

## Level 1 Certificate in Written English for Tourism



International  
Qualifications from EDI

### **Syllabus**

Effective for examinations to be held from  
Series 2, 2010



## **Introduction**

EDI is a leading international awarding body that was formed through the merger of the London Chamber of Commerce and Industry Examinations Board (LCCI) and GOAL, a leading online assessment provider. EDI now delivers LCCI International qualifications (LCCI IQ) through a network of over 5000 registered centres in more than 120 countries worldwide. Our range of business-related qualifications is trusted and valued by employers worldwide and recognised by universities and professional bodies.

## **Level 1 Certificate in Written English for Tourism**

### **Aims**

The aims of this syllabus are to enable candidates to develop the written skills required to:

- communicate effectively, in English at customer liaison level for the hospitality, travel and tourism industry.

### **Target Audience and Candidate Progression**

The qualification is for candidates who wish to be able to communicate effectively, in written English, at a customer liaison level within the hospitality, travel and tourism industry.

Successful candidates at Level 1 Written English for Tourism (WEFT) can progress to achieve Level 1 English for Tourism (EFT) group award by achieving Level 1 Spoken English for Tourism (SEFT). EFT is a group award made up of Written English for Tourism and Spoken English for Tourism and is available at both Level 1 and Level 2. Although the written and spoken examinations can be taken separately, candidates are recommended to take both parts where possible. To be awarded the group qualification, candidates must be registered for EFT qualification rather than the two separate awards.

Candidates who progress beyond the standard of Written English for Tourism Level 1 may attempt Written English for Tourism Level 2 which is intended for those who are considering work within the travel and tourism industry at a junior management or supervisory level.

### **Level of English Required.**

Candidates will be expected to have a general English proficiency equivalent to the Council of Europe's Waystage Level (A2) and in addition will need to apply and use the special vocabulary, idiomatic expressions and abbreviations generally used in the travel and tourism industry.

## Structure of the Qualification

The level 1 Certificate in Written English for Tourism is a single unit qualification that consists of the range of topics detailed below:

### Syllabus Topics

- 1 Composing a simple business communication
- 2 Basic business reading comprehension in a tourism context
- 3 Tourism-related information processing and reformulation
- 4 Tourism-related tasks\*
- 5 The specialist language of the tourism industry

In addition, candidates will be expected to demonstrate a level of general linguistic competence as outlined in syllabus topics 6 to 9.

\* These tasks will be set within the following possible contexts:

- airports and airlines
- tourist information centres
- cruise ships, holiday/ski resorts, leisure centres, theme parks and camp sites
- hotels
- travel agencies
- rail, bus and coach stations.

### Guided Learning Hours

EDI recommends that 70-80 Guided Learning Hours (GLHs) provide a suitable course duration for an 'average' candidate at this level. This figure includes direct contact hours as well as other time when candidates' work is being supervised by teachers. Ultimately, however, it is the responsibility training centres to determine the appropriate course duration based on their candidates' ability and level of existing knowledge. EDI experience indicates that the number of GLHs can vary significantly from one training centre to another.

## ASSESSMENT

### Assessment Objectives

The examination will assess the candidate's ability to:

- understand the requirements of routine business-related communication and write letters, memos, faxes, notices and messages
- read, interpret accurately and respond unambiguously, to business and tourism texts and data taken from manuals, timetables and guides used by the industry
- re-present data to complete charts, tables, booking forms, report forms and produce notes, lists and make basic calculations
- complete a variety of simulated practical tourism related tasks
- use the specialised language of the travel and tourism industry

- demonstrate an appreciation of the working roles of people in the hotel, catering, airline, ground transport and tourism industries.

### **Coverage of Syllabus Topics in Examinations**

Tasks may be set in any of the above topic areas. Usually there will be a logical progression of tasks to be completed within a given scenario. Information for tasks is often linked and candidates are strongly advised to read through the whole paper before attempting Task 1.

### **Examination Format**

Candidates are assessed via a 2-hour written examination paper consisting of 4 compulsory questions which can vary in the order they appear.

- One question, worth 20 marks, will be a reading comprehension of a business/tourism text with extracts of information taken from a variety of authentic guides, manuals, maps, plans and listings. Candidates will be requested to read/scan/check information and to extract and set out specific data to the criteria of the scenario/situation described in the question and provide simple answers. Basic calculations may also be required and candidates will need to be familiar with specialist travel and tourism vocabulary, terminology and abbreviations.
- Another question, worth 35 marks, will be an extended written business communication task. Candidates will be asked to use the information from the reading comprehension question and represent it as a business communication for a specified purpose. This could be in the form of a letter or memorandum. A third question, worth 20 marks, will involve a follow up task where candidates will be required to write a fax or compose: a message, a written instruction or a notice, or complete a form, in order to obtain or give additional information or make a reservation.
- A fourth question, worth 25 marks, will involve writing a response to a change in arrangements. Candidates will be asked to reorganise, recalculate, modify/cancel or notify the changes by writing a fax, a memo, a notice, or a message as specified.
- The questions/tasks will be presented in a business/tourism format using standard layouts (booking forms, message pads, fax forms, application forms, letters and memos)
- Extracts of travel information taken from published international travel guides, manuals, timetables, maps, as well tables, lists, charts and tourism texts in English are used to support the scenarios and provide the information on which the tasks are based.

### **Answer Formats**

Each question requires an answer that is:

- adequate in practical business terms in the sense that:
  - the purpose of the communication is achieved
  - the task is successfully completed
  - the correct format is chosen
  - essential matters are included and dealt with
  - the content is presented logically, accurately and unambiguously
  - irrelevant information is excluded
  - order, clarity, balance and relevance are evident

- correct in formal terms regarding:
  - grammar, punctuation, spelling and layout
  - good non-literary business communication at a basic level
  
- appropriate in terms of:
  - adopting a simple tourism-related professional role if required
  - fitness for the occasion displaying courtesy, politeness and degree of formality in giving or requesting information
  
- tasks may be required to be answered in one or more of the following formats:
  - writing a letter, memo, fax, note, message, list or notice
  - completing a form, table, diagram or map
  - preparing an announcement, directions or instructions
  - making a calculation
  - selecting information to specific criteria from a variety of authentic travel guides and manuals.

Candidates are allowed to take one dictionary into this examination which may be either English or foreign language/English; EDI cannot undertake to advise on which dictionaries to choose and candidates make the choice entirely at their own risk. Poor quality dictionaries may be misleading and candidates will lose time looking up words if they frequently have recourse to them.

Students are also allowed to use a basic calculator.

Candidates are also recommended to refer to the Model Answers, and past question papers for Written English for Tourism Level 1 which are available from EDI and which give examples of appropriate layout and presentation.

### **Varieties of English**

EDI will accept any of the main varieties of English (British, North American, Australasian) in candidates' answers as long as candidates are consistent in the variety they use.

### **Mark Allocation**

The weighting of marks will be:

- |  |     |
|--|-----|
| • clarity and appropriacy of layout              | 10% |
| • style, tone, suitability to the task           | 20% |
| • content and communication of message           | 50% |
| • correct use of English (grammar, spelling etc) | 20% |

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TOTAL	100%
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## Certification

Successful candidates will be awarded the Level 1 Certificate in Written English for Tourism based on the achievement of the percentages and grades below:

Pass	50%
Credit	60%
Distinction	75%

## Recommended Reading List and Support Material

At the time of publication of this Extended Syllabus, there is no one definitive text book to support studies for this qualification. However, the following publications may be helpful and useful:

### Reading List

Title	Author	Publisher	ISBN Code
Be My Guest	F. O'Hara	CUP	9780521776899
Welcome	Leo Jones	CUP	9780521606592
English for International Tourism	P. Strutt	Longman	9780582479838
Plus Workbook	P. Strutt	Longman	9780582479845

### Support Materials

#### Suggested Supplementary Books

Dictionary of Leisure And Tourism	A & C Black	A & C Black	9780713685459
Check Your English for Leisure and Tourism	R.Wyatt	A & C Black	9780713687361

Additionally, the Model Answers and past question papers for Written English for Tourism Level 1 are recommended.

### How To Offer This Qualification

To offer this qualification you must be an LCCI IQ registered examination centre. To gain centre approval please contact Customer Support on 08700 818008 between the hours of 0830 and 1700 (GMT) Monday to Friday or by email on [centresupport@ediplc.com](mailto:centresupport@ediplc.com).

Alternatively you may contact your Regional LCCI Office or Co-ordinating Authority.

## **Syllabus Topic**

## **Items Covered**

### **1 Composing a simple business communication**

Candidates must be able to:

- 1.1 Adopt an appropriate style or tone for the particular purpose
- 1.2 Use consistent business conventions regarding layout, addresses, salutation, complimentary close and signature
- 1.3 Display coherence and cohesion to ensure fluent reading of the communication
- 1.4 Avoid over-use and overt copying from the rubric
- 1.5 Ensure that the length of the communication is adequate for the stated purpose
- 1.6 Avoid the inclusion of all unnecessary information in their answers
- 1.7 Avoid the invention of information, unless instructed to do so
- 1.8 Avoid ambiguity in communicating information
- 1.9 Paragraph and use suitable headings where relevant
- 1.10 Use specific vocabulary and terminology used by the travel and tourism industry

### **2 Basic business reading comprehension in a tourism context**

Candidates must be able to:

- 2.1 Understand the given material or data
- 2.2 Understand specific vocabulary, terminology and abbreviations used by the travel and tourism industry
- 2.3 Select information to complete the specific criteria of the task
- 2.4 Check information

### **3 Tourism-related information processing and reformulation**

Candidates must be able to:

- 3.1 Set out information in a clear, logical and appropriate format
- 3.2 Calculate accurately and clearly set out numbers and costs
- 3.3 Use precise and accurate wording appropriate to the task

Note: It is helpful for students to have a good knowledge of world geography and an understanding of job roles in the travel and tourism industry.

### **4 Tourism-related tasks**

Candidates must be able to:

- 4.1 Perform the following general tourism-related tasks
  - 4.1.1 scan maps, guides, timetables, floor plans, diagrams, brochures, and promotional literature to extract information
  - 4.1.2 check and represent information
  - 4.1.3 complete forms
  - 4.1.4 give or write information, instructions and directions
  - 4.1.5 write announcements and notices
  - 4.1.6 check and amend lists
  - 4.1.7 deal with enquiries and problems
  - 4.1.8 calculate costs
  - 4.1.9 read and understand a variety of types of written business correspondence used in the travel and tourism industry
- 4.2 Perform the following tasks specific to airports and airlines
  - 4.2.1 make and confirm reservations
  - 4.2.2 give boarding directions and instructions
  - 4.2.3 write announcements and messages

- 4.3 Perform the following tasks specific to tourist information centres
  - 4.3.1 carry through reservations processes
  - 4.3.2 make cancellations and amendments
  - 4.3.3 write a walking tour
  - 4.3.4 summarise and give information on places of interest
  - 4.3.5 calculate costs of transportation, accommodation, tickets for entry to museums, theatres and entertainment centres
  
- 4.4 Perform the following tasks specific to: cruise ships, holiday/ski resorts, leisure centres, theme parks and camp sites
  - 4.4.1 check and amend guest/passenger lists/ requirements
  - 4.4.2 allocate rooms, facilities and seats
  - 4.4.3 make arrangements for surface travel
  - 4.4.4 write walking tours
  - 4.4.5 summarise and give information on places of interest
  - 4.4.6 calculate numbers of: passengers, rooms, tickets, seats
  - 4.4.7 understand basic catering terms, menus, dishes
  - 4.4.8 advise upon and explain anomalies
  
- 4.5 Perform the following tasks specific to hotels
  - 4.5.1 check rooming lists
  - 4.5.2 make and confirm reservations
  - 4.5.3 make modifications and cancellations
  - 4.5.4 calculate bills, check invoices and explain mistakes
  - 4.5.5 check lists for laundry, catering supplies and room service orders and explain anomalies
  - 4.5.6 understand common catering terms, menus and dishes

- 4.6 Perform the following tasks specific to travel agencies
  - 4.6.1 select travel itineraries/holidays to client specification
  - 4.6.2 provide essential travel information
  - 4.6.3 organise travel itineraries
  - 4.6.4 summarise and give information on places of interest
  - 4.6.5 work out basic route plans and check information
  - 4.6.6 make reservations, amendments and cancellations
- 4.7 Perform the following tasks specific to rail, bus, or coach stations
  - 4.7.1 calculate ticket costs (adult, children, promotional fares)
  - 4.7.2 calculate numbers: passengers, seats or tickets

## 5 The specialist language of the tourism industry

Candidates must be able to understand and use the specialised vocabulary, idiomatic expressions, and abbreviations commonly used in the travel and tourism industry, including:

- 5.1 The following vocabulary items:  
*adjoining/interconnecting rooms, aisle seat, allocation (of rooms/ seats etc), check-in, on/to board, boarding pass, berth, business class, carrier, charter, chain (hotel/ restaurant), check-out, coach party, configuration (aircraft), confirmation, connecting flight, continental breakfast, cruise, deck plan, disembark, duty free, evacuate excess baggage, en suite, ferry, fly-drive front office, flight deck, flight crew, full-board, guarantee policy, go first class, half board, hand baggage, hire car, inbound, in-flight, in-house, inclusive tour, independent traveller, itinerary, landing card, limousine service, motel, meal plan, non-refundable ticket, one-way ticket, outbound, one hour ahead, package, (off) peak, portorage, promotional fare, quay, row, reconfirmation, resort representative, room types, safari park, high/low season, self catering, sightseeing tour/excursion, souvenir, suite, supplement, tailor-made holiday, terminal, theme park, throughfare, tour guide, tourist class, transfer, twin-bedded, visa, validity, voucher*

5.2 The following phrasal verbs:

*to break down*  
*to check-in/out*  
*to fly over*  
*to go on/get off*  
*to pick up*  
*to put up*  
*to set off*  
*to stop off/over*  
*to take off*  
*to turn round*  
*to work out*

5.3 The following abbreviations:

*R.O. (Room Only)*  
*B & B (Bed and Breakfast)*  
*H/B, F/B (Full / Half Board)*  
*Tw, Sgl, Dbl (Twin, Single Double)*  
*Ex Dep. Arr. ("from", Departure, Arrival)*  
*P.P. (per person)*  
*Pax (passengers)*  
*Air con, 5 dr (Air Conditioning, 5 door)*  
*Re, Ref (Reference to)*  
*Req (required/requirements)*  
*TV (Television)*  
*VIP (Very Important Person)*  
*Mon, Tue, Wed etc ... (Monday etc ...)*  
*Jan, Feb, Mar etc ... (January etc ...)*

**6 Linguistic competence  
(structures)**

Candidates must be able to:

6.1 Recognise and use the following verb forms

- 6.1.1 the simple present (eg *I enclose.*)
- 6.1.2 the present continuous (eg *I am enclosing...*)
- 6.1.3 the simple past (eg *You reserved...*)
- 6.1.4 the perfect (eg *I have booked...*)
- 6.1.5 the passive voice (eg *Brochures are sent / Tickets will be sent/The room has been cleaned..*)
- 6.1.6 the future expressed with present + time marker (eg *I am arranging your flight today*)
- 6.1.7 the future expressed with *will* and *going to* (eg *We will / are going to allocate twenty rooms*)
- 6.1.8 imperatives  
(eg *Please refer to our letter of...*)
- 6.1.9 the modals *can, may, would, must* and *will* (eg *We can offer you a discount for a group booking*)

- 6.2 Recognise the following verb forms
  - 6.2.2 the past continuous (eg *I was checking the timetable...*)
  - 6.2.3 the past perfect (eg *He had invoiced...*)
  - 6.2.4 the modals *could*, *shall* and *should* (eg *What table decorations should we purchase?*)
  - 6.2.5 gerunds (eg *a client who enjoys playing golf can ...*)
- 6.3 Recognise and use the following types of adjectives
  - 6.3.1 possessive adjectives (eg *We refer to your letter of...*)
  - 6.3.2 demonstrative adjectives (eg *He chose these hotels for the conference*)
  - 6.3.3 descriptive adjectives, comparatives and superlatives (eg *The weather report was very good / The climate is better in July*)
- 6.4 Recognise the more complex descriptive adjectives *quite* and *rather* (eg *The resort representative was quite good at sorting out the problems at the hotel*)
- 6.5 Recognise and use the locative adverbs *here*, *there*, *anywhere* and *inside* (eg *Please come inside to the Hospitality Desk on arrival*)
- 6.6 Recognise the locative adverb *nowhere* (eg *There is nowhere for small children to play*)
- 6.7 Recognise and use the following types of pronouns
  - 6.7.1 possessive pronouns (eg *The suitcase is mine / Yours is in front of the reception desk*)
  - 6.7.2 indefinite pronouns (eg *Can anyone assist you? / Everything is under control*)
  - 6.7.3 relative pronouns and simple clauses with *that* (eg *The Conference Manager, who was organising the event... / The catering supplies that must be ordered*)
- 6.8 Recognise the indefinite pronouns *somebody*, *nobody* (eg *Is somebody coming to meet the group?*)

- 6.9 Recognise the relative pronoun *whom* (eg *To Whom it may concern*)
- 6.10 Recognise and use the determiners *a* and *the* (eg *The memo you wrote / A city guide*)
- 6.11 Recognise and use the demonstratives *this, that, these* and *those* (eg *Please take these vouchers with you*)
- 6.12 Recognise and use the quantifiers *a lot of* and *some of* (eg *A lot of new trainees are joining the airline*)
- 6.13 Recognise the quantifiers *enough* and *much* (eg *We have enough fuel*)
- 6.14 Recognise and use the interrogatives *when, where, why, what, how far, how much* and *how many* (eg *When did you write? / How many rooms did you reserve?*)
- 6.15 Recognise and use subordinate clauses with *if, that, because, where* and *when* (eg *We shall repeat the tour when we have twenty bookings / Our client wishes to cancel the holiday because he is too ill to travel*)
- 6.16 Recognise and use the first conditional (eg *If the fog clears, the plane will take off. If you need any more information, please let me know.*)

## 7 Linguistic competence (concepts)

Candidates must be able to understand and express the following concepts:

### 7.1 Spatial relationships

- 7.1.1 geographical location *north, south, east, west*
- 7.1.2 distance *near, far, from ... to ...*
- 7.1.3 directions *left, right, straight on, across, along*

### 7.2 Time

- 7.2.1 days of the week
- 7.2.2 telling time
- 7.2.3 sequence *first, last, then*
- 7.2.4 *starting, finishing*
- 7.2.5 frequency *once, twice weekly, daily*
- 7.2.6 duration *during the tour/flight*

### 7.3 Quality

7.3.1 shape *round, square*

7.3.2 dimension: size *big, high*; length *kilometre, long*; weight *kilo heavy*

### 7.4 Evaluation and opinion

7.4.1 a limited range of adjectives PLUS those used to describe places, facilities etc in guide books and brochures (eg *romantic, luxurious, comfortable, budget, peaceful, lively, busy, historic, ancient, tropical, stony, hilly, charming, unspoiled, welcoming, ruined*) also nouns used in adjectival form to describe colours (eg *golden sand, emerald sea*)

7.4.2 *cheap / expensive*

7.4.3 *better / worse*

7.4.4 *easy / difficult*

## 8 Linguistic competence (vocabulary)

Candidates must be able to use vocabulary in the following areas:

8.1 Social exchanges (eg *greetings / forms of address and introduction / leave-taking / expressing interest in job-related activities / leisure pursuits*)

8.2 Social arrangements (eg *making suggestions, issuing invitations / responding by acceptance or declining / making simple arrangements for meetings and functions / food and drink*)

8.3 Selecting destinations based on:

8.3.1 hobbies and interests (eg *fishing, sailing, photography, painting*)

8.3.2 entertainment (eg *sightseeing, theatre, cinema, music, dancing*)

8.3.4 sporting activities (eg *tennis, golf watersports*)

8.3.5 weather/climate conditions (eg *hot, sunny, windy, mild, cool, cold, rain, storms, fog, snow, humidity*)

8.4 Travel arrangements (eg *types of travel - rail, road, air / booking arrangements / arrival and departure / destinations, duration of journeys / arrangements for meeting clients / hotel bookings and facilities / services available*)

- 8.5 The workplace
  - 8.5.1 organisations (eg *simple job titles / occupations / relationships within the organisation*)
  - 8.5.2 workplace items (eg *furniture and equipment in everyday use / correspondence methods / daily working routines*)
  - 8.5.3 orders (eg *cardinal numbers to 5 digits / ordinal numbers to 2 digits / approximations*)
  - 8.5.4 quantities (metric) / dates for delivery, arrival and departure / availability of goods and services
  - 8.5.6 making payments, credit cards
- 8.6 Products and services
  - 8.6.1 basic description of products in the travel and tourism industry
  - 8.6.2 simple faults, symptoms and remedies
  - 8.6.3 simple operational instructions for basic equipment
  - 8.6.4 shapes, dimensions, texture, colours, materials
  - 8.6.5 simple evaluation and opinion about familiar items and procedures
- 8.7 Accommodation
  - 8.7.1 features, furniture, amenities
  - 8.7.2 services (eg *hot water, room services*)
  - 8.7.3 regional varieties, differing types

**9 Linguistic competence (functions)**

Candidates must be able to recognise and use expressions of:

- 9.1 Desires
  - 9.1.1 positive desires (eg *I want a room with a sea view*)
  - 9.1.2 negative desires (eg *I do not want to stay in the city centre*)
  - 9.1.3 enquiring about desires (eg *What do you want to do about booking the holiday?*)
- 9.2 Preferences (eg *I would prefer a job in reception / I would rather not travel by air*)
- 9.3 Apology (eg *I am so sorry you missed your flight*)

9.4 Regret (eg *We are sorry to inform you that we are fully booked until...*)

9.5 Gratitude and pleasure

9.5.1 *Thank you very much for booking with us*

9.5.2 *The resort was very pleasant indeed*

9.6 Social conventions

9.6.1 greetings (eg *Good morning / How are you? / How are things?*)

9.6.2 responding to greeting (eg *I'm fine, thank you / I am very well*)

9.6.3 addressing a customer (eg *Please excuse me, Sir/Madam*)

9.7 Communication repair

9.7.1 *Can you repeat the last name please?*

9.7.2 *Sorry, when do you want to leave for ....?*

9.7.3 *Excuse me, but I lost your instructions*

**EDI**

International House  
Siskin Parkway East  
Middlemarch Business Park  
Coventry CV3 4PE  
UK

Tel. +44 (0) 8707 202909

Fax. +44 (0) 2476 516505

Email. [enquiries@ediplc.com](mailto:enquiries@ediplc.com)

[www.ediplc.com](http://www.ediplc.com)



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