

МИНИСТЕРСТВО НАУКИ И ВЫСШЕГО ОБРАЗОВАНИЯ РФ

Алтайский государственный университет

Практикум по английскому языку

**для студентов заочного отделения географического факультета
направления подготовки «Гостиничное дело», изучающих второй
иностраный язык**

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П 691

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П 691 Практикум по английскому языку для студентов заочного отделения географического факультета направления подготовки «Гостиничное дело», изучающих второй иностранный язык / Алтайский государственный университет ; сост.: М.Ю. Горбухова. – Барнаул : АлтГУ, 2019. – 1 CD-R (1,6 Мб). – Систем. требования: Intel Pentium 1,6 GHz и более ; 512 Мб (RAM) ; Microsoft Windows 7 и выше ; Adobe Reader. – Загл. с титул. экрана. – Текст : электронный.

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Настоящий практикум предназначен для студентов заочного отделения географического факультета, изучающих английский как второй иностранный язык, специализирующихся по направлению «Гостиничное дело». Цель практикума – заложить основу успешной профессиональной коммуникации в ситуациях профессионального общения в гостиничном сервисе в условиях ограниченного владения английским языком. Практикум может использоваться работниками гостиничного сервиса для самостоятельного изучения и совершенствования в английском языке в ситуациях общения с клиентами.

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ПРЕДИСЛОВИЕ

Настоящий практикум предназначен для студентов заочного отделения географического факультета, изучающих английский как второй иностранный язык, специализирующихся по направлению «Гостиничное дело». Он также может использоваться на занятиях со студентами дневного отделения, осваивающими специальность «Социально-культурный сервис и туризм».

Цель практикума – заложить основу успешной профессиональной коммуникации в гостиничном сервисе в ситуации ограниченного владения английским языком. Практикум рассчитан как на аудиторные занятия, так и на самостоятельную работу. Он включает в себя изучение основного лексического материала по теме специальности, направлен на отработку основных навыков профессионального общения.

Большое внимание уделяется отработке устной монологической и диалогической речи. С этой целью в практикум включён значительный объём аутентичных видеоматериалов, посвящённых ситуациям профессиональной устной и письменной коммуникации, с пояснениями, заданиями и упражнениями к ним.

Основную часть практикума составляют материалы для самостоятельной работы, поскольку он предназначен студентам заочного отделения для развития навыков профессионального общения.

Практикум также включает грамматический справочник, таблицу неправильных глаголов, комплекс лексико-грамматических упражнений с ключами к ним, терминологический словарь-минимум по теме специальности, тесты для итоговой проверки знаний, а также подборку текстов и контрольных заданий к ним для более глубокого самостоятельного изучения английского языка в профессиональной сфере. В список литературы по теме специальности включены пособия, методические рекомендации и ссылки на интернет ресурсы профессиональной направленности.

Все эти материалы дадут возможность заложить основу профессионального общения на английском языке, а также позволят закрепить и углубить по-

лученные знания в процессе самостоятельной работы по английскому языку в области специальности.

Данный практикум дополняет к материалам ранее изданных «Методических рекомендаций для студентов заочного отделения географического факультета, изучающих второй язык – английский» (2019 г.)

Настоящий практикум может быть основой для самостоятельной работы по изучению английского языка работниками гостиничного сервиса, использующими английский язык в ситуациях общения с клиентами: иностранными туристами и гостями.

ЗАДАНИЯ К ВИДЕОУРОКАМ

Lesson 1

Hotel reservation – Check in & out. Three episodes

(Video 1. Episode 1)*

Episode 1. Telephone call. Hotel reservation

- Hi, I'm calling because I would like to book a room.
- Hello. When will you be staying with us?
- July 21st.
- Is that for one night?
- Yes, it is.
- What size room will you need?
- It's just me, so a single room.
- I understand. Would you prefer a smoking or non smoking room?
- Non smoking, please. Do you have a laundry service?
- Yes, we do. Put your dirty clothes in the box and leave it by the door.
- Is there a gym in this hotel?
- Yes, there is on the second floor.
- Sounds good.
- I will send the confirmation by email. Thank you for calling.
- Thank you, bye.

Vocabulary

| | | |
|----|-------------------|---------------------------------|
| 1. | hotel reservation | - бронирование гостиницы |
| 2. | to book a room | - заказать номер |
| 3. | to stay | - останавливаться (в гостинице) |
| 4. | single room | - одноместный номер |
| 5. | non smoking room | - номер для некурящих |

* Видеоматериалы смотрите в Приложении под соответствующим номером

| | | |
|----|-----------------|-----------------------------|
| 6. | laundry service | - услуги прачечной |
| 7. | gym | - спортзал, тренажёрный зал |
| 8. | Sounds good | - хорошо |
| 9. | confirmation | - подтверждение |

Exercises

Exercise 1. Посмотрите видео Episode 1. Пользуясь словарём к видео и текстом, переведите разговор по телефону на русский язык.

Exercise 2. Работая в парах, составьте свой собственный диалог о бронировании номера в гостинице

Lesson 2

(Video 1. Episode 2)

Episode 2. At the hotel lobby.

- Welcome to the *Vacation Hotel*. How can I help you?
- Hello, I have a reservation for today.
- May I have your name, please?
- It's James Stuart.
- Okay, Mr. Stuart, a room for two guests was booked under your name.
- No, there must be some mistake. I have booked room for four persons.
- Just a moment. Let me check it again. Here we are. Your booking is for the 19th, right?
- Yes, exactly.
- We have your room ready, Mr. Stuart. It's on the 3d floor. Here's your key card. Your room number is 304. The porter will help you.
- Thank you. Our luggages are in the taxi.
- I will ask the bell boy to get it. Enjoy your stay.
- Thank you.

Vocabulary

| | | |
|----|-------------------------|--|
| 1. | How can I help you? | - Слушаю вас. |
| 2. | room for two guests | - двухместный номер |
| 3. | under your name | - на ваше имя |
| 4. | Let me check it | - Позвольте мне проверит |
| 5. | We have your room ready | - Ваш номер готов. |
| 6. | key card | - ключ-карта |
| 7. | porter | - портье, носильщик |
| 8. | luggages | - чемоданы |
| 9. | bell boy | - коридорный |
| 10 | Enjoy your stay. | - Приятного пребывания. Надеюсь, вам у нас понравится. |

Exercises

Exercise 1. Посмотрите видео Episode 2. Пользуясь словарём к видео и текстом, переведите диалог на русский язык.

Exercise 2. Работая в парах, составьте свой собственный диалог о поселении в гостинице.

Lesson 3

(Video 1. Episode 3)

Episode 3. Check out.

- Hi. I want to check out. Can you, please, get my bill?
- Sure. I hope your stay here was comfortable.
- Yes. It was fine. Thank you.
- If you have any feedback you can let me know.
- Well, the dinner arrived too late but everything else was okay.
- I'm sorry to hear that. I will make sure that doesn't happen again. Have a nice trip.

Vocabulary

| | | |
|----|---------------------------------------|---|
| 1. | check out | - освободить номер |
| 2. | bill | - счёт |
| 3. | Sure | - Конечно |
| 4. | I hope your stay here was comfortable | - Надеюсь, ваше пребывание у нас было комфортным. |
| 5. | feedback | - замечания и пожелания |
| 6. | let me know | - дайте мне знать / поставьте меня в известность |
| 7. | I'm sorry to hear that | - Мне очень жаль. |
| 8. | make sure | - проследить за тем, чтобы |
| 9. | Have a nice trip. | - Счастливого пути! |

Exercises

Exercise 1. Посмотрите видео Episode 3. Пользуясь словарём к видео и текстом, переведите диалог на русский язык.

Exercise 2. Работая в парах, составьте свой собственный диалог об освобождении номера гостиницы.

ВИДЕОМАТЕРИАЛЫ ДЛЯ САМОСТОЯТЕЛЬНОЙ РАБОТЫ.

ССЫЛКИ НА ВИДЕОУРОКИ

1. Video 1. Hotel reservation - Check in & out | English lesson
https://www.youtube.com/results?search_query=hotel+reservation+-+check+in+%26+out+english+lesson+
2. Video 2. Уроки английского языка. Фразы на каждый день # At the hotel
https://www.youtube.com/results?search_query=Уроки+английского+языка.+Фразы+на+каждый+день%23At+the+hotel
3. Video 3. Making a Hotel Reservation -English Phrases for Making Reservation
<https://www.youtube.com/watch?v=ovrzq0QEJQg&t=49s>
4. Video 4. At a Hotel. English Video lesson.
<https://www.youtube.com/watch?v=U-laXl3oCbU>
5. Video 5. How to Check in at a Hotel. 7 Questions You Must Know / Travel English
<https://www.youtube.com/watch?v=JVMrlqMHHQA>
6. Video 6. Key Card, Elevator - User Manual - Rafael Kaiser Apartments Vienna Glockengasse
<https://www.youtube.com/watch?v=aurpHJGgVRI>
7. Video 7. How to Operate a Hotel Room Safe
<https://www.youtube.com/watch?v=XXyiBqVNVa8>
8. Video 8. Housekeeping Training Video. Housekeeping. Steps of Service
<https://www.youtube.com/watch?v=PB-ZBDXt5bI>
9. Letter to Hotel Manager for Booking Room
<https://www.youtube.com/watch?v=WZ7COriPFOM&t=207s>
10. Hotel Reservation Letter
<https://www.youtube.com/watch?v=JHjdXTOAQCC&t=1s>

СЛОВА И ВЫРАЖЕНИЯ

| I. Words and phrases for the video “At the Hotel” (Video 2) | | |
|--|------------------------------|---|
| 1. | To book a room in the hotel | Забронировать номер в отеле |
| 2. | To take a single room | Взять номер на одного человека с одноместной кроватью |
| 3. | To take a double room | Взять номер на двоих |
| 4. | To check-in at the hotel | Заселиться / зарегистрироваться в гостинице |
| 5. | To meet downstairs | Встретиться внизу |
| 6. | To ask for a maid | Позвать горничную / попросить, чтобы пришла горничная |
| 7. | To change the bedding | Поменять постельное бельё |
| 8. | A sea view | Вид на море |
| 9. | A better room | Номер получше |
| 10. | To leave a tip | Оставить чаевые |
| 11. | To have a Wi-Fi access | Доступ к интернету |
| II. Words and phrases for the video ‘Making a Hotel Reservation’ <p style="text-align: center;">In this video you will learn how to book a hotel by calling in advance. See the subtitles to understand the speech better.</p> <p style="text-align: center;">Episode 1. Making a Hotel Reservation (Video 3. Episode 1)</p> | | |
| 1. | Just me | Только я |
| 2. | Complete name | Полное имя |
| 3. | To pay through credit card | Оплатить кредитной картой |
| 4. | To confirm your booking | Подтвердить заказ |
| <p style="text-align: center;">Episode 2. Enquiring about Availability (Video 3. Episode 2)</p> | | |
| 2. | Enquiring about availability | Запрос информации о наличии свободных номеров |
| 3. | Give me a moment | Минуточку |
| 4. | To call back | Перезвонить |

| | | |
|---|---|---|
| <p align="center">Episode 3.</p> <p align="center">Finding out about Rates</p> <p align="center">(Video 3. Episode 3)</p> | | |
| 1. | Finding out about rates | Запрос информации о ценах |
| 2. | Rates per day | Стоимость номера за сутки |
| 3. | Deluxe family suite | Семейный номер делюкс |
| <p align="center">Episode 4.</p> <p align="center">Finding out How to Pay</p> <p align="center">(Video 3. Episode 4)</p> | | |
| 1. | Front desk | Стойка регистрации / ресепшн |
| 2. | Payment options | Варианты способов оплаты |
| 3. | Rebate on ____ card | Скидка при оплате по карте ____ |
| 4. | Checking account | Банковский счёт |
| 5. | Debit card | Дебетовая карта |
| <p align="center">III. Words and phrases for the video “At a Hotel”</p> <p align="center">(Video 4)</p> <p align="center">Episode 1. “Making a room reservation”</p> <p align="center">(Video 4. Episode 1)</p> | | |
| 1. | What sort of room do you want? | Какой номер вы бы хотели заказать? |
| 2. | Someone will call you up from the hotel later and confirm it. | Вам позвонят из отеля позже, чтобы подтвердить заказ. |
| <p align="center">Episode 2. “Check in”</p> <p align="center">(Video 4. Episode 2)</p> | | |
| 1. | May I have your name, please? | Ваше имя, пожалуйста. |
| 2. | A room for two guests was booked under your name. | На ваше имя заказан двухместный номер. |
| 3. | Hold on | Подождите. |
| 4. | There must have been some confusion. | По-видимому произошла какая-то ошибка. |
| <p align="center">Episode 2. “Check in”. 2nd example</p> <p align="center">(Video 4. Episode 3)</p> | | |
| 1. | The porter will guide you. | Носильщик покажет вам номер. |
| 2. | I will ask the bell-boy to get it. | Я скажу посыльному, чтобы он его (багаж) принёс. |

| | | |
|--|--|---|
| <p align="center">Episode 3. “Checking out”.</p> <p align="center">(Video 4. Episode 4)</p> | | |
| 1. | I'll be at the reception at about 15 minutes. | Я буду у стойки регистрации минут через 15. |
| 2. | I appreciate it. | Здесь: спасибо |
| <p align="center">IV. Episode 4. Requesting Housekeeping Assistance</p> <p align="center">(Video 4. Episode 5)</p> | | |
| 1. | You will have to leave your keys at the reception. | Вам нужно оставить ключи у стойки регистрации. |
| <p align="center">V. Words and phrases for the video “How to Check in the Hotel. 7 Questions You Must Know”</p> <p align="center">(Video 5.)</p> | | |
| 1. | - Good morning Ma'am / Sir. How can I help you? - Hi. I have a reservation. | - Здравствуйте, слушаю вас. - Здравствуйте, я заказал номер. |
| 2. | - What name is the reservation under? | - На чьё имя сделан заказ? |
| 3. | last name | фамилия |
| 4. | Hold on, please. | Подождите / оставайтесь на линии |
| 5. | Could I see your passport please? | - Будьте добры, ваш паспорт. |
| 6. | - Could I have your ID and credit card please? - Here you are | - Будьте добры, ваше удостоверение личности или кредитную карту. - Вот, пожалуйста. |
| 7. | ID – identification document | |
| 8. | Ma'am / Sir, could you fill out this form, please? | Заполните, пожалуйста, эту форму. |
| 9. | personal information | Персональные / паспортные данные |
| 10. | Sir / Ma'am, could you please sign at the bottom of this form? | Пожалуйста, поставьте подпись внизу формы. |
| 11. | signature | подпись |
| 12. | receptionist | администратор |
| 13. | - What time is breakfast served? - Breakfast is served from 6 a.m. to 10 a.m. in the restaurant in front of the re- | - Во сколько у вас предлагается завтрак? - Завтрак в гостинице с 6 до 10 утра в ресторане напротив стойки регистрации. |

| | | |
|---|---|---|
| | ception. | |
| 14. | What's the Wi-Fi password? | Какой у вас пароль Wi-Fi? |
| 15. | - What time is the check-out? - The check-out is at 11 a.m. / at noon. | - Каковы часы выезда (расчётный час) из гостиницы? - Расчётный час в 11 утра / в полдень. |
| 16. | to guide you to the elevator | Проводить до лифта |
| 17. | Sir / Ma'am, your room is on the 5 th floor, room number 502. Here is the key to your room. | - Ваш комната на 5 этаже, номер 502. Вот ваш ключ. |
| 18. | to travel on business | Ездить по делам / совершать деловую поездку |
| 19. | to participate in something very specific | Принимать участие в каком-то конкретном мероприятии |
| 20. | wake-up call | звонок-будильник |
| 21. | - Could I have a wake-up call tomorrow please? - Sure, absolutely, sir. What time would you like us to call you? - Oh, at 6 a.m., please. | - Могу я попросить разбудить меня завтра? - Конечно. Во сколько вы бы хотели, чтобы мы вам позвонили? - В 6 утра, пожалуйста. |
| How to use a hotel card | | |
| 1. | Put your key card into the slot here. | Вставьте вашу карту в это отверстие. |
| 2. | When you insert the card, a little green light shows on the lock. | Когда вы вставляете карту, на замке загорается зеленый индикатор. |
| 3. | Take the card out and turn the handle to open the door. | Выньте карту и поверните ручку, чтобы открыть дверь. |
| 4. | Don't remove the card until you leave the room. | Не вынимайте карту, пока не покинете номер. |
| How to use different devices in a hotel room | | |
| 1. | Push this button on the remote control to set the temperature. Each press raises or lowers the temperature by 1°C. | Нажмите эту кнопку на пульте, чтобы установить температуру. Каждое нажатие повышает или понижает температуру на один градус. |
| 2. | Put your valuables into the safe, then turn the little knob and enter the code. | Положите ценные вещи в сейф, нажмите маленькую кнопку и введите код. |

VI. Key Card, Elevator-User Manual-Rafael Keiser Apartment Vienna Glockengasse

Video 6.

Задание. Посмотрите видео, прослушайте инструкцию и переведите данную инструкцию на русский язык. Затем закройте английский вариант и попытайтесь повторить инструкцию, по ходу видео на английском языке. Постарайтесь комментировать видео как можно ближе к оригиналу.

| | | |
|----|--|--|
| 1. | The key card opens your apartment and gives you access to the elevator switch, laundry room and garbage room | |
| 2. | Please, take care that the golden chip is on the right position | |
| 3. | As soon as the green light turns out, you can put the card out jpen the door/press the elevator button | |

VII. How to operate a hotel room safe

Video 7.

Задание. Посмотрите видео несколько раз, прослушайте инструкцию и переведите данную инструкцию на русский язык письменно. Затем закройте английский вариант и попытайтесь повторить инструкцию, по ходу видео на английском языке. Постарайтесь комментировать видео как можно ближе к оригиналу.

| | | |
|----|--|--|
| 1. | You have to operate one of these safes you can commonly find around the world in various hotels. | |
| 2. | When you pay your deposit the reception will give you a key. | |
| 3. | And then what we need to do we need to put the key into this lock in the back and turn it. | |
| 4. | Then within 2 seconds we need to hit that red button down here and that will allow us then to enter in the pin number that only we can remember. | |
| 5. | I'm going to put the key and turn it and then when I press this little button and | |

| | | |
|-----|--|--|
| | you will hear a beep and then we need to go to the front and we need to enter the pin number and press A. | |
| 6. | And then we need to enter the pin number again and press B. | |
| 7. | And then basically that's it. But before we close it we're going to test it to make sure it's working. | |
| 8. | So, here we go. Put the key in, turn it, there we go ahead, a little beep. | |
| 9. | I'm going to put in a pin number. | |
| 10 | But you will obviously been doing whatever pin number you will remember. | |
| 11. | And we follow that with an A, and then we have to confirm that pin number again, so 1, 2, 3, 4, B. There we go! | |
| 12. | That is now unlocked. And now we will be able to unlock it once we press 1,2, 3, 4, B. And we can say now it's unlocked, and is locked again. Let's just try one more time before we fully close the safe just to make sure it's working fine. | |
| 13. | Now you can lock the safe. Right I'm going to show you that one more time. | |
| 14. | When you find your room to be like that and you've got your key, so you put yor key in, turn it, push the button, go to the front. | |
| 15. | Let's change the pin code this time6 9999 A, and then 9999B just to confirm it. Now it should be unlocked. | |
| 16. | OK? And now you see, it;s locked | |

| | | |
|-----|--|--|
| | again. So when we come back to it: 9999B – and now we can open it up. | |
| 17. | And then it closed it back. And then we can open it up, and then it closed it. And now it's locked | |
| 18. | So that's how you operate one of these safes. | |

VIII. Housekeeping Training Video

Video 8.

Задание. Посмотрите видео несколько раз. Прочитайте текст к видео 8 (Приложение № 1). Обратите особое внимание на выделенные в тексте слова и выражения. С помощью словаря переведите их на русский язык. Пользуясь текстом, постарайтесь запомнить и воспроизвести содержание советов на английском языке.

IX – X. Booking a room over a letter

Video 9 and 10.

Задание. Посмотрите видео 9 и 10 о переписке с гостиницей по поводу заказа номера. Обратите внимание на оформление писем. Переведите письма на русский язык. Составьте письмо-заказ и ответ на него, используя рекомендуемые выражения, а также материал Приложения № 2.

| | | |
|----|--|--|
| 1. | I'm writing in reference to your inquiry about our deluxe rooms. | пишу вам касательно вашего запроса о номерах повышенной комфортности. |
| 2. | Thank you for your email. We are delighted to confirm your reservation for 5 nights from November 1 to November 6. | Спасибо за ваш e-mail. Мы рады подтвердить ваше бронирование на 5 ночей с 1 по 6 ноября. |
| 3. | I'll attach a copy of your reservation to the email. Looking forward to your arrival. | прикреплю копию вашей брони к емейлу. С нетерпением ждем вашего приезда. |
| 4. | We hope we may be of service to you in the future. | Надеемся, в будущем вы снова воспользуетесь нашими услугами |

ПРИЛОЖЕНИЯ К ВИДЕОУРОКАМ

Приложение № 1

Video 8. Housekeeping Training

Tools

In order to do a good job you must have the right tools. Let's start with your **chemicals**. First – your pink chemical is used for your bathroom only. This is for all surfaces except glass. The blue is for glass showers, mirrors and windows. Next your yellow **all-purpose cleaner** is for the living area such as furniture, **ledges** and other **dusting**. The green is an air-freshener to use when you have completed the room. It is important to use the right corresponding colored **rag** with each chemical. This prevents **cross-contamination** of chemicals and the spreading of **germs**. Also you should have the correct **sprayers** on your bottles. Regular sprayers are used on all chemicals except the pink. You should have a special **foaming nozzle** on it so that it allows the chemical to foam and its job properly.

Other tools are vacuums, **mops**, **lint rollers**, **drags** and a **sticky critter**.

Step 1.

Start by spraying down your entire bathroom with the pink chemical. This includes the toilet and **vanity dishes**. Use your blue chemical on the mirrors and shower glass. Now let it sit.

Step 2.

Remove all **evidence** of the previous guests. This includes **trash**, **dirty linens**, sheets and towels. Don't forget to wipe the **trash cans** clean. If you find an **item left behind** report it immediately to your **supervisor**. Dirty linens are to be placed down the **linen chute**. Please, be sure to secure the **locking mechanism** when done.

Step 3.

Making the bed start each time with the inspection of the mattress and **seams** for the presence of **bedbugs**. This is quick and easy to do. Begin with your first regular sheet. Bring it up and **tuck** it in between the mattress and the **headboard**. Then tuck the sides. **Lay out** your next regular sheet. But only take it to the top edge of the

mattress. **Smooth out** the sheet and tuck the bottom under. Next is the **comforter**. Keep it about six inches from the top, then fold the sheet down over the comforter. Next the top sheet is laid out and smoothed over the comforter. Begin tucking from the bottom up, make your corners nice. Fold the top back to make a nice folded finish. Then tuck and smooth. Finally finish the four pillows and **place upright**. Remember: the top sheet and the pillows should not touch. Beautiful.

Step 4.

When cleaning the **Keurig** begin by removing the **pod holder** and drip **tray** from the machine with a clean **wet rag**. Clean these items and replace back into their **compartments**. The pod holder may give you trouble. Be sure that it **clicks in** properly. Then close the machine. Next you will need to wipe out the **water reservoir** thoroughly and all sides of the machine including the **condiment caddy**. In the condiment caddy you will supply two regular **coffee pods**, one **decaf pod**, and two tea pods. There are three types of sugars – pink, brown and white, approximately six of each as well as three **creamers**. The two clean white hotel Phillips logo coffee cups should be placed with the labels facing forward and two **stir sticks** in each facing the same direction.

Step 5.

Cleaning the living area and replacing the **amenities**. Let's start with the **closet**. There should be five of each type of **hangers** as well as the **luggage rack** gently placed against the wall on the floor. One **laundry bag** and one **laundry sheet** should hang from one of the hangers. Make sure that the **rod** and the shelf is wiped down well. Also in the closet should be the iron and **ironing board**. Be sure to wipe the iron and check the iron for water in reservoir. Be sure to empty the water into the **sink**. Wipe the iron well and either **retract** or **wrap** the **cord**.

On the desk area wipe down surfaces thoroughly with the yellow chemical. Be sure to wipe the chair and its legs as well as the desk legs. Wipe out the **recycle bins**. Place the clean **blotter** on the right side of the desk with a new **compendium**. On the left side place the **room service menu**.

On the TV **cabinet** wipe both sides of the TV as well as all surfaces. Don't forget to clean inside of each **drawer**. Be sure to wipe behind **ice-bucket** slide out tray. The ice-bucket should be clean and include a new liner. It should be accompanied with two clean glasses and two **coasters**. Never should **glassware** or our coffee **mugs** be cleaned in the room with any of our four chemicals. All dirty glassware should be taken to the glass racks at the end of the hall and given to the house person for cleaning downstairs in the **dish machine**.

On the TV cabinet place the the **remote** on the top of the **channel guide** in front of the television. Place the breakfast **door hanger** to the left.

Step 6.

Bathroom cleaning. Start by spraying all your bathroom surfaces for the second time. Begin with the **shower tub**, clean the walls and the glass with the corresponding rack. Next move to the sink area. You will need to thoroughly clean each **glass vanity item** and place it in its appropriate spot. Wipe out the sink well and **double check** for any **debris** or hair.

On the shelf below you must wipe the shelving and the **hairdryer bag**. Place two clean bath towels in the basket and two hand towels on the bar above if the **room** is a **king**. Increase this to the three of each if the room is a **double**. On the **shelf pillow** also place a roll of toilet paper, a **box of tissues** and a hairdryer in a clean bag. In the **glass vanity box** with the **lid** you will need to place three items: one – **make-up remover**, one – **cotton-ball pack**, and one **pack of q-tips**.

On the tray include one shampoo, one conditioner, one lotion, one shower gel and two rolled **wash cloths**. Also place the **shower cap** on the mirror shelf. Place one **facial bar** on the **soap dish** and one **bath bar** with the towel mat on the **handle** of the shower door or the side of the tub.

Next address the toilet including both sides of the lid and the seat. Be sure to wipe the side in the **tank** as well.

Step 7.

Mop the bathroom floor well, there cannot be any dirt, debris or hair left behind.

Step 8.

When dusting you will use the yellow chemical with the corresponding rag. Be sure to touch all surfaces such as **wainscoting, frames, window sills**, the desk, the **dresser, nightstands**, the shelf in the closet, and all like fixtures and lamps.

Step 9.

Vacuuming thoroughly not only completes the look of a clean room but it serves as the first line of defense against **fighting allergens** and **pests**. Be sure to use the **vacuum wand** in areas such as under the bed, **couch**, its **cushions** as well as **edging** the room where the carpet meets the wall. And don't forget to vacuum the closet.

Step 10.

Self Inspection. Self inspection is critical before you leave the room. A guest's **impression** of the room happens within the first five seconds of entering the space. Look around. What do you see? This is the time to **straight** any items and detail your work. Ensure that thermostat is set to 68 degrees in winter or 72 in the summer. Wipe the door handle, place the door hanger. **Adjust** the curtains. The **dark curtain** should be halfway open and the **sheer** one all the way closed. Use your sticky critter on the bathroom floor to make sure it is clean. Then use your lint brush on all of your whites, such as sheets, pillows and towels. Take one last look around. How did you do?

Приложение № 2

Letter to Hotel Manager for Booking Room

Video 9.

TK Kundu January 15, 2019

28 R B C Street,

Konnagar Hoghlu

e-mail id: _____

mobile_____

To The Manager

Hotel Sea Shore

Swargsdwar-Puri

Sub: Booking a Room

Dear Sir,

I would like to make a trip to Puri with my family consisting of 4 heads for 7 days from 25th January, 2019. I want to book two double-bed rooms.

Please, inform me about availability during that time along with your charges and other facilities for sightseeing.

Hope you will be kind enough to let me know the information through my email id _____ so that I could confirm the booking.

Thanking you,

Yours faithfully,

T K Kundu

Video 10.

Hotel Reservation Letter

To

Mr. Hussein

ABL Ltd

Bangladesh

Subject: Hotel Reservation Letter

Dear Mr. Hussein,

We at YK Hotel, acknowledge the receipt of your letter dated 2nd of January 2019 and confirm that all the booking are made as per your requirement for four guests. 2 double deluxe AC rooms with sea facing view as requested by you at the time of Booking are booked for you. The tarrif charges are usd150 per room plus service charges 2%. The tariff also includes a complementary continental breakfast for each guest in two rooms booked at our hotel. We are attaching our hotel brochure

with photographs and other details for your perusal. We also serve dinner in our Roof Top restaurant which will be on chargeable basis and the menu is attached for your convenience.

I am also delighted to inform you that we can give 10% discount on the total charges provided you make the payment in cash within the next two days.

We look forward to your confirmation and details of check-in and check-out timing of the guests so that we can make the required arrangements.

With regards,

LK DAS

ГРАММАТИКА АНГЛИЙСКОГО ЯЗЫКА. БАЗОВЫЙ МАТЕРИАЛ ДЛЯ ПОВТОРЕНИЯ С УПРАЖНЕНИЯМИ

Основные грамматические темы

Personal pronouns

(Личные местоимения)

| Singular (ед. число) | Plural (мн. число) |
|--|--------------------|
| I [aɪ] – я | we [wi:] - мы |
| you [ju:] – ты (вы) | you [ju:] – вы |
| he [hi:] - он, she [ʃi:] - она, it [ɪt]- он, она, оно (для неодушевленных предметов и животных, когда не известен их пол) | they [ðeɪ] - они |

Possessive pronouns

(Притяжательные местоимения)

| Единственно число | | Множественное число | |
|--------------------|----------------------------|---------------------|----------------------------|
| Личные местоимения | Притяжательные местоимения | Личные местоимения | Притяжательные местоимения |
| I | my (мой, моя, мое) | we | our (наш, наша, наше) |
| you | your (твой, твоя, твое) | you | your (ваш, ваша, ваше) |
| he | his (его, ее) | they | their (их) |
| she | her (ее) | | |
| it | its (его, ее) | | |

Притяжательные местоимения имеют абсолютную форму – *mine, yours, his, hers, its, ours, theirs*, которые употребляются самостоятельно (без существительных).

1. Заполните пропуски личными и притяжательными местоимениями.

1. ... am a student. 2. ... is my brother. 3. ... has a cat. ...is white. 4. ...is Jack. has two sisters. 5. ...are students. This is hostel. 6. ...are footballers. Those are ...

balls. 7. ... are students. ... have books on Geography. 8. ...is a book. ... is on the table. 9. ... are my friends. 10.... is his notebook. 11. Ann, is it ... room? 12. ...is Mary. ... hat is black. 13. ...have two children. These are ... children. 14. John, have ... a house?

Спряжение глагола **to be** (быть, являться, находиться)

в настоящем времени

| <i>Singular</i> | <i>Plural</i> |
|----------------------|---------------|
| I am | we are |
| you are | you are |
| he is, she is, it is | they are |

В вопросительных предложениях глагол **to be** (в соответствующей форме) ставится на первое место перед подлежащим, например: *This is a book. Is this a book?* В отрицательных предложениях после глагола **to be** ставится частица **not**, например: *This is not (isn't) a book. We are not (aren't) students. I am not a teacher.*

Конструкции **there is / there are**

Конструкция с вводящим **there**, **there is** для ед. числа, **there are** для мн. Числа указывает на наличие какого-либо предмета (предметов) в определенном месте. Подлежащее в предложении с этой конструкцией следует за глаголом **to be**. Лицо и число глагола **to be** согласуется с подлежащим (или первым словом в группе подлежащего).

Например: *There is a book on the table. There are notebooks on the desk. There is a book and two notebooks there.*

1. Переведите на русский язык.

1. There is a book on the table. 2. There are three boys in the room. 3. Are there trees in the garden? 4. Is there a cat on the sofa? 5. There are no children in the house. 6. There is a good film on TV today. 7. There are no pens on the shelf. 8. Are there many guests in the hotel? 9. Is there a map on the wall? 10. There are no toys in the box. 11. There are not two men in the hall. 12. There is a big box at the table. 13. There are not any letters today. 14. There are red apples on the plate.

2. Заполните пропуски соответствующей формой глагола «to be».

1. There ... a computer on the table of a receptionist. 2. There ...two books in my bag. 3. There ... a nice girl in the photo. 4. There ... two beds in our bedroom. 5. There ... no bank in the next street. 6. There ... not many people in the restaurant. 7. There ... a post-office across the street. 8. There ... many lakes in Scotland. 9. ... there a chair at the table? 10. ...there children in the street? 11. There ... a new clock on the wall. 12. There ... many trees in the garden near the hotel. 13. There ... a good swimming pool in our hotel. 14. There ... a laundry on the ground floor.

3. Переведите на английский язык.

1. На столе лампа. 2. В саду много яблоневых деревьев. 3. В той комнате много детей. 4. В сумке есть книги? - На столе нет книг. 5. Кто там на улице? – Там наши родители. 6. В ящике игрушки. 7. В холле не много людей. 8. В этой комнате нет компьютера. 9. Есть в вашей семье домашнее животное? 10. Ребенок в доме? 11. Есть ли студенты в классной комнате? 12. В холле есть стул. 13. Есть ли интересный фильм по телевизору сегодня? 14. В ее саду есть много красивых цветов.

Спряжение глагола to have (иметь что-либо, обладать чем-либо)

в настоящем времени

| Singular | Plural |
|---------------------------------|---------------------------------------|
| I have (a book, books) | We have (a book, books) |
| You have (a book, books) | You have (a book, books) They have (a |
| He, she, it has (a book, books) | book, books) |

Вопросительная форма предложений образуется путем перестановки соответствующей формы глагола **to have** перед подлежащим, например: *Ann has a book. Has Ann a book?*

В отрицательных предложениях используется отрицательная частица **not** или **no**, например: *Bob has not (hasn't) a book. We have not (haven't) note books. Bob has no book. We have no notebooks.*

1. Переведите предложения и поставьте их в вопросительную и отрицательную форму:

1. We are floor managers at a hotel 2. He is my brother. 3. These are her new books. 4. His father is a doctor. 5. I am at home. 6. She is my sister. 7. They are children. 8. We are Tom and Mary. 9. This is a dog. 10. I am a chamber maid. 11. Our mother is in the room. 12. My name is Nick. 13. Those suites are big. 14. It is a small room.

2. Заполните пропуски соответствующей формой глагола «to be»:

1. Mike ... a student. 2. I ... in my first year at the university. 3. ... you a teacher? 4. The boys ... not at home. 5. This ... his photo. 6. Those ... bad lamps. 7. ... this a park? 8. These ... new cars. 9. It ... my map. 10. What ... your name? 11. This ... not a good book. 12. ... these her dresses? 13. I ... at the University. 14. It ... not white. 15. I ... 18.

3. Переведите предложения и поставьте их в вопросительную и отрицательную форму:

1. Our students have new books. 2. He has no car. 3. I have a sister. 4. His mother has three sons. 5. We have a meeting today. 6. Her family has dinner at 6 o'clock. 7. Tom has a rest at home. 8. I have a big dog. 9. My friend has a brother. 10. Their father has a good job. 11. That girl has a red pen. 12. We have a cat and a dog. 13. We have many friends. 14. They have a good flat.

4. Заполните пропуски соответствующей формой глагола «to have»:

1. My friend ... a red flag. 2. ... you an apple? 3. She ... no dog. 4. The students ... a large reading-hall. 5. ... he a sister? 6. Tom ... a large family. 7. I ... many books in English. 8. Mary ... dinner at 6 o'clock. 9. ... they a new map? 10. He ... no photo of that man. 11. Peter ... a good watch. 12. ... his mother a large family? 13. We ... no car. 14. They ... a nice child.

5. Переведите на английский язык.

1. У меня есть друг. 2. Его зовут Виктор. 3. Виктору 18 лет. 4. Он хороший человек. 5. У моего друга есть сестра. 6. Ее имя – Аня. 7. Аня хорошенькая девочка. 8. Ей 5 лет. 9. У них есть большая черная собака. 10. У тебя есть брат? 11. Он студент? 12. Твой отец обедает дома? 13. Наш дом небольшой. 14. У меня нет детей. 15. У него нет собаки, но есть кошка. 16. Кошка большая и белая.

Present simple

(Настоящее простое время)

Настоящее простое время образуется с помощью подлежащего и смыслового глагола. В утверждениях к смысловому глаголу в 3 лице единственного числа добавляется окончание *s*. Например: *I work every day. He works every day.*

В вопросах и отрицаниях с местоимениями *I, we, you, they* используются вспомогательные глаголы *do\do not (don't)*, с местоимениями *he, she, it* – *does \ does not (doesn't)*.

Например: *Do you work every day? Does he work every day? I do not work every day. She does not work every day.*

Настоящее простое время употребляется для выражения:

- Повторяющихся и повседневных действий (*every day, week, month, year; usually, sometimes, always*), например: *I usually go to bed at 10 o'clock.*
- постоянных действий, например: *He works in an office.*
- непреложных истин или законов природы, например: *The sun sets in the west.*

Past simple

(Прошедшее простое время)

Прошедшее простое время образуется с помощью подлежащего и смыслового глагола. Если смысловой глагол правильный, к нему добавляется окончание *ed*. Например: *He played football yesterday.* Past Simple неправильных глаголов образуется другим способом (см. таблицу неправильных глаголов). Например: *I went to the cinema yesterday.*

Вопросы и отрицания образуются с помощью вспомогательного глагола *did* (в отрицаниях – *did not=didn't*). Например: *Did he play football yesterday? He didn't go to the cinema yesterday.*

Прошедшее простое время употребляется для выражения:

- действий, которые произошли в прошлом в определенное время (yesterday, last year, last week, last month, in 2000), например: *They met in 1999. I saw him yesterday.*
- действий, следовавших одно за другим в прошлом, например: *First they had lunch, then they met some friends.*

Future simple

(Будущее простое время)

Будущее простое время образуется с помощью подлежащего, вспомогательного глагола *will* и основной формы смыслового глагола. Например: *I will go to the university tomorrow.*

Вопросы образуются путем постановки *will* перед сказуемым. Например: *Will you go to the university tomorrow?* В отрицательных предложениях после *will* ставится *not (won't)*. Например: *We will not go to the university tomorrow.*

Будущее простое время употребляется для обозначения будущих действий (*tomorrow, next year, week, month, tonight, soon*). Например: *She will visit us next Tuesday.*

1. Переведите предложения на русский язык и дайте их вопросительную и отрицательную форму.

1. Pete is a hotel manager. 2. Mary has many friends. 3. Our children go to school. 4. My father works at a plant. 5. We like our work. 6. Tom did his job in the afternoon. 7. Her sister had a nice big cat. 8. Jim was at the laundry yesterday. 9. Mr and Mrs Smith went to England last summer. 10. Her brother played tennis twice a week. 11. I will watch TV in the evening. 12. All floor managers will have a meeting next Mon-

day. 13. He will be a good specialist. 14. She will come to her work in time. 15. We will study hard to know English well.

2. Вставьте соответствующую форму глагола.

1. Mike ...(to be) a schoolboy. 2. He ...(to go) to school every day. 3. Nick ...(to have) five classes on weekdays. 4. They ...(to come) to school at 8 o'clock. 5. Their teacher ... (to come) from England. His language ...(to be) English. 6. The whole staff ...(to be) in the new hotel yesterday. 7. They ...(to work) late in the evening. 8. I ...(to have) a very busy time-table. 9. She ... (to do) her household work in the morning. 10. Our working day ...(to begin) early. 11. My brother ..(to be) 30 next week. 12. Her friend ...(to come) to our house for tea tomorrow. 13. Soon we ... (to have) much free time. 14. Alice ... (to visit) Mr Brown tomorrow. 15. Your sister ...(to help) me.

3. Переведите на английский язык.

1. Я работаю в гостинице 2. Гостиница находится в городе Белокуриха. 3. У меня много работы каждый день. 4. Мой рабочий день начинаются в 8 часов. 5. Я хожу в библиотеку очень часто. 6. В детстве я жила с бабушкой и дедушкой. 7. Это было прекрасное время. 8. Я проводила много времени на открытом воздухе. 9. Я играла со своими друзьями, купалась в реке и гуляла в лесу. 10. Бабушка и дедушка очень любили меня. 11. Через пять лет мой друг окончит университет. 12. Он будет хорошим специалистом. 13. Он тоже будет работать в гостинице. 14. Он и его друзья получают хорошее образование в университете. 15. Это даст им возможность найти хорошую работу.

ПРИЧАСТИЕ (PARTICIPLE)

В английском языке существует причастие I (Participle I) и причастие II (Participle II). Причастие I образуется прибавлением к основе глагола окончания *-ing*. Это причастие настоящего времени. Причастие II правильных глаголов

образуется с помощью прибавления к основе глагола окончания **-ed**, тогда как неправильные глаголы имеют особую форму (см. Таблицу неправильных глаголов). Например:

to ask – спрашивать, asking – спрашивающий, asked – спрошенный;

to write – писать, writing – пишущий, written – написанный.

СТРАДАТЕЛЬНЫЙ ЗАЛОГ ГЛАГОЛОВ (THE PASSIVE VOICE)

Страдательный залог глаголов указывает на то, что лицо или предмет, подлежащее в предложении, не сам выполняет действие, которое обозначено смысловым глаголом, но действие на него направлено извне.

Страдательный залог используется в тех случаях когда неизвестен или неважен исполнитель действия. Формула образования страдательного залога: ***to be + Participle II (причастие прошедшего времени) смыслового глагола.***

В этой формуле по лицам, числам и временам изменяется глагол ***to be***.

Например:

| | | | |
|------------|--------------|----------------|-------------------|
| to ask | – спрашивать | to be asked | – быть спрошенным |
| to write | – писать | to be written | – быть написанным |
| to include | – включать | to be included | – быть включённым |

Когда в пассивных конструкциях указывается исполнитель действия, употребляется оборот с предлогом ***by***. Например:

*Tourist trade is developed **by** the government of this country.*

*Many small businesses were supported (**by** tourism).*

КОНСТРУКЦИЯ NOUN + NOUN

В том случае, если встречается конструкция, в которой два или несколько существительных идут подряд, в такой «цепочке» последнее существительное переводится как определяемое (существительное), а все предыдущие, как определяющие его. Например: *Altai State University – Алтайский государственный*

университет; mass tourism – массовый туризм; retail businesses – предприятия розничной торговли.

ПОРЯДОК СЛОВ В ВОПРОСИТЕЛЬНОМ ПРЕДЛОЖЕНИИ (ОБЩИЙ И СПЕЦИАЛЬНЫЕ ВОПРОСЫ)

| | Вопросительное слово | Вспомогательный глагол | Подлежащее | Сказуемое | Дополнение | Обстоятельство |
|---------------------------|----------------------|------------------------|--------------|-----------|--------------------|----------------|
| | | | My friend | travels | to faraway places | every year. |
| Общий вопрос | | Does | your friend | travel | to faraway places | every year? |
| Специальный вопрос | | | Who | travels | to faraway places | every year? |
| Специальный вопрос | | | Whose friend | travels | to faraway places | every year? |
| Специальный вопрос | What | does | your friend | do | | every year? |
| Специальный вопрос | To what places | does | your friend | travel | | every year? |
| Специальный вопрос | Where | does | your friend | travel | | every year? |
| Специальный вопрос | How often | does | your friend | travel | to faraway places? | |

ПОРЯДОК СЛОВ В ВОПРОСИТЕЛЬНОМ ПРЕДЛОЖЕНИИ (РАЗДЕЛИТЕЛЬНЫЙ ВОПРОС)

Разделительные вопросы используются для выражения сомнения или удивления и требуют подтверждения или опровержения сказанного. На русский

язык они переводятся с использованием конструкции «не правда ли», «не так ли».

Разделительный вопрос состоит из двух частей. Первая часть – это повествовательное предложение, утвердительное или отрицательное. Вторая часть – краткий общий вопрос, который включает в себя вспомогательный или модальный глагол и местоимения, соответствующее подлежащему в первой части. Если повествовательное предложение первой части вопроса утвердительное, то вторая часть, т. е. Tag – отрицательная. Например: *People travel for various reasons, don't they?* или *In some countries tourism has not been at the heart of their economies, has it?*

ПОРЯДОК СЛОВ В ВОПРОСИТЕЛЬНОМ ПРЕДЛОЖЕНИИ (АЛЬТЕРНАТИВНЫЙ ВОПРОС)

Альтернативные вопросы (Alternative Questions) это вопросы, которые предполагают выбор в ответе. Предложенные для выбора варианты соединяет союз “or”, т. е. «или». Структура альтернативного вопроса в основном совпадает со структурой общего вопроса (См. таблицу «Порядок слов в вопросительном предложении. Общий и специальные вопросы»), при обязательном присутствии союза “or”. Например:

*Many cities are important centers for international conferences. - Are cities **or** villages important centers for international conferences?*

*Major tourist attractions include large cities like London. - Do major tourist attractions include large cities **or** small towns?*

КОМПЛЕКС ЛЕКСИКО-ГРАММАТИЧЕСКИХ УПРАЖНЕНИЙ ДЛЯ САМОСТОЯТЕЛЬНОЙ РАБОТЫ

Сделайте упражнения, затем проверьте правильность выполнения по ключам.

Просьбы и предложения.

1. Составьте просьбы или предложения из следующих слов:

- 1) name / I / your / Could / have / ? Could I have your name?
- 2) meet / at / like / to / I'd / 6.00 pm
- 3) Can / take / you / message / for / I / a /?
- 4) manager / I'd / to / speak / the / to / like
- 5) help / you / I / Can / ?
- 6) your / have / Can / passport / I / ?
- 7) a / I'd / room / like / double
- 8) lemon / you / like / ice / Would / and /?
- 9) smoke / in / Can / here / I /?
- 10) reservation / Shall / check / I / your /?
- 11) menu / I / a / have / Could /?
- 12) like / more / Would / some / you /
- 13) Could / the / pool / I / swimming / use /?

2. Исправьте следующие предложения, используя образец:

- 1) Are there Internet access? Is there Internet access?
- 2) There aren't a car park.
- 3) There's 300 rooms in our hotel/
- 4) Is there any disabled facilities?
- 5) There are an exchange bureau.
- 6) Are there a minibar in the room?
- 7) There isn't any shops.
- 8) Is there any cloakrooms?

3. Составьте вопросы и дайте краткие ответы на них:

- 1)...Do you have any luggage? Yes, I.....do.....
- 2)..... the hotel have a laundry? No, it.....
- 3)..... she want to book a room? Yes, she.....
- 4)..... you work in reception? No, I.....
- 5)..... he speak English? Yes, he.....
- 6)..... you have a parking space? Yes, we.....
- 7)..... she know the city? No, she.....
- 8)..... they have any children? Yes, they.....
- 9).....you want a room with a sea view? Yes, I.....
- 10).....the tourists gather in the lobby?.....Yes, they....
- 11).....you know the manager? No, I.....
- 12).....he usually book the room in advance? Yes, he...
- 13).....you know how to close the safe? No, I.....
- 14)you use the key card in the elevator? Yes, I.....
- 15).....our room on the third floor? Yes, it.....
- 16).....it difficult to do housekeeping? No, it.....
- 17)there any suits available for the 2nd of June? No there...
- 18)you wife lirt this hotel? Yes, she.....
- 19).....there any discounts now? No, there
- 20).....the hotel in the center of the city? Yes, it.....

4. Вставьте правильный предлог: on, at, in, from ... to.

- 1) Is the bar open ...on....Sundays?
- 2) I work7.00 am4.00 pm.
- 3) The swimming pool closesthe evening.
- 4) We serve breakfast8.00 am.....9.30 a.m. the weekend.
- 5) The new hotel opens two months.
- 6) The autumn season startsSeptember.
- 7) I'd like to book a table for three 3rd January.

8) Do you close Christmas?

5. Используйте в предложении правильную форму глагола в Present Simple:.

- 1) The baropens..... (open) at 7.00.
- 2)they often..... (visit) Chicago?
- 3) Scott (not work) in Sydney.
- 4)you(live) in Tokyo?
- 5) The hotel (have) 250 rooms.
- 6)the restaurant(seat) 85 people?
- 7) The restaurant(serve) over 200 customers a day.
- 8) I(not go) to London every week.

6. Используйте в предложении правильную форму глагола *to have* - эквивалента глагола *must* : *have to*, *had to* или *has to*

- 1) One of the guests fell ill. We ...had to..... call a doctor.
- 2) Receptionists dress smartly. It's a hotel rule.
- 3) The air-conditioning broke down so we call an electrician.
- 4) Do youwork in the kitchen?
- 5) We remember to say thank you to the manager.
- 6) Philippe clean the tables before breakfast.

ТЕРМИНОЛОГИЧЕСКИЙ СЛОВАРЬ-МИНИМУМ,

Интерьер гостиницы

| | |
|----------------|-------------------------------------|
| floor | этаж |
| reception desk | стойка регистрации (администратора) |
| room | номер |
| lobby | вестибюль |
| elevator/lift | лифт |
| snack bar | буфет |
| restaurant | ресторан |
| laundry | прачечная |
| sauna | сауна |
| swimming pool | бассейн |
| indoor pool | бассейн в помещении |
| bowling | боулинг |
| billiards | бильярд |
| spa center | спа-центр |
| gym | тренажерный зал |
| parking | парковка |

Тип номера

| | |
|----------------|--------------------------------------|
| single (room*) | одноместный |
| double | двухместный (с общей кроватью) |
| twin | двухместный (с отдельными кроватями) |
| standard | стандартный |
| superior | повышенная комфортность |
| junior suite | полулюкс |
| suite | люкс |
| adjoining | два номера, смежных смежной дверью |

*все слова употребляются в сочетании с room (номер)

В номере

| | |
|-------------|-----------------------|
| key | ключ |
| door | дверь |
| bed | кровать |
| bed table | прикроватная тумбочка |
| linen | белье |
| mini-fridge | мини-холодильник |

| | |
|--|----------------------------------|
| blanket, comforter | одеяло |
| pillow | подушка |
| table | стол |
| chair | стул |
| stand lamp | настольная лампа |
| glass | стакан |
| ashtray | пепельница |
| telephone | телефон |
| satellite TV | спутниковое телевидение |
| air-conditioner | кондиционер |
| heater | обогреватель |
| remote control | дистанционное управление (пульт) |
| window | окно |
| curtains | шторы |
| mirror | зеркало |
| wardrobe | шкаф для одежды |
| closet | стенной шкаф |
| Iron | утюг |
| kitchenette | небольшая кухня в номере |
| cots (British English) / cribs (American English) | детские кроватки |

Ванная комната

| | |
|--------------|------------------|
| sink | раковина |
| bath | ванная |
| shower | душ |
| shower gel | гель для душа |
| shampoo | шампунь |
| soap | мыло |
| tooth paste | зубная паста |
| tooth brush | зубная щетка |
| shaving set | набор для бритья |
| towel | полотенце |
| bathrobe | банный халат |
| hair dryer | фен |
| toilet | туалет |
| toilet paper | туалетная бумага |
| plunger | вантуз |

Персонал

| | |
|-------------------|----------------|
| hotel manager | директор отеля |
| assistant manager | администратор |

| | |
|--|--|
| floor manager | администратор – дежурный по этажу |
| receptionist | регистратор |
| desk clerk | дежурный администратор |
| bellboy | коридорный (посыльный) |
| porter | носильщик |
| housekeeper/ chambermaid | горничная |
| waiter | официант |
| to give room assignments | распределять горничных по номерам |
| checkout rooms | номера, из которых выселяются |
| knock three times | Правило для горничных: стучать в номер три раза перед тем, как войти |
| Do not disturb | Не беспокоить |
| Общие удобства | |
| amenities | общие удобства в гостинице |
| fitness-centre | фитнес-центр |
| restaurant | ресторан |
| vending-machine | автомат со снеками |
| conference-hall | конференц-зал |
| car park (British English) parking lot (American English) | парковка |
| currency exchange | обмен валюты |
| wheelchair access | Доступ для инвалидов колясок |
| airport transfer | трансфер из аэропорта |
| cocktail-bar | коктейль-бар |
| secluded beach | собственный пляж |
| valet service | услуга парковки автомобиля |
| car rental service | услуга аренды автомобиля |
| gift shop | магазин с сувенирами |
| roof terrace | терраса на крыше |
| heated pool | бассейн с подогревом |
| dry-cleaning service | химчистка |
| ATM machine | банкомат |
| babysitting service | услуги няни |
| playroom | детская игровая комната |

Базовая лексика

| | |
|-------------------------|-----------------------|
| check in/out | заезжать/выезжать |
| arrival/departure date | дата прибытия/отъезда |
| cancel a booking | отмена брони |
| room service | обслуживание номеров |
| vacancies | свободные номера |
| complimentary breakfast | бесплатный завтрак |

| | |
|-------------------------|---------------------------|
| free of charge | бесплатно |
| please, make up my room | пожалуйста, приберитесь |
| please, do not disturb | пожалуйста, не беспокойте |

ОБЩЕУПОТРЕБИТЕЛЬНЫЕ ФРАЗЫ В СИТУАЦИЯХ ОБЩЕНИЯ

Информирование гостя об услугах гостиницы

| | |
|---|--|
| We can rent a car for you. | Мы можем арендовать для вас машину. |
| You can park your car in front of the hotel and pick it up whenever you need. | Можете припарковать свою машину перед отелем и забрать её, когда понадобится |
| You can leave your valuables and expensive items in the safe. | Вы можете оставить свои ценности и дорогие вещи в сейфе. |
| You can find the indoor pool right next to the elevator. | Закрытый бассейн находится рядом с лифтом. |
| I'd love to recommend you our restaurant with French cuisine. | Позвольте порекомендовать вам наш ресторан с французской кухней. |
| We'll arrange an excursion for you. | Мы организуем для вас экскурсию. |
| You can see our current exchange rate here. I must warn you that we charge a 5% commission for every transaction. | Здесь вы можете видеть наш текущий курс обмена. Должна предупредить вас, что мы берем комиссию в размере 5% за каждую операцию. |
| In our hotel you can enjoy swimming lessons, spa and painting master-classes free of charge / for an extra fee. | В нашем отеле вы можете бесплатно / за дополнительную плату воспользоваться уроками плавания, спа-процедурами и мастер-классами по живописи. |

Информирование гостя об особых услугах

| | |
|---|--|
| We offer several venues that are suitable for your special events. | Мы предлагаем несколько площадок, которые подойдут для ваших торжественных мероприятий. |
| Our hall provides sitting for 300 guests. | Наш зал вмещает 300 гостей. |
| Our meeting room accommodates 30 attendees | Наша переговорная вмещает 30 участников. |
| Our booking agent will help you with a group discount for all the guests. | Наш менеджер по бронированию номеров поможет вам с коллективной скидкой для всех гостей. |
| I'll take you over to the conference suite and show you round. | Я провожу вас в наш конференц-зал и все покажу. |
| We've got breakout rooms where guests can have some coffee and snacks. | У нас есть комнаты отдыха, в которых гости могут выпить кофе и перекусить. |
| Our rooms are equipped with flipcharts and projectors. | Во всех комнатах есть флипчарты и проекторы. |

Решение проблемных ситуаций

| | |
|------------------------|--|
| reservation problems | Проблемы с бронированием |
| the room is overbooked | Номер зарезервировали несколько человек |
| sales department | Отдел продаж |
| to oversell | Продать больше номеров, чем есть в наличии |
| mix-up | Путаница, накладка |
| free room upgrade | Предложение гостю номера более высокого класса |

| | |
|---|---|
| | са без доплаты |
| partner hotel | Партнёрская гостиница |
| breakage | поломка |
| to give out | Перестать работать (о технике в номере) |
| to clog | Засоряться (о раковине или унитазе) |
| to overflow | Переливаться через край |
| soiled linen | Грязное постельное бельё |
| to deal with complaints | Реагировать на жалобы |
| to get informed | Разобраться в проблеме |
| a solution | Решение |
| to offer compensation | Предложить компенсацию |
| free/complimentary meal at the restaurant | Например: бесплатный обед в ресторане |
| champagne and flowers in the room | Или шампанское и цветы в номер |
| Фразы при улаживании конфликтов | |
| Could you explain exactly what the problem is? | Вы не могли бы объяснить, в чем именно проблема? |
| We don't seem to have your reservation. | Похоже, у нас нет вашей брони. |
| I'm afraid we don't have a parking space tonight. | Боюсь, у нас сегодня нет свободного парковочного места. |
| I apologize for the inconvenience. I'll do my best to accommodate you. | Прошу прощения за неудобства. Сделаю все от меня зависящее, чтобы вас заселить. |
| I'm afraid your room isn't ready for you now. | Боюсь, ваш номер еще не готов. |
| I'll ask housekeeping to inform me as soon as your room is ready. | Я попрошу службу уборки уведомить меня, как только ваша комната будет готова. |
| I will move you to another room while we're dealing with that problem. | Я переселю вас в другой номер, пока мы решаем эту проблему. |
| I'm very sorry that you've had to wait. | Мне очень жаль, что вам пришлось ждать. |
| I understand. I'll speak to the housekeeping straightaway. | Понимаю. Я поговорю с горничными. |
| Please accept the complimentary dinner. I hope it'll make up for the inconvenience. | Пожалуйста, примите бесплатный обед от нас. Надеюсь, это сгладит неудобство. |

УПРАЖНЕНИЯ ДЛЯ САМОСТОЯТЕЛЬНОЙ РАБОТЫ ПО ЗАКРЕПЛЕНИЮ ЛЕКСИЧЕСКОГО МАТЕРИАЛА

Сделайте упражнения, а затем проверьте правильность выполнения заданий по ключам.

EXERCISE I.

Read and translate the text:

A small hotel of only 16 rooms. Situated in a quiet residential area behind Vondel park, it overlooks a small canal and the park itself. The bedrooms have their own shower, TV and radio. Twin rooms with bath are available at a supplement. Although the hotel doesn't have a restaurant or a bar, the dining room is very pleasant and drinks are served on request.

We recommend early booking because of the limited accommodation available.

NO ROOM CHARGE for 1 child under 12 sharing room with 2 adults.

(Meals payable direct.)

Supplements per person per night:

Twin with Bath \$5

Single with Shower \$9

ONE night FREE in stays of three nights or more

1.a) Закройте правую сторону страницы. Прочитайте вопрос. Дайте ваш ответ. Затем проверьте правильность ответа.

| | |
|-------------------------------------|--|
| What kind of hotel is it? | It is a small hotel of 16 rooms. |
| Where is it located? | It is located in a quiet residential area behind the Vondel Park |
| Where do guests have their meals? | The guests have their meals in the dining room |
| How are the rooms equipped? | The rooms have their own shower, TV and radio |
| How much is a single room? | A single room is \$9 |
| When does the hotel give discounts? | One night free in stays of three nights or more. No room charge for 1 child under 12 sharing room with 2 adults |

b) дополните диалог, используя информацию текста:

-?
- There are only sixteen rooms.
-?
- Unfortunately, there is only a shower.
- ?
- The drinks there are served on request.
-?
- The children under 12 are free.
- ?
- It's \$5 per person per night.

EXERCISE II.

Read and translate the text:

Once a private house with a rich history this hotel is highly recommended for the standard of its accommodation. Because of the nature of the building all rooms are different each with its own character, and they are on a number of levels. There are larger superior rooms with a view of the canal (available at a supplement).

Downstairs you will find a quiet little bar and a small breakfast room. The hotel has no lift and some of the stairs are quite steep so please request a downstairs room if the stairs could be a problem. All rooms have private showers.

Supplements per person per night:

Superior Twin with canal view \$8

Single Room \$12

ONE night FREE in stays of four nights or more

1 January – 15 March, 1 November - 31 December

2.a) Закройте правую сторону страницы. Прочитайте вопрос. Дайте ваш ответ. Затем проверьте правильность ответа.

| | |
|--|--|
| What kind of hotel is it? | This is a hotel in once private house. |
| What is special about the building? | All rooms are different, each with its own character, and they are on a number of levels |
| Where do guests have their meals? | They can have their meals in a small breakfast room. |
| What kind of problem a guest can meet? | The hotel has no lift and some of the stairs are quite steep. |
| How much is a twin room? | Superior Twin with canal view is \$8. |
| When does the hotel give discounts? | The hotel gives discounts on 1 January – 15 March, 1 November - 31 December |

b) дополните диалог, используя информацию текста:

.....?

•

It's a two star hotel.

•

.....?

•

The rooms with a view of the canal are available at a supplement.

•

..... ?

•

Downstairs.

-?
- Unfortunately, only a shower.
- ?
- It's \$12 per person per night.

Exercise III.

Read and translate the text:

The Empire has 250 guest rooms and suites which either overlook the canal or the gracious treelined Apollolaan. All the bedrooms have telephone, mini-bar, color TV and hairdryer.

The Hotel has two restaurants, "The Veranda", which serves international cuisine and "The Santori" an elegant Japanese restaurant. The bar overlooking the canal, a discotheque and the casino complete this wonderful hotel.
NO ROOM CHARGE for 1 child under 12 sharing room with 2 adults. (Meals payable direct.)

Single room supplement \$26 per night

a) Закройте правую сторону страницы. Прочитайте вопрос. Дайте ваш ответ. Затем проверьте правильность ответа.

| | |
|--------------------------------------|---|
| What kind of hotel is it? | It is an International de luxe hotel |
| Where is it located? | .It is located in one of the Amsterdam's fashionable area. |
| Where do guests have their meals? | The guests have their meals in two restaurants - "The Veranda" and "The Santori". |
| How are the rooms equipped? | All the bedrooms have telephone, mini-bar, color TV and hairdryer. |
| How much is a single room? | A single room is \$26 per night. |
| How can guests entertain themselves? | The guests can visit the bar overlooking the canal, a discotheque or the casino. |

b) дополните диалог, используя информацию текста:

.....?

-

There are 250 guest rooms.

-

.....?

-

They overlook the canal.

-

..... ?

-

Restaurants serve international and Chinese cuisine.

-

.....?

-

The children under 12 are free.

-

..... ?

-

It's \$25 per person per night.

Exercise IV.

Read and translate the text:

Hospitality may be one of the most exciting industries to work, but it isn't an easy life. The hospitality industry is different from other industries. Hospitality is people dealing with people, from the porter to the hotel manager. If you don't like people, this isn't the career for you.

The hospitality industry is one of the fastest-growing industries in the world. It offers some exciting careers and a lot of job satisfaction. But it isn't easy working in

a hotel-the peak holiday season is hard work, with employees often working long hours and sometimes seven days a week.

Every member of staff, from the housekeeper to the hotel manager, is responsible for the hotel. In smaller hotels and motels one manager is usually responsible for rooms, the food and beverage service, registration and general management. There is a wide variety of jobs in larger hotels, including administration jobs such as accountant and marketing executive.

Hotel employees get paid sick leave and holidays, as well as other benefits like free food and, sometimes, free holidays. Many hotels also offer free or cheap live-in accommodation and have resident managers and concierges.

Закройте правую сторону страницы. Прочитайте вопрос. Дайте ваш ответ.

Затем проверьте правильность ответа.

| | |
|---|--|
| When is the career in hospitality field not for a person? | Such career is not for a person if he/she doesn't like people. |
| When is the employees' work is most hard? | They work most in hotel-peak holiday season. |
| What is a manager in a small hotel responsible for? | The manager in a small hotel is usually responsible for rooms, the food and beverage service, registration and general management. |
| Who is responsible for a hotel? | Every member of staff, from the housekeeper to the hotel manager, is responsible for the hotel. |
| What are the rights of hotel employees? | Hotel employees get paid sick leave and holidays, as well as other benefits like free food and, sometimes, free holidays. |

Exercise V.

Read and translate the text:

The hotel receptionist usually works from 7 am to 3 pm but sometimes he works nights.

He prefers working during the day because he meets more guests. When he is on night shift he's responsible for the 'close of day'. He checks both the manual records and the computer records to see which rooms are occupied, which are unoccupied, which are closed for maintenance and which need cleaning. The manager is not

on duty at night or at the weekends so the receptionist is responsible for everything at these times.

During the day shift he sends faxes and emails confirming bookings, checks in new guests and prepares bills for the guests checking out. He also answers the telephone calls, deals with enquiries, takes reservations and puts calls through to other departments.

Before a large group checks in, the hotel receives a running list of all the names from the booking agents. The receptionist checks people in as fast as possible because they have usually travelled a long way and he knows they are tired. After that he checks the running list against the names of guests who checked in. There are often differences so the receptionist phones the agency to confirm the group names.

Закройте правую сторону страницы. Прочитайте вопрос. Дайте ваш ответ.

Затем проверьте правильность ответа.

| | |
|--|--|
| What are usual working hours of the hotel receptionist? | The hotel receptionist usually works from 7 am to 3 pm but sometimes he works nights. |
| What is hotel receptionist responsible for when he works at night? | He checks both the manual records and the computer records to see which rooms are occupied, which are unoccupied, which are closed for maintenance and which need cleaning. |
| When is hotel manager not on duty? | The hotel manager is not on duty at night or at weekends. |
| Why does the receptionist have a lot of work during the day shift? | He sends faxes and emails confirming bookings, checks in new guests and prepares bills for the guests checking out. He also answers the telephone calls, deals with enquiries, takes reservations and puts calls through to other departments. |
| What is the problem with large groups? | There may be differences between the running list and the names of the guests who checked in. |

Exercise VI.

Read and translate the text:

Hotels in one star category offer practical accommodation and are probably small with a family atmosphere. Facilities and meals are simple. Some bedrooms do

not have an en suite bath or shower room, but maintenance, cleanliness and comfort need to be of an acceptable standard.

Just left than at lower levels. All bedrooms have a complete en suite bath/shower room and offer a better standard of comfort and equipment, such as a direct-dial telephone, a hairdryer and toiletries in the bathroom. Room service is also provided and staff respond well to guests' needs.

Hotels in five star category provide luxury and exceptional comfort. The restaurant has a high level of technical skill, producing dishes to the highest international standard. Staff are well trained in customer care and are especially attentive, efficient and polite.

Закройте правую сторону страницы. Прочитайте вопрос. Дайте ваш ответ.

Затем проверьте правильность ответа.

| | |
|--|---|
| Are there any advantages in one star hotel? | The main advantage is a family atmosphere. |
| Do every room in one star hotels have a bath or a shower. | Some bedrooms do not have an en suite bath or shower room |
| What can a guest find in a three star hotel? | All bedrooms have a complete en suite bath/shower room and offer a better standard of comfort and equipment, such as a direct-dial telephone, a hairdryer and toiletries in the bathroom. |
| What are the characteristics of the staff in five star hotels? | In five star hotel the staff are well trained in customer care and are especially attentive, efficient and polite. |
| What do five star hotel provide? | Hotels in five star category provide luxury and exceptional comfort. |

Exercise VII.

Read and translate the text:

Cruise ships are floating resorts – complete cities at sea. A typical cruise ship has a dozen decks and hundreds of cabins. A cruise vacation is about fun, entertainment, service and worldwide travel. There are more than 300 types of job aboard ship. Imagine yourself traveling to places you've always dreamed of and being paid for it.

Cruise lines employ students, retired people, career changes, people who enjoy working with others. Cruise lines are always hiring people with experience in hospi-

talities, tourism, entertainment, restaurants and bars, teaching, childcare, sales, customer relations, fitness, health and beauty, healthcare, finance and administration. Cruise lines hire dependable, competent people with outgoing, positive attitudes.

The cruise industry hires year-round and seasonally. Most employees work for six to nine months with one or two months off. Many departments need extra crew in peak sailing periods.

Cruise ship pay compares well with similar jobs ashore plus you save a lot of money because most expenses are left behind. On board ship your room and meals are included.

Закройте правую сторону страницы. Прочитайте вопрос. Дайте ваш ответ. Затем проверьте правильность ответа.

| | |
|---|--|
| What is a cruise holiday? | Cruise ships are floating resorts. A cruise vacation is about fun, entertainment, service and worldwide travel. |
| What kind of people do cruise lines hire? | Cruise lines hire dependable, competent people with outgoing, positive attitudes. |
| Who can find job on cruise ships? | students, retired people, career changes, people who enjoy working with others, people with experience in hospitality, tourism, entertainment, restaurants and bars, teaching, childcare, sales, customer relations, fitness, health and beauty, healthcare, finance and administration. Can find job on cruise ships. |
| How do cruise lines work, year-round or seasonally? | The cruise industry hires both year-round and seasonally. |
| Why can you save money working on cruise ship? | You can save a lot of money because most expenses are left behind. On board ship your room and meals are included. |

Exercise VIII.

Read and translate the text:

Ideas about what makes a good curriculum vitae differs from country to country. In the UK it is accepted that a CV should be well presented on one side of A4 paper. You should think about the specific job on offer and include all the relevant experience you have in your CV. Don't use exactly the same CV for every job you apply for.

Your CV should always be clear and easy to read. Personal details, like name, address and telephone number, appear at the top of the document. Put your qualifications and jobs in reverse chronological order so that the most recent appear first in the list. Check your CV for spelling and grammatical mistakes. Write about your special abilities in the workplace and outside. Mention any relevant hobbies such as team sports and voluntary work you do.

People who get interviews are not the ones with the best qualifications but those who write the best Cvs.

Закройте правую сторону страницы. Прочитайте вопрос. Дайте ваш ответ. Затем проверьте правильность ответа.

| | |
|--|--|
| What shouldn't you do presenting you CV? | You shouldn't use exactly the same CV for every job you apply for. |
| Are CV in different countries different? | Curriculum vitae differs from country to country. |
| What is included in personal details? | Personal details are name, address, telephone number and others. |
| In what order should we put qualifications and jobs? | Qualifications and jobs should be put in reverse chronological order so that the most recent appear first in the list. |
| What kind of hobby should you mention in CV? | You should mention any relevant hobbies such as team sports and voluntary work you do. |

Exercise IX.

Read and translate the text:

People in western countries generate most of the demand in the tourism industry. These people are now living longer and this will affect the type of tourism people will want in the future.

Weekend breaks will become more popular because of changes in the way people work.

Travel times and costs will continue to come down and people will want to travel to more distant and exotic destinations in future.

People will buy their holidays on the internet. New technology will even allow people to go on 'virtual tours' on their computers to see a holiday before they book it.

With economic growth in countries like Russia, China, India, Indonesia and Thailand, there will be tourists looking for holidays. More tourists will travel from eastern to western countries than in the past.

The majority of tourists will continue to buy package holidays, visit popular destinations.

Some customers will expect more choice in how their package holiday is put together.

Закройте правую сторону страницы. Прочитайте вопрос. Дайте ваш ответ.

Затем проверьте правильность ответа.

| | |
|--|---|
| What will affect the type of tourism most in the future? | People are now living longer and this will affect the type of tourism people will want in the future. |
| Will people travel to more exotic places or to the places not far from their home in future? | People will want to travel to more distant and exotic destinations in future. |
| Why is it useful to go on “virtual tours”? | New technology will allow people to go on ‘virtual tours’ on their computers to see a holiday before they book it. |
| Why will there be more tourists from eastern countries in the future? | With economic growth in countries like Russia, China, India, Indonesia and Thailand, there will be tourists looking for holidays. |
| Will package holidays lose their popularity in the future? | The majority of tourists will continue to buy package holidays, visit popular destinations. |

Exercise X.

Read and translate the text:

There are a lot of different places to eat: modern and large Fast food restaurants, f.e. MacDonald’s, KFC, small cafes, cozy restaurants of national cuisine, that usually are decorated in traditional style, such as Russian, Chinese, Italian cuisine restaurant, beautiful and new top class restaurant. Almost all restaurants have the same areas.

When customers enter the restaurant, they leave their coats in a cloakroom. Guests can chat face to face or have a drink in a comfortable arm-chair of a lounge bar. In the dining room where there is a smoking and non-smoking section guests have their meals. Tables may be oval, round and square. In the middle of the room there is usually a dance floor or just music somewhere in the corner. For parties there

is a special private dining- room that can be reserved in advance. Guests may ask to decorate the room with flowers and to arrange the tables U-shape or banquet style. If the weather is nice customers can have meals outside in a small terrace. Cocktails are mixed in a bar and a bartender attends guests at the counter. A Head waiter is responsible for the quality of service.

The food is cooked in the kitchen, that has the following sections: meat and fish section, vegetable and pastry section, a store room and dishwashing room. A Chef is in charge of the quality of food.

Of course, there is a gents and ladies toilet in all restaurants.

Закройте правую сторону страницы. Прочитайте вопрос. Дайте ваш ответ.

Затем проверьте правильность ответа.

| | |
|--|--|
| What types of places to eat are mentioned in the text? | There are a lot of different places to eat: modern and large Fast food restaurants, small cafes, cozy restaurants of national cuisine, beautiful and new top class restaurant. |
| Where do people have a drink when they are in a restaurants? | They can have a drink in a comfortable arm-chair of a lounge bar. |
| What shape of the tables can we see in restaurants? | Tables may be oval, round and square. |
| What are special private dining rooms usually for? | For parties there is a special private dining-room that can be reserved in advance. |
| What should be the sections of the kitchen? | Kitchen should have the following sections: meat and fish section, vegetable and pastry section, a store room and dishwashing room. |

ЛЕКСИКО-ГРАММАТИЧЕСКИЕ ТЕСТЫ

МНОЖЕСТВЕННОГО ВЫБОРА

TEST 1

1. Choose the right verb form: _____ in the same hotel in New York.
 - a) I always stay
 - b) I am always staying
 - c) I stay always
 - d) I have always stayed

2. Choose the right verb form: Joanna _____ the dinner at the moment.
 - a) isn't cooking
 - b) doesn't cook
 - c) hasn't cooked
 - d) isn't cook

3. Complete the sentences: _____ my keys?
 - a) Where are
 - e) Where is
 - b) Where do
 - c) What is

4. Complete the sentences: _____ provides a service to motorists.
 - a) Motel
 - b) Airport hotel
 - c) Guest house
 - d) B&B

5. Complete the sentences: _____ is a room with one large bed for two people.

- a) Double room
- b) Single room
- c) Family room
- d) Twin room

6. Complete the sentences: Commercial hotel provides accommodation for_____.

- a) family
- b) motorists
- c) businessmen
- d) children

7. Complete the sentences: I've just have a _____ with the manager.

- a) word
- b) sentence
- c) phrase
- d) dialogue

8. Complete the sentences: Are you sure there is _____ with a bath?

- a) anything
- b) something
- c) nothing
- d) not

9. Complete the sentences: Do not worry sir! _____ it with me.

- a) Leave
- b) Let
- c) Give

d) Stop

10. Choose the right verb form: Luxury hotels _____ the highest international service.

a) offer

b) offering

c) offers

d) are offering

11. Choose the right verb form: This _____ the room and breakfast.

a) includes

b) include

c) is including

d) does include

12. Choose the right verb form: She often _____ her mother at a hotel.

a) helps

b) is helping

c) help

d) does help

13. Complete the sentences: Well? I think your room is correct, sir. Room 118, _____?

a) is not it

b) do not you

c) does not it

d) is it

14. Complete the sentences: Yes, one _____ room.

a) single

b) alone

- c) bathless
- d) only

15. Complete the sentences: Is it raining at the moment? No, _____

- a) it has just stopped
- b) it is not stopped
- c) it had just stopped
- d) it is

16. Complete the sentences: _____ is a room not used as a bedroom.

- a) sitting room
- b) twin room
- c) family room
- d) double room

17. What is the English for «роскошный отель»

- a) luxury hotel
- b) cozy hotel
- c) spacious hotel
- d) high hotel

18. What is the English for «обслуживание»

- a) service
- b) accommodation
- c) facilities
- d) everything

19. What is the Russian for «lounge»

- a) гостиная
- b) спальня

- c) столовая
- d) детская

20. What is the Russian for «accommodations»

- a) услуги
- b) обслуживание
- c) обстановка
- d) приспособления

21. Translate the sentence from Russian into English: «Гости обычно заказывают номер заранее».

- a) Guests usually book a room in advance.
- b) Guests usually take a room in advance.
- c) Guests often book a room in advance.
- d) People usually book a room in advance.

22. Translate the sentence from Russian into English: «Это стоимость за проживание и завтрак».

- a) This rate is for room and breakfast.
- b) This cost is for room and breakfast.
- c) This rate is for leaving and breakfast.
- d) This check is for room and breakfast.

23. Translate the sentence from English into Russian: «I'd like to be a manager»

- a) Я бы хотел стать менеджером.
- b) Я хочу стать менеджером.
- c) Мне нравится быть менеджером.
- d) Мне бы понравился менеджер.

24. Translate the sentence from English into Russian: «We've just met tourists».

- a) Мы только что встретили туристов.
- b) Мы уже встретили туристов.
- c) Мы только что познакомились с туристами.
- d) Мы уже поприветствовали туристов.

25. Choose the right verb form: «I always _____ in the same hotel in New-York».

- a) stay
- b) have stayed
- c) staying
- d) am staying

TEST 2

1. Choose the right verb form: _____ in the same room in this hotel.

- a) I always book
- b) I am always booking
- c) I book always
- d) I have always booked

2. Choose the right verb form: Tom _____ the lunch at the moment.

- a) isn't having
- b) doesn't have
- c) hasn't had
- d) isn't have

3. Complete the sentences: _____ my key card?

- a) Where are
- b) Where is
- c) Where do
- d) What is

4. Complete the sentences: _____ convenient for those who like home atmosphere.
- a) Motel
 - b) Airport hotel
 - c) Guest house
 - d) B&B
5. Complete the sentences: _____ is a room with two beds for two people.
- a) Double room
 - b) Single room
 - c) Family room
 - d) Twin room
6. Complete the sentences: Commercial hotel provides accommodation for_____.
- a) businessmen
 - b) family
 - c) motorists
 - d) children
7. Complete the sentences: I've just have a _____ with the receptionist.
- a) word
 - b) sentence
 - c) phrase
 - d) talk
8. Complete the sentences: Are you sure there is _____ with a shower?
- a) anything
 - b) something

- c) nothing
- d) not

9. Complete the sentences: Do not worry sir! _____ will be all right.

- a) anything
- b) nothing
- c) everything
- d) all

10. Choose the right verb form: B&B hotels _____ relaxing guest accommodation.

- a) offer
- b) offering
- c) offers
- d) are offering

11. Choose the right verb form: Luxury hotels _____ the highest international service.

- a) provides
- b) provide
- c) is providing
- d) does provide

12. Choose the right verb form: He often _____ wife with children at a hotel.

- a) helps
- b) is helping
- c) help
- d) does help

13. Complete the sentences: Well? You have booked the room in advance, _____?

- a) is not it
- b) do not you
- c) haven't you
- d) is it

14. Complete the sentences: Yes, one _____ room with a safe.

- a) twin
- b) alone
- c) bathless
- d) only

15. Complete the sentences: Is it snowing at the moment? No, _____

- a) it has just stopped
- b) it is not stopped
- c) it had just stopped
- d) it is

16. Complete the sentences: _____ is a room not used as a bedroom.

- a) sitting room
- b) twin room
- c) family room
- d) double room

17. What is the English for «номер люкс»

- a) double room
- b) luxury room
- c) suite
- d) high cost room

18. What is the English for «вестибюль»

- a) lobby
- b) accommodation
- c) guest room
- d) utility room

19. What is the Russian for «lounge»

- a) спальня
- b) гостиная
- c) столовая
- d) детская

20. What is the Russian for «comforter»

- a) подушка
- b) одеяло
- c) кондиционер
- d) прикроватный коврик

21. Translate the sentence from Russian into English: «Гости должны сообщить о времени выбытия из гостиницы»

- a) Guests should inform about checkout.
- b) Guests should inform about check-in.
- c) Guests often inform about checkout.
- d) People usually say about leaving.

22. Translate the sentence from Russian into English: «Переговорная нашего отеля вмещает 40 участников».

- a) Our hotel meeting room accommodates 40 attendees.
- b) Our hotel lobby accommodates 40 attendees.
- c) This hotel elevator can hold 40 participants.
- d) Our hotel conference hall can host 40 attendees..

23. Translate the sentence from English into Russian: « I'd like to be a reception-ist»

- a) Я бы хотел стать администратором гостиницы.
- b) Я хочу стать администратором гостиницы.
- c) Мне нравится быть администратором гостиницы.
- d) Мне бы понравился администратор гостиницы.

24. Translate the sentence from English into Russian: « We've just accommodated a group of tourists».

- a) Мы только что разместили группу туристов.
- b) Мы уже встретили группу туристов.
- c) Мы только что познакомились с группой туристами.
- d) Мы уже поприветствовали группу туристов.

25. Choose the right verb form: «I always _____ the same tip in the restaurant of this hotel».

- a) leave
- b) have left
- c) leaving
- d) am leaving

TEST 3

1. Choose the right verb form: _____ this hotel on my business trip.

- a) I always choose
- b) I am always choosing
- c) I choose always
- d) I have always chosen

2. Choose the right verb form: Boris and his girlfriend _____ breakfast at the moment.

- a) aren't having
- b) doesn't have
- c) haven't had
- d) isn't have

3. Complete the sentences: _____ my luggage?

- a) Where are
- b) Where is
- c) Where do
- d) What is

4. Complete the sentences: _____ convenient for those who travel by plane.

- a) Motel
- b) Airport hotel
- c) Guest house
- d) B&B

5. Complete the sentences: _____ is a room with one bed for one person.

- a) Double room
- b) Single room
- c) Family room
- d) Twin room

6. Complete the sentences: Commercial hotel provides accommodation for_____.

- a) family

- b) businessmen
- c) motorists
- d) children

7. Complete the sentences: I've just have a _____ with a guest in the neighboring room.

- a) word
- b) sentence
- c) phrase
- d) talk

8. Complete the sentences: Are you sure there is _____ with a bath?

- a) a room
- b) something
- c) nothing
- d) not

9. Complete the sentences: Do not worry sir! _____ will be all right.

- a) all
- b) anything
- c) nothing
- d) everything

10. Choose the right verb form: Motels _____ accommodation for those travelling by car.

- a) offer
- b) offering
- c) offers
- d) are offering

11. Choose the right verb form: Our hotel _____ car parking for the guests

- a) provides
- b) provide
- c) is providing
- d) does provide

12. Choose the right verb form: He often _____ the elevator at a hotel.

- a) uses
- b) is using
- c) use
- d) does use

13. Complete the sentences: Let me see. You booked the suite for two people, _____?

- a) isn't it
- b) didn't you
- c) aren't you
- d) is it

14. Complete the sentences: Yes, one _____ a room with a sea view.

- a) twin
- b) alone
- c) bathless
- d) only

15. Complete the sentences: Is it windy at the moment? No, _____

- a) the wind has just stopped blowing
- b) the is not stopped blowing
- c) the wind had just stopped blowing
- d) the wind is blowing

16. Complete the sentences: _____ is a room not used as a bedroom.

- a) sitting room
- b) double room
- c) twin room
- d) family room

17. What is the English for «номер на двоих с двумя кроватями»

- a) double room
- b) luxury room
- c) suite
- d) twin room

18. What is the English for «пепельница»

- a) lobby
- b) saucer
- c) amenity
- d) ashtray

19. What is the Russian for «towel»

- a) подушка
- b) косметичка
- c) пепельница
- d) полотенце

20. What is the Russian for «chambermaid»

- a) горничная
- b) дежурная по этажу
- c) администратор
- d) носильщик

21. Translate the sentence from Russian into English: «Эта семья обычно останавливается в нашем отеле».

- a) This family usually stay in our hotel.
- b) This family always live in our hotel
- c) This family sometimes book a room in our hotel.
- d) This family have just checked in in our hotel.

22. Translate the sentence from Russian into English: «Этот зал ресторана нашего отеля может вместить до 80 посетителей».

- a) This hall of our hotel can host up to 80 guests.
- b) The lobby of our hotel can accommodate up to 80 guests.
- c) This hotel restaurant can accept 80 guests.
- d) Our hotel can take up to 80 guests.

23. Translate the sentence from English into Russian: « I would not like to be a porter».

- a) Я бы не хотел стать носильщиком.
- b) Я хочу стать хочу быть носильщиком.
- c) Мне нравится быть носильщиком.
- d) Мне не понравился носильщик.

24. Translate the sentence from English into Russian: «This guest has just left the gym».

- a) Этот постоялец пойдёт в спортзал.
- b) Этот постоялец только что ушёл в спортзал.
- c) Этот постоялец только что спрашивал о спортзале.
- d) Этот постоялец только что ушёл из спортзала.

25. Choose the right verb form: «I always _____ my car at the parking lot of the hotel».

- a) leave
- b) have left
- c) leaving
- d) am leaving

TEST 4

1. Choose the right verb form: _____ the right tools while doing the room.
 - a) I always use
 - b) I am always using
 - c) I use always
 - d) I have always used

2. Choose the right verb form: Doris _____ the bed in checkout room at the moment.
 - a) aren't making
 - b) doesn't make
 - c) haven't made
 - d) is making

3. Complete the sentences: _____ the ashtray?
 - a) Where are
 - b) Where is
 - c) Where do
 - d) What is

4. Complete the sentences: _____ is a comfortable family-run house near the beach.
 - a) Motel
 - b) Airport hotel
 - c) Guest house

d) B&B

5. Complete the sentences: _____ is a room for the people who stay at a hotel with children.

- a) Double room
- b) Single room
- c) Family room
- d) Twin room

6. Complete the sentences: _____ is the room where hotel guests can leave their children for some time.

- a) lobby
- b) kitchenette
- c) playroom
- d) cocktail bar

7. Complete the sentences: I've just have a _____ with a floor manager.

- a) word
- b) phrase
- c) sentence
- d) talk

8. Complete the sentences: Are you sure there is _____ with a fridge?

- a) something
- b) a room
- c) nothing
- d) not

9. Complete the sentences: Do not worry sir! I'll fix _____ up.

- a) all

- b) anything
- c) nothing
- d) everything

10. Choose the right verb form: Guest house, a small hotel on a beach _____ by a family.

- a) is run
- b) is running
- c) runs
- d) are run

11. Choose the right verb form: This hotel _____ a restaurant or a bar.

- a) have
- b) does has
- c) is having
- d) does not have

12. Choose the right verb form: They cannot _____ their room with a key card.

- a) opens
- b) is opening
- c) open
- d) to open

13. Complete the sentences: Hope, you will accept the complementary dinner, _____?

- a) isn't it
- b) didn't you
- c) won't you
- d) is it

14. Complete the sentences: Yes, a _____ with a balcony.

- a) suite
- b) alone
- c) bathless
- d) only

15. Complete the sentences: Is the electrician fixing the lights at the moment? No,

- a) he isn't
- b) he is fixing
- c) will fix
- d) was not fixed

16. Complete the sentences: _____ is the room used for the events held for many people.

- a) sitting room
- b) lobby
- c) gym
- d) conference hall

17. What is the English for «текущий курс обмена»

- a) electrical current
- b) luxury course
- c) current exchange course
- d) transaction

18. What is the English for «закрытый бассейн»

- a) swimming pool
- b) water reservoir
- c) indoor pool
- d) heated pool

19. What is the Russian for «curtains»

- a) подушка
- b) косметичка
- c) занавеска
- d) полотенце

20. What is the Russian for «valuables»

- a) косметичка
- b) туалетный столик
- c) посуда
- d) ценности

21. Translate the sentence from Russian into English: «Этот бизнесмен обычно заранее сообщает дату своей выписки из гостиницы».

- a) This businessman usually informs about his checkout date in advance.
- b) This businessman will inform about his checkout in advance.
- c) This businessman never informs about his checkout date.
- d) This businessman did informed about his checkout date in advance.

22. Translate the sentence from Russian into English: «Трёхзвёздочные отели обычно предлагают более высокий уровень и большее разнообразие услуг».

- a) Three star hotels usually provide a greater quality and range of facilities
- b) Three star hotels usually provide the highest quality and range of facilities.
- c) Three star hotels sometimes and provide larger quality and range of facilities
- d) Three star hotels usually provide some facilities which are rare in other hotels.

23. Translate the sentence from English into Russian: « I would like to start my hotel business career as a bellboy».

- a) Я бы не начать карьеру в гостиничном бизнесе как посыльный.
- b) Я хочу стать хочу быть посыльным в гостинице.
- c) Мне нравится моя работа посыльного.
- d) Мне Я бы хотел начать карьеру в гостиничном бизнесе с работы посыльного.

24. Translate the sentence from English into Russian: «In the morning I saw this woman in the lounge café of the hotel».

- a) Утром я видела эту женщину в кафе в фойе гостиницы.
- b) Утром мы встретились с этой женщиной в баре в фойе гостиницы.
- c) Утром я мы договорились встретиться с этой женщиной в кафе в фойе гостиницы.
- d) Эта женщина только встретила мне в фойе гостиницы.

25. Choose the right verb form: «We always _____ discounts on the total charges to our regular customers».

- a) give
- b) have given
- c) gives
- d) are giving

TEST 5

1. Choose the right verb form: The receptionist always _____ the guests about hotel amenities .

- a) informs
- b) is informing
- c) did not inform
- d) have informed

2. Choose the right verb form: Bill's father _____to the hotel to book a room for a holiday at the moment.
- a) Aren't calling
 - b) is calling
 - c) Hasn't called
 - d) calls
3. Complete the sentences: _____the the gym in your hotel?
- a) Where are
 - b) Where is
 - c) Where do
 - d) What is
4. Complete the sentences: _____ is an accommodation with connected rooms under one room number.
- a) a suite
 - b) a double room
 - c) a twin room
 - d) president royal suite
5. Complete the sentences: _____ is the room where you can have your clothes washed.
- a) laundry
 - b) kitchenette
 - c) ground floor
 - d) lobby
6. Complete the sentences: _____ is the where hotel guests can swim whet it is cold outside.
- a) sauna

- b) laundry
- c) indoor pool
- d) spa center

7. Complete the sentences: I've just have _____ in the hotel restaurant.

- a) a word
- b) a snack
- c) a look
- d) dinner

8. Complete the sentences: Are you sure there is _____ with a kitchenette?

- a) something
- b) not
- c) nothing
- d) a room

9. Complete the sentences: Do not worry madam! I'll fix _____ up.

- a) all
- b) nothing
- c) anything
- d) the conditioner

10. Choose the right verb form: Our hotel _____ an excursion for your group next Monday.

- a) will arrange
- b) are arranged
- c) arranged
- d) has arranged

11. Choose the right verb form: I _____ our restaurant with Italian cuisine.

- a) Would like to recommend

- b) did recommend
- c) is recommending
- d) recommending

12. Choose the right verb form: You _____swimming lessons in our heated pool.

- a) enjoys
- b) can enjoy
- c) doesn't enjoy
- d) enjoying

13. Complete the sentences: I hope, your stay here was comfortable,_____?

- a) isn't it
- b) wasn't it
- c) dont you
- d) is it so

14. Complete the sentences: Yes, the _____ for 5 people.

- a) family room
- b) twin room
- c) honeymoon room
- d) double room

15. Complete the sentences: Do you use the elevator in the hotel? No,_____.
My room is on the first floor.

- a) I did not
- b) I do
- c) I do not
- d) I will not

16. Complete the sentences: _____ is used by the guests to keep their drinks cool.

- a) bathroom
- b) remote
- c) fridge
- d) balcony

17. What is the English for «обогреватель»?

- a) electrical current
- b) heater
- c) fridge
- d) remote control

18. What is the English for «стенной шкаф»?

- a) plunger
- b) wardrobe
- c) iron board
- d) closet

19. What is the Russian for «sink»?

- a) раковина
- b) косметичка
- c) занавеска
- d) полотенце

20. What is the Russian for «waiter»?

- a) горничная
- b) тренер по фитнесу
- c) дежурный по этажу
- d) официант

21. Translate the sentence from Russian into English: «Этот постоялец никогда не оставляет ценности в сейфе гостиницы».
- a) This guest always leaves his valuables in hotel safe.
 - b) This guest didn't leave his valuables in hotel safe.
 - c) This guest never leaves his valuables in hotel safe.
 - d) This guest is never leaving his valuables in hotel safe.
22. Translate the sentence from Russian into English: «Во время конференции участники могут выпить кофе и перекусить в комнате отдыха».
- a) During the conference the participants can have some coffee and snacks.
 - b) During the conference the participants had some coffee and snacks.
 - c) During the conference the participants should have some coffee and snacks.
 - d) During the conference the participants won't have some coffee and snacks.
23. Translate the sentence from English into Russian: « I'm sorry, I can't find your reservation, there must be some mix up».
- a) Извините, я не могу найти вашей брони, должно быть, произошла накладка. .
 - b) Извините, я не могу найти сведений о вашей оплате, должно быть, произошла накладка.
 - c) Извините, я должен найти вашу бронь, чтобы не было никаких накладок.
 - d) Извините, я уже выяснил всё о вашей брони, путаницы нет.
24. Translate the sentence from English into Russian: «Yesterday evening the whole family gathered for their festive dinner in the hotel restaurant».
- a) Вся семья каждый вечер обедает в ресторане гостиницы.
 - b) Вчера вечером вся семья собралась на праздничный обед в ресторане гостиницы.
 - c) По вечерам вся семья собирается, чтобы пообедать в ресторане гостиницы.

d) Вечером вся семья должна встретиться на праздничном обеде в ресторане гостиницы.

25. Choose the right verb form: «The hotel manager_____ as a rule on duty at night or at weekends».

a) were

b) have been

c) is

d) are

CONTROL WORKS ON THE UNDERSTANDING OF THE TEXTS ON SPECIALTY ADVANCED STAGE

ВАРИАНТ 1

HOSPITALITY THROUGH CENTURIES

1. Подготовьте письменный перевод текста:

The word hospitality comes from ‘hospice’, an old French word meaning ‘to provide care and shelter’. The first institutions of this kind, taverns, had existed long before the word appeared. In Ancient Rome they were located on the main roads, to provide food and fresh horses and overnight accommodation for officials and couriers of the government with special documents. The contemporaries proclaimed these inns to be ‘fit for a king’. That is why such documents became a symbol of status and were subject to thefts and forgeries.

Some wealthy landowners built their own taverns on the edges of their estates. Nearer the cities, inns and taverns were run by freemen or by retired gladiators who would invest their savings in this business in the same way that many of today’s retired athletes open restaurants. Inns for common folk were regarded as dens of vice and often served as houses of pleasure. The owners were required to report any customers who planned crimes in their taverns. The penalty for not doing so was death. The death penalty could be imposed merely for watering beer!

After the fall of the Roman Empire, public hospitality for the ordinary travelers became the province of religious orders. In these days, the main purpose of traveling was pilgrimage to the holy places. The pilgrims preferred to stay in the inns located close to religious sites or even on the premises of the monasteries. Monks raised their own provisions on their own grounds; kitchens were cleaner and better organized than in private households. So the food was often of a quality superior to that found elsewhere on the road.

As travel increased during the Middle Ages, so did the number of wayside inns. In England, the stagecoach became the favored method of transportation. A

journey from London to a city like Bath took three days, with several stopovers at inns or taverns that were also called 'post houses'. Guests often slept on mattresses put in what would be called the lobby, ate what they had brought with them or what they could purchase from the house. The fare was usually bread, meat, and beer, varied occasionally with fish. Frequently, the main dish was a long-cooked, highly seasoned meat-and-vegetable stew. But the diners who were frequenters were not choosy, so they did not question what they were eating

2. Переведите следующие слова и словосочетания на русский язык:

hospitality, to provide care and shelter, to be subject to thefts and forgeries, to be regarded as, common folk, to be run by, ordinary travelers, private households, the favored method of transportation.

3. Ответьте письменно на следующие вопросы по тексту:

1. What is the origin of the word 'hospitality'?
3. Where were the ancient Roman taverns located?
3. What was the most important function of a Roman tavern?
4. Who ran the inns and taverns situated nearer the Roman cities?
5. What did the contemporaries say about these places?
6. What was the main purpose of traveling in the Middle Ages?
7. What can you say about the inns run by monks in the Middle Ages?

ВАРИАНТ 2

DEVELOPMENT OF MASS TOURISM

1. Подготовьте письменный перевод текста:

The most significant economic change for many countries of the world has been the development of mass tourism since World Tourism is a risky business: capital investment can be considerable, whereas the season in which to recoup expenditure may be short and can be disrupted by economic difficulties within a country and in neighbouring countries or by cool, rainy weather in summer. Furthermore, there is

fierce competition to attract tourists, not only among different countries but also among the resorts within each

Tourism is a growing industry and one of the largest sources of foreign exchange. Enormous sums of money are injected into the economies of some nations by winter and summer tourism. Employment opportunities in the service sector increase substantially. The tourist trade is one of most important sources of employment and revenue and is served by numerous hotels and boardinghouses, youth hostels, restaurants, and retail businesses. Many cities are also important centres for international conferences and exhibitions.

The number of tourists increases steadily. In some countries, though, tourism has not been at the heart of their economies, so the lack of facilities makes travel in them a rugged experience. Nevertheless, it is becoming a part of governmental policies in those countries to include provisions for paved highways and hotel construction in each successive development plan. Thus, the tourist industry has been actively encouraged by the authorities. Luxury establishments are developed for wealthy foreigners. Many workers find employment in tourism, now continuous through all seasons in many countries binding the city economies ever more firmly to tourism. Tourism supports many small businesses that provide food, lodging, fuel and other supplies and services.

2. Переведите следующие слова и словосочетания на русский язык:

the development of mass tourism, furthermore, fierce competition, to attract tourists, resorts, to inject into, winter and summer tourism, tourist trade, sources of employment, revenue, boarding houses.

3. Ответьте письменно на следующие вопросы по тексту:

1. What has been the most significant economic change for many countries of the world since World War II?
2. Why is tourism considered to be a risky business?
3. Prove that tourism trade is the one of most important sources of employment and revenue.

4. Name as many types of tourist accommodation as you can.
5. Why has the tourist industry been actively encouraged by the authorities in many countries?
6. Why does tourism support many small businesses that provide food, lodging, fuel, and other supplies and services?

ВАРИАНТ 3

FOOTPRINTS IN THE SANDS OF TIME

1. Подготовьте письменный перевод текста:

I do it, you do it, even the ancient Greeks did it. Traveling for pleasure, travelling to experience new places and events, travelling to relax and get away from it all – in other words, tourism.

Ever since man first emerged from his cave-dwelling, it seems he felt the urge to travel. But tourism had to wait for the civilization of ancient Greece before it really got moving. The Olympic Games of 776 BC were the first international tourist event, with people travelling from many countries to watch and take part.

Of course, if you want to travel from A to B, a good road is always an advantage, and we have a lot to thank the Romans for here. During the heyday of the Roman Empire they built thousands of roads. Some of the first people to take advantage of these roads were religious travelers visiting cathedrals, shrines, or holy sites – the word ‘holyday’, after all, originally comes from ‘holy day’. Pilgrims like Geoffrey Chaucer would tell each other stories to entertain themselves on the road. Nowadays we have the in-flight movie – in medieval times they had the Canterbury Tales!

Gradually, more and more people caught the travel bug. At first it was the nobility who set out in the 17th and 18th centuries on their Grand Tours - an essential part of every young gentleman’s education. At the same time the upper classes were flocking to spa towns like Bath and Cheltenham. They also enjoyed the healthy pleasures of sea-bathing at Brighton and other resorts.

But it was the developments in transport that really opened up the tourist industry. First there were stagecoaches and coaching inns. Then came steam, and suddenly the world was a smaller place. Steamboats crossed the English Channel, and railways stretched their iron webs across the civilized world. No sooner than the first railways were built in the 1830s than the enterprising men like Thomas Cook in England began to exploit their potential by selling the organized tours.

With excursions across continental Europe the building of hotels and resorts to cater for the tastes of the pleasure-seekers and the introduction of hotel vouchers and travelers' cheques, the tourist industry in its modern form was born. By the end of 19th century the middle classes joined the tourist classes, and mass tourism was a reality.

2. Переведите следующие слова и словосочетания на русский язык:

Ancient Greeks, to feel the urge to travel, to entertain oneself, the in-flight movie, to catch the travel bug, to flock to spa towns, to enjoy the healthy pleasures, enterprising men, to exploit the potential, to sell organized tours.

3. Ответьте письменно на следующие вопросы по тексту:

1. What reasons are given for people wanting to travel?
2. According to the text, what was the first international tourist event?
3. Who was the first to take advantage of the Roman roads?
4. Where does the word 'holiday' originally come from?
5. According to the text, in what way do we entertain ourselves today while flying?
6. Why did the nobility set out on their Grand Tours in the 17th and 18th centuries?
7. Find four examples of improvements in transport.
8. What did Thomas Cook do?

ВАРИАНТ 4

A HOLIDAY FOR ALL SEASONS

1. Подготовьте письменный перевод текста:

There's no need to agonize over where and when to take break next year: there are month-by-month vacation charts suggesting holidays each month to suit all tastes, from beaches, skiing, family and under-25 getaways to cruises and weekend escapes.

Who believes in Santa? Fly across the Arctic Circle to Finnish Lapland to meet him and take a reindeer sleigh ride.

Get next to nature for a close-up view of geysers and glaciers. Reykjavik isn't cheap but it's clean – and the sights are stunning.

Tiptoe through the tulips on a Dutch bulb-fields tour. Take in Amsterdam's canals and the Hague's museums for more colour and culture.

Join a coastal steamer to discover Norway's spectacular fjords and fishing villages.

Ski in the morning and go biking, hiking, rafting or play tennis or golf after lunch. A trip to Austria is offered for a week including breakfast, packed lunch and dinner with wine.

Celebrate the arrival of spring with a three-night gala weekend in Paris. A dinner and show at Lido or Moulin Rouge, plus a river cruise, will be provided.

Hail a passing gondola or hop on a water bus for a city tour with a difference. The canals and palaces of Venice give it a unique appeal.

Take a Turkish bath and tour the dazzling Topkapi palace, see Istanbul's exotic attractions, have cheap shopping and enjoy eating out at excellent restaurants. Spend nights under the stars on a 14-day exploration of the deserts and mountains of Morocco.

Discover the temples, tranquility and superb sandy beaches of Bali, a desirable retreat for romantics, nature lovers and water-sports enthusiasts.

Sail around the Malay Peninsula and southern Thailand aboard a luxury motor yacht.

Camping expeditions may be an inexpensive, fun way of touring the western USA. You will visit San Francisco, the Grand Canyon, Las Vegas.

2. Переведите следующие слова и словосочетания на русский язык:

a holiday for all seasons, to fly across, to take a reindeer sleigh ride, to tiptoe through the tulips, Dutch, to join a coastal steamer, to believe in Santa, Norway's spectacular fjords, to go biking, to celebrate the arrival of spring.

3. Ответьте письменно на следующие вопросы по тексту:

1. Why is there no need to agonize over where and when to take break?
2. According to the text, where can you go if you truly believe in Santa Clause?
3. What can you do and see in Holland?
4. Name as many types of tourist activities as you can.
5. Why is it advisable to go to Turkey if you are a shopper-addict?
6. Why is Bali considered to be an ideal place for people who seek tranquility?

ВАРИАНТ 5

OUTSTANDING PEOPLE IN HOSPITABILITY:

THOMAS COOK

1. Подготовьте письменный перевод текста:

For millions of people around the world, the name Thomas Cook means traveler's cheques and travel agencies – but who was Thomas Cook? He was the first person to develop mass tourism. He organized excursions and tours which opened up the world of travelling for pleasure to the middle classes. Many of the things which we now take for granted in modern tourism date back to Thomas Cook – things like traveler's cheques, hotel vouchers, and chartered transport.

Thomas Cook lived in Leicester in the centre of England in the mid-19th century. He organized his first tour, a railway excursion from Leicester to Loughborough, in 1841. A total of 570 passengers joined it. The excursion was so successful that Cook organized other similar events. All of the early tours used the newly-invented railways.

Cook organized his first major continental tour in 1855 but it lost money. However, by 1862 he had managed to negotiate cheaper rates for crossing the English

Channel. The cheaper rates were in return for a guarantee that he would bring large numbers – the essence of mass tourism. Tours to France and to Switzerland became regular events. The Swiss in particular quickly recognized the need to build the things that the tourists wanted – hotels and other facilities – so a whole tourist industry began to develop. After the opening of the Suez Canal in 1869, Egypt also became a popular destination for Cook's tours. In the early 1870s he organized the first round-the-world tour, lasting 222 days.

So in a little over thirty years the foundations of modern mass tourism were established.

2. Переведите следующие слова и словосочетания на русский язык:

hotels and other facilities, to open up the world of travelling, to date back to, a total of, to join in, railways, in return for, similar events, the Suez Canal.

3. Ответьте письменно на следующие вопросы по тексту:

1. What do millions of people around the world associate the name of Thomas Cook with?
2. In what way did he contribute to the development of mass tourism?
3. What was Cook's first tour? When did he organize it?
4. Was the first tour successful? Prove it using the text.
5. What do we know about Cook's first major continental tour of 1855?
6. What did Thomas Cook manage to do in 1862?
7. What event made Egypt a popular destination for Cook's tours?
8. When did Thomas Cook organize the first round-the-world tour?

ВАРИАНТ 6
OUTSTANDING PEOPLE IN HOSPITABILITY:
FREDDIE LAKER

1. Подготовьте письменный перевод текста:

Freddie Laker was one of the pioneers of modern passenger air travel. He was born in England in 1922, and from an early age he was involved with aircraft. He was an aircraft engineer in the Second World War and also learnt to fly.

Laker's business ability appeared soon after the war ended. In the Berlin airlift of 1948 he was one of a number of businessmen who bought and chartered planes to take food and supplies to the people of Berlin.

This early entrepreneurial experience led Freddie Laker to increased business activity in the 1950s. He was one of a number of businessmen who helped the rapid expansion of air travel, using recent developments in aircraft technology. In 1955, for example, he set up an air service carrying passengers and cars across the Channel between England and France.

It was in the 1960s and 1970s that the real growth in charter air travel happened, as more and more people wanted to go on package holidays. Laker was at the forefront of this. He ran British United Airways from 1960 to 1965, and Laker Airways from 1966 to 1982. His main achievement was to set up companies which were independent of the big state corporations, and to offer cheap flights for thousands of people. Perhaps the best example of this was the Sky train passenger service to the USA which started a price war on the transatlantic routes from 1977 to 1982. Freddie Laker helped to make air travel a realistic and fairly cheap possibility for many travelers and tourists.

2. Переведите следующие слова и словосочетания на русский язык:

modern passenger air travel, to be involved with, to set up business, to be at the forefront of something, an air service, an aircraft engineer, business ability, the Channel, to run British United Airways.

3. Ответьте письменно на следующие вопросы по тексту:

1. What is Freddie Laker famous for?
2. What did he do during the Second World War?
3. Prove that Freddie Laker was a successful entrepreneur in the 1950s.
4. When did the real growth in charter air travel happen?
5. What contributed to the increase of air travel in the 1960s and 1970s?
6. What companies did he run from 1960 to 1982?
7. What can be considered as Freddie Laker's main achievement?
8. What was the Sky train passenger service to the USA aimed at?
9. Why should many tourists today be very grateful to Freddie Laker?

ВАРИАНТ 7

GUEST INFORMATION MANAGEMENT

1. Подготовьте письменный перевод текста:

Progressive hospitality companies are all customer-oriented and do not spare efforts to gather all relevant information about their current and potential guests. There are several simple techniques to do it properly. Most common of them is placing guest comment cards on dining room tables and in guest rooms. Or they are handed to departing customers. This technique provides useful information and insights into problem areas. For example, several negative comments on food would indicate a potential problem for a restaurant, if no corrective action is taken.

A problem with guest comment cards is that they may not reflect the opinions of the majority of guests.

Commonly, only those people who are very angry or very pleased take the time to complete a card. Thus comment cards can be useful in spotting problem areas, but they are not a good indication of overall guest satisfaction. In order to identify frequent and repeat guests and give them top priority in a sales blitz, the company needs an automated guest history. It is also important to know the former frequent guests who are no longer using the hotel. Salespeople will want to call on these former clients to see if they can regain their business.

This system offers competitive advantage to a chain, particularly a small chain. One of the most useful sources of information is the company records. This information is vital in improving service, creating effective advertising and sales promotion programs, developing new products, improving existing ones, and developing marketing and sales plans. Unfortunately, many hospitality firms have only a vague idea of who their guests are.

In order to know more about their guests' preferences, hospitality companies often hire disguised or mystery shoppers to pose as customers and report back on their experience. Some companies use shoppers to alert managers, so that they would pay more attention to important areas of the operation. But this technique works best if used for recognition and reward for good job performance. This is the concept of positive reinforcement. If employees feel that the only purpose of a disguised shopper program is to report poor service and reprimand them, the program will not fulfill its full potential. This technique can also be used for marketing intelligence.

2. Переведите следующие слова и словосочетания на русский язык:

history, a sales blitz, company records, managers, developing marketing and recognition and reward, a disguised shopper, to alert sales plans, unfortunately,

3. Ответьте письменно на следующие вопросы по тексту:

1. What is the most common technique of gathering all relevant information about the current and potential clients which hospitality industry use today?
2. Where are the guest comment cards usually placed?
3. What are the guests supposed to do with the guest comment cards?
4. Why is the information drawn from guest comment cards thought to be not objective?
5. Why can the guest comment cards still be very useful?
6. What can the managers do with the help of automated guest history?

ВАРИАНТ 8

HOW TO BE A GOOD TOURIST: WHEN YOU ARE THERE.

1. Подготовьте письменный перевод текста:

Consume local produce whenever possible. If you insist on brand- name soft drinks and alcohol you will be contributing to the leakage of wealth out of the local economy. A recent World Bank analysis showed, that an average of only 9.1 per cent of all gross exchange earnings, were retained in the host country. This might not matter in Malta, but it certainly does in Mali.

Stay with the locals, preferably in bed and breakfast. This way, you directly increase their income, not that of a foreign-owned hotel chain. Use public transport instead of hiring a car. Not only will you help to reduce pollution, you will also meet more local people and gain a more authentic impression of the place.

About 12 per cent of all tourist spending goes on souvenirs. Choose the souvenirs you buy carefully. Learn about the country's cultural heritage before going, so that you know what the local arts and crafts should be. Buy something authentic. In parts of Africa, South East Asia, and the Caribbean souvenirs are often made from endangered fauna and flora, and all over the world bizarre dolls and carvings with no intrinsic cultural value are sold to cater to Western tastes.

Be sensitive about photography. Knowing when (and when not) to take pictures, particularly of people, is an art. The rules differ between cultures, but if in doubt, leave it. You may unwittingly cause great offence. Use your camera to record flora, and fauna on film. Do not pick wild flowers – photograph them instead. The question of giving money is always difficult to judge. When it comes to tipping, bargaining and giving to beggars, the best advice is probably to follow local practices. In Egypt, for instance, you generally do; in parts of Mexico, you don't.

Being a good tourist, then, is largely about sensitivity and basic good manners. How to behave as a guest in a host country is all common sense, you might think. But how many tourists have you met who seem to have left their manners – and their consciences – at home?

2. Переведите следующие слова и словосочетания на русский язык:

to consume, gross exchange earnings, this might not matter, a foreign-owned hotel chain, tourist spending, endangered fauna and flora, bizarre dolls and carvings, to complain to a travel representative.

3. Ответьте письменно на следующие вопросы по тексту:

1. Why do you think you have to consume local produce whenever possible?
2. In what way can you directly increase the income of the locals?
3. Why do you think it is necessary to learn about the country's cultural heritage before going there?
4. Why is it advisable to be extremely sensitive about photography?
5. What can you learn from the text about the tipping practice?
6. Why do you think it is advisable to complain to your travel representative if something goes wrong?

ВАРИАНТ 9

THE WEST END OF LONDON: WESTMINS TER

1. Подготовьте письменный перевод текста:

Westminster has been at the center of political and religious power for a thousand years. In the 11th century, King Canute founded Westminster Palace and Edward the Confessor built Westminster Abby, where all English monarchs have been crowned since 1066 As modern government developed, the great offices of state were established in the area.

The name 'Westminster' is often used to mean "Parliament"; the "Palace of Westminster" is the Parliament building – Houses of Parliament. The old Westminster Palace was almost totally destroyed by fire in 1834, and Parliament is now housed in the impressive neo-Gothic creation, built in 1840–1852 on the site of the old royal palace. The only part of it that is still left is Westminster Hall, built in the 11th century, and rebuilt in the 14th century.

Houses of Parliament contain the universal symbol of London, Big Ben. It is the bell which strikes the hours dictated by the Palace Clock in its 320-foot Tower. The great bell got its name in the 19th century after Sir Benjamin Hall, First Commissioner of Works, a very tall, stout man, whose nickname was “Big Ben”. The bell and the clock are on the clock tower of the complex. The Palace of Westminster has two miles of corridors and more than 1,000 rooms.

When Parliament is sitting, a flag flies from the Victoria Tower (the tallest tower in the complex) and a light shines by night.

Close to the Houses of Parliament stands Westminster Abbey. The first church on this site was an abbey dedicated to St. Peter. “Westminster” means “Western monastery”, showing its geographical relation to the City of London. The official name of Westminster Abbey is the Collegiate Church of St. Peter in Westminster, but to all Englishmen it is “The Abbey”. It was chosen by Edward the Confessor in 1065 for his coronation, and ever since it has been the scene of the coronation, marriage and burial of British monarchs and a place of tribute to Britain’s heroes. The Abbey contains the bones of twenty English kings and queens and those of a great many poets, statesmen and soldiers. Here you may see the tomb of the Unknown Soldier (the Unknown Warrior) who represents in his native soil a million dead in the First World War.

In Westminster Abbey most British monarchs since William the Conqueror have been crowned, and you may see the ancient Coronation Chair. The coronation of Queen Elizabeth II, in 1953, was the first to be televised.

2. Переведите следующие слова и словосочетания на русский язык:

to found, that is still left, to contain, which strikes the hours, close to, the official name, here you may see, ancient, statesmen.

3. Ответьте письменно на следующие вопросы по тексту:

1. How old is the Palace of Westminster?
2. What is the architectural style of the building?

3. What is the other name for the Palace of Westminster?
4. What part of the Parliament building is called Big Ben?
5. How did Big Ben get its name?
6. Are the present-day Houses of Parliament the original Westminster Palace?
7. What signs show if Parliament is sitting?
8. What is Westminster Abbey famous for? What role does it play for the whole country?

ВАРИАНТ 10

TANGIBILIZING THE INTANGIBLE

1. Подготовьте письменный перевод текста:

Hospitality services are intangible which means not only the fact that they cannot be seen, tasted, heard, or smelled but also that it is impossible to experience these services before they are purchased. It causes uncertainty in the customers about the quality of services they are going to purchase. Before boarding an airplane, passengers have nothing but a ticket and the promise of safe delivery to their destination. To reduce this uncertainty, the customers look for physical evidence that may provide information and confidence about service. A hotel's promotional material might include photographs of the hotel's public area, guest rooms, floor plans of a meeting hall (for meeting planners who might like to organize a meeting in the hotel), room capacities and furniture, the photographs of employees in the hotel's uniform, of the exterior of the hotel, etc.

Everything about a hospitality company communicates something that helps to tangibilize its services. Red and white awnings, the outside patio and white striped building wall displaying the signs of the restaurant chain TGI Friday's in large letters tell the potential guests that this restaurant offers informality and fun. A couple looking for an elegant, intimate atmosphere would be disappointed at Friday's. Similarly, the exterior of the hotel Hampton Inn's suggests that it will provide clean, comfortable and safe lodging at moderate price. When guests arrive, they find no door clerks, concierge desk, or other features appropriate for an upscale hotel. Instead, they find

an attentive desk clerk in an appropriate uniform and a small lobby with comfortable but moderate furnishing. In recent years, the so-called “greening” has become popular with the organizations of hospitality industry: the use of outside natural landscaping and the “fern bars” as a part of the interior.

Hospitality companies are very sensitive to protecting the visual image and overall appearance known as trade dress. The McDonald’s has brought suit against competitors who dared to copy any form of golden arches. Experts say that to compete effectively in today’s market, it is necessary to design an effective trade dress while taking care not to imitate too closely that of any competitor.

2. Переведите следующие слова и словосочетания на русский язык:

a promotional material, a floor plan, specific, room capacity, lodging, a lobby, a door clerk, a concierge, a desk clerk.

3. Ответьте письменно на следующие вопросы по тексту:

1. What sort of information is usually given in typical promotional materials?
2. What idea does the exterior of the restaurants belonging to the chain TGI Friday’s communicate?
3. What does the exterior of the hotels belonging to the chain Hampton Inn’s suggest?
4. What term is used in hospitality industry to refer to the use of vegetation as a means to decorate the building?
5. What term is used to refer to the visual image and overall appearance of a hospitality company?
6. What serves as a trade dress of McDonald’s and what part of it is so valuable for the company that they bring suit against competitors who imitate it?

КЛЮЧИ К ЗАДАНИЯМ И УПРАЖНЕНИЯМ

КЛЮЧИ К КОМПЛЕКСУ ЛЕКСИКО-ГРАММАТИЧЕСКИХ УПРАЖНЕНИЙ

Просьбы и предложения.

4. Составьте просьбы или предложения из следующих слов:

14) name / I / your / Could / have / ?.. Could I have your name?

15) I'd like to meet at 6.00 pm.

16) Can I take a message for you?

17) I'd like to speak to the manager.

18) Can I help you?

19) Can I have your passport?

20) I'd like a double room.

21) Would you like ice and lemon?

22) Can I smoke here?

23) Shall I check your reservation?

24) Could I have a menu?

25) Would you like some more?

26) Could I use the swimming pool?

5. Исправьте следующие предложения, используя образец:

9) Are there Internet access? Is there Internet access?

10) There **isn't** a car park.

11) There're 300 rooms in our hotel/

12) **Are** there any disabled facilities?

13) There **is** an exchange bureau.

14) **Is** there a minibar in the room?

15) There **aren't** any shops.

16) **Are** there any cloakrooms?

6. Составьте вопросы и дайте краткие ответы на них:

- 1) Do you have any luggage? Yes, I.....do...
- 2) Does..... the hotel have a laundry? No, it.....doesn't...
- 3) Does she want to book a room? Yes, shedoes...
- 4) Do..... you work in reception? No, Ido not...
- 5) Does.....he speak English? Yes, hedoes...
- 6) Doyou have a parking space? Yes, we.....do...
- 7) Does.....she know the city? No, she.....doesn't...
- 8) Do.....they have any children? Yes, they.....do...
- 9) Do.....you want a room with a sea view? Yes, I..do...
- 10) Do.....the tourists gather in the lobby? Yes, they..do...
- 11) Do.....you know the manager? No, I.....don't...
- 12) Does.....he usually book the room in advance? Yes, he..does...
- 13) Doyou know how to close the safe? No, I.....do not...
- 14) Do.....you use the key card in the elevator? Yes, I.do...
- 15) Is.....our room on the third floor? Yes, itis...
- 16) Is.....it difficult to do housekeeping? No, it.....is not...
- 17) Are.....there any suits available for the 2nd of June? No there...are not...
- 18) Does.....you wife like this hotel? Yes, she.....does
- 19) Are.....there any discounts now? No, thereare not...
- 20) Is.....the hotel in the center of the city? Yes, it...is...

4. Вставьте правильный предлог: on, at, in, from ... to.

- 1) Is the bar open ...on....Sundays?
- 2) I work ...from...7.00 am ... to...4.00 pm.
- 3) The swimming pool closes ...in...the evening.
- 4) We serve breakfast ...from...8.00 am... to...9.30 a.m. ...on...the weekend.
- 5) The new hotel opens ...in...two months.
- 6) The autumn season starts ...in...September.
- 7) I'd like to book a table for three ...for...3rd January.

8) Do you close ...on...Christmas?

5. Используйте в предложении правильную форму глагола в Present Simple:.

- 1) The bar...opens...(open) at 7.00.
- 2) Do...they often...visit...Chicago?
- 3) Scott...doesn't...work...in Sydney.
- 4) Do...you ...live...in Tokyo?
- 5) The hotel ...has...250 rooms.
- 6) Does...the restaurant...seat...85 people?
- 7) The restaurant...serves...over 200 customers a day.
- 8) I...do...not go...to London every week.

6. Используйте в предложении правильную форму глагола *to have* - эквивалента глагола *must* : *have to*, *had to* или *has to*

- 1) One of the guests fell ill. We ...had to...call a doctor.
- 2) Receptionists...have to...dress smartly. It's a hotel rule.
- 3) The air-conditioning broke down so we...had to...call an electrician.
- 4) Do you...have to...work in the kitchen?
- 5) We...have to...remember to say thank you to the manager.
- 6) Philippe...has...clean the tables before breakfast.

**КЛЮЧИ К УПРАЖНЕНИЯМ ДЛЯ САМОСТОЯТЕЛЬНОЙ РАБОТЫ ПО
ЗАКРЕПЛЕНИЮ ЛЕКСИЧЕСКОГО МАТЕРИАЛА**

Exercise 1. b)

- How many rooms are there in your hotel?
- How are the rooms equipped?
- How are the drinks served in the hotel dining room?
- Do you offer any discounts for parents with children?
- What's your charge for a twin room with a bath?

Exercise 2 b)

- What kind of hotel is it?

- Can I book a room ?
- Is there any difference in price of the room with a view of a canal?
- Where would you recommend to book a room for an elderly person?
- Is every room equipped with a bath?
- What's the price for a single room

Exercise 3. b)

- How many rooms are there in you hotel?
- What is the view from the windows of the bar?
- What kind cuisine do your restaurants serve?
- What is the room charge for children?
- What's the price for one person per night?

ТАБЛИЦА НЕПРАВИЛЬНЫХ ГЛАГОЛОВ АНГЛИЙСКОГО ЯЗЫКА[†]

| | Past Simple | Past Participle | Перевод |
|--------|-------------|-----------------|----------------------------------|
| be | was, were | been | быть, являться |
| beat | beat | beaten | бить, колотить |
| become | became | become | становиться |
| begin | began | begun | начинать |
| bend | bent | bent | гнуть |
| bet | bet | bet | держать пари |
| bite | bit | bitten | кусать |
| blow | blew | blown | дуть, выдыхать |
| break | broke | broken | ломать, разбивать, разрушать |
| bring | brought | brought | приносить, привозить, доставлять |
| build | built | built | строить, сооружать |
| buy | bought | bought | покупать, приобретать |
| catch | caught | caught | ловить, поймать, схватить |
| choose | chose | chosen | выбирать, избирать |
| come | came | come | приходить, подходить |
| cost | cost | cost | стоять, обходиться |
| cut | cut | cut | резать, разрезать |
| deal | dealt | dealt | иметь дело, распределять |
| dig | dug | dug | копать, рыть |
| do | did | done | делать, выполнять |

[†] Прослушать, как произносятся эти глаголы можно, пройдя по ссылке: <https://www.native-english.ru/grammar/irregular-verbs>

| | Past Simple | Past Participle | Перевод |
|---------|--------------------|------------------------|----------------------------------|
| draw | drew | drawn | рисовать, чертить |
| drink | drank | drunk | пить |
| drive | drove | driven | ездить, подвозить |
| eat | ate | eaten | есть, поглощать, поедать |
| fall | fell | fallen | падать |
| feed | fed | fed | кормить |
| feel | felt | felt | чувствовать, ощущать |
| fight | fought | fought | драться, сражаться, воевать |
| find | found | found | находить, обнаруживать |
| fly | flew | flown | летать |
| forget | forgot | forgotten | забывать о (чём-либо) |
| forgive | forgave | forgiven | прощать |
| freeze | froze | frozen | замерзать, замирать |
| get | got | got | получать, добираться |
| give | gave | given | дать, подать, дарить |
| go | went | gone | идти, двигаться |
| grow | grew | grown | расти, вырастать |
| hang | hung | hung | вешать, развешивать, висеть |
| have | had | had | иметь, обладать |
| hear | heard | heard | слышать, услышать |
| hide | hid | hidden | прятать, скрывать |
| hit | hit | hit | ударять, поражать |
| hold | held | held | держать, удерживать, задерживать |
| hurt | hurt | hurt | ранить, причинять боль, ушибить |

| | Past Simple | Past Participle | Перевод |
|-------|--------------------|------------------------|--|
| keep | kept | kept | хранить, сохранять, поддерживать |
| know | knew | known | знать, иметь представление |
| lay | laid | laid | класть, положить, покрывать |
| lead | led | led | вести за собой, сопровождать, руководить |
| leave | left | left | покидать, уходить, уезжать, оставлять |
| lend | lent | lent | одалживать, давать взаймы (в долг) |
| let | let | let | позволять, разрешать |
| lie | lay | lain | лежать |
| light | lit | lit | зажигать, светиться, освещать |
| lose | lost | lost | терять, лишаться, утрачивать |
| make | made | made | делать, создавать, изготавливать |
| mean | meant | meant | значить, иметь в виду, подразумевать |
| meet | met | met | встречать, знакомиться |
| pay | paid | paid | платить, оплачивать, рассчитываться |
| put | put | put | ставить, помещать, класть |
| read | read | read | читать, прочитать |
| ride | rode | ridden | ехать верхом, кататься |
| ring | rang | rung | звенеть, звонить |
| rise | rose | risen | восходить, вставать, подниматься |
| run | ran | run | бежать, бегать |
| say | said | said | говорить, сказать, произносить |
| see | saw | seen | видеть |
| seek | sought | sought | искать, разыскивать |
| sell | sold | sold | продавать, торговать |

| | Past Simple | Past Participle | Перевод |
|--------|--------------------|------------------------|---|
| send | sent | sent | посылать, отправлять, отсылать |
| set | set | set | устанавливать, задавать, назначать |
| shake | shook | shaken | трясти, встряхивать |
| shine | shone | shone | светить, сиять, озарять |
| shoot | shot | shot | стрелять |
| show | showed | shown, showed | показывать |
| shut | shut | shut | закрывать, запирасть, затворять |
| sing | sang | sung | петь, напевать |
| sink | sank | sunk | тонуть, погружаться |
| sit | sat | sat | сидеть, садиться |
| sleep | slept | slept | спать |
| speak | spoke | spoken | говорить, разговаривать, высказываться |
| spend | spent | spent | тратить, расходовать, проводить (время) |
| stand | stood | stood | стоять |
| steal | stole | stolen | воровать, красть |
| stick | stuck | stuck | втыкать, приклеивать |
| strike | struck | struck, stricken | ударять, бить, поражать |
| swear | swore | sworn | клясться, присягать |
| sweep | swept | swept | мести, подметать, смахивать |
| swim | swam | swum | плавать, плыть |
| swing | swung | swung | качаться, вертеться |
| take | took | taken | брать, хватать, взять |
| teach | taught | taught | учить, обучать |
| tear | tore | torn | рвать, отрывать |

| | Past Simple | Past Participle | Перевод |
|------------|--------------------|------------------------|-----------------------------|
| tell | told | told | рассказывать |
| think | thought | thought | думать, мыслить, размышлять |
| throw | threw | thrown | бросать, кидать, метать |
| understand | understood | understood | понимать, постигать |
| wake | woke | woken | просыпаться, будить |
| wear | wore | worn | носить (одежду) |
| win | won | won | победить, выиграть |
| write | wrote | written | писать, записывать |

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