

**PROVA DE INGRESSO PARA AVALIAÇÃO DE CAPACIDADE PARA  
FREQUÊNCIA DO ENSINO SUPERIOR DOS MAIORES DE 23 ANOS**

**Escola Superior de Gestão, Hotelaria e Turismo**

**2025/2026**

*Componente Específica de Inglês para o Ingresso na Licenciatura em Turismo  
(Faro/Portimão) e nos TeSP em Secretariado Executivo e Marketing Digital.*

**INFORMAÇÕES**

- A) A componente específica está cotada para um total de 20,0 valores.
- B) É permitido o uso de dicionário Inglês-Inglês.
- C) Nas respostas com limite de palavras, para efeitos de contagem, considera-se uma palavra qualquer sequência limitada por espaços em branco.
- D) A não observância da recomendação sobre o limite de palavras a utilizar nas respostas terá a penalização máxima de 2 valores.
- E) O candidato deverá responder na folha de resposta.

Read the text carefully.

## 'We won't come again': Dazed visitors fed up with overcrowded Louvre



Paris attraction in need of overhaul amid complaints of leaks, long waits, lack of signage – and too many people.

As the crowds poured out of the Louvre, the look of dazed exhaustion on many faces confirmed what the museum's director had warned last week: a trip to Paris's biggest cultural attraction has become a "physical ordeal".

Myriam, 65, a former secondary school science teacher, had driven from Belgium with her husband to show their 12-year-old granddaughter the Mona Lisa. They left disappointed. "I think the Louvre is a victim of its own success," she said. "We won't come again." They had squeezed through huge crowds on Monday to try to catch a glimpse of Leonardo da Vinci's masterpiece, but found the room badly designed and with no proper flow of people. They had been baffled by the lack of signage in the vast wings.

"There are so many people. Lots of rooms aren't numbered. The staff are very friendly, but you feel they're more there to show people the way than to protect the paintings," said Myriam. "Then there's the wait to get in – we had time-slot tickets but still had to wait 45 minutes outside. I hadn't realised we needed separate tickets to the temporary exhibition and it was sold out."

On Tuesday, the French president, Emmanuel Macron, will deliver a speech at the Louvre in which he is expected to unveil details of new investment, which could involve major overhaul – even a potential additional entrance. But the work required is vast and the government is facing severe budget constraints.

One of the largest arts centres on the planet and the world's most visited museum, the Louvre attracts more than 8 million people a year. When it was modernised in the 1980s, it was designed to welcome 4 million visitors a year, yet now handles more than double that number and is increasingly stressing out its visitors.

On Monday, a 74-year-old clinical psychologist from Paris, who said she had been a regular visitor to the Louvre for 40 years, exited the popular temporary exhibition, *Figures of the Fool*, feeling battered. "I'm leaving in a state of extreme fatigue and I've vowed never to visit again," she said, declining to give her name. "The noise is so unbearable under the glass pyramid; it's like a public swimming pool. Even with a timed ticket, there's an hour to wait outside. I can't do it anymore. Museums are supposed to be fun, but it's no fun anymore. There's no pleasure in coming here anymore. And to get out you're made to walk the length of a shopping arcade to force people to buy things – commercial interests have taken over everything."

45 The Louvre's director, Laurence des Cars, warned in a damning note to the Culture Minister  
this month that the facilities were below international standards, the visits were not easy and  
involved long waits, and the building was in poor repair, including leaks and poor temperature  
controls. Despite investment in new outposts of the Louvre, including in the northern former  
50 coalmining town of Lens and in Abu Dhabi, the vast Paris Museum has not had a significant  
structural overhaul in decades.

Macron, who chose the Louvre as the backdrop to his presidential victory speech in 2017,  
has decided to personally address the crisis. After the recent renovation of Notre Dame  
Cathedral five years after it was damaged by fire, the Louvre could be Macron's next legacy  
55 project, as he seeks to focus on issues that could unite the deeply divided political class and  
voters. "The Louvre is the most-visited museum in world, it deserves all our care," said one  
Élysée official.

Another Élysée source said: "The situation is urgent and the Louvre is our shared heritage.  
60 France's power in the coming years is its capacity to show **its** independence on a range of  
issues, particularly as a cultural exception."

The Louvre, which has been used for diplomacy and soft power by several presidents, is seen  
as too important for its image to be tarnished.

65 Nurperi, 40, a physiotherapist from Ankara in Turkey, who had visited with her children,  
enjoyed the Islamic art and braved the crowds for the Mona Lisa. "The artworks were  
beautiful," she said, but conceded there could have been better information and signage,  
more toilets and, ideally, less queueing.

Véronique, a retired administrator from Paris said: "The Louvre is just so huge. I went to the  
Musée d'Orsay recently and, although it's also popular, it seemed more accessible, and more  
human – much less crazy than the Louvre.

## PART A

### 1. Find evidence in the text for the following statements.

- a. Visiting Paris's most well-known cultural landmark has turned into a strenuous experience.
- b. There are plans for further funding in the Louvre, including extensive renovations and possibly an extra entryway. However, the government struggles with significant financial limitations.
- c. Originally modernised last century to accommodate under 5 million visitors annually, the Louvre now receives over twice that amount.
- d. The museum's facilities fall short of international requirements, visits are challenging with long waiting times, and the structure suffers from several issues.

- e. The Louvre has served as a tool for foreign relations and persuasion and is extremely significant for its reputation to be damaged.

**2. Answer the questions.**

- a. What is the meaning of the sentence “the Louvre is a victim of its own success” (line 13)?
- b. Why is it important to address the problem of an overcrowded Louvre?
- c. Name at least 3 problems that visitors face when visiting the Louvre. Make ONE suggestion to improve ONE of those problems.
- d. Do you agree that a country’s cultural heritage is important when it comes to diplomacy and foreign relations? Why (not)?

**3. Look at the words and say what they refer to in the text.**

- a. They (line 13)
- b. it (line 22)
- c. in which (lines 24-25)
- d. her (line 37)
- e. its (line 60)

**PART B**

**4. Complete the text with the correct verb tense.**

Overtourism <sup>1</sup> \_\_\_\_\_ (occur) when too many visitors <sup>2</sup> \_\_\_\_\_ (arrive) at a destination, overwhelming the local infrastructure and environment, and it <sup>3</sup> \_\_\_\_\_ (affect) many popular destinations around the world. Every year, millions of tourists <sup>4</sup> \_\_\_\_\_ (visit) the same cities, causing strain on local infrastructure and the environment. Right now, many cities <sup>5</sup> \_\_\_\_\_ (experience) the negative effects of large crowds, such as traffic congestion and pollution. In the past, these places <sup>6</sup> \_\_\_\_\_ (welcome) tourists gladly, but the situation <sup>7</sup> \_\_\_\_\_ (change). In recent years, local governments <sup>8</sup> \_\_\_\_\_ (introduce) new rules to manage the flow of visitors and protect cultural sites. If this trend <sup>9</sup> \_\_\_\_\_ (continue), tourism <sup>10</sup> \_\_\_\_\_ (become) unsustainable, and travellers may look for quieter alternatives.

**5. Rewrite the sentences without changing their meaning. Use the words given.**

a. Overtourism is overwhelming for the residents. Surging house prices are overwhelming for them too. BOTH

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b. Last Thursday, they appointed a new Tourism Board Director. WAS

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c. What a pity there are so many tourists at the Louvre. IF ONLY

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d. The Tourism Minister proposes regular meetings. The stakeholders must agree. IF

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e. We will not visit the Louvre or the Eiffel Tower again. NEITHER / NOR

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f. “Don’t forget the visitors need someone to represent them.” – the Minister told the public. NOT TO

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**PART C**

**6. Write a text (about 180-200 words) on the following topic.**

*‘The thing about tourism is that the reality of a place is quite different from its mythology.’*

Martin Parr, British documentary photographer

SCORE						
PART A			PART B		PART C	TOTAL
1	2	3	4	5	6	
5x0,6=3	4x1=4	5x0,4=2	10x0,2=2	6x0,5=3	6	20