

2026 جانفي	امتحان السداسي الأول في اللغة الانجليزية	جامعة أبي بكر بلقايد - تلمسان
2 سا	ماستر 1 إدارة المؤسسات السياحية	قسم العلوم السياسية



.....: اللقب والاسم:

Managing tourism establishments means taking care of places like hotels, resorts, and travel agencies. Managers must ensure that every guest feels happy and safe during their stay. **They** oversee the staff, handle budgets, and make sure the building is clean and organized. A good manager always listens to customer feedback to improve their services.

Tourism management also involves marketing to attract more visitors to the area. Managers plan special events and create fun activities for people to enjoy. They work hard to protect the environment while helping the local economy grow. By balancing guest needs with smart business choices, **they** create a successful destination.

**Task 1: Say whether the following statements are true (T) or false (F). (02 pts)**

1	2	3	4

- 1- Tourism managers are responsible for making sure guests feel safe.
- 2- A manager should ignore what customers say about their service.
- 3- Marketing is used to attract more visitors to a tourism area.
- 4- Managers only care about the building and do not plan any activities.

**Task 2: Answer the following questions according to the text. (03 pts)**

1- What are some examples of tourism establishments mentioned in the text?

▶ .....

2- Why do managers plan special events and fun activities?

▶ .....

3- Besides guest needs, what else must a manager balance to be successful?

▶ .....

**Task 3: Find in the text words that can be synonym to the following. (01 pt)**

1- ameliorate, better (P1) = ..... 2- difficultly (P2) = .....

**Task 4: Find in the text words that can be opposite to the following. (01 pt)**

1- dirty (P1) ≠ ..... 2- bad (P1) ≠.....

**Task 5: What do the underlined words refer to in the text? (01 pt)**

1- they (P1) = ..... 2- they (P2) = .....

**Task 6: Give the correct form of the verbs in brackets. Write only verbs (04 pts)**

Our manager never **(come)** late, but yesterday he **(not arrive)** on time. By the time we started the meeting, he realized that he **(miss)** his train. Look! He **(walk)** towards his office now.

▶ come = (.....) / ▶ not arrive = (.....) /

▶ miss = (.....) / ▶ walk = (.....)

**Task 7: Classify the following words according to the pronunciation of their final “ed”.**  
**(01 pt)**

started - arrived - finished - ended

/ t /	/ d /	/ id /

**Task 8: Reorder the following sentences. (Use letters only in the table) (02pts)**

- a- and providing excellent service to guests.
- b- Managers focus on organizing daily tasks
- c- of the business and its staff.
- d- They also handle the financial health

1	2	3	4

**Task 9: Answer the following question in a shot paragraph. (05pts)**

- Why are you studying Management of Tourism Establishments?

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*Good luck(meche)!*

## ANSWER KEY

**Task 1: Say whether the following statements are true (T) or false (F).**

1- Tourism managers are responsible for making sure guests feel safe. ► (T)

Justification: The text states they must ensure every guest feels happy and safe.

1	2	3	4
T	F	T	F

2- A manager should ignore what customers say about their service. ► (F)

Justification: The text says a good manager always listens to customer feedback.

3- Marketing is used to attract more visitors to a tourism area. ► (T)

Justification: The text mentions that management involves marketing for this reason.

4- Managers only care about the building and do not plan any activities. ► (F)

Justification: The text states that managers plan special events and create fun activities.

**Task 2: Answer the following questions according to the text.**

1- What are some examples of tourism establishments mentioned in the text?

► Some examples are **hotels, resorts, and travel agencies**.

2- Why do managers plan special events and fun activities?

► They plan these things for **people to enjoy** and to **attract more visitors** to the area.

3- Besides guest needs, what else must a manager balance to be successful?

► They must balance guest needs with **smart business choices**, protecting the **environment**, and helping the **local economy**.

**Task 3: Find in the text words that can be synonym to the following. (01 pt)**

1- ameliorate, better (P1) = **improve** 2- difficultly (P2) = **hard**

**Task 4: Find in the text words that can be opposite to the following. (01 pt)**

1- dirty (P1) ≠ **clean** 2- bad (P1) ≠ **good**

**Task 5: What do the underlined words refer to in the text? (01 pt)**

1- they (P1) = **Managers** 2- they (P2) = **Managers**

**Task 6: Give the correct form of the verbs in brackets. Write only verbs (04 pt)s**

Our manager never **comes** late, but yesterday he **did not arrive** on time. By the time we started the meeting, he realized that he **had missed** his train. Look! he **is walking** towards his office now.

**Task 7: Classify the following words according to the pronunciation of their final “ed” . (01 pt)**

/ t /	/ d /	/ id /
finished	arrived	started - ended

**Task 8: Reorder the following sentences into a coherent paragraph. (Use letters only in the table). (02pts)**

- a- and providing excellent service to guests.
- b- Managers focus on organizing daily tasks
- c- of the business and its staff.
- d- They also handle the financial health

1	2	3	4
b	a	d	c

**Task 9: Answer the following question in a shot paragraph. (05pts)**

- Why are you studying Management of Tourism Establishments?