for detail</li> </ul>
Part 3	Understanding specific information from printed content such as press releases and advertising brochures <ul style="list-style-type: none"> <li>▪ 10 matching items</li> <li>▪ Selective reading</li> </ul>

Subtest Language Elements	
Part 1	Filling the gaps of a short text <ul style="list-style-type: none"> <li>▪ 10 multiple-choice items</li> <li>▪ Proving language competence in vocabulary and grammar with the main emphasis on grammar</li> </ul>
Part 2	Filling the gaps of a short text <ul style="list-style-type: none"> <li>▪ 10 items, 15 options to choose from</li> <li>▪ Proving language competence in vocabulary and grammar with the main emphasis on lexis</li> </ul>

Subtest Listening Comprehension	
Part 1	Understanding 5 short dialogues <ul style="list-style-type: none"> <li>▪ 5 true / false items</li> <li>▪ Listening for gist</li> </ul>
Part 2	Understanding a radio programme <ul style="list-style-type: none"> <li>▪ 10 true / false items</li> <li>▪ Listening for detail</li> </ul>
Part 3	Understanding 5 short monologues <ul style="list-style-type: none"> <li>▪ 5 true / false items</li> <li>▪ Selective listening</li> </ul>

Subtest Writing	
	Writing a semi-formal letter or email (with 4 guiding points)

## Oral Examination

Subtest Speaking	
Part 1	Welcoming the guest to the hotel or restaurant <ul style="list-style-type: none"> <li>▪ Task sheet with scenario</li> <li>▪ Finding out relevant information</li> </ul>
Part 2	Describing your work <ul style="list-style-type: none"> <li>▪ Task sheet and candidate's material (hotel brochure or restaurant menu)</li> <li>▪ Describing a hotel or explaining a menu</li> </ul>
Part 3	Task <ul style="list-style-type: none"> <li>▪ Task sheets with two different situations to role-play</li> <li>▪ Dealing with enquiries, requests and complaints</li> </ul>

The five subtests of the examination are explained in detail in the following sections.

For further information and examples of the task types, please refer to the appropriate mock examination *telc English B1 Hotel and Restaurant*.

## 2.2 Test Specifications

### Reading Comprehension

Reading Comprehension Part 1	
Structure	Instructions Items Texts
Objective	To assess the candidate's ability to understand the content of short authentic newspaper reports and articles or excerpts from brochures
Intended Operations	Reading for gist
Type of Task	Matching items
Number of Items	Five (items 1-5)
Channel	Written

Input Text	Five authentic texts dealing with two hospitality-related topics
Nature of Content	Newspaper reports or magazine articles, advertisements, course or programme descriptions, book reviews, short pieces of information from brochures, etc.

Task	The task is to match the five articles to the five correct headlines
Structure of Items	Ten short headlines in alphabetical order, five correct headlines and five distractors

Lexical Range	See Inventory V – Vocabulary
Topics	See Inventory T – Topics
Level	Items and relevant parts of the texts at CEFR level B1
Evaluation	Answer key
Weighting	5 points for each item, in total 25 points (Subtest Reading 25%)

Reading Comprehension Part 2	
Structure	Instructions Items Texts
Objective	To assess the candidate's ability to understand specific details of authentic texts
Intended Operations	Reading for gist
Type of Task	Multiple-choice items with three options
Number of Items	Five (items 6-10)
Channel	Written

Input Text	One authentic text
Nature of Content	Articles from newspapers, magazines, the internet, etc. on topics of general interest for hotel and restaurant staff

Task	The task is to choose the correct answer from the three options
Structure of Items	Five multiple-choice items, each consisting of three options

Lexical Range	See Inventory V – Vocabulary
Topics	See Inventory T – Topics
Level	Items and relevant parts of the texts at CEFR level B1
Evaluation	Answer key
Weighting	5 points for each item, in total 25 points (Subtest Reading 25%)

Reading Comprehension Part 3	
Structure	Instructions Items Texts
Objective	To assess the candidate's ability to scan authentic texts to decide whether the information required is in the texts or not
Intended Operations	Selective reading
Type of Task	Matching items
Number of Items	Ten (items 11-20)
Channel	Written

Input Text	Twelve advertisements or short informative texts
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**Test Format**

Nature of Content	Advertisements, excerpts from information leaflets and brochures, etc.
Task	The task is to find the text which contains the required information
Structure of Items	Ten statements, each consisting of one or two sentences containing a situation and task relevant for the candidate
Lexical Range	See Inventory V – Vocabulary
Topics	See Inventory T – Topics
Level	Items and relevant parts of the texts at CEFR level B1
Evaluation	Answer key
Weighting	2.5 points for each item, in total 25 points (Subtest Reading 25%)

**Language Elements**

Language Elements Part 1	
Structure	Instructions Items Texts
Objective	To assess the candidate's language competence with the main emphasis on grammar
Intended Operations	Completing a text (gap filling)
Type of Task	Multiple-choice items with three options
Number of Items	Ten (items 21-30)
Channel	Written

Input Text	One or two texts with a total of ten gaps
Nature of Content	Semi-formal correspondence (letter, email) reflecting typical situations for hotels and restaurants

Task	Text(s) containing ten gaps, each representing a single word or phrase The task is to choose the correct word(s) for each gap
Structure of Items	Ten multiple-choice items, each consisting of three options

Lexical Range	See Inventory V – Vocabulary
Topics	See Inventory T – Topics

Level	Items and relevant parts of the texts at CEFR level B1
Evaluation	Answer key
Weighting	1.5 points for each item, in total 15 points (Subtest Language Elements 10%)

Language Elements Part 2	
Structure	Instructions Items Texts
Objective	To assess the candidate's language competence with the main emphasis on lexis
Intended Operations	Selecting the correct word(s) from the language box
Type of Task	Matching items (gap filling), completing a text
Number of Items	Ten (items 31-40)
Channel	Written

Input Text	One text with ten gaps
Nature of Content	Semi-formal correspondence reflecting typical situations for hotels and restaurants

Task	Text containing ten gaps, each representing a single word or phrase The task is to choose the correct word(s) for each gap
Structure of Items	Fifteen options consisting of a single word or phrase

Lexical Range	See Inventory V – Vocabulary
Topics	See Inventory T – Topics
Level	Items and relevant parts of the texts at CEFR level B1
Evaluation	Answer key
Weighting	1.5 points for each item, in total 15 points (Subtest Language Elements 10%)

## Listening Comprehension

Listening Comprehension Part 1	
Structure	Instructions Items Texts
Objective	To assess the candidate's ability to understand the global content of short authentic statements
Intended Operations	Listening for gist
Type of Task	True/false items
Number of Items	Five (items 41-45)
Channel	Texts: spoken Instructions and items: written

Input Text	Five short dialogues each between two people The setting is a phone call or the reception desk, restaurant, etc. The recording is played once
Nature of Content	Dialogues reflecting typical situations of the industry
Speakers	Native and non-native speakers of English without strong accents

Task	The task is to decide if the items are true or false
Structure of Items	Five short sentences reflecting the gist of the audio texts; one for each text

Lexical Range	See Inventory V – Vocabulary
Topics	See Inventory T – Topics
Level	Items and relevant parts of the texts at CEFR level B1
Evaluation	Answer key
Weighting	5 points for each item, in total 25 points (Subtest Listening 25%)

Listening Comprehension Part 2	
Structure	Instructions Items Texts
Objective	To assess the candidate's ability to understand specific details in an authentic text
Intended Operations	Listening for detail
Type of Task	True/false items
Number of Items	Ten (items 46-55)
Channel	Texts: spoken Instructions and items: written

Input Text	A radio interview or a conversation with a narrative character The recording is played twice
Nature of Content	Interview on a topic of general interest to hotel and restaurant staff
Speakers	Native speakers of English

Task	The task is to decide if the statements are true or false
Structure of Items	Ten statements referring to the audio text in chronological order

Lexical Range	See Inventory V – Vocabulary
Topics	See Inventory T – Topics
Level	Items and relevant parts of the texts at CEFR level B1
Evaluation	Answer key
Weighting	2.5 points for each item, in total 25 points (Subtest Listening 25%)

Listening Comprehension Part 3	
Structure	Instructions Items Texts
Objective	To assess the candidate's ability to listen for relevant information and understand specific details in authentic texts
Intended Operations	Selective listening
Type of Task	True/false items
Number of Items	Five (items 56-60)
Channel	Texts: spoken Instructions and items: written

**Test Format**

Input Text	Five authentic audio texts such as announcements at various locations (hotel, train station, airport); announcements on the radio (traffic report, news about events, weather report, quiz show, etc.); voicemail messages and enquiries with an implied listener etc. Each audio text starts with a short introduction to provide the context The recording is played twice
Nature of Content	Various kinds of announcements, voicemail messages, etc.
Speakers	Native English speakers (British/American, etc.)

Task	The task is to decide if the statements are true or false
Structure of Items	Five short statements of a functional nature, one for each text

Lexical Range	See Inventory V – Vocabulary
Topics	See Inventory T – Topics
Level	Items and relevant parts of the texts at CEFR level B1
Evaluation	Answer key
Weighting	5 points for each item, in total 25 points (Subtest Listening 25%)

**Writing**

<b>Writing</b>	
Structure	Instructions Items Texts
Objective	To assess the candidate's ability to write a personal or semi-formal letter or email that is appropriate in expression and content and shows a reasonable degree of formal correctness (grammar, orthography)
Intended Operations	Reacting to the input with a letter or email that is appropriate in form and content
Type of Task	Interactive: Semi-formal letter or email to a company, person or agency in answer to a letter/email or an advertisement The input should refer to the professional domain
Number of Items	One
Channel	Written

Input Text	Two or three introductory sentences about the situation providing the context Clear and straightforward situation based on a topic of immediate relevance for the target group Instructions with four guiding points
Nature of Content	Emails/letters with enquiries, complaints, bookings, etc. or advertisements of the kind found on the internet and in magazines

Output text (Text produced by candidate)	Semi-formal letter or email appropriate to the professional domain, based on the situation, the input and all four guiding points
Expected Text Length	At least 100 words

Lexical Range	See Inventory V – Vocabulary
Topics	See Inventory T – Topics
Level	Items and relevant parts of the texts at CEFR level B1
Evaluation	The text is rated by licensed raters using the telc marking criteria for Writing: 1. Content 2. Communicative Design 3. Language
Weighting	45 points (Subtest Writing 15%)

### Oral Examination/Speaking

This subtest has task sheets with different topics for candidates working in hotels and candidates working in restaurants. For Part 2 of the examination, the candidate can prepare in advance by choosing the printed material (e.g. a menu, hotel brochure) he/she would like to bring and explain to the examiner during the oral examination. Parts 1 and 2 are identical in all versions, the tasks in Part 3 change. The candidate is handed the relevant task sheet at the beginning of the 20-minute preparation phase so that he/she can prepare Part 3. The examination is always conducted with one candidate only.

Teachers wishing to act as examiners for the examination *telc English B1 Hotel and Restaurant* should fulfil all the requirements for taking part in telc examiner training. These can be found on the website: [www.telc.net](http://www.telc.net). They should also have some experience in the field of English in the Hospitality Industry.

Oral Examination Part 1 – Welcoming a Guest	
Structure	Instructions
Objective	To assess the candidate's ability to manage a typical situation at work
Intended Operations	Finding out relevant information
Type of Task	Dialogue
Time	Approximately four minutes
Channel	Written and spoken
Input	Separate instructions for candidate and examiner

## Test Format

Task	The candidate welcomes the guest to the hotel/restaurant and asks the guest (examiner) for relevant information The examiner has additional points to ask
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Lexical Range	See Inventory V – Vocabulary
Topics	See Inventory T – Topics
Level	CEFR level B1
Evaluation	The task is assessed by licensed telc examiners using the telc marking criteria for Speaking: 1. Expression 2. Task Management 3. Language 4. Pronunciation and Intonation
Weighting	25 points (Subtest Speaking 25%)

### Oral Examination Part 2 — Describing your Work

Structure	Instructions
Objective	To assess the candidate's ability to talk about a hotel or a menu
Intended Operations	Describing a hotel or explaining a menu
Type of Task	Monologue, followed by dialogue between candidate and examiner
Time	Approximately five minutes
Channel	Written and spoken

Input	The candidate should bring printed material about the hotel or a menu from the restaurant the candidate works at
Task	The task is to give information about own place of work or a menu The task must be prepared before coming to the examination

Lexical Range	See Inventory V – Vocabulary
Topics	See Inventory T – Topics
Level	CEFR level B1
Evaluation	The task is assessed by licensed telc examiners using the telc marking criteria for Speaking: 1. Expression 2. Task Management 3. Language 4. Pronunciation and Intonation
Weighting	25 points (Subtest Speaking 25%)

Oral Examination Part 3 — Task	
Structure	Instructions
Objective	To assess the candidate's ability to deal with enquiries, requests or complaints
Intended Operations	Dealing with enquiries, requests and complaints
Type of Task	Dialogue between candidate and guest (examiner)
Time	Approximately five minutes
Channel	Written and spoken

Input	Brief description of two different types of situation (request/enquiry and complaint) in the form of a role-play with one role for the candidate and the other for the guest (examiner)
Nature of content (candidate)	One introductory sentence to set the scene Two or three general hints to help the candidate prepare for the role-play The hints should be specific enough to give the candidate scope to prepare but not as specific as the ones for the examiner
Nature of content (examiner)	One introductory sentence to set the scene and three bullets with specific points for the examiner to use
Task (candidate)	The candidate receives the appropriate task sheet (hotel or restaurant) in the preparation room and prepares both tasks for Part 3 The candidate's task during the examination is to react adequately to the guest's (examiner's) enquiry or problem, make suggestions and find a satisfactory solution
Task (examiner)	The examiner chooses which situation to role-play and starts the conversation in such a way that the candidate can recognise the situation and can reply suitably

Lexical Range	See Inventory V – Vocabulary
Topics	See Inventory T – Topics
Level	Input text at CEFR level B1
Evaluation	The task is assessed by licensed telc examiners using the telc marking criteria for Speaking: 1. Expression 2. Task Management 3. Language 4. Pronunciation and Intonation
Weighting	25 points (Subtest Speaking 25%)



# 3 Inventories

## 3.1 Inventory F — Language Functions

This list of language functions is intended as an aid to teachers of courses in *English for the Hospitality Industry*. It is a supplement to the list of functions included in the publication *Learning Objectives and Test Format, English B1*, and represents what is expected of learners at this level using English in hotels and restaurants. The list is not regarded as exhaustive and can be complemented by the lists existing in many course books for this subject.

As already mentioned in this handbook, it is assumed that the target group for this examination will be in direct contact with guests dealing with whatever issues typically arise in hotels and restaurants. The emphasis is therefore on the functions necessary to carry out this type of work, such as reservations/bookings, reception, telephoning, restaurant, buffet, etc. Many of the functions listed here overlap with or make more specific general language functions.

Functions should not be confused with scenarios. The scenarios this target group is required to master at this level remain much the same as for English for general purposes, although certain scenarios will occur with greater or lower frequency and possibly with a different emphasis. For example, in the scenario Asking a Favour the learner in this case will probably be in the position of the one granting the favour rather than requesting something from the guest in the hotel or restaurant.

- Advising guests (on food, drinks, entertainment, public transport, etc.)
- Beginning and ending conversations
- Describing a hotel or a restaurant
- Describing problems and their solutions
- Enquiring and answering enquiries
- Giving directions inside and outside the hotel or restaurant
- Giving instructions to staff
- Making and reacting to requests
- Reacting to complaints
- Recommending (food, services, facilities, places of interest)
- Taking leave
- Taking orders
- Welcoming and greeting guests

## 3.2 Inventory T — Topics

- T1 Personal identification – you and your guests
- T2 Enquiries, bookings, reservations and sales
- T3 Cost, money, currency and payment
- T4 Problems, complaints and trouble-shooting
- T5 Health, hygiene and illness
- T6 Types of hotels, accommodation and restaurants
- T7 Facilities and services
- T8 Food, drink and catering
- T9 Menu preparation and suggestion
- T10 Natural environment, climate and weather
- T11 Transport and communication
- T12 Travel entertainment and recommendations
- T13 Types of hospitality events
- T14 Marketing and promotion
- T15 Industry recognition, awards and reviews
- T16 Jobs in the industry: applications and training

### 3.3 Inventory V – Additional Lexical Items

The following list of additional lexical items and exponents are supplementary to the lexical inventory in the publication *Learning Objectives and Test Format, telc English B1*. This is available for download at [www.telc.net](http://www.telc.net). The list of lexical items found there is primarily intended for test purposes and is considered the minimum vocabulary requirement for the *telc English B1* and thus also for the *telc English B1 Hotel and Restaurant* examination. In the context of an examination for a specific industry, the original list may not sufficiently cover the candidate's requirements. Hence, the need for this additional lexical list, containing items that may well be above what is generally considered suitable for learners at level B1 of the CEFR. However, while the lexis used in the examination tasks, for example for Reading or Listening Comprehension, may occasionally go beyond this list of minimum vocabulary requirement, the vocabulary used in the test items as such may not.

The updated and extended inventory of additional lexical items also takes into account the changing face of the hospitality sector as well as that of the English language and its use in an international context. Thus, while particular items from the general lexical inventory may not occur at all in the examination or occur with a lower level of frequency, the lexical items in the additional list will be used more regularly in the *telc English B1 Hotel and Restaurant* examination. It should also be noted that many of these items will already be familiar to learners working in hotels and restaurants and thus pose less difficulty for them than they do for learners taking an examination in general English.

This Inventory of Additional Lexical Items is governed by the same rules as for *telc English B1*. The vocabulary was chosen in keeping with the pragmatic communicative approach of all *telc English B1* examinations. With *telc English B1 Hotel and Restaurant* being an examination that focuses on the hospitality sector, the aspect of typical communication situations at work plays a much greater role than pure frequency criteria. Great care was taken to ensure that the vocabulary chosen covers all topics in the Inventory of Topics; it is however impossible to ensure that all topics are equally well represented. Additionally, some items were added to help learners avoid misunderstandings. Although primarily developed for testing purposes, the inventory can equally well be used in many different ways for teaching purposes. Teachers unfamiliar with the field should refer to course books for additional context in order to consider learners' specific needs. This is of particular importance in the oral examination where the candidates are expected to talk about the establishment they work for.

Word	Example
à la carte	We have both the à la carte menu and a set menu at fixed prices.
access	There is easy access to the beach – there are no stairs.
accessible room	Our rooms all have walk-in showers and are easily accessible to elderly or visitors with disabilities.
acclaimed	This is an acclaimed restaurant – it has won many Restaurant-of-the-Year Awards.
accommodation	Accommodation throughout the hotel is in double rooms.
adapter (adaptor)	If you travel to foreign countries you'll need to take an adapter for your electronic equipment.
add to sth.	We'll add these items to your bill, madam.
additional	There will be no additional charge for breakfast – it's included in the offer.

Word	Example
advantage	It's an advantage for the job if you have previous experience as a chef. Working in shifts has advantages and disadvantages.
afford	Can a family afford a travel package like this? Isn't it far too expensive?
air-conditioning	The air-conditioning made the room cool but it was so loud it kept us all awake.
alarm	For your safety, there is a fire alarm system in the hotel.
allergy	He suffers from a nut allergy – he can't breathe if he eats nuts.
alternative	We can offer you alternative accommodation at the same price.
amenities	Amenities include en-suite bathrooms and air-conditioning in all rooms.
amount	Does the bar bill really come to this amount?
annual	The company always has its annual ball on the first Saturday in December.
antique	The furniture is very old, probably antique.
aperitif	Can we offer you an aperitif while you are looking at our menu?
appetiser	We aren't very hungry – can we just have appetisers? <i>Synonym: hors d'oeuvre, starters</i>
appetite	We have portions for all kinds of appetite – you don't have to order a full course if you're not hungry.
aroma	The aroma of the brewing coffee is wonderful.
aromatic	Please don't use very aromatic spices.
aromatherapy	Our spa offers many types of aromatherapy.
ashtray	This is a non-smoking room, sir. That's why we have no ashtray.
assorted	We have an assorted selection of local dishes, madam.
atmosphere	The atmosphere of this hotel is peaceful and traditional.
attach	I'll attach the labels to the luggage straightaway.
attached	I've attached a copy of your invoice to the email. Not all rooms have attached bathrooms.
attend to sth.	I'll attend to the problem straightaway.
attentive	The waiters were really attentive – they noticed immediately when I knocked my glass of water over.
authentic	Our restaurant serves authentic Thai cuisine.
available	I'm afraid the top-floor suite is not available that weekend.
availability	We have no room availability for the dates you have chosen.
awful	That new restaurant was good, but the service was awful, it was so slow!
balanced	Our spa and wellness programmes include balanced but delicious meals.

Word	Example
balcony	Our room has a wonderful balcony where we can see the ocean.
ball	The Red Cross Ball in Monaco is the social highlight of the year.
ballroom	The ballroom could accommodate 30 tables each seating ten guests.
banquet	We specialise in wedding banquets. The banquet rooms can hold up to 150 people.
barista	Our barista can tell you all about the different kinds of coffee.
bartender	Our bartender can make you a cocktail if you wish.
bathrobe	The spa will supply you with a bathrobe and slippers, so there is no need to bring the ones from your room.
bedding	The bedding is changed every day and is turned down in the evening.
beverage	We can't serve hot beverages like tea and coffee when the flight is bumpy.
bistro	We're looking for a part-time waiter to serve the lunch crowd in the bistro.
bite-sized	We'll make the meatballs bite-sized.
board	The list of activities of the day is always posted on the board before breakfast. All passengers can board the plane now. The job comes with board and lodging – so you don't have to pay for food and housing.
half-board, full-board	So, how many meals are included – is it half-board or full-board?
booking	Hotel bookings are now made online rather than via the telephone.
bottle opener	I've brought my own beer. Can you just give me a bottle opener?
boutique	The hotel has its own boutique for evening dresses.
boutique hotel	John has turned his home into a boutique hotel and each room has a completely different design.
brand	The Kempinski is a respected brand in the hotel industry.
branded	You'll find all the usual branded stores on Oxford Street.
brewery	The brewery in our town is famous for its beer.
brew	Tea, coffee and beer are all beverages that are brewed.
briefcase	My briefcase has all the papers in it, but it's in my room.
brunch	Sunday brunch will be served from 9 a.m. till 2 p.m.
budget	What's your budget for the wedding? How much can you spend?
budget hotel	He manages a small budget hotel for backpackers.

Word	Example
buffet	Please help yourself to the buffet. It's self-service of course.
bureau de change	You can get some local currency from the bureau de change in the airport.
calculate	We calculate there will be over 100 people at the meeting. Let me calculate the time it will take you to get to the airport.
campaign	The hotels have started a campaign to keep beaches clean.
canapés	Could you serve some canapés or small open sandwiches during the conference break?
cancellation fee	You won't have to pay a cancellation fee if you let the hotel know at least 24 hours before your booking that you're not coming.
capacity	The conference room has a capacity of 500 people.
carafe	I'd like a carafe of the house wine, please.
carnival	The hotel is always full during the carnival period.
cashier	You can pay for the tickets at the cashier's office.
casual	You can come to lunch in casual clothes, but you need an evening dress for dinner. Let's meet for casual drinks before dinner.
category	We don't have any room categories here – they are all the same price.
cater	This hotel caters to guests with disabilities as well.
catering	Our restaurant team can also do home catering.
self-catering	Self-catering is also possible in our cottages.
celebrate	The guests are here to celebrate their anniversary.
celebration	We can supply a birthday cake for the celebration.
chain	We are part of an international chain of hotels.
charge to a room	Can I have the meal charged to my room?
chauffeur	Our chauffeur will drive you to the airport.
chef	The chef has a lot of experience of cooking vegetarian food.
clientele	Our clientele is quite exclusive- it's the BMEP (businessman, manager, executive, professional) class. <i>Synonym: clients</i>
cloakroom	Someone will be in charge of the cloakroom to make sure that guests get the right coat.
coach	You can travel there via first class coach, as an alternative to the train. The hotel has a team of coaches for sports including tennis.

Word	Example
coast	The coast at Dover is famous for its white cliffs.
coastal	The coastal walking tour has some fantastic views of the sea and the landscape.
cocktail	We can do non-alcoholic cocktails too – how about a Virgin Colada?
code	You can choose the code for the safe yourself.
booking code	Do you have the booking code, sir?
dress code	The dress code for the evening is formal.
compliment(s)	Please give my compliments to the chef - it was a wonderful meal!
complimentary	You can have a complimentary drink if you wish. It's on the house, so it's free. <i>Synonym: courtesy</i>
conciierge	The concierge can call a taxi later for you. He's on duty all night.
condiment	We have salt and pepper, some sauces and other condiments on the table.
conference	The conference rooms are on the top floor.
confused	I'm sorry I'm confused, what dates did you say?
consume	How much water do you think each guest will consume during the conference?
continental breakfast	We serve both English and continental breakfasts.
contract	The hotel uses a lot of seasonal workers who come and go – only a few employees have a long-term contract.
convention	This convention will see a record-breaking number of 1200 people attending.
corkscrew	Would you please bring me a corkscrew, I'd like to open the wine bottle myself.
corridor	Take the corridor on the left to get to your room.
cover	The insurance will also cover loss of and damage to luggage.
covered	There's a covered garage at the back of the building, madam.
cover charge	There is a cover charge for getting into the bar but it's just €3.
critic	He is a famous restaurant critic.
criticise	She criticised the cooking, she said it was boring and tasteless.
criticism	We welcome both criticism and praise.
critique	This restaurant received a fabulous critique in my favourite food magazine.
cuisine	We specialise in all sorts of cuisines – local and regional as well as vegetarian and vegan.

Word	Example
currency	We do have a currency exchange service but mainly for Euros and US Dollars.
customise	We can customise the event according to your requirements.
dairy	She can't drink milk - she has an allergy to all dairy products.
decaffeinated	We serve decaffeinated as well as normal coffee.
deck-chair	Please bring the deck-chairs in from the balcony now that it's starting to rain.
decorate	We'll decorate the ballroom to fit in with the party theme.
decoration	John and his team are interior designers and they will take charge of the Christmas decorations for the whole building.
decorative	The flower arrangement looks big and unattractive rather than decorative.
degustation	If you have difficulties in deciding what to order, our chef is offering a degustation menu – 15 small courses at a price of only €60.
delegate	We can seat 500 conference delegates in the dining hall.
deluxe	The deluxe suite is the most expensive accomodation in our hotel.
deposit	We need a 20% deposit to book the conference rooms.
design	The new hotel has a very modern design. We'll gladly design a theme for your wedding party.
dessert	Why not try one of our local desserts for a taste of something sweet?
destination	Our destination is the castle on the hill, can you give us directions to it?
digestif	We can offer you a brandy or port wine as a digestif after dinner.
disabled	Yes madam, we do have disabled access to the hotel and all rooms have walk-in showers.
discount	Our hotel will offer a 20% discount during the low season.
disturb	Sir, it seems your TV is switched on too loudly and is disturbing the neighbours.
doggie-bag (doggy-bag)	If we can't finish our food, can we have a doggie-bag to take the leftovers home?
dress	Would you like to dress the salad yourself? We've put oil and vinegar on the table.
dressing	Can you make a French dressing for the salad?
drip	The tap in the bathroom is dripping and it's keeping me awake.
drizzle	It's not really raining, it's only drizzling.



Word	Example
dry	A semi-dry Chardonnay should go well with the food.
duvet	Most beds have a duvet, not blankets.
emergency	The emergency exits are clearly marked in each room.
enclose	We enclose a brochure of conference facilities.
en-suite	Sorry, but we must have an en-suite bathroom. We really don't like having to share it.
entertain	We hired a magician to entertain the children.
entertainment	They will provide their own in-house entertainment, probably a DJ.
equip	All the bathrooms are fully equipped with hair dryers.
escalator	The lift is out of order, but the escalator is round the corner.
estimate	I estimate that the journey will take about two hours.
ethnic	Yes, our city has a number of really good ethnic restaurants – Balkan, Middle-eastern, Asian, even Scandinavian and Cuban!
exchange rate	You'll find the exchange rate for US Dollars on our notice board.
exclusive	The spa has a very exclusive clientele.
exotic	The exotic cocktails are a speciality of the hotel.
expense	The honeymoon suite was costly, but well worth the expense.
expenses	The company will cover all travel expenses including the hotel bill.
expire	I'm sorry sir, but this credit card expired last month.
extend	We'd like to extend our stay at the hotel by another two nights. You can call reception on extension two.
extension	The hotel has built an extension – all rooms there are suitable for families.
facilities	Yes, we do have facilities for children: high-chairs, extra playrooms and paddling pools, etc.
fair	Unfortunately, we're fully booked at the moment because of the automobile trade fair. The weather is quite fair – I don't think it will rain today.
fare	The train fare is only about 5.00€.
feature	Tonight's show will feature audience participation. The hotel has several special features and facilities.
festival	Guests were encouraged to take part in the local Festival of Lights.
fever	His temperature is still at 39°! That's a high fever.

Word	Example
fillet	We can fillet the fish for you at the table.
finger-food	We'll be serving finger-food with the champagne when the wedding couple comes in.
fire escape	There's a fire escape on all floors to get people out of the building quickly in case of an emergency.
first-aid	All our baby-sitters have first-aid training.
flat	It's a nice flat walk so you should have no problem with the baby buggy. Would you like bubbly water or flat, that is without gas, sir?
flavour	Which flavour ice-cream would you like, madam? Chocolate or vanilla?
florist	Our hotel has our own florist and she can take care of the flower arrangements for you.
four-poster bed	The honeymoon suite has a lovely four-poster bed.
foyer	The hotel foyer has comfortable sofas for guests waiting to meet someone. <i>Synonym: lobby</i>
free-range	Yes, we only use free-range chicken and eggs in our restaurant.
front-of-house	Mr Charles is in charge of front-of-house, that is the entire receptionist and concierge team.
games room	You'll find a chess set and a billiards table in the games room.
garnish garnishing	We could garnish the cheese platter with grapes and other fruit. Could you please remove this garnishing from the soup? My child doesn't like anything green
gastronomic	Our restaurant has a gastronomic reputation to maintain – people drive for miles to eat here.
gear	Please put the skiers' gear in the back room.
getaway	We are planning a weekend getaway at a spa resort.
gluten-free	Gluten-free pasta is available for those who have allergies against wheat products.
go bad / off	I think this milk has gone bad. Please bring me a fresh glass.
go off	We have to get the guests out of the hotel as quickly as possible when the alarm goes off.
gourmand	He is a famous gourmand – he really knows and loves good food.
gourmet	Our restaurant is a well-known gourmet destination.

Word	Example
greet	The porter greets all the guests by opening the doors to their cars or taxis.
guarantee	We've got a money-back guarantee on the new snow machine.
handicraft	You can buy some local handicrafts in our souvenir shop in the foyer.
handle	We need extra staff at reception to be able to handle the check-in when large tours come in.
heat up	We can heat up the milk for you if you wish. <i>Synonym: warm up</i>
herb	Rosemary and thyme are popular herbs in French cooking.
heritage	They've renovated a lot of the old villas and turned them into heritage hotels. Stonehenge is a UNESCO World Heritage Site. <i>See also: period hotel</i>
high in sth/low in sth	Coco cola is high in sugar content, but low in nutrition.
hire	We'll need to hire extra staff to help with the wedding party.
hold a reservation	I can only hold your reservation for a week – so you should confirm your booking soon.
honeymoon	Hotels generally have special offers for freshly married couples on their honeymoon.
hors d'oeuvre	One of the waiters slipped and tipped the whole tray of hors d'oeuvre into the fountain. <i>Synonym: appetisers, starters</i>
hospitable	The Japanese are some of the most hospitable people you will ever meet – they will give presents to all their guests.
hospitality industry	The hospitality industry has a hard time when the economy is doing badly – who will eat out in restaurants or travel when they've lost their jobs?
host	Your host for the evening will be Mareike. Peter Lindberg has agreed to host the show for the anniversary.
hotelier	John and Daniela Wittelsbach have won the Hotelier of the Year award – their Hayward Hotel is the most successful new boutique hotel this year.
housekeeper	The housekeeper is in charge of more than just keeping the rooms clean.
housekeeping	You can ring the housekeeping staff to get extra towels.
humid	The climate in the tropics is often humid.
humidity	We keep the humidity low in the sauna as most people don't like hot, moist air.

<b>Word</b>	<b>Example</b>
ideal	Our hotel is ideal for sightseeing – it's quiet and yet only a few minutes' walk to some beautiful attractions.
idyllic	The landscape is really idyllic for honeymooners.
inclusive of	We offer a very generous package inclusive of health insurance and on-site accommodation.
inedible	Look, we can't eat this, this fish is inedible.
ingredients	Our salads are made with local ingredients.
injured	My son fell off his bicycle and has injured his knee. Could we have the first-aid box?
inn	Country inns are often quite simple hotels.
insurance	Our insurance will cover the damage from the accident.
invoice	Shall we invoice your company for the costs, sir?
item	Our gift shop offers both luxury and inexpensive items.
itinerary	Today's itinerary for the guests will take them to three temples and end with a meal with the monks.
juicy	Hmm, delicious, this is a very juicy steak.
karaoke	The hotel is hosting a karaoke-song contest this Saturday evening.
key card	Could you issue us with two key cards so that my wife can come and go as she pleases?
label	There is a suitcase here with no label, is it yours? I'll label your suitcase before I put it in the baggage room.
lactose	We have special lactose-free desserts for guests who can't take milk products.
landscape	The landscape around Dover is beautiful.
launch	We're going to launch our new product this spring. The publishing firm will host a book launch this Friday.
laundry service	Please use the laundry bag for clothes you would like to have cleaned by our laundry service.
leak	My water bottle leaked and now my sports clothes are wet!
leek	A leek and potato soup is a classic English favourite.
licensed	The bar is licensed to sell alcohol only up till midnight.
limousine	The limousine is reserved for VIP guests only.

Word	Example
live	Audiences always enjoy listening to a live band. The salary is too small to live on. <i>Tip: the word "live" is pronounced differently in these sentences.</i>
loaf	We need about ten loaves of bread every morning for breakfast. Our chef can also make a traditional meatloaf.
lobby	The travel desk is just inside the entrance in the hotel lobby, sir. <i>Synonym: foyer</i>
lobby attendant	The lobby attendant will bring your suitcase up to your room. <i>Synonyms: bellman, bell-hop (US), hotel-page</i>
located	The hotel is located near the city centre.
location	The location is ideal for a wedding.
locker	There are lockers in the spa for your valuables.
lost and found office	Have you asked the lost and found office about your missing mobile?
lounge	There's a band in the lounge this evening. The kids are lounging by the pool.
luxury	The five-star hotel has a luxury penthouse suite with expensive furniture and a butler.
maintain	We work hard to maintain our five-star standard. <i>Synonym: preserve, keep</i>
maître d'	Jack has been the maître d' in the restaurant for over 10 years. He is head of all the waiters.
management	The new owners of the hotel put in a new management team to run it – I like our new hotel managing director very much.
marinate	The chicken is marinated in an Asian soya sauce mixture.
marital status	In some countries you should not ask for the marital status of a job applicant. <i>Synonym: family status</i>
market	The antique market is open every day except Sunday. How can we market the new boutique hotel?
marquee	We'll serve the meal in the white marquee we've put up on the lawn.
massage	My back is sore from travelling – I need to book a massage.
mattress	The mattress was too hard for me, I slept really badly.
measure	Can you measure the tables we will use for the buffet – in metres please? What kind of security measures are in place in case of an emergency?
melt	Chocolate melts when it's too warm.
mild	The climate on the Riviera is very mild in winter. We can make you a mild rather than spicy version of the curry.

Word	Example
mint	Would you like some mint tea? The shower gel is really refreshing – it contains mint.
motel	A motel is a hotel for people travelling by car, with space for parking cars near the rooms. <i>Synonym: motor inn</i>
multiple	We'll need to make multiple bookings.
mustard	Would you like some mustard sauce or ketchup on your sausages?
napkin	She used her napkin to wipe her lips before drinking. <i>Synonym: serviette</i>
occasion	I'd like to book a room for a special occasion – our 20th wedding anniversary.
occupy	He always occupies Room 21 when he is in town.
occupant	Room 218 is big enough for only two occupants.
occupancy	The occupancy rate is very high during the peak holiday season.
organic	We buy and use only organic ingredients in our restaurant.
out of order	The coffee machine is out of order and shouldn't be used until repaired.
outstanding	I'd like to compliment your staff on the excellent, in fact outstanding, service during our stay.
painkiller	I have a terrible headache, I need some painkillers.
pastry	We'll serve some chocolate pastries or cake with coffee.
peak	You'll reach the peak of the mountain within an hour.
peak hours	The peak hours are between 11.30 and 2pm when the office crowd comes in.
peak season	We cannot offer a discount during the summer holidays as this is peak season. <i>Opposite: off-season</i>
pedestrian zone	Cars aren't allowed in the pedestrian zone so that people can walk about at leisure.
peel	You need to peel the potatoes if you're making potato salad.
peeling	For your facial, we'd recommend a lemon peeling gel to remove the dead cells.
penthouse	The penthouse suite on the top floor is usually occupied only by presidents and royals.
per	The cost of a room is £ 120 per night, madam.
performance	The magician's performance was truly excellent. The performance of the waiters during the conference was extremely good.

Word	Example
period hotel	Period hotels often decorate their rooms in a historical style. <i>See also: heritage</i>
personnel	The hotel takes on extra personnel during the peak season.
pharmacy	You'll get the painkillers from the pharmacy down the road.
picturesque	What a picturesque view you have of the lake from this window!
platter	I can make you a platter of sandwiches.
plug	Hair dryers, for example, have different plugs in different countries.
plug sth in	You can plug your smartphone into the socket here to recharge it.
porridge	Do you have hot porridge for breakfast?
porter	The porter will take your luggage to your room.
portion	Yes, we do small portions in the restaurant for children.
pour	To make a good Irish coffee, pour the cream slowly into the coffee. You can't go out, it's pouring with rain.
premises	Smoking is not allowed anywhere on the premises.
prescription	You don't need a prescription from the doctor to get aspirins for headaches.
preserve	We hope to preserve the character of the town after the renovation.
priority	Hotel guests have priority in the spa. If it is full, then people from outside can't use it.
promotion	Our hotel has a car promotion at the moment – you can take a Ferrari out for a free ride.
publicity	A guest dying at the hotel is very bad publicity.
quarter	Can you cut me just a quarter of the pie?
quarters	That's a very good quarter of town, only wealthy people live there. The job comes with on-site living quarters.
query	Excuse me, I have a query on the hotel bill – what is this item for?
range	We have a large range of cocktails in the bar. We have spectacular views of the mountain range.
rare	Steak can be prepared in many ways: rare so that it is warm but still almost raw, medium or well-done. If you're lucky, you can see some rare exotic birds in our gardens.
rate	The room rate is 95€ per night. Please rate the cleanliness of our toilets from one to four.
receipt	I can give you a printout of your receipt as soon as we complete payment.

Word	Example
reception	We need at least three people working at the hotel reception desk in the morning – most people check out then. The wedding reception will take place in the marquee in the hotel garden.
recipe	Today we're launching a cookbook of recipes by our chef.
recommend recommendation	I'd recommend having the local wine, sir; it's really very good. We took the chef's recommendation and enjoyed the home-made pasta very much.
recreation	Most hotels have a recreation room with games for families and maybe a billiard table.
refreshments	There will be refreshments during the interval, so do come out for a glass of juice or wine.
refund partial refund	After all the bad experiences in the past week, we expect you to refund us the cost of our stay. Unfortunately, we cannot give you all the money back, we can only do a partial refund.
registration	You can book the workshop at our conference registration desk.
regret	We regret the mistake and apologize for the problems caused.
reject	I'm sorry to say that, but your credit card has been rejected.
renovate renovation	We'll close the first floor off as we need to renovate the rooms – all the carpeting needs to be taken out. The hotel is looking a bit run-down; it needs renovation.
representative	Our holiday representative will meet you at 9 a.m.
request	The customer is king, so we try to fulfil every wish and request.
reserve	I'd like to reserve a table for six people this evening for 8 p.m.
resort	Many people enjoy going on holiday to specialised resorts such as sports or health resorts.
responsible	The housekeeper is responsible for more than just the staff cleaning the rooms. The hotel is not responsible for valuables left in the room.
restaurateur	Jamie Oliver is a successful restaurateur - he now owns five restaurants.
retro	Yes, it's a hand-made retro machine from the 1980s– very rare.
reverse a charge	You cancelled too late, we cannot reverse the charges any more.
rich	Chocolate mousse is too rich for me. A piece of fruit will do as dessert.
ripe	The fruit is so delicious – it is perfectly ripe.



Word	Example
romantic	The honeymoon suite is the most romantic set of rooms in the hotel.
room service	We asked room service to bring up a meal because my wife wasn't feeling well. <i>See also: service a room</i>
safe	Please keep anything valuable in the safe in your room.
salty	Waiter, this dish is too salty – the cook seems to have used twice as much salt as usual.
satisfaction	Was everything to your satisfaction?
savoury	I prefer savoury food to sweet.
scenery	The view of the scenery out of my window is spectacular.
scheduled	I don't think you will be able fly on your scheduled flight if the storm doesn't stop soon.
season	You can season the dish with more spices.
in season	When asparagus is in season, the chef will create a special menu to feature it.
high / low season	It's hard to get rooms during the high season, while you often get special offers during the low season. <i>See also: peak season</i>
seasonal	Christmas markets are a seasonal attraction in Germany.
see to sth	I'll see to the broken shower at once.
selection	You can choose from a wide selection of beers in our bar.
selected	The selected candidate will receive on-the-job training lasting four months.
service a room	Yes, we also have serviced apartments within the hotel complex, so you don't need to clean it yourself. <i>See also: room service</i>
service charge	You generally have to pay a service charge if you ask room service to bring a meal.
settle	My company will settle the bill.
settle in	I hope you've settled in comfortably into your suite, Mrs Miller?
shift	The staff on night-shift finish at 7 a.m. We can shift the pot-plants so that you'll have more room to dance.
short notice	I know it's short notice – but would you have a room for me tonight? I have to give a speech at short notice this evening – I've got no time to prepare.
short-cut	You can walk through the park behind the hotel – it's a short-cut into the old town.
shuttle	There's a bus shuttle every 30 minutes into town.

Word	Example
side dish	I suggest roasted vegetables as a side dish to go with the steak.
signature	We need your signature on this form, please. Our signature dish is the roast duck, sir.
sip	I'll give you a sip of the wine to see if you'd like it.
sommelier	A good sommelier will help you to choose the right wine to go with your meal.
sous chef	The sous chef does not get on with the head chef.
spa	Many hotels have a spa where you can have massages or use the gym and sauna.
sparkling water	Many people prefer sparkling water.
sparkling wine	Champagne is a popular sparkling wine from France.
speaker	For this conference, the keynote speaker will be the Prime Minister himself.
spices	Cinnamon and chilli are common spices in Indian cooking.
spicy	I'd like a quite spicy meal but not too hot.
standard	Our standard rooms do not have a sea view.
straw	I'd love a cocktail with a pretty umbrella and a colourful straw.
stylish	One of the restaurants is very stylish, the other is more casual.
suite	A suite consists of one or two bedrooms and a separate living room.
sunny side up	We can offer you eggs as an omelette, boiled, scrambled or sunny side up.
suntan	The shop in the hotel lobby sells suntan cream and a soothing lotion for sunburn.
sunburn	
superior room	The superior room is bigger than the standard and has a sea view.
supply	Who will supply our bed linen?
supplier	We only use the best suppliers for food and wine.
surcharge	There is a surcharge of €8/night for single usage of a double room.
sweetener	Do have a sweetener instead of sugar?
tablecloth	The creamy white tablecloth looks very elegant.
takeaway	Does this restaurant do food to takeaway? Can we have the leftover food as takeaways?
tap	The tap in my bathroom is leaking. You can order beer on tap in the hotel bar.
tasteless	The food is terribly bland, it is completely tasteless. <i>Opposite: tasty not tasteful</i>

Word	Example
tasty	Hmm, these are delicious, such tasty vegetables.
taxi rank	You can get a taxi at the rank in front of the hotel.
tender	The meat is so tender it's falling off the bone.
theme	There is a theme to the dinner every Monday. We'll customise the food according to the theme of the party.
toiletries	The hotel supplies toiletries in the bathroom – shower gel, shampoo etc.
tough	Oh dear, this steak is too tough to eat. Is the walk you recommend an easy walk or too tough for small kids?
track	Please make sure you stay on the track when you go walking in the woods.
trail	The city has a historic buildings trail which takes you past all important sights.
tray	Use the big tray to carry the food to the table.
treatment	Our spa offers a variety of treatments such as massages and facials.
trolley	I will bring the luggage trolley for your suitcases to your room.
unexpectedly	The storm came up unexpectedly – the weather forecast predicted sunshine for the whole week.
upgrade	Frequent guests will be offered a room upgrade when a suitable room is available.
vacancy	Yes, madam, we have a vacancy for that weekend – actually the last room available.
valet	Actually, a personal valet is included in the penthouse package.
valet parking	Leave us your car key because we have valet parking.
valuable	Please put all your valuables in the hotel safe. I really appreciate the valuable advice of our travel agent.
variety show	There's a variety show on this evening with lots of artistes performing different acts.
vegan	A vegan menu is harder to create than a vegetarian menu – it excludes all animal products including cheeses and eggs.
ventilator	The air-conditioner is broken. Can you bring a ventilator to my room, it's so stuffy? <i>Synonym: fan</i>
venue	The hotel will be the venue for the convention.
vinegar	Balsamico is a popular mild vinegar from Italy.
vineyard	From my window I can see people picking the grapes in the vineyard.

<b>Word</b>	<b>Example</b>
visitors' book	Please sign in the visitors' book as you are leaving the museum.
visitors' tax	The spa town charges a 10% visitors' tax which you can pay directly at the hotel.
voucher	This is a free voucher for the cinema, sir.
walk-up rate	If you just walk into a hotel and ask for a room, you'll usually be given the highest rate, the walk-up rate.
welcome basket	Please make sure that there's a welcome basket of fruits and sweets in the room.
welcome drink	The welcome drink is the lemongrass iced-tea.
wholegrain	We make our own wholegrain bread for breakfast.
wifi access	Here's the code for your wifi access so that you can use the internet in your room.
withdraw	You can withdraw money from our cash machine in the lobby.



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Jugendliche

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Start Deutsch 2  
telc Deutsch A2 Schule

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telc Deutsch A1  
für Zuwanderer  
telc Deutsch A1 Junior

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- C1** telc Türkçe C1

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- B2** telc Türkçe B2  
telc Türkçe B2 Okul

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- B1** telc Türkçe B1  
telc Türkçe B1 Okul

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- A2** telc Türkçe A2  
telc Türkçe A2 Okul  
telc Türkçe A2 İlkokul

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- A1** telc Türkçe A1

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telc Español B2 Escuela

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- B1** telc Español B1  
telc Español B1 Escuela

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- A2-B1** telc Español A2-B1 Escuela

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- A2** telc Español A2  
telc Español A2 Escuela

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telc Español A1 Escuela  
telc Español A1 Júnior

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## اللغة العربية

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# HANDBOOK

## ENGLISH B1 HOTEL AND RESTAURANT

*telc English B1 Hotel and Restaurant* is a work-oriented standardised examination for candidates working in the hospitality industry or preparing to do so. It is designed for learners who wish to demonstrate that they have attained a level of proficiency which will enable them to take an active part in their specific field of work in an English-speaking environment.

The *telc English B1 Hotel and Restaurant* handbook is an important resource for teachers and candidates. It provides valuable information about the test format, its alignment to the CEFR, its significant features as well as a list of additional lexical items. The handbook should be used together with the *telc English B1 Hotel and Restaurant* mock examination to prepare for the examination.