

МИНОБРНАУКИ РОССИИ
ВЛАДИВОСТОКСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ
ЭКОНОМИКИ И СЕРВИСА

**РАБОЧАЯ ПРОГРАММА
УЧЕБНОЙ ДИСЦИПЛИНЫ**

ОГСЭ.03 Иностранный язык в профессиональной
деятельности
программы подготовки специалистов среднего звена
43.02.14 Гостиничное дело
Профессиональная подготовка

Форма обучения: очная

Владивосток 2022

Рабочая программа учебной дисциплины ОГСЭ.03 “Иностранный язык в профессиональной деятельности” разработана в соответствии с требованиями Федерального государственного образовательного стандарта среднего профессионального образования по специальности 43.02.14 Гостиничное дело, утвержденного приказом Минобрнауки России от 09.12.2016. № 1552, примерной образовательной программой.

Разработчик(и): Н.К. Тещина, преподаватель

Рассмотрено и одобрено на заседании цикловой комиссии

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Председатель ЦМК _____  _____ А.Д. Гусакова

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1. ОБЩАЯ ХАРАКТЕРИСТИКА ПРОГРАММЫ УЧЕБНОЙ ДИСЦИПЛИНЫ

1.1. Место дисциплины в структуре основной профессиональной образовательной программы:

Учебная дисциплина ОГСЭ 03. Иностранный язык в профессиональной деятельности является частью примерной основной образовательной программы в соответствии с ФГОС СПО по специальности 43.02.14 Гостиничное дело.

1.2. Цель и планируемые результаты освоения дисциплины:

По итогам освоения дисциплины, обучающиеся должны продемонстрировать результаты обучения, соотнесённые с результатами освоения ООП СПО, приведенные в таблице.

Код ОК, ПК	Знания	Умения
ОК.2, ОК.3, ОК.5, ОК.9, ОК.10	лексический (1200-1400 лексических единиц) и грамматический минимум, необходимый для чтения и перевода (со словарём) иностранных текстов профессиональной направленности.	общаться (устно и письменно) на иностранном языке на профессиональные и повседневные темы переводить (со словарем) иностранные тексты профессиональной направленности самостоятельно совершенствовать устную и письменную речь, пополнять словарный запас

2. СТРУКТУРА И СОДЕРЖАНИЕ УЧЕБНОЙ ДИСЦИПЛИНЫ

2.1. Объем учебной дисциплины и виды учебной работы

Вид учебной работы	Объем часов
Объем образовательной программы учебной дисциплины	165
в том числе:	
– теоретическое обучение	-
– практические занятия	135
– лабораторные работы	-
– самостоятельная работа	12
– консультации	6
– промежуточная аттестация: 1 семестр – контрольная работа; 2 семестр – контрольная работа; 3 семестр - экзамен	12

2.2. Тематический план и содержание учебной дисциплины

Наименование разделов и тем	Содержание учебного материала и формы организации деятельности обучающихся	Объем в часах	Коды компетенций, формированию которых способствует элемент программы
<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
I Семестр			
Тема 1 «Meet Our Staff» Познакомьтесь с нашим персоналом	Содержание учебного материала Практическое занятие №1 «Meet Our Staff» <u>Лексический материал:</u> Общая характеристика персонала гостиниц, корпоративная культура общения, должностные инструкции персонала гостиниц. <u>Грамматический материал:</u> - артикли - существительное, множественное число существительных; - порядок слов в английском предложении. - побудительные предложения. - настоящее простое время. Составление диалогов по предложенной тематике. Интервью с сотрудником гостиницы.	2	ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Тема 2 «Welcome!» Добро пожаловать в нашу гостиницу		
Тема 3 «Hotel Amenities» Услуги гостиниц	Содержание учебного материала	3	ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Практическое занятие №3 «Hotel Amenities»		

	<p><u>Лексический материал по теме.</u> Номера. Типы номеров. Помещения для гостей. Служебные помещения. Оборудование общественных зон.</p> <p><u>Грамматический материал:</u></p> <ul style="list-style-type: none"> - видовременная форма настоящего простое время, утвердительные, вопросительные и отрицательные предложения; - предлоги места; - прилагательное, степени сравнения. <p>Создание презентации об отеле по выбору.</p>		
<p>Тема 4 «Family-friendly Lodging» Удобства для семейного отдыха</p>	<p>Содержание учебного материала</p> <p>Практическое занятие №4 «Family-friendly Lodging»</p> <p><u>Лексический материал по теме.</u> Услуги гостиницы для проживания семей с детьми.</p> <p><u>Грамматический материал:</u></p> <ul style="list-style-type: none"> - видовременная форма глагола настоящее простое, настоящее продолженное время: утвердительные, вопросительные и отрицательные предложения; <p>Проект: Анимационная программа для детей в гостинице.</p>	3	<p>OK.2, OK.3, OK.5, OK.9, OK.10</p>
	<p>Тема 5 «Valet Service» Служба парковки</p> <p>Содержание учебного материала</p> <p>Практическое занятие №5 «Valet Service»</p> <p><u>Лексический материал по теме:</u> Персонал службы парковки, правила парковки в гостинице, парковочные талоны,</p> <p><u>Грамматический материал:</u></p> <ul style="list-style-type: none"> - видовременная форма глагола настоящее простое, настоящее продолженное время: утвердительные, вопросительные и отрицательные предложения; - местоимения: притяжательные, указательные; - модальные глаголы; - нулевой артикль в английском языке. <p>Написание реферата «Обязанности обслуживающего персонала гостиницы» (на примере одной из должностей).</p>		
<p>Тема 6 «The Guest Room» Характеристика номеров гостиниц</p>	<p>Содержание учебного материала</p> <p>Практическое занятие №6 «The Guest Room»</p> <p><u>Лексический материал по теме:</u> рекламный буклет гостиницы, характеристика номеров гостиницы, информация о наличии свободных мест, о стоимости проживания, бронирование номера.</p> <p><u>Грамматический материал:</u></p>	3	<p>OK.2, OK.3, OK.5, OK.9, OK.10</p>

	<ul style="list-style-type: none"> - видовременная форма глагола настоящее простое, настоящее продолженное время: утвердительные, вопросительные и отрицательные предложения; - использование глаголов в настоящем простом времени для выражения действий в будущем - структуры <i>Would you? Could you? I'd like...? It sounds ...</i> <p>Создание проекта «Выбор отеля для проведения семейного отдыха».</p>		
Тема 7 «Checking in» Регистрация в гостинице	Содержание учебного материала		ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Практическое занятие №7 «Checking in» <u>Лексический материал по теме:</u> Общение с потребителями гостиничных услуг при их регистрации. Размещение в гостинице. Заполнение регистрационных бланков, категории гостей гостиницы. <u>Грамматический материал:</u> <ul style="list-style-type: none"> - видовременная форма глагола в настоящем простом и продолженном времени; - местоимения: указательные (<i>this/these, that/those</i>) с существительными и без них, личные, притяжательные, вопросительные, объектные; - числительные и предлоги для обозначения сроков и времени. Подготовка ролевой ситуации «Регистрация гостя в гостинице».	3	
Тема 8 «Meet the Restaurant Staff» Характеристика служб питания. Познакомьтесь с персоналом ресторана	Содержание учебного материала		ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Практическое занятие №8 «Meet the Restaurant Staff» <u>Лексический материал по теме:</u> сотрудники ресторана, обязанности сотрудников, собеседование с претендентами на должность. <u>Грамматический материал:</u> <ul style="list-style-type: none"> - имена прилагательные в положительной, сравнительной и превосходной степенях, образованные по правилам, а также исключения. - наречия в сравнительной и превосходной степенях, неопределенные наречия, производные от <i>some, any, every</i>. Разыгрывание деловой ситуации: «Собеседование с претендентом на должность официанта в ресторане отеля».	2	
Тема 9 «Taking a Reservation» Заказ столика в ресторане	Содержание учебного материала		ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Практическое занятие №9 «Taking a Reservation» <u>Лексический материал по теме:</u> Информирование о правилах заказа столика в ресторане гостиницы. Дополнительные услуги и предпочтения потребителей. Информирование о режиме работы ресторанов гостиницы. <u>Грамматический материал:</u> <ul style="list-style-type: none"> - система времен английского глагола: прошедшее простое время. 	3	

	<ul style="list-style-type: none"> - притяжательный падеж. - предлоги места и времени. - числительные. <p>Ролевая ситуация: Администратор ресторана – гости отеля. Заказ столика в ресторане (с дополнительными предпочтениями по месту столика, удобствами для детей и др.).</p>		
Тема 10 «Breakfast Service» Завтрак в ресторане гостиницы	Содержание учебного материала		ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Практическое занятие №10 «Breakfast Service» <u>Лексический материал по теме:</u> Порядок обслуживания завтраком гостей отеля. Виды завтрака. Время обслуживания. Меню. <u>Грамматический материал:</u> <ul style="list-style-type: none"> - предложения со сложным дополнением типа I want you to come here; - сложноподчиненные предложения с союзами for, as, till, until, (as) though; - предложения с союзами neither...nor, either...or; Проект: Подготовка меню шведского стола для завтрака.	2	
Тема 11 «At the Bar» Бары в гостинице	Содержание учебного материала		ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Практическое занятие №11 «At the Bar» <u>Лексический материал по теме:</u> Сведения о расположении баров и ресторанов, порядок оплаты за оказанные услуги. Форма расчета. Способы оплаты. Напитки. <u>Грамматический материал:</u> <ul style="list-style-type: none"> - система времен английского глагола: будущее простое время. -сложноподчиненные предложения Разработка ролевой ситуации «Группа туристов отдыхает в баре гостиницы»	2	
Тема 12 «Meet the Kitchen Staff» Познакомьтесь с персоналом кухни ресторанов гостиницы	Содержание учебного материала		ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Практическое занятие № 12 «Meet the Kitchen Staff» <u>Лексический материал по теме:</u> Сведения о работе персонала кухни ресторанов и баров в гостинице, должностные обязанности, блюда, продукты. <u>Грамматический материал</u> для продуктивного усвоения: <ul style="list-style-type: none"> - распознавание и употребление в речи изученных структурных типов предложения; - систематизация знаний о сложносочиненных и сложноподчиненных предложениях 	2	
Тема 13 «Utensils»	Содержание учебного материала		ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Практическое занятие №13 «Utensils»	4	

Посуда, столовые приборы	<u>Лексический материал по теме:</u> Использование посуды и столовых приборов в ресторанах гостиниц <u>Грамматический материал:</u> - система времен английского глагола: прошедшее продолженное время. - признаки инфинитива и инфинитивных оборотов и способы передачи их значений на родном языке. Подготовка перечня необходимого оборудования ресторанов.		
Тема 14 «Food Service Equipment» Оборудование для кухни в ресторане	Содержание учебного материала Практическое занятие №14 «Food Service Equipment» <u>Лексический материал по теме:</u> Характеристика служб питания в гостинице. Оборудование кухни, <u>Грамматический материал:</u> much/many; (a) few/(a) little/ a lot (of); too + much(many)/ прилагательное/(not) enough Проект «Рестораны, бары, кафе в гостинице».	2	ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Консультация	2	
Тема 15 «Food Preparation» Приготовление блюд	Содержание учебного материала Практическое занятие №15«Food Preparation» <u>Лексический материал по теме:</u> Приемы приготвление пищи. Продукты питания. Планы питания в ресторане гостиницы. Прием заказов на завтрак, обед, ужин. Расчет за заказ. <u>Грамматический материал:</u> - распознавание и употребление в речи изученных структурных типов предложения; - систематизация знаний о сложносочиненных и сложноподчиненных предложениях Создание рекламы «Рестораны и бары гостиницы».	2	ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
II Семестр			
Тема 16 «Making a Room Reservation» Бронирование номера	Содержание учебного материала Практическое занятие №16 «Making a Room Reservation» <u>Лексический материал:</u> Информационные центры. Службы бронирования. Сайты бронирования on-line. <u>Грамматический материал:</u> - употребления прилагательных, степеней сравнения прилагательных; - употребления наречий, степеней сравнения наречий; - предлоги времени, направления и движения.	4	ОК.2, ОК.3, ОК.5, ОК.9, ОК.10

	Бронирование номера в гостинице в системе Booking.com. Подготовить устный отчёт.		
Тема 17 «Loyalty Programs» Бонусные программы	Содержание учебного материала		ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Практическое занятие №17 «Loyalty Programs» <i>Лексический материал:</i> Система бонусов, скидок для постоянных гостей отелей, специальные предложения отелей, <i>Грамматический материал:</i> - система времен: настоящее, прошедшее, будущее простое. - страдательный залог в настоящем времени; - способы образования слов (суффиксы и префиксы). Проект: «Мы рады снова видеть Вас в нашем отеле».	2	
Тема 18 «Confirming a Reservation» Подтверждение бронирования	Содержание учебного материала		ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Практическое занятие №18 «Confirming a Reservation» <i>Лексический материал:</i> Служба бронирования, способы подтверждения бронирования, письмо-запрос о бронировании, письмо-ответ о подтверждении бронирования, <i>Грамматический материал:</i> - система времен настоящее, прошедшее, будущее простое, настоящее, прошедшее продолженное время. - страдательный залог в настоящем времени Деловое письмо – подтверждение бронирования.	4	
Тема 19 «Housekeeping» Служба горничных в гостинице	Содержание учебного материала		ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Практическое занятие №19 «Housekeeping» <i>Лексический материал:</i> Должностные обязанности горничных, условия труда, необходимые предметы для подготовки номера к прибытию гостей. Правила общения с потребителями услуг. <i>Грамматический материал:</i> - страдательный залог Present, Past Simple; - герундий: формы, случаи употребления, конструкции с герундием. Подготовка инструкции по подготовке номера к заезду гостя в отель.	3	
Тема 20 «Concierge» Служба консьержа	Содержание учебного материала		ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Практическое занятие №20 «Concierge» <i>Лексический материал:</i> Должностные обязанности консьержа. <i>Грамматический материал:</i> - причастие II;	3	

	- случаи употребления причастия II. Написание деловых писем (претензия, ответ на претензию, просьба и др.)		
Тема 21 «Airport Transfers» Трансфер	Содержание учебного материала		ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Практическое занятие №21 «Airport Transfers» <u>Лексический материал:</u> Виды транспорта, организация трансфера для гостей отеля, информация о городе. <u>Грамматический материал:</u> - предлоги направления и времени; - причастие прошедшего времени; - система времен перфект. - употребление причастных оборотов. Организация трансфера в/из аэропорта, вокзала и т.д.	2	
Тема 22 «Evacuation» Случаи экстренной эвакуации	Содержание учебного материала		ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Практическое занятие №22 «Evacuation» <u>Лексический материал:</u> Экстремальные ситуации. Инструкции для гостей отеля по эвакуации в экстремальных ситуациях. <u>Грамматический материал:</u> - побудительные предложения: утвердительные, отрицательные. - причастие прошедшего времени; - система времен: настоящее совершенное. Составление деловых писем различных видов.	2	
Тема 23 «Checking Out» Выезд из отеля	Содержание учебного материала		ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Практическое занятие №23 «Checking Out» <u>Лексический материал:</u> Дополнительные услуги отеля, цены. Способы оплаты. Решение спорных вопросов, конфликты. <u>Грамматический материал:</u> - система времен: сравнение – настоящее совершенное и прошедшее простое время. - числительные: количественные, порядковые. Составление счета для гостя отеля.	3	
Тема 24 «Greeting and Seating Guests» Ресторанное обслуживание:	Содержание учебного материала		ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Практическое занятие №24 «Greeting and Seating Guests» <u>Лексический материал:</u> Организация ресторанного обслуживания: подготовка завтрака, обеда, ужина. Сервировка стола в ресторане. <u>Грамматический материал:</u>	4	

приветствие и рассадка гостей	- система времен: настоящее совершенное и прошедшее простое время. -числительные: количественные, порядковые. Подготовка диалогов-ситуаций «В ресторане».		
Тема 25 «Explaining the Menu» Меню ресторана.	Содержание учебного материала <i>Практическое занятие №25 «Explaining the Menu»</i> <u>Лексический материал:</u> Продукты, ингредиенты. Способы приготовления блюд. Закуски, основное блюдо, десерты, Диетическое меню. <u>Грамматический материал:</u> - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - страдательный залог. Подготовка статьи «Меню ресторанов города ...»	2	ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
Тема 26 «Taking an Order» Заказы в ресторане. Официанты.	Содержание учебного материала <i>Практическое занятие №26 «Taking an Order»</i> <u>Лексический материал:</u> Служба официантов, форма, этикет поведения. Заказ, повторение-уточнение правильности заказа Продукты, ингредиенты. Способы приготовления блюд. Расчёт. <u>Грамматический материал:</u> - побудительные предложения - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. Составление деловых писем.	2	ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
Тема 27 «Room Service» Обслуживание в номере	Содержание учебного материала <i>Практическое занятие №27 «Room Service»</i> <u>Лексический материал:</u> Обслуживание в номере. Заказ обслуживания в номере: по телефону, на ресепшене, меню. Время работы службы. Подготовка заказа, доставка в номер, чаевые. Услуги и цены. <u>Грамматический материал:</u> - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - числительные; - предлоги времени. Подготовка информации «Обслуживание в номере – услуги и цены»	4	ОК.2, ОК.3, ОК.5, ОК.9, ОК.10

Тема 28 «Banquets» Банкеты	Содержание учебного материала <i>Практическое занятие №28 «Banquets»</i> <u>Лексический материал:</u> Заказ банкета. Сервировка. Меню. Обслуживание. Оборудование. <u>Грамматический материал:</u> - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - числительные; - предлоги времени. Проект «Подготовка банкета: свадьба (день рождения и т.д.).»	3	ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
Тема 29 «Food Storage» Ресторан. Санитарные нормы хранения продуктов	Содержание учебного материала <i>Практическое занятие №29 «Food Storage»</i> <u>Лексический материал:</u> Оборудование кухни. Продукты, ингредиенты. Способы приготовления блюд. <u>Грамматический материал:</u> - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - числительные; - предлоги места и времени. Составление деловых писем.	3	ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
Тема 30 «Ordering Food Supplies» Ресторан. Заказ продуктов.	Содержание учебного материала <i>Практическое занятие №30 «Ordering Food Supplies»</i> <u>Лексический материал:</u> Места закупки продуктов. Оптовые закупки. Контроль наличия необходимого количества продуктов. Срок хранения продуктов. Санитарные нормы хранения. <u>Грамматический материал:</u> - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - числительные; - предлоги места и времени. Составление бланка-заказа продуктов для ресторана.	2	ОК.2, ОК.3, ОК.5, ОК.9, ОК.10

III Семестр			
Тема 31 «Special Functions» Дополнительные услуги отеля	Содержание учебного материала <i>Практическое занятие №31 «Special Functions»</i> <i>Лексический материал:</i> Планирование и проведение мероприятий в отеле (торжества, деловые встречи, конференции и др.) Количество людей, участвующих в мероприятии. Удобства и услуги отеля. Еда в ресторане. <i>Грамматический материал:</i> - имена существительные: исчисляемые, неисчисляемые. - система времен английского глагола. - неопределенные местоимения. - числительные; - предлоги места и времени. Составление программы мероприятия.	2	ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	Тема 32 «Business Travelers» Деловые поездки	Содержание учебного материала <i>Практическое занятие №32 «Business Travelers»</i> <i>Лексический материал:</i> Услуги, необходимые бизнесменам в поездках. Проведение конференций в отелях. Бизнес центры. Оборудование и техническая поддержка. Помещение для проведения бизнес мероприятий. <i>Грамматический материал:</i> - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - числительные - предлоги места и времени. Проект «Бизнес центр гостиницы» (по выбору обучающихся)	
Тема 33 «Responding to Requests» Реагирование на запросы. Администратор гостиницы	Содержание учебного материала <i>Практическое занятие №33 «Responding to Requests»</i> <i>Лексический материал:</i> Должностные обязанности администратора гостиницы. Телефонные разговоры, выполнение просьб гостей отеля. <i>Грамматический материал:</i> - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - числительные; - предлоги места и времени.	5	ОК.2, ОК.3, ОК.5, ОК.9, ОК.10

	Написать статью для сайта отеля об услугах отеля		
Тема 34 «Reservation Problems» Проблемы бронирования и их решение	Содержание учебного материала		ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	<p>Практическое занятие №34 «Reservation Problems»</p> <p><u>Лексический материал:</u> Места закупки продуктов. Оптовые закупки. Контроль наличия необходимого количества продуктов. Срок хранения продуктов. Санитарные нормы хранения.</p> <p><u>Грамматический материал:</u></p> <ul style="list-style-type: none"> - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - числительные; - предлоги места и времени <p>Подготовка ролевых ситуаций «Проблемы бронирования»</p>	4	
Тема 35 «Broken!» Неисправности в номере	Содержание учебного материала		ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	<p>Практическое занятие №35 «Broken!»</p> <p><u>Лексический материал:</u> Возможные проблемы в номере отеля (поломки, неисправности). Решение проблем.</p> <p><u>Грамматический материал:</u></p> <ul style="list-style-type: none"> - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - числительные; - предлоги места и времени. <p>Ролевые ситуации «Проблемы в номере и пути их решения».</p>	2	
Тема 36 «Responding to Complaints» Жалобы. Ответы на жалобы.	Содержание учебного материала		ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
	<p>Практическое занятие №36 «Responding to Complaints»</p> <p><u>Лексический материал:</u> Жалобы на низкое качество обслуживания в отеле, пути решения проблем. Персонал отеля (этикет делового общения).</p> <p><u>Грамматический материал:</u></p> <ul style="list-style-type: none"> - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - числительные; - предлоги места и времени. <p>Подготовка писем «Ответ на жалобу гостя отеля».</p>	4	

Тема 37 «Hotel Safety» Служба безопасности отеля.	Содержание учебного материала <i>Практическое занятие №37 «Hotel Safety»</i> <i>Лексический материал:</i> Меры предосторожности, устройства для осуществления безопасности в отеле. Персонал службы безопасности. <i>Грамматический материал:</i> - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - числительные; - предлоги места и времени. Составление инструкции по безопасности для гостей отеля.	4	ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
Тема 38 «Money Matters» Деньги.	Содержание учебного материала <i>Практическое занятие №38 «Money Matters»</i> <i>Лексический материал:</i> Валюта. Обмен валюты в отеле, курсы валют. Способы оплаты услуг отеля: наличные деньги, дорожные чеки, кредитные карты. <i>Грамматический материал:</i> - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - числительные; - предлоги места и времени. Подготовка ролевых ситуаций «Обмен валюты».	3	ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
Тема 39 «Making Suggestions» Предложения и рекомендации гостям отеля.	Содержание учебного материала <i>Практическое занятие №39 «Making Suggestions»</i> <i>Лексический материал:</i> Места закупки продуктов. Оптовые закупки. Контроль наличия необходимого количества продуктов. Срок хранения продуктов. Санитарные нормы хранения. <i>Грамматический материал:</i> - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - числительные; - предлоги места и времени. Инструкции для гостей отеля.	2	ОК.2, ОК.3, ОК.5, ОК.9, ОК.10
Тема 40	Содержание учебного материала		

<p>«Problems in the Dining Room» Проблемы в ресторане отеля.</p>	<p>Практическое занятие №40 «Problems in the Dining Room» <u>Лексический материал:</u> Места закупки продуктов. Оптовые закупки. Контроль наличия необходимого количества продуктов. Срок хранения продуктов. Санитарные нормы хранения. <u>Грамматический материал:</u> - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - числительные; - предлоги места и времени. Подготовка ролевых ситуаций «Работа ресторана».</p>	<p>3</p>	<p>ОК.2, ОК.3, ОК.5, ОК.9, ОК.10</p>
<p>Тема 41 «How Will You Pay?» Способы оплаты услуг в отеле.</p>	<p>Содержание учебного материала Практическое занятие №41 «How Will You Pay?» <u>Лексический материал:</u> Способы оплаты счёта в ресторане. Виды кредитных карт, <u>Грамматический материал:</u> - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - числительные; - предлоги места и времени. Составление бланка-заказа продуктов для ресторана.</p>	<p>2</p>	<p>ОК.2, ОК.3, ОК.5, ОК.9, ОК.10</p>
<p>Тема 42 «Working Together» Работаем вместе.</p>	<p>Содержание учебного материала Практическое занятие №42 «Working Together» <u>Лексический материал:</u> Корпоративная культура общения. Должностные обязанности. Решение проблем, связанных с работой в отеле. <u>Грамматический материал:</u> - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - числительные; - предлоги места и времени. Проект «Один за всех и все за одного».</p>	<p>2</p>	<p>ОК.2, ОК.3, ОК.5, ОК.9, ОК.10</p>
<p>Тема 43</p>	<p>Содержание учебного материала Практическое занятие №43 «Kitchen Safety & Sanitation»</p>	<p>2</p>	<p>ОК.2, ОК.3, ОК.5, ОК.9, ОК.10</p>

<p>«Kitchen Safety & Sanitation» Безопасность на кухне, санитарные нормы.</p>	<p><u>Лексический материал:</u> Одежда персонала кухни. Проблемы безопасности персонала. Санитарные нормы работы и хранения продуктов. <u>Грамматический материал:</u> - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - числительные; - предлоги места и времени. Составление инструкции для персонала ресторанов, баров и кафе.</p>		
<p>Тема 44 «Writing a Resume» Резюме</p>	<p>Содержание учебного материала Практическое занятие №44 «Writing a Resume» <u>Лексический материал:</u> Личные данные. Образование. Опыт работы. Хобби и увлечения. <u>Грамматический материал:</u> - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - числительные; - предлоги места и времени. Составление личного резюме.</p>	3	<p>OK.2, OK.3, OK.5, OK.9, OK.10</p>
<p>Тема 45 «Job Interviews» Собеседование.</p>	<p>Содержание учебного материала Практическое занятие №45 «Job Interviews» <u>Лексический материал:</u> Письмо заявление. Вопросы, связанные с проведением собеседования. Манера поведения на собеседовании. Одежда. <u>Грамматический материал:</u> - система времен английского глагола. - имена существительные: исчисляемые, неисчисляемые. - неопределенные местоимения. - числительные; - предлоги места и времени. Проведение собеседования.</p>	3	<p>OK.2, OK.3, OK.5, OK.9, OK.10</p>
<p>Самостоятельная работа обучающихся: Контрольная 1 по темам «Meet Our Staff», «Welcome», и «Hotel Amenities»</p>		12	<p>OK.2, OK.3, OK.5, OK.9, OK.10</p>

<p>Контрольная 2 по темам «Family-friendly Lodging», «Valet Service», «The Guest Room», «Checking-in» Контрольная 3 по темам «Meet the Restaurant Staff» и «Taking a Reservation» Контрольная 4 по темам «Breakfast Service», «At the Bar» и «Meet the Kitchen Staff». Контрольная 5 по темам «Utensils», «Food Service Equipment» и «Food Preparation». Контрольная 6 по темам «Making a Room Reservation», «Loyalty Programs», «Confirming a Reservation». Контрольная 7 по темам «Housekeeping», «Concierge», «Airport Transfers». Контрольная 8 по темам «Evacuation», «Checking Out». Контрольная 9 по темам «Greeting and Seating Guests», «Explaining the Menu», «Taking an Order». Контрольная 10 по темам «Room Service», «Banquets», «Food Storage», и «Ordering Food Supplies». Контрольная 11 по темам «Special Functions», «Business Travelers». Контрольная 12 по темам «Responding to Requests», «Reservation Problems». Контрольная 13 по темам «Broken!», «Responding to Complaints», «Hotel Safety» Контрольная 14 по темам «Money Matters», «Making Suggestions», «Problems in the Dining Room». Контрольная 15 по темам «How Will You Pay?», «Working Together», «Kitchen Safety and Sanitation». Контрольная 16 по темам «Writing a Resume», «Job Interviews».</p>		
<p>Промежуточная аттестация: Тестовое задание №1 по темам 1-7. Тестовое задание № 2 по темам 8-15. Промежуточная аттестация 1 – контрольная работа Тестовое задание №3 по темам 16-21. Тестовое задание №4 по темам 22-30. Промежуточная аттестация 2 – контрольная работа Тестовое задание №5 по темам 31-37. Тестовое задание № 6 по темам 38-45. Промежуточная аттестация 3 – экзамен</p>	12	OK.2, OK.3, OK.5, OK.9, OK.10
Всего:	165	

3. УСЛОВИЯ РЕАЛИЗАЦИИ ПРОГРАММЫ УЧЕБНОЙ ДИСЦИПЛИНЫ

3.1 Материально-технические условия реализации образовательной программы

Для реализации программы учебной дисциплины предусмотрено наличие следующих специальных помещений:

Кабинет иностранного языка (лингвфонный кабинет)

Основное оборудование:

- Доска подкатная;
- Мультимедийный комплект (проектор Casio XJ-V2, экран Lumien Eco Picture);
- Парты ученические двойные;
- Стол преподавателя;
- Стулья.

Программное обеспечение:

1. Microsoft Windows 10Pro OEM (ИП Струлев О.Ю., договор №31908114775 от 19.08.2019 г., лицензия от 02.09.2019 г., бессрочно).
2. Office ProPlus 2010 Russian Acdmc (ООО "Битроникс", ГК №252 от 23.11.2010 г., лицензия №47774898 от 07.12.2010 г., бессрочно).

Кабинет иностранного языка

Основное оборудование:

- Колонки Logitech 5.1 Z-906;
- Наушники Sanako SLHO7;
- Персональные компьютеры Lenovo ThinkCentre;
- Стол;
- Стулья;
- Телевизор LG 42LN540V.

Программное обеспечение:

1. Microsoft Windows 10Pro OEM (ИП Струлев О.Ю., договор №31908114775 от 19.08.2019 г., лицензия от 02.09.2019 г., бессрочно).
2. Office ProPlus 2010 Russian Acdmc (ООО "Битроникс", ГК №252 от 23.11.2010 г., лицензия №47774898 от 07.12.2010 г., бессрочно).

3.2. Информационное обеспечение реализации программы

Для реализации программы учебной дисциплины библиотечный фонд ВГУЭС укомплектован печатными и электронными изданиями.

Обучающиеся из числа инвалидов и лиц с ограниченными возможностями здоровья обеспечены печатными и (или) электронными образовательными ресурсами в формах, адаптированных к ограничениям их здоровья.

Основная литература

1. Воробьева, С. А., Киселева А. В. Деловой английский язык для гостиничного бизнеса (В1): учебное пособие для среднего профессионального образования / С. А. Воробьева, А. В. Киселева. — 5-е изд., испр. и доп. — Москва: Издательство Юрайт, 2020. — 192 с. — (Профессиональное образование). — ISBN 978-5-534-09515-9. — Текст: электронный. — URL: <https://urait.ru/bcode/453934>

2. Невзорова, Г. Д. Английский язык. Грамматика: учебное пособие для среднего профессионального образования / Г. Д. Невзорова, Г. И. Никитушкина. — 2-е изд., испр. и доп. — Москва: Издательство Юрайт, 2020. — 213 с. — (Профессиональное образование). — ISBN 978-5-534-09886-0. — Текст: электронный. — URL: <https://urait.ru/bcode/452460>

3. Трибунская, С. А. Английский язык для изучающих туризм (В1-В2): учебное пособие для среднего профессионального образования / С. А. Трибунская. — 2-е изд., перераб. и доп. — Москва: Издательство Юрайт, 2021. — 218 с. — (Профессиональное образование). — ISBN 978-5-534-12054-7. — Текст: электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/475368>

Дополнительная литература

1. Воробьева, С. А. Деловой английский язык для ресторанного бизнеса. Business English for Restaurants and Catering: учебное пособие для среднего профессионального образования / С. А. Воробьева, А. В. Киселева. — 2-е изд., испр. и доп. — Москва: Издательство Юрайт, 2018. — 270 с. — (Профессиональное образование). — ISBN 978-5-534-04204-7. — Текст: электронный. — URL: <https://urait.ru/bcode/415824>
2. Кабанова, К.В., Мотинова, Е.Н., Темякова, В.В. Английский язык для индустрии гостеприимства: учебное пособие для СПО – 2-е изд., перераб. и доп. - М.: ИНФРА-М, 2020. – 190 с. – URL: <https://znanium.com/catalog/document?id=351740>
3. Карпова, Т.А. English for Colleges. Английский язык для колледжей: учебное пособие / Карпова Т.А. — Москва: КноРус, 2020. — 281 с. — (СПО). — ISBN 978-5-406-01469-1. — URL: <https://book.ru/book/935920>
4. Карпова, Т.А. English for Colleges. Английский язык для колледжей. Практикум + eПриложение: тесты.: учебно-практическое пособие / Карпова Т.А., Восковская А.С., Мельничук М.В. — Москва: КноРус, 2020. — 286 с. — (СПО). — ISBN 978-5-406-07527-2. — URL: <https://book.ru/book/932751>
5. Кузьменкова, Ю. Б. Английский язык + аудиозаписи в ЭБС: учебник и практикум для среднего профессионального образования / Ю. Б. Кузьменкова. — Москва: Издательство Юрайт, 2019. — 441 с. — (Профессиональное образование). — ISBN 978-5-534-00804-3. — Текст: электронный. — URL: <https://urait.ru/bcode/433316>
6. Куряева, Р. И. Английский язык. Лексико-грамматическое пособие в 2 ч. Часть 1: учебное пособие для среднего профессионального образования / Р. И. Куряева. — 8-е изд., испр. и доп. — Москва: Издательство Юрайт, 2020. — 264 с. — (Профессиональное образование). — ISBN 978-5-534-09890-7. — Текст : электронный — URL: <https://urait.ru/bcode/452245>
7. Мошняга, Е. В. Английский язык для изучающих туризм (A2-B1+): учебное пособие для среднего профессионального образования / Е. В. Мошняга. — 6-е изд., испр. и доп. — Москва: Издательство Юрайт, 2020. — 267 с. — (Профессиональное образование). — ISBN 978-5-534-11164-4. — Текст: электронный — URL: <https://urait.ru/bcode/456006>

Электронные ресурсы

1. English for Tour Guides, from <https://www.englishclub.com/english-for-work/tour-guide.htm>
2. Glossary of Hospitality/Tourism Terms, from <https://docplayer.net/7261559-Glossary-of-hospitality-tourism-terms.html>
3. Glossary of Tourism Terms, Lexicon and Dictionary, from <https://ats-group.net/glossaries/glossary-lexicon-tourism.html>
4. Hospitality and Tourism Glossary, from <https://www.checkfront.com/hospitality-glossary>
5. Hotel Glossaries / Key Terms – Hospitality - <https://setupmyhotel.com/homepage/hotel-management-glossary/R.html>
6. MULTITRAN – интернет словарь, from <https://www.multitran.com>
7. The Ultimate Travel Tourism Glossary for 2018, from <https://www.rezdy.com/resource/travel-tourism-glossary/>
8. Tourism Glossary, from <http://www.gdrc.org/uem/eco-tour/t-glossary.html>
9. Travel Terms Glossary - <https://www.travelwta.com/travel-terms-glossary/>
10. Travel Terms Glossary - <https://www.travelwta.com/travel-terms-glossary/>
11. Wikipedia, from https://en.wikipedia.org/wiki/Main_Page
12. wise GEEK: clear answers for common questions, from <http://www.wisegeek.com/>
13. Русско-английский глоссарий по теме “Туризм”, from <http://englishleo.ru/vocabulary-tourism.php>
14. Словарь туристических терминов, from <http://mir-restoratora.ru/?p=8372>
15. Словарь туристических терминов и обозначений, from <http://www.global-travel.ru/turistam/poleznaya-informaciya/turisticheskiy-slovar>
16. Словарь тур терминов, from <http://uletaemru.ru/slovar-tur-terminov>

17. Термины современного туризма: от А до Я, from https://www.tour52.ru/info/dictionary/slovar_turisticheskikh_terminov.html
18. Электронный словарь, from www.lingvo.ru

4. КОНТРОЛЬ И ОЦЕНКА РЕЗУЛЬТАТОВ ОСВОЕНИЯ УЧЕБНОЙ ДИСЦИПЛИНЫ

Результаты обучения	Критерии оценки	Методы оценки
<p>Знать: лексический (1200-1400 лексических единиц) и грамматический минимум, необходимый для чтения и перевода (со словарём) иностранных текстов профессиональной направленности. Перечень умений, осваиваемых в рамках дисциплины: общаться (устно и письменно) на иностранном языке на профессиональные и повседневные темы переводить (со словарем) иностранные тексты профессиональной направленности самостоятельно совершенствовать устную и письменную речь, пополнять словарный запас</p>	<p>Владеть лексическим и грамматическим минимумом. Правильно строить простые предложения в утвердительной и вопросительной форме, использовать их в диалогах. Адекватно использовать профессиональную терминологию на иностранном языке. Строить монологическое высказывание в соответствии с коммуникативной задачей, сформулированной в задании. Обладать умением логично строить диалогическое общение в соответствии с коммуникативной задачей; вступать в речевое взаимодействие с партнёром: обладать способностью начать, поддержать и закончить разговор. Уместно использовать лексические единицы и грамматические структуры. Следить за соблюдением соответствия лексических единиц и грамматических структур поставленной коммуникативной задаче</p>	<p>Текущий контроль при проведении: - письменного/устного опроса; - тестирования; - диктантов; - оценки результатов самостоятельной работы (эссе, сообщений, диалогов, тематических презентаций и т.д.) Промежуточная аттестация в форме контрольных работ/ экзамена в виде: - письменных/ устных ответов, выполнения заданий в виде деловой игры (диалоги, составление описаний блюд для меню, монологическая речь при презентации блюд и т.д.)</p>

МИНОБРНАУКИ РОССИИ
ВЛАДИВОСТОКСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ
ЭКОНОМИКИ И СЕРВИСА

КОНТРОЛЬНО-ОЦЕНОЧНЫЕ СРЕДСТВА
для проведения текущего контроля и промежуточной аттестации
ОГСЭ. 03 Иностраный язык в профессиональной
деятельности

43.02.14 Гостиничное дело

Форма обучения: очная

Владивосток 2022

Контрольно-оценочные средства для проведения текущего контроля и промежуточной аттестации по учебной дисциплине ОГСЭ.03 «Иностранный язык в профессиональной деятельности» разработаны в соответствии с требованиями ФГОС СПО по специальности 43.02.14, Гостиничное дело, утвержденного приказом Минобрнауки РФ от 09.12.2016, №1552, примерной образовательной программой, рабочей программой учебной дисциплины.

Разработали: Тёщина Н.К., преподаватель

Рассмотрено и одобрено на заседании цикловой методической комиссии
Протокол № 9 от «мая» 2022 г.

Председатель ЦМК  А.Д. Гусакова
подпись

1 Общие сведения

Контрольно-оценочные средства (далее – КОС) предназначен для контроля и оценки образовательных достижений обучающихся, освоивших программу учебной дисциплины ОГСЭ. 03. Иностранный язык в профессиональной деятельности

КОС разработаны на основании:

- основной образовательной программы СПО по специальности 43.02.14 Гостиничное дело;
- рабочей программы учебной дисциплины Иностранный язык в профессиональной деятельности

Формой промежуточной аттестации являются дифференцированный зачет (1 и 2 семестры), экзамен (3 семестр)

Код ОК, ПК	Код результата обучения	Наименование
ОК 02, ОК 03 ОК 05 ОК 09 ОК 10	З1	Лексический (1200-1400 лексических единиц) и грамматический минимум, необходимый для чтения и перевода (со словарем) иностранных текстов профессиональной направленности
	У1	Общаться (устно и письменно) на иностранном языке на профессиональные и повседневные темы
	У2	Переводить (со словарем) иностранные тексты профессиональной направленности
	У3	Самостоятельно совершенствовать устную и письменную речь, пополнять словарный запас

2 Распределение типов контрольных заданий по элементам знаний и умений, контролируемых в процессе изучения

Код результата обучения	Содержание учебного материала (темы)	Вид оценочного средства	
		Текущий контроль	Промежуточная аттестация
З1 У1 У2 У3	Тема 1. Meet Our Staff Тема 2. Welcome Тема 3. Hotel Amenities	Контрольная работа	Тестирование 1
	Тема 4. Family Friendly Lodging Тема 5. Valet Service Тема 6. The Guest Room Тема 7. Checking-in	Контрольная работа	Тестирование 1
	Тема 8. Meet the Restaurant Staff Тема 9. Taking a Reservation	Контрольная работа	Тестирование 2
	Тема 10. Breakfast Service Тема 11. At the Bar Тема 12. Meet the Kitchen Staff	Контрольная работа	Тестирование 2
	Тема 13. Utensils Тема 14. Food Service Equipment Тема 15. Food Preparation	Контрольная работа	Тестирование 2
	Тема 16. Making a Room Reservation Тема 17. Loyalty Programs Тема 18. Confirming a Reservation	Контрольная работа	Тестирование 3
	Тема 19. Housekeeping Тема 20. Concierge	Контрольная работа	Тестирование 3

Тема 21. Airport Transfers		
Тема 22. Evacuation Тема 23. Checking Out	Контрольная работа	Тестирование 4
Тема 24. Greeting and Seating Guests Тема 25. Explaining the Menu Тема 26. Taking an Order	Контрольная работа	Тестирование 4
Тема 27. Room Service Тема 28. Banquets Тема 29. Food Storage Тема 30. Ordering Food Supplies	Контрольная работа	Тестирование 4
Тема 31. Special Functions Тема 32. Business Travelers	Контрольная работа	Тестирование 5
Тема 33. Responding to Requests Тема 34. Reservation Problems	Контрольная работа	Тестирование 5
Тема 35. Broken! Тема 36. Responding to Complaints Тема 37. Hotel Safety	Контрольная работа	Тестирование 5
Тема 38. Money Matters Тема 39. Making Suggestions Тема 40. Problems in the Dining Room	Контрольная работа	Тестирование 6
Тема 41. How will you pay? Тема 42. Working Together Тема 43. Kitchen Safety and Sanitation	Контрольная работа	Тестирование 6
Тема 44. Writing a Resume Тема 45. Job Interviews	Контрольная работа	Тестирование 6

3 Структура банка контрольных заданий для текущего контроля и промежуточной аттестации

Тип контрольного задания	Количество контрольных заданий (вариантов)	Общее время выполнения обучающимся контрольный заданий
Текущий контроль		
Контрольная работа №1, Тема 1. Meet Our Staff Тема 2. Welcome Тема 3. Hotel Amenities	1	35
Контрольная работа №2, Тема 4. Family Friendly Lodging Тема 5. Valet Service Тема 6. The Guest Room Тема 7. Checking-in	1	35
Контрольная работа №3, Тема 8. Meet the Restaurant Staff Тема 9. Taking a Reservation	1	30
Контрольная работа №4, Тема 10. Breakfast Service Тема 11. At the Bar Тема 12. Meet the Kitchen Staff	1	35
Контрольная работа №5, Тема 13. Utensils	1	35

Тип контрольного задания	Количество контрольных заданий (вариантов)	Общее время выполнения обучающимся контрольный заданий
Тема 14. Food Service Equipment Тема 15. Food Preparation		
Контрольная работа №6, Тема 16. Making a Room Reservation Тема 17. Loyalty Programs Тема 18. Confirming a Reservation	1	35
Контрольная работа №7, Тема 19. Housekeeping Тема 20. Concierge Тема 21. Airport Transfers	1	35
Контрольная работа №8, Тема 22. Evacuation Тема 23. Checking Out	1	35
Контрольная работа №9, Тема 24. Greeting and Seating Guests Тема 25. Explaining the Menu Тема 26. Taking an Order	1	35
Контрольная работа №10, Тема 27. Room Service Тема 28. Banquets Тема 29. Food Storage Тема 30. Ordering Food Supplies	1	30
Контрольная работа №11, Тема 31. Special Functions Тема 32. Business Travelers	1	35
Контрольная работа №12, Тема 33. Responding to Requests Тема 34. Reservation Problems	1	35
Контрольная работа №13, Тема 35. Broken! Тема 36. Responding to Complaints Тема 37. Hotel Safety	1	30
Контрольная работа №14, Тема 38. Money Matters Тема 39. Making Suggestions Тема 40. Problems in the Dining Room	1	35
Контрольная работа №15, Тема 41. How will you pay? Тема 42. Working Together Тема 43. Kitchen Safety and Sanitation	1	35
Контрольная работа №16, Тема 44. Writing a Resume Тема 45. Job Interviews	1	30
Промежуточная аттестация		
Тестовое задание №1,	1	90 мин
Тестовое задание №2,	1	90 мин
Тестовое задание №3,	1	90 мин
Тестовое задание №4,	1	90 мин
Тестовое задание №5,	1	90 мин
Тестовое задание №6,	1	90 мин

4 Структура контрольных заданий

4.1 Контрольная работа №1 Темы «Meet Our Staff», «Welcome» и «Hotel Amenities».

1. Match the words or phrases (1-8) with the definitions (A-H).

- | | |
|------------------|-----------------------|
| 1. concierge | 5. maintenance worker |
| 2. night auditor | 6. surf the web |
| 3. car trunk | 7. bellhop |
| 4. title | 8. front desk clerk |

- A a person who handles guests and financial matters at night
B a space in the back of a car that is for storing things
C to look up different subjects on the internet
D a person who tells hotel guests about local entertainment
E a person who carries a guest's bags to his or her room
F a person who fixes broken items in the hotel
G a person who checks in guests and assigns them to a hotel room
H a word used before a person's name to show respect

2. Complete the sentences. Fill in the blanks with the correct words from the word bank.

hotel staff check-in checks out amenities housekeeper

1. Services such as room service and _____ should be done quickly.
2. A hotel _____ is typically responsible for cleaning rooms in the hotel every day.
3. The most expensive hotels tend to have the most guest _____.
4. _____ should always be responsive to customer complaints.
5. When a guest _____, a hotel housekeeper will change the sheets on the bed and polish the furniture.

3. Translate the following word combinations.

A regular day at work, to make guests feel welcome, to take the guest's bags to the guest's room, to be available anytime, to make guests feel welcome, be sure to introduce yourself, to have trouble with, training manual, to have additional baggage, to carry someone's belongings, to unload someone's luggage, to share information with the hotel employees, to fix problems, the heated pool

4. Talk about these questions.

1. What kinds of jobs are available in hotels?
2. What do hotel employees do?
3. What makes people feel welcome during hotel stays?
4. How do you make people feel welcome?
5. What activities do hotels offer guests?
6. What places can you find inside a hotel?

4.2 Контрольная работа №2 Темы «Family-Friendly Lodging», «Valet Service», «The Guest Room» и «Checking-in»

1. Match the words or phrases (1-8) with the definitions (A-H).

- | | |
|-----------------|---------------|
| 1. suite | 5. vacancy |
| 2. pay-per-view | 6. safe |
| 3. crib | 7. single |
| 4. mini-bar | 8. hair dryer |

- A a special bed for babies
B an available room
C free from danger or harm
D several rooms in a hotel that are connected
E a system of billing people for movies they order to watch on TV
F an electrical machine that blows hot air, used to dry your hair

G a small fridge in a hotel room with snacks and drinks inside

H a room with a bed for one person

2. Complete the sentences. Fill in the blanks with the correct words or phrases from the word bank.

parking attendant walk-in provide luxury valuables reservations

1. We made dinner _____ at the restaurant for 6 o'clock.
2. Keep your _____ in safe deposit box.
3. Helen pays extra to stay in a _____ hotel because she enjoys the extra services there.
4. One job of a _____ is to watch over parking lots to prevent theft.
5. We _____ cribs upon request.
6. The hotel does not accept _____ guests when there are no rooms available

3. Translate the following word combinations.

Preferred room type, number of guests, room number, name of reservation number, to assign a room to a guest, to complete a registration form, damage deposit, credit card information, to issue room key, to leave a stain on a carpet, the cost of replacing the carpet, comfortable beds, stay with us, use the ironing board, what is the difference between, the availability of hotel rooms, different items, room type, to unlock the car, the entire family, to satisfy picky eaters, to rent a stroller, to explore the nearby attractions, a quiet evening together, childcare specialists, you don't have to worry

4. Talk about these questions.

1. Is it hard to travel with children?
2. What activities do families do on vacation?
3. Where do people put their cars at a hotel?
4. What services do hotels offer to help guests with cars?
5. What items are usually in a hotel room?
6. What items do you like to have in a hotel room?
7. How do people rent a hotel room?
8. What questions do hotel employees ask at check-in?

Промежуточный тест №1 по темам 1-7.

1. Match the words or phrases (1-8) with the definitions (A-H).

- | | |
|-----------------|---------------------|
| 1. concierge | 5. valet |
| 2. housekeeping | 6. mini-bar |
| 3. vacancy | 7. bellhop |
| 4. amenity | 8. front desk clerk |

A the department of a hotel that is responsible for cleaning guest's bedrooms

B an available room

C a small fridge in a hotel room with snacks and drinks inside

D a person who tells hotel guests about local entertainment

E a person who carries a guest's bags to his or her room

F a person who parks cars for guests

G a person who checks in guests and assigns them to a hotel room

H something that is intended to make life more pleasant or comfortable for the people in a town, hotel, or other place

2. Fill in the blanks with the correct words or phrases from the word bank.

feel at home hotel service. stay luxury staff check in ironing board

1. Alison arrives at the hotel and goes to the front desk to _____.
2. Polite and friendly _____ make guests feel welcome during hotel stays
3. Use the _____ when you get the wrinkles out of your clothes.
4. The clean rooms and comfortable beds make guests _____ at the hotel.
5. A traveler might get angry with a _____.

6. Did you enjoy your _____ at our hotel?
 7. Kate plays an extra to stay in a _____ hotel because she enjoys the extra services there.

3. Read the text. Fill in the blanks with the correct words or phrases from the word bank.

stay staff member room service polite unwelcome

A guest may be happy to _____ (1) at the hotel, but if he sees just one bored or angry _____ (2), the entire trip may be ruined for him. Emotions play a huge part in hotel customer relationship management but often do not receive much attention. Every staff member should be cordial and _____ (3), and services such as _____ (4) and check-in should be done quickly. If tasks cannot be completed quickly and kindly, the guest may feel _____ (5) or frustrated.

4. Read the text. Fill in the blanks with the correct words or phrases from the word bank.

experience book free stay enjoyable. valet services

A hotel's amenities are those little extras that make your _____ (1) much more _____ (2). When you _____ (3) a hotel, it's not just about finding a place to sleep. It's about providing yourself with a getaway, complete with the features that'll make your stay a pleasant and memorable _____ (4) ... Many hotels offer _____ (5) parking as an amenity for staying in their accommodations. However, others require guests to pay a nightly rate to self-park or for _____ (6).

5. Read the sentences. Choose which word best fits in the blank

- Helen is on a budget. She rents a room in a roadside _____.
 spa resort motel luxury hotel
- Generally, the first thing most travelers look at when it comes to hotels is the level of _____.
 education cleanliness. reservation
- The most expensive hotels tend to have the most guest _____, while budget accommodations often have only the basics.
 rooms luggage amenities
- Hotels generally have _____ rooms for smokers and non-smokers.
 separate adjoining shared
- The hotel guest check-in procedure involves all stages from _____ of a guest to the issuance of the room key to the guest.
 departure arrival addressing
- Hilton Resorts offer early check in, late _____, continental breakfast, as well as room service.
 train arrival check out
- Hotel amenities at many establishments located in a tourist area often include a _____ to nearby attractions.
 service shuttle bus Wi-Fi
- The _____ is responsible for informing guest about the facilities and services offered by the hotel.
 receptionist maintenance worker car park attendant
- After the check-in formalities are completed, the _____ should escort the guest up to the allocated room.
 receptionist night auditor bellboy
- Hotel _____ are generally a great source of local information about the best clubs, entertainment options, and other diversions in the nearby area.
 valets concierges waiters
- A hotel _____ is an employee of a hotel who is responsible for keeping rooms and other areas of the establishment clean.
 housekeeper doorman front desk clerk
- _____ staff should have a good knowledge of the menu.
 Employee Room service Food and beverage

13. Always observe what is happening around you and be ready to _____ the guest when needed.

include assist pay

14. An important _____ for a room attendant is the ability to be physically active for extended periods of time

number uniform skill

15. Always _____ a guest with a smile and maintain a friendly and pleasant expression.

greet show follow

16. The hotel does not accept _____ guests when there are no rooms available.

walk-in walk-out smoking

6. Talk about these questions.

1. What do hotel employees do?
2. What activities do hotels offer guests?

4.3 Контрольная работа №3 Темы «Meet the Restaurant Staff» и «Taking a Reservation».

1. Match the words or phrases (1-8) with the definitions (A-H)

1 – front-of-house 4 – waitstaff
2 – booster seat 5 – napkin
3 – party 6 – busser
4 – cancellation 8 - opening

- A a piece of cloth that people use to clean themselves with while they eat
B a restaurant worker who takes away dirty plates from a table
C restaurant workers who take orders and bring food to customers
D a tall seat that small children sit on to eat
E an available time to do something
F a group of people who are going to the same place or event, or doing the same activity
G the decision not to do something that you planned to do before
H relates to or takes place in the public part of a restaurant

2. Use the words below to complete the sentences.

shifts dishes cancellation high chair party room reserve utensils

1. I'd like to _____ table for tonight.
2. I am going to rent a _____ at my favorite restaurant to celebrate my birthday
3. She works _____.
4. There are no _____ on table 5.
5. Ms. Billing provided a _____ for the customer's baby.
6. There is now a table available because of a _____.
7. The customer has a question about one of the _____.

3. Translate the following word combinations.

Party size, a limit of 10 people per party, special events, to request a table for two, give directions, on busy nights, employee, to greet customers, to take customers to open tables, to give directions to, to organize wait staff, to take orders, to bring orders to kitchen staff, to deliver food, used plates and glasses, to clear tables, front-of-house team, to hire waitstaff, to be responsible for, to be responsible to, hostess, to help customers to their seats, to explain different dishes to customers, busy shifts, to follow directions from the head waiter, to list meals, to have excellent communication skills, the duties of the head waiter, to expect higher pay, more experience, to dislike, current job, experience as a hostess, to take a reservation, booking details, to inform customers of available tables, the restaurant's seating policies, to provide outdoor seating, outdoor eating area, the steps of taking a reservation, I have an opening at 8 o'clock

4. Answer the following questions.

1. What jobs are available in restaurants?

2. Which job in a restaurant seems most difficult?
3. What kind of restaurants require reservations?
4. How do you make a reservation?

4.4 Контрольная работа №4 Темы «Breakfast Service», «At the Bar», «Meet the Kitchen Staff».

1. Match the words or phrases (1-8) with the definitions (A-H)

- | | |
|-----------------------|----------------------------------|
| 1 – voucher | 4 – continental breakfast |
| 2 – a la carte | 5 – sous chef |
| 3 – happy hour | 6 – line cook |
| 4 – special | 8 – well drink |

- A – a small meal that usually only includes coffee, juice, and a pastry
 B – helps the head chef and is in charge if the head chef is not there
 C – something offered from a menu and paid for separately and not as part of a package
 D – a piece of paper that some businesses accept instead of money
 E – a limited period of time, often in the early evening, when drinks are cheaper than usual
 F – an alcoholic beverage made from cheaper, unbranded liquors
 G – generally cooks one type of food all night, such as sauces, fish or vegetables
 H – a dish that chefs make for a limited period of time

2. Complete the sentences. Fill in the blanks with the correct words or phrases from the word bank.

brunch bartender buffet wine list refill gratuity

1. Tom asked to see the _____ before he ordered.
2. _____ is usually served any time before 3 o'clock in the afternoon.
3. Wanda works as a _____ at the Tropicana hotel in Vegas.
4. It's a great resort, and it includes everything: hotels, meals, _____.
5. The price includes a _____, all drinks, and live entertainment.
6. I asked the waitress to _____ my coffee cup.

3. Translate the following word combinations.

Behind the scenes, to choose the day's special, to give directions to, to find out, on busy nights, food stations, to make sure, to create the menu, pastry chef, swing cook, to offer a special dish, to do similar work, to serve food, to work on a daily basis, to give instructions to the butcher, to prepare the special, free refills on beverages, see menu for more options, no cash value, meal options, to notify, scrambled eggs, nearby restaurants, to pay a tip for the meal, to get items for free, a reward for a service, another serving of a drink

4. Talk about these questions.

1. What are some drinks at a bar?
2. What kind of drinks do you order?
3. Who works in a restaurant kitchen?
4. What tasks must different employees do?

4.5 Контрольная работа №5 Темы «Utensils», «Food Service Equipment», и «Food Preparation»

1. Match the words or phrases (1-8) with the definitions (A-H).

- | | |
|-----------------------|--------------------------|
| 1 - prep list | 5 - cutting board |
| 2 - gas range | 6 - stockpot |
| 3 - can opener | 7 – peel |
| 4 - cooler | 8 - slice |

- A a large container used to cook liquids.
 B to cut something into flat pieces

- C a paper that says how to prepare an ingredient in order to use it in a meal
- D a type of stove that uses gas to create heat
- E a tool that opens metal containers of food
- F to take the skin or covering off it
- G a piece of wood, stone or plastic that is used to cut food on.
- H a machine that keeps food cold

2. Read the sentence pairs. Choose where the words best fit in the blanks

1. whisk/spoon

- A. Emma uses the _____ to mix the eggs.
- B. Ken uses his _____ to eat his cereal.

2. grater/gas range

- A. Shelly uses a(an)_____ to heat food.
- B. Sam cuts the cheese into small pieces with a _____.

3. cutting board/can opener

- A. Henry opened the salmon can with a _____.
- B. I always use _____ not to damage the surface of the table.

3. Complete the sentences. Fill in the blanks with the correct words or phrases from the word bank.

knife roll utensil plastic wrap ingredients peels

- 1. Sara _____ the carrot before eating it
- 2. Mix the _____ slowly.
- 3. No chef enters a kitchen without a _____. It can hold several knives for secure and safer storage and transportation.
- 4. _____ is a tool that people use to eat food.
- 5. _____ is sometimes used to cover a tray of food

4. Translate the following word combinations.

To live without, to start cooking, to mix food, to serve food, knife roll, the set of knives, to perform a number of tasks, easy to clean, to prepare food, to chop the fruit, vegetable peeler, to use utensils, food service equipment, to heat food, to combine the ingredients, to fry potatoes, cook food in hot oil, to place an order, a credit card number, food preparation, to require a lot of preparation, to cut something into strips, to take the skin off

5. Talk about these questions.

- 1. What items do people use to prepare food?
- 2. What can you do with a chef's knife?
- 3. What tools do chefs use to cook?
- 4. What items are there in kitchens?
- 5. What do people do to food before it's cooked?
- 6. What foods require a lot of preparation?

Промежуточный тест №2 по темам 8-15

1. Match the words or phrases (1-8) with the definitions (A-H)

- 1 – server**
- 2 – head waiter**
- 3 – butcher**
- 4 – a la carte**
- 4 – waitstaff**
- 5 – napkin**
- 6 – swing cook**
- 8 - opening**

- A a piece of cloth that people use to clean themselves with while they eat
- B works at more than one food station when other cooks need help
- C restaurant workers who take orders and bring food to customers
- D a restaurant employee who gives directions to and organizes all wait staff
- E an available time to do something
- F a person whose job is to cut up or sell meat

G something offered from a menu and paid for separately and not as part of a package

H a restaurant employee who takes orders and delivers food

2. Fill in the blanks with the correct words or phrases from the word bank.

reservation

server

room key

party room

available

knife roll

high chair

1. Penny uses a _____ to open the door of her hotel room.
2. Ms. Rogers provides a _____ for the customer's baby.
3. There is now a table _____ because of a cancellation
4. Mr. Farmiga makes a(n) _____ to stay at a room at the Royal Point Hotel.
5. A _____ will be here to take your order shortly.
6. Janie rents a _____ at her favorite restaurant to celebrate her birthday
7. A _____ contains all of the knives a chef needs during a restaurant service.

3. Read the sentence. Choose which word best fits in the blank

1. Ms. Johnson tells the front desk clerk her _____. Then the front desk clerk finds the details of Ms. Johnson's stay.

details of booking

reservation number

car registration

2. Among the most widespread _____ are Chinese, Greek, Italian, and Mexican.

guesthouses

seafood restaurants

ethnic restaurants

3. Expensive hotels usually have their own _____.

shuttle

fare

trip

4. James wrote his home address and phone number on the _____.

wine list

registration form

menu

5. Common items used to _____ food include knives and chopping board.

prepare

register

boil

6. On busy nights, a _____ helps the line cooks at different stations.

swing cook

head chef

sous chef

7. Chefs have a variety of _____ to cook.

napkins

tools

eating areas

8. Some _____ at a bar are wines, beers, spirits and cocktails.

food

ingredients

drinks

9. Some employees prepare the ingredients for meals while others spend their _____ making one particular dish.

time

shifts

money

10. Olivia uses the _____ to pick up the piece of cake and set it on the plate.

spatula

whisk

ladle

11. Paulina takes the skin off the carrots by using a _____.

spoon

grater

vegetable peeler

12. Everyone in the kitchen works together to _____ that customers have a great meal.

direct

make sure

find out

13. The chef gets the _____ and serves the soup.

ladle

grater

oven

14. He _____ their glasses with ice-cold lemonade.

lifted

refilled

poured

15. Mark keeps his knife collection in his _____.

knife peeler

knife roll

carving knife

4.6 Контрольная работа №6 Темы «Making a Room Reservation», «Loyalty Programs» и «Confirming a Reservation».

1. Match the words or phrases (1-8) with the definitions (A-H)

1 – high season

5 – complimentary

2 – loyalty program

6 – early check-in

3 – room preference

7 – special request

4 – special offer

8 - occupancy

- A given free of charge
- B a lower price on an item, usually for a limited time
- C the act of asking for a different or unusual thing
- D the kind of room a customer wants
- E when most people travel
- F a system that provides benefits for people who use a service often
- G a person's use of a room during a trip
- H getting a hotel room before the normal check-in time

2. Translate the following word combinations.

To reserve a room, room options, number of rooms, adults, reservation details, to offer a variety of different rooms, ocean view, to offer discounts, surrounding areas, to confirm the reservation by phone, to allow smoking in guest rooms, to charge more money, to offer special pricing, to book rooms through the Internet, to express a room preference, subject to availability, to estimate the room rate, to be eligible for discounts, notify the front desk upon arrival, during the off-season, calculated rack rate, to rent a room, to gain points, partner airlines, to earn points, loyalty members, to enjoy many benefits, turndown service, to double points, repeat customers, to give access to, to earn a complimentary stay, to provide benefits for people, in reference to your inquiry, to confirm a reservation, guest room availability, I am pleased to say, in order to check in, confirmation number, the base rate, the outdoor swimming pool, to be ready for, to occupy the room, respond to this email, we are looking forward to, your stay with us, respectfully

3. Talk about these questions.

1. Do you always reserve a room when you stay at a hotel?
2. What kinds of room options do hotel guests have?
3. Why do people like certain hotels?
4. What kinds of deals do hotels offer to guests?
5. What is the purpose of a confirmation of reservation?
6. What are some ways that hotel guests confirm reservations?

4.7 Контрольная работа №7 Темы: «Housekeeping», «Concierge», «Airport Transfers»,

1. Match the words or phrases (1-8) with the definitions (A-H)

- | | |
|------------------|-------------|
| 1 - housekeeping | 5 – on-call |
| 2 – stay-over | 6 – on duty |
| 3 - checkout | 7 - depart |
| 4 - sink | 8 - shuttle |

- A to leave
- B a room from which the guest has already departed
- C a bowl-shaped item that people use to wash their hands and clean items
- D refers to a room that has hotel guest who is not expected to check out today and will remain at least one more night.
- E a department of the rooms division, responsible for cleaning the hotel's guest rooms and public areas
- F a private vehicle, usually a van, that takes passengers to and from locations
- G available whenever a customer requests
- H working or being responsible for tasks at a job

2. Complete the sentences. Fill in the blanks with the correct words or phrases from the word bank.

- | | | | |
|----------|------------|-------------------|-------------|
| sheets | toiletries | trash bin | housekeeper |
| hesitate | concierges | local attractions | |

1. Our _____ are experts on the area's restaurants and can recommend the perfect place to fit your tastes

2. Tom placed the food wrappers in the _____.
3. I always read a travel guide to find out about _____.
4. When a guest checks out, a hotel housekeeper will change the _____ on the bed and polish the furniture
5. A hotel _____ is an employee of a hotel who is responsible for keeping rooms and other areas of the establishment clean.
6. Could you have some complimentary _____ sent up to my room?
7. Don't _____ to contact me if you need any more information.

Leader, room assignment list, to include information, special request, towels and trash service, early arrivals, start with checkout rooms, full cleaning, to make a bed, to change the towels and sheets, to vacuum the carpet, to empty trash bins, to disinfect all counters and surfaces, to replace toiletries, stayover rooms, to involve the tasks, to knock three times, to enter a room, Do Not Disturb sign, to remove the DND, the end of the shift, just call us, to use the airport shuttle, at your convenience, to take somebody directly to the airport, to appreciate tips, public transportation, bus route, to run to and from the airport every half-hour, for more details about the bus schedule, fare, be available anytime night or day, to provide transportation, to and from the airport, to hail a cab, to extend warmest welcome, to explore local attractions, don't hesitate to call, multi-lingual staff, insider information, trendy shopping district, to recommend somebody hotspots, to give directions to the museum, current exhibitions, types of entertainment, have a pleasant stay

4. Talk about these questions.

1. What items need to be cleaned in a hotel room?
2. What do housekeepers typically do?
3. How do people learn about activities when they travel?
4. What are some duties of a hotel concierge?
5. How do people get to the airport from their hotels?
6. How do hotels help their guests go to the airport?

Промежуточный тест №3 по темам 16-21

1. Match the words or phrases (1-8) with the definitions (A-H)

- | | |
|---------------------|-------------------------|
| 1 – ocean view | 5 - level |
| 2 – upon arrival | 6 - confirm |
| 3 – special offer | 7 – confirmation number |
| 4 – room preference | 8 – special request |

- A – a measure of achievement
 B – to check if something is correct and true
 C – a series of numbers that proves that a reservation has been made
 D – just after getting to a place
 E – the act of asking for a different or unusual thing
 F – a room when one can see the ocean from it
 G – the kind of room a guest wants
 H – a lower price on an item, usually for a limited time

2. Match the words or phrases (1-8) with the definitions (A-H)

- | | |
|-------------------|-----------------------------|
| 1 – base rate | 5 - select |
| 2 – adjacent | 6 – subject to availability |
| 3 – booking agent | 7 – rack rate |
| 4 – respond | 8 – inquiry |

- A – the cost of a hotel room before discounts are given
 B – can only be used or bought if there are sufficient amounts of the item left
 C – to choose something, or to make a choice
 D – a person who makes reservations

E – the act of asking for information

F – the standard cost

G – to answer

H – the two things are next to each other

3. Read the sentence. Choose which word best fits in the blank.

1. To change or _____, call our ticket agents and tell them your reservation number.
cancel a reservation book a room make sure
2. I made a _____ at the restaurant for 7 o'clock.
document wine list reservation
3. The hotel is nearly empty, because it is _____.
off season high season late
4. Mister Keller rents a room with a _____ so he can prepare his own food throughout the trip
mini-bar lounge kitchenette
5. During _____ it can be hard to find a hotel room.
low season high season your stay
6. The Khan family received a _____ because they rented more than 5 rooms
document discount seat preference
7. Stephany forgot her coupon and had to pay the _____,
discount commissions rack rate
8. Ms. Clark travels frequently and is a(n) _____ at the hotel.
repeat customer occasional customer dissatisfied customer
9. Only very important people are allowed in this _____ restaurant
inclusive exclusive inexpensive
10. She didn't have to pay for the meal because it was _____.
expensive cheap complimentary
11. The key card gives guests _____ to all the hotel entrances.
extra money access preferences
12. Greg arranged a(an) _____ at his hotel because his flight arrived at 7 in the morning.
early check-in late check-in loyalty program
13. Guests earn points by flying with the hotel _____ airline,
best partner nearby
14. As a loyalty member you _____ points each time you enjoy a night in one of our hotels.
lose gain keep
15. The more points you earn, the greater your _____.
losses skills rewards
16. To show our appreciation we _____ the exclusive Royal Point Hotel Loyalty Program.
present exclude reserve

4.8 Контрольная работа №8 Темы: «Evacuation», «Checking Out».

1. Match the words or phrases (1-8) with the definitions (A-H)

- | | |
|-----------------------|----------------------------|
| 1 – emergency | 5 - evacuate |
| 2 – precaution | 6 – exit |
| 3 – elevator | 7 – heavy furniture |
| 4 – fire alarm | 8 – personal check |

A – a way out of a building

B -a dangerous or serious situation

that happens suddenly or unexpectedly and needs immediate action

C – to leave a place for safety reasons

- D – a machine that takes people up and down between the floors in a building
- E – an action you take to keep bad things from happening
- F – items in a room that are hard to move, like a desk
- G – a printed piece of paper used to make a payment. The money is taken from the account later
- H – an item that makes a loud noise if there is a fire

2. Translate the following word combinations.

To be prepared, in case of an emergency, take a moment, to take precautions, to remain calm, to leave the area immediately, to protect room from fire, the nearest exit, to take the stairs, to take the elevators, in case of an earthquake, to seek protection, stand under an arch, to stay away from, to injure, pay close attention to the announcements, an intercom system, to share safety information, summary of charges for your stay, dates of stay, guest number, room number, number of rooms, description, charges, room charge, room service, dining service charge, long-distance calls, amount due at check-out, to settle the account, to pay the total balance, cash, credit card, personal check, to accept payments, to avoid additional charges, to pay the balance, to return the room keys by noon, to keep the copy of the bill for one's records, to direct questions to, we hope you enjoyed your stay

3. Talk about these questions.

1. What kinds of emergencies can happen on holiday?
2. What do you do in case of an emergency?
3. What do people need to do before they check out of a hotel?
4. What do people forget at hotels?

4.9 Контрольная работа №9 Темы: «Greeting and Seating Guests», «Explaining the Menu», «Taking an Order».

1. Match the words or phrases (1-8) with the definitions (A-H).

- | | |
|--------------------------|----------------------------|
| 1 – customer flow | 5 - entree |
| 2 - appetizer | 6 – wait time |
| 3 - sour | 7 – cooked to order |
| 4 - spicy | 8 – buzz |

- A a small amount of food that is eaten at the start of a meal
- B the rate and efficiency with which customers arrive and are served at a business
- C to make a low sound through vibrations
- D the amount of time customers have to wait until the business is ready to serve them
- E strong and hot to the taste, producing a burning sensation in the mouth
- F something not pre-prepared or cooked in bulk. It is only cooked after an order has been placed
- G the main dish of a meal
- H having a sharp, acidic taste

2. Translate the following word combinations from English into Russian:

Served with, dressing, low-fat, low-calorie option, melted cheese, steamed broccoli, boiled potatoes, half a roasted chicken, seasoned with herbs, to take an order, server, to impress customers, to accomplish, notepad, pivot point system, seat, rare, medium rare, well done, to double-check the order, to repeat the entire order, special requests, substitution, to catch mistakes, to give an opportunity, to change one's mind

3. Talk about these questions.

17. What do restaurant workers say to greet customers?
18. What problems can occur before a diner is seated?
19. What is your favourite food to order from a menu?
20. What are some ways that food is prepared?
21. What questions do servers ask when they take orders?
22. How can servers remember the customer's order?

4.10 Контрольная работа №10 Темы: «Room Service», «Banquets». «Food Storage», «Ordering Food Supplies».

1. Match the words or phrases (1-8) with the definitions (A-H).

- | | |
|-------------|----------------------------|
| 1 – tray | 5 – room service attendant |
| 2 – cart | 6 - delivery time |
| 3 – fee | 7 - kitchen load |
| 4 - cutlery | 8 – in-room |

- A a big container on wheels, that a person pushes. It is used for carrying items
B a sum of money that you pay for a service, or in order to do something
C a service that takes place in your hotel room. You don't have to leave your room in order to receive this type of service
D the amount of time it takes for something to arrive
E refers to how busy a kitchen is and the number of orders the kitchen is trying to fill
F the knives, forks and spoons that a person uses to eat food
G the hotel employee who brings your food and drink order to your hotel room
H a flat piece of wood, plastic or metal, with raised edges, that a person holds in order to carry things like plates or drinks

2. Fill in the blanks with the correct words or phrases from the word bank

microwave food service lift storage expiration date

- 1 We are looking for people who have worked in _____ before.
- 2 Banquet Servers must be able to _____ at least fifty pounds
- 3 Good _____ prevents dangerous food spoilage.
- 4 What is the _____ of this product?
- 5 I warm up my lunch in the _____.

3. Translate the following word combinations.

Damaged equipment, previous experience, preferable, job application, ways to get experience in food service, to store food, proper storage, preservation of food, food spoilage, food safety rules, to set the temperature, to label food properly, from top to bottom, ready-to-eat foods, seafood, beef and pork products, poultry products, pantry, to store dry goods, canned goods, to keep the pantry clean, to avoid, to use food before the expiration date, frozen goods, to store goods separately, to stock, to label and date all food, to order food supplies, storeroom, quantities, items, running low, to reorder, vendor, delivery schedule, food delivery time, extra charge, for your convenience, to offer 24-hour room service, to place an order, delivery time, upon delivery, service charge, to include a tip, guests are welcome to, to give an additional tip for excellent service

4. Talk about these questions.

1. What are some ways to get food at a hotel?
2. What are some good things about ordering food to your hotel room? What are the bad things?
3. What events are hosted at hotels?
4. What workers help at the events?
5. What are the different places to store food in a kitchen?
6. What are some safety rules about storing food?
7. Where do restaurants get their food supplies from?
8. How do restaurant owners know when they need more supplies?

Промежуточный тест №4 по темам 22-30

1. Match the words or phrases (1-8) with the definitions (A-H)

- | | |
|-----------------|------------------------|
| 1 – records | 5 – emergency |
| 2 – loudspeaker | 6 – settle the account |
| 3 – exit | 7 – booth |
| 4 – earthquake | 8 – wait time |

- A – pieces of information that are kept in case they are needed later
- B – happens when the ground moves
- C – to pay the total amount owed
- D – the amount of time customers have to wait until the business is ready to serve them
- E – the a dangerous or serious situation, such as an accident, that happens suddenly or unexpectedly and needs immediate action
- F – a device that plays sounds over a large area to give people important information
- G – is a way out of a building
- H – A booth is a partly enclosed area in a restaurant where people sit on long seats on opposite sides of a table

2. Match the words or phrases (1-8) with the definitions (A-H)

- 1 – par level
- 2 – reorder
- 3 - out of
- 4 – vendors
- 5 – spoilage
- 6 – inventory
- 7 - storeroom
- 8 – quantity

- A – not having any more of something
- B – a person or company that sells goods or services
- C – a list of all the items in a business
- D – the amount of food a restaurant should always have available
- E – a place where items are kept until they are needed
- F – to buy more of something
- G – the amount of something
- H – the condition of food that is ruined and unsafe to eat

3. Complete the sentences. Fill in the blanks with the correct words or phrases from the word bank.

- earthquake loudspeaker fire alarm evacuated
- sprinkler records exits

1. The university keeps _____ with information about each student.
2. I pulled the _____ because I smelled smoke in the hallway.
3. The guests _____ the hotel because there was a fire.
4. The ground started shaking during the _____.
5. The people left the building through the _____.
6. The voice coming from the _____ warned that a fire had broken out.
7. A _____ system will protect your items if the fire reaches your room.

4. Read the sentence. Choose which word best fits in the blank.

1. The original sales receipt was destroyed, but Bill had a(an)_____.
2. discount copy invitation
3. During any emergency, always pay close attention to the _____ from the loudspeakers.
- announcements documents stairs
- In an emergency, a hotel porter helps guests _____ safely, and assists with the implementation of safety plans.
- park the car evacuate with the luggage
4. Trish needed to leave early so she asked for the _____.
- short wait bill surrounding areas
5. Randy made a _____ by being rude to the employer.
- good impression poor impression eye contact
6. Rita makes reservations in advance to avoid _____
- high season wait times accidents
7. Improving _____ helps restaurant owners make more money.
- shopping trips room keys customer flow

8. Laura gave the _____ a tip for the great service.
 room service attendant hotel guest butcher
9. Sally _____ the order and thanks the employee for delivering the food.
 damages stores signs for
10. When you finish your meal, put the tray on the _____ outside the door for collection.
 wheelchair cart carpet

5. Complete the sentences. Fill in the blanks with the correct words or phrases from the word bank.

seats direct bill personal check customer flow buzzer booth

- The alarm clock _____ when it is time to wake up.
- Mr. Doherty hopes that the techniques will help improve _____ at her restaurant.
- The police tried to _____ traffic away from the accident.
- Mr. Adams wrote a _____ to pay the bill.
- Helen sits in a _____ with her party, so none of them have their own chairs.
- Peter studied the _____ to determine how much to pay.
- The hostess _____ Mr. Wilson at a table near a window.

4.11 Контрольная работа №11 Темы: «Special Functions», «Business Travelers»

1. Match the words or phrases (1-8) with the definitions (A-H)

- | | |
|------------------------------|--------------------------|
| 1 – changing room | 5 - venue |
| 2 – event coordinator | 6 – wedding party |
| 3 – corporate retreat | 7 - workshop |
| 4 - anniversary | 8 – troubleshoot |

- A a date when you celebrate something that happened on that date in the past
- B to find out why something does not work properly
- C a room where someone can change clothes and prepare for an event
- D the person responsible for planning special events
- E an event held by a company that helps employees to get to know each other
- F a gathering of people to discuss or learn about a topic or activity
- G a place where special events take place
- H a ceremony during which people get married

2. Fill in the blanks with the correct words or phrases from the word bank

**wedding available facilities corporate retreat conference
 room accommodate technical support**

- Large business events are held in a _____.
- Jason met many of his co-workers for the first time at the _____.
- The couple had a beautiful _____.
- The _____ team is responsible for fixing any technical problems.
- The hotel offers exceptional sporting _____, including a 50 meter swimming pool.
- Wi-Fi access is _____ throughout the hotel, including the pool area.
- We have 4 large conference rooms, each able to _____ 100 people

3. Talk about these questions.

- What special events do people have in hotels?
- What facilities do hotels have for special events?
- What services does a business traveler need from a hotel?
- What makes a hotel suitable for hosting a conference?

4.12 Контрольная работа №12 Темы: «Responding to Requests», «Reservation Problems».

1. Match the words or phrases (1-8) with the definitions (A-H)

- | | |
|----------------------------|--------------------------|
| 1 – essential | 5 – extra |
| 2 – spare | 6 – phone charger |
| 3 – luggage storage | 7 – wake-up call |
| 4 – laundry service | 8 – late checkout |

- A – involves cleaning clothes for a fee
- B – an important and commonly used item; the basic things you need to live
- C – a hotel service for keeping extra bags
- D – an extra of an item
- E – in addition to the usual amount
- F – a phone call that wakes hotel guests at a pre-arranged time
- G – a device used to maintain a cell phone's battery
- H - an arrangement made to leave a hotel later than the usual checkout time

2. Translate the following word combinations:

To provide extra items upon request, to keep spares of, commonly forgotten items, toothbrush, blanket, pillow, phone charger, cot, to keep extra luggage, locked room, during your stay, to take advantage, same-day laundry service, a complimentary laundry bag, to schedule a pick up, to ask for a complete list of rates, to get a wake-up call, to offer wake-up calls, to request a call, checkout time, to get a late checkout, to make arrangements for a late checkout, we are here to help, a significant increase in occupancy, to lead to, to deal with problems, to review the protocol, requested rooms, unavailable for several reasons, the sales department, to oversell, to compensate for cancellations and no-shows, mix-ups may occur, to make reservations through third parties, a matter of, in any case, try to keep the guest happy, to look for an available room, to relocate the guest to, to place the guest in, the same room type, the room the guest originally reserved, to offer the guest a free room upgrade, overbooked, room-move, to suggest, stay at one of our partner hotels, to inform a guest, to pay for the cost of the room at another hotel, to provide transportation to the partner hotel, to place somebody on the wait list, to be notified, cancellations; on a first come, first served basis

3. Talk about these questions.

1. What are some services that hotels offer?
2. What items do people need when travelling?
3. What problems can arise during the hotel reservation process?
4. What are some ways that hotels solve reservations problems?

4.13 Контрольная работа №13 Темы: «Broken!», «Responding to Complaints», «Hotel Safety»

1. Match the words or phrases (1-8) with the definitions (A-H)

- | | |
|---------------------------|-----------------------------|
| 1 – remote control | 5 - locked out |
| 2 – maintenance | 6 – bedbug |
| 3 – overflow | 7 – abusive language |
| 4 – clogged | 8 - inconvenience |

- A – whatever is inside it starts coming out because it is too full:
- B – a department at a hotel that is responsible for fixing electrical and technical problems in buildings
- C – unable to enter a place because you cannot open the door
- D – a small device that lets you control an electrical appliance from far away
- E – a small insect found in bedding and mattresses
- F – impolite and rude speech
- G – something that causes discomfort
- H - blocked or filled with something

2. Translate the following words and word combinations:

The air conditioning gave out, to solve the problem, the toilet clogged, a foreign object, to flow into the bedroom, to take cold showers, to upgrade, to arrive at the hotel, flight, to let somebody know, promptly, to move somebody to another room, the rest of my stay, to change channels, to run low, to handle complaints, hospitality industry, our main priority, to provide a wonderful

experience for guests, to handle complaints, efficient, tips, to respond to customer complaints, to resolve problems fast, get informed, to offer a solution, to know exactly, to be upset about noisy neighbors, to stop functioning, to be locked out, to find out the problem, to explain what is wrong, to be frustrated, remember to remain calm, never use abusive language, never respond with anger, rude, to make the problem worse, jump into action, to assure guest, to determine the best solution, a non-smoking room, to complain, to smell like cigarette smoke, to suggest a room-move, make sure to apologize to the guest for the inconvenience, to let somebody know, we are there to help, guests' safety, to ensure, have a safe and happy stay, to lock the door, to use the dead bolt lock, security door chain, to knock at the door, to look through the peephole, we urge you, to share information with strangers, security camera, to witness any suspicious activity, security guard, to be on duty around the clock, to escort somebody to..., theft, injury, to notify hotel staff, to encourage somebody, to leave valuables in the in-room safe deposit box, to protect, possessions, to go missing, to check the lost and found

3. Talk about these questions.

1. What problems can a guest encounter inside their hotel room?
2. How do hotel employees solve these problems?
3. What are some complaints that hotel guests may have?
4. How can hotel employees fix customer complaints?
5. How do people stay safe in hotels?
6. What do travelers do when they are in danger at a hotel?

Промежуточный тест №5 по темам 31-37

1. Match the words or phrases (1-8) with the definitions (A-H)

- | | |
|-----------------------|-------------------|
| 1 – corporate retreat | 5 - venue |
| 2 – maintenance | 6 – oversell |
| 3 – attendee | 7 – cancellations |
| 4 – clogged | 8 - inconvenience |

A – a person who goes to an event

B – a department at a hotel that is responsible for fixing electrical and technical problems in buildings

C – a place where special events take place

D – an event held by a company that helps employees to get to know each other

E – to sell more than there are actually available

F – the decision not to do something that you planned on doing

G – something that causes discomfort

H - blocked or filled with something

2. Match the words or phrases (1-8) with the definitions (A-H)

- | | |
|----------------------|----------------|
| 1 – abusive language | 5 - rude |
| 2 – overflow | 6 – bedbug |
| 3 – assure | 7 – noisy |
| 4 – room-move | 8 - locked out |

A – whatever is inside it starts coming out because it is too full:

B – to give information in an honest and comforting way

C – unable to enter a place because you cannot open the door

D – very loud

E – a small insect found in bedding and mattresses

F – impolite and rude speech

G – impolite

H – relocation of a guest to another room in a hotel

3. Read the text. Fill in the blanks with the correct words or phrases from the word bank.

tell solve problem effective

It is important for people working in the hospitality industry to understand complaints and handle them in a(an) _____ (1) way. Find out what the _____ (2) is calmly and politely. Think of the best way to _____ (3) the problem and _____ (4) the guest that you are there to help.

4. Read the sentence pairs. Choose where the words best fit in the blanks

1. noisy/rude

- A. The server's _____ behavior hurt Sara's feelings.
B. It's too _____ in the restaurant to have a conversation.

2. assure/complain

- A. any guests _____ that the smoke makes them feel sick
B. he hosts _____ diners that the café is very good

3. neighbor/inconvenience

- A. The Garcias think that their new _____ is very helpful and friendly.
B. An accident can be a major _____ to someone.

5. Read the sentence. Choose which word best fits in the blank.

1. Mister Brown sleeps with an extra _____ for comfort.
checkout pillow discount
2. Most hotels charge for guest services such as _____.
wake-up calls laundry service luggage storage
3. The hotel upgraded my room to _____ for their relocating me to another hotel.
inspect compensate check in
4. The sheets were washed in hot water to kill the _____.
foreign objects smoke bedbugs
5. The waiter poured too much water in the glass and it _____.
overflowed flushed clogged
6. The toilet will _____ if guests put paper towels in it.
flush give out clog
7. A remote control needs _____ in order to work.
foreign objects batteries lock
8. The hotel has workers that _____ electrical problems.
fix turn on discuss
9. If a guest in a non-smoking room complains that the room smells like cigarette smoke, you may suggest a(n) _____.
complimentary drink room-move extra pay

6. Mark sentences as true (T) or false (F). See if they use the underlined part correctly.

1. A maintenance worker helped the guest check into the hotel.
2. We turn on the air conditioning when it is hot outside.
3. Mike does not put foreign objects like food wrappers in the toilet.
4. Jessica flushes the sink to remove all of the dirt from its surface.
5. Rudy's TV gave out and he watched it all evening.
6. Helen waits for warm water so she does not have to take a cold shower.

4.14 Контрольная работа №14 Темы: «Money Matters», «Making Suggestions», «Problems in the Dining Room».

1. Match the words or phrases (1-8) with the definitions (A-H)

- | | |
|-----------------------|-----------------------|
| 1 – currency exchange | 5 – make change |
| 2 – local currency | 6 - countersign |
| 3 – exchange rate | 7 – serial number |
| 4 – buy back policy | 8 - traveler's checks |

A – a set of rules that determine whether or not an institution will buy an item back from the person it was sold to

- B** – the money that is used in the country where you are currently staying
C – is how much the currency from one country is worth compared to another country's.
D – a set of numbers that is used to track items or tell items apart.
E – to give someone several smaller units of money in exchange for one large unit
F – the business of trading money from one country for the money of another country
G – paper that can be used as money or exchanged for local currency
H – to sign something that already has a signature

2. Fill in the blanks with the correct words or phrases from the word bank.

quality replaced satisfied burned exception complained

1. Fred is always late and today is not an/an _____.
2. Two of my guests were not _____ with their food.
3. One of the guests _____ that her steak was burned.
4. Did you enjoy the _____ of the service?
5. When we sat down, my wife noticed that her plate was dirty, so the server _____ it with a clean one.
6. Jessica left the food on the grill for too long and it _____.

3. Translate the following words and word combinations:

To provide services, to exchange money into local currency, to keep in mind, current exchange rate, free of charge, to exceed \$100 in value, a 10% commission on every transaction, to buy back unused currency, free of charge, to cash traveler's checks, a perfect getaway, to choose from several dishes, the selection of dishes, smoked salmon, game meats, an assortment of dishes, to share extensive knowledge, suitable for every budget, the quality of the food, the correct dish, in addition, inedible meal

4. Talk about these questions.

1. What type of money do people use in your country?
2. How do people get foreign money when they travel to other places?
3. What kinds of foods do you suggest to others?
4. Who helps people decide what to eat or drink at restaurants?
5. What kinds of problems do people have in restaurants?
6. What are some ways to complain about food?

4.15 Контрольная работа №15 Темы: «How Will You Pay?», «Working Together», «Kitchen Safety and Sanitation».

1. Match the words or phrases (1-8) with the definitions (A-H)

- | | |
|------------------------------|-------------------------------|
| 1 – method of payment | 5 – sommelier |
| 2 – debit card | 6 – split plate charge |
| 3 – separate check | 7 – identity theft |
| 4 – traveler's check | 8 – hairnet |

- A** – a restaurant bill that only lists the costs acquired by one person
B – a paper that can be used as money or exchanged for local currency
C – a wine expert whose job is to serve and give advice about wine in a restaurant
D – a small piece of plastic that is used to transfer money from a bank account to the account of the person being payed
E – the crime of stealing another person's financial information
F – an item that food service professionals wear on their heads to keep their hair from falling into the food
G – a fee paid for dividing one dish in a restaurant between more than one person
H – a way for paying at a business

2. Fill in the blanks with the correct words or phrases from the word bank.

coordinates separate checks plated health identity theft
burns cooking time

1. I calculate _____ and determine what dishes need to be prepared first.
2. The diners asked for _____.
3. I am the person who _____ the front and back of house.
4. The chef _____ each dish himself so it looked perfect.
5. Someone committed _____ by using Melanie's credit card.
6. Employees must be in good _____ to handle food.
7. Workers must dress correctly to avoid _____.

3. Translate the following word combinations.

To notify, to provide separate checks, to place an order, mandatory, 18% gratuity, to add, to share dishes, split plate charge, cashier, to run the card, to bill to, to provide ID, patronage, an enjoyable dining experience, to fire a dish, to put out a dish, at the same time, to accomplish, to return food to the kitchen, to coordinate the front and back of house, to calculate cooking time, to determine, to prepare dish first, to communicate information to the kitchen staff, to assign tasks, to put out a dish, incredibly organized, organizational skills, to be completed on time, to encounter challenges, to accomplish, to affect negatively, flexible, food preparation, health code violations, to label food, to dispose, equipment, utensils, to be fitted with, clean clothing free of holes, to wear, to prevent slips or burns, to maintain good personal hygiene, to handle food, to be in good health, food preparation, disposable gloves, to touch ready-to-eat food, oven mitts

4. Talk about these questions.

1. What are different ways of paying at a restaurant?
2. How do you prefer to pay for a meal at a restaurant? Why?
3. What are some common work duties in a hotel?
4. What problems can occur if duties are not clearly known?
5. What aspects of food preparation are potentially dangerous?
6. How do you stay safe while working in the kitchen?

4.16 Контрольная работа №16 Темы: «Writing a Resume», «Job Interviews».

1. Match the words or phrases (1-8) with the definitions (A-H)

- | | |
|----------------------------|-------------------------------|
| 1 – objective | 5 – employment history |
| 2 – code of conduct | 6 – education |
| 3 - proficient | 7 - awards |
| 4 – skills | 8 - reference |

A – a written statement about an individual usually from a previous employer or teacher

B – details of a person's past work experience and background

C – skilled and experienced

D – the process of teaching or learning, especially in a school or college, or the knowledge that you get from this

E – a goal a person has or something a person wishes to do

F – a set of rules followed by employees at a company

G – a prize or a sum of money that a person or organization is given for an achievement

H – an ability to do an activity or job well, especially because you have practiced it

2. Fill in the blanks with the correct words or phrases from the word bank.

work experience salary proficient resume
code of conduct interview

1. You should mention all of that in your _____.
2. After the _____, Ms. Mills wasn't sure if Helen was right for the position.
3. The problem is that I don't have a lot of _____. This is actually my first job.
4. She's _____ in two languages.
5. Mr. Jones is paid a good _____.
6. It states in the _____ that staff should be polite to all guests

3. Translate the following word combinations.

To secure the position of, to improve the level of customer service, familiar with, communication skills, self-motivated, typing speed, training new associates, external and internal calls, answered call, employment history, skills, awards, education, to take messages, to complete logs, to oversee, performed clerical duties, stressful, proper planning and preparation, to get the job, to survive the interview, to get the job offer, to research the company, to prepare relevant questions, to appreciate, to demonstrate interest in the company, available position, to organize paperwork, to include official transcripts and references, previous employers, responses to questions, common interview questions, to prepare for, salary expectations, to find out, to pay, employer, employee, to apply for a position, to make a good first impression, make sure to, be sure, professional attire, interviewer, interviewee, to provide solid examples, previous experience, to relate to, skills needed for the new position, to explain, future career goals, to restate one's interest in the position, follow up, to request a call back, to obtain information

4. Talk about these questions.

1. When do people need resumes?
2. What information do people include on resumes?
3. How do people prepare for a job interview?
4. What items do people bring to job interviews?

Промежуточный тест №6 по темам 38 - 45

1. Match the words or phrases (1-8) with the definitions (A-H)

- | | |
|-----------------------|-----------------------|
| 1 – traveler's checks | 5 – buy back policy |
| 2 – local currency | 6 - countersign |
| 3 – exchange rate | 7 – serial number |
| 4 – make change | 8 - currency exchange |

A – a set of rules that determine whether or not an institution will buy an item back from the person it was sold to

B – the money that is used in the country where you are currently staying

C – is how much the currency from one country is worth compared to another country's.

D – a set of numbers that is used to track items or tell items apart.

E – to give someone several smaller units of money in exchange for one large unit

F – the business of trading money from one country for the money of another country

G – paper that can be used as money or exchanged for local currency

H – to sign something that already has a signature

2. Match the words or phrases (1-8) with the definitions (A-H)

- | | |
|----------------|------------------------|
| 1 – job offer | 5 – education |
| 2 – relevant | 6 – employment history |
| 3 - proficient | 7 - salary |
| 4 – skills | 8 - reference |

A – an offer from an employer to give you a job, a chance of employment

B – details of a person's past work experience and background

C – skilled and experienced

D – the process of teaching or learning, especially in a school or college, or the knowledge that you get from this

E – a written statement about an individual usually from a previous employer or teacher

F – important and relates to the topic being discussed

G – a fixed amount of money paid to someone for the work the person is employed to do

H – an ability to do an activity or job well, especially because you have practiced it

3. Mark sentences as true (T) or false (F). See if they use the underlined part correctly. (IPAB)

1. When Emma breaks the ill, she sends money overseas.

2. Checks must be dated in order to be cashed.
3. To countersign is to write your name on something that already has a signature.
4. The hotel has commissions for purchase.
5. The hotel charges a 20% buy-back policy for every transaction.
6. Exchange rates change often.
7. Make a good first impression by arriving on time for the interview
8. The chef wore an apron to keep her hair in place.
9. Old kitchen sponges often harbor germs.
10. The entry-level job didn't require a lot of previous experience.
11. Alex receives a wage because he is unemployed.
12. The benefits provided by the company include healthcare.
13. Mary's resume lists her professional background.

4. Match the words or phrases (1-8) with the definitions (A-H)

- | | |
|--------------------|------------------|
| 1 – position | 5 – attire |
| 2 – thank-you note | 6 – interviewer |
| 3 - candidate | 7 - interviewees |
| 4 – follow up | 8 – transcripts |

- A – to do something that is related to an event that happened earlier
 B – the person who responds to questions during an interview
 C – a note that expresses gratitude to a person for something
 D – the clothes that people wear, especially for formal events
 E – an official record from an educational institution that shows a student's coursework and grades
 F – a person who is trying to get a specific job
 G – a person who asks questions during an interview to find out if a candidate is suitable for a job
 H – a job

5. Fill in the blanks with the correct words or phrases from the word bank.

- relevant responses accomplishments attire
 candidates work experience

1. Interviewers appreciate when job _____ demonstrate interest in the company and the available position.
2. Going to the interview make sure to dress in clean and professional _____.
3. Research the company and prepare _____ questions.
4. Plan _____ to common interview questions.
5. What has been your greatest _____ during those 5 years?
6. The problem is that I don't have a lot of _____. This is actually my first job.

6. Fill in the blanks with the correct words or phrases from the word bank.

- degree Curriculum Vitae experience rejected
 job candidate good impression

1. A _____ typically is longer than a resume and includes a complete listing of a person's relevant history.
2. My application was _____ because I didn't have enough experience.
3. Interviewees make a _____ by dressing professionally for the interviews.
4. The job is best for candidates with several years of _____ in the airline industry.
5. After 4 years at university, Roger earned a _____ in management
6. A _____ should ask about the company during an interview.

7. Read the sentence pairs. Choose where the words best fit in the blanks

1. position/ candidate

- A. The company offered the successful _____ a job.
- B. The clerk _____ was quickly filled.

2. link/ salary

- A. Liza clicks on the _____ and goes to another webpage.

B. Jerry asked the employer to increase his _____.

3. hospitality industry/ qualifications

A. The job advertisement lists the required _____ for those applying for the job.

B. Workers in the _____ deal with people from all over the world every day.

4. application/ applicants

A. Interested _____ can apply for the job through the website.

B. I was worried that my _____ might be rejected because I didn't have enough experience

5. call-back/reference

A. Tracy received a _____ after the interview.

B. Jason asked Ms. Watson if he could list her as a _____ on his job application.

6. thank –you note/ job offer

A. Bob declined the _____ because he found a position at another company.

B. Steve sent Mr. Jones a _____ for helping her complete the project.

8. Translate the following word combinations.

to get the job, to research the company, to demonstrate interest in the company, available position, transcripts and references, previous employers, salary expectations, employee, to apply for a position, to make a good first impression, make sure to, be sure, professional attire, interviewer, interviewee, previous experience, skills, future career goals, interest in the position, call back, follow up

9. Talk about these questions.

1. What kinds of problems do people have in restaurants?

2. What are some ways to complain about food?

3. What are different ways of paying at a restaurant?

4. What are some common work duties in a hotel?

5. What problems can occur if duties are not clearly known?

6. What aspects of food preparation are potentially dangerous?

7. How do you stay safe while working in the kitchen?

8. Where do people find out about jobs in the hospitality industry?

9. What is the first step to finding a job?

10. When do people need resumes?

11. What information do people include on resumes?

12. How do people prepare for a job interview?

13. What items do people bring to job interviews?

Экзаменационные билеты

Экзаменационный билет № 1

1. Read the text and translate it.

AT A HOTEL

As soon as you are through with the customs formalities, you will most probably take a taxi to a hotel. It's best to book a room in advance. In this case you'll be sure to stay at a hotel without any problems. You can book a room by telephone.

Friendly staff and high standards of service make the stay in the hotel pleasant and enjoyable. In many hotels a porter takes your luggage and shows you the way to the receptionist's desk. The receptionist will most probably ask you for how many days (nights) you are going to stay at the hotel. He may offer you a room (a single or a double room, a suite, etc.) with all modern conveniences (bath, telephone, satellite TV, air conditioners). Then he will ask you to sign in. In this case, you will have to sign your name, nationality and address in a hotel register book or in a special registration form (to fill in the form).

When this formality is over, the receptionist gives you your key and the porter shows you up to your room. Now you are referred to as a "guest". When going out you are supposed to leave your key at the desk. All the keys are hung on a special key-rack. Modern hotels have electronic locks

on the doors. They are opened with a plastic card with a magnetic code. The codes are usually changed every day. Majority of the hotels offer you the most sophisticated security system. The guests are provided with in-room safety-deposit boxes.

The room charge (price) usually includes your breakfast. Sometimes it includes the service paid additionally. Large hotels usually offer their guests different kinds of services. There is the inquiry office where they will answer your questions and give you all the information you want. At the laundry, you can have your things washed and pressed. At the dry cleaner's, you can clean your clothes. At the shoes repairs' you can have your shoes mended and polished. At the service bureau, you can order a taxi or rent a car, book in advance tickets. There is also hairdresser's, barber's, beauty salon. There is also a small banking office in the entrance hall where you can cash travellers' cheques and change currency. If you need to leave your suitcases for a while, you can use the left-luggage office.

The guests are requested to warn the receptionist in advance about the day and hour of signing out so that they could have the bill ready for them in time. Make sure that the bill is ready one day before leaving.

2. Answer the questions to the text.

1. Why is it best to book a room?
2. How can you make a reservation?
3. Who usually helps you with your luggage when you come to a hotel?
4. Who will you address for a room when you come to a hotel?
5. What will the receptionist most probably ask you about?
6. How do you call the formality of putting down your name in a hotel register?
7. Who usually shows a traveler to his\her room?
8. Why are you requested to warn the receptionist in advance about the day and hour of signing out?

3. Translate from Russian into English

1. - Во сколько / в какое время открывается бюро обмена валюты? - Бюро обмена валюты открывается в 8 часов утра.
2. Одноместных номеров не осталось / свободных одноместных номеров нет.
3. Могу я забронировать парковочное место?
4. К сожалению, мы не работаем / мы не открыты сегодня.
5. У нас остались 4 места на вечер в субботу / на субботний вечер.
6. - Простите, а где находится бар? - Он находится на первом этаже, рядом с рестораном.
7. - Можно заказать такси для номера 145? - Да, сэр. Я сейчас же закажу его вам.
8. Не заставляйте людей долго ждать.
9. Выясните, что нравится клиентам с ограниченными возможностями, будьте терпеливы и всегда готовы прийти на помощь.
10. Я пришлю к вам носильщика, чтобы он помог вам.
11. - Прошу прощения, мы заказали наши напитки 20 минут назад. - Извините, мадам, через минуту я вами займусь / я к вам подойду. В ресторане сегодня не хватает персонала.

Экзаменационный билет № 2

1. Read the text and translate it.

THE ACCOMMODATIONS INDUSTRY

The word "motel" was created by combining motor and hotel. When automobiles were first used, flimsy and inexpensive tourist cabins were built beside the highways. Then, as people demanded greater comfort, the cabins were replaced by tourist courts and then by the modern hotels. Motel or motor hotels providing parking facilities for cars were also constructed in many large cities, where they now compete with the other commercial hotels.

The airline extended the distances that people could travel in a short period. For the accommodations industry it was a boom in the construction of *resort hotels*. A resort is a place to

which people travel for recreation. It may offer mountain scenery, the combination of sun and sea, or features that are entirely man-made, like Disneyland in California.

All hotels do not serve the same *clientele*, that is, the same kind of guests. In fact, it is possible to place hotels in four broad categories. The first is the *commercial hotel*, which provides services essentially for *transients*, many of them travelling on business. Many city hotels and diversely located motels fall into this group. The second category is resort hotels. Located in vacation areas, they often provide recreational facilities of their own as well. A third type of hotel aims its services largely at the *convention trade*. Conventions are meetings, usually held yearly, of various business or professional groups. Not so long ago, most conventions were held in large urban centres such as New York and Washington D.C. The fourth category is resident hotels. People who do not wish to keep house themselves can rent accommodations on a seasonal basis or even permanently in many hotels.

No firm distinction exists between the different kinds of hotels. In large cities that are also tourist centres, such as New York, Paris, Tokyo, London and Rome, one hotel may offer all types of service. And even a small hotel may have banquet rooms and meeting rooms in addition to its accommodations for transients.

Another way of categorizing hotels is by the quality of service they offer. At the top are the *luxury hotels*, which generally offer their guests the greatest comfort and convenience possible. At the bottom are those that provide merely a place to sleep. A system for *rating* hotels according to quality is widely used in France and a number of other countries. This system puts the top hotels in a special *deluxe category*, with others receiving from five stars to one star or “A\Y”. The standard features include private bathrooms, room telephones, recreational facilities and so on.

The difference in quality between hotels is not entirely a matter of *equipment* or *furnishings*. The proportion of *employees* to guests and guest rooms is also a matter of prime importance. In general, the accommodations industry is labour-intensive; that is, it employs a large number of people to perform its services. In a luxury hotel, there may be three employees for every guest room. In a large commercial hotel in a big city, the ratio is usually closer to one employee per guest room. Obviously, the services offered by a small hotel will be far more restricted than those provided by a luxury hotel.

The larger and more luxurious the hotel, the greater the variety of jobs that it offers. Nevertheless, the administration and organization of a small hotel is similar to a large one. Engineering and maintenance for a small establishment may be done by contract with local firms, whereas a large hotel will hire its own staff for these functions.

Generally, the problems and opportunities in all hotels are comparable, since all provide shelter, food and other services for the travelling public. (by E.J. Hall)

2. Answer the questions to the text.

1. What is a hotel? What does it provide for a traveller?
2. Why do people travel?
3. How was the word “motel” derived? What kinds of accommodations were offered?
4. What are some of the attractions that a resort may offer? Give your examples.
5. What are four broad categories in which it is possible to place hotels?
6. Are there any firm distinctions between hotels in the different categories?
7. What is the other way of dividing hotels into categories? What kind of hotels are at the top? What kind of hotels are at the bottom?
8. Why are there comparable problems and opportunities in all hotels?

3. Translate from Russian into English

1. - По каким дням вы работаете?
- Мы работаем / открыты со вторника по воскресенье.
2. Я бы хотел забронировать соседние двухместные номера, один с двумя односпальными кроватями, на 5 ночей от 7 июня до 11 июня для меня, моей жены и 2-х наших детей в возрасте 6 и 9 лет.
3. - Простите, а где находится лифт? - Вон там, за углом.

4. – В какое время открывается пункт обмена валюты? - Одну минуту, я узнаю / проверю (для вас).
5. – Вчера вечером мой коллега оставил для меня сообщение у администратора, но мне его никто не передал. – Мне очень жаль. Я сейчас выясню, в чём дело.
6. – Я могу заказать у вас напитки и сэндвичи? – Если вы дадите мне ваш заказ, я передам его в службу обслуживания в номерах.
7. Приносим извинения за задержку с ответом на звонок / по телефону.
8. Проявляйте особую заботу о клиентах с особыми потребностями.
9. К сожалению, из номера 345 не отвечают /нет ответа.
10. Мы рады, что вам понравилось у нас.
11. Вот ваша ключ-карта.

Экзаменационный билет № 3

1. Read the text and translate it.

TYPES OF RESTAURANTS

There are eight different types of places where people can eat and drink. They are very luxurious restaurants, formal luxury restaurants, informal restaurants serving national dishes, coffee-shops, snack-bars, fast-food restaurants, bars and night clubs.

At the very luxurious restaurants, dinner is a la carte. Such restaurants are usually famous for their haute cuisine. They have a sophisticated atmosphere. Their service is impeccable.

At the formal luxury restaurants, the surroundings are elegant and the cuisine is superb. They are appropriate for business lunches and romantic dinners.

The informal national restaurants serve typical local dishes. They offer a lot of home-made dishes. They make bread and pasta themselves. These restaurants have two sorts of dinner menu: a la carte and a three-course fixed price menu. The atmosphere is cosy and relaxed and the meals are reasonably priced there.

At the coffee-shops the surroundings are modest and the atmosphere is friendly. The customers can have quick snacks with drinks there. These places serve sandwiches, salads, cakes and beverages. They may offer table service, counter service or self-service.

The snack-bars have a very relaxed atmosphere and very modest surroundings. They offer self-catering as a rule. The customers can have some snack with their drink.

The fast-food restaurants offer a very quick counter service. The choice of food and drinks is fixed but limited. Such places provide a drive-in and take-out service.

The bars offer different kinds of drinks, mixed drinks, beer, juices, soda. They can also serve nuts and crisp biscuits to go with the drinks.

At the night clubs the customers can have excellent wine and delicious dishes and dance to a band.

Such places have a floor show. The customers can gamble if they like. They are very expensive but provide overnight catering and entertainment until 4 a.m. as a rule.

2. Answer the questions to the text.

1. What are the eight different types of places where people can eat and drink?
2. What kind of places are the very luxurious and the formal luxury restaurants?
3. What kind of places are the informal national restaurants?
4. What kind of places are the coffee-shops and the snack-bars?
5. What kind of places are the fast-food restaurants?
6. What kind of places are the bars?
7. What kind of places are the nightclubs?

3. Translate from Russian into English

1. - Я бы хотел заказать (забронировать) столик. - Да, конечно. На сколько мест?
2. Приносим свои извинения за то, что мы не можем подтвердить ваше бронирование.
3. Боюсь, на этих выходных (в эту субботу и воскресенье) у нас все уже занято (в ресторане мест нет)

4. - Можно ваш паспорт? - Вот, пожалуйста. Ваш номер – 360. Он на 4-м этаже.
5. - Когда подается завтрак? - Завтрак подается с шести до десяти.
6. - Пришлите, пожалуйста, прачечную службу в номер 467. - Я немедленно пришлю к вам кого-нибудь.
7. - Мы бронировали два номера, расположенных рядом, а эти - на разных этажах. – Извините, я немедленно заменю (поменяю) вам номера.
8. Всегда отвечайте на звонок в течение 3 звонков или извинитесь за задержку при ответе.
9. - Я обратился к услугам ночной прачечной, но мои рубашки до сих пор (всё еще) не доставлены. – Я сейчас же выясню у службы горничных, что произошло с вашими рубашками. Они должны были быть готовы к 8 часам утра.
10. Я позвоню в службу такси.
11. Надеюсь, вы хорошо проведете время.

Экзаменационный билет № 4

1. Read the text and translate it.

THE RECEPTIONIST

The receptionist works in the front office of a hotel.

The receptionist is in charge of the check-in. She meets and greets guests, registers guests and assigns rooms to them.

The receptionist must ensure that the check-in procedure is brief and convenient.

The receptionist must help guests do the hotel formalities. She takes the guest's name. If the guest is a foreign visitor, the receptionist must take the guest's passport number. Then she asks the guest to sign the hotel register. In larger hotels the receptionist asks the guest to fill in a registration card and to sign it. She must explain how to do it correctly.

The receptionist must send the signed registration card to the cashier's office.

The receptionist answers the phone. She answers questions of visitors who have come to see the hotel guests. She can help the visitors find the hotel guests. She may take messages for the hotel guests when they are not in.

In smaller hotels the receptionist is in charge of the room keys.

2. Answer the questions to the text.

1. Where does the receptionist work?
2. What is the receptionist in charge of?
3. What must the receptionist ensure?
4. How must the receptionist help the guests?
5. What does the receptionist ask the guests to do?
6. What must the receptionist do with a signed registration card?
7. How can the receptionist help the visitors who have come to see the hotel guests?
8. What is the receptionist in charge of in smaller hotels?

3. Translate from Russian into English

1. - По каким дням вы не работаете? - В понедельник мы закрыты / по понедельникам мы не работаем.
2. Мне жаль, но на пятницу в отеле мест нет.
3. Боюсь, двухместных номеров (с двумя кроватями) совсем не осталось / уже нет.
4. Заполните, пожалуйста, эту регистрационную карту.
5. - Хотите воспользоваться фитнес центром отеля? – Да, спасибо. Как мне туда добраться? - Он находится напротив бассейна на втором этаже.
6. Не заставляйте людей долго ждать.
7. Мы заказывали 4 чашки кофе. - 4? Да, конечно, я принесу вам еще одну чашку.
8. - Извините, но этот стакан грязный. - Примите наши извинения, я сейчас принесу вам другой
9. В номере очень шумели. В первую ночь мы вообще не могли заснуть.
10. – Простите, но у нас в номере до сих пор не работает кондиционер. Его еще не починили.

– Приносим вам свои извинения. Я немедленно пришлю к вам инженера по ремонту и техобслуживанию.

11. Вам понравилось ваше пребывание здесь?

Экзаменационный билет № 5

1. Read the text and translate it.

THE FRONT OFFICE

When hotel guests arrive, they expect the front office clerks to offer them a nice welcome. They will want someone to help them in checking-in.

The front office is in the lobby of a hotel. It consists of the reservation department and the reception desk or the front desk.

The reservation department provides booking of the hotel rooms.

The front desk provides sales of rooms, guest registration, key service, message and mail service, guest accounts.

Each employee in the front office has a specific task. The booking clerk will help the guest to arrange a booking.

The receptionist or the room clerk will help the guest to check in. When the receptionist watches the guest arrive, he meets and greets him. The receptionist asks the guest to fill in a registration form and assigns a room to him. Before the receptionist assigns a room, he or she will check the guest's booking and the available accommodations. Most hotels offer single and double rooms. There are also some fine suites. A guest may ask the receptionist to provide an extra bed in a double room for his family member.

A hotel guest often wants someone to deliver messages and mail for him. The front desk performs this duty. There is always a rack with message boxes behind the counter.

A hotel guest always wants someone to take care of his room key. The front desk will do it. There is often a key drop at the desk.

When the guest checks out, he wants someone to help him with accounts. The cashier at the front desk will do it.

Every hotel manager relies on his front office to provide brief and convenient checking-in and checking-out.

2. Answer the questions to the text.

1. What do hotel guests expect the front office clerks to do?
2. Where is the front office?
3. What does the front office consist of?
4. What does the reservation department provide?
5. What kind of services does the front desk provide?
6. What is the specific task of the booking clerk?
7. How does the receptionist help the guest to check in?
8. What will the receptionist do before he assigns a room to the guest?
9. What sort of rooms do most hotels offer?
10. Why may the guest ask the clerk to provide an extra bed for him?
11. Why is there a rack with message boxes behind the counter?
12. Why is there a key drop?
13. Who takes care of the guests' accounts?

3. Translate from Russian into English

1. - Когда закрывается фитнес-центр (спортивно-оздоровительный центр)? - Фитнес-центр закрывается в 10:30 вечера.

2. Могу ли я заказать столик на вечер вторника? - Мне жаль (извините), но на завтра ничего не осталось.

3. Наш ресторан расположен на третьем этаже. Ужин подается с семи часов.

4. - Простите, а где находится лифт? - Лифты находятся на первом этаже.

5. - Мне бы хотелось получить кое-какую информацию. Есть ли в отеле пункт обмена валюты? - Да, он находится напротив магазина.
6. - Минеральная вода в этой бутылке теплая. - Извините, я принесу вам другую бутылку.
7. - Дежурный администратор? В нашем номере до сих пор нет горячей воды. - Эту неполадку обещали (надо было) исправить еще вчера. – Приносим вам свои извинения. Я сейчас же позвоню в техобслуживание (вызову кого-нибудь из службы ремонта и техобслуживания).
8. Мне нужен номер на первом этаже.
9. Не хотели бы вы поужинать в ресторане?
10. Будьте терпеливы и готовы всегда помочь.
11. Надеюсь, вам у нас понравится.

Экзаменационный билет № 6

1. Read the text and translate it.

THE CONCIERGE

The concierge works at a hotel's information desk.

The concierge must speak a few languages because she has to help guests from other countries. Usually the concierge speaks major world languages: English, French, German and Spanish. Sometimes she speaks other languages, too. It depends on the language of the customers whom the hotel receives.

The concierge must help guests in all ways. She can give orientations in the city, arrange taxis and sightseeing tours. She can offer entertainment. She can make theatre bookings. She can recommend shops, restaurants or nightclubs.

Actually, the concierge in a hotel can act as a travel agent: book flights, tours, visits. She may find a guide or a guide-interpreter for the guest.

The concierge can find a babysitter.

The concierge must help guests mail letters and packages. She may even provide paper and a pen for writing letters.

In some hotels, the concierge is in charge of messages.

In some hotels, the concierge may be in charge of the room keys.

2. Answer the questions to the text.

1. Where does the concierge work?
2. Why must the concierge speak a few foreign languages?
3. What kind of languages does the concierge usually speak? What does it depend on?
4. How must the concierge help guests?
5. What can the concierge recommend?
6. How can the concierge act as a travel agent?
7. How can the concierge help parents with children?
8. How can the concierge help guests with their correspondence?
9. What is the concierge in charge of in some hotels?

3. Translate from Russian into English

1. - Когда закрывается ресторан? - Ресторан закрывается в полночь.
2. Я хотел бы заказать столик на 6 человек (персон) на вечер завтра.
3. Ваш номер 361. Он находится на 4-м этаже.
4. Как мне добраться до театра?
5. Не могли бы вы сказать мне, где находится сауна отеля? - Да. Он находится в фитнес-центре.
6. - Не могли бы вы принести свежие полотенца? - Конечно, я принесу / отправлю вам (несколько полотенец).
7. Всегда отвечайте на звонок в течение 3 звонков или извиняйтесь за задержку при ответе.
8. - Извините, но эта рыба недожаренная. – Приношу вам свои извинения, мадам, я обязательно поговорю с шеф-поваром и принесу вам другую.

9. – Меня никто не разбудил сегодня утром, а я просил разбудить меня в 6.30.
– Номер 152? Да, вам должны были позвонить. Приношу вам свои глубочайшие извинения. Я разберусь с этим.
10. Главный лифт не работает.
11. Надеюсь, вы хорошо проведете время.

Экзаменационный билет № 7

1. Read the text and translate it.

THE CHEF

The chef works in a restaurant or in the food and beverage department of a hotel.

A restaurant may have different chefs. At the head of them is the head chef.

The head chef is the kitchen supervisor. He manages the kitchen of a restaurant. He has to select menus and to plan the meals. He has to taste the dishes. He also manages the kitchen staff: the chefs, the cooks and the helpers.

In a big restaurant, there may be different specialist chefs: the soup chef, the sauce chef, the vegetable chef, the pastry chef and others.

The soup chef is in charge of making soups. The sauce chef is in charge of preparing sauces. The vegetable chef is in charge of preparing vegetables and pasta. The pastry chef is in charge of preparing pastries and sweet dishes.

The chef may have the chef's special. It is a special dish, which goes apart from others on the menu.

It may be the dish for which the chef or the restaurant is famous.

The good name of a restaurant or a hotel's kitchen may depend on its chef. The reputation of the chef may increase its business.

2. Answer the questions to the text.

1. Where does the chef work?
2. What is the head chef? What does he have to do?
3. Whom does the head chef manage?
4. What sort of specialist chefs may there be?
5. What are specialist chefs in charge of?
6. What is the chef's special?
7. How may the name of a restaurant depend on its chef?

3. Translate from Russian into English

1. - В каком часу подают обед? - Обед подают с 12 до 3-х.
2. - Я хотел бы забронировать соседние двухместные номера, один с двумя односпальными кроватями, на 3 ночи от ...до ... для меня, моей жены и 2-х наших детей в возрасте 5 и 11 лет.
3. Боюсь, на этих выходных (в эту субботу и воскресенье) у нас все уже занято (в отеле мест нет).
4. Не хотели бы вы поужинать в ресторане? 5. Могу я оставить сообщение на ресепшн (у администратора)? - Конечно, сэр. Можно нам еще (немного) мыла и геля для душа? - Конечно, я пришлю к вам в комнату туалетные принадлежности.
6. Мы просили вас забронировать нам парковочное место. – Приносим свои извинения, но, я забронирую вам место на завтра.
7. Извините, но это пиво выдохлось. – Простите, сэр, я принесу вам другое.
- 8 – Извините, но ... этот столик слишком маленький. Нас 6 человек. – Извините, я немедленно заменю вам стол.
9. На парковке свободных мест нет. 10. Кондиционер до сих пор не работает!
11. Я позвоню в службу такси

Экзаменационный билет № 8

1. Read the text and translate it.

THE HOTEL MANAGER

The hotel manager is the head of a hotel. He may have the name of the general manager or the managing director. The hotel manager may hold a management position in an individual hotel. Or he may work in a hotel chain.

In a small hotel, the manager may be the owner of the hotel. But in a large hotel, he is just a professional hotelier. For the hotel guests the hotel manager is the host who must offer hospitality to his guests. For the hotel staff the hotel manager is the person who must establish the policy of the hotel and its operations. The hotel manager has to plan and control the hotel business. He has to check up how different hotel departments carry out their functions. Often he has to deal with the hotel guests in person. He has to handle their problems and complaints. There may be different management positions in a hotel: the assistant manager, the resident manager, the night manager. The assistant manager helps the manager and manages the hotel when the manager is not present. The resident manager is the manager who permanently lives in the hotel. The night manager is on duty during the night.

2. Answer the questions to the text.

1. What are other names for the hotel manager?
2. Where may the hotel manager work?
3. What is the hotel manager for the hotel guests?
4. What is the hotel manager for the hotel staff?
5. What does the hotel manager have to do?
6. What may other hotel management positions involve?

3. Translate from Russian into English

1. - Я бы хотел забронировать место на автостоянке.
- Автостоянка переполнена (мест нет).
2. Сожалею, что мы не можем зарезервировать вам столик на 5-х
3. Боюсь, что у нас уже ничего нет (ничего не осталось) на рождественскую неделю.
4. - Мне бы хотелось получить кое-какую информацию. Есть ли в отеле пункт обмена валюты? - Да, он находится напротив магазина.
5. - Мы бы хотели столик на террасе. - Я посмотрю, есть ли свободный.
6. - Мы заказывали 4 чашки кофе. - 4? Да, конечно, я принесу вам еще одну чашку.
7. Проявляйте особую заботу о клиентах с особыми потребностями.
8. - Простите, но у нас в номере до сих пор не работает кондиционер. Его еще не починили. - Приносим вам свои извинения. Я немедленно пришлю к вам инженера по ремонту и техобслуживанию.
9. Мне нужен номер на первом этаже.
11. Вам понравилось ваше пребывание здесь?

Экзаменационный билет № 9

1. Read the text and translate it.

THE RESTAURANT MANAGER

As a rule, the restaurant manager runs a restaurant but he does not own it. Sometimes the restaurant manager may own and run his small restaurant.

The restaurant manager is in charge of the restaurant policy and operations. He has to decide on the image of his restaurant. He has to plan its business. He has to decide on purchases and sales. He hires the restaurant staff and provides their training.

The restaurant manager has to meet the guests. He must see to it that the guests are happy with the service and have no complaints. The guests may often see the restaurant manager in the dining-hall.

In a large restaurant, there are other management positions: the purchase manager, the sales manager, the production manager, the personnel manager and others. All these managers report to the general manager.

In an individual restaurant, the restaurant manager decides on the type of cuisine and the types of menus.

In a family-owned restaurant, the whole family may be in charge of the restaurant operations. The wife may act as a hostess or a chef.

2. Answer the questions to the text.

1. What does the restaurant manager do?
2. What is the restaurant manager in charge of?
3. What does the restaurant manager have to decide on?
4. How can the restaurant manager provide for good restaurant staff?
5. Why does the restaurant manager have to see the guests?
6. What are other management positions in a restaurant?
7. What does the restaurant manager decide on in an individual hotel?
8. Who may be in charge of operations in a family-owned restaurant?

3. Translate from Russian into English

1. - Я бы хотел заказать столик на субботний вечер. - Боюсь, что в субботу у нас все уже занято (в ресторане мест нет. В субботу у нас всегда много посетителей). 2. На парковке есть свободные места.
3. Не могли бы вы сказать мне, где находится бар? Да, конечно, бар находится на 2-м этаже.
4. Двухместных номеров не осталось / свободных одноместных номеров нет.
5. У меня забронирован номер с двумя односпальными кроватями.
6. – Туалетная бумага заканчивается (почти закончилась). - Я принесу вам еще.
7. Будьте терпеливы и готовы всегда помочь.
8. - Простите, но эта вилка грязная. – Приношу вам свои извинения (прошу вас извинить нас). Я принесу вам чистую.
9. Надеюсь, вы хорошо проведете время.
10. – Я просил номер для некурящих. Но в этой комнате действительно пахнет дымом. – Приносим вам свои извинения. Мы немедленно сменим вам номер.
11. На парковке есть свободные места.

Экзаменационный билет № 10

1. Read the text and translate it.

THE HOUSEKEEPING

When guests stay at the hotel, they expect somebody to clean their rooms. The housekeeping department does it.

At the head of the housekeeping service is the housekeeper. He/she supervises the chambermaids. Chambermaids prepare the rooms before the guests check in.

The housekeeper tells the maids to general clean the rooms or to make up the rooms. He may ask the maids to scrub down the bathrooms or just change the bed linen and the towels. Generally, the maids air the rooms, make the beds, dust the furniture, vacuum clean the floor, wash the bathroom, empty the wastebaskets.

Chambermaids use carts to carry supplies of toiletries: shampoos, soaps, tissues, shower caps as well as bed and bath linens. There are containers for dirty linen and rubbish on those carts.

Chambermaids use master keys to provide security for the hotel rooms.

If the guests need extra bedding or rollaways, the housekeeping service will do it. The housekeeping service provides hair-dryers and irons if the guests need them.

When guests check out, the housekeeper inspects the rooms. The housekeeper informs the front desk if everything is in order. He also informs which rooms are occupied and which rooms are vacant.

2. Answer the questions to the text.

1. What do hotel guests expect the housekeeping service to do when they stay at the hotel?
2. Who is at the head of the housekeeping service? What does he or she do?
3. How do chambermaids (hotel cleaners) clean the rooms?

4. What do chambermaids use carts for?
5. How do maids provide security for hotel rooms?
6. What other services does the housekeeping department provide?
7. What does the housekeeper do when guests check out?
8. What does the housekeeper inform the front desk about?

3. Translate from Russian into English

- 1 - Я бы хотел заказать столик на пятерых. - Да, конечно. На какой день?
- 2 К сожалению, на парковке мест нет, автостоянка забита до отказа.
- 3 Ваш номер – 704. Он на десятом этаже. Оттуда у вас отличный вид на бухту.
- 4 Вы можете забронировать для меня столик на 2-х человек на 8 часов?
- 5 – Можно ваш паспорт? – Вот, пожалуйста.
- 6 Носильщик / портье поможет вам с багажом.
- 7 – Полотенца в ванной комнате очень мокрые. - Я попрошу кого-нибудь из службы уборки номеров (хозяйственной службы) принести вам еще.
- 8 - Я просил красное вино, а не белое. - Я попрошу сомелье принести вам красное вино.
- 9 Надеюсь, вы хорошо проведете время.
- 10- Простите, но моя комната не обслуживалась! – Постель не заправлена! Ванная комната еще не убрана / не помыта. – Приносим вам свои извинения. Всё это должно было быть убрано еще утром. Я немедленно позову (вызову) горничную.
- 11 Проявляйте особую заботу о клиентах с особыми потребностями.

Экзаменационный билет № 11

1. Read the text and translate it.

THE BELL SERVICE

When hotel guests check in, they expect someone to show them to their rooms. They also want someone to help them with their luggage. Often guests would like some employee to run errands for them. These are duties of the bell service.

At the head of the bell service is the bell captain. The bell captain's post is next to the front desk. The bell captain directs bellmen.

The room clerk gives the guest's room number and the key to the bellman. The bellman escorts the guest to his room. He escorts the guest to the elevator first and then to the floor. There the bellman shows the guest his room. He must show where the light switches are. He must also explain how to use the room appliances: the TV-set, telephone, air-conditioning. The guest may want him to explain some other hotel services: room service, laundry or dry-cleaning.

In many hotels, the bellman also carries the guest's luggage. But some hotels have got porters who must carry the luggage. Very often, the bellman or the porter use a cart to move the luggage.

The bellmen also run errands for the guests. They can even page guests in the hotel. You can see a bellman carry a sign with the name of the guest whom he is paging. Or you can hear a bellman call out the name while he is carrying the sign.

2. Answer the questions to the text.

1. What do hotel guests expect when they check in?
2. What are the duties of the bell service?
3. Who is at the head of the bell service? What does he do?
4. Where can hotel guests find the bell captain's post?
5. What does the bellman do when he receives the guest's room key?
6. What must the bellman show and explain in the room?
7. Who carries the guest's luggage in the hotel?
8. How does the bellman page a guest?

3. Translate from Russian into English

1. - Можно ваш паспорт? - Вот, пожалуйста. Ваш номер – 580. Он на 7-м этаже.
2. Мне жаль, но на пятницу в отеле мест нет.

3. Мы работаем (мы открыты) весь день в воскресенье.
4. Приносим свои извинения за то, что мы не можем подтвердить ваше бронирование.
5. - Вы бронировали? - Да. На имя Мартин Эндрю Уайт. - Все правильно. Вы бронировали номер с видом на бухту? – Да, верно.
6. - Мне бы хотелось получить кое-какую информацию. Есть ли в отеле пункт обмена валюты? - Да, он находится напротив магазина.
8. - Я забронировал место на парковке для своей машины. - Совершенно верно, сэр. - Парковочное место зарезервировано на 3 дня. Работник автостоянки (парковщик) может помочь вам.
9. - В ванной комнате недостаточно мыла. - Я принесу вам ещё.
10. - Простите, но у меня нет вилки. – Приношу свои извинения, я принесу вам её.
11. Мы будем рады вновь увидеть вас в нашем отеле.

Экзаменационный билет № 12

1. Read the text and translate it.

AT THE HOTEL

Nowadays people have an excellent chance to travel all over the world. It is not surprising, because we are living in a world of growing international trade and technical cooperation.

When traveling, it is convenient to stay in a hotel. The best way is to reserve a room in advance by phone or by Internet. Those who travel much know that sometimes tourists experience certain difficulties with booking a room at a suitable hotel. At the height of the season a sign «No vacancies» can be often seen at the desk-clerk.

But if you are lucky with booking a room, you will enjoy your rest. In this case, you must first go through some formalities. The receptionist will hand you an arrival card that all guests are required to fill in. After having filled in the arrival card, you must pay for accommodation. The receptionist will answer all your questions and give you any information you need. The price depends on the duration of your staying at the hotel and the number of hotel “stars”. The hotel may have from two to five «stars». When all the formalities are over the receptionist hands you the key and you may go upstairs to occupy the room. At the hotel, you will find rooms with or without bath, air conditioner, single rooms, double rooms, and complete suites consisting of two or more rooms, deluxe or top class rooms. In the rooms, you can find some modern conveniences such as TV, DVD, telephone, and a safe.

Once you decide to stay in the hotel, you are referred to as a «guest». You will find notices everywhere reminding guests to leave their keys at the desk when going out. All the keys are hung on a special key rack. In the lobby, you will usually find a newspaper stall and stalls where cigarettes and souvenirs are sold. Guests are given Internet access, telephone services as well: you may book or reserve railway and airline tickets from your room telephone.

Most of hotels have bars and restaurants. If you want to have a bite or a dinner, you can go there or order it in your room. All hotels run a special laundry service for their guests. The maid does your room every morning so you need not even make your bed. Guests are required to notify the clerk in advance about leaving so that he could have the bill ready for them in time.

2. Answer the questions to the text.

1. Why do people travel so much nowadays?
2. Do tourists have trouble with booking a room?
3. Is it easy to reserve a room at the hotels in your city?
4. What are the duties of a receptionist?
5. What kinds of rooms are available at the hotels?
6. What is usually located downstairs at the hotels?
7. What services do hotels usually run?
8. What are guests required to?

3. Translate from Russian into English

0. К сожалению, до среды мест на парковке нет / не будет.

1. - Я бы хотел заказать столик на воскресенье.
- Да, конечно. На сколько мест?
2. Сожалею, что мы не можем зарезервировать вам столик на 4-х.
3. Добрый вечер. Я хотел бы зарегистрироваться (поселиться, снять номер).
4. Ваш номер – 502. Он на 6-м этаже. Оттуда у вас отличный вид на море.
5. У нас остались 4 места на вечер в субботу (на субботний вечер).
6. - Можете помочь нам с багажом? – Конечно. - Карлос, пожалуйста, помоги мистеру и миссис Бэтмен с их багажом. Номер их комнаты 502.
7. - Хлеба не осталось. (У нас совсем не осталось хлеба). - Я закажу (принесу) вам ещё.
8. – В ванной комнате (совсем) нет мыла. – Простите, я немедленно пришлю/ отправлю / принесу его вам.
9. У нас сегодня не хватает персонала / работников.
10. Выясните, что нравится клиентам с ограниченными возможностями, будьте терпеливы и всегда готовы прийти на помощь.
11. Мы будем рады снова увидеть вас.

Экзаменационный билет № 13

1. Read the text and translate it.

HOTELS

A hotel is a place where people can be accommodated for one night or more. They are provided with rooms, meals, entertainments and different personal services in return for payment. Modern hotels are not just places where you go to sleep. Many social activities are centered around them. International conferences, meetings, negotiations and even sport competitions take place at hotels. There are various grades of hotels from cheap boarding houses to very expensive luxury five-star hotels. The size of a hotel makes a big difference: with more than 500-600 rooms, it becomes very difficult to give personal service. That is why modern top-class hotels are never very big.

Now hotels offer their guests a wide range of services that were unheard of several years ago. Hotel guests enjoy air-conditioned rooms, express check-in and check-out, 24-hour room-service, overnight laundry with pressing service, and valet service. They can have their meals at restaurants and bars with superb cuisine. In many hotels, guests can select a newspaper, order breakfast, book tickets and even check out using the room TV. Besides room telephones guests are provided with portable phones so that they can receive and make a call from anywhere in the hotel.

Nowadays business travel is becoming more and more important, and many of the hotel guests are businessmen. They do not care so much about their personal comforts but are very particular about the office facilities that can help them do their jobs. They are not satisfied any longer with the standard business conveniences like a telephone and a typewriter that hotels used to offer them. That is why most of the hotels are making alterations, adding new services and getting the latest technology to meet the needs of a business traveller and make life easier for him.

Many new quality hotels have round-the-clock business centres with conference halls and meeting rooms for smaller gatherings, as well as fully serviced private work areas out-fitted with high-tech equipment. Such centres offer secretarial and interpretation services, telex and facsimile services, personal computers, copiers, word processors, laser printers, calculators, colour cable TV and reference libraries.

In addition to these services, other facilities include health clubs with pools, saunas, sporting facilities, fitness centres and chauffeured transportation to and from the airport. In fact, everything possible is done to make hotels perfect both for business and for entertainment.

2. Answer the questions to the text.

1. What kind of place is a hotel?
2. How do modern hotels differ from the hotels of the past?
3. How can hotels be classified?
4. Why do top-class hotels usually have not more than 600 rooms?
5. What does the price for a room depend on?

6. What conveniences do hotel guests enjoy nowadays?
7. In what way do hotels try to make the life of their guests more comfortable?
8. What do travelling businessmen require from a hotel?
9. What facilities do hotels provide for businessmen?
10. Why are sporting facilities considered to be a must at a good hotel?
11. What is the ultimate objective of every hotel?

3. Translate from Russian into English

1. - На субботу мест в ресторане мест нет. Все места забронированы. Но иногда люди отменяют заказ. Мы можем предложить вам столик на 23, воскресенье, на 17 часов. Это вас устраивает? - Да, конечно. Благодарим вас. - С нетерпением ждем встречи с вами в пятницу, 23 сентября.
2. К сожалению, у нас остались только одноместные номера.
3. Мы работаем/ мы открыты весь день в воскресенье
4. У меня забронирован двухместный номер. 5. - Простите / скажите пожалуйста, где находится бар? - Он на первом этаже, рядом рестораном.
6. - Извините, что жалуюсь, но гости из номера 304 очень шумят. - Из номера 304? Приносим свои извинения. Мы немедленно поговорим с ними. 7. - Моя комната (еще) не готова. - Я немедленно пришлю к вам кого-нибудь из службы эксплуатации.
8. - Люди в соседнем номере очень шумят. - Извините, мы сейчас посмотрим, что мы можем для вас сделать. Мы немедленно поговорим с ними. 9. Надеюсь, вы хорошо проведете время.

Экзаменационный билет № 14

1. Read the text and translate it.

GUEST SERVICES

Hotels provide a variety of services to their guests. The most traditional is laundry (linen) service. You can have your laundry done and your clothes pressed. A big hotel will also have a restaurant, a bar and a coffee shop, a bookstore or a newsstand, a gift shop selling a variety of souvenirs, and a drugstore providing the guests with medicines and cosmetics. At a luxury hotel, one can often find a beauty salon. The guests might also need the services of a car agency to be able to rent a car through the hotel. Many hotels provide a free morning paper and free drinks (cocktails) in the afternoon. Local phone calls are usually free.

Rooms in hotel have facilities like a bathroom, colour TV, direct-dial telephone. In some hotels, you may ask about things like these: Room Service/Sports Room/Business Conditioning/Jacuzzi/Hair Dryer/Colour TV/Satellite TV/Fax Machine. Lots of hotels have special facilities for conventions: large and small meeting rooms and others.

The maid who does your room will also make your bed. The staff in the hotel will always help you if you don't know your way about the town. They will tell you where to go and what to see. They will book seats for you at the theatre and do all they can to make your stay a pleasant one. If you want a guide to show you round, or an interpreter for a business interview, they'll get you one. If you need to make copies of the document, you may use a copying machine at a lounge.

STAYING AT THE HOTEL

In New York, there are many hotels. You can reserve accommodation beforehand by telephone or by telegraph. You can reserve a single room, a double room or a suite. The room has all modern convenience: a private bath, a telephone, a TV-set and others. The service is usually quite good. When you enter the hall of big hotel, you can see various desks and stands: a reception desk, news, a telegraph office, etc. The clerk at the reception desk will write your surname, Christian (first) name, nationality, permanent address and your place and date of birth in the register. Then you will get your key and the bell boy (porter) will help you with your luggage. When you are going to leave the hotel, you tell the desk clerk to get your bill ready.

2. Answer the questions to the text.

1. What do hotels do for their guests?
2. What modern conveniences do hotels usually have?
3. Why do travelers like to book rooms?
4. Can you reserve accommodation beforehand by telephone?
5. What kind of accommodation can you take?
6. What kind of room will you reserve if you are going to stay: a) alone; b) with your wife (husband); c) with all your family?
7. What can you see in the hall of a hotel?
8. What can you say about the service at a hotel?
9. Who registers guests at the hotel?
10. What questions should you answer to fill in a registration card?
11. Where do you have meals while you stay at a hotel?
12. What do you ask the desk clerk to do when you are going to leave the hotel?
13. Did you enjoy your staying at the hotel?

3. Translate from Russian into English

1. - Добрый вечер. Моя фамилия Джонсон. Я забронировал двухместный номер с ванной на трое суток. Мы можем зарегистрироваться?
- Одну минуту, г-н Джонсон, я проверю ... да, номер 312. Заполните этот бланк, пожалуйста.
2. - А какова стоимость двухместного номера? - Стоимость этого номера 3000 руб. в сутки, включая обслуживание.
3. - А в какое время завтрак? - Завтрак с 7.30 до 9.00 в ресторане на первом этаже.
4. - Мы бы хотели, чтобы нас разбудили утром. - Конечно. В какое время?
- В 8 часов, пожалуйста.
5. - Очень хорошо, сэр. Вот Ваш ключ. Номер 312. Желаю приятного отдыха.
6. - Я звонил вам три раза, но завтрак так и не принесли.
- Простите, я немедленно поговорю с официантом.
7. - У меня в номере нет горячей воды!
- Приносим свои извинения. Инженер будет у вас через пару минут.
8. - Подскажите, пожалуйста, где находится бассейн?
- Он на цокольном этаже. Спуститесь вниз по лестнице, пройдите по коридору и далее, справа от раздевалки.
9. Вы должны освободить номер к 12 дня.
10. - Простите, но эта вилка грязная. – Приношу вам свои извинения (прошу вас извинить нас). Я принесу вам чистую.
11. Надеюсь, вы хорошо проведете время.

Экзаменационный билет № 15

1. Read the text and translate it.

AT A HOTEL

As soon as you are through with the customs formalities, you will most probably take a taxi to a hotel. It is best to book a room in advance. In this case, you will be sure to stay at a hotel without any problems. You can book a room by telephone.

Friendly staff and high standards of service make the stay in the hotel pleasant and enjoyable. In many hotels, a porter takes your luggage and shows you the way to the receptionist's desk. The receptionist will most probably ask you for how many days (nights) you are going to stay at the hotel. He may offer you a room (a single or a double room, a suite, etc.) with all modern conveniences (bath, telephone, satellite TV, air conditioners). Then he will ask you to sign in. In this case, you'll have to sign your name, nationality and address in a hotel register book or in a special registration form (to fill in the form).

When this formality is over, the receptionist gives you your key and the porter shows you up to your room. Now you are referred to as a “guest”. When going out you are supposed to leave your key at the desk. All the keys are hung on a special key-rack. Modern hotels have electronic locks on the doors. They are opened with a plastic card with a magnetic code. The codes are usually changed every day. Majority of the hotels offer you the most sophisticated security system. The guests are provided with in-room safety-deposit boxes.

The room charge (price) usually includes your breakfast. Sometimes it includes the service paid additionally. Large hotels usually offer their guests different kinds of services. There is the inquiry office where they will answer your questions and give you all the information you want. At the laundry, you can have your things washed and pressed. At the dry cleaner’s you can clean your clothes. At the shoes repairs’ you can have your shoes mended and polished. At the service bureau, you can order a taxi or rent a car, book in advance tickets. There is also hairdresser’s, barber’s, beauty salon. There is also a small banking office in the entrance hall where you can cash travellers’ cheques and change currency. If you need to leave your suitcases for a while, you can use the left-luggage office.

The guests are requested to warn the receptionist in advance about the day and hour of signing out so that they could have the bill ready for them in time. Make sure that the bill is ready one day before leaving.

2. Answer the questions to the text.

1. Why is it best to book a room?
2. How can you make a reservation?
3. Who usually helps you with your luggage when you come to a hotel?
4. Who will you address for a room when you come to a hotel?
5. What will the receptionist most probably ask you about?
6. How do you call the formality of putting down your name in a hotel register?
7. Who usually shows a traveler to his\her room?
8. Why are you requested to warn the receptionist in advance about the day and hour of signing out?

3. Translate from Russian into English

1. - Доброе утро, сэр. Чем могу помочь?
- Добрый день, моя фамилия Браун. Я хотел бы зарегистрироваться. У меня есть бронь на двухместный номер.
2. - Да, господин Браун, одну минуту. Да, сегодня и завтра, 10 и 11 июня. Не могли бы Вы заполнить регистрационную карту. - Да, конечно.
3. - Можно мне Ваш паспорт, пожалуйста. Спасибо. Ваш номер 564. Он на пятом этаже.
4. - Не хотели бы Вы поужинать в ресторане сегодня вечером? – Да, конечно.
5. - Не могли бы Вы зарезервировать столик на двоих на 8 часов?
- Конечно. Портье поможет Вам с багажом.
6. Вы будете платить наличными или картой?
7. - Ковер в моей комнате ужасно грязный.
- Приносим вам свои извинения. Я попрошу горничную пропылесосить у вас.
8. - Я не могу открыть шкаф. - Я немедленно пришлю кого-нибудь помочь вам. - Спасибо.
9. Есть ли в отеле фитнес центр? Где он находится?
10. Он находится рядом с бассейном. Идите по коридору, мимо раздевалок и зайдите в следующую дверь справа, это будет вход в фитнес центр.
11. Приятного отдыха в нашем отеле!

Экзаменационный билет № 16

1. Read the text and translate it.

THE ACCOMMODATIONS INDUSTRY

The word “motel” was created by combining motor and hotel. When automobiles were first used, flimsy and inexpensive tourist cabins were built beside the highways. Then, as people demanded greater comfort, the cabins were replaced by tourist courts and then by the modern hotels. Motel or motor hotels providing parking facilities for cars were also constructed in many large cities, where they now compete with the other commercial hotels.

The airline extended the distances that people could travel in a short period. For the accommodations industry it was a boom in the construction of *resort hotels*. A resort is a place to which people travel for recreation. It may offer mountain scenery, the combination of sun and sea, or features that are entirely man-made, like Disneyland in California.

All hotels do not serve the same *clientele*, that is, the same kind of guests. In fact, it is possible to place hotels in four broad categories. The first is the *commercial hotel*, which provides services essentially for *transients*, many of them travelling on business. Many city hotels and diversely located motels fall into this group. The second category is resort hotels. Located in vacation areas, they often provide recreational facilities of their own as well. A third type of hotel aims its services largely at the *convention trade*. Conventions are meetings, usually held yearly, of various business or professional groups. Not so long ago, most conventions were held in large urban centres such as New York and Washington D.C. The fourth category is resident hotels. People who do not wish to keep house themselves can rent accommodations on a seasonal basis or even permanently in many hotels.

No firm distinction exists between the different kinds of hotels. In large cities that are also tourist centres, such as New York, Paris, Tokyo, London and Rome, one hotel may offer all types of service. And even a small hotel may have banquet rooms and meeting rooms in addition to its accommodations for transients.

Another way of categorizing hotels by its quality of service they offer. At the top are the *luxury hotels*, which generally offer their guests the greatest comfort and convenience possible. At the bottom are those that provide merely a place to sleep. A system for *rating* hotels according to quality is widely used in France and a number of other countries. This system puts the top hotels in a special *deluxe category*, with other receiving from five stars to one star or “A\Y”. The standard features include private bathrooms, room telephones, recreational facilities and so on.

The difference in quality between hotels is not entirely a matter of *equipment* or *furnishings*. The proportion of *employees* to guests and guest rooms is also a matter of prime importance. In general, the accommodations industry is labour-intensive; that is, it employs a large number of people to perform its services. In a luxury hotel, there may be three employees for every guest room. In a large commercial hotel in a big city, the ratio is usually closer to one employee per guest room. Obviously, the services offered by a small hotel will be far more restricted than those provided by a luxury hotel.

The larger and more luxurious the hotel, the greater the variety of jobs that it offers. Nevertheless, the administration and organization of a small hotel is similar to a large one. Engineering and maintenance for a small establishment may be done by contract with local firms, whereas a large hotel will hire its own staff for these functions.

Generally, the problems and opportunities in all hotels are comparable, since all provide shelter, food and other services for the travelling public. (by E.J. Hall)

2. Answer the questions to the text.

1. What is a hotel? What does it provide for a traveller?
2. Why do people travel?
3. How was the word “motel” coined? What kinds of accommodations were offered in motels?
4. What are some of the attractions that a resort may offer? Give your examples.
5. What are four broad categories in which it is possible to place hotels?
6. Are there any firm distinctions between hotels in the different categories?
7. What is the other way of dividing hotels into categories? What kind of hotels are at the top? What kind of hotels are at the bottom?
8. Why are there comparable problems and opportunities in all hotels?

3. Translate from Russian into English

1. Назовите свое имя, пожалуйста. Какой номер вы бы хотели снять?
2. Вы хотели бы, чтобы завтраки были включены?
3. Когда вы прибываете?
4. Наша гостиница расположена недалеко от центра города.
5. Мы можем предложить бесплатные услуги, такие как парковка, интернет, фитнес-центр, стойка консьержа, уборка номеров ежедневно, обслуживание номеров 24-часа, сейф, стойка регистрации, чистка обуви.
6. Также мы можем предложить для вас бизнес-услуги, такие как копирование, факс, услуги секретаря и переводчика.
7. Есть ли в отеле ресторан? Когда подают завтрак?
8. - В нашем отеле есть ресторан "Gratzi" и лобби-бар. Завтрак подается с 7 до 10 утра.
- Здорово! Спасибо Вам
9. - Моя комната в ужасном состоянии. - Её надо было привести в порядок. Я сейчас же свяжусь с горничной.
10. - В счете какая-то ошибка. Мы не ужинали здесь вчера вечером - Мне очень жаль, сэр. Я сейчас же все проверю.

Экзаменационный билет № 17

1. Read the text and translate it.

TYPES OF RESTAURANTS

There are the eight different types of places where people can eat and drink. They are very luxurious restaurants, formal luxury restaurants, informal restaurants serving national dishes, coffee shops, snack-bars, fast-food restaurants, bars and nightclubs.

At the very luxurious restaurants, dinner is a la carte. Such restaurants are usually famous for their haute cuisine. They have a sophisticated atmosphere. Their service is impeccable.

At the formal luxury restaurants, the surroundings are elegant and the cuisine is superb. They are appropriate for business lunches and romantic dinners.

The informal national restaurants serve typical local dishes. They offer a lot of home-made dishes. They make bread and pasta themselves. These restaurants have two sorts of dinner menu: a la carte and a three-course fixed price menu. The atmosphere is cosy and relaxed and the meals are reasonably priced there.

At the coffee shops, the surroundings are modest and the atmosphere is friendly. The customers can have quick snacks with drinks there. These places serve sandwiches, salads, cakes and beverages. They may offer table service, counter service or self-service.

The snack-bars have a very relaxed atmosphere and very modest surroundings. They offer self-catering as a rule. The customers can have some snack with their drink.

The fast-food restaurants offer a very quick counter service. The choice of food and drinks is fixed but limited. Such places provide a drive-in and take-out service.

The bars offer different kinds of drinks, mixed drinks, beer, juices, soda. They can also serve nuts and crisp biscuits to go with the drinks.

At the nightclubs, the customers can have excellent wine and delicious dishes and dance to a band.

Such places have a floor show. The customers can gamble if they like. They are very expensive but provide overnight catering and entertainment until 4 a.m. as a rule.

2. Answer the questions to the text.

1. What are the eight different types of places where people can eat and drink?
2. What kind of places are the very luxurious and the formal luxury restaurants?
3. What kind of places are the informal national restaurants?
4. What kind of places are the coffee shops and the snack-bars?
5. What kind of places are the fast-food restaurants?
6. What kind of places are the bars?

7. What kind of places are the nightclubs?

3. Translate from Russian into English

1. Администратор: Добро пожаловать в отель «Марриотт Тверская». Чем могу вам помочь?
2. Доброе утро! Мы бы хотели забронировать двухместный номер с одной большой кроватью в вашем отеле. - На сколько дней? - На неделю до 14 мая.
3. - Хорошо. Хотите номер с душем или ванной? - С душем, пожалуйста.
4. - Так, мы забронировали для вас двухместный номер deluxe на 7 ночей, с завтраком. Все верно? - Абсолютно верно.
5. - 99 000 рублей, включая завтрак. Вы будете платить наличными или картой? - Кредитной картой.
6. - Могу я увидеть ваши паспорта? - Вот, возьмите.
7. - Хорошо. Вам нужно заполнить регистрационный бланк и поставить подпись здесь. - Конечно. Вот, готово.
8. - Когда у вас расчетный час? – В 12.00 утра. Если вам нужна какая-либо помощь, пожалуйста, сразу звоните на стойку регистрации или же найдите консьержа на вашем этаже. – Благодарю вас.
9. - Возможно ли сегодня заказать обед в наш номер? Мы очень устали после полета. - Разумеется, Обслуживание номеров доступно 24 часа в сутки.
10. - Тогда ваша еда будет доставлена примерно через час. - Большое спасибо.
11. - Когда у вас завтрак? - Мы подаем завтрак с 7.00 до 10.00 утра.
12. - Вас нужно завтра разбудить по телефону? - Да, пожалуйста. В семь утра было бы здорово. - Без проблем. Итак, вот ваш ключ. Ваш номер находится на третьем этаже. Приятного отдыха в нашем отеле!

Экзаменационный билет № 18

1. Read the text and translate it.

THE FRONT OFFICE

When hotel guests arrive, they expect the front office clerks to offer them a nice welcome. They will want someone to help them in checking-in.

The front office is in the lobby of a hotel. It consists of the reservation department and the reception desk or the front desk.

The reservation department provides booking of the hotel rooms.

The front desk provides sales of rooms, guest registration, key service, message and mail service, guest accounts.

Each employee in the front office has a specific task. The booking clerk will help the guest to arrange a booking.

The receptionist or the room clerk will help the guest to check in. When the receptionist watches the guest arrive, he meets and greets him. The receptionist asks the guest to fill in a registration form and assigns a room to him. Before the receptionist assigns a room, he or she will check the guest's booking and the available accommodations. Most hotels offer single and double rooms. There are also some fine suites. A guest may ask the receptionist to provide an extra bed in a double room for his family member.

A hotel guest often wants someone to deliver messages and mail for him. The front desk performs this duty. There is always a rack with message boxes behind the counter.

A hotel guest always wants someone to take care of his room key. The front desk will do it. There is often a key drop at the desk.

When the guest checks out, he wants someone to help him with accounts. The cashier at the front desk will do it.

Every hotel manager relies on his front office to provide brief and convenient checking-in and checking-out.

2. Answer the questions to the text.

1. What do hotel guests expect the front office clerks to do?

2. Where is the front office?
3. What does the front office consist of?
4. What does the reservation department provide?
5. What kind of services does the front desk provide?
6. What is the specific task of the booking clerk?
7. How does the receptionist help the guest to check in?
8. What will the receptionist do before he assigns a room to the guest?
9. What sort of rooms do most hotels offer?
10. Why may the guest ask the clerk to provide an extra bed for him?
11. Why is there a rack with message boxes behind the counter?
12. Why is there a key drop?
13. Who takes care of the guests' accounts?

3. Translate from Russian into English

1. На чье имя забронирован номер?
2. Сколько вы собираетесь оставаться?
3. Я боюсь вы не можете заселиться раньше 16:00.
4. Доброе утро. Меня зовут Каролина. Я – администратор гостиницы Хилтон. В нашем отеле 800 номеров.
5. В каждом номере есть спутниковое телевидение, доступ к интернету, кондиционер. В отеле есть парковка, ресторан, бассейн, прачечная, обмен валют, оборудование для инвалидов.
6. Спортзал и сауна находятся на верхнем этаже.
7. - Стойка регистрации.
- Здравствуйте. Это Мартин Баум. В моей ванной не работает свет. Не могли бы послать кого-нибудь?
8. - Конечно, мистер Баум. Какой у вас номер? - 615
9. - Хорошо, через минуту у вас будет наш сотрудник. - Замечательно.
10. - И еще - у меня в номере, нет меню обслуживания номеров. У вас есть обслуживание?
11. - Да, конечно. У нас круглосуточное обслуживание. Извините за неудобства. Официант по обслуживанию номеров принесет вам меню прямо сейчас. - Спасибо.
12. - Если вам понадобится что-либо еще, просто дайте мне знать. - Хорошо, спокойной ночи.
- Спокойной ночи.

Экзаменационный билет № 19

1. Read the text and translate it.

THE CONCIERGE

The concierge works at a hotel's information desk.

The concierge must speak a few languages because she has to help guests from other countries. Usually the concierge speaks major world languages: English, French, German and Spanish. Sometimes she speaks other languages, too. It depends on the language of the customers whom the hotel receives.

The concierge must help guests in all ways. She can give orientations in the city, arrange taxis and sightseeing tours. She can offer entertainment. She can make theatre bookings. She can recommend shops, restaurants or nightclubs.

Actually, the concierge in a hotel can act as a travel agent: book flights, tours, visits. She may find a guide or a guide-interpreter for the guest.

The concierge can find a babysitter.

The concierge must help guests mail letters and packages. She may even provide paper and a pen for writing letters.

In some hotels, the concierge is in charge of messages.

In some hotels, the concierge may be in charge of the room keys.

2. Answer the questions to the text.

1. Where does the concierge work?
2. Why must the concierge speak a few foreign languages?
3. What kind of languages does the concierge usually speak? What does it depend on?
4. How must the concierge help guests?
5. What can the concierge recommend?
6. How can the concierge act as a travel agent?
7. How can the concierge help parents with children?
8. How can the concierge help guests with their correspondence?
9. What is the concierge in charge of in some hotels?

3. Translate from Russian into English

1. - Можно ваш паспорт? - Вот, пожалуйста. Ваш номер – 580. Он на 7-м этаже.
2. Мне жаль, но на пятницу в отеле мест нет.
3. Мы работаем (мы открыты) весь день в воскресенье.
4. Приносим свои извинения за то, что мы не можем подтвердить ваше бронирование.
5. - Вы бронировали? - Да. На имя Мартин Эндрю Уайт. - Все правильно. Вы бронировали номер с видом на бухту? – Да, верно.
6. - Мне бы хотелось получить кое-какую информацию. Есть ли в отеле пункт обмена валюты? - Да, он находится напротив магазина.
8. - Я забронировал место на парковке для своей машины. - Совершенно верно, сэр. - Парковочное место зарезервировано на 3 дня. Работник автостоянки (парковщик) может помочь вам.
9. - В ванной комнате недостаточно мыла. - Я принесу вам ещё.
10. - Простите, но у меня нет вилки. – Приношу свои извинения, я принесу вам её.
11. Мы будем рады вновь увидеть вас в нашем отеле.

Экзаменационный билет № 20

1. Read the text and translate it.

THE CHEF

The chef works in a restaurant or in the food and beverage department of a hotel.

A restaurant may have different chefs. At the head of them is the head chef.

The head chef is the kitchen supervisor. He manages the kitchen of a restaurant. He has to select menus and to plan the meals. He has to taste the dishes. He also manages the kitchen staff: the chefs, the cooks and the helpers.

In a big restaurant, there may be different specialist chefs: the soup chef, the sauce chef, the vegetable chef, the pastry chef and others.

The soup chef is in charge of making soups. The sauce chef is in charge of preparing sauces. The vegetable chef is in charge of preparing vegetables and pasta. The pastry chef is in charge of preparing pastries and sweet dishes.

The chef may have the chef's special. It is a special dish, which goes apart from others on the menu. It may be the dish for which the chef or the restaurant is famous.

The good name of a restaurant or a hotel's kitchen may depend on its chef. The reputation of the chef may increase its business.

2. Answer the questions to the text.

1. Where does the chef work?
2. What is the head chef? What does he have to do?
3. Whom does the head chef manage?
4. What sort of specialist chefs may there be?
5. What are specialist chefs in charge of?
6. What is the chef's special?
7. How may the name of a restaurant depend on its chef?

3. Translate from Russian into English

1. - Добрый вечер. Моя фамилия Джонсон. Я забронировал двухместный номер с ванной на трое суток. Мы можем зарегистрироваться?
- Одну минуту, г-н Джонсон, я проверю ... да, номер 312. Заполните этот бланк, пожалуйста.
2. - А какова стоимость двухместного номера? - Стоимость этого номера 3000 руб. в сутки, включая обслуживание.
3. - А в какое время завтрак? - Завтрак с 7.30 до 9.00 в ресторане на первом этаже.
4. - Мы бы хотели, чтобы нас разбудили утром. - Конечно. В какое время?
- В 8 часов, пожалуйста.
5. - Очень хорошо, сэр. Вот Ваш ключ. Номер 312. Желаю приятного отдыха.
6. - Я звонил вам три раза, но завтрак так и не принесли.
- Простите, я немедленно поговорю с официантом.
7. - У меня в номере нет горячей воды!
- Приносим свои извинения. Инженер будет у вас через пару минут.
8. - Подскажите, пожалуйста, где находится бассейн?
- Он на цокольном этаже. Спуститесь вниз по лестнице, пройдите по коридору и далее, справа от раздевалки.
9. Вы должны освободить номер к 12 дня.
10. - Простите, но эта вилка грязная. – Приношу вам свои извинения (прошу вас извинить нас). Я принесу вам чистую.
11. Надеюсь, вы хорошо проведете время.

Экзаменационный билет № 21

1. Read the text and translate it.

THE HOTEL MANAGER

The hotel manager is the head of a hotel. He may have the name of the general manager or the managing director. The hotel manager may hold a management position in an individual hotel. Or he may work in a hotel chain.

In a small hotel the manager may be the owner of the hotel. But in a large hotel he is just a professional hotelier. For the hotel guests the hotel manager is the host who must offer hospitality to his guests. For the hotel staff the hotel manager is the person who must establish the policy of the hotel and its operations. The hotel manager has to plan and control the hotel business. He has to check up how different hotel departments carry out their functions. Often he has to deal with the hotel guests in person. He has to handle their problems and complaints. There may be different management positions in a hotel: the assistant manager, the resident manager, the night manager. The assistant manager helps the manager and manages the hotel when the manager is not present. The resident manager is the manager who permanently lives in the hotel. The night manager is on duty during the night.

2. Answer the questions to the text.

1. What are other names for the hotel manager?
2. Where may the hotel manager work?
3. What is the hotel manager for the hotel guests?
4. What is the hotel manager for the hotel staff?
5. What does the hotel manager have to do?
6. What may other hotel management positions involve?

3. Translate from Russian into English

1. Администратор: Добро пожаловать в отель «Марриотт Тверская». Чем могу вам помочь?
2. Доброе утро! Мы бы хотели забронировать двухместный номер с одной большой кроватью в вашем отеле. - На сколько дней? - На неделю до 14 мая.
3. - Хорошо. Хотите номер с душем или ванной? - С душем, пожалуйста.
4. - Так, мы забронировали для вас двухместный номер deluxe на 7 ночей, с завтраком.
Все верно? - Абсолютно верно.

5. - 99 000 рублей, включая завтрак. Вы будете платить наличными или картой?
- Кредитной картой.
6. - Могу я увидеть ваши паспорта? - Вот, возьмите.
7. - Хорошо. Вам нужно заполнить регистрационный бланк и поставить подпись здесь. - Конечно. Вот, готово.
8. - Когда у вас расчетный час? – В 12.00 утра. Если вам нужна какая-либо помощь, пожалуйста, сразу звоните на стойку регистрации или же найдите консьержа на вашем этаже. – Благодарю вас.
9. - Возможно ли сегодня заказать обед в наш номер? Мы очень устали после полета.
- Разумеется, Обслуживание номеров доступно 24 часа в сутки.
10. - Тогда ваша еда будет доставлена примерно через час. - Большое спасибо.
11. - Когда у вас завтрак? - Мы подаем завтрак с 7.00 до 10.00 утра.
12. - Вас нужно завтра разбудить по телефону? - Да, пожалуйста. В семь утра было бы здорово.
- Без проблем. Итак, вот ваш ключ. Ваш номер находится на третьем этаже. Приятного отдыха в нашем отеле!

Экзаменационный билет № 22

1. Read the text and translate it.

THE RESTAURANT MANAGER

As a rule, the restaurant manager runs a restaurant but he doesn't own it. Sometimes the restaurant manager may own and run his small restaurant.

The restaurant manager is in charge of the restaurant policy and operations. He has to decide on the image of his restaurant. He has to plan its business. He has to decide on purchases and sales. He hires the restaurant staff and provides their training.

The restaurant manager has to meet the guests. He must see to it that the guests are happy with the service and have no complaints. The guests may often see the restaurant manager in the dining-hall.

In a large restaurant there are other management positions: the purchase manager, the sales manager, the production manager, the personnel manager and others. All these managers report to the general manager.

In an individual restaurant the restaurant manager decides on the type of cuisine and the types of menus.

In a family-owned restaurant the whole family may be in charge of the restaurant operations. The wife may act as a hostess or a chef.

2. Answer the questions to the text.

1. What does the restaurant manager do?
2. What is the restaurant manager in charge of?
3. What does the restaurant manager have to decide on?
4. How can the restaurant manager provide for good restaurant staff?
5. Why does the restaurant manager have to see the guests?
6. What are other management positions in a restaurant?
7. What does the restaurant manager decide on in an individual hotel?
8. Who may be in charge of operations in a family-owned restaurant?

3. Translate from Russian into English

1. На чье имя забронирован номер?
2. Сколько вы собираетесь оставаться?
3. Я боюсь вы не можете заселиться раньше 16:00.
4. Доброе утро. Меня зовут Каролина. Я – администратор гостиницы Хилтон. В нашем отеле 800 номеров.
5. В каждом номере есть спутниковое телевидение, доступ к интернету, кондиционер. В отеле есть парковка, ресторан, бассейн, прачечная, обмен валют, оборудование для инвалидов.

6. Спортзал и сауна находятся на верхнем этаже.
7. - Стойка регистрации.
- Здравствуйте. Это Мартин Баум. В моей ванной не работает свет. Не могли бы послать кого-нибудь?
8. - Конечно, мистер Баум. Какой у вас номер? - 615
9. - Хорошо, через минуту у вас будет наш сотрудник. - Замечательно.
10. - И еще - у меня в номере, нет меню обслуживания номеров. У вас есть обслуживание?
11. - Да, конечно. У нас круглосуточное обслуживание. Извините за неудобства. Официант по обслуживанию номеров принесет вам меню прямо сейчас. - Спасибо.
12. - Если вам понадобится что-либо еще, просто дайте мне знать. - Хорошо, спокойной ночи.
- Спокойной ночи.

Экзаменационный билет № 23

1. Read the text and translate it.

THE HOUSEKEEPING

When guests stay at the hotel, they expect somebody to clean their rooms. The housekeeping department does it.

At the head of the housekeeping service is the housekeeper. He/she supervises the chambermaids. Chambermaids prepare the rooms before the guests check in.

The housekeeper tells the maids to general clean the rooms or to make up the rooms. He may ask the maids to scrub down the bathrooms or just change the bed linen and the towels. Generally, the maids air the rooms, make the beds, dust the furniture, vacuum clean the floor, wash the bathroom, and empty the wastebaskets.

Chambermaids use carts to carry supplies of toiletries: shampoos, soaps, tissues, shower caps as well as bed and bath linens. There are containers for dirty linen and rubbish on those carts.

Chambermaids use master keys to provide security for the hotel rooms.

If the guests need extra bedding or rollaways, the housekeeping service will do it. The housekeeping service provides hair-dryers and irons if the guests need them.

When guests check out, the housekeeper inspects the rooms. The housekeeper informs the front desk if everything is in order. He also informs which rooms are occupied and which rooms are vacant.

2. Answer the questions to the text.

1. What do hotel guests expect the housekeeping service to do when they stay at the hotel?
2. Who is at the head of the housekeeping service? What does he or she do?
3. How do chambermaids clean the rooms?
4. What do chambermaids use carts for?
5. How do maids provide security for hotel rooms?
6. What other services does the housekeeping department provide?
7. What does the housekeeper do when guests check out?
8. What does the housekeeper inform the front desk about?

3. Translate from Russian into English

1. - Когда закрывается фитнес-центр (спортивно-оздоровительный центр)? - Фитнес-центр закрывается в 10:30 вечера.
2. Могу ли я заказать столик на вечер вторника? - Мне жаль (извините), но на завтра ничего не осталось.
3. Наш ресторан расположен на третьем этаже. Ужин подается с семи часов.
4. - Простите, а где находится лифт? - Лифты находятся на первом этаже.
5. - Мне бы хотелось получить кое-какую информацию. Есть ли в отеле пункт обмена валюты? - Да, он находится напротив магазина.
6. - Минеральная вода в этой бутылке теплая. - Извините, я принесу вам другую бутылку.

7. - Дежурный администратор? В нашем номере до сих пор нет горячей воды. - Эту неполадку обещали (надо было) исправить еще вчера. – Приносим вам свои извинения. Я сейчас же позвоню в техобслуживание (вызову кого-нибудь из службы ремонта и техобслуживания).
8. Мне нужен номер на первом этаже.
9. Не хотели бы вы поужинать в ресторане?
10. Будьте терпеливы и готовы всегда помочь.
11. Надеюсь, вам у нас понравится.

Экзаменационный билет № 24

1. Read the text and translate it.

THE BELL SERVICE

When hotel guests check in, they expect someone to show them to their rooms. They also want someone to help them with their luggage. Often guests would like some employee to run errands for them. These are duties of the bell service.

At the head of the bell service is the bell captain. The bell captain's post is next to the front desk. The bell captain directs bellmen.

The room clerk gives the guest's room number and the key to the bellman. The bellman escorts the guest to his room. He escorts the guest to the elevator first and then to the floor. There the bellman shows the guest his room. He must show where the light switches are. He must also explain how to use the room appliances: the TV-set, telephone, air-conditioning. The guest may want him to explain some other hotel services: room service, laundry or dry-cleaning.

In many hotels, the bellman also carries the guest's luggage. But some hotels have porters who must carry the luggage. Very often, the bellman or the porter use a cart to move the luggage.

The bellmen also run errands for the guests. They can even page guests in the hotel. You can see a bellman carry a sign with the name of the guest whom he is paging. Or you can hear a bellman call out the name while he is carrying the sign.

2. Answer the questions to the text.

1. What do hotel guests expect when they check in?
2. What are the duties of the bell service?
3. Who is at the head of the bell service? What does he do?
4. Where can hotel guests find the bell captain's post?
5. What does the bellman do when he receives the guest's room key?
6. What must the bellman show and explain in the room?
7. Who carries the guest's luggage in the hotel?
8. How does the bellman page a guest?

3. Translate from Russian into English

1. - Когда закрывается ресторан? - Ресторан закрывается в полночь.
2. Я хотел бы заказать столик на 6 человек (персон) на вечер завтра.
3. Ваш номер 361. Он находится на 4-м этаже.
4. Как мне добраться до театра?
5. Не могли бы вы сказать мне, где находится сауна отеля? - Да. Он находится в фитнес-центре.
6. - Не могли бы вы принести свежие полотенца? - – Конечно, я принесу / отправлю вам (несколько полотенец).
7. Всегда отвечайте на звонок в течение 3 звонков или извиняйтесь за задержку при ответе.
8. - Извините, но эта рыба недожаренная. – Приношу вам свои извинения, мадам, я обязательно поговорю с шеф-поваром и принесу вам другую.
9. – Меня никто не разбудил сегодня утром, а я просил разбудить меня в 6.30.
– Номер 152? Да, вам должны были позвонить. Приношу вам свои глубочайшие извинения. Я

разберусь с этим.

10. Главный лифт не работает.

11. Надеюсь, вы хорошо проведете время.

Экзаменационный билет № 25

1. Read the text and translate it.

AT THE HOTEL

Nowadays people have an excellent chance to travel all over the world. It is not surprising, because we are living in a world of growing international trade and technical cooperation.

When traveling, it is convenient to stay in a hotel. The best way is to reserve a room in advance by phone or by Internet. Those who travel much know that sometimes tourists experience certain difficulties with booking a room at a suitable hotel. At the height of the season a sign «No vacancies» can be often seen at the desk clerk.

But if you are lucky with booking a room, you will enjoy your rest. In this case, you must first go through some formalities. The receptionist will hand you an arrival card that all guests are required to fill in. After having filled in the arrival card, you must pay for accommodation. The receptionist will answer all your questions and give you any information you need. The price depends on the duration of your staying at the hotel and the number of hotel “stars”. The hotel may have from two to five «stars». When all the formalities are over the receptionist hands you the key and you may go upstairs to occupy the room. At the hotel, you will find rooms with or without bath, air conditioner, single rooms, double rooms, and complete suites consisting of two or more rooms, deluxe or top class rooms. In the rooms, you can find some modern conveniences such as TV, DVD, telephone, and a safe.

Once you decide to stay in the hotel, you are referred to as a «guest». You will find notices everywhere reminding guests to leave their keys at the desk when going out. All the keys are hung on a special key rack. In the lobby, you will usually find a newspaper stall and stalls where cigarettes and souvenirs are sold. Guests are given Internet, telephone services as well: you may book or reserve railway and airline tickets from your room telephone.

Most of hotels have bars and restaurants. If you want to have a bite or a dinner, you can go there or order it in your room. All hotels run a special laundry service for their guests. The maid does your room every morning so you need not even make your bed. Guests are required to notify the clerk in advance about leaving so that he could have the bill ready for them in time.

2. Answer the questions to the text.

9. Why do people travel so much nowadays?
10. Do tourists have trouble with booking a room?
11. Is it easy to reserve a room at the hotels in your city?
12. What are the duties of a receptionist?
13. What kinds of rooms are available at the hotels?
14. What is usually located downstairs at the hotels?
15. What services do hotels usually run?
16. What are guests required to?

3. Translate from Russian into English

1. - Я бы хотел заказать (забронировать) столик. - Да, конечно. На сколько мест?
2. Приносим свои извинения за то, что мы не можем подтвердить ваше бронирование.
3. Боюсь, на этих выходных (в эту субботу и воскресенье) у нас все уже занято (в ресторане мест нет)
4. - Можно ваш паспорт? - Вот, пожалуйста. Ваш номер – 360. Он на 4-м этаже.
5. - Когда подается завтрак? - Завтрак подается с шести до десяти.
6. - Пришлите, пожалуйста, прачечную службу в номер 467. - Я немедленно пришлю к вам кого-нибудь.
7. - Мы бронировали два номера, расположенных рядом, а эти - на разных этажах. - Извините, я немедленно замену (поменяю) вам номера.

8. Всегда отвечайте на звонок в течение 3 звонков или извинитесь за задержку при ответе.
9. - Я обратился к услугам ночной прачечной, но мои рубашки до сих пор (всё еще) не доставлены. – Я сейчас же выясню у службы горничных, что произошло с вашими рубашками. Они должны были быть готовы к 8 часам утра.
10. Я позвоню в службу такси.
11. Надеюсь, вы хорошо проведете время.

Экзаменационный билет № 26

1. Read the text and translate it.

HOTELS

A hotel is a place where people can be accommodated for one night or more. They are provided with rooms, meals, entertainments and different personal services in return for payment. Modern hotels are not just places where you go to sleep. Many social activities are centered around them. International conferences, meetings, negotiations and even sport competitions take place at hotels. There are various grades of hotels from cheap boarding houses to very expensive luxury five-star hotels. The size of a hotel makes a big difference: with more than 500-600 rooms, it becomes very difficult to give personal service. That is why modern top-class hotels are never very big.

Now hotels offer their guests a wide range of services that were unheard of several years ago. Hotel guests enjoy air-conditioned rooms, express check-in and check-out, 24-hour room-service, overnight laundry with pressing service, and valet service. They can have their meals at restaurants and bars with superb cuisine. In many hotels, guests can select a newspaper, order breakfast, book tickets and even check out using the room TV. Besides room telephones guests are provided with portable phones so that they can receive and make a call from anywhere in the hotel.

Nowadays business travel is becoming more and more important, and many of the hotel guests are businessmen. They do not care so much about their personal comforts but are very particular about the office facilities that can help them do their jobs. They are not satisfied any longer with the standard business conveniences like a telephone and a typewriter that hotels used to offer them. That is why most of the hotels are making alterations, adding new services and getting the latest technology to meet the needs of a business traveller and make life easier for him.

Many new quality hotels have round-the-clock business centres with conference halls and meeting rooms for smaller gatherings, as well as fully serviced private work areas out-fitted with high-tech equipment. Such centres offer secretarial and interpretation services, telex and facsimile services, personal computers, copiers, word processors, laser printers, calculators, colour cable TV and reference libraries.

In addition to these services, other facilities include health clubs with pools, saunas, sporting facilities, fitness centres and chauffeured transportation to and from the airport. In fact, everything possible is done to make hotels perfect both for business and for entertainment.

2. Answer the questions to the text.

12. What kind of place is a hotel?
13. How do modern hotels differ from the hotels of the past?
14. How can hotels be classified?
15. Why do top-class hotels usually have not more than 600 rooms?
16. What does the price for a room depend on?
17. What conveniences do hotel guests enjoy nowadays?
18. In what way do hotels try to make the life of their guests more comfortable?
19. What do travelling businessmen require from a hotel?
20. What facilities do hotels provide for businessmen?
21. Why are sporting facilities considered to be a must at a good hotel?
22. What is the ultimate objective of every hotel?

3. Translate from Russian into English

1. - Во сколько / в какое время открывается бюро обмена валюты? - Бюро обмена валюты открывается в 8 часов утра.

2. Одноместных номеров не осталось / свободных одноместных номеров нет.
3. Могу я забронировать парковочное место?
4. К сожалению, мы не работаем / мы не открыты сегодня.
5. У нас остались 4 места на вечер в субботу / на субботний вечер.
6. - Простите, а где находится бар? - Он находится на первом этаже, рядом с рестораном.
7. – Можно заказать такси для номера 145? - Да, сэр. Я сейчас же закажу его вам.
8. Не заставляйте людей долго ждать.
9. Выясните, что нравится клиентам с ограниченными возможностями, будьте терпеливы и всегда готовы прийти на помощь.
10. Я пришлю к вам носильщика, чтобы он помог вам.
11. – Прошу прощения, мы заказали наши напитки 20 минут назад. - Извините, мадам, через минуту я вами займусь / я к вам подойду. В ресторане сегодня не хватает персонала.

Экзаменационный билет № 27

1. Read the text and translate it.

GUEST SERVICES

Hotels provide a variety of services to their guests. The most traditional is laundry (linen) service. You can have your laundry done and your clothes pressed. A big hotel will also have a restaurant, a bar and a coffee shop, a bookstore or a news-stand, a gift shop selling a variety of souvenirs, and a drugstore providing the guests with medicines and cosmetics. At a luxury hotel, one can often find a beauty salon. The guests might also need the services of a car agency to be able to rent a car through the hotel. Many hotels provide a free morning paper and free drinks (cocktails) in the afternoon. Local phone calls are usually free.

Rooms in hotel have facilities like a bathroom, colour TV, direct-dial telephone. In some hotels, you may ask about things like these: Room Service/Sports Room/Business Conditioning/Jacuzzi/Hair Dryer/Colour TV/Satellite TV/Fax Machine. Many hotels have special facilities for conventions: large and small meeting rooms and others.

The maid who does your room will also make your bed. The staff in the hotel will always help you if you do not know your way about the town. They will tell you where to go and what to see. They will book seats for you at the theatre and do all they can to make your stay a pleasant one. If you want a guide to show you round, or an interpreter for a business interview, they will get you one. If you need to make copies of the document, you may use a copying machine at a lounge.

STAYING AT THE HOTEL

In New York there are many hotels. You can reserve accommodation beforehand by telephone or by telegraph. You can reserve a single room, a double room or a suite. The room has all modern convenience: a private bath, a telephone, a TV-set and others. The service is usually quite good. When you enter the hall of big hotel, you can see various desks and stands: a reception desk, news, a telegraph office, etc. The clerk at the reception desk will write your surname, Christian (first) name, nationality, permanent address and your place and date of birth in the register. Then you will get your key and the bellboy (porter) will help you with your luggage. When you are going to leave the hotel, you tell the desk clerk to get your bill ready.

2. Answer the questions to the text.

14. What do hotels do for their guests?
15. What modern conveniences do hotels usually have?
16. Why do travelers like to book rooms?
17. Can you reserve accommodation beforehand by telephone?
18. What kind of accommodation can you take?
19. What kind of room will you reserve if you are going to stay: a) alone; b) with your wife (husband); c) with all your family?
20. What can you see in the hall of a hotel?

21. What can you say about the service at a hotel?
22. Who registers guests at the hotel?
23. What questions should you answer to fill in a registration card?
24. Where do you have meals while you stay at a hotel?
25. What do you ask the desk clerk to do when you are going to leave the hotel?
26. Did you enjoy your staying at the hotel?

3. Translate from Russian into English

1. - Когда закрывается ресторан? - Ресторан закрывается в полночь.
2. Я хотел бы заказать столик на 6 человек (персон) на вечер завтра.
3. Ваш номер 361. Он находится на 4-м этаже.
4. Как мне добраться до театра?
5. Не могли бы вы сказать мне, где находится сауна отеля? - Да. Он находится в фитнес-центре.
6. - Не могли бы вы принести свежие полотенца? - – Конечно, я принесу / отправлю вам (несколько полотенец).
7. Всегда отвечайте на звонок в течение 3 звонков или извиняйтесь за задержку при ответе.
8. - Извините, но эта рыба недожаренная. – Приношу вам свои извинения, мадам, я обязательно поговорю с шеф-поваром и принесу вам другую.
9. – Меня никто не разбудил сегодня утром, а я просил разбудить меня в 6.30.
– Номер 152? Да, вам должны были позвонить. Приношу вам свои глубочайшие извинения. Я разберусь с этим.
10. Главный лифт не работает.
11. Надеюсь, вы хорошо проведете время.