

МИНОБРНАУКИ РОССИИ
ВЛАДИВОСТОКСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ
ЭКОНОМИКИ И СЕРВИСА

**РАБОЧАЯ ПРОГРАММА
УЧЕБНОЙ ДИСЦИПЛИНЫ**

ОГСЭ.03 Иностранный язык

программы подготовки специалистов среднего звена

43.02.10 Туризм

Форма обучения: *очная*

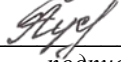
Владивосток 2022

Рабочая программа учебной дисциплины ОГСЭ.03 «Иностранный язык» разработана в соответствии с требованиями Федерального государственного образовательного стандарта среднего профессионального образования по специальности 43.02.10, Туризм, утвержденного приказом Минобрнауки России от 07.05.2014, №474, примерной образовательной программой.

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Рассмотрено и одобрено на заседании цикловой методической комиссии

Протокол № 9 от «13» мая 2022 г.

Председатель ЦМК  _____ А.Д. Гусакова
подпись

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1. ОБЩИЕ СВЕДЕНИЯ ОГСЭ. 03 «ИНОСТРАННЫЙ ЯЗЫК»

1.1. Место учебной дисциплины в структуре ППСЗ

Учебная дисциплина «Иностранный язык» относится к общему гуманитарному и социально-экономическому циклу основной профессиональной образовательной программы.

1.2. Цель и планируемые результаты освоения дисциплины

Базовая часть:

В результате освоения дисциплины студент должен уметь:

- профессионально пользоваться словарями, справочниками и другими источниками информации;
- переводить (со словарём) иностранные тексты профессиональной направленности;
- понимать общий смысл произнесенных высказываний на бытовые и профессиональные темы;
- строить простые и сложные предложения с использованием профессиональной лексики;
- самостоятельно совершенствовать устную и письменную речь;
- регулярно пополнять словарный запас;
- строить простые высказывания о себе и о своей профессиональной деятельности;
- общаться (устно и письменно) на иностранном языке на повседневные и профессиональные темы;
- писать простые связные сообщения на бытовые и профессиональные темы;
- кратко обосновывать и объяснять свои действия (текущие и планируемые);

В результате освоения дисциплины студент должен знать:

- лексический (1200-1400 лексических единиц) и грамматический минимум, необходимый для чтения и перевода (со словарём) иностранных текстов профессиональной направленности;
- особенности произношения;
- лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности;
- основные общеупотребительные глаголы (бытовая и профессиональная лексика);
- правила построения простых и сложных предложений;
- основные правила, необходимые для понимания текстов по профессиональной тематике;
- речевую культуру общения по телефону;
- правила пользования терминологическими словарями;
- правила пользования электронными словарями

Вариативная часть - не предусмотрено.

В процессе освоения дисциплины у студентов должны быть сформированы общие компетенции (ОК):

ОК 1. Понимать сущность и социальную значимость своей будущей профессии, проявлять к ней устойчивый интерес.

ОК 2. Организовывать собственную деятельность, выбирать типовые методы и способы выполнения профессиональных задач, оценивать их эффективность и качество.

ОК 3. Принимать решения в стандартных и нестандартных ситуациях и нести за них ответственность.

ОК 4. Осуществлять поиск и использование информации, необходимой для эффективного выполнения профессиональных задач, профессионального и личностного развития.

ОК 5. Использовать информационно-коммуникационные технологии в профессиональной деятельности.

ОК 6. Работать в коллективе и команде, эффективно общаться с коллегами, руководством, потребителями.

ОК 7. Брать на себя ответственность за работу членов команды (подчиненных), результат выполнения заданий.

ОК 8. Самостоятельно определять задачи профессионального и личностного развития, заниматься самообразованием. Осознанно планировать повышение квалификации.

ОК 9. Ориентироваться в условиях частой смены технологий в профессиональной деятельности.

1.3. Объем учебной дисциплины и виды учебной работы

| Вид учебной работы | Объем часов |
|---|--------------------|
| Максимальная учебная нагрузка (всего) | 130 |
| Обязательная аудиторная учебная нагрузка (всего) | 106 |
| в том числе: | |
| практические занятия | 106 |
| контрольные работы | - |
| Самостоятельная работа обучающегося | 14 |
| Консультации | 10 |
| Промежуточная аттестация: 1,2,3 семестры – контрольная работа | |
| Итоговая аттестация в форме дифференцированного зачета (4 семестр) | |

2. СТРУКТУРА И СОДЕРЖАНИЕ УЧЕБНОЙ ДИСЦИПЛИНЫ

2.1. Тематический план и содержание учебной дисциплины «Иностранный язык»

| Наименование разделов и тем | Содержание учебного материала и самостоятельная работа обучающихся | Объём часов | Уровень усвоения |
|------------------------------|--|-------------|------------------|
| 1 | 2 | 3 | 4 |
| Тема 1 «About Your Guest» | Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «About Your Guest» (Article) 3. Asking about purpose. 4. Синонимичные и антонимичные значения слов и словосочетаний. 5. Грамматические темы: Sentence word order. Word order in questions. | 2 | 2 |
| | Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. Ответы на вопросы по тексту. 4. “Good evening, ma’am ... “(Listening) 5. Filling in the information about the partner (Writing) 6. Выполнение грамматических упражнений. | | 3 |
| Тема 2 «On the Phone» | Содержание учебного материала: 1. Активный вокабуляр по теме. 2. Текст для чтения «On the Phone» (Advertisement) 3. Stating reason for a phone call 4. Грамматическая тема: Tenses in Active Voice: Present Simple & Present Continuous. Action and non-action verbs. | 2 | 2 |
| | Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. “Thank you for calling the Luxe Hotel ... “ (Listening) 4. A conversation between a guest and a PBX operator. Role-play (Speaking). 5. Writing the information in the hotel’s call log (Writing). 6. Выполнение грамматических упражнений. | | 3 |

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|--|--|-----------------|---------------------------------|
| <p>Тема 3 «Types of Restaurants»</p> | <p>Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Types of Restaurants» (Article). 3. Discussing options 4. Грамматическая тема: Словообразование (word-building): способы образования слов: суффиксация, префиксация, конверсия, словосложение.</p> <p>Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. Ответы на вопросы по тексту. 4. “Let’s get something to eat ...” (Listening). 5. A conversation between two holidaymakers. Role-play (Speaking). 6. Выполнение грамматических упражнений.</p> | <p>2</p> | <p>2</p> <p>3</p> |
| <p>Тема 4 «Lodging»</p> | <p>Содержание учебного материала: 1. Активный вокабуляр по теме. 2. Текст для чтения «Lodging» (Brochure). 3. Offering Assistance. 4. Лексическая тема: Препозитивные определения. Атрибутивные существительные в английском языке. 5. Грамматическая тема: Tenses in Active Voice: Past Simple & Continuous.</p> <p>Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. “Good morning, Mr. Wallace. How can I help you today?” (Listening). 4. Different places for visitors to stay. Types of lodging. Where to stay on a budget. Low cost options (Speaking). 5. Выполнение грамматических упражнений.</p> | <p>2</p> | <p>2</p> <p>3</p> |
| <p>Тема 5 «At the Airport»</p> | <p>Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «At the Airport» (Article). 3. Describing a process. 4. Грамматическая тема: Future forms: be going to, present continuous (future</p> | <p>2</p> | <p>2</p> |

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| | arrangements); will/won't + infinitive (predictions); will/won't + infinitive (promises, offers, decisions) | | |
| | Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. "Excuse me, do you work here?" (Listening) 4. A conversation between a traveler and an airport employee. Role-play (Speaking) 5. Writing instructions to passengers departing from the airport (Writing). 6. Выполнение грамматических упражнений. | | 3 |
| Тема 6 «Cruise Ships» | Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Cruise Ships» (Brochure) 3. Talking about schedules. 4. Грамматическая тема: Present Perfect (experience) + <i>ever, never</i> . Present Perfect or Past Simple? Present Perfect + <i>yet, just, already</i> | 2 | 2 |
| | Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. Making an announcement (Listening). 4. A conversation between a cruise director and a passenger on a cruise ship. Role-play (Speaking). 5. Filling out the schedule for the cruise ship (Writing). 6. Выполнение грамматических упражнений. | | 3 |
| Тема 7 «Train Travel» | Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Train Travel» (Article) 3. Talking about departures 4. Грамматическая тема: Present Perfect + <i>for and since</i> . Present Perfect or Past Simple? <i>Usually and used to</i> . | 2 | 2 |
| | Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. | | 3 |

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| | <p>3. “Good evening. How may I help you? ... (Listening).</p> <p>4. A conversation between a kiosk attendant and a traveler. Role-play (Speaking)</p> <p>5. Filling in the spaces on the timetable (Writing)</p> <p>6. Выполнение грамматических упражнений.</p> | | |
| Тема 8 «Bus Travel» | <p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме, предтекстовые упражнения.</p> <p>2. Текст для чтения «Bus Travel» (Article)</p> <p>3. Confirming information.</p> <p>4. Лексическая тема: opposite adjectives.</p> <p>5. Грамматическая тема: Comparatives, as ... as / less ... than ... Superlatives (+ ever + present perfect)</p> | 2 | 2 |
| | <p>Практические работы:</p> <p>1. Выполнение упражнений по содержанию текста.</p> <p>2. Выполнение лексических упражнений.</p> <p>3. “Excuse me. Are you the driver? ...” (Listening)</p> <p>4. A conversation between a driver of a coach and a passenger. Role-play (Speaking)</p> <p>5. Filling in the information about your partner (Writing)</p> <p>6. Выполнение грамматических упражнений.</p> | | 3 |
| Тема 9 «Renting a Car» | <p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме, предтекстовые упражнения.</p> <p>2. Текст для чтения «Renting a Car» (Brochure)</p> <p>3. Describing features</p> <p>4. Грамматическая тема: Tenses in Active Voice: Present, Past, and Future (Revision).</p> | 3 | 2 |
| | <p>Практические работы:</p> <p>1. Выполнение упражнений по содержанию текста.</p> <p>2. Выполнение лексических упражнений.</p> <p>3. A conversation between a customer and a rental agent “... Hello, I want to rent a car” (Listening)</p> <p>4. Renting a Car. Role-play (Speaking).</p> <p>5. Completing the receipt (Writing).</p> <p>6. Выполнение грамматических упражнений.</p> | | 3 |
| Тема 10 | Содержание учебного материала: | 2 | 2 |

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| <p>«How Do You Pay? »</p> | <p>1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «How Do You Pay? »(Pamphlet). 3. Stating an amount. 4. Грамматическая тема: Модальные глаголы и их эквиваленты. Talking about obligation. Глаголы <i>should</i> и <i>would</i> в модальном значении.</p> | | |
| | <p>Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. “Good afternoon. Is this going to be all for you? ...” (Listening). 4. A conversation between a clerk at a gift store and a customer. Role-play (Speaking). 5. Filling in the receipt (Writing). 6. Выполнение грамматических упражнений.</p> | | <p>3</p> |
| <p>Тема 11 «Where to Get Money»</p> | <p>Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения «Where to Get Money» (Article) 3. Getting someone’s attention. 4. Грамматическая тема: Модальные глаголы и их эквиваленты. Глаголы <i>need, have to/don’t have to, ought to, can/be able to</i></p> | <p>2</p> | <p>2</p> |
| | <p>Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. “Excuse me, I am looking for a bank ... “(Listening). 4. A conversation between an airport worker and a traveler. Role-play (Speaking). 5. Filling in the information about cash services in the airport (Writing). 6. Выполнение грамматических упражнений.</p> | | <p>3</p> |
| <p>Тема 12 «At the Currency Exchange Office»</p> | <p>Содержание учебного материала: 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения: «At the Currency Exchange Office» (Poster) 3. Stating what is needed. 4. Грамматическая тема: Passive Voice: Active Voice vs. Passive Voice. Passive Voice в Present Simple, Past Simple и Future Simple Tenses. Предлоги <i>by, with, of</i> в Passive Voice.</p> | <p>2</p> | <p>2</p> |

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| | <p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. “Welcome to Global Money Exchange ... “(Listening). 4. A conversation between an exchange worker and a customer. Role-play (Speaking). 5. Выполнение грамматических упражнений. | | 3 |
| <p>Тема 13 «How Much Does it Cost? »</p> | <p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения: «How Much Does It Cost? »(Coupon) 3. Asking about price 4. Грамматическая тема: Infinitive. Forms and Functions. The Bare Infinitive. The Infinitive with or without ' to ' | 4 | 2 |
| | <p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение упражнений по содержанию текста 2. Выполнение лексических упражнений. 3. “Excuse me. How much does it cost?” (Listening). 4. A conversation between a customer and a gift shop clerk. Role-play (Speaking). 5. Filling in the information about your partner (Writing). 6. Выполнение грамматических упражнений. | | 3 |
| <p>Тема 14 «Giving Warnings About Crime»</p> | <p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме, предтекстовые упражнения. 2. Текст для чтения « Giving Warnings About Crime » (Poster) 3. Asking about availability 4. Грамматическая тема: Infinitive Constructions: Objective with the Infinitive (Complex Object) | 2 | 2 |
| | <p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. “Good evening, Mrs. Johnson I want to rent a safe deposit box ...” (Listening) 4. A conversation between a hotel worker and a guest. Role-play (Conversation) 5. Filling out a guide about safe deposit boxes (Writing) 6. Выполнение грамматических упражнений. | | 3 |

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| <p>Тема 15 «Avoiding Illness Abroad»</p> | <p>Содержание учебного материала: 1. Активный вокабуляр по теме. 2. Текст для чтения «Avoiding Illness Abroad» (Article) 3. Asking for more information 4. Тексты для дополнительного чтения по теме.</p> | 2 | 2 |
| | <p>Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. “Ms. Abernathy, did you buy travel insurance? ...” (Listening) 4. Discussing ways to avoid illness abroad. A conversation between a travel agent and a client. Role-play (Speaking). 5. Filling out a fact sheet about travel insurance (Writing)</p> | | 3 |
| <p>Тема 16 «Cultural Differences»</p> | <p>Содержание учебного материала: 1. Активный вокабуляр по теме. 2. Текст для чтения «Cultural Differences». (Manual) 3. Giving an explanation 4. Тексты для дополнительного чтения по теме. 5. Грамматическая тема: Infinitive Constructions: The For-to-Infinitive Construction.</p> | 2 | 2 |
| | <p>Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. “How are you enjoying your stay with us?” A conversation between a hotel manager and a guest (Listening) 4. Discussing Cultural Differences (Speaking) 5. Completing a comment card. Writing about your experience (Writing). 6. Выполнение грамматических упражнений.</p> | | 3 |
| <p>Тема 17 «Travel Packages»</p> | <p>Содержание учебного материала: 1. Активный вокабуляр по теме. 2. Текст для чтения «Travel Packages» (Brochure) 3. Asking about differences 4. Грамматическая тема: Infinitive Constructions: Nominative with the Infinitive (Complex Subject).</p> | 2 | 2 |

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|--|---|----------|----------|
| | <p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. “Welcome to Planet Travel. ...” (Listening). 4. A conversation between a travel agent and his client. Role-play (Speaking). 5. A summary of the traveler’s travel package (Writing). 6. Выполнение грамматических упражнений. | | 3 |
| <p>Тема 18 «Giving Directions»</p> | <p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме. 2. Текст для чтения «Giving Directions» (Brochure) 3. Describing location 4. Грамматическая тема: The Infinitive and the Infinitive Constructions (Revision). | 3 | 2 |
| | <p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. “Thank you for calling Discovery Tours...” A telephone conversation (Listening). 4. A conversation between an employee at the Discovery Tours office and a lost tour client. Role-play (Speaking). 5. Directions for your partner (Writing). 6. Выполнение грамматических упражнений. | | 3 |
| <p>Тема 19 «Getting to and from the Airport»</p> | <p>Содержание учебного материала:</p> <ol style="list-style-type: none"> 1. Активный вокабуляр по теме. 2. Текст для чтения «Getting to and from the Airport» (Brochure) 3. Asking for a favor 4. Текст для дополнительного чтения «Talking About the Weather». | 2 | 2 |
| | <p>Практические работы:</p> <ol style="list-style-type: none"> 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. “Excuse me. I need to get to the airport immediately ...” (Listening). 4. The conversation between a hotel guest and a front desk clerk. Role-play (Speaking) 5. Talking about the weather (Speaking) 6. Describing ways to get to the hotel (Writing). | | 3 |

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| Тема 20 «International Travel» | Содержание учебного материала: 1. Активный вокабуляр по теме. 2. Текст для чтения «International Travel» (Brochure) 3. Stating requirements. | 3 | 2 |
| | Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. ” Good afternoon. Do you need to check-in?” (Listening). 4. A conversation between a ticket clerk and a passenger. Role-play (Speaking). 5. Travel documents to travel abroad (Writing). | | 3 |
| Тема 21 «Airport Security» | Содержание учебного материала: 1. Активный вокабуляр по теме. 2. Текст для чтения «Airport Security» (Poster) 3. Reporting a problem 4. Грамматическая тема: Gerund. Forms and Functions. | 2 | 2 |
| | Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. ”I was just waiting at Gate 10 and I saw something strange ...” (Listening) 4. A conversation between a security guard and a traveler at the airport. Role-play (Speaking). 4. A report about a security problem in the airport (Writing). 5. Выполнение грамматических упражнений. | | 3 |
| Тема 22 «Airplane Procedures» | Содержание учебного материала: 1. Активный вокабуляр по теме 2. Текст для чтения «Airplane Procedures» (Brochure) 3. Offering choices 4. Грамматическая тема: Verb + Gerund, Verb + Infinitive. | 2 | 2 |
| | Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. ” Good afternoon. This is your flight attendant speaking. ...” (Listening). | | 3 |

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| | <p>4. A conversation between a flight attendant on an airplane and a passenger. Role-play (Speaking).</p> <p>5. Flight attendant announcement (Writing).</p> <p>6. Выполнение грамматических упражнений</p> | | |
| <p>Тема 23 «Travel Delays»</p> | <p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме.</p> <p>2. Текст для чтения «Travel Delays» (Article)</p> <p>3. Expressing disbelief</p> <p>4. Грамматическая тема: Gerundial Constructions</p> | <p>2</p> | <p>2</p> |
| | <p>Практические работы:</p> <p>1. Выполнение упражнений по содержанию текста.</p> <p>2. Выполнение лексических упражнений.</p> <p>3. "Excuse me. When does flight 682 leave?" (Listening)</p> <p>4. A conversation between a gate attendant and a traveler. Role-play (Speaking).</p> <p>5. Filling out an announcement about a delayed flight (Writing).</p> <p>6. Выполнение грамматических упражнений</p> | | <p>3</p> |
| <p>Тема 24 «Where is My Baggage?»</p> | <p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме.</p> <p>2. Текст для чтения «Where's My Baggage?» (Poster)</p> <p>3. Giving reassurance</p> <p>4. Грамматическая тема: Participle: Participle I. Forms and Functions.</p> | <p>4</p> | <p>2</p> |
| | <p>Практические работы:</p> <p>1. Выполнение упражнений по содержанию текста.</p> <p>2. Выполнение лексических упражнений.</p> <p>3. "... I can't find my luggage." (Listening)</p> <p>4. Problems with the luggage. A conversation between an airline employee and a traveler. Role-play (Speaking).</p> <p>5. Filling out the baggage claim form (Writing).</p> <p>6. Выполнение грамматических упражнений.</p> | | <p>3</p> |
| <p>Тема 25 «Explaining the Bill»</p> | <p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме.</p> <p>2. Текст для чтения «Explaining the Bill» (Bill)</p> | <p>2</p> | <p>2</p> |

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| | <p>3. Pointing out a mistake.</p> <p>4. Грамматическая тема: <i>-ing</i> forms (Participle I or Gerund?)</p> <p>Практические работы:</p> <p>1. Выполнение упражнений по содержанию текста.</p> <p>2. Выполнение лексических упражнений.</p> <p>3. “Hello, Mr. Thompson. Is there something I can help you with?” (Listening)</p> <p>4. Services and their costs. A conversation between a travel agent and a customer. Role-play (Speaking).</p> <p>4. Filling out the details of the traveler’s bill (Writing).</p> <p>5. Выполнение грамматических упражнений.</p> | | |
| <p>Тема 26 «Negotiating Prices»</p> | <p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме.</p> <p>2. Текст для чтения «Negotiating Prices» (Article)</p> <p>3. Declining an offer.</p> <p>4. Грамматическая тема: Participle: Participle II. Functions.</p> | <p>2</p> | <p>2</p> |
| | <p>Практические работы:</p> <p>1. Выполнение упражнений по содержанию текста.</p> <p>2. Выполнение лексических упражнений.</p> <p>3. “Good afternoon ... I’m admiring this beautiful vase. Is it glass?” (Listening).</p> <p>4. A conversation between a shop owner and a customer. Role-play (Speaking).</p> <p>5. Writing an article for a magazine about bargaining (Writing).</p> <p>6. Выполнение грамматических упражнений.</p> | | <p>3</p> |
| <p>Тема 27 «Locating Help»</p> | <p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме.</p> <p>2. Текст для чтения «Locating Help» (Flyer)</p> <p>3. Making a suggestion.</p> <p>4. Грамматическая тема: Participial Constructions: Complex Object with Infinitive and Participle I</p> | <p>2</p> | <p>2</p> |
| | <p>Практические работы:</p> <p>1. Выполнение упражнений по содержанию текста.</p> <p>2. Выполнение лексических упражнений.</p> <p>3. “Ms. Heller. Let me help you up ... “(Listening).</p> | | <p>3</p> |

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| | <p>4. A conversation between a hotel employee and a guest. Role-play (Speaking).</p> <p>5. Advice for holidaymakers who are in trouble (Writing).</p> <p>6. Выполнение грамматических упражнений.</p> | | |
| <p>Тема 28 «Emergency!»</p> | <p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме.</p> <p>2. Текст для чтения «Emergency!» (Brochure)</p> <p>3. Discussing risk.</p> <p>4. Грамматическая тема: Participial Constructions: Complex Object with Participle II. оборот “ have something done”</p> | <p>3</p> | <p>2</p> |
| | <p>Практические работы:</p> <p>1. Выполнение упражнений по содержанию текста.</p> <p>2. Выполнение лексических упражнений.</p> <p>3. “Excuse me, ... I’m going to have to ask you to return to your seat ...” (Listening).</p> <p>4. An emergency on a plane. A conversation between a flight attendant and a passenger on an airplane. Role-play (Speaking).</p> <p>5. Completing the safety information card (Writing).</p> <p>6. Выполнение грамматических упражнений.</p> | | <p>3</p> |
| <p>Тема 29 «Talking About Symptoms»</p> | <p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме.</p> <p>2. Текст для чтения «Talking About Symptoms» (Advisory)</p> <p>3. Describing Symptoms.</p> | <p>3</p> | <p>2</p> |
| | <p>Практические работы:</p> <p>1. Выполнение упражнений по содержанию текста.</p> <p>2. Выполнение лексических упражнений.</p> <p>3. “Hello, Ms. Young. My name is Timothy Schaefer ... “(Listening).</p> <p>4. A conversation between an airline quarantine station worker and a sick passenger. Role-play (Speaking).</p> <p>5. Writing about your symptoms (Writing).</p> | | <p>3</p> |
| <p>Тема 30 «Communicating by Email» 3- часть</p> | <p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме.</p> <p>2. Текст для чтения «Communicating by Email» (Email)</p> <p>3. Making an apology.</p> | <p>2</p> | <p>2</p> |

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| | 4. Грамматическая тема: The Absolute Participle Construction | | |
| | Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. "Good morning, Claire. Do you have a moment?" (Listening). 4. A conversation between a travel agent and a booking agent. Role-play (Speaking). 5. Writing an Email. 6. Выполнение грамматических упражнений | | 3 |
| Тема 31 «Taking a Message» | Содержание учебного материала: 1. Активный вокабуляр по теме. 2. Текст для чтения «Taking a Message» (Manual). 3. Repeating back information. 4. Грамматическая тема: The Participle and the Participial Constructions (Revision) | 2 | 2 |
| | Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. "Thank you for calling Planet Travel ... " (Listening) 4. Booking a trip. A conversation between a receptionist and a holidaymaker. Role-play (Speaking). 5. Taking a message (Writing) 6. Выполнение грамматических упражнений. | | 3 |
| Тема 32 «Taking Reservations» | Содержание учебного материала: 1. Активный вокабуляр по теме. 2. Текст для чтения «Taking Reservations» (Manual). 3. Verifying information. 4. Тексты и диалоги для дополнительного чтения по теме. | 3 | 2 |
| | Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. "Okay, sir. Let me review the details of your reservation" (Listening). 4. Completing a plane reservation. A conversation between a ticket clerk and a customer. Role-play (Speaking). | | 3 |

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| | 4. Instructions for taking a plane reservation over the phone (Writing) | | |
| Тема 33 «Changing a Reservation» | Содержание учебного материала: 1. Активный вокабуляр по теме. 2. Текст для чтения «Changing a Reservation» (Excerpt). 3. Expressing relief. 4. Тексты и диалоги для дополнительного чтения по теме. | 3 | 2 |
| | Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. "Good afternoon. I need to cancel my flight reservation..." (Listening) 4. Changing or cancelling one's reservation. A conversation between a customer and an airline ticket agent. Role-play (Speaking). 5. Explaining the fare rules for one's ticket. A letter to a customer (Writing) | | 3 |
| Тема 34 «Problems with Reservations» | Содержание учебного материала: 1. Активный вокабуляр по теме. 2. Текст для чтения «Problems with Reservations» (Article) 3. Stressing a point. | 4 | 2 |
| | Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. "Good afternoon, ma'am... My flight just got here from Boston..." (Listening) 4. Discussing airline mistakes. Possible solution to problems. A conversation between an airline employee and a traveler. Role-play (Speaking). 5. Fixing the problem. An incident report for the customer (Writing). | | 3 |
| Тема 35 «Difficult Customers» | Содержание учебного материала: 1. Активный вокабуляр по теме. 2. Текст для чтения «Difficult Customers» (Memo). 3. Calming someone down. 4. Тексты и диалоги для дополнительного чтения по теме. | 2 | 2 |
| | Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. | | 3 |

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| | <p>3. "It's very important that I get on the next flight to Melbourne ..." (Listening).</p> <p>4. Incidents at the airport. Ways to resolve problems. Offering help. Dealing with difficult customers. A conversation between an airport worker and an angry traveler. Role-play (Speaking).</p> <p>5. An essay about a difficult customer (Writing).</p> | | |
| Тема 36 «Farewell» | <p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме.</p> <p>2. Текст для чтения «Farewell» (Article)</p> <p>3. Giving compliments.</p> | 2 | 2 |
| | <p>Практические работы:</p> <p>1. Выполнение упражнений по содержанию текста.</p> <p>2. Выполнение лексических упражнений.</p> <p>3. "... I'd like to check out, please ... ". A dialogue between an employee and a guest at a hotel (Listening).</p> <p>4. Making your customers happy. The importance of goodbye in creating positive hotel stays. A conversation between a hotel employee and a guest. Role-play (Speaking).</p> <p>5. Different ways of saying goodbye. An essay for hotel employees (Writing).</p> | | 3 |
| Тема 37 «Methods of Transportation» | <p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме.</p> <p>2. Текст для чтения «Methods of Transportation» (Brochure).</p> <p>3. Asking for Information.</p> | 4 | 2 |
| | <p>Практические работы:</p> <p>1. Выполнение упражнений по содержанию текста.</p> <p>2. Выполнение лексических упражнений</p> <p>3. "Excuse me, sir. I have a quick question..." A conversation between a holidaymaker and an employee at an information desk (Listening).</p> <p>4. Discussing regional differences in transportation (Speaking).</p> <p>5. Getting somewhere in a new city. The best way to get there. A conversation between a traveler and a hotel employee at an information desk. Role-play (Speaking).</p> <p>6. Traveling in your city (Writing an essay).</p> | | 3 |
| Тема 38 «Local Attractions» | <p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме</p> | 2 | 2 |

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| | <p>2. Текст для чтения «Local Attractions» (Travel guide)</p> <p>3. Expressing agreement.</p> <p>Практические работы:</p> <p>1. Выполнение упражнений по содержанию текста.</p> <p>2. Выполнение лексических упражнений.</p> <p>3.” That sounds nice ..., but to be honest, I wanted something a little more exciting” (Listening).</p> <p>4. Different types of tours. Types of activities in your town (Speaking).</p> <p>5. Taking a tour. Attractions included in the tour. A conversation between a tour operator and a client. Role-play (Speaking).</p> <p>6. Attractions you have visited (Writing a postcard).</p> | | <p>3</p> |
| <p>Тема 39 «On a Tour»</p> | <p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме.</p> <p>2. Текст для чтения «On a Tour» (Pamphlet).</p> <p>3. Estimating size.</p> | <p>2</p> | <p>2</p> |
| | <p>Практические работы:</p> <p>1. Выполнение упражнений по содержанию текста.</p> <p>2. Выполнение лексических упражнений.</p> <p>3. “Good morning. My name is Jeff and I’ll be your guide for your tour (Listening).</p> <p>4. A conversation between a tour guide and a tourist.</p> <p>5. Places to take a tour of. Attractions to see (Writing a guide about a place).</p> | | <p>3</p> |
| <p>Тема 40 «Discussing Rules and Policies on a Tour»</p> | <p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме.</p> <p>2. Текст для чтения «Discussing Rules and Policies on a Tour» (Article).</p> <p>3. Introducing yourself.</p> | <p>3</p> | <p>2</p> |
| | <p>Практические работы:</p> <p>1. Выполнение упражнений по содержанию текста.</p> <p>2. Выполнение лексических упражнений.</p> <p>3. “Hi, my name is Tony. I’m leading the climb today” (Listening).</p> <p>4. A conversation between a tour guide and a traveler. Role-play (Speaking).</p> <p>5. Ways to stay safe during a tour. Tips to make your outing safe. Supplies provided by the tour company (Writing).</p> | | <p>3</p> |

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| Тема 41 «Release Forms» | Содержание учебного материала: 1. Активный вокабуляр по теме. 2. Текст для чтения «Release Forms» (Document). 3. Explaining terms of an agreement. | 2 | 2 |
| | Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3. “The website says that each participant needs to sign a release form ...” (Listening). 4. Staying safe on a tour. A release form. The purpose of the document. A conversation between a client and an employee. Role-play (Speaking). 5. Writing an essay about release forms. | | 3 |
| Тема 42 «Job Advertisements» | Содержание учебного материала: 1. Активный вокабуляр по теме. 2. Текст для чтения «Job Advertisements» (Job Posting). 3. Talking about job experience. | 2 | 2 |
| | Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3.” On the webpage, it says that some experience in the hospitality industry is preferred...” (Listening). 4. Applying for a job. Positions you are calling about. Qualifications for the job. A conversation between a job candidate and an employee at Hermes Airways. Role-play (Speaking). 5. An advertisement for an open position (Writing). | | 3 |
| Тема 43 «Preparing Your Curriculum Vitae» | Содержание учебного материала: 1. Активный вокабуляр по теме. 2. Текст для чтения «Preparing Your Curriculum Vitae» (Resume). 3. Giving guidelines. | 2 | 2 |
| | Практические работы: 1. Выполнение упражнений по содержанию текста. 2. Выполнение лексических упражнений. 3.” Hermes airways ... I am interested in the pilot position ...” (Listening) | | 3 |

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| | <p>4. Applying for a position at the company. Skills needed for a job. Items you should include on your CV. Role-play (Speaking).</p> <p>5. Writing a sample CV.</p> | | |
| <p>Тема 44 «Getting a Job»</p> | <p>Содержание учебного материала:</p> <p>1. Активный вокабуляр по теме.</p> <p>2. Текст для чтения «Getting a Job» (Article).</p> <p>3. Concluding a conversation.</p> | <p>4</p> | <p>2</p> |
| | <p>Практические работы:</p> <p>1. Выполнение упражнений по содержанию текста.</p> <p>2. Выполнение лексических упражнений.</p> <p>3. “Why don’t you start by telling me about yourself?” (Listening)</p> <p>4. The first step to finding a job. Submitting your application. The interview. Tips on how to get the job you want (Speaking)</p> <p>5. Conducting a job interview. A conversation between an employer and a job candidate. Role-play (Speaking).</p> <p>6. Preparing for a job interview. Notes to help you in your interview (Writing)</p> | | <p>3</p> |
| <p>Самостоятельная работа обучающихся:</p> <p>Самостоятельная работа 1: Говорение по теме «Formal and Informal Hotels».</p> <p>Самостоятельная работа 2: Говорение по теме «Types of Restaurants».</p> <p>Самостоятельная работа 3:</p> <p>1. Заполнение гостевой карточки на английском языке.</p> <p>2. Сочинение «Where to go on a weekend break in Amsterdam».</p> <p>Самостоятельная работа 3 Заказ мест в гостинице (email).</p> <p>Самостоятельная работа 4:</p> <p>1. Говорение по теме «Luxury Hotels. What do they offer? ».</p> <p>2. Реклама- приглашение в одну из гостиниц Австралии.</p> <p>Самостоятельная работа 5: Говорение по теме ««Travel Packages»</p> <p>Самостоятельная работа 6:</p> | | <p>24</p> | |

Говорение по теме «**Methods of Transportation**»

Самостоятельная работа 7:

Сочинение по теме «Advantages of a Guided Car Tour».

Самостоятельная работа 8:

Говорение по теме «A short Bus Tour of Scotland».

Самостоятельная работа 9:

Говорение по теме «Tourist Attractions of a city».

Самостоятельная работа 10:

Создание рекламы и презентации по теме «Primorsky Region. Advantages for Visitors».

Самостоятельная работа 11:

1. Контрольный перевод текста.

2. Говорение по теме «What Makes Ireland an Attractive place for tourists? ».

Самостоятельная работа 12:

Сочинение по теме «Which place in Europe would you like to visit?»

Самостоятельная работа 13:

Сочинение по теме «Tourism Industry in Different Countries».

Самостоятельная работа 14:

Говорение по темам «Cultural Tourism», «Tourism Perspectives», «Tourism Business Development».

Контрольная работа 1 по темам «About Your Guest» и «On the Phone».

Контрольная работа 2 по темам «Types of Restaurants» и «Lodging».

Контрольная работа 3 по темам «At the Airport» и «Cruise Ships».

Контрольная работа 4 по темам «Train Travel», «Bus Travel», «Renting a Car».

Тестовое задание 1 по темам 1-9.

Контрольная работа 5 по темам «How Do You Pay?», «Where to Get Money», «At the Currency Exchange Office», и «How Much Does it Cost?».

Контрольная работа 6 по темам «Giving Warnings About Crime», «Avoiding Illness Abroad».

Контрольная работа 7 по темам «Cultural Differences», «Travel Packages».

Контрольная работа 8 по темам «Giving Directions», «Getting to and from the Airport», «International Travel».

| | | |
|---|------------|--|
| <p>Тестовое задание 2 по темам 10-20.</p> <p>Контрольная работа 9 по темам «Airport Security», «Airplane Procedures», «Travel Delays», и «Where is My Baggage?».</p> <p>Контрольная работа 10 по темам «Explaining the Bill», «Negotiating Prices».</p> <p>Контрольная работа 11 по темам «Locating Help», «Emergency!», «Talking About Symptoms».</p> <p>Контрольная работа 12 по темам «Communicating by Email», «Taking a Message».</p> <p>Контрольная работа 13 по темам «Taking Reservations», «Changing a Reservation», «Problems with Reservations».</p> <p>Тестовое задание 3 по темам 21-34.</p> <p>Контрольная работа 14 по темам «Difficult Customers», «Farewell», «Methods of Transportation».</p> <p>Контрольная работа 15 по темам «Local Attractions», «On a Tour».</p> <p>Контрольная работа 16 по темам «Discussing Rules and Policies on a Tour», «Release Forms».</p> <p>Контрольная работа 17 по темам «Job Advertisements», «Preparing Your Curriculum Vitae», «Getting a Job».</p> <p>Тестовое задание 4 по темам 35-44.</p> | | |
| ИТОГО | 130 | |

Для характеристики уровня освоения учебного материала используются следующие обозначения:

- 1.- ознакомительный (узнавание ранее изученных объектов, свойств);
- 2.- репродуктивный (выполнение деятельности по образцу инструкции или под руководством);
- 3.- продуктивный (планирование и самостоятельное выполнение деятельности, решение проблемных задач).

3. УСЛОВИЯ РЕАЛИЗАЦИИ ПРОГРАММЫ ДИСЦИПЛИНЫ

3.1 Материально-технические условия реализации образовательной программы

Реализация программы учебной дисциплины требует наличия кабинета иностранного языка.

Кабинет иностранного языка

Основное оборудование: Колонки Microlab 2.0 SOLO4C; Мультимедийный комплект (проектор Casio XJ-V2, экран Lumien Eco Picture); наушники Sanako SLH07; Персональные компьютеры Lenovo ThinkCentre; Стол; Стулья.

Программное обеспечение: 1. Microsoft Windows 10Pro OEM (ИП Струлёв О.Ю., договор №31908114775 от 19.08.2019 г., лицензия от 02.09.2019 г., бессрочно).

2. Microsoft Office Professional Plus 2013 (ООО “Битроникс”, контракт № 03201000308140000018-45081 от 09.09 2014 г., лицензия № 64099496 от 18.09. 2014 г., бессрочно).

Мультимедийная лаборатория иностранных языков

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)

3.2 Информационное обеспечение обучения (перечень рекомендуемых учебных изданий, Интернет-ресурсов, дополнительной литературы)

Основные источники:

1. 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>

2. Карпова, Т.А. English for Colleges. Английский язык для колледжей. Практикум + еПриложение: 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>

3. 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>

4. Трибунская, С. А. Английский язык для изучающих туризм (B1-B2): 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>

Дополнительные источники:

1. Гуреев, В. А. Английский язык. Грамматика (B2): учебник и практикум для среднего профессионального образования / В. А. Гуреев. — Москва: Издательство Юрайт, 2020. — 294 с. — (Профессиональное образование). — ISBN 978-5-534-10481-3. — Текст: электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/455685> (дата обращения: 15.05.2022)

2.. 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>

3. Полубиченко, Л.В. Английский язык для колледжей (А2-В2): учебное пособие для среднего профессионального образования/ А.С. Изволенская, Е. Э. Кожарская; под редакцией Л. В. Полубиченко. — Москва: Издательство Юрайт 2020. — 184 с. — (Профессиональное образование). - ISBN 978-5-534-09287-5. — Текст: электронный// ЭБС Юрайт [сайт]. URL: <https://urait.ru/bcode/455449>

4. Семенова, М.Ю. Английский язык: туризм и сервис.: учебное пособие / Семенова М.Ю. — Москва: КноРус, 2019. — 260 с. — (СПО). — ISBN 978-5-406-07283-7. — URL: <https://book.ru/book/932014>.

Электронные источники:

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. MULTITRAN – интернет словарь, from <https://www.multitran.com>
5. The Ultimate Travel Tourism Glossary for 2018, from <https://www.rezdy.com/resource/travel-tourism-glossary/>
6. Tourism Glossary, from <http://www.gdrc.org/uem/eco-tour/t-glossary.html>
7. Wikipedia, from https://en.wikipedia.org/wiki/Main_Page
8. wise GEEK: clear answers for common questions, from <http://www.wisegeek.com/>
9. Русско-английский глоссарий по теме “Туризм”, from <http://englishleo.ru/vocabulary-tourism.php>
10. Словарь туристических терминов, from <http://mir-restoratora.ru/?p=8372>
11. Словарь туристических терминов и обозначений, from <http://www.global-travel.ru/turistam/poleznaya-informaciya/turisticheskiy-slovar>
12. Словарь тур терминов, from <http://uletaemru.ru/slovar-tur-terminov>
13. Термины современного туризма: от А до Я, from https://www.tour52.ru/info/dictionary/slovar_turisticheskikh-terminov.html

4. КОНТРОЛЬ И ОЦЕНКА РЕЗУЛЬТАТОВ ОСВОЕНИЯ ДИСЦИПЛИНЫ

Контроль и оценка освоения дисциплины осуществляется преподавателем в процессе проведения практических занятий, тестировании, а также выполнения обучающимися индивидуальных заданий, проектов, исследований.

| Результаты обучения | Критерии оценки | Методы оценки |
|---|--|--|
| <p>уметь: понимать общий смысл четко произнесенных высказываний на известные темы (бытовые и профессиональные) понимать тексты на базовые профессиональные темы участвовать в диалогах на знакомые общие и профессиональные темы строить простые высказывания о себе и о своей профессиональной деятельности кратко обосновывать и объяснить свои действия (текущие и планируемые) писать простые связные сообщения на знакомые или интересующие профессиональные темы правила построения простых и сложных предложений на</p> | <p>Понимать смысл и содержание высказываний на английском языке на профессиональные темы. Понимать содержание технической документации и инструкций на английском языке. Строить высказывания на знакомые профессиональные</p> | <p>Экспертное наблюдение за выполнением практических работ.</p> |
| | | <p>Результаты выполнения контрольных работ Оценка устных и письменных ответов</p> |

| | | |
|--|---|--|
| <p> профессиональные темы знать: лексический и грамматический минимум, необходимый для чтения и перевода (со словарем) иностранных текстов профессиональной направленности. правила построения простых и сложных предложений на профессиональные темы основные общеупотребительные глаголы (бытовая и профессиональная лексика) лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности особенности произношения правила чтения текстов профессиональной направленности самостоятельно совершенствовать устную и письменную речь пополнять словарный запас </p> | <p> темы и участвовать в диалогах в ходе профессиональной деятельности на английском языке. Писать краткие сообщения на профессиональную тему. </p> | |
|--|---|--|

МИНОБРНАУКИ РОССИИ
ВЛАДИВОСТОКСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ
ЭКОНОМИКИ И СЕРВИСА

КОНТРОЛЬНО-ОЦЕНОЧНЫЕ СРЕДСТВА
для проведения текущего контроля и промежуточной аттестации
по учебной дисциплине

ОГСЭ.03 Иностранный язык

программы подготовки специалистов среднего звена

43.02.10 Туризм

Форма обучения: очная

Владивосток 2022

Контрольно-оценочные средства для проведения текущего контроля и промежуточной аттестации по учебной дисциплине ОГСЭ.03 «Иностранный язык» разработаны в соответствии с требованиями ФГОС СПО по специальности 43.02.10, Туризм, утвержденного приказом Минобрнауки РФ от 07.05.2014, №474, примерной образовательной программой, рабочей программой учебной дисциплины.

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

Рассмотрено и одобрено на заседании цикловой методической комиссии

Протокол № 9 от «13» 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.

КОС разработаны на основании:

– основной образовательной программы СПО по специальности 43.02.10 Туризм;

– рабочей программы учебной дисциплины Иностранный язык.

Формой итоговой аттестации является дифференцированный зачет.

| Код ОК, ПК | Код результата обучения | Наименование |
|-----------------|---|---|
| ОК 01 –ОК 09 | 31 | лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности |
| | 32 | основные общеупотребительные глаголы (бытовая и профессиональная лексика) |
| | 33 | особенности произношения |
| | 34 | правила построения простых и сложных предложений |
| | 35 | правила, необходимые для чтения и понимания текстов по профессиональной тематике |
| | 36 | лексический (1200-1400 лексических единиц) и грамматический минимум, необходимый для чтения и перевода (со словарём) иностранных текстов профессиональной направленности. |
| | 37 | правила пользования электронными терминологическими словарями |
| | У1 | переводить (со словарём) иностранные тексты профессиональной направленности |
| | У2 | понимать тексты с использованием бытовой и профессиональной лексики |
| | У3 | понимать общий смысл произнесенных высказываний на бытовые и профессиональные темы |
| | У4 | строить простые предложения с использованием профессиональной лексики |
| | У5 | строить простые высказывания о себе и о своей профессиональной деятельности |
| | У6 | самостоятельно совершенствовать устную и письменную речь, пополнять словарный запас |
| | У7 | кратко обосновывать и объяснить свои действия (текущие и планируемые) |
| | У8 | участвовать в диалогах на изученные повседневные и профессиональные темы |
| У9 | писать простые связные сообщения на изученные бытовые и профессиональные темы | |

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 |
| 31 32 33 34 35 36 37 У1 У2 У3 У4 У5 У6 У7 У8 У9 | Тема 1. About Your Guest Тема 2. On the Phone | Контрольная работа | Тестирование 1 |
| | Тема 3. Types of Restaurants Тема 4. Lodging | Контрольная работа | Тестирование 1 Чтение и перевод текста, ответы на вопросы по тексту |
| | Тема 5. At the Airport Тема 6. Cruise Ships | Контрольная работа | Тестирование 1 |
| | Тема 7. Train Travel Тема 8. Bus Travel Тема 9. Renting a Car | Контрольная работа | Тестирование 1 Монологическое высказывание |
| | Тема 10. How Do You Pay? Тема 11. Where to Get Money Тема 12. At the Currency Exchange Office Тема 13. How Much Does it Cost? | Контрольная работа | Тестирование 2 Диалогическое высказывание |
| | Тема 14. Giving Warnings About Crime Тема 15. Avoiding Illness Abroad | Контрольная работа | Тестирование 2 |
| | Тема 16. Cultural Differences Тема 17. Travel Packages | Контрольная работа | Тестирование 2 |
| | Тема 18. Giving Directions Тема 19. Getting to and from the Airport Тема 20. International Travel | Контрольная работа | Тестирование 2 Монологическое высказывание |
| | Тема 21. Airport Security Тема 22. Airplane Procedures Тема 23. Travel Delays Тема 24. Where is My Baggage? | Контрольная работа | Тестирование 3 Диалогическое высказывание |
| | Тема 25. Explaining the Bill Тема 26. Negotiating Prices | Контрольная работа | Тестирование 3 |
| | Тема 27. Locating Help Тема 28. Emergency! Тема 29. Talking About Symptoms | Контрольная работа | Тестирование 3 |
| | Тема 30. Communicating by Email Тема 31. Taking a Message | Контрольная работа | Тестирование 3 |
| | Тема 32. Taking Reservations Тема 33. Changing a Reservation Тема 34. Problems with Reservations | Контрольная работа | Тестирование 3 Диалогическое высказывание |
| | Тема 35. Difficult Customers Тема 36. Farewell | Контрольная работа | Тестирование 4 Диалогическое |

| | | | |
|--|---|--------------------|---|
| | Тема 37. Methods of Transportation | | высказывание |
| | Тема 38. Local Attractions Тема 39. On a Tour | Контрольная работа | Тестирование 4 |
| | Тема 40. Discussing Rules and Policies on a Tour Тема 41. Release Forms | Контрольная работа | Тестирование 4 Монологическое высказывание |
| | Тема 42. Job Advertisements Тема 43. Preparing Your Curriculum Vitae Тема 44. Getting a Job | Контрольная работа | Тестирование 4 Беседа |

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. About Your Guest, Тема 2. On the Phone | 1 | 70 |
| Контрольная работа №2, Тема 3. Types of Restaurants Тема 4. Lodging | 1 | 60 |
| Контрольная работа №3, Тема 5. At the Airport Тема 6. Cruise Ships | 1 | 60 |
| Контрольная работа №4, Тема 7. Train Travel Тема 8. Bus Travel Тема 9. Renting a Car | 1 | 60 |
| Контрольная работа №5, Тема 10. How Do You Pay? Тема 11. Where to Get Money Тема 12. At the Currency Exchange Office Тема 13. How Much Does it Cost? | 1 | 70 |
| Контрольная работа №6, Тема 14. Giving Warnings About Crime Тема 15. Avoiding Illness Abroad | 1 | 60 |
| Контрольная работа №7, Тема 16. Cultural Differences Тема 17. Travel Packages | 1 | 70 |
| Контрольная работа №8, Тема 18. Giving Directions Тема 19. Getting to and from the Airport Тема 20. International Travel | 1 | 60 |
| Контрольная работа №9, Тема 21. Airport Security Тема 22. Airplane Procedures Тема 23. Travel Delays Тема 24. Where is My Baggage? | 1 | 70 |
| Контрольная работа №10, Тема 25. Explaining the Bill Тема 26. Negotiating Prices | 1 | 60 |
| Контрольная работа №11, Тема 27. Locating Help | 1 | 60 |

| Тип контрольного задания | Количество контрольных заданий (вариантов) | Общее время выполнения обучающимся контрольный заданий |
|--|--|--|
| Тема 28. Emergency! Тема 29. Talking About Symptoms | | |
| Контрольная работа №12, Тема 30. Communicating by Email Тема 31. Taking a Message | 1 | 70 |
| Контрольная работа №13, Тема 32. Taking Reservations Тема 33. Changing a Reservation Тема 34. Problems with Reservations | 1 | 60 |
| Контрольная работа №14, Тема 35. Difficult Customers Тема 36. Farewell Тема 37. Methods of Transportation | 1 | 70 |
| Контрольная работа №15, Тема 38. Local Attractions Тема 39. On a Tour | 1 | 60 |
| Контрольная работа №16, Тема 40. Discussing Rules and Policies on a Tour Тема 41. Release Forms | 1 | 60 |
| Контрольная работа №17, Тема 42. Job Advertisements Тема 43. Preparing Your Curriculum Vitae Тема 44. Getting a Job | 1 | 60 |
| 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 |

4 Структура контрольных заданий

4.1 Контрольная работа №1 Темы «About Your Guest» и «On the Phone».

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

- | | |
|----------------------|--------------|
| 1. holidaymaker | 5. honeymoon |
| 2. leisure | 6. operator |
| 3. professional | 7. line |
| 4. business traveler | 8. incoming |

- A time when you are not working or at school
 B being skilled and talented
 C a telephone worker
 D a person who travels somewhere for fun
 E a telephone connection
 F a trip that couples take after they get married
 G a phone call that comes into a place from somewhere else
 H a person who takes a trip for business

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

trip celebrate holiday relax hold connect

1. The company threw a party to _____ Martin's birthday.
2. Operators _____ callers with different departments.
3. I am afraid the line is busy, would you like to _____?
4. Ms. Hays isn't in the office; she is on a business _____.
5. Mr. Smith does not want to think about work; he only wants to _____.
6. I don't have to work today. I am on _____.

3. Translate the following word combinations.

To go on business, reasons for travel, to go on a honeymoon, to enjoy romantic places, an available job, to attend meetings, to travel for leisure, to connect callers with different departments, to get the job, personal information, home country, to fill in the information, to hold on the line, to join the team, to transfer calls, to take a message, to book rooms, to get in contact with guests, to have experiences for the job, to answer the call, to greet the caller, call time, action taken

4. Talk about these questions.

1. Why do people travel?
2. What do they do on holiday?
3. What are the duties of a telephone operator?

4.2 Контрольная работа №2 Темы «Types of Restaurants» и «Lodging»

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

- | | |
|-----------------|----------------------|
| 1. fast food | 5. family restaurant |
| 2. steakhouse | 6. budget hotel |
| 3. youth hostel | 7. drive-through |
| 4. star rating | 8. resort |

- A a sleeping and resting place for young travelers that is inexpensive
 B a restaurant that welcomes children and adults
 C a sleeping and resting place that is inexpensive and has few services
 D a type of restaurant that prepares and serves food quickly
 E a restaurant that serves different types of meat
 F a resting and sleeping place that offers many services
 G a rank that tells visitors the quality of a hotel
 H a type of restaurant service in which customers receive their food in their car

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

fast food hostel rating cuisine waitstaff campsite

1. A restaurant with a high _____ has good food and service.
2. The _____ takes your order and brings your food to you.
3. Indian _____ has a lot of vegetarian dishes.
4. Philip likes nature. He is going to stay at a _____.
5. A _____ costs less money than hotels and often attracts younger guests, who will most likely be sharing a room with other customers.
6. _____ restaurants distinguish themselves through the speed of service, convenience, and affordability.

3. Translate the following word combinations.

Table service, cuts of meat, to serve different types of cuisines, vegetarian dishes, to receive more stars, to offer drive-through service, local cuisine, poor service, to have a low rating, to serve vegetarian food, to try something different, to receive rating, to enjoy the outdoors, to pitch a tent, to go camping, to rent a cabin, tourists on a budget, to travel on a budget, to offer budget hotels, to have very high star ratings, bed and breakfast, a romantic getaway, to stay at a resort, to be available, a nature-friendly eco-resort, to put up a tent

4. Talk about these questions.

1. Where do tourists stay during trips?
2. What are the different types of hotels in your area?
3. What kind of services do they provide?
4. What makes a good hotel?
5. What does B&B mean?
6. Which kind of accommodation includes breakfast, lunch and dinner?
7. Where do you usually stay when you go on holiday?
8. What type of restaurant do you like most?
9. What type of cuisine do you like?

4.3 Контрольная работа №3 Темы «At the Airport» и «Cruise Ships».

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

- | | |
|-------------------|----------------------|
| 1 – food court | 5 – upper deck |
| 2 – baggage claim | 6 – departure lounge |
| 3 – boarding pass | 7 – duty-free shop |
| 4 – port of call | 8 – disembark |

- A is where passengers wait to get on their plane
B a store where you buy items and do not have to pay tax for them
C the top of a ship
D a place where you pick up your bags in an airport
E to get off a ship
F a paper that allows you to get on a plane or bus
G a place where ships stop
H a place that has many different restaurants

2. Use the words below to complete the sentences.

gate cabins embarkation cruise ship porter
boarding time security screening

1. Miranda goes to her gate because it is almost _____.
2. Gerard is a _____. He handles the passenger's luggage.
3. Rita's plane leaves from _____ twenty-six.
4. It took us a long time to pass through the _____.
5. Have a wonderful day on our _____!
6. Tim showed his ticket at _____.
7. Cruises grant passengers coastal and island views from decks and _____.

3. Translate the following word combinations.

Flight to Barcelona, adventure, to wait at the arrivals terminal, departure terminal, to pick up the bags, to fly in from London, to fly out from the airport, to check-in, to pass a security screening, duty-free shop, to depart from ..., airport workers, to board the plane, baggage claim area, to check boarding passes, gate number, the boarding time, departure lounge, porter, to let anything dangerous on the plane, cabin, embarkation, pool, the upper deck, port of call, to offer shore excursions, to take somebody to land, to disembark, tender, activities on the ship

4. Answer the following questions.

1. What are some different places in the airport?
2. What do people do while they wait at the airport?
3. Why do people take cruises?
4. You win free tickets for a cruise. Where do you go? Why?

4.4 Контрольная работа №4 Темы «Train Travel», «Bus Travel», «Renting a Car».

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

- | | |
|----------------|---------------|
| 1 – round-trip | 4 – timetable |
| 2 – mileage | 5 – berth |
| 3 – insurance | 6 – attendant |
| 4 – GPS | 8 – compact |

- A – a list that shows train departures and destinations
 B – a train station worker
 C – the distance that one travels
 D – a type of ticket that lets a traveler take a train to and from a destination
 E – you pay money to a company and the company pays for damage in an accident
 F – a type of bed that is on a train
 G – being small
 H – a device that shows maps and gives directions

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

catch the train scenery coach one-way express route by rail

- I like to travel_____. I think it is fun.
- Sarah buys a ticket to Berlin. It is a (an) _____ ticket.
- Henry went to the train station and bought a ticket. He was ready to _____.
- I looked out of the window. The_____ was fantastic!
- Bus or _____ travel in Europe lets visitors tour remote areas inaccessible by plane or train.
- It is a(an) _____. The bus goes to its destination and doesn't stop.

3. Translate the following word combinations.

Ways to travel, train station, to enjoy the beautiful scenery, a comfortable berth, to arrive at one's destination, to get around, follow simple steps, to travel by rail, to check the timetable, to buy a one-way ticket, a round-trip ticket, to take an overnight train, to catch the train, train departure, the costs of train travel, to keep the train station safe, to catch the train, to buy a one-way ticket, to carry a traveler's luggage, to purchase rail tickets, train departures and destinations, ticket kiosk, to change to a berth, tickets available, the coach driver, type of route, time of arrival, coach number, car rental, full-size car, urban driving, the least expensive model, to store luggage, plenty of room for your luggage, car model, the rental agency

4. Talk about these questions.

- What are some different ways to travel?
- What are some different places in the train station?
- What different types of ticket can you buy?
- What are the advantages and disadvantages of traveling by bus?
- When do travelers rent cars?
- What kinds of cars do they rent?

Тестовое задание №1 по темам 1-9.

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

boarding pass express buses staff destination check in

- Alison arrives at the hotel and goes to the front desk to _____.
- Polite and friendly _____ make guests feel welcome during hotel stays
- An express bus makes few stops along the route so that it can get to its _____ more quickly.
- Generally, an airline or rail service will not allow a traveler to board without a valid _____.
- _____ have specific destinations like the airport, suburban hub, etc.

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

- _____ is a small wooden house where visitors stay.

motel cabin resort

2. Helen is on a budget. She rents a room in a roadside_____.

spa resort motel luxury hotel

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

guesthouses seafood restaurants ethnic restaurants

4. Several activities are normally offered at _____, including massages, meals, cosmetic treatments and live entertainment.

resorts motels restaurants

5. Hilton Resorts offer early check in, late _____, continental breakfast, as well as room service.

train arrival check out

3. Translate the following word combinations from English into Russian.

To travel by rail, to check the timetable, a round-trip ticket, to take an overnight train, luxury cars, to rent the economy model, rental requirements, rental policies, rental agent, rental cost, customer name, a driver's license, to purchase insurance, to pay for the mileage, to pay for damage in an accident, route type, time of arrival, local route, budget traveler

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

budget choice ways attractions by train local tourist offices

There are a variety of different _____ (1) to travel in Europe, including by sea, air or train. The _____ (2) of travel will depend on traveler's preference, _____ (3), and length of stay. Most of Europe is easily traveled by bus or coach, airplane, ferry, car, or on foot. Visitors can consult _____ (4) in each country before arriving to receive up-to-date information on schedules and fares.

One of the fastest and most reliable ways to travel Europe is _____ (5). A rail pass allows access to most of Europe, and trains run locally and internationally. A variety of trains can accommodate most travelers' needs, including high-speed, scenic, intercity, and rapid airport-train connections. Non-European residents may be able to purchase a special pass that allows them to travel by train through many different European countries in any order.

Bus or coach travel in Europe lets visitors tour remote areas inaccessible by plane or train. There are two types of bus services offered in most European cities — local and sightseeing. Local buses let travelers interact with the area's inhabitants, while sightseeing buses allow people to hop on and off at popular _____ (6).

5. Translate the following word combinations from Russian into English.

Рейс, сотрудники аэропорта, регистрация на рейс, зона получения багажа, посадочный талон, выход на посадку, прилетать, вылетать, магазин беспошлинной торговли, время посадки пассажиров, зал вылета, проходить проверку на безопасность, опасный, каюта, бассейн, верхняя палуба, береговая экскурсия, сходить на берег, порт захода, шлюпка, носильщик, приключение, любоваться пейзажами, незабываемые воспоминания, путешествовать по железной дороге, железнодорожный вокзал, проводник, уезжать (отправляться), билет в один конец, поспеть на поезд, выглядывать из окна, время отправления, время прибытия, прокат автомобилей, страхование, пробег автомобиля, автобус-экспресс, маршрут/трасса, расписание, местный, водитель автобуса, требования

6. Talk about these questions.

1. What are the different types of hotels?
2. What kind of services do they provide?
3. What makes a good hotel?
4. Where do you usually stay when you go on holiday?
5. What are some different ways to travel?
6. What do people do while they wait at the airport?
7. Why do people take cruises?
8. What are the advantages and disadvantages of traveling by bus?

9. When do travelers rent cars?

4.5 Контрольная работа №5 Темы «How Do You Pay? », «Where to Get Money», «At the Currency Exchange Office», и «How Much Does it Cost? ».

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

- | | |
|-------------------|-----------------------------|
| 1. service charge | 5. method of payment |
| 2. exchange rate | 6. business hours |
| 3. credit card | 7. withdraw |
| 4. currency | 8. currency exchange office |

- A the times that the company is open
B a place where you can change money for another country's money
C money that you pay to receive a service
D the measure of how much money you can get for another type of money
E a small card that allows you to buy things and pay for them later
F to take money out of your bank account
G a way to pay for items, which includes cash, charge cards, and checks
H a type of money, like euros or dollars

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

1. PIN/bank

The _____ is closed so the traveler uses an ATM.
Kate forgets her _____ so she cannot use the ATM.

2. key pad/wire transfer

Emma's brother sends her money by _____.
I use the _____ to enter my pin.

3. cost/on sale

The book does not _____ a lot of money.
James buys a gift because it is _____.

4. selection/gift shop

Mary finds many gifts at the store because it has a large _____.
I bought souvenirs at a (an) _____.

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

checking account branches local currency transaction cash only

1. No checks, debit or credit cards are accepted. _____.
2. Stacy pays for the item and the _____ is complete.
3. Most major banks have _____ in our city.
4. Ashley opens a _____ and now she can use a personal check or debit card.
5. Do you want to exchange a foreign currency for a _____?

4. Translate the following word combinations.

To look for a bank, to offer goods and services, to accept traveler's checks, personal checks, to open a checking account, a photo ID, to complete transactions, to bring cash, to get cash, cash-only, to accept cash, to withdraw money from the ATM, the cost of the item, accepted methods of payment, business hours, to put a card into the machine, enter your pin into the keypad, a service charge, to send money by wire transfer, to send money electronically, to pay a service fee, the currency exchange office, exchange policy, to exchange foreign currency for a local currency, to sign a release form, to take a commission with every exchange, to change constantly, the current exchange rate, to buy back local currency, to convert money for free

5. Talk about these questions.

1. What forms of payment do holidaymakers use?
2. What things should you always take on holiday with you?

3. How do travelers get cash while on holiday?
4. How can you get cash from your bank?
5. What are the names of different types of money?
6. How do people exchange currency when on holiday?
7. How do people remember their vacations?
8. What are some items people commonly buy while on holiday?

4.6 Контрольная работа №6 Темы «Giving Warnings About Crime», «Avoiding Illness Abroad».

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

- | | |
|--------------|------------------------|
| 1. criminal | 5. robbery |
| 2. theft | 6. suspicious activity |
| 3. break-in | 7. safe deposit |
| 4. valuables | 8. lock |

A the crime of taking or attempting to take anything of value by force, threat of force, or by putting the victim in fear

B objects that are worth a lot of money

C a metal container that protects items from theft

D to enter a home or building without permission

E a person who breaks the law

F when something is stolen

G an object on doors that prevents people from entering

H behavior that can lead to crime

2. Translate the following word combinations.

To break the law, safety tips, to target holidaymakers, to make a trip safe, to leave doors unlocked, to store valuables, money belt, to hide money, hidden pocket, to protect travelers from theft, to report suspicious activity to the police, to stay safe, to prevent crimes, worth a lot of money, to ruin a trip, ways to prevent sickness, to get vaccinations, to buy travel insurance, to pay for healthcare, travel emergencies, purified water, bottled water, to make somebody sick, to carry infection, to use bug spray, to keep mosquitoes away, to avoid illness, to pay for the cost of immunization, in an emergency,

3. Talk about these questions.

1. What kinds of crimes do holidaymakers experience?
2. How do people prevent crime?
3. What kinds of illness can people get while on holiday?
4. How can people prevent illness while on holiday?

4.7 Контрольная работа №7 Темы: «Cultural Differences», «Travel Packages».

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

- | | |
|-------------------|----------------|
| 1. set menu | 5. itinerary |
| 2. entrance fee | 6. half board |
| 3. personal space | 7. timeliness |
| 4. eye contact | 8. appointment |

A a detailed plan or route of a journey

B doing something at the right time

C a looking at someone's eyes

D money that you must pay to enter a place

E a list of foods that are included in a package

F an agreement to meet or do something at a certain time

G the area around something

H accommodations include a hotel room and two meals

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

stereotype eye contact cultural differences opinions communicate
personal space

1. A _____ is a belief that all people from a culture behave a certain way.
2. People often disagree with each other. It is normal to see different _____.
3. Modern technologies make it easier to _____.
4. In the United States, direct _____ is considered the sign of honesty and reliability.
5. He stood a meter from the guest because he didn't want to violate her _____.
6. Many business people agree that an understanding of _____ is essential when doing business abroad.

3. Underline the odd word in each group:

1. Parliament, mayor's house, shopping mall, town hall
2. Art gallery, concert hall, national museum, pillar
3. Palace, pyramid, residence, castle
4. Roof, façade, building, window
5. Wooden, stone, Baroque, iron glass
6. Roman, Medieval, Renaissance, the sixties, Post-modern

4. Match the tourists' questions (1-6) about the tours in England to the tour guide's answers (a-f):

1. Excuse me, who built the original baths?
 2. Is it OK if I take a few photos of the staircase?
 3. What's the 'neo-classical' style?
 4. How far is it on the train from London?
 5. Did you say lunch wasn't included?
 6. Could you drop us off at our hotel?
- a. Yes, sure, but please don't use a flash.
 - b. The Romans.
 - c. It's less than two hours on the train.
 - d. That's right, but I can recommend a good café.
 - e. Yes, of course, it's included in the tour price.
 - f. It was the type of architecture from the early 19th century

5. Talk about these questions.

1. How can cultural differences cause problems?
2. Do you use a travel agent when you go abroad?
3. What should a travel package include?
4. What is the difference between the deluxe package and the economy package?

4.8 Контрольная работа №8 Темы: «Giving Directions», «Getting to and from the Airport», «International Travel».

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

- | | |
|----------------------|--------------------|
| 1 – downtown | 5 - schedule |
| 2 – abroad | 6 – free of charge |
| 3 – shuttle | 7 – inspect |
| 4 - front desk clerk | 8 – declare |

A – something that costs you nothing

B – the center of a city

C – a list of planned activities or things to be done at or during a particular time

D – a vehicle that goes regularly between two places

E – being in another country

F – to look at something or someone very carefully in order to discover information

G – to tell customs about the items you bring into a country

H – a hotel employee that helps people rent rooms and answer their questions

2. Translate the following word combinations.

Right across the street, keep going, to turn left, to book a tout, to get to and from the airport, methods of ground transportation, to offer a shuttle, to be on time, you don't need to worry, to check the schedule, shuttle service, to transfer to a different bus, to take a taxi, to load the luggage into the vehicle, to pack bags, to take a look at, before you depart, make sure, a valid passport, to contact the embassy, prohibited items, to go through customs, to inspect the luggage, items not allowed in the country, customs agent, to inspect documents, to stamp a passport, to get on a plane, to pay a departure tax

3. Talk about these questions.

1. How do you get around in a new city?
2. Why does an individual or company hire someone to handle customs procedures for them?
3. How do people get to the airport?
4. What are the ways to travel to the airport in your city?
5. Name different countries that you have traveled to.
6. What documents did you need when you traveled?

Тестовое задание №2 по темам 10-20

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

- | | |
|------------------------|----------------------------|
| 1 cultural differences | 5 bill |
| 2 accommodation | 6 travel package |
| 3 local currency | 7 currency exchange office |
| 4 shore excursion | 8 bellhop |

A a hotel employee that takes your luggage from a vehicle to your room

B a paper that says how much you need to pay for something

C ways that the behaviors of people from different places are not the same.

D a place where you can change money for another country's money

E a place to sleep, such as a hotel

F the money from the country you are in

G a trip from a cruise ship to a city

H a holiday that includes air fare, lodging, etc.

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

luggage tours youth hostel resorts weather conditions front desk

1. Many travel companies organize _____ that last for several days or weeks.
2. Extreme _____ in some regional winters can be dangerous for unprepared hikers.
3. Several activities are normally offered at _____, including massages, meals, cosmetic treatments and live entertainment.
4. I am happy to unload your _____.
5. In the meantime why don't you check in at the _____?
6. A _____ is a place that offers very economical accommodation in comfortable surroundings suited to people traveling on low budgets.

3. Choose the word or phrase that is similar in meaning to the underlined part.

1. Expensive hotels usually have their own vehicle that transports riders to and from certain locations.

shuttle **fare** **trip** **prices**

2. The crime of stealing took place last night and the criminals took many items.

accident **holiday** **robbery** **trip**

3. This credit card allows you to take money out of your bank account up to 200 dollars a day from ATMs.

save **keep** **withdraw** **relax**

4. I found many gifts at the store because it had a large choice.

offer **selection** **souvenir** **gift wrapping**

5. The currency exchange took a small payment for their services.

commissions **local currency** **receipt** **selection**

6. After the crime of entering a building by damaging a door or window, usually in order to steal, we installed a new security system.

theft **break-in** **warning** **police**

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

1. Carol pays for the item and the _____ is complete.

credit card personal check identification transaction

2. Please call this number if you _____ any further information.

declare stamp require depart

3. Each passenger is given a _____ to be shown at the departure gate and again to the stewardess when boarding the plane.

waiting time gate number boarding pass passport

4. Max uses another bank's _____ and pays a service fee.

branch ATM pin keypad

5. Tim stood a meter from the guest because he didn't want to _____ her personal space.

call show violate expect

6. The price of the holiday includes flights, _____, and all extras.

full board terrible view valid passport main entrance

7. Customs is where customs agents _____ your luggage and travel documents.

sell return home pack inspect

8. Many sharp objects, such as scissors, knives, and razors, are _____ when travelling on an airplane.

allowed necessary prohibited required

9. Before you can fly, you'll need to get to the airport well before your _____ and with the right documentation.

arrival reservation flight boarding pass

10. I need to convert dollars into Euros. What's the _____?

release form exchange rate cash register receipt

11. The staff at the store will help the customer _____ the perfect gift.

convert lock pick out save

12. People on limited budgets should avoid travelling in/during _____.

boarding time high season suspicious activity break-ins

13. Guests from North America and Europe prefer at least half a meter of _____

paying attention personal space eye contact respect

14. The train for Cambridge _____ from platform 9.

takes passes arrives departs

15. The Great Pyramid of Giza (also known as the Pyramid of Khufu or the Pyramid of Cheops), Egypt- is the only one of the **Seven Wonders of the _____ World** to remain largely intact.

Ancient **Modern** **Whole** **Changing**

16. Your passport is _____ now, but you will need a new one in 2 months.

prohibited declared stamped valid

17. Alison drew some money out of her _____ to pay for our trip.
 keypad account branch bank
18. Using a _____ prevents break-ins.
 lock money belt criminal deposit box

4.9 Контрольная работа №9 Темы: «Airport Security», «Airplane Procedures», «Travel Delays», и «Where is My Baggage?»

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

- | | |
|--------------------|--------------------|
| 1. regulation | 5. property |
| 2. security camera | 6. damaged baggage |
| 3. call button | 7. tracking system |
| 4. seat belt | 8. flight board |

- A luggage that has been harmed
 B an official rule or the act of controlling something
 C a large sign that tells travelers if a flight is on time, delayed, or cancelled
 D a machine that records images in or outside a building or in a public place in order to prevent crime there
 E a piece of fabric that keeps passengers safe in their seats
 F allows passengers to get the attention of flight attendants
 G items that belong to someone
 H an electronic system used to find missing baggage

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

hand luggage flight delays mechanical problems patient flight attendant

- The snowstorm is expected to last a few days. Until then, travelers are advised to be _____.
- How many items of _____ am I allowed to take onto the plane?
- _____ is generally responsible for ensuring passengers' safety and comfort on a plane.
- The flight was delayed due to some _____.
- The planes will be arriving late due to several _____ and cancellations.

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

strict safety regulations, to follow simple rules, to stay safe, unattended luggage, security camera, to pass through a metal detector, to get on a plane, in-flight service, to make sure, to serve refreshments, overhead bin, safety procedures, to fasten seat belt, press the call button, landing gear, to cause problems, missed flights, departure time, baggage office, to recover missing luggage, to ask for a claim form, to use a tracking system, lost in transit

4. Talk about these questions.

- How do you stay safe at the airport?
- What rules do you follow at an airport?
- How do people spend time on an airplane?
- What does a flight attendant do during a flight?
- Your flight gets delayed. What do you do?
- Name some items that people put in their baggage.
- Imagine an airline loses your baggage. What do you do?

4.10 Контрольная работа №10 Темы: «Explaining the Bill», «Negotiating Prices».

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

- | | |
|----------------|----------------|
| 1. market | 5 charter |
| 2. gratuity | 6. overcharge |
| 3. guided tour | 7. make a deal |

4. landmark

8. porcelain

A a visit to popular tourist locations. Tour guides lead these visits.

B famous or recognizable places

C a hard, shiny and white material that is used to make many items, like vases or plates

D A _____ flight is a private flight scheduled to meet the needs of specific passengers or organizations.

E money given as thanks for a service. It is usually included in the service's total cost.

F to charge someone more than the real price or more than the value of the product or service

G someone who looks for items at low prices

H a place where different kinds of items are for sale

I to agree on a price

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

places of interest

walking tours

luxury

half price

tip

1 The store sells _____ brands such as Prada and Chanel.

2 We don't need to leave a _____ for the waiter, because there is a service charge included in the bill.

3 Stay at the four-star hotel for less than _____ until December 25.

4 _____ are day trips or sightseeing holidays on which the participants primarily travel on foot.

5 Are there any _____ in your city?

3. Translate the following word combinations.

Shopper's paradise, bargain-hunter, to negotiate prices, to sell for fifty percent of the regular price, to reach an agreement, to suggest a price, to get a good deal, to make an offer, to stay firm, to make a deal, to offer somebody a discount, price limit, to ask for a discount, to pay half price, to get a lower price

4. Talk about these questions.

1. When you go out with friends, who pay the bill?

2. What charges are listed on a bill?

3. What items do you buy when you travel?

4. What types of items can you find in local markets?

4.11 Контрольная работа №11 Темы: «Locating Help», «Emergency! », «Talking About Symptoms».

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

1. turbulence

5. outbreak

2. exit row

6. seat cushion

3. emergency slide

7. headache

4. emergency landing

8. police report

A an unplanned stop of an airplane due to a problem with the airplane

B a document that a person fills out to describe a crime

C strong, sudden movements in the air

D the part of the plane that is used to leave the plane quickly

E a sloped piece of plastic that is used to get off an aircraft quickly

F a strong feeling of pain located in a person's head

G the sudden appearance of an illness or disease

H the soft part of a chair that people sit on

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

pharmacy

embassy

vomiting

treatment

emergency slide

1 The best _____ for a cold is to rest and drink lots of fluids.

2 I went to the _____ to buy medicine.

- 3 Ann went to the bathroom because she felt like _____.
- 4 You can leave the plane by going down the _____.
- 6 Protesters staged an anti-war demonstration in front of the US _____.

3. Talk about these questions.

1. What bad thing can happen during a trip?
2. Where can a holidaymaker go for help?
3. What emergencies can happen on airplanes?
4. Who helps people if there is an emergency on an airplane?
5. Talk about a time you became ill while you traveled.
6. What symptoms did you have then?

4.12 Контрольная работа №12 Темы: «Communicating by Email», «Taking a Message».

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

- | | |
|-----------------------|--------------------|
| 1 – subject line | 5 - booking agent |
| 2 – attach | 6 - forward |
| 3 – reference number | 7 - regarding |
| 4 – with reference to | 8 – meet and greet |

A – relating to someone else

B – a part in the email that says what the email is about

C – a number that companies use to relate a client to his or her order

D – to include in an email as a separate file

E – a person whose job it is to make reservations for customers

F - what something is about

G – to send an email that you received to someone else

H - a service that involves meeting a client at the airport and helping them

2. Translate the following word combinations:

pleased to inform you, with reference to your previous email, feel free to email me, additional information, to be out to lunch, away from one's desk, to spell out important information, contact information, to take the message, to hang up the telephone

3. Talk about these questions.

1. What are some ways to communicate with other people?
2. Which do you like better: writing emails or talking on the phone? Why?
3. Do you know how to take a message?
4. Why do people leave messages?

4.13 Контрольная работа №13 Темы; «Taking Reservations», «Changing a Reservation», «Problems with Reservations

1. Match the words or phrases (1-7) with the definitions (A-G)

- | | |
|------------------------------|---------------------|
| 1 - checklist | 5 - exit row |
| 2 – non-stop | 6 – billing address |
| 3 – aisle seat | 7 – card holder |
| 4 – card verification number | |

A – without stopping anywhere

B – the seat next to the long narrow space between the seats on a plane

C – the place where a bill is sent

D – a list of things for you to do

E – the person who is responsible for paying the credit card bill

F – a three-digit number located on the back of a credit card

G – the seats located next to the emergency exit on a plane.

2. Translate the following words and word combinations:

fare rules, to cancel a reservation, reservation number, to make the changes, to be aware, cancellation fee, charge fee, non-refundable, full refund, partial refund, to receive a fifty percent refund, 24-hours prior to the original travel date, to hold tickets, to cancel tickets, the date of issue, to find a resolution, to overbook flights, to get bumped off the flight, to get in contact with, to be on standby, to put somebody on standby for the next flight, a partner airline, to accept a ticket, flight delays, beyond one's control, to miss a connecting flight, to stay overnight in airports, due to flight delays, a complimentary stay in a hotel, to cancel a trip, to ask the airline for compensation, travel voucher

3. Talk about these questions.

1. How do people make plane reservations?
2. Do you prefer to sit by the aisle or by the window on an airplane? Why?
3. What are some reasons that people change their plane reservations?
4. What do you do if you want to cancel a plane reservation?
5. What kinds of mistakes do airlines make?
6. What do people do when an airline makes a mistake?

Тестовое задание №3 по темам 21-34

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

- | | |
|--------------------|------------------|
| 1 – security guard | 5 - engine |
| 2 – x-ray machine | 6 - tip |
| 3 - lost baggage | 7 - embassy |
| 4 – call button | 8 – compensation |

A – a machine that makes something move

B – money given as thanks for a service

C – the building that contains the representatives of a foreign country

D – a tool that can see inside baggage

E – money that a company gives you because it made a mistake

F – an employee who is in charge of keeping the airport safe

G – allows passengers to get the attention of flight attendants

H – luggage that has disappeared

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

1. The flight attendant told me to fasten my _____.
electronic device seat belt hand luggage
2. _____ greet passengers and help them find their seats.
pilots travelers flight attendants
3. Unattended luggage should be reported to a _____.
travel agent passenger security guard
4. The flight board at the airport shows if a flight is on time, delayed or _____.
missed canceled located
5. During your _____, the flight attendant will make several announcements.
service booking flight
6. In the USA, whenever a waiter serves your food, some amount of _____ is necessary.
spa tip trip
7. I always set a _____ about how much money to spend.
price break limit
8. Ask the owner of the shop to give you the item at _____.
the corner half price the hotel

9. I made a _____ of things that I must do today.
page checklist call
10. To change or _____, call our ticket agents and tell them your reservation number.
cancel a reservation book a room make sure
11. I made a _____ at the restaurant for 7 o'clock.
document number reservation
12. A/an _____ flight is one that goes from the original destination to the end destination without stopping in between.
last-minute non-stop economy
13. They've just announced on the PA (public address system) that our flight's been _____.
overbooked caused delayed
14. In December, the famed hotel begins _____ for guests who are willing to book two years in advance. taking reservations cultural site certification
15. If you don't hear something the caller says, _____ and ask him or her to repeat the information. hang up the telephone end the conversation apologize
16. A light bag is classified as _____ and you can take it with you on the plane.
seat preference hand luggage first class
17. Passengers must _____ their seatbelts during take-off and landing.
fasten checklist block
18. I'm going to cancel the train tickets and make a _____, okay?
call restaurant reservation plane reservation
19. You aren't allowed to smoke _____.
on the right on board the plane on time
20. If you have _____, you have to pay for it, and it can be expensive.
checklist excess luggage non-stop service
21. Bad weather conditions created delays and _____ across the country that day.
apologies flights cancellations
22. Dana took the coins out of her pockets. Then she walked through the _____.
landing gear metal detector security guard
23. All passengers have to pass through a _____. It is to keep everyone safe.
security checkpoint boarding pass security cameras

4.14 Контрольная работа №14 Темы: «Difficult Customers», «Farewell», «Methods of Transportation».

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

- | | |
|----------------------|----------------|
| 1 – abusive language | 5 - assure |
| 2 – incident | 6 - casual |
| 3 - host | 7 – check in |
| 4 – farewell | 8 - pedestrian |

- A – a formal way of saying 'goodbye'
 B – trouble or a bad event
 C – someone who provides guests with a place to stay
 D – to arrive at a hotel and rent a room
 E – tell someone that something is true
 F – words or phrases that hurt other people's feelings
 G – a person who goes somewhere on foot
 H - not appropriate for special occasions

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

route angry stay queue lose his temper take a taxi

1. It is not uncommon for a customer to _____.
2. It is much easier to _____. It will take you straight to your hotel in half the time.
3. The subway includes a convenient _____ to and from the airport,
4. A traveler might get _____ with a hotel service.
5. There was a _____ of people waiting patiently for the bus to arrive.
6. Did you enjoy your _____ at our hotel?

3. Talk about these questions.

1. Why might a traveler get angry with a hotel's or airline's services?
2. What do you do when someone is angry?
3. What are some ways that people say 'goodbye'?
4. How do you say 'goodbye' to your friends?
5. What kinds of transportation do travelers find in major cities?
6. What are the differences in transportation around the world?

4.15 Контрольная работа №15 Темы: «Local Attractions», «On a Tour».

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

- | | |
|----------------------|----------------|
| 1 – jet skiing | 5 – audio tour |
| 2 – art gallery | 6 - wheelchair |
| 3 – bag storage | 7 – disability |
| 4 – self-guided tour | 8 - snorkeling |

- A – a place that keeps people's personal belongings safe for a short amount of time
B – a sightseeing excursion in which individuals or groups don't have a professional guide present.
C – recorded information about a place that visitors can listen to as they walk through a place
D – a place that displays and sells art
E – an injury or condition that makes it hard to do things that other people can do
F – an activity that involves swimming right under the surface of the water using equipment that allows you to get air
G – a chair that is on wheels that people who cannot walk use to move around in
H – an activity that involves riding on a small vehicle over water

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

exhibits cultural sites open to the public surviving certified

1. Many countries require guides to be _____.
2. The museum had many _____ of oriental art.
3. London has a distinctive character thanks to its unique historic and _____.
4. The museum has information about Inca history and is _____,
5. _____ structures from past eras can be found in Scotland, France and Iceland.

3. Translate the following word combinations.

Local attraction, a number of activities, cultural site, to take a walk, to view beautiful panoramas, certified tour operator, outdoor adventures, the world's most exciting landmark, open to the public, surviving wooden structures, visitors with disabilities, available for purchase, to look for the tourist information center

4. Talk about these questions.

1. What activities do people do while on holiday?
2. What types of activities are there for visitors in your town?
3. What are some popular kinds of places to tour?
4. What place would you like to take a tour of? Why?

4.16 Контрольная работа №16 Темы: «Discussing Rules and Policies on a Tour», «Release Forms».

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

- | | |
|------------------------|-------------------|
| 1 - participant | 5 – first-aid kit |
| 2 – comply with | 6 - gear |
| 3 - release | 7 - outing |
| 4 – breach of contract | 8 - trail |

- A – the crime of not doing something you agreed to do before
B – a small box containing medical supplies such as bandages and antiseptic cream
C – to say that someone or a company is not legally responsible for something
D – a person who does a certain activity
E – a trip outdoors
F – a path which you travel over
G – things that you use for a certain activity
H – to follow the rules or instructions

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

buddy system release form waterproof jacket trek helmet

1. Often, people who work in very wet conditions will wear a _____.
2. Wearing a _____ reduces the risk of head injury.
3. During your rock-climbing tour, use the _____ to stay safe.
4. Each participant going on the track must present a signed _____ to your tour guide.
5. The _____ lasted for 3 days and involved hiking around the mountain.

3. Talk about these questions.

1. What are some items that people bring with them on tours?
2. What are some ways to stay safe during a tour?
3. What do you do before a tour?
4. How do you stay safe on a tour?

4.17 Контрольная работа №17 Темы: «Job Advertisements», «Preparing Your Curriculum Vitae», «Getting a Job».

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

- | | |
|----------------------|------------------------|
| 1 – job offer | 5 - reference |
| 2 – position | 6 - full-time |
| 3 – entry-level | 7 – employment history |
| 4 – curriculum vitae | 8 - vocational |

- A – job requires workers to work the majority of the week
B – a document that contains information about you which you give to possible employers
C – people who say what your talents and skills are
D – relating to skills needed for a job
E – a list of a person’s previous jobs
F – the lowest level of an organization that usually requires little background
G – a job
H - a chance of employment

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

degree Curriculum Vitae hospitality industry experience

1. A _____ typically is longer than a resume and includes a complete listing of a person's relevant history.
2. My application was rejected because I didn't have enough _____.

3. After 4 years at university, Roger earned a _____ in management.
4. Workers in the _____ deal with people from all over the world every day.

3. Talk about these questions.

1. Where do people find out about jobs in the travel industry?
2. What kind of job would you like?
3. What do people use CVs for?
4. What information do people put on their CVs?
5. What is the first step to finding a job?
6. What job in the tourism industry do you want?

Тестовое задание №4 по темам 35-44

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

- | | |
|-------------------|-----------------|
| 1 – square | 5 - trek |
| 2 – exhibit | 6 - surviving |
| 3 - cultural site | 7 - interviewer |
| 4 – landmark | 8 – call back |

A – a place that relates to the history and traditions of a place

B – a famous or recognizable place

C – continuing to live or exist

D – a public space that is usually square-shaped

E – the person who asks questions to find out if a candidate is suitable for a job

F – a group of objects that are shown in a place, like a museum

G – a phone call in which a possible employer asks to interview you

H – a long outdoor trip

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

outdoor adventures surviving full-time release form minor

1. _____ structures from past eras can be found in Scotland, France and Iceland.
2. Each participant going on the track must present a signed _____ to your tour guide.
3. Since your son is a _____, you will have to sign the release form for him.
4. The warm climate and clear blue waters are perfect for _____.
5. She went back to work _____ when her youngest child went to school.

3. Choose the word or phrase that is similar in meaning to the underlined part.

1. The airport police took the man away because he caused a problem.

a queue an abusive language an accident

2. We saw beautiful views of a lot of places from the restaurant.

collections panoramas sculptures

3. Are there any areas with unique or interesting traits in Melbourne?

credit cards travel agents places of interest

4. The airline sold more tickets than there were seats on the plane so I had to wait for the next flight.

received overbooked changed

5. I'm sorry, sir, that case is too big to take on board as bags you carry on the plane with you. We'll have to put it in the hold.

hand luggage (baggage) lost luggage (baggage) in-flight

6. During your rock-climbing tour, use the method in which two people help each other to stay safe.

well-being buddy system equipment check

7. Jason was late to the meeting with a possible employer and did not get the job.

research company interview

8. Helping customers solve problems is one of her good skills.

jobs strengths gestures

9. We saw beautiful views of a lot of places from the restaurant.

panoramas collections sculptures

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

1. _____ is a sightseeing excursion in which individuals or groups don't have a professional guide present. audio tour chocolate tour self-guided tour

2. _____ is the activity of going for long walks in the countryside

well-being hiking working order

3. Both hiking and _____ can be done over short distances in a day or two or over a longer distance over the course of several days, weeks, or even months.

first-aid kit trekking surviving

4. There is a lot of modern shopping and entertainment centers and many social and _____ with its unique history.

sailing art galleries cultural sites

5. Before the tour begins, perform an equipment check to make sure all of your gear is in _____.

release form working order employment history

6. What are some ways to stay _____ during a tour?

trekking safe adult

7. The release form says that you understand the _____.

job advertisement paperwork dangers of the activity

8. You can find information about available _____ on our website.

positions hospitality industry wages

9. It is an entry-level position, so we are flexible about prior _____.

location travel discounts experience

10. A job interview is a great opportunity to make a good _____.

magazine article first impression call back

11. Smoking on a _____ is against the law.

cigarette flight company

12. The Grand Canyon in Arizona is biggest _____.

art gallery tourist attraction jet skiing

13. Bicycles are a cheap and efficient means of _____.

transportation subway districts

14. Mountain hiking is a popular _____ travel activity.

cultural site outdoor adventure sailing

15. The store provides _____ for shoppers with disabilities.

wheelchairs audio tours wooden structures

16. Claire listened to information about the palace during the _____.

bag stores audio tour work history

17. The _____ provided by the company include healthcare and paid vacation.

wages travel discounts benefits

18. The _____ job didn't require a lot of previous experience.

entry-level full-time professional

19. Please remain in your _____, with your seatbelt fastened until the captain has switched off the 'fasten seat belts' sign.

position seats suits

5. Listen to an interview with an airline purser (старший бортпроводник). Complete what he says with a word or short phrase.

The cabin crew have to be confident, friendly and _____ (1). You need to be _____ (2) but firm when dealing with difficult people. You have to stay _____ (3) under pressure and in emergencies. If a passenger is very _____ (4) or demanding, keep your emotions and your

_____ (5) under control. You also need to be _____ (6) towards people who are anxious or upset. I meet around _____ (7) people every day and difficult situations happen all the time. One of the most disturbing is when you discover that a passenger is _____ (8). This is a serious danger for the passengers' _____ (9) and it is punishable by a fine. In this case, we have to _____ (10) and stop the passenger from leaving the aircraft until they arrive.