

Документ подписан простой электронной подписью

Информация о владельце:

ФИО: Шебзухова Татьяна Александровна

Должность: Директор Пятигорского института (филиал) Северо-Кавказского

федерального университета

Дата подписания: 05.09.2023 17:00:44

Уникальный программный ключ:

d74ce93cd40e39275c3ba2f58486412a1c8ef96f

МИНИСТЕРСТВО НАУКИ И ВЫСШЕГО ОБРАЗОВАНИЯ РОССИЙСКОЙ ФЕДЕРАЦИИ

Федеральное государственное автономное образовательное учреждение

Высшего образования

«СЕВЕРО-КАВКАЗСКИЙ ФЕДЕРАЛЬНЫЙ УНИВЕРСИТЕТ»

Пятигорский институт (филиал) СКФУ

Колледж Пятигорского института (филиала) СКФУ

**МЕТОДИЧЕСКИЕ УКАЗАНИЯ ДЛЯ ПРАКТИЧЕСКИХ ЗАНЯТИЙ
ПМ.02 «ОРГАНИЗАЦИЯ И КОНТРОЛЬ ТЕКУЩЕЙ ДЕЯТЕЛЬНОСТИ
РАБОТНИКОВ СЛУЖБЫ ПИТАНИЯ»**

**МДК.02.02 Иностранный язык в сфере профессиональной коммуникации для
службы питания
(ЭЛЕКТРОННЫЙ ДОКУМЕНТ)**

Специальность 43.02.14 Гостиничное дело.

Квалификация специалист по гостеприимству

Пятигорск, 20__

Методические указания для практических занятий по дисциплине МДК.02.02 Иностранный язык в сфере профессиональной коммуникации для службы составлены в соответствии с требованиями ФГОС СПО к подготовке выпуска для получения квалификации специалист по гостеприимству. Предназначены для студентов по специальности СПО 43.02.14 Гостиничное дело.

Рассмотрено на заседании ПЦК колледжа Пятигорского института (филиала) СКФУ.

Протокол № _ от «_____» 20_ г.

Пояснительная записка.

Настоящее указания предназначено для студентов колледжа, обучающихся по специальности 43.02.14 Гостиничное дело.

Целью методического указания является развитие у студентов навыков чтения и понимания англоязычного текста по профессиональной тематике, подготовка студентов к реферативному переводу иноязычного текста. Кроме того, пособие направлено на закрепление тематической лексики, а также развитие навыков говорения на базе проблематики, представленной в текстах пособия.

Исходя из того, что в ходе учебной деятельности студенты должны самостоятельно "добывать" знания, а не получать их в готовом виде, в рамках пособия предполагается самостоятельная работа студентов со словарями, энциклопедическими и справочными пособиями. Фиксация подлежащих усвоению значений осуществляется в специальных упражнениях.

Пособие предназначено для работы в группах студентов колледжей с целью повышения их лингвистической компетенции.

**В результате освоения профессионального модуля студент должен:
иметь практический опыт:**

- планирования деятельности сотрудников службы питания и потребности в материальных ресурсах и персонале;
- разработки операционных процедур и стандартов службы питания; организации и стимулирования деятельности сотрудников службы питания в соответствии с текущими планами и стандартами гостиницы;
- оформления документов и ведения диалогов на профессиональную тематику на иностранном языке;
- контроля текущей деятельности сотрудников службы питания для поддержания требуемого уровня качества обслуживания гостей.

уметь:

- осуществлять планирование, организацию, координацию и контроль деятельности службы питания, взаимодействие с другими службами гостиничного комплекса;
- оценивать и планировать потребность службы питания в материальных ресурсах и персонале;
- определять численность и функциональные обязанности сотрудников, в соответствии с установленными нормативами, в т.ч. на иностранном языке;
- анализировать результаты деятельности службы питания и потребности в материальных ресурсах и персонале;
- использовать информационные технологии для ведения делопроизводства и выполнения регламентов службы питания;
- организовывать и контролировать процессы подготовки и обслуживания потребителей услуг с использованием различных методов и приемов подачи блюд и напитков в организациях службы питания, в т.ч. на иностранном языке;
- контролировать текущую деятельность сотрудников службы питания для поддержания требуемого уровня качества обслуживания гостей.

знать:

- задачи, функции и особенности работы службы питания;
- законодательные и нормативные акты о предоставлении услуг службы питания гостиничного комплекса;
- особенности организации предприятий питания разных типов и классов, методов и форм обслуживания;
- требования к обслуживающему персоналу, правила и нормы охраны труда, техники безопасности, производственной санитарии, противопожарной защиты и личной гигиены;
- требования к торговым и производственным помещениям организаций службы питания;
- профессиональную терминологию службы питания на иностранном языке;
- технологию организации процесса питания;

- специализированные информационные программы и технологии, используемые в работе службы питания;
- этапы процесса обслуживания;
- технологию организации процесса питания с использованием различных методов подачи блюд и напитков, стандартов организации обслуживания и продаж в подразделениях службы питания;
- профессиональную терминологию службы питания на иностранном языке;
- регламенты службы питания;
- критерии и показатели качества обслуживания;
- методы оценки качества предоставленных услуг.

Практическая работа № 1.

Тема 1. Моя будущая специальность – специалиста по гостеприимству. Речевые формы профессионального общения.

Цель работы:

1. Понимать сущность и социальную значимость своей будущей профессии, проявлять к ней устойчивый интерес.
2. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Введение новой лексики.
2. Повторение грамматического материала, необходимого для изучения темы.
3. Работа с текстом профессиональной направленности.
4. Формы обращения.
5. Приветствия при встрече гостей.
6. Приглашения.
7. Благодарности.
8. Извинения.
9. Выполнение лексико-грамматических упражнений.

Read and translate the text:

Technologist of catering.

The work of the technologist [tek'nɒlədʒɪst] of catering is primary in the cooking process. The work of the technologist of catering defines the quality of food in catering, its security and taste. Technologist organizes the production (host equipment, training in the rules of use); makes menu; distributes duties between the chefs and supervises their work.

The technologist checks the norm of output of food products; implements advanced technologies in production; The technologist is responsible for the serviceability [sɜːvɪsə'bɪlɪtɪ] of kitchen equipment and the quality of the finished foods; develops new recipes. Technologist explores new trends on the market of catering and coordinates work. Technologist offers a new range of dishes with the aim of increasing demand; monitors compliance with health and safety regulations of new dishes.

Technologist should have an esthetic taste; organizational skills; responsibility; accuracy ['ækjʊərəsɪ], physical endurance [ɪn'dʒʊərəns]; honesty, integrity [ɪn'tegɪrɪtɪ]. Technologist must be strict and sociable.

His education should be secondary. The profession of a technologist of public catering are in demand in the labour market.

The place of work of the technologist of public catering are restaurants; cafes, cafeterias; canteens; bars; dairies; bakeries; confectionery. The work of the technologist of catering varied and interesting.

In the process, the technologist develops creativity and develops new dishes. The technologist must be able to work in a large team and gain experience in the work.

Answer the questions:

1. What is the work of the technologist [tek'nɒlədʒɪst] of catering?

2. What does the technologist of catering organize?
3. What does the technologist of catering distribute between the chefs?
4. What are the duties of the technologist of catering?
5. What are the personal qualities of the technologist of catering?
6. Where can the technologist of catering work?
7. What is the work of the technologist?

Речевые формы профессионального общения.

Hi! (informal)

Hello (semi-formal, informal)

Morning (informal, semi-formal)

Afternoon (inform., semi-formal)

Evening (informal, semi-formal)

Good morning*

Good afternoon*

Good evening*

How do you do? (formal)

Ответ: How do you do?)

Вопросы для обсуждения:

1. How can we greet our colleagues and what do they say in answer to our greeting?
2. How do we greet our friends and what do they say in answer to our greeting?
3. What are the forms of greetings in the morning, in the afternoon, in the evening?
4. What words do we say when parting?
5. What do we say when parting in the morning, in the afternoon, in the evening?

Практическая работа № 2

Тема 2. Встреча, обслуживание гостей и прощание.

Цель работы:

1. Научиться работать в коллективе и в команде, эффективно общаться с коллегами, руководством, потребителями.
2. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Введение новой лексики.
2. Повторение грамматического материала, необходимого для изучения темы.
3. Работа с текстом профессиональной направленности.

GREETINGS WHEN MEETING GUESTS

ПРИВЕТСТВИЯ ПРИ ВСТРЕЧЕ ГОСТЕЙ.

We are pleased to welcome you in our restaurant ['restərɔ:ɪŋ], (hotel [həu'tel]). -

Мы рады приветствовать вас в нашем ресторане, (гостинице).

Welcome to our restaurant. - Добро пожаловать в наш ресторан.

We are happy to receive [ri'si:v] you. - Мы счастливы принять вас.

Welcome, dear guests! - Добро пожаловать, дорогие гости!

Good afternoon, dear guests! - Добрый день, уважаемые гости!

Good evening, dear guests. - Добрый вечер, дорогие гости!

You are welcome! - Добро пожаловать!

Welcome! - Добро пожаловать!

I am pleased to meet you. — Я рад, что встретил вас (познакомился с вами).

We are glad to meet you. - Мы рады встретиться (познакомиться) с вами!

I hope you will have a pleasant evening at our restaurant. - Я надеюсь, вы проведете приятный вечер в нашем ресторане.

Let me introduce myself. I am your headwaiter. - My name is George. Позвольте представиться.
Я ваш метрдотель. Меня зовут Джордж.

(It's) Nice to meet you. - Приятно с Вами познакомиться.

Let me introduce your waiter Boris to you. - Позвольте мне представить вам вашего официанта Бориса.

I am your waiter. My name is Boris. I'm at your disposal. - Я ваш официант. Меня зовут Борис. Я в вашем распоряжении.

Meet my friend Mr Johnson. - Познакомьтесь с моим другом, мистером Джонсоном.

Best regards to your friend. - Передавайте привет вашему другу

SAYING GOOD-BYE

СЛОВА ПРИ ПРОЩАНИИ

Good-bye! До свидания.

Bye-bye! = Bye! До свидания!

So long! - Пока!

Good-bye, ma'am.- До свидания, мадам!

See you later! - Увидимся позже!

Bye-bye. See you soon.- До свидания, скоро увидимся.

Расставаясь, англичане часто употребляют те же слова, что и при встрече. *Например:*
Morning! Evening! Good afternoon! - До свидания!

Answer the questions.

What words do we use:

1. before the name (surname) of a man when we address him?
2. when we address a man and we don't know his name?
3. before the name of a married woman when we address her?
4. before the name of an unmarried woman or a young girl?
5. when we address a girl or a young woman?
6. when we address a group of guests (men and women)?

Translate:

1. Как поживаете, г-н Браун? Мы счастливы принимать Вас в нашем ресторане.
2. Спасибо за приглашение!
3. Дорогие гости! Добро пожаловать в наш город!
4. Добрый вечер, дамы и господа!
5. Дорогие гости! Мы рады видеть вас в нашем ресторане!
6. Я к вашим услугам, сэр.
7. Дорогие друзья! Мы счастливы видеть вас снова!
8. Приятно с вами познакомиться.
9. Доброе утро, дорогие друзья!
10. Надеюсь встретиться с вами опять.
11. Как это любезно с вашей стороны!
12. Приходите снова!
13. Прошу прощения за беспокойство. Все в порядке. Ничего страшного.
14. До свидания. Желаю вам удачи!
15. «Алло, это Питер Браун. Могу я поговорить с Робертом?» — «Простите, его нет дома.

Что ему передать

Words to the text:

capital ['kæpɪtl]- столица; unforgettable - незабываемый; impression [ɪm'preʃən] -впечатление;
to choose - выбирать;

remarkable [rɪ'mɑ:kəbl]- замечательный, удивительный; be located [ləu'keɪtɪd] - быть расположенным; in the very heart [hɑ:t] - в самом сердце, в самом центре;

Red Square- Красная площадь;

Exhibitions Center [ˌeksɪ'bɪʃns 'sentə] Выставочный Центр embassy ['embəsi] посольство;

Ministry of Foreign Affairs ['mɪnɪstrɪ ɒv 'fɔrɪn ə'feɪz] - Министерство иностранных дел;

unique [ju:'ni:k] - уникальный;

interior [ɪn'tɪəriə] - интерьер, внутренний;

design [dɪ'zain] - дизайн;

enjoyable [ɪn'dʒɔɪəbl] - доставляющий удовольствие; spacious ['speɪʃəs] - просторный;

single room - одноместный номер;
furnish ['fə:nɪʃ] - обставлять мебелью, меблировать;
apartments [ə'pɑ:tmənts] - номера, апартаменты;
sophisticated [s ə 'fɪstɪkeɪtɪd] сложный
security system [sɪ'kjʊərɪtɪ 'sɪstɪm] - система безопасности;
suite [swɪ:t] - номер «люкс»;
luxurious [lʌg'zjuəriəs] - роскошный;
view [vju:] - вид;
culinary ['kʌlɪnəri] кулинарный
to provide [pr ə 'vaɪd] снабжать, обеспечивать
air conditioner ['eə kən'dɪʃən ə] - кондиционер;
satellite TV ['sætələɪt 'tɪvɪ] - спутниковое телевидение;
furniture ['fə:nɪʃə] - мебель;
style ['staɪl] - стиль;
exquisite ['ekskwɪzɪt] - изысканный;
Mediterranean cuisine [ˌmedɪtə'reɪnjən] - средиземноморская кухня;
banquet ['bæŋkwɪt] - банкет;
hospitality [ˌhɒspɪ'tælɪtɪ] - гостеприимство, радушие;
to host ['həʊst] зд. - принять, обслужить;
health ['helθ] - здоровье;
to relax [n'læks] - расслабиться;
massage ['mæsɑ:ʒ] - массаж;
hairdressing (hairdresser's) ['heə'dresɪŋ] - дамская парикмахерская;
gym = gymnasium [dʒɪm'neɪzjəm] - спортзал;
service bureau [bjuə'reɪ] - бюро обслуживания;
currency ['kʌrənsɪ]- валюта;
exchange [ɪks'tʃeɪndʒ] - обмен;
barber's ['bɑ:bəz] - мужская парикмахерская;
beauty saloon [sə'lu:n] - косметический салон;
laundry ['lɔ:ndri] - прачечная;
shoes repairs [rɪ'peərɪz] - ремонт обуви;

Read and translate the text:

“Hotel Restaurant”.

Moscow is the capital of Russia and the largest city in our country. A visit to Moscow always makes unforgettable impression on the people who come there for the first time. It will become more remarkable if you choose to stay at the “Golden Ring” hotel.

The “Golden Ring” hotel is located in the very heart of the city. The hotel has a modern building downtown Moscow in the historical center only minutes away from the Red Square and Kremlin museums. It is not far from foreign embassies and foreign companies’ offices, from the Exhibitions Center and just across the road from the Ministry of Foreign Affairs.

Friendly staff, high international standards of service and unique interior design will make your stay in the “Golden Ring” hotel pleasant and enjoyable.

The hotel has 247 spacious comfortably furnished apartments including double and single rooms, 80 Suites and 2 luxurious Presidential Suites. You will feel at home while staying in the “Golden Ring” hotel.

The hotel offers 24-hour room service and the most sophisticated security system. The guests are provided with in-room safety-deposit boxes, satellite TV and telephone lines, air conditioners. Comfortable furniture and unique design of the suites give you the atmosphere of luxury, comfort and style.

The “Golden Ring” hotel offers the best views of Moscow. The hotel restaurant located on the 23rd floor offers exquisite Mediterranean cuisine and luxurious atmosphere for its guests.

You can spend a pleasant evening and see Moscow from the height while enjoying the culinary art of the restaurant Chef.

The hotel restaurant is the best place to taste various dishes of Russian cuisine and experience genuine Russian traditions of dining. It is an ideal place for birthday parties and banquets.

There are 6 banquet rooms and a theatre-style Conference Hall in the hotel. They provide services for 10 to 250 persons.

The Health Club and saunas are the best way to relax. There the guests can have a relaxing massage. They can use, dry saunas and gym. The hotel has also a hairdresser's shop, a service bureau, a currency-exchange desk, barber's and beauty saloon, a laundry, shoes repairs and dry cleaning.

At the service bureau you can order a taxi or rent a car, book train and air tickets in advance.

Welcome to the "Hotel Restaurant"!

Answer the questions.

1. Where is the "Hotel Restaurant" hotel located?
2. Is it far from the Red Square and Kremlin museums?
3. How many apartments are there in the "Hotel Restaurant" hotel? What are they?
4. What services does the hotel offer to its guests?
5. Where can the guests see the views of Moscow?
6. What kinds of cuisine does the hotel restaurant and beer bar offer?
7. How many guests can banquet rooms and a Conference Hall host at a time?
8. Where can the guests order a taxi or rent a car, book train and air tickets in advance?

17. Complete the sentences with one of these verbs. Use each verb once only:

calculate • check out- • dispute • incur • issue • itemize • liaise overcharge • return • settle • sign for • vacate

1 At the end of their stay, guests check out at reception.

2 During their stay at a hotel, guests will _____ charges for the services which they use in the hotel.

3 When a hotel guest eats in the hotel restaurant, she will be asked to _____ the meal before leaving.

4 Some hotels _____ luggage pass to show that payment has been received and the guest is free to leave.

5 The hotel should _____ the bill so that guests can see the cost of each item.

6 Most hotels ask guests who are leaving to _____ their rooms before lunchtime.

7 The computer will automatically _____ any discount

8 The receptionist will ask the guests to _____ their bills before leaving the hotel.

9 The receptionist will _____ any valuables which have been deposited for safe keeping.

10 Guests may _____ a charge if they disagree with it.

11 Good teamwork means that the receptionist will _____ with the other departments in the hotel.

12 The hotel must be careful not to _____ the guests; they will be very unhappy if they have to pay more than they should.

Практическая работа № 3

Тема 3. Метрдотель и профессия официанта, их функции.

Цель работы:

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

2. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Введение новой лексики.
2. Повторение грамматического материала, необходимого для изучения темы.
3. Работа с текстом профессиональной направленности.

Words to the text:

waiter ['weit ə] - официант; waitress ['weitris] - официантка; dining room зд. - зал ресторана;
dish- блюдо;
Russian cuisine [kwi:'zi:n] - русская кухня;
to dust- вытирать пыль;
table-cloth = cloth [klɒθ] - скатерть;
napkin ['næpkin] - салфетка из ткани;
cruet-set ['kru:itset] - прибор для соли, перца и специй;
vase [va:z, veiz] - ваза;
to set the table - накрывать стол;
cover ['klʌvə] - столовый прибор;
spoon [spu:n] - ложка;
fork [fɔ:k] - вилка;
knife [naif] - нож;
staff [stɑ:f] - персонал;
to get ready - готовиться;
to serve [sə:v] - обслуживать, подавать (еду);
head waiter ((/y, maitred'hotel [,metr,d ə 'tel]) - метрдотель;
to prepare [pri'reə] - готовить(ся);
to show to - проводить;
customer ['klʌstəmə] - клиент, посетитель;
table d'hôte dishes ['teibl 'dəut] *фр.* - дежурные блюда;
à la carte ['ala'ka:t] dishes *фр.* - порционные блюда;
to recommend [ˌrekə'mend]- рекомендовать;
liquor['likə]- напиток, спиртной напиток;
special dishes = specialties ['speʃəltiz] - фирменные блюда;
to leave [li:v] - уходить, уезжать, оставлять, покидать;
cash [kæʃ] - наличные деньги;
to receive [ri'si:v] - принимать;
guests [gests] - гости;
cashier [kæ'ʃiə] - кассир;
to have a good time - хорошо проводить время;

WAITER'S WORKING DAY.

Victor works as a waiter at the restaurant “Russian Style”. It is a big restaurant in the centre of the city. The dining room of the restaurant is decorated in Russian style. The restaurant is famous for its dishes of Russian cuisine.

Victor is twenty-five and he already works at this restaurant for three years. He usually comes to work at ten o'clock in the morning. He has a lot of work to do. He dusts his tables and chairs, changes table-cloths on the tables and the flowers in the vases. Then he sets his tables for dinner. He brings cruet-sets, napkins, menu-cards and puts clean covers — plates, glasses, spoons, forks and knives on his tables. All the staff in the dining room — headwaiter, waiters and waitresses — get ready to receive guests.

Lunch begins at one o'clock. The guests come to the restaurant. The headwaiter meets them in the hall, greets them and shows them to their tables. Victor and other waiters serve lunch till five o'clock. They recommend dishes and wines (liquors) to the customers. The customers choose table d'hôte or à la carte dishes.

Dinner begins at six and Victor serves the guests till eleven. He recommends them special dishes or specialties of the restaurant. The guests eat, drink and have a good time. They usually leave the restaurant at midnight. Victor counts the money and gives the cash to the cashier, cleans the tables and then he is free to go home. He likes his work because it is interesting.

COMPREHENSION QUESTIONS

1. What is Victor's profession?
2. Where does he work?
3. When does he come to work?
4. What are the duties of a waiter?

5. What does the waiter put on the table for dinner every day?
6. When do the guests come to dinner?
7. What does the headwaiter do?
8. Do the waiters recommend table d'hôte and à la carte dishes to the guests?
9. When do the guests leave the restaurant?

Exercise 1. Translate:

1. Виктор работает официантом. 2. Он работает в ресторане. 3. Он приходит на работу в десять часов утра.
4. Официанты, официантки и метрдотели готовят зал к обеду. 5. Гости приходят в одиннадцать часов. 6. Официанты рекомендуют порционные блюда и дежурные блюда на обед. 7. Официанты рекомендуют фирменные блюда для обеда. 8. Гости хорошо проводят время вечером. 9. Виктор любит свою работу. 10. Обед подается до семи часов вечера 11. Официанты обслуживают гостей до полуночи.

The head waiter.

The head waiter is the main Manager and organizer of the whole work. In the morning the head waiter checks the quality of cleaning, the presence of furniture, equipment, lighting. During the working day the head waiter oversees, directs and supervises the work of the waiters and other subordinate employees. The duty of the head waiter is to greet guests and invite them to the table. After the guests settled at the table, they offer refreshing drinks and serves a menu folder and allow you to see a list of food and drinks. The waiter with the maitred'hôtel make a care plan. The same dish can be served in different ways - from feeding method will depend on the type of service and amount of payment. The maitred'hôtel systematically with the waiters classes, studying and practicing the most advanced techniques in operation and maintenance. The maitred'hôtel allows the occasional misunderstandings between the waiters and kitchen staff, bartenders and other restaurant workers. At the end of the working day, the maitred'hôtel oversees the delivery of revenue, avoiding debts, and monitors delivery of equipment, utensils, instruments.

Answer the questions.

1. What is the head waiter?
2. What does the head waiter check?
3. What does the head waiter do during the working day?
4. What are the duties of the head waiter?
5. What does the head waiter do at the end of the working day?

Практическая работа № 4.

Тема 4. Персонал кухни, его функции.

Цель работы:

1. Самостоятельно определять задачи профессионального и личностного развития, заниматься самообразованием, осознанно планировать повышение квалификации.
2. Принимать участие в заключении договоров об оказании гостиничных услуг.
3. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Введение новой лексики.
2. Повторение грамматического материала, необходимого для изучения темы.
3. Работа с текстом профессиональной направленности.

THE KITCHEN STAFF

The kitchen staff begin their day at three o'clock in the afternoon. The second chef, David, is a very good cook and he is able to make Anna's work when she is away. David does his work with the help of his apprentice Jim. He makes pâtés, ice cream and desserts. David also prepares meat dishes for the main course and then Anna cooks them.

Jim, the apprentice, works two months already, and has learned a lot of things in a short time. Jim thinks that a chef's job is rather difficult. He is sometimes so tired in the evening that at home he can do nothing but fall into bed. But this work is interesting for him. He cleans, cuts and prepares the vegetables and makes fruit salads. He learns to make garnishes and decorations on the dishes. He is happy because David fully trusts him. Today he will make the hors d'oeuvres, some of the entrees, main course and dessert dishes.

Mary is the kitchen hand. She works in the kitchen. She must keep the kitchen clean. She helps to slice mushrooms, peel potatoes and wash the dishes. Mary's role is very important at the restaurant. The kitchen is always clean.

COMPREHENSION QUESTIONS

1. What are the duties of the headwaiter?
2. What are the duties of the waiters?
3. How many waiters are there in the dining room?
4. What are the names of the waiters at "Morris" restaurant?
5. When does the kitchen staff begin their work?
6. What does the second chef do in the kitchen?
7. What does the apprentice do in the kitchen?
8. What are the duties of a kitchen hand?

Exercise 1. Fill in each blank with the proper (best) response from the list on the right:

fries; sharpen; taste; special; raw; proportions; refrigerate; running out; simmer; blend

1. I have to.....this knife. It's too dull.
2.these ingredients. = Mix these ingredients thoroughly.
3. Are we going to cook the vegetables, or are we going to serve them?
4. Make sure you measure all the ingredients. The.....have to be correct.
5. We're.....of parsley. Go to the store (UK = shop) and buy some.
6. To "....." something means to cook it just below the boiling point.
7. The.....of the day is vegetarian lasagna.
8. He ordered....., not baked potatoes.
9. When I cook, I often.....what I'm preparing to make sure it tastes the way it should.
10. Please.....the juice. Otherwise it'll go bad.

Практическая работа № 5.

Тема 5. Обслуживающий персонал ресторана, его функции.

Цель работы:

1. Самостоятельно определять задачи профессионального и личностного развития, заниматься самообразованием, осознанно планировать повышение квалификации.
2. Принимать участие в заключении договоров об оказании гостиничных услуг.
3. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Введение новой лексики.
2. Повторение грамматического материала, необходимого для изучения темы.
3. Работа с текстом профессиональной направленности.

THE STAFF OF THE RESTAURANT.

Head - waiter



Assistant Head-waiter Head wine-waiter

Station (or Chef) waiter Wine-waiter

Assistant (or Commis) waiter Commis Wine-waiter

I. Duties with the guests.

The staff of the restaurant must have sufficient knowledge of all the items on the menu and wine list in order to advise and offer suggestions to the customers. Further more they must know how to serve correctly each dish on the menu what the accompaniments are the correct cover, the make up of the dish and its appropriate garnish and also how to serve various types of drink, in the correct glass and a the right temperature.

The Head - waiter greets the guests on arrival, shows them their tables and seats them. Then he hands the menu and takes the orders. He should be able to give expert advice as to the food and enduce the guests to buy of the best ... and most profitable too.

The Station waiter notes the orders and passes them on to the kitchen; he must have a clear notion of the required time for lb preparation so that he can adjust the timing of his courses. He will serve the dishes from the customer's left, the dirty plates being collected from the right. It takes a skilled and clever man to give the right sort of service.

The Commis waiter brings the food from the kitchen to the using a tray or trolley. He collects the dirty plates and dishes them to the wash-up area.

The wine-waiter will bring, prepare and serve the wine ordered st. He will see that it is served at the right temperature and i the glasses when necessary.

II. There are ten people on the staff. They can be divided into two groups. One group works in the dining room. They serve the customers. Another group works in the kitchen. They prepare meals for the customers.

The head chef comes to work at 10 o'clock in the morning. The head chef made a new summer menu with many summer fruits and vegetables. She knows that people do not want heavy meals during hot weather. The head chef works all day, often more than 8 hours a day. She plans the menu and manages the staff in the kitchen. The head chef cooks meat dishes and sauces for the main course.

Friday is a very busy day for the restaurant. The head chef starts her work early at 8 o'clock because she must go to the market to buy fruit and vegetables for the weekend. This is not usually necessary, but the restaurant has recently changed suppliers.

The head chef must buy provisions herself until she finds new good suppliers. She will return to the restaurant at 10 o'clock and will start preparing the evening meal.

On Fridays the manager prepares the accounts for the suppliers and organizes the work for the next week. His first task in the morning is to check the telephone answering machine. The manager wants to know about the reservations for the next week. He manages both the dining room staff and the kitchen staff. He also effectively manages the finances of the restaurant.

COMPREHENSION QUESTIONS

1. What are the working hours of the restaurant?
2. When is the restaurant closed?
3. How many people are there on the staff?
4. Who is the head chef?
5. When does the head chef come to work?
6. What are the duties of the head chef?
7. What are the duties of the manager?

Exercise 1. Fill in each blank with the correct word. If both words can be used, choose the one that sounds more *natural* in each situation:

1. I'm sorry for the (*tardiness/delay*). Your food will be right out.
2. Are you paying together, or would you like separate (*bills/receipts*)? (= Americans say "checks")
3. There's an automatic 15% (*grace/gratuity*) added to parties of 8 or more.
4. We accept all (*primary/major*) credit cards.
5. The bread is free-of- (*charging/charge*). (= You don't have to pay for it)
6. The drinks are in the (*back/rear*) of the menu.
7. We have (*plenty/plentiful*) of (= many) vegetarian options as well.
8. Follow me, please - I'll (*show/seat*) you to your table.

9. You can get the salad on the (*side/separate*). (= not on the same dish as the main meal).
10. It'll (*take/last*) about half an hour to prepare.
-

Exercise 2. Fill in the words correctly:

advance, bunk beds, dormitory, double room, family room, key, reception, single room, twin room, vacancies

1. If you book a room for one person, you usually book a.....
2. If you want a room with a double bed, you book a.....
3. If you want a room with two separated beds, you book a
4. For families there are usually special offers if they take a
5. In youth hostels rooms are often shared by 10 or more people. This kind of room is called
6. To get 10 people into one room, two beds are usually placed on top of each other.
7. They are called
8. No matter where you're staying, you usually have to fill in a form at the
9. Then the receptionist tells you your room number and gives you the..... for your room.
10. During high season it's advisable to book a room in
11. If a B&B is fully booked, they usually have a sign in the window saying "No".

Практическая работа № 6.

Тема 6. Виды обслуживания.

Цель работы:

1. Самостоятельно определять задачи профессионального и личностного развития, заниматься самообразованием, осознанно планировать повышение квалификации.
2. Принимать участие в заключении договоров об оказании гостиничных услуг.
3. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Введение новой лексики.
2. Повторение грамматического материала, необходимого для изучения темы.
3. Работа с текстом профессиональной направленности.

Words and expression:

to rival - конкурировать, соревноваться
to consider - думать, полагать
to contain - содержать в себе, включать
to book - заказывать; бронировать
to enquire - осведомляться, спрашивать
to tip - давать чаевые
to include - включать в себя, содержать в себе
service charge - доплата за обслуживание (в ресторане)
staff - штат, персонал
decent - приличный, пристойный
grub - разг. еда
value for money - то, что стоит свою цену; стоит уплаченных за него денег
cuisine - (национальная) кухня
curry - карри (острая индийская приправа); блюдо, приправленное карри (мясное, рыбное, овощное ; подаётся с рисом)
haute cuisine - высокая, изысканная кухня

Restaurants.

There are many types of catering establishments. They are big first class restaurants in five-star hotels, small restaurants, cafeterias, snack bars and fast-food restaurants. They serve different types of customers. They are families, groups of tourists, business people, children etc. They all demand different styles of service. There are various basic styles of food service in restaurants of different types.

Cafeteria service.

In cafeteria service the guests collect their plates with dishes on a tray as they move along the counter. At the end of the counter there is a cash desk. There the customers pay for the dishes they have chosen. This kind of service is usually used in cafeterias, snack bars and canteens.

Plate service.

This is the simplest form of table service in the restaurants. All the food is put on the plates in the kitchen. The waiters take it and place on the table in front of the guest. The principal item in the dish should be put nearest to the customer, and the garnish and vegetables should be arranged around the main item.

Silver service.

This is the form of table service in the restaurants when the guests are served by the waiter from platters or bowls. They put food on guests' serving plate with the help of serving fork and spoon. Only qualified waiters can do this kind of table service.

Pubs.

Most pubs now serve food as it brings more customers through their doors. Pub food varies in quality from fresh home made produce to re-heated, mass produced menus. Most pubs serve food at lunchtime, many in the evening and some now stay open all afternoon. Many pubs (especially in quieter areas) will be closed between 3 pm and about 5.30 pm. Closing time will be sometime from 11 pm.

A typical pub menu will offer a variety of choices such as fish and chips, lasagne, curry, chicken pie, salads, pasta, jacket potatoes, steak and grill and sandwiches. Nearly all of these will be accompanied by chips!

Pubs operate in different ways when it comes to ordering but you usually choose a table which will have a number on it. You then decide what you want and at the bar. A waiter will then bring your food to the table.

International and fusion cuisine. Indian cuisine is the most popular alternative to traditional cooking in Britain. British people love their curries and you will find Indian restaurants up and down the country. Pizza and pasta dishes such as spaghetti bolognese and lasagna are the most popular forms of Italian food. Chinese food is so adapted to Western tastes that Chinese customers may be offered an entirely separate menu. American and Middle Eastern food mostly represented in the take-away sector. French food tends to be considered haute cuisine.

Fast food.

Most town high streets will contain at least one fast food giant such as McDonalds, Pizza Hut, Kentucky fried chicken, Subway and Burger King. Fish and chips, kebabs and burgers from a mobile van are also popular fast food choices.

Answer the questions:

1. What are the types of catering establishments?
2. What are the types of customers?
4. Where is cafeteria service used?
5. Where do the customers pay for the dishes in cafeteria service?
6. What is plate service at the restaurants?
7. What is silver service at the restaurants?
8. Are the pubs open in the afternoon?
9. What kind of food can you order in a pub?
10. What is the best loved international cuisine in Britain?

Exercise 2. Put the verbs in brackets into the Present Continuous Tense:

1. Look! It (rain).
2. He is on holiday. He (not / work) today.
3. You (make) a lot of noise.
4. "What ___you (do) at the moment? Can you help me with my project?" "Oh, I am busy just now. I (fix) my mixer. But if you can wait...."
5. What ___ you (talk) about?
6. What ___you (wait for)?
7. Why ___you (sit) here?
8. "What ___Tom (do)? Why ___he (not / practice)?" "He (have) some rest".

Практическая работа № 7.

Тема 7. Технология ресторанного обслуживания.

Цель работы:

1. Самостоятельно определять задачи профессионального и личностного развития, заниматься самообразованием, осознанно планировать повышение квалификации.

2. Принимать участие в заключении договоров об оказании гостиничных услуг.
3. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Введение новой лексики.
2. Повторение грамматического материала, необходимого для изучения темы.
3. Работа с текстом профессиональной направленности.

Words to the text:

service techniques ['sə:vɪs tek'ni:ks]- приемы, методы обслуживания

to depend on [di'pend]- зависеть

to serve -подавать (на стол), накрывать на стол, обслуживать

to remove- убирать, уносить

platter *амер.* - большое плоское блюдо

bowl ['bəʊl]- глубокое блюдо, миска

serving fork- вилка для подачи

tines of the fork- зубцы вилки

pointing up *зд.*- смотреть вверх

index ['indeks] finger- указательный палец

thumb [θʌm]- большой палец

middle finger- средний палец

gently ['dʒentli] *зд.* - осторожно

to scoop [sku:p]- зачерпнуть

diner's plate- тарелка обслуживаемого

slightly - слегка

left-handed person- левша

cover- прибор (обеденный)

to watch out- остерегаться, проявлять осторожность

to spill- проливать, разливать, расплескивать

to pour [pɔ:]- наливать

side dish- гарнир, побочное блюдо

to clean the cover- убирать со стола

flatware *стер.* - столовые приборы (ножи, вилки и ложки)

Read and translate the text:

FOOD SERVICE TECHNIQUES.

The service techniques that you use will depend on the country you are in and your training. The service techniques that are generally used in US are:

- Dishes are served from the left side of the customer and removed from the right side of the customer.
- Beverages are served from the right side of the customer.

How to serve from a platter or bowl?

When serving from a platter you can use the following techniques:

1. Hold the serving fork and spoon in your right hand. The tines of the fork and the bowl of the spoon should be pointing up. The fork will be on top of the spoon. The spoon should go between the index finger and the middle finger. The fork will go between the thumb and index finger.
2. Gently scoop the food into the spoon. Push the fork down to hold the food in place.
3. Hold the serving plate over the edge of the diner's plate and put the food on the plate.

If left-handed persons move their glasses to the left of the cover you may pour from the left. Some people may hold the glass up for you to pour: watch out for this and try not to spill the liquid onto the tablecloth.

Some people may want to drink the same beverage all the time. Keep this in mind. Don't forget to fill their water glass.

European service is different:

From the left you present platters, serve from platters, serve salad as a side dish, and clean the cover. From the right you set and remove plates, change flatware and pour beverages. The same is done all the way around the table.

Answer the questions:

1. From what side are dishes served?
2. From what side are dishes removed?
3. From what side are beverages served?
4. How the serving fork and spoon are held?
5. What is the difference between American and European silver service?

Exercise 1. Choose the right variant:

1. Many restaurants...
 - a) serve healthy food.
 - b) only serve fish and salad.
 - c) serve healthy food but with unhealthy sauces.
2. The British Food Standards Agency wants restaurants...
 - a) to serve healthy food.
 - b) to give more information about their dishes.
 - c) not to use fat and additives.
3. Chefs think that...
 - a) people are not going to order their dishes.
 - b) people are stupid.
 - c) cream and butter are good for you.
4. Doctors think that people...
 - a) need more information about cigarettes.
 - b) need more information about food.
 - c) need to stop eating in restaurants.

Практическая работа № 8.

Тема 8. Технология обслуживания конференций, семинаров, совещаний.

Цель работы:

1. Самостоятельно определять задачи профессионального и личностного развития, заниматься самообразованием, осознанно планировать повышение квалификации.
2. Принимать участие в заключении договоров об оказании гостиничных услуг.
3. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Введение новой лексики.
2. Повторение грамматического материала, необходимого для изучения темы.
3. Работа с текстом профессиональной направленности.

Words to the text:

buffet service ['bʌfɪt]- буфетное обслуживание
Swedish Board ['swi:dɪʃ 'bɔ:d]- «шведский стол»
convenient [kən'vi:njənt]- удобный
to arrange [ə'reɪndʒ]- устраивать, располагать
snack-plates - тарелки для накладывания еды
tray [treɪ]- поднос
to place [pleɪs]- помещать
separate ['seprɪt]- отдельный;

Read and translate the text:

Swedish Board.

Buffet service is often called the “Swedish Board”. This system of food service is very convenient for the guests — they needn’t wait for the waiters and bills. This is really self-service. As a rule this type of food service is arranged in hotels for big groups of tourists, and also for conferences and congresses. Breakfast is served from 8 to 10, lunch from 12 to 15, dinner from 18 to 20.

The counters with snacks and dishes, and snack-plates and trays for food are placed in the centre of the dining hall. The tables are near the walls. The guests come up to the Swedish Board and put the meals, appetizers and salads on the snack-plates themselves.

Then they put everything on the trays and take their seats at the tables.

The assortment of appetizers, dishes and beverages is usually rich. The guests can taste a little of each dish. Desserts are usually placed on a separate table. The waiter's role is to clear the tables and serve drinks. The waiters can also help the guests if necessary.

Then they put everything on the trays and take their seats at the tables.

The assortment of appetizers, dishes and beverages is usually rich. The guests can taste a little of each dish. Desserts are usually placed on a separate table. The waiter's role is to clear the tables and serve drinks. The waiters can also help the guests if necessary. The hotel needs to be specially trained stewards and waiters. Bartenders and waiters must serve food and drinks. The waiter must be familiar with hotel business and his work, to be able to prepare snacks, to speak two foreign languages.

In the organization of breakfasts, Lunches and dinners use different maintenance methods:

- buffet;
- sandwich service

For the organization of a buffet allocate a separate room convenient for maintenance. Table cover white or coloured cloth, which dipped almost to the floor. At the cash register hang out information about opening hours, cost of Breakfast, lunch or dinner.

Breakfast buffet is a wide selection of snacks and meals with free access. You can have anything you want, of what is proposed and exhibited. On the tables, put the water, fruit, mineral, bread, rolls, jam, cold cuts, dairy products, sweet dishes. The first meals in the hall on trolleys in China China, which put on the tables, guests poured soup into bowls; second bring a dish to the hall portionny plates. Food depends on the category of hotel and the country too.

This maintenance method has several advantages:

- increases the capacity of the restaurant hall;
- speeds up the service process;
- requires a smaller number of trained personnel.

For the organization of a buffet is used:

- counter for trays;
- fridge for cold and sweet food;
- shelves for soups and main hot dishes;
- counter for hot drinks;
- trolley for dirty dishes;
- counter for Cutlery.

Answer the questions:

1. What is buffet service?
2. Is the "Swedish Board" convenient for the guests?
3. What groups of people usually use the «Swedish Board»?
4. Where are the counters with snacks and dishes placed in the "Swedish Board"?
5. Where are the desserts placed in the "Swedish Board"?
6. What is the waiter's role in the "Swedish Board"?

Exercise 1. Translate from Russian into English:

1. В разных предприятиях питания разные стили обслуживания, потому что они обслуживают различные типы клиентов.
2. Самообслуживание «Шведский стол» очень удобно для гостей, потому что они не должны ждать официантов и счет.
3. «Шведский стол» используется для больших групп туристов, а также для конференций и конгрессов.
4. Ассортимент закусок, блюд и напитков обычно богат. Гости могут попробовать все блюда.
5. Официанты могут помогать гостям, если необходимо.

Практическая работа № 9.

Тема 9. Организация службы Room service.

Цель работы:

1. Самостоятельно определять задачи профессионального и личностного развития, заниматься самообразованием, осознанно планировать повышение квалификации.
2. Принимать участие в заключении договоров об оказании гостиничных услуг.
3. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Введение новой лексики.
2. Повторение грамматического материала, необходимого для изучения темы.
3. Работа с текстом профессиональной направленности.

Words to the text by heart:

department [dɪ'pɑ:tmənt] - отдел;
to judge ['dʒʌdʒ]- судить
to provide [prə'vaɪd]- обеспечивать
at least [æt 'li:st] - по крайней мере
all day dining - обед в течение всего дня
owl [aʊl] *перу.* - сова, полуночник
night owl menu [naɪt aʊl menju:] - ночное меню
to knock [nɒk] - стучать
loudly ['laʊdli]- громко
to enter ['entə]- входить
trolley ['trɒli]- столик на колесиках для подачи пищи
to explain [ɪks'pleɪn] - объяснять;
to sign [saɪn]- подписывать;
passage ['pæsɪdʒ]- коридор, проход;

Read and translate the text:

Room Service department.

Hotel restaurants have a Room Service department for the guests. Room service is the service of food or beverages in guests' rooms. The Room Service department works together with the kitchen of the restaurant. Hotels are often judged by the standard of the room service they provide. Five-star hotels provide room service for at least 18 hours of the day, but more often they provide 24-hour service, and that service must at all times be friendly, quick and efficient.

The Room Service department consists of a Manager, supervisors, waiters, staff of mini bar.

Manager of room service:

- supervises the work of the waiters;
- makes up the work schedule of the waiters;
- distributes the scope of work;
- monitors proper serving tables, trays;
- checks the formation of orders at the room service menu;
- makes sales reports;
- solves a problem situation.

Waiters of room service Department:

- serve the guests;
- ensure cleanliness and order in the room room service;
- are responsible for collecting dirty dishes from floors;
- monitor the receipt of orders from the pantry;
- provide the Department with utensils, gravy boats, milk jugs, Cutlery, tablecloths.

The dishes available for service in rooms are listed on a special room service menu.

The guests can order:

- **Breakfast** from 6 am to 11 am
- **All day dining** from 11 am to 11 pm
- **A la carte dishes** from 7 pm to 10 pm

• **Night owl menu** from 11 pm to 6 am

Most orders to Room Service are given by telephone. The waiters from the Room Service bring the dishes that were ordered by the guests on trays and trolleys. They usually knock on the door three times and say loudly, "Room Service". When the door is opened the waiter enters the room and greets the guest. The guest tells where to place the tray or trolley with dishes. The waiters usually explain what they have brought, ask to sign the bill, and tell the guest to put trays or trolleys outside their rooms in the passage after they have finished their meals.

Answer the questions:

1. What is the staff of the Room Service department?
2. What are the duties of the Manager of room service?
3. What are the duties of the waiters of room service Department?
4. What is Room Service?
5. When can guests order breakfast?
6. When can guests order dinner?
7. When can guests order a la carte dishes?
8. When can guests order the "Night owl menu"?
9. What do waiters use to bring the meals to the apartments?

Read and learn the dialogue by heart:

Room service at a hotel.

- Room service. Can I help you?
- Good morning. This is room 365. Could you send breakfast to my room, please?
- Certainly, madam. What would you like to have?
- A glass of orange juice, one serving of bacon and eggs, a toast with some butter and marmalade and a cup of black coffee, please. How long will it take?
- Well, about 15 minutes.
- That would be fine. I'm going to take a nap after breakfast. So is it possible to get a wake-up call at noon, please?
- Sure. I'll call you at 12 o'clock. Would you like anything else?
- Yes. I'd like to know which floor the swimming-pool is here.
- The swimming-pool, the sauna and the gym are on the first floor.
- Great. Thanks. And do you have laundry service? Could you send someone to pick up the laundry from my room?
- Sure. I'll ask the housekeeping staff to pick it up right now.
- Sounds good. And another thing is - my room is quite messy. Could you, please, clean it and change the bed sheets?
- OK. We shall do it after lunch then.
- Thank you very much. Is it possible to have an extra blanket, please? It was quite cold at night.
- No problem, madam. I'll send it to your room right now.
- Thanks a lot. I appreciate your help.
- You are welcome.

Exercise 1. Translate from Russian into English:

1. Большие гостиницы обычно предлагают гостям различные виды услуг.
2. О гостиницах часто судят по стандарту обслуживания номеров.
3. Заказы на обслуживание номеров делаются по телефону.
4. Официанты приносят блюда, которые заказывались гостями, на подносах или тележках.
5. Официанты обычно стучат в дверь три раза и говорят громко: «Обслуживание номеров».
6. Когда дверь открыта, официант входит в комнату и приветствует гостя.
7. Официанты обычно объясняют, что они принесли, и просят подписать счет.

Практическая работа № 10.

Тема 10. Услуги ресторана.

Цель работы:

1. Самостоятельно определять задачи профессионального и личностного развития, заниматься самообразованием, осознанно планировать повышение квалификации.

2. Принимать участие в заключении договоров об оказании гостиничных услуг.
3. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Введение новой лексики.
2. Повторение грамматического материала, необходимого для изучения темы.
3. Работа с текстом профессиональной направленности.

I. Read and translate the text:

Restaurant services.

“Hospitality” involves hotel and restaurant services. “Hospitality” may involve all kinds of businesses which provide accommodation and catering for customers.

There are many traditional restaurants of a la carte menu. The service is usually excellent and friendly waiters help you to relax and enjoy your meal fully.

You can try any types of food in restaurants you can try homemade cakes, beefsteaks, pasta and macaroni and others. For a main course you can order fish, meat or chicken with some rice or potatoes, also you can ask for pasta and salad. You can eat a bowl of ice-cream, a piece of apple pie, strawberries with cream or something like that for dessert. For drink you can order a glass of water or juice, a cup of coffee or tea or alcohol drink such as wine or beer.

The customers decide to eat at this or that restaurant for many reasons. Sometimes they like the menu of this restaurant and the reputation of the place. Sometimes they like the pleasant atmosphere, the music, or the quality of the food and its price. The customers always choose the restaurants with good service by the waiters.

Good waiters are very important in the restaurant businesses in which they work. They make a friendly atmosphere and give good and kind service to the customers. The customers visit restaurants with good service and they want to come there again. When the customers have a good time in the restaurant they tell their friends about it.

Many people often prefer restaurants of national cuisine such as Italian, Mexican and other. This restaurant offers types of food which are traditional for one or other country. For example, in the Italian restaurant you find many kinds of pasta, vegetables, cheese. In Mexican restaurant you are offered many meat dishes with different hot sauces.

The restaurants can offer excellent Japanese cuisine, Chinese cuisine, Mexican cuisine. The prices aren't quite low there, the average dinner is about 20-30 dollars for each person. The customers prefer high quality and nice service. The menu can fit any taste. There is a large selection of vegetarian dishes and special dishes for children which include chicken, steak and pasta meals. There are also a lot of fantastic desserts to choose from. For a starter I normally have some seafood salad, and for the main course it is usually grilled salmon served with wild mushrooms and seasonal vegetables. The customers can have much fun in any restaurant because the food is cooked just in front of us and served by the chefs. The chef brings all ingredients to the table and starts a theatrical performance of preparing the food. The chef chops and grills meat, fish and vegetables. Then he serves the freshly cooked, juicy and steaming hot food. Both adults and children enjoy the show.

The customers can order the best chocolate pudding, black coffee, ice-cream, nuts.

The restaurants offer outstanding food, great service and unforgettable entertainment.

Everyone can find a café or restaurant for own taste. The restaurants are an important part of public life.

II. Answer the questions:

1. What does “Hospitality” involve?
2. In what groups are the restaurants divided?
3. What kinds of restaurants do you know?
4. What service is in the traditional restaurants of a la carte menu?
5. What can the customers try in restaurants?
6. What can you order for a main course ?
7. What can you order for drink?
8. What can you order for dessert?

9. Why do customers decide to eat at this or that restaurant?
10. Are good waiters important in the restaurant business?
11. What are the duties of waiters?
12. What cuisine do many people often prefer?
13. What do the customers prefer best of all? What are the prices?
14. What can you order for a starter in the restaurants?

III. Retell the text.

IV. Read and learn the dialogue by heart:

At the Restaurant.

W: Are you ready to order now?

B.B.: Yes. Can we begin with the salad?

W.: Certainly, sir. What kind of dressing would you like?

B.B.: Just olive oil and vinegar for both of us.

W.: And for your entree?

B.B.: Two steaks, please.

W.: Rare, medium, or well done?

B.B.: Medium, please.

Vera: Is there a choice of vegetables and potatoes?

W.: No, ma'am. We serve a daily special. Today you can have mashed potatoes. The vegetable of this day is asparagus.

B.B.: It's all right with me. What about you, Vera?

Vera: It's okay.

W.: Would you like to see the wine list?

B.B.: We'd like a carafe of Chablis.

W.: Fine. Will you order your dessert now?

B.B.: Can we order it later?

W.: Of course.

Exercise 1: Put each of the following words into its correct place in the passage below:

animals die healthy mouth play bowl energy knives people spoons
chopsticks Europeans left plants daily grow man plates

Food is one of our most important needs. It gives us to work and . It makes us grow, and keeps our bodies strong and . Without food, we . All living things — plants, and man — need food to live and . But only make their own food. They also provide food for animals and . Customs influence the ways eat. Most Americans and eat from individual , using , forks, and . Arabs use only their hands to spoon foods from a central . Chinese and Japanese use to pick up food from a small bowl held close to the .

Exercise 1. Translate from Russian into English:

1. Посетителям нравится атмосфера в ресторанах.
2. Гостям нравится качество еды и ее цена.
3. Гости посещают рестораны с хорошим обслуживанием.
4. Если гостям нравится обслуживание, они снова приходят в ресторан сами и рассказывают о нем своим друзьям.
5. Хорошие официанты очень важны в ресторанном бизнесе.
6. Официанты создают приятную атмосферу и хорошо обслуживают клиентов.
7. Официанты должны быть всегда чистыми и опрятными
8. Официанты работают с пищей и обслуживают посетителей

Практическая работа № 11.

Тема 11. Типы ресторанов.

Цель работы:

1. Самостоятельно определять задачи профессионального и личностного развития, заниматься самообразованием, осознанно планировать повышение квалификации.
2. Принимать участие в заключении договоров об оказании гостиничных услуг.
3. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Введение новой лексики.
2. Повторение грамматического материала, необходимого для изучения темы.
3. Работа с текстом профессиональной направленности.
superb [sju:'rə:b]- роскошный;

Read and translate the text:

TYPES OF RESTAURANTS.

There are many types of catering establishments. They are big first class restaurants in five-star hotels, small restaurants, cafeterias, snack bars and fast-food restaurants. They serve different types of customers. They are families, groups of tourists, business people, children etc. They all demand different styles of service. There are various basic styles of food service in restaurants of different types. There are eight different types of places where people can eat and drink.

At the first class restaurants dinner is a la carte. Such restaurants are usually famous for their cuisine.

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

The informal national restaurants serve typical local dishes. They offer a lot of home-made dishes. These restaurants have two sorts of dinner menu: a la carte and a three-course fixed price menu.

Cafeteria service.

In cafeteria service the guests collect their plates with dishes on a tray as they move along the counter. At the end of the counter there is a cash desk. There the customers pay for the dishes they have chosen. This kind of service is usually used in cafeterias, snack bars and canteens.

Plate service.

This is the simplest form of table service in the restaurants. All the food is put on the plates in the kitchen. The waiters take it and place on the table in front of the guest. The principal item in the dish should be put nearest to the customer, and the garnish and vegetables should be arranged around the main item.

Silver service.

This is the form of table service in the restaurants when the guests are served by the waiter from platters or bowls. They put food on guests' serving plate with the help of serving fork and spoon. Only qualified waiters can do this kind of table service.

At the coffee-shops the atmosphere is friendly. The customers can have quick snacks with drinks there. These places serve sandwiches, salads, cakes and beverages.

At the snack-bars the customers can have some snack with their drink.

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

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

At the night clubs the customers can have excellent wine and delicious dishes and dance to a band until 4 a.m. as a rule.

COMPREHENSION QUESTIONS:

1. What are the eight different types of places where people can eat and drink?
2. What kind of places are the very luxurious and the formal luxury restaurants?
3. What kind of places are the informal national restaurants?

4. What kind of places are the coffee shops and the snack-bars?
5. What kind of places are the fast-food restaurants?
6. What kind of places are the bars?
7. What kind of places are the night clubs?

Exercise 1. Fill in each blank with the correct word. If both words can be used, choose the one that sounds more *natural* in each situation:

1. Are you (*prepared/ready*) to order?
2. The soup of the (*day/special*) is "Cream of Broccoli."
3. Our (*specials/deals*) are listed on the board.
4. I (*recommend/request*) the vegetarian chili.
5. We can (*substitute/subtract*) the bacon for cheese, if you like. (= We can give you cheese instead of bacon)
6. I'll be right (*back/return*) with your drinks.
7. This meal consists of three courses - soup, the (*main/prime*) course, and dessert.
8. The chicken (*comes/arrives*) with your choice of rice or potatoes.
9. I'm sorry, we're fully/completely (*booked/baked*) (= we have no free tables) right now.
10. If you would like, you can wait at the bar until a table (*opens/comes*) up. (= becomes available)

Exercise 2. Change the verb into the correct form:

1. I usually (go) to school.
2. They (visit) us often.
3. You (play) basketball once a week.
4. Tom (work) every day.
5. He always (tell) us funny stories.
6. She never (help) me with that!
7. Martha and Kevin (swim) twice a week.
8. In this club people usually (dance) a lot.
9. Linda (take care) of her sister.
10. John rarely (leave) the country.
11. We (live) in the city most of the year.
12. Lorie (travel) to Paris every Sunday.
13. I (bake) cookies twice a month.
14. You always (teach) me new things. 15. She (help) the kids of the neighborhood.

Практическая работа № 12.

Тема 12. Служба общественного питания.

Цель работы:

1. Самостоятельно определять задачи профессионального и личностного развития, заниматься самообразованием, осознанно планировать повышение квалификации.
2. Принимать участие в заключении договоров об оказании гостиничных услуг.
3. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Введение новой лексики.
2. Повторение грамматического материала, необходимого для изучения темы.
3. Работа с текстом профессиональной направленности.

Служба общественного питания.

Catering services.

I. Words to the text:

beverage ['bevərɪdʒ]-напиток;

pantry ['pæntɪ]- кладовая (для провизии);

lounge[laundʒ]- холл или комната для отдыха (в отеле и т. п.);

gain-добиваться;

the rate- разряд, класс;

brunch -поздний завтрак (заменяющий первый и второй завтрак);

Read and translate the text:

THE FOOD AND BEVERAGE DEPARTMENT.

Most hotels have got some kind of food and beverage department. It includes a kitchen, a pantry, dining-halls, bars and cocktail lounges.

If the hotel's kitchen has gained a reputation, it may increase the hotel's business. A hotel restaurant may serve individuals or groups. When a restaurant serves individuals it usually offers a la carte menus. When a hotel restaurant serves groups it provides table d'hôte menus.

A hotel restaurant may prepare light meals, such as a continental breakfast. A continental breakfast includes juice, rolls, butter, jam and tea or coffee.

A hotel restaurant may prepare full English breakfast. It is a meal of juice, cereals, bacon and eggs, toast and marmalade, tea or coffee.

The rate, when the hotels offer accommodation and breakfast, has got the name of "bed & breakfast".

A hotel restaurant may prepare both breakfast and one full meal: lunch or dinner. The rate, when the hotels offer accommodation, breakfast and one full meal, has got the name of "half board".

A hotel restaurant may prepare breakfast, full lunch and full dinner. The rate, when the hotels offer accommodation and three meals, has got the name of "full board".

A hotel restaurant may also serve brunch. It may be late breakfast or early lunch. The word "brunch" has recently appeared. It combines two words "breakfast" and "lunch".

The food and beverage department is in charge of room service, too. When the hotel guests want to have their food and beverages in their rooms, the hotel provides this service.

II. COMPREHENSION QUESTIONS:

1. What does the food and beverage department include?
2. How may the hotel's kitchen increase the hotel's business?
3. What kind of customers does a hotel restaurant serve? What kind of menus are there?
4. What types of breakfast can a restaurant serve? How do they differ?
5. What does the hotel rate "bed & breakfast" include?
6. What does the hotel rate "half board" include?
7. What does the hotel rate "full board" include?
8. What does the word "brunch" mean?
9. What is room service?

THE FOOD AND BEVERAGE STAFF.

(Штат службы общественного питания)

III. Words to the text:

supervisor ['sju:pəvaɪzə]- руководитель, заведущая(ий);

napery- столовое белье;

facilities- благоприятные условия для;

china- фарфоровые изделия;

storekeeper ['stɔ: ,ki:pə] - кладовщик;

dispatching [dɪs'pætʃɪŋ] - распределение;

steward [stjuəd]- официант;

busboy- помощник официанта;

bartender ['bɑ: ,tendə]- бармен;

alcoholic [,ælkə'hɒlɪk]- алкогольный;

Read and translate the text:

THE FOOD AND BEVERAGE STAFF.

At the head of the food and beverage department is the food and beverage manager.

The kitchen supervisor is the head chef. He is in charge of specialist chefs, cooks and kitchen helpers.

The cooks do the actual cooking of meals. The chefs supervise them. The kitchen helpers wash, peel and cut up the vegetables, wash and cut the meat.

There is a pantry in the food and beverage department. It has got the dishes, china, glassware, napery, facilities for warming up the dishes. The storekeeper is in charge of the pantry. Her duties also include dispatching of food and beverages within the department.

There is also a wine steward. After the customers have chosen dishes on the menu, he recommends and serves wine to them.

The main person in the dining-hall is the maitre d'hotel. He is in charge of all restaurant services. He meets, greets and seats the customers. Often he takes the orders from the customers. Waiters and waitresses serve food to the customers. They take orders and bring food to the tables. The busboy cleans the tables, pours water and brings rolls for the customers. The bartender mixes and pours alcoholic drinks for customers at the bar.

IV. COMPREHENSION QUESTIONS

1. Who is at the head of the food and beverage department?
2. Who is the head chef in charge of?
3. What do the chefs, the cooks and the kitchen helpers do?
4. What is there in the pantry? Who is in charge of it?
5. What does the storekeeper do?
6. What does the wine steward do?
7. What are the duties of the maitre d'hotel?
8. What are the duties of the waiter?
9. What does the busboy do?

V. Do some exercises:

Exercise 1. Complete the sentences:

1. The food and beverage manager is
2. The head chef is in charge of.....
3. The cooks do.....
4. The chefs supervise.....
5. The kitchen helpers.....,,,,
6. There are,,,,
7.is in charge of
8. The storekeeper dispatches of.....
9. The wine steward.....
10. The duties of the maitre d'hotel are.....
11. The busboy.....
12. The bartender.....

Exercises 2: Обратите внимание, в упражнении включены следующие формы будущего времени – Future Simple, Future Continuous, Future Perfect и конструкция be going to.

Exercise: *Заполните пропуски, используя глаголы в скобках в правильной будущей форме:*

Пример: This dress is wonderful! I ... (buy) it. – This dress is wonderful! I will buy it.

1. Don't come to me at 5 p.m. I ... (train) in the gym.
2. I think we ... (win) this game!
3. I ... (do my laundry) next Monday.
4. I don't understand this grammar rule. Don't worry, I ... (explain) it to you.

Exercise 3. Раскройте скобки, употребляя глаголы в Present, Past или Future Simple:

1. I (to go) to bed at ten o'clock every day.
2. I (to go) to bed at ten o'clock yesterday.
3. I (to go) to bed at ten o'clock tomorrow.
4. I (not to go) to the cinema every day.
5. I (not to go) to the cinema yesterday.
6. I (not to go) to the cinema tomorrow.
7. You (to watch) TV every day?
8. You (to watch) TV yesterday?
9. You (to watch) TV tomorrow?
10. When you (to leave) home for school every day?

Exercise 4. Раскройте скобки, употребляя глаголы в Present Perfect или Past Simple:

1. Helen speaks French so well because she (to live) in France.
2. She (to live) there last year.
3. The rain (to stop) and the sun is shining in the sky again.
4. The rain (to stop) half an hour ago.
5. Mary (to buy) a new hat.
6. I (to buy) a pair of gloves yesterday.
7. The wind (to blow) off the man's hat, and he cannot catch it.
8. The weather (to change), and we can go for a walk.
9. The wind (to change) in the morning.
10. We (to travel) around Europe last year.

Практическая работа № 13.

Тема 13. Обслуживание банкетов, шведского стола и торжеств.

Цель работы:

1. Самостоятельно определять задачи профессионального и личностного развития, заниматься самообразованием, осознанно планировать повышение квалификации.
2. Принимать участие в заключении договоров об оказании гостиничных услуг.
3. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Введение новой лексики.
2. Повторение грамматического материала, необходимого для изучения темы.
3. Работа с текстом профессиональной направленности.

I. Words to the text:

to set a table = to lay a cover - накрывать на стол

cutlery ['kʌtləri] - ножи, ложки, вилки

tableware - приборы для сервировки стола

glassware ['glɑ:swɛə] стеклянная посуда (стаканы, рюмки, бокалы)

crockery ['krɒkəri] посуда из фаянса (тарелки, чашки, блюда и прочее)

folded ['fəʊldɪ] - сложенный

napkin - салфетка

to face - быть обращенным (в определенную сторону)

at the left side - слева

at the right side - справа

sugar-basin ['ʃʊgə, beɪsn] - сахарница

salt-cellar ['sɔ:lt, selə] - солонка

pepper shaker ['pepə 'ʃeɪkə] - перечница

ashtray ['æʃtreɪ]- пепельница

edge [edʒ] - край

blade - лезвие

to wipe- вытирать

to polish- полировать

tip- кончик

to face left смотреть влево

cm = centimeter ['sentɪ, mi:tə]- сантиметр

Read and translate the text:**“The banquet”.**

The word a banquet came from the french word [bɑ̃.ke]. The waiters produce a supply of food and drinks.

A banquet manager is a professional who organizes and directs celebrations at banquet facilities. A banquet manager may also supervise a large catering staff and oversee the entire celebration, including food ordering and delivery, preparation, service, and cleanup. A banquet manager is

responsible for nearly every step in the process of organizing a celebration. As a result, banquet managers are typically expected to exhibit flexibility and a wide range of skills.

The Banquet carries out the official visits of officials, foreign representatives and delegations, international meetings, conferences, exhibitions and other celebrations.

1. Table linen. The tablecloth should be laid over a silence pad (flannel), with the center fold up and equal distance from the edges of the table.

The comers should fall an even distance from the floor on all sides. The cloth should be free from wrinkles, holes, and stains.

The folded napkin should be placed at the left of the forks, with open comers at the lower right and about 1 inch from the front edge of the table. The napkin also may be folded and placed on the service plate.

2. Cutlery (silverware).

Forks are placed at the left side of the serving table, tines pointed up.

Knives are placed on the right side of the forks, and spoons are laid, bowls up, at the right of the knives.

Knives and forks should be laid about 9 inches apart, so that a serving plate may be easily placed between them.

The rest of the silverware is then placed to the right of the knife and to the left of the fork in the order in which it is to be use, beginning from outside and then toward the plate. The handles should be perpendicular to the table edge and about an inch from its edge.

3. Glassware and China.

The bread-and-butter plate is placed at the left, directly above the tines of the meat fork.

The water glass should be placed at the right of the cover, just above the point of the dinner knife. Wine, liquor, and beer glasses are placed to the right of the water glass.

Sugar bowls and salt and pepper shakers are generally placed in the centre of small tables.

When wall tables for two are set, the sugar bowl and shakers usually are placed on the side nearest to the wall.

HOW TO LAY A COVER? (КАК СЕРВИРОВАТЬ СТОЛ?).

When you lay a cover you need the following cutlery and tableware:

- main knife and fork.
- fish knife and fork
- soup spoon
- side plate
- side knife
- glassware
- napkine

Rules of setting a table:

- Put the cutlery, crockery and glasses on the table before the guests come.
- Wipe and polish all cutlery and glassware before you put them on the table.
- Put the main fork (tines up) at the left side of the serving plate and the main knife at the right side. The handles of the cutlery should be 2,5 cm from the edge of the table.
- Put the bread plate at the left side.
- Put the butter knife on the bread plate.
- The blades of all knives must face left.
- Put the wine glasses in front of the main knife.
- Put a folded napkin in the centre of the serving plate or at the left side of the main fork.
- Place a vase for flowers, sugar-basin, salt-cellar, pepper shaker, and an ashtray in the center of the table or near the wall (if the table stands near the wall).

II. Answer the questions:

1. What does the word a banquet mean?
2. What is a banquet ?
3. What are the duties of the banquet manager?
4. When is it better to set the table?
5. What do we do with cutlery, crockery and glassware before we put them on the table?

6. Where do we put a main knife and a main fork?
74. Where do we put a serving plate?
8. Where do we put a butter knife?
9. Where do we put wine glasses?
10. Where do we put a folded napkin?
11. Where do we put flowers, sugar-basin, salt-cellar, pepper shaker and an ashtray?

Buffet service.

Buffet service is often called the “Swedish Board”. This system of food service is very convenient for the guests — they needn’t wait for the waiters and bills. This is really self-service. As a rule this type of food service is arranged in hotels for big groups of tourists, and also for conferences and congresses. Breakfast is served from 8 to 10, lunch from 12 to 15, dinner from 18 to 20.

The counters with snacks and dishes, and snack-plates and trays for food are placed in the centre of the dining hall. The tables are near the walls. The guests come up to the Swedish Board and put the meals, appetizers and salads on the snack-plates themselves. There are no any snacks, meals and drinks on the table. Then they put everything on the trays and take their seats at the tables.

The assortment of appetizers, dishes and beverages is usually rich. The guests can taste a little of each dish. Desserts are usually placed on a separate table. The waiter’s role is to clear the tables and serve drinks. The waiters can also help the guests if necessary.

III. Retell the text.

IV. Do some exercises:

Exercise 1. Put the verbs into the correct tense (simple past or present perfect):

1. I (just / finish) my homework.
2. Mary (already / write) five letters.
3. Tom (move) to his home town in 1994.
4. My friend (be) in Canada two years ago.
5. I (not / be) to Canada so far.
6. But I (already / travel) to London a couple of times.
7. Last week, Mary and Paul (go) to the cinema.
8. I can't take any pictures because I (not /buy) a new film yet.
9. (they / spend) their holidays in Paris last summer?
10. (you / ever / see) a whale?

Exercise 2. Put the verbs into the correct tense (Simple Past or Past Progressive):

1. The receptionist (welcome) the guests and (ask) them to fill in the form
2. The car (break) down and we (have) to walk home.
3. The boys (swim) while the girls (sunbath).
4. My father (come) in, (look) and (tell) me to tidy up my room.
5. While one group (prepare) dinner the others (collect) wood for the campfire.
6. While the parents (have) breakfast the children (run) about.
7. Martha (turn) off the light and (go) to bed.

Test

1. Who.....the next president?
 - a. will be b. will being c. be
2. I can't stay any longer, my friend.....tomorrow.
 - a. will come b. will came c. will come
3. Whatfor dinner?
 - a. will we eat b. we will eat c. we eat
4. I the house because we are going to rebuild it.
 - a. will clean b. will not clean c. won't clean
5. The dogthis cat for sure!
6. Next Monday there.....a new comedy on.
 - a. will be b. will not be c. will
7. If you study harder youthis exam.
 - a. pass b. will passing c. will pass

8. Whatfor Christmas?
- a. will you buy b. you will buy c. will not you buy
9. In future people.....less coffee.
- a. will drink b. will drinking c. will drink
10. At 9 o'clock Bob.....you with information.
- a. will call b. is call c. will calls

Практическая работа № 14.

Тема 14. Меню. Типы меню.

Цель работы:

1. Самостоятельно определять задачи профессионального и личностного развития, заниматься самообразованием, осознанно планировать повышение квалификации.
2. Принимать участие в заключении договоров об оказании гостиничных услуг.
3. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Введение новой лексики.
2. Повторение грамматического материала, необходимого для изучения темы.
3. Работа с текстом профессиональной направленности.

I. Words to the text:

fast-food restaurant - закусочная быстрого обслуживания

bill of fare - меню

fare [fɛə] - еда, провизия, съестные припасы

to receive [rɪ'si:v] получать

course ['kɔ:s] - блюдо (a dinner of three courses обед из трех блюд)

hors-d'oeuvre ['ɔ:dəvr] закуска

entrée ['ɒntreɪ] - горячая закуска; блюдо, подаваемое между рыбой и жарким

starter - закуска

main course вторые (основные) блюда

substantial [səb'stænʃəl] - важный, существенный

dessert [dɪ'zɜ:t]- десерт

oysters ['ɔɪstəz] - устрицы

potage [pɒtɑ:ʒ] - суп-пюре, густой суп

consommé [k ɒn' sɒmeɪ] - жидкий суп; hot- горячий; cold - холодный

chef [ʃef] шеф-повар, главный повар

Read and translate:

THE MENU.

The word menu means:

- A list of dishes served in this restaurant
- The list of dishes and wines with prices. Sometimes it is called *bill of fare*. It is usually printed in the form of a card and each guest receives a copy of the menu. In popular *fast food restaurants* there are one or two big menus on blackboards.

THE STRUCTURE OF MENU.

The classical French menu has more than twelve courses. Modern menus usually have two or three courses:

- Appetizers ['æpɪtaɪzəz] or snacks
- Soups
- Entrées ['ɒntreɪz]
- Main courses
- Desserts [dɪ'zɜ:ts]. Many restaurants call the first three courses «starters».

1. Appetizers can be hors-d'oeuvres, pâtés, or natural oysters. These dishes are usually cold. They stimulate the appetite and are served at the beginning of the meal.

2. Soups may be thick potage or thin consommé. Soups are usually served hot, but can be served cold.

3. The entree in the classical French menu is a course served between the fish and the main meat courses. In the modern menu it can be seafood dishes, salads, small fried sausages or fish.

4. The main course is the most substantial course of the meal. Guests usually choose their main courses first and then select other courses. When chefs design menus, they usually start with the main course and then plan the other courses.

5. Dessert is the sweet course at the end of a meal or before coffee. In Britain it can be fruit and nuts, or a pudding. Coffee can be served with chocolates, biscuits or fruits. The most popular dessert is ice cream.

II. COMPREHENSION QUESTIONS:

1. How many courses are there in a modern menu?
2. What are starters?
3. When are the appetizers served?
4. What kinds of soups do you know?
5. When are the entrees served?
6. What is the main course?
7. What is a dessert? What can be served for a dessert?
8. When is coffee served?

III. Retell the text.

IV. Read and translate the text:

TYPES OF MENUS.

Most menus consist of courses, or parts of the dinner, which are served in a certain order. First small, light dishes (appetizers) are served, then the main part of the meal is served and at the end of a meal a dessert is served. There are four basic types of menus:

- a la carte menu — a menu having individual dishes listed with separate prices
- table d'hôte menu — a menu offering a complete meal at a fixed price
- carte du jour — menu having dishes that are served on this day only.
- cycle menu — menu having different dishes every day

A la carte menu.

A la carte means dishes “according to the card”. This menu allows the customer to choose the number and type of dishes. This menu has a list of all the dishes, arranged in courses and each dish has its price. The dishes are “cooked to order”, so the guests must wait a little until the dish is ready, and then the dish is served to the guests.

Table d'hôte menu.

Table d'hôte means “host's table”. It usually offers a limited choice of dishes. Three or four dishes are offered in each course and the guest pays a fixed price for the whole meal.

In “business lunch”, for example, there are only three or four dishes in each course and the guest pays a fixed price for the whole meal.

Carte du jour.

Carte du jour means “card of the day”. The dishes in this menu are served on this day only.

Cycle menu.

A cycle menu is a group of menus, which are repeated in a certain cycle. Cycle menus are usually used in hospitals, on airlines and in works canteens. The dishes in the main course are new every day.

V. Retell the text.

VI. Exercise 1. Put the verb *to write* in the appropriate form:

1. We often ... letters to our parents.
2. What ... you ... now?
3. Yesterday they ... tests from 10 till 12 o'clock.
4. Who ... this letter tomorrow?
5. I ... some letters last week.
6. What ... you ... tomorrow at 10?
7. When I came in she ... a letter.

8. Do you often ... letters to your parents?
9. I ... not ... this article now. I ... it in some days.
10. ... he ... his report at the moment?
11. What ... she ... in the evening yesterday?
12. As a rule he ... tests well.

Exercise 2. Change the verb into the correct form:

1. London (be) in England.
2. She (drive) very well.
3. They (open) the store at 8:00.
4. Water (boil) at 100 degrees.
5. Water (freeze) at 0 degrees.
6. My sister (speak) English.
7. A triangle (have) three corners.
8. Dogs (be) good friends.

Практическая работа № 15.

Тема 15. Выбор, заказ блюд и напитков. В баре.

Цель работы:

1. Самостоятельно определять задачи профессионального и личностного развития, заниматься самообразованием, осознанно планировать повышение квалификации.
2. Принимать участие в заключении договоров об оказании гостиничных услуг.
3. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Введение новой лексики.
2. Повторение грамматического материала, необходимого для изучения темы.
3. Работа с текстом профессиональной направленности.

I. Words to the text:

to show in - провести (в помещение);

appetizer [æpitaɪzə] - закуска *Syn.* hors-d'oeuvre [o:'dɜ:vɜ] *Fr.*, snack;

jellied [ˈdʒelɪd] tongue [tʌŋ]- заливной язык;

beef-tea- крепкий бульон из говядины;

for the main course- на второе;

new potatoes- молодой картофель;

beverage - напиток (любой);

for dessert [di'zɜ:t] - на десерт;

hearty [hɑ:ti] - обильный, здоровый (о пище);

Have a cigarette!- Закуривайте!

nut- орех; pike-perch- судак;

kidney ['kɪdni] - почка;

Read and translate the text:

At the restaurant.

Yesterday was my day out. My friend Nick and I had dinner at the restaurant. At one o'clock we were at the "Metropol". The waiter showed us in and we took a table by the window. The waiter brought us the menu and recommended some appetizers and dishes. For a snack we had soft caviar, jellied tongue and mixed green salads. The snacks looked very appetizing. Then Nick had chicken rice soup. I ordered beef-tea and a meat patty. For the main course we had fried pike-perch and new potatoes. Our dinner was delicious. For a drink we ordered special lemon beverage and for dessert pears, oranges and ice-cream. The waiter served us very well. We paid the bill, thanked the waiter and left the restaurant-hall. We had a hearty meal. I think the meals at the "Metropol" are very good. Then we went to the bar for coffee and cigarettes. Some guests ordered rich sweets, nuts and cocktails.

II. Answer the questions:

What did the waiter do?
What does the word menu mean?
What did the waiter bring to the guests?
What did they have for a snack?
What did they have for the main course?
What did they order for a drink? What did they order for dessert?

III. Read and learn the dialogue by heart:

Dialogue.

A: Shall we have a look at the menu? I'm so hungry.
B: Yeah, OK. Boy, there are a few things here that I don't understand.
C: There's a lot of this stuff I don't understand. What's all this then?
A: Well, what about the starters? Hey, do you know what «prawns» are?
B: Appetisers.
A: Appetisers, oh. «Prawns» are what?
B: They are like large shrimps [ˈrɪmpz].
C: Oh, they're delicious with avocado [ˌævəʊˈkɑːdəʊ].
A: Really? Mind you, I like the sound of «melon and orange salad».
B: Hey, hey, look at the main courses. What is «Lancashire hotpot»?
C: I've heard of that. That's sort of lamb and vegetables cooked in the oven sort of broiled and the potatoes are sliced on top and put in a layer. It's delicious.
A: It sounds good. And what's this one: «steak and kidney pie», do you know what this is?
B: Yeah, that now is a typical English dish – it's made of beef which is cut up into pieces along with pieces of kidney [ˈkɪdnɪ] in a rich brown sauce. It's lovely. And that is traditionally English.

IV. Answer the questions:

What does the word menu mean?
What are the starters?
What is «Lancashire hotpot»?
What is «steak and kidney pie»?
When are the appetisers served?

V. Read and learn the dialogue by heart:

Dialogue.

Waiter: Good afternoon! You can sit at this table.
Guest: We'd like a table for four. Our friends will come later.
W.: Then you can take your seats at any vacant table. Here is the menu. Make your choice.
G.: Let's see what's on the menu today. What would you recommend?
W.: There is a big choice of dishes today. I would recommend our specialties — roast duck and goulash [ˈguːlæʃ]. I can also recommend you roast chicken or roast beef. Would you like soup?
G.: Oh, yes. Two clear soups with croutons, please, and two helpings of roast duck.
W.: What will you order for your friends?
G.: They will make their orders themselves.
W.: All right. Will you have anything for a drink?
G.: Certainly. Apple juice and fruit squash [skwɒʃ].
W.: What will you have for a dessert?
G.: I think it will be apple pie and white coffee.

VI. Answer the questions:

What is the main course?
What kinds of soups do you know?
What can be served for a dessert?

VII. Do some exercises:

Exercise 1. Употребите глаголы в скобках в Present Continuous или Present Simple:

1. Excuse me, _____ (you / speak) English?

2. Tom _____ (have) a shower at the moment.
3. I _____ (love) you but you _____ (not / love) me.
4. Listen! Somebody _____ (sing).
5. She's tired. She _____ (want) to go home now.
6. How often _____ (you / read) a newspaper?

Exercise 2. Раскройте скобки, употребляя глаголы в Past Simple или Past Continuous:

1. I (to play) computer games yesterday.
2. I (to play) computer games at five o'clock yesterday.
3. He (to play) computer games from two till three yesterday.
4. We (to play) computer games the whole evening yesterday.
5. What Nick (to do) when you came to his place?
6. What you (to do) when I rang you up?
7. I (not to sleep) at nine o'clock yesterday.
8. What he (to do) yesterday? - He (to read) a book.
9. What he (to do) the whole evening yesterday? --He (to read) a book.
10. She (to sleep) when you came home?

Практическая работа № 16.

Тема 16. Как сервировать стол. Столовые приборы.

Цель работы:

1. Самостоятельно определять задачи профессионального и личностного развития, заниматься самообразованием, осознанно планировать повышение квалификации.
2. Принимать участие в заключении договоров об оказании гостиничных услуг.
3. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

Ход работы:

1. Введение новой лексики.
2. Повторение грамматического материала, необходимого для изучения темы.
3. Работа с текстом профессиональной направленности.

I. Words to the text:

pad -подушка; comer-посетитель;

stains- пятно;

sugar-basin ['ʃʊgə beɪsn]- сахарница;

salt-cellar ['sɔ:lt selə]- солонка;

pepper shaker ['perə ʃeɪkə]- перечница;

to set a table = to lay a cover накрывать на стол;

cutlery ['kʌtləri]- ножи, ложки, вилки;

tableware- приборы для сервировки стола;

glassware[' glɑ:swɛə]- стеклянная посуда (стаканы, рюмки, бокалы);

crockery ['krɒkəri] -посуда из фаянса (тарелки, чашки, блюда и прочее);

folded- сложенный; napkin ['næpkin]- салфетка;

to face -быть обращенным (в определенную сторону);

at the left side- слева;

at the right side- справа;

flannel ['flænl]- фланель;

Read and translate the text:

HOW TO SET A TABLE? (Как сервировать стол).

1. Table linen.

The tablecloth should be laid over a silence pad (flannel), with the center fold up and equal distance from the edges of the table. The comers should fall an even distance from the floor on all sides. The cloth should be free from wrinkles, holes, and stains. The folded napkin should be placed at the left of the forks, with open comers at the lower right and about 1 inch from the front edge of the table. The napkin also may be folded and placed on the service plate.

2. Cutlery (silverware).

Forks are placed at the left side of the serving table, tines pointed up. Knives are placed on the right side of the forks, and spoons are laid, bowls up, at the right of the knives. Knives and forks should be laid about 9 inches apart, so that a serving plate may be easily placed between them. The rest of the silverware is then placed to the right of the knife and to the left of the fork in the order in which it is to be used, beginning from outside and then toward the plate. The handles should be perpendicular to the table edge and about an inch from its edge.

3. Glassware and China.

The bread-and-butter plate is placed at the left, directly above the tines of the meat fork. The water glass should be placed at the right of the cover, just above the point of the dinner knife. Wine, liquor, and beer glasses are placed to the right of the water glass. Sugar bowls and salt and pepper shakers are generally placed in the centre of small tables. When wall tables for two are set, the sugar bowl and shakers usually are placed on the side nearest to the wall.

II. Answer the questions:

1. Where do we put a folded napkin?
2. Where do we put flowers, sugar-basin, salt-cellar, pepper shaker and an ashtray?

III. Retell the text.

IV. Read and translate the text:

Setting the table.

There were some crumbs on the table cloth. Mary held the service plate just under the edge of the table, and with a folded napkin she brushed the crumbs off the table onto the plate. She then put the glasses, flatware, china and other items she needed in the middle of the table.

First, Mary placed a napkin in the middle of the table setting about two centimeters from the bottom edge of the table. Then she placed the table knife on the right four centimeters from the napkin. She put a fish knife next to the table knife. She positioned a soup spoon next to the fish knife. She set a table fork down four centimeters to the left of the napkin and placed a fish fork on the outer side of it.

Mary made sure that all the flatware was in line with the napkin. She placed the dessert spoon and fork about eight centimeters above the napkin. She positioned a water goblet about two centimeters above the tip of the table knife. Then she placed a wineglass on the right of the water goblet.

Next, Mary put a side plate on the left about three centimeters from the fish fork. She placed a butter knife on the right side of the side plate. She then arranged a small vase of flowers in the centre of the table.

Finally, Mary put an ashtray and a pepper and salt shakers in the middle of the table. The table cloth on the next table was soiled, so Mary changed it and put a fresh clean cloth on the table before setting it.

V. Answer the questions:

1. Where does she put the glasses, flatware, china and other items?
2. What did Mary place in the middle of the table?
3. What did she place on the right from the napkin?
4. She put a fish knife next to the table knife, didn't she?
5. Where did she place the dessert spoon and fork?
6. Where did Mary put a side plate?
7. Where did she arrange a small vase of flowers?
8. What did she put in the middle of the table?

VI. Do some exercises:

Exercise 1. Раскройте скобки, употребляя глаголы в Past Simple или Past Continuous:

1. He (to get) up at seven o'clock yesterday.
2. Father (to come) home at six o'clock yesterday.
3. I (to read) a book at six o'clock yesterday.
4. She (to fall) asleep at eleven o'clock yesterday.
5. Mother (to drink) tea at eleven o'clock yesterday.
6. Father (to watch) TV at ten o'clock yesterday.
7. I (to go) to bed at nine o'clock yesterday.
8. I (to finish) my homework at nine o'clock yesterday.
9. I (to play) the piano at five o'clock yesterday.

10. He (to begin) to do his homework at four o'clock yesterday.
11. She (to wash) the floor at four o'clock yesterday.
12. I (to meet) Nick at three o'clock yesterday.
13. When I (to come) home, Kate (to play) the piano.
14. When I (to meet) John, he (to go) to the railway station.
15. When I (to go) to the museum, I (to see) a big crowd of people in the street.
18. They (to play) in the yard in the evening yesterday.
17. They (to play) in the yard the whole evening yesterday.
18. I (to clean) my teeth at eight o'clock in the morning yesterday.
19. We (to go) to the wood in summer.
20. When the teacher (to open) the door of the classroom, the pupils (to sit) at their desks.

Exercise 2. Поставьте прилагательное в скобках в нужную форму:

1. The Volga is.....(long) river in Europe.
2. Life in the country is.....(relaxing) than in the city.
3. He is one of.....(rich) people in the world.
4. My house is.....(modern) than yours.
5. The weather today is.....(good) than it was yesterday.

УЧЕБНО-МЕТОДИЧЕСКОЕ И ИНФОРМАЦИОННОЕ ОБЕСПЕЧЕНИЕ ДИСЦИПЛИНЫ

Рекомендуемая литература

Основная литература:

1. Английский язык : учебное пособие для СПО / М. А. Волкова, Е. Ю. Клепко, Т. А. Кузьмина [и др.]. — Саратов : Профобразование, 2019. — 113 с. — ISBN 978-5-4488-0356-7. — Текст : электронный // Электронно-библиотечная система IPR BOOKS : [сайт]. — URL: <http://www.iprbookshop.ru/86190.html>. — Режим доступа: для авторизир. Пользователей
2. Беликова, Е. В. Английский язык : учебное пособие для СПО / Е. В. Беликова. — Саратов : Научная книга, 2019. — 191 с. — ISBN 978-5-9758-1889-8. — Текст : электронный // Электронно-библиотечная система IPR BOOKS : [сайт]. — URL: <http://www.iprbookshop.ru/87072.html>. — Режим доступа: для авторизир. Пользователей
3. Тимохина, Т. Л. Гостиничная индустрия: учебник для СПО / Т. Л. Тимохина. — М.: Издательство Юрайт, 2017. — 336 с. — (Профессиональное образование). — ISBN 978-5-534-04589-5. <https://www.biblio-online.ru/viewer/12AC7584-3AAC-48DC-A720-4CA49A6FD829#page/1>

Дополнительная литература:

1. Кузнецова, Т. С. Английский язык. Устная речь. Практикум : учебное пособие для СПО / Т. С. Кузнецова. — 2-е изд. — Саратов, Екатеринбург : Профобразование, Уральский федеральный университет, 2019. — 267 с. — ISBN 978-5-4488-0457-1, 978-5-7996-2846-8. — Текст : электронный // Электронно-библиотечная система IPR BOOKS : [сайт]. — URL: <http://www.iprbookshop.ru/87787.html>. — Режим доступа: для авторизир. Пользователей
2. Беляева, И. В. Иностранный язык в сфере профессиональной коммуникации : учебное пособие для СПО / И. В. Беляева, Е. Ю. Нестеренко, Т. И. Сорогина ; под редакцией Е. Г. Соболевой. — 2-е изд. — Саратов, Екатеринбург : Профобразование, Уральский федеральный университет, 2019. — 131 с. — ISBN 978-5-4488-0409-0, 978-5-7996-2848-2. — Текст : электронный // Электронно-библиотечная система IPR BOOKS : [сайт]. — URL: <http://www.iprbookshop.ru/87805.html>. — Режим доступа: для авторизир. Пользователей
3. Раптанова И.Н. English for service and tourism industry - Английский язык в сфере обслуживания и туризма [Электронный ресурс] : учебное пособие / И.Н. Раптанова, К.Г. Чапалда. — Электрон. текстовые данные. — Оренбург: Оренбургский государственный университет, ЭБС АСВ, 2016. — 119 с. — 978-5-7410-1520-9. — Режим доступа: <http://www.iprbookshop.ru/69881.html>

Интернет-ресурсы:

1. Wikipedia, Google, Яндекс - информационный портал
2. www.english.language.ru – сайт для изучающих английский язык
3. www.macmillan.ru - каталог учебных пособий, словарей и мультимедийной продукции для изучающих английский язык
4. www.enhome.ru - изучение английского языка самостоятельно
5. www.study.ru - портал изучения иностранных языков