

**SOAL UJIAN AKHIR SEMESTER (UAS) GANJIL 2020/2021**

**PRODI PENDIDIKAN BAHASA INGGRIS**

**MATA KULIAH : ENGLISH FOR TOURISM**

**KODE : 4922622545**

**DOSEN : Silpia Rahayu, S.Pd.,M.Hum.**

**ANGKATAN : Regular/2018**

**WAKTU : 90 MENIT**

**SIFAT UJIAN : CLOSED BOOK/GADGET**

***Answer the following questions. Please always check your spelling & grammar.***

1. What is tourism based on your opinion?
2. Match one word from column A and one word from column B to make a​ typical combination (for example, travel + agent). Give each combination​ of words a definition. ​



1. The following terms are very closely related to airport reservation. What do they mean?

|  |  |  |  |
| --- | --- | --- | --- |
| **aisle** | **boarding area** | **cockpit** |  **gate** |
|  **aisle seat** | **boarding pass** | **emergency exit** | **lavatory** |
| **baggage claim area** | **carry-on luggage** | **flight attendant** | **life jacket** |

1. Which hotels exist in your city? Mention the name of those hotels; the type of guest stay on those hotel; facilities and services that are offered
2. How to make a hotel reservation using *traveloka?*
3. Mention the steps of hotel check-in process!
4. If you are as a front desk clerk, what are the techniques for dealing with complaints?
5. What are the contents of an itinerary?
6. How the steps to check out with the front desk?
7. Create a dialog about making flight reservation using the situation below:

You are going to go to Bali with your family next week from 25-30 December 2020. Book a flight along with the hotel.

**\*\*\*Good luck\*\*\***

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| Mengetahui, |
| Ketua Program Studi | Koordinator KBK | Dosen Pengampu |
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