

STIMULUS HR6

Topic: Travel and tourist transactions

Instructions to candidates:

You are at the reception of a hotel in France. The teacher will play the role of the receptionist and will speak first.

You must address the receptionist as *vous*.

You will talk to the examiner using the five prompts below.

- where you see – ? – you must ask a question
- where you see – ! – you must respond to something you have not prepared

Task

Vous êtes à la réception d'un hôtel en France. Vous parlez avec le/la réceptionniste.

1. Réservation – chambre
2. Vacances en France – raison
3. !
4. ? Petit déjeuner – heures
5. ? Restaurant – recommandation

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Topic: Travel and tourist transactions

Instructions to teacher:

- Address the candidate as *vous*
- The target language phrases below must be asked verbatim. There must be no supplementary questions and no re-phrasing of questions but questions may be repeated.

Begin the role play with the following introduction:

Vous êtes à la réception d'un hôtel en France. Vous parlez avec le/la réceptionniste.

1	<i>Je peux vous aider ?</i> Allow the candidate to book a room.
2	<i>Pourquoi venez-vous passer vos vacances en France ?</i> Allow the candidate to say why s/he comes on holidays in France.
3	<i>!</i> <i>Qu'est-ce que vous avez fait depuis votre arrivée en France ?</i> Allow the candidate to say what s/he has done since his/her arrival in France. <i>Très bien.</i>
4	<i>?</i> Allow the candidate to state the timings for breakfast. <i>Give an appropriate brief response.</i>
5	<i>?</i> Allow the candidate to ask you to recommend a restaurant. <i>Give an appropriate brief response.</i>

Vous êtes à la réception d'un hôtel en France. Vous parlez avec le/la réceptionniste

Prompt 1 : Réservation - chambre

Question 1 : Je peux vous aider ?

Mark	Descriptor
0	Réservation No rewardable communication. No detail of reservation is given. une chambre Highly ambiguous. Lack of verb and subject makes it unclear that candidate wants to book a room.
1	Je réserve chambre Communication is ambiguous. Pronunciation of <i>réserve</i> makes it unclear if the booking has been done or needs to be done. Réserve une chambre Communication is only partially clear because of the absence of a clear verb formation or subject.
2	Je voudrais réserver une chambre Clearly communicated despite error on second verb (<i>réserve</i> instead of <i>réserver</i>). C'est possible réserver une chambre ? Clearly communicated despite anglicised structure.

Prompt 2 : Vacances en France – raison

Question 2 : Pourquoi venez-vous passer vos vacances en France ?

Mark	Descriptor
0	Mes vacances No rewardable communication. The candidate has not answered the question. Vacancies ici bien Anglicised pronunciation of key word ('vacancies' instead of 'vacances') prevents communication.
1	Raison parce que bon Partially clear. Lack of verb makes the response imprecise but the wording gives the statement some meaning in the context of the question. Aimer climat chaud Ambiguous ; the verb ('aimer') has not been changed to make it clear who is doing the action, ('j'aime') and lack of definite pronoun ('le climat') makes it unclear whether the candidate likes hot weather in general or comes to France because of the hot weather.
2	J'aime le France Clearly communicated. Despite minor gender error ('le' instead of 'la') Parce que la France est belle Clearly communicated

Prompt 3 : !

Question 3: Qu'est-ce que vous avez fait depuis votre arrivée en France?

Mark	Descriptor	
0	La ville est grand	Aller la ville
	No rewardable communication. Question has not been answered.	Highly ambiguous. Absence of subject and clear past tense form of verb makes it unclear as to who has done the action and when.
1	Visité le region	J'avez du shopping.
	Communication is only partially clear due to unclear use of past tense and lack of subject; anglicised pronunciation of 'region.'	Partially clear ; incorrect use of verb ('j'avez' instead of 'j'ai fait'). Use of the word, 'shopping' however gives the statement some meaning in the context of the question.
2	J'ai visité la chateau	Je suis allé/e à ville
	Clearly communicated despite minor gender error ('la')	Clearly communicated despite minor error ('à' rather than 'en')

Prompt 4 : ? petit déjeuner- heures

Mark	Descriptor	
0	Petit déjeuner ?	Le déjeuner à quelle heure ?
	No rewardable communication. Key detail missing (what time).	Highly ambiguous. Missed out the word, 'petit' therefore the candidate is asking about lunch rather than breakfast.
1	Petit déjeuner heure?	Quel temps est le petit déjeuner
	Communication is only partially clear due to absence of verb and question word.	Communication is ambiguous due to use of vocabulary, i.e. 'temps' for 'time.'
2	A quelle heure est le petit déjeuner ?	Les heures du petit déjeuner, s'il vous plait.
	Clearly communicated	Clearly communicated despite not having a question form or using interrogative intonation.

Prompt 5 : ? restaurant – recommendation

Mark	Descriptor	
0	Où est le restaurant ? No rewardable communication. Not asking for a recommendation but is asking a different question.	Tu as bon restaurant? Highly ambiguous. Candidate has not asked an appropriate question.
1	Je voudrais un restaurant Communication is ambiguous; doubt as to whether candidate wants a restaurant recommended or wants to know where the restaurant is in the hotel.	Tu as bon restaurant? Communication is ambiguous; doubt as to whether candidate is asking whether the restaurant in the hotel is good or whether they can recommend a hotel. Inappropriate register for the context ('tu as' instead of 'vous avez').
2	Vous pouvez recommander un restaurant ?	Il y a un bon restaurant près d'ici ? Clearly communicated
	Clearly communicated	Clearly communicated