

Resolución de fecha 22 de enero de 2024

### LISTENING RCA

IB07 Téc. Mantenimiento (Todas las esp.)  
IC11 Téc. Programación y Operaciones  
IC15 Téc. Programaciones Área Movimiento

Pregunta	RESPUESTA
1	C
2	C
3	C
4	C
5	A
6	A
7	C
8	B
9	A
10	B

### LISTENING INGLÉS GENERAL

IC13 Tec. Atención a Pasajeros, Usuarios y Clientes  
IC17 Apoyo Atención a Pasajeros, Usuarios y Clientes

Pregunta	RESPUESTA
1	C
2	B
3	A
4	A
5	C
6	B
7	B
8	A
9	B
10	C

**TRANSCRIPCIÓN PREGUNTAS  
LISTENING RCA****1. GRABACIÓN:**

- Bilbao Ground, BIGJET 347, Radio check 118.3.
- BIGJET 347, Bilbao Ground, readability 5.

**2. GRABACIÓN:**

- BIGJET 347, RVR is greater than 1200 metres.

**3. GRABACIÓN:**

- G-AB, over KTN 3000 feet field in sight, request visual approach.

**4. GRABACIÓN:**

- G-CD, traffic 10 o'clock 6 miles crossing left to right height unknown fast moving. If not sighted turn left heading 270 degrees.

**5. GRABACIÓN:**

- G-CD, runway 06, QNH 1008, taxi holding point B2 runway 14 via taxiway Alpha.
- QNH 1008, G-CD, request backtrack runway 06 and taxiway Bravo.

**6. GRABACIÓN:**

- BIGJET 347, outer marker.
- BIGJET 347, runway 28 cleared to land surface wind 280 8.

**7. GRABACIÓN:**

- Fire 1, report your position.
- Fire 1, taxiway Bravo by the maintenance hangar.

**8. GRABACIÓN:**

- BIGJET 347, after the landing A320, cross runway 26 at Bravo 1. Report vacated.

**9. GRABACIÓN:**

- Ops 1, TRUCK 5 on the Southern Apron, request proceed to Northern Apron, via runway 27.
- TRUCK 5, proceed holding point Alpha 2 via Alpha and Bravo hold short of runway 27.

**10. GRABACIÓN:**

- Málaga Control, BIGJET 347, request 300 knots due configuration.
- BIGJET 347, no ATC speed restriction.

**TRANSCRIPCIÓN TEXTO 1**  
**INGLÉS GENERAL**

*Listen to an airport information desk training workshop with a trainer and 4 new employees. For questions 1 to 5 choose the answer A, B, or C which fits best according to what you hear.*

TRAINER: It's great to see all of you. Welcome to the training workshop. This time next week, you'll be dealing with real customers. Working at the airport information desk is a great job, but it can be a tough job. You need to know all about the airport, the airlines and the facilities. You also need to be sensitive and you need to be resilient because people who are traveling are often very tired and can be difficult. So let's go through a few what-if situations and find out what you'd do. Okay, customer number one walks up to the desk and says that he missed his flight and there isn't another flight until tomorrow night. What would you do? Sammy?

SAMMY: I'd offer to call the airport hotel and make a reservation for him. I'd also check whether he had a frequent flier number or was entitled to any special deals or discounts.

TRAINER: Fine. Luckily, customer number one is reasonable. I'm afraid we can't say that about customer number two; Customer number two has missed his connecting flight. He gets agitated and blames the airport. He says he never would have missed the flight if the airport weren't so big and confusing. What would you do in that case? Andrea?

ANDREA: Well, I'd explain that there is an interactive map on the website so people can plan everything before they arrive at the airport. I'd say that we advise people to allow plenty of time between connecting flights, I'd tell him that if he'd left a little more time, he wouldn't have missed his flight and I'd probably say that the information desk attendants are ready and willing to help passengers find their way and tell him he should have asked them for directions.

TRAINER: Hm, that might not work. You might need to show a little more compassion. We'll try this one again in a roll play. Before we do that, though, we've got customer number three. Customer number three comes up to the desk. She is angry because her flight has been delayed by bad weather. She's sure that by the time she gets to the meeting she is on her way to, they'll have been discussing the issues for an hour, and all the key decisions will have been made. What are you going to do about it? Ricardo?

RICARDO: I'd explain to her that it's a shame that her flight is delayed, but that really the weather is nobody's fault.

TRAINER: That is true, but it usually isn't a very popular response. In fact, it usually infuriates people. Does anyone else have an idea? Hannah?

HANNAH: Well, I'd probably say I know what she means. It's so frustrating. depending on which airline she's flying with, I'd try to get her into one of the business lounges. That's if she hadn't already been directed there by the airline. She could get a bite to eat and something to drink, use the Wi-Fi or just relax for a while in peace and quiet. That should improve her mood.

TRAINER: Nice one! Okay, let's try some of these role-plays.

**TRANSCRIPCIÓN TEXTO 2**  
**INGLÉS GENERAL**

*Listen to Cindy, Scott and Leila talk about their travel problems. What happened to each person? For questions 6 to 10 choose the answer A, B, or C which fits best according to what you hear.*

1. CINDY: You'll probably be surprised to hear what I did. I was on a business trip. The flight was a long one and when I arrived at my destination, I was eager to get my bags and get to my hotel to relax. Well, you know, they always tell you to be careful to get the right bag. But I was in a hurry. You can guess what happened. My black suitcase looked just like every other one. So, I picked up someone else's. I didn't realize my mistake until I got to the hotel. Well, I immediately called the airport and fortunately it all worked out. I had to go back to the airport though, to pick up my suitcase and return the other one, and of course I also had to apologize. If only I checked the name tag more carefully. It's funny, this sort of thing almost never happens to me when I travel.

2. SCOTT: This is kind of a funny story. I was in Panama City and had a layover between flights. I had arrived at about 6pm, and my flight out wasn't until about 8:30. Well, my flight was delayed, and delayed. It got really crowded at the departure gate. I was getting tired and there were so many people around. I hate crowds. So I went to sit away from the departure gate to escape the crowds. I was reading and feeling drowsy. I wish I'd slept on the flight to Panama. Anyway, the next thing I know, I wake up and there's no one around. The crowd is gone. I'd fallen asleep and missed my flight. They must have made lots of announcements and I missed them all. Boy, did I feel stupid. I had to stay in Panama City overnight and catch a flight out the next morning.

3. LEILA: Yes, it's an awful feeling and I've been kicking myself here. It's never happened to me before, though I've had a few near misses, like the time I got stuck in traffic on the road to the airport and only just made it in time. Or when I got off the underground at terminal 5 rather than 4, and had to race back to the station when I eventually realized my mistake. On this occasion I got there on time, but there were just too many people waiting ahead of me and when I finally reached the desk, I was told the flight had closed out.