

تعداد سوالات: تستی: ۳۰ تشریحی: ۴
زمان آزمون: تستی: ۴۵ تشریحی: ۴۰ دقیقه
آزمون نمره منفی دارد ○ ندارد ⊗

نام درس: زبان انگلیسی مکاتبات تخصصی
رشته تحصیلی و کد درس: مدیریت جهانگردی (۱۲۱۲۰۱۲)

مجاز است.

استفاده از: --

کد سری سؤال: یک (۱)

امام علی^(ع): شرافت به خرد و ادب است نه به دارایی و نژاد.

* با انتخاب مناسب‌ترین گزینه جمله‌های زیر را کامل کنید.

- In fact, it was the developments inthat opened up the tourism.
a. transport b. education c. agencies d. business
- Some of the first people to take advantages of the roads weretravelers visiting shrines, or holy places.
a. students b. scientists c. religious d. business
- Which of the following is **NOT** mentioned in the book as the things that affected the development of tourism?
a. the invention of television b. the improvement of universities
c. the invention of the jet engine d. the building of roads
- Thewere appearing in more and more homes, bringing the attractions of distance lands into people's living rooms.
a. technical issues b. television sets c. jet engines d. motor cars
- You write your personal details, educational history, qualifications, experiences and interests in afor applying a job or in a university.
a. passport b. ticket c. visa d. CV
- You should get yourbefore you buy your travel ticket in order to travel to another country.
a. visa b. credit c. license d. ticket
- There are some differences between a(n)traveler and an ordinary tourist.
a. pilot b. airline c. business d. agency
- The following are listed in the types of communication in tourist industry **EXCEPT**
a. letter b. fax c. e-mail d. SMS
- Inmake sure all parties agree on what has been agreed before you leave the meeting.
a. Operation b. negotiation c. flying d. office

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10. In negotiation, the most important thing is
a. knowing language b. having a visa c. being prepared d. writing a letter
11. In arranging a meeting which one of the following conversations is suitable?
a. Nice to meet you b. I'm sorry c. I'm afraid d. what about next week?
12. What expression is **NOT** used when someone wants to complain?
a. I'm afraid we're b. nice to meet you c. I want to complain d. I'm sorry to
13. It is important to know how angry a person is when they complain, so that one can
in an appropriate way.
a. respond b. handle c. agree d. accept
14. When explaining the, it is important to use sequence linkers to identify the different stages.
a. agency b. stage c. procedure d. flight
15. There are two seats each other in rows 27 and 28.
a. over b. under c. next to d. before
16. Indesk you can know your seat number.
a. Check- in b. ticket c. flight d. business
17. The following words are used in the rail journey **EXCEPT**
a. Platform b. carriage c. station d. landing
18. Use appropriate word showing contrast between two sentences below:
'Traveling by train is quick;traveling by coach is cheaper.'
a. moreover b. however c. not only d. and then
19. The best way of getting around in the fabulous "Sunshine state" is by self-drive car. It means.....
a. rail journey b. fly journey c. car driving d. ship journey
20. When we face with someone with a problem who may be upset we might offer
a. sympathy b. happiness c. action d. congratulation
21. The following expressions are used for calming down **EXCEPT**
a. Just calm down b. don't worry c. take it easy d. hurry up

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رشته تحصیلی، کد درس: مدیریت جهانگردی (۱۲۱۲۰۱۲)

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کد سری سؤال: یک (۱)

22. Ais a reduction in the price. It could be for booking early, for booking a large group, and so on.
- a. ticket b. discount c. visa d. credit card
23. The time a tourist leaves a hotel after staying some days is to say that he/she there.
- a. reaches b. shares c. registers d. departs
24. Travel agents use a number ofletters when dealing with clients' reservations.
- a. standard b. short c. useless d. informal
25. The payments can be paid by credit card, cash, ormade payment to the JBC travel.
- a. visa b. ticker c. cheque d. bill
26. Sometimes yourmay have to be concerned for reasons beyond your control.
- a. journey b. money c. passenger d. agency
27. Which of the following is **NOT** usually asked by a travel agent from a customer?
- a. preferred time of arrival b. destination
- c. preferred departure time d. the money s/he has
28. If your aircraft or boat is delayed for more than 12 hours, a compensation payment will be made by.....
- a. Travel agency b. travel insurance c. pilot d. flight attendant
29. "Excellent range of dining choices includes sea food vegetables." What does dining mean?
- a. eating b. dinner c. price d. cooking
30. Marketing support service related to theis part of tourism industry.
- a. products b. man-made attraction
- c. private section d. check-in partition

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Translate the following texts into Farsi

1. I DO IT, you do it, even the ancient Greeks did it. Traveling for pleasure, traveling to experience new places and events, traveling to relax and get away from it all- in other words, tourism. (1)

2. Ever since man first emerged from his cave-dwelling, it seems he felt the urge to travel. But tourism had to wait for the civilization of ancient Greece before it really got moving. The Olympic Games of 776 BC were the first international - tourist event, with people traveling from many countries to watch and take part.(1.5)

3. Of course, if you want to travel from A to B, a good road is always an advantage, and we have a lot to thank the Romans for here. (1)

4. During the heyday of the Roman Empire they built thousands of roads. Some of the first people to take advantage of these roads were religious travelers visiting cathedrals, shrines, or holy sites - the word 'holiday'; after all, - originally comes from 'holy day'. Pilgrims like Geoffrey Chaucer would tell each other stories to entertain themselves on the road. (1.5)