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**«СЕВЕРО-КАВКАЗСКИЙ ФЕДЕРАЛЬНЫЙ УНИВЕРСИТЕТ»**  
**Пятигорский институт (филиал) СКФУ**  
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## **МЕТОДИЧЕСКИЕ УКАЗАНИЯ ДЛЯ ПРАКТИЧЕСКИХ ЗАНЯТИЙ**

### **СГ 02 Иностранный язык в профессиональной деятельности**

Специальность СПО 43.02.16 Туризм и гостеприимство

Квалификация: специалист по туризму и гостеприимству

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Методические указания для практических занятий по дисциплине «Иностранный язык в профессиональной деятельности» составлены в соответствии с требованиями ФГОС СПО, предназначены для студентов, обучающихся по специальности 43.02.16 Туризм и гостеприимство.

**Раздел 1. Общие сведения о туризме**  
**Практическая работа №1**

**Тема 1.1. История туризма**

**Цель работы:** Развитие умения говорить на основе прочитанного, формирование лексических и грамматических навыков чтения и говорения.

**Ход работы:** Изучение нового лексического материала. Чтение и перевод текста.

**THE HISTORY OF TOURISM**

**1. Answer the questions.**

1. When do you think people started travelling?
2. Who were the first travellers, in your opinion?
3. Do you know the famous travellers?
4. What organisation promotes tourism throughout the world?
5. What can you say about the development of tourism in Russia?

**2. Read and translate the text.**

People have always had a need to travel, be it to explore and discover new lands or for our own enjoyment. Tourism covers precisely the latter.

People started travelling long ago. The first travellers were nomads and pilgrims, merchants and traders. They travelled along rivers, lakes and seas. The first travellers used simple means of travelling: boats and ferries on the water and camels in the desert.

But tourism had to wait for the civilization of ancient Greece before it really got moving. The Olympic games of 776 BC were the first international event, with people travelling from many countries to watch and take part. Gradually, more and more people caught the travel bug.

We can trace the origin of the modern concept of tourism back to the 17th century, when young nobles from western and northern European countries made what was called the Grand Tour: a trip around Europe (usually covering France, Germany, Italy and Greece) with the main purpose of soaking up history, art and cultural heritage. It was considered a perfect way to be educated.

By the 18th century, this custom was widespread among wealthier classes and it spread to other parts of the world, such as America. Similarly, religious pilgrimages that were already popular during the Middle Ages continued during this period.

The Industrial Revolution, which began in the second half of the 18th century, produced a major economic, social and technological transformation that would spread to the rest of the world. As a result of these changes, there was an exodus from rural regions to growing big cities, which needed labour for the new industry.

Therefore, new social classes appeared. Developments in transport were also key. The improvements in freight and passenger transport contributed to the birth of leisure, new forms of entertainment and travel. People travelled mainly by train, taking advantage of the fact that railway networks connected the destinations in Europe and other parts of the world.

The 19th century saw the creation of the first travel agencies. One of the pioneers was Thomas Cook & Son, which was the first to offer excursions and holidays for groups, which included transport, accommodation and food tickets, thus making costs cheaper. This would be the origin of what we now know as package holidays.

In the first half of the 20th century, the tourism industry continued to grow thanks to the mass production of buses and cars. Coastal tourism began to gain importance and, after World War II, the Mediterranean coast quickly grew in popularity. Also, improvements in air transport (charter flights) as well as progress in labour legislation and a growth in social welfare led to a boom in tourism.

The tourism sector suffered a recession during the 1970s, mainly due to the energy crisis, leading to lower costs and prices. That's when mass tourism emerged. Travelling went from being something only for an exclusive group to become a leisure activity within the reach of many.

**3. Answer the questions.**

1. Who were the first travellers and what means of travelling did they use?
2. When did tourism start?

- Why did travel grow and develop?
- What were the new means of traveling in the 19<sup>th</sup> century?
- What kind of transportation emerged in the 20<sup>th</sup> century?

## Практическая работа №2

### Тема 1.2. Местоимения

**Цель работы:** Изучение нового грамматического материала, умение использовать полученные знания в разговорной речи;

**Ход работы:** Изучение нового грамматического материала. Выполнение упражнений.

**Местоимение** - это часть речи, употребляемая в предложении вместо существительного или прилагательного, реже - наречия. Местоимение не называет лицо, признак или предмет, а лишь адресует нас к нему (уже упомянутому ранее): Ann asked Peter a question. He answered her. Анна задала Пете вопрос. Он ответил ей.

| ЛИЧНЫЕ, ПРИТЯЖАТЕЛЬНЫЕ И ВОЗВРАТНО-УСИЛИТЕЛЬНЫЕ МЕСТОИМЕНИЯ |               |                    |                     |                            |                   |                                     |
|-------------------------------------------------------------|---------------|--------------------|---------------------|----------------------------|-------------------|-------------------------------------|
| ЧИСЛО                                                       | ЛИЦО          | ЛИЧНЫЕ МЕСТОИМЕНИЯ |                     | ПРИТЯЖАТЕЛЬНЫЕ МЕСТОИМЕНИЯ |                   | ВОЗВРАТНО-УСИЛИТЕЛЬНЫЕ МЕСТОИМЕНИЯ* |
|                                                             |               | ИМЕНИТЕЛЬНЫЙ ПАДЕЖ | ОБЪЕКТНЫЙ ПАДЕЖ     | ОСНОВНАЯ ФОРМА             | АБСОЛЮТНАЯ ФОРМА* |                                     |
| Ед. ч.                                                      | 1-е           | I я                | me меня, мне        | my мой                     | mine              | myself                              |
|                                                             | 2-е           | you ты, вы         | you тебя, тебе      | your твой, ваш             | yours             | yourself                            |
|                                                             | 3-е (м. р.)   | he он              | him его, ему        | his его                    | his               | himself                             |
|                                                             | 3-е (ж. р.)   | she она            | her ее, ей          | her ее                     | hers              | herself                             |
|                                                             | 3-е (неодуш.) | it оно, он, она    | it его, ему, ее, ей | its его, ее                | its               | itself                              |
| Мн. ч.                                                      | 1-е           | we мы              | us нас, нам         | our наш                    | ours              | ourselves                           |
|                                                             | 2-е           | you вы             | you вас, вам        | your ваш                   | yours             | yourselves                          |
|                                                             | 3-е           | they они           | them их, им         | their их                   | theirs            | themselves                          |

\* Абсолютная форма притяжательных местоимений переводится так же, как и основная, и употребляется вместо определяемого существительного во избежание повторения: This is her pen and this is mine. Это ее ручка, а это моя.

\*\* Возвратно-усилительные местоимения в зависимости от числа и рода переводятся: сам, сама, само (единственное число), сами, самих (множественное число), себя, себе (единственное и множественное число) и т. п.

## Exercises

1. Переделайте предложения по образцу: This is your house - This house is yours.

1. This is my life - ... ;
2. This is his watch - ... ;
3. That's our money - ... ;
4. This is her plan - ... ;
5. These are their clothes - ... ;
6. Is this your land? - ... ;
7. These aren't her children - ... .

2. Вставьте в пропуски правильные притяжательные местоимения, выбирая между основными и абсолютными формами:

1. ... (you) friends are very nice;
2. Is that ... (she) hotel?
3. ... (I) country is bigger than ... (you);
4. This car isn't ... (they);
5. ... (he) mother is a teacher and (she) is a judge;
6. Where is ... (they) restaurant?
7. How many people are there in ... (you) city? - About two million and in ... (you)?
8. I'm going to visit a friend of ... (I) tomorrow;
9. These are not ... (you) shoes. Those are ... (you).

3. Переведите предложения на английский язык:

1. Наша машина больше вашей;
2. Где его родители? А её?
3. Эта сумка не моя;
4. Мой конь сильный, а твой слабый;
5. Наш отпуск начинается в сентябре, а их?
6. Это твоя шапка? - Да, эта шапка моя;
7. Ваши дедушка и бабушка старые, а наши молодые;
8. Мой телефон сломан, могу я взять твой?
9. Сейчас я разговариваю с одним своим товарищем;
10. Мой отель находится на пляже, а как насчёт твоего?

4. Выберите правильную форму указательных местоимений:

1. (That, this) is our house and (that, this) is theirs.
2. (This, these) are books.
3. (This, these) is a red ball and (this, that) is a yellow ball.
4. (That, these) is a cat and (those, this) are mice.
5. I like (this, these) flowers!
6. (That, those) pictures are very beautiful.
7. They live in (these, this) country.

5. Выберите правильную форму возвратных местоимений:

1. I do my homework all by (himself, herself, myself).
2. They plan their vacation (ourselves, myself, themselves).
3. We are going to the sea (themselves, himself, ourselves).
4. My dad built this house (himself, herself, ourselves).
5. This dog found (herself, himself, itself) a place under the bench.
6. Yesterday she had a birthday. She bought (herself, itself, ourselves) earrings as a present.

7. You should plan your life (yourself, himself, yourselves).

6. Заполните пропуски подходящими местоимениями в объектном падеже:

My husband and I are very lucky. We have many close friends in this city, and they are all interesting people.

Our friend Andrew is a scientist. We see (1) \_\_\_\_\_ when he isn't busy in his laboratory. When we get together with (2) \_\_\_\_\_, he always tells (3) \_\_\_\_\_ about his new experiments. Andrew is a very close friend. We like (4) \_\_\_\_\_ very much.

Our friend Maggie is an actress. We see (5) \_\_\_\_\_, when she isn't making a movie in Hollywood. When we get together with (6) \_\_\_\_\_, she always tells (7) \_\_\_\_\_ about her life in Hollywood. Maggie is a very close friend. We like (8) \_\_\_\_\_ very much.

Our friends Bobby and Marlin are journalists. We see (9) \_\_\_\_\_, when they are not traveling around the world. When we get together with (10) \_\_\_\_\_, they always tell (11) \_\_\_\_\_ about their meetings with famous people. Bobby and Marlin are very close friends. We like (12) \_\_\_\_\_ very much.

7. Заполните пропуски подходящими местоимениями:

Jack is hungry. Bring \_\_\_\_\_ a sandwich.

Ann is ill. Take \_\_\_\_\_ these flowers.

Fred and Jane are in the country. Write \_\_\_\_\_ a letter.

I am thirsty. Bring \_\_\_\_\_ a bottle of Coca-Cola.

Jimmy is in class. Give \_\_\_\_\_ this book.

The children are hungry. Bring \_\_\_\_\_ these red apples.

Alan is at home. Ask \_\_\_\_\_ to come to the yard.

We are at table. Give \_\_\_\_\_ tea and cakes.

### Практическая работа №3

Тема 1.3. Туризм: определение туризма и понятие турист

**Цель работы:** Изучение нового лексического материала, умение использовать полученные знания в разговорной речи;

**Ход работы:** Изучение нового лексического материала. Выполнение упражнений.

#### 1. Read and translate the text

##### Vocabulary

1 expenditures – расходы

2 to exceed – превышать

3 to spring up – возникать, появляться

4 accurate – правильный, точный

5 excursionist – турист, экскурсант

6 in accord with – в соответствии с (чем-л.)

7 convention – собрание, съезд

8 incentive – побуждение, стимул

9 fare – стоимость проезда, тариф, плата за проезд

10 in advance – до, заблаговременно

### THE TOURIST INDUSTRY

The tourist industry has become one of the most important economic influences of modern times. Expenditures for international tourism - the travel of tourists from one country to another - should exceed 20 billion dollars a year by the end of this decade. The total expenditures for internal or domestic tourism- travel within only one country-may total more than 100 billion dollars by 2010!

Tourism has been one of the fastest growing industries in recent years. Indeed, the growth rate of tourism has generally exceeded the growth rate for the worldwide economy. Sometimes it seems as though a new resort area springs up every day wherever there are sun and sea. The shores of the

Mediterranean and Caribbean Seas and the Pacific coastlines of Mexico, Florida, and Hawaii are only a few of the areas that have been intensively developed in the past few years.

In spite of this rapid growth, it is not easy to define tourism, and accurate statistics are not easy to obtain. Tourism necessarily involves travel; a tourist is usually defined as a person who is visiting some place other than his usual residence for more than 24 hours. A tourist is distinguished by the length of his trip from an excursionist, who is away from his usual residence for less than 24 hours, or at most a weekend.

The question of purpose, however, also must enter into the definition of tourism. Many people travel entirely for the purpose of recreation or pleasure; they are people on holiday. Other people travel for reasons of health. Originally, both the Riviera and Switzerland were tourist destinations as health resorts. Other people travel to visit friends or relatives, a reason that has become more important because of increased mobility throughout the world. Still others travel in order to educate themselves in accord with the old precept that travel is broadening.

All of these people are generally considered tourists since the primary reason for their trips is recreation. Most tourist statistics also include people who are traveling on business. Among them are businessmen and government officials on specific missions, as well as people attending meetings or conventions. Another kind of business travel is the incentive trip. A bonus or reward is given, for example, to a salesman who has exceeded his quota. Many people among those traveling on business often combine pleasure with their work. They also use the same transportation, accommodations, and catering facilities as the holiday tourists. Accommodation refers to hotels or other places where a traveler can find rest and shelter; catering facilities refers to places where a traveler or another member of the public can find food and drink.

Not included in the area of tourism are people who travel to some place in order to take up a job there. This excludes from tourism the migrants who have been an important part of the modern industrial scene in the more industrialized countries of North Europe or in the continental United States. Students who travel to another region or country where they are enrolled in a regular school are also not usually included in tourist statistics.

The marketing approaches for the two major divisions among tourists-recreational and business travelers - is somewhat different. The recreational travelers respond to a greater degree to lower fares and other inducements in pricing and selecting the destination for their trips. In a technical phrase, they make up a price elastic market. The business groups, on the other hand, make up a price inelastic market. Their trips are not scheduled according to lower fares, the destination is determined in advance, and the expense is usually paid for by their employers. They are looking for dependable rather than inexpensive service. Business travelers also make more trips to large cities or industrial centers than to resort areas, although many conventions are now held at resort hotels. It should be noted, however, that some large cities, such as London, Paris, New York, Rome, and Tokyo, are themselves the most important tourist destinations in the world. Because of this, it is difficult to separate pure recreation travel from business travel.

## **2. Give English equivalents to the following Russian words and word-combinations**

1. затраты
2. появляться
3. место проживания
4. отдых
5. посещать встречи
6. побудительная поездка
7. услуги общественного питания
8. проводить съезды, собрания
9. составлять
10. оплата за проезд

## **3. Find synonyms to the following words from the text**

1. impact
2. significant
3. aim

4. to extend
5. area
6. to extend
7. to search
8. contemporary
9. to be a student
10. various

**4. Find antonyms to the following words from the text**

1. excursionist
2. to diminish
3. temporal living
4. recreational traveler
5. work

**5. Match the given words with definitions**

1. Residence     a) a journey; an excursion
2. Trip     b) refreshment of body or mind, that refreshes, e.g. exercise, sport, amusement
3. Mobility     c) an ability moving easily or able to be moved easily
4. Recreation     d) a meeting or number of meetings, arranged for a special purpose
5. Facilities     f) having one's home in or at, occupying an official place in which one lives
6. Convention     g) things or circumstances that help one to do something
7. Market     e) a public place where goods are bought and sold

**6. Read and translate the following groups of words derived from a common root**

To grow – growth – grower – growing

To combine – combination – combinatorial – combinative

To recreate – recreation – recreative

To accommodate – accommodation – accommodating

To depend – dependence – dependable

## Практическая работа №4

Тема 1.4. Местоимения *some, any, no, every* и их производные

**Цель работы:** Изучение нового грамматического материала, умение использовать полученные знания в разговорной речи;

**Ход работы:** Изучение нового грамматического материала. Выполнение упражнений.

Неопределенные местоимения *some* и *any* служат для обозначения неопределенного (небольшого) количества предметов или вещества.

***Some* употребляется**, как правило, в утвердительных предложениях перед исчисляемыми существительными во множественном числе и перед неисчисляемыми существительными, имея значение несколько, некоторые: *I've got some interesting books to read.* У меня есть интересные книги (=несколько интересных книг) для чтения.

***Any* употребляется**, как правило, в вопросительных и отрицательных предложениях: *Have you got any interesting books?* У вас есть интересные книги?

***Some* и *any* часто не переводятся** на русский язык (опускаются при переводе).

### Exercises

**Упр. 1. Вставьте *some, any* или *no*.**

1. There are ... pictures in the book. 2. Are there ... new students in your group? 3. There are ... old houses in our street. 4. Are there ... English textbooks on the desks? - - Yes, there are ... . 5. Are there ... maps on the walls? —No, there aren't ... . 6. Are there ... pens on the desk? - - Yes, there are.... 8. Are there ... sweets in your bag? - - Yes, there are ... . 9. Have you got ... English books at home? -- Yes, I have ... . 10. There are ... beautiful pictures in the magazine. Look at them. 11. There is ... ink in my pen: I cannot write.

**Упр. 2. Вставьте *something, anything, nothing* или *everything*.**



1. Give me ... to read, please. - - With pleasure, 2. I don't know ... about your town. Tell me ..., about it. 3. Please give me ... warm: it is cold here. 4. I understand ... now. Thank you for your explanation. 5. There is ... white in the box. 'What is it? 6. Is there ... that you want to tell me? 7. Where is the book? — It is on the table. - No, there is . . there.

**Упр. 3. Вставьте *somebody, anybody, nobody* или *everybody*.**

1. Has ... in this group got a dictionary? 2. ... left a magazine in our classroom yesterday. 3. The question was so difficult that ... could answer it. 4. I am afraid I shan't be able to find ... in the office now: it is too late. 5. ... knows that water is necessary for life. 6. Is there ... here who knows French? 7. You must find ... who can help you. 8. ... knew anything about America before Columbus discovered it. 9. I saw ... in the train yesterday who looked like you. 10. There is ... in the next room. I don't know him. 11. Please tell us the story. ... knows it. 12. Is there ... in my group who lives in the dormitory? 13. Has ... here got a red pencil? 14. ... can answer this question. It is very easy.

**Упр. 4. Вставьте *some, any, no* или их производные.**

1. Here are ... books by English writers. Take ... book you like. 2. There are ... boys in the garden because they are at school. 3. I can see ... on the snow, but I don't know what it is. 4. Are there ... desks in the classroom? - Yes, there are many. 5. There are ... books on this desk, but there are....\_ exercise-books. 6. Did he say ... about it? - - No, he said .... 7. What shall I do now, Mom? I, have done my homework. - You can do ... you\* like.-

8. There was ... in the street because it was Very late. 9. ... wants to see him. 10 Is there ... here who knows this man? 11. Have you ... books on Dickens? I want to read ... about him. I have read ... books by Dickens and I am interested in the life of the writer. 12. Can ... tell me how to get to the Public Library? - - Yes, take ... bus that goes from here towards the railway station and get off at the third stop. 13. Please bring me ... apples,

Mary. 14. That is a very easy question - - ... can answer it.

**Упр. 5. Вставьте *somewhere, anywhere, nowhere* или *everywhere*.**

1. I put my dictionary ... yesterday and now I can't find it ....-- Of course, that is because you leave your books ... . 2. You must go ... next summer. 3. Did you go ... on Sunday? 4. Let's go ... . The weather is fine. I don't want to stay at home in such weather. 5. I cannot find my glasses .... I always put them ... and then look for them for hours. 6. Today is a holiday. The streets are full of people. There are flags, banners and flowers ....

**Упр. 6. Переведите на английский язык.**

1. В столовой есть кто-нибудь? 2. В саду никого нет. 3. В нашей комнате есть кто-нибудь? 4. Там есть кто-то. 5. Там никого нет. 6. В библиотеке есть кто-нибудь? 7. За занавеской есть что-нибудь? - - Нет, там ничего нет. 8. В сумке что-то есть. 9. В доме есть кто-нибудь? - - Да, там есть кто-то. 10. Под столом есть что-нибудь? - Да, там что-то есть. 11. Там ничего нет. 12. В кабинете врача есть кто-нибудь? — Нет, там никого нет. 13. В нашей библиотеке есть кое-какие книги на английском языке. 14. В вашей библиотеке есть какие-нибудь книги Джека Лондона? 15. Мой дядя хочет мне что-то сказать. 16. На другой день мой брат знал всех. 17. Если вы захотите что-нибудь поесть, идите в вагон-ресторан. 18. Расскажите нам всё о вашем путешествии.

**Упр. 7. Вставьте *somewhere, anywhere, nowhere* или *everywhere*.**

1. I put my dictionary ... yesterday and now I can't find it ....-- Of course, that is because you leave your books ... . 2. You must go ... next summer. 3. Did you go ... on Sunday? 4. Let's go ... . The weather is fine. I don't want to stay at home in such weather. 5. I cannot find my glasses .... I always put them ... and then look for them for hours. 6. Today is a holiday. The streets are full of people. There are flags, banners and flowers ....

**Упр. 8. Переведите на английский язык.**

1. На столе лежит что-то круглое. Что это такое? 2. Никто об этом ничего не знает. 3. В городе много парков. Везде деревья и цветы. 4. В той комнате кто-то есть. 5. Анна живет где-то в этом районе. 6. Я никого не знаю в этом городе. 7. Дай мне, пожалуйста, что-нибудь поесть. 8. Кто-нибудь знает адрес нашего учителя? 9. Все в порядке. 10. Кто-нибудь хочет посмотреть телевизор? 11. Мы слышали эту песню повсюду. 12. Он где-то в саду.

## Практическая работа №5

### Тема 1.5. Профессии в туризме

**Цель работы:** Развитие умения говорить на основе прочитанного, формирование лексических и грамматических навыков чтения и говорения;

**Ход работы:** Изучение нового лексического материала. Чтение и перевод текста. Работа с текстом и выполнение лексических упражнений.

#### 1. Прочитайте текст и переведите его на русский язык.

### CAREERS IN TOURISM

Like most service industries, tourism is labour-intensive; that is, it employs a high proportion of people in comparison to the number that it serves. The range of jobs is also very wide, from unskilled, like a dish washer in a restaurant, to semi-skilled, like a waiter or a chambermaid, to skilled, like a travel agent or a tour operator. In addition, tourism generates many jobs that are not usually considered to be within the industry itself — jobs in construction, manufacturing, and merchandising.

A majority of the jobs in tourism have one common feature: contact with the public, including both the positive and negative aspects of dealing with ordinary human beings. Anyone who has chosen a career in tourism should enjoy working with people and be tolerant, especially since the irritations of travel can bring out the worst qualities in some people.

In many jobs in which it is necessary to deal with the public, *language skill* is necessary or desirable. People who hold jobs of this kind include travel agency employees, ticket and reservations agents, airline flights personnel, front-desk employees in hotels, tour conductors or guides, waiters, barmen and so forth. The degree of language skill may vary from using special terms in catering service jobs to speaking fluently among travel agents and tour guides. The degree of language skill may vary according to the location of the job.

The tourist industry differs from many others as it employs more women than other kinds of business. Indeed, women are found at all levels. Many successful travel agents are women who have established independent enterprises after gaining experience elsewhere in the industry. There are many different ways to acquire the necessary experience. Some agents begin as clerical workers or secretaries in travel agencies or in the transportation companies. Particular jobs that provide useful knowledge include those of *ticket agent* and *reservations agent* for the airlines.

In addition to dealing with the public, *the travel agent* must deal with people who work for the other components in the industry. One of the most important aspects of the job is keeping informed of the highly complex pricing policies of airlines and the resort hotels. The agent must also keep up with other developments in the industry — new resorts, changing travel regulations, new services. So travel agents who go on familiarization tours are given lavish treatment so as to impress them favourably with the services that are being offered.

*The people who write about travel* also receive lavish treatment from (lie tourist industry. There are relatively few travel writers, but they fill an important place in publicizing the industry. Some of them work full- time for magazines or newspapers. Others are free-lancers: they work for themselves and sell their articles to any publication that is interested in them. There is also a small industry involved in writing and publishing travel guidebooks.

*The tour operators* work much more within the framework of ordinary corporate practice than the small retail agencies do. Companies like Cook and American Express employ people in nearly all phases of tourism, ranging from the jobs that would be found in a retail travel agency to those that deal with packaging tours or establishing overall policy for the companies. They also employ a large staff to work on advertising and publicity.

Official and semi-official tourist bureaus also employ many people who perform different kinds of work. Some of the jobs are related to promotion which is extremely important to the whole industry. Others are involved with research, such as gathering travel statistics and trying to work out systems that increase their accuracy. Others are concerned with planning and development of existing facilities.

*Consulting firms* also play a part in the tourist industry. A *consultant* offers the expertise he has acquired through study and experience to individual clients on a fee basis. In tourism, consultants are called in to give advice to government tourist bureaus or private developers.

Perhaps the most distinctive and difficult job in the entire industry belongs to the *tour guide or conductor*.

The term *guide* is used for one in charge of local sightseeing and "*conductor*" is the one accompanying a group throughout its travels and making all the arrangements for the group.

*The sightseeing guide* must be familiar with the points of interest that he is showing to the visitors. He usually gives a prepared talk that describes the points of interest, but he must also be prepared to answer a lot of questions. And he has to deal with any problems that occur during the tour or excursion, such as bad weather, sudden illness, an accident. A sightseeing guide needs two qualities above all — an outgoing personality and language skill.

*The conductor*, or the guide who stays with a group throughout its trip needs the same two qualities. He also needs to have a thorough knowledge of all the regulations and red tape that the tourists will meet when going from one country to another. These are the aspects of travel that are likely to cause the most problems and create the most irritation when they go wrong: handling the luggage of the group, easing them through government formalities, making sure they get the kind of accommodations, food and entertainment they have paid for. Another distinctive job in tourism is that of a *social director*. Many resort hotels and nearly all cruise ships employ a person who is in charge of the activities that are supposed to entertain and amuse the customers. The social director not only has to organize these activities, he must also involve the willing *and* the reluctant guests in the fun and games. A good social director should really *enjoy* the games and parties that are planned for the guests.

In addition to social directors, resorts employ people to supervise activities in which the resorts specialize — *golf and tennis pros*, or swimming, skiing and scuba diving *instructors*.

There are many facilities for training in the tourist industry. Many hotel companies, airlines have training programmes and courses for people who will fill both skilled and semi-skilled positions.

Tourism is an industry that is still growing rapidly. It provides people with a variety of occupations that require different kinds of skills. No matter what aspect of the industry one may work in, the final result of the effort should be a satisfied customer who remembers his trip and his holiday with pleasure.

### 1. Answer the questions:

1. Why is tourism labour-intensive?
2. What is a common feature of all jobs in tourism?
3. Why are language skills necessary in many jobs in tourism?
4. What is the range of language skills required in various jobs in tourism?
5. How can people working in tourism acquire the necessary experience?

**2. Найдите следующие выражения в тексте. Прочитайте предложения и письменно переведите:** (1) to make/have contact with, (2) to deal with, (3) to hold a job, (4) travel agency employee, (5) ticket agent, (6) tour guide, (7) personnel management, (8) to work out a system, (9) to gather statistics, (10) to increase the accuracy, (11) to be concerned with planning, (12) one-stop convenience.

### 3. Match the people to their job titles.

- a. Product Manager
  - b. Trainee hotel Manager
  - c. Conference Coordinator
  - d. Travel Consultant
  - e. Cabin Attendant
  - f. Business travel Consultant
1. I've been working in the local office of a major travel agency group in the US for the last three years. I have to try to find corporate clients who will regularly use us when their personnel has to come for a meeting or a conference or a negotiation — something like that. It's a pretty competitive market because when a company is going through a bad patch then travel is often one of the first things that gets cut. So we try to include a number of incentives, but of course that cuts our own profit margins.
  2. I'm on a programme where every month or so I change departments, so I started off in the restaurant and then spent some time in the kitchen and went into the reception and at the moment I'm working in one

- of the offices and learning accountancy and financial management, and then, at the end of that I hope I'll get a job in a position of responsibility either generally or in a particular department.
3. I basically have to be friendly to passengers, make sure everyone is in the right seat, then show them the safety procedures and serve drinks and a snack.  
It's not easy to combine this job with a social life because I'm frequently away from home. This week we're stopping over in Dubai so we won't be back for another couple of days. But I enjoy the contact with people and we're part of a good team.
  4. I have a checklist of points which I go over beforehand to make sure that everything is ready. I check that the equipment is in the right place and in working order, that all the catering has been looked after, the hotel reservations have been made and things like that.  
Then when people arrive I welcome them and give them their badges and information folders. Next week we're having a big do with about 600 participants so...
  5. I have to deal with the public and take their bookings for flights, hotels, tours, car hire and that sort of thing. It's quite hard work and the basic salary isn't brilliant, but I get a performance-related bonus and commission so I don't do too badly.  
I'm doing a training course at the moment because I'd like to specialize in incentive travel. In fact I have an interview next week.
  6. What I have to do is to plan ahead so that in two or three years time we have another destination or resort to offer in the catalogue. This means that I have to visit and travel around the region, contract with hoteliers and service providers and so on.  
Obviously, I have to deal with a lot of money matters and negotiate terms and conditions. At the moment we're thinking of opening up a resort in Albania.

### **TOUR OPERATORS**

Tour operators can be considered the wholesalers of the industry. Their product, which is a service, is the packaged tour.

Packaged tours offer transportation, hotel accommodations and transfer to and from the airport. The tourist pays a lower price for this package than if he were trying to make all the arrangements on his own. In addition to the basic features, the tour package may also offer meals, entertainment, sightseeing, a rental car and many other extras. The first tour in the modern sense was put together by Thomas Cook in 1841. Cook was soon offering tours all over the world, and the idea gained acceptance very quickly not only in England but also in other European countries and in the United States.

The firm of Thomas Cook and Sons has remained a major force in the travel industry, despite the number of changes in ownership. The great increase in tourism that took place in the 1960s, especially in Europe, was in part the result of the emergence of a number of firms whose chief business was packaging and operating tours.

The typical package that the European tour operators put together consisted of the least expensive two-week holiday tour. It was primarily intended for northern Europeans who wanted a Mediterranean vacation. As the competition among the operators brought prices down, many people who had never travelled before were encouraged to try a trip abroad. Both tourism in general and the tour operating companies themselves expanded very quickly. The rapid expansion, however, has also resulted in many changes in management and methods of operation for the firms in the business. A sounder financial base became necessary, since tour groups were sometimes left stranded because tour operators did not have sufficient cash to pay the price of the aircraft charter.

Tours are also arranged for employees and their spouses by corporations. The corporations typically offer these vacation trips as a reward for superior sales effort or as an incentive to improve performance. This type of tour is not open to the general public, but it is welcomed by the airlines and by hotel operators in the established resorts that frequently attract business of this kind.

It is possible to distinguish between two general types of tours. One is the holiday package that has a resort hotel as its destination. While local sightseeing or entertainment may be included in the package, the tours are generally of the "no frills" variety — in other words, without expensive extras. The major attractions usually include sun, sea and activities such as golf or tennis that are offered by the resort itself. Local colour is not important — many holiday-makers are hardly aware of what country their hotel is in.

The second is the guided tour that features sightseeing or some other special attraction. These tours are accompanied by a guide who is in charge of travel arrangement and activities. The activity offered by the tour is its principal attraction. The tour may combine travel with education. Most of these tours include several different destinations and a good deal of local travel within one region. Thus, they require careful arrangement and coordination of accommodations, local transportation, luggage handling, and all the other details that accompany any kind of travel. The person who leads such tours is the tour guide. He is multilingual, he relates well to other people, and he deals with the variety of problems that arise not only in making travel arrangements, but also in carrying them out. He deals with the problems of lost luggage and unsatisfactory hotel accommodations, with rainy days and fatigue, with sudden illness, and with interpersonal problems that arise among the members of the group. There are many advantages in the packaged tours, the most obvious being the price. When airplane tickets and hotel rooms are reserved in blocks by the tour operators, considerable savings are passed on to the customers. Many people would never travel at all without the price inducements offered by packaged tours.

A second advantage is the opportunity for tourist to make all his travel arrangements in one place at one time.

The independent traveller — one who does not travel as a member of a group — often has to go to considerable trouble to put the different pieces of his trip together. Airline seats may not be available when he wants them, or he may not be able to secure the hotel accommodations that he wants.

Even when a travel agent makes the arrangements, these difficulties still exist. The tour offers convenience as one of its inducements.

A third advantage can be summed up in the term accessibility. Tours make it possible for people to visit many remote areas that would otherwise be too difficult for them to try to see on their own. Tour operators have made countless places throughout the world accessible to the general public.

#### **1. Find in the text answers to these questions:**

1. Why are tour operators considered wholesalers of the tourist industry?
2. What do packaged tours offer?
3. When was the first packaged tour put together?
4. How did the emergence of a great number of tourist firms influence tourism in general?
5. What was the result of the competition among the tour operators?
6. What did the rapid expansion of tourism lead to?
7. What types of tours does the text mention?
8. What is the difference between a holiday package and a guided tour?
9. What qualities does a tour guide need? Why?
10. What are the advantages of a packaged tour?

#### **2. Sum up what you've learned from the text about:**

- the services offered by packaged tours;
- the history of development of this kind of tourism;
- different types of packaged tours;
- the job of a tour guide;
- the advantages of packaged tours.

### **Практическая работа №6**

#### **Тема 1.6. Числительные**

**Цель работы:** Изучение нового грамматического материала, умение использовать полученные знания в разговорной речи;

**Ход работы:** Изучение нового грамматического материала. Выполнение упражнений. Работа с диалогом.

Именем **числительным** называется часть речи, которая обозначает количество или порядок предметов. Имена числительные делятся на **количественные** (Cardinal Numerals) и **порядковые** (Ordinal Numerals).

Количественные числительные обозначают количество предметов и отвечают на вопрос **how many? сколько?** Например: **one** один, **two** два, **three** три и т. д.

Порядковые числительные обозначают порядок предметов и отвечают на вопрос **which?** *который?* Например: **first** *первый*, **second** *второй*, **third** *третий* и т. д.

Числительные **hundred**, **thousand**, **million** не приобретают окончание **s** как показатель множественного числа, однако если эти слова выполняют функцию существительных, т. е. перед ними нет числительного, то во множественном числе добавляется **s**: **hundreds of people** *сотни людей*, **thousands of words** *тысячи слов*.

| КОЛИЧЕСТВЕННЫЕ ЧИСЛИТЕЛЬНЫЕ                                                                                                                                    |                                                                                                                    |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ПРОСТЫЕ                                                                                                                                                        |                                                                                                                    |                                                                                                                                                                                                                                                                                | СОСТАВНЫЕ                                                                                                                                                                                                                                                                                                                                                                |
| 0 - 12                                                                                                                                                         | 13 - 19 (+teen)                                                                                                    | 20 - 90 (+ty),<br>100, 1000, 1000000                                                                                                                                                                                                                                           | <p>1. Составные числительные от 20 до 100 образуются так же, как и в русском языке: <b>25 - twenty-five</b>, <b>93 - ninety-three</b>.</p> <p>2. В составных числительных после 100 перед десятками, а если их нет, то перед единицами, ставится союз <b>and</b>: <b>375 (three hundred and seventy-five)</b>, <b>2941 (two thousand nine hundred and forty-one)</b></p> |
| 0 — zero<br>1 — one<br>2 — two<br>3 — three<br>4 — four<br>5 — five<br>6 — six<br>7 — seven<br>8 — eight<br>9 — nine<br>10 — ten<br>11 — eleven<br>12 — twelve | 13 — thirteen<br>14 — fourteen<br>15 — fifteen<br>16 — sixteen<br>17 — seventeen<br>18 — eighteen<br>19 — nineteen | 20 — twenty<br>30 — thirty<br>40 — forty<br>50 — fifty<br>60 — sixty<br>70 — seventy<br>80 — eighty<br>90 — ninety<br>100 — one (a) hundred<br>1,000 — one (a) thousand<br>1,000,000 — one (a) million<br>1,000,000,000 — a (one) milliard (в Англии); a (one) billion (в США) |                                                                                                                                                                                                                                                                                                                                                                          |

Порядковые числительные образуются от соответствующих количественных числительных путем прибавления суффикса *th*: *seven — seventh седьмой, twenty-four — twenty-fourth двадцать четвертый*.

| ПРАВИЛА ОБРАЗОВАНИЯ ПОРЯДКОВЫХ ЧИСЛИТЕЛЬНЫХ |                                                                                          |                                                                                                                           |
|---------------------------------------------|------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| №<br>п/п                                    | ПРАВИЛО                                                                                  | ПРИМЕР                                                                                                                    |
| 1                                           | В составных порядковых числительных суффикс <b>-th</b> присоединяется к последнему слову | <i>the forty-sixth сорок шестой</i>                                                                                       |
| 2                                           | Перед порядковыми числительными обычно употребляется определенный артикль                | <i>the tenth десятый</i>                                                                                                  |
| 3                                           | Десятки, имеющие конечное <b>-y</b> , меняют его на <b>-ie-</b>                          | <i>ninety девяносто - ninetieth девяностый</i>                                                                            |
| 4                                           | ИСКЛЮЧЕНИЯ                                                                               | <i>the first первый, the second второй, the third третий, the fifth пятый, the ninth девятый, the twelfth двенадцатый</i> |

## ДАТЫ

При чтении обозначения года называют два двузначных числа, соответствующих двум первым и двум последним цифрам обозначения:

| ЧТЕНИЕ ОБОЗНАЧЕНИЯ ГОДА                                                                                                                         |                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| ПИШЕТСЯ                                                                                                                                         | ЧИТАЕТСЯ             |
| 1612                                                                                                                                            | sixteen twelve       |
| 1812                                                                                                                                            | eighteen twelve      |
| 1941                                                                                                                                            | nineteen forty-one   |
| 1960                                                                                                                                            | nineteen sixty       |
| 1900                                                                                                                                            | nineteen hundred     |
| 1905                                                                                                                                            | nineteen o [əu] five |
| <p>В таком чтении слово <b>year</b> год не добавляется:<br/> Pushkin was born in seventeen ninety-nine. Пушкин родился в 1799 году.</p>         |                      |
| <p>Годы могут читаться и по-другому: <b>1754 - the year seventeen hundred and fifty-four</b>. Такое чтение иногда встречается в документах.</p> |                      |

|       |                                                                                                                                                             |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| N. B. | 2000 год — <b>the year two thousand</b><br>Начиная с <b>2001</b> , годы читаются как количественные числительные:<br><b>2007 — two thousand (and) seven</b> |
|       | Начиная с 2010 года всё чаще встречается чтение года как двух чисел:<br>2014 - <b>twenty fourteen</b> , 2020 - <b>twenty twenty</b>                         |
|       | Так, к примеру, 2013 год можно прочесть как <b>(the year) two thousand (and) thirteen</b> , либо <b>twenty thirteen</b> .                                   |

| ОБОЗНАЧЕНИЕ И ЧТЕНИЕ ДАТ |                                                                                                      |                   |
|--------------------------|------------------------------------------------------------------------------------------------------|-------------------|
| ПИШЕТСЯ                  | ЧИТАЕТСЯ                                                                                             | ПЕРЕВОД           |
| 25th July, 1976          | The twenty-fifth of July,<br>nineteen seventy-six;<br>July the twenty-fifth,<br>nineteen seventy-six | 25 июля 1976 года |
| July 25 (25th), 1976     |                                                                                                      |                   |
| 25 July 1976             |                                                                                                      |                   |

### Exercises

#### 1. Write the numbers.

- The number of Dwarves Snow White lived with — \_\_\_\_\_
- The Celsius freezing point — \_\_\_\_\_
- Days in April — \_\_\_\_\_
- The number of letters in the English alphabet — \_\_\_\_\_
- An unlucky number — \_\_\_\_\_
- Teeth in the normal human mouth — \_\_\_\_\_
- The number of years in a millennium — \_\_\_\_\_
- The number of months in a year — \_\_\_\_\_
- Days in December — \_\_\_\_\_
- Degrees in a right angle — \_\_\_\_\_
- Books in a trilogy — \_\_\_\_\_
- Minutes in an hour — \_\_\_\_\_
- Legs has an octopus — \_\_\_\_\_
- The number of cents in a half-dollar — \_\_\_\_\_
- Players in a soccer team — \_\_\_\_\_
- Number of hours in a day — \_\_\_\_\_
- Celsius boiling point — \_\_\_\_\_

#### 2. Choose the correct form.

- My daughter is still a teenager. She is only fifteen/fifty.
- He knew it was a painting worth \$10 million/millions.
- Three hundred/Three hundreds people gathered at the stadium.
- In the section 2/section 2 we also suggest other topics that need to be researched.
- The first battle of the American Revolution was fought in year/the year 1775.
- Hundred/A hundred years ago the principal means of communication was by post and telegraph.
- How many children are there in the school? About three hundred/three hundreds.
- The report has got over five hundred/five hundreds pages.
- It happened in the year two thousand and two/two thousand and second.



10. All International flights are from Terminal One /the Terminal One.

**3. Write the correct ordinal number.**

1. Saturday is the \_\_\_\_\_ day of the week.
2. The \_\_\_\_\_ month of the year is June. .
3. The \_\_\_\_\_ month of the year is March.
4. In a competition the gold medal is for the \_\_\_\_\_ place and the silver medal is for the \_\_\_\_\_ place.

**4. Choose the correct form.**

1. It happened in the middle of the twentyth/twentieth century.
2. I usually go to school by bus six/bus sixth.
3. He is now ranked hundred/hundredth in the world of tennis.
4. 1999 was the second hundred/the two hundredth anniversary of; Pushkin's birth.
5. The car changed the life of people in the 20th/the 20s century.
6. At least two third/two thirds of the novel is about the life of people in the 19th century.
7. He was the third/the thirdth to arrive.
8. 8 The USA ranks third/three in population.
9. I am the one hundred and first/one hundredth and first in this huge line.
10. Vincent Van Gogh's paintings are among the most famous of the 19 century / the 19th century.

**5. Translate into English.**

1. Индустрия туризма очень быстро развивается во всем мире.
2. Развитие туризма в разных регионах зависит от многих факторов.
3. Люди путешествуют по разным причинам: некоторые хотят посетить родственников и друзей, другие – отдохнуть и поправить здоровье.
4. Стоимость путешествия играет очень важную роль, особенно в странах с низкими доходами населения.
5. Люди, которые путешествуют в целях поиска работы, не являются туристами.
6. Люди, которые часто ездят в командировки, стараются сочетать приятное с полезным и пользуются теми же средствами передвижения, местами проживания и питания, что и обыкновенные туристы.
7. Развитие туризма во многом зависит от общего экономического развития страны.

6. Make a report on the topic "The development of tourism in Russia".

7. Read an interview with Signor Pacini of the Sicilian Tourist Board.

INTERVIEW

*Interviewer:* Where do most of your tourists come from?

*Signor Pacini:* Well, a high percentage are Italians, and then other Europeans in the main. And now we are getting a steady stream of tourists from the States, and from Japan.

*I.:* And what do they do when they come?

*S. P.:* The Italians mostly want to be able to enjoy the sun and the sea. Though of course there are many other reasons why Sicily is so popular both with Italians and foreigners.

*I.:* Such as?

*S. P.:* There is the fact that we have here examples of almost every period of Mediterranean culture, from the Greek period right through to the present day which puts Sicily firmly on the map of the cultural and archeological itineraries. Then there is the geography and geology, the terrain and the flowers and wildlife.

*I.:* What in particular?

*S. P.:* Well, for example, there is Etna with its still active volcano surrounded of course by its own national park. But we have such a diversity of geological formations and also of climatic changes that each area is entirely different. It's an amazingly beautiful and varied landscape for the ecotourist.

*I.:* So they come for a wide variety of reasons. But are their demands the same as, say, they were 5 years ago?

S. P.: To a certain degree, yes. They want to enjoy our cultural heritage, to enjoy our cuisine, to appreciate the countryside, to spend some time on our glorious beaches, though they are now far more activity conscious and more interested in visiting areas that are not established as “tourism resorts”. But they also want better services. In particular they demand, and quite rightly so, better accommodation. And we feel that all this is very important. We are now part of European Community project to look at ways of developing and promoting sustainable tourism in the south of Italy. In this project we will produce strategies to develop the potential of our area and promote it internationally and maintain our regional, cultural way of life. We need tourism. It is our chief employer – but it must be sustainable.

## Практическая работа №7

### Тема 1.7. Виды туризма

**Цель работы:** Развитие умения говорить на основе прочитанного, формирование лексических и грамматических навыков чтения и говорения;

**Ход работы:** Изучение нового лексического материала. Чтение и перевод текста. Работа с текстом и выполнение лексических упражнений.

#### *Answer the questions*

1. What types of tourism do you know?
2. What types of tourism are the most popular, in your opinion?
3. Have the types of tourism changed in the recent years?

#### *LEISURE TOURISM*

Leisure tourism is also called pleasure tourism or holiday tourism. It is a type of tourism when a person goes on holiday and does not travel on business. Thus, the purpose of tourism in this case is recreation. Leisure travellers look for sun, sea and sand. They want to go sunbathing, swimming and diving. So these travellers go to sea resorts or holiday camps and stay at resort hotels.

Leisure travellers enjoy organized entertainment and sport. In a resort hotel there are always swimming-pools, fitting-centres, tennis courts, discos. A resort hotel offers its customers contests, concerts, shows, animation programmes for children. Usually it offers tours and visits to different tourist attractions: local sights or amusement or theme parks. Holiday-makers normally travel with their families and children. There are other ways to travel for pleasure: cruising and coaching, motoring and hiking.

More and more working people will have longer paid holidays and long weekends in future. It means that more and more people will travel for leisure in future.

1. What do leisure travellers look for?
2. What do they enjoy?
3. What does a resort hotel offer?
4. Why will more and more people travel for pleasure in future?

#### *SPORTS TOURISM*

Sports tourism is a type of active holiday. The purpose of a sporting tour is to exercise and to keep physically fit. At the same time travellers enjoy natural surroundings, fresh air and clean water.

Travellers combine action and relaxation during a sporting holiday. Tourist companies offer hiking, cycling, boating, rafting and other kinds of sporting tours.

Very often sporting tours require preparation and special training. First the tour instructors plan the itinerary. Then they train tourists how to use sporting equipment. They explain all the details of the route. They define means of transportation, provision of meals and overnight accommodation.

During some tours travellers carry their luggage and sporting equipment themselves. During some other tours special carriers transfer the luggage for them. It depends on the difficulty of the tour, on the tourist destination and the local practice. Within sports tourism there is water tourism, mountain tourism and mountaineering, skiing. Sports tourism is popular all year round.

1. What is the purpose of a sporting tour?
2. What kind of sporting tours do tourist companies offer?
3. How do instructors prepare travellers for sporting tours?
4. What types of tourism are there within sports tourism?

### *BUSINESS TOURISM*

Business tourism is a travel for business purposes. Business travellers are businessmen and government officials. They travel on different missions. They often travel to attend a convention. Convention tourism is a part of business tourism. It involves taking part in a conference or a seminar. Business travellers often travel to attend an international exhibition or a trade fair.

There are tourist companies that provide business services. Those are fax, telex and telephone communications, secretarial services, answering service, business meeting arrangements. There are business facilities for business travellers at hotels, airports, on airplanes.

Business travel will develop faster than other types of tourism in future. There will be more business tourists and more tourist companies which will deal with business tourism. They will provide more services in future. They will collect information on markets and trade partners, arrange negotiations, offer pre-convention and post-convention tours.

1. Who usually travels on business?
2. What do business tourists travel for?
3. What business services do tourist companies provide?
4. What business services will they provide in future?

### *INCENTIVE TOURISM*

Incentive tourism means that a business company offers holiday tours to its employees and covers all travel expenses.

On the one hand, the company does it as a reward or a bonus to a person for his successful work. On the other hand, the company does it as an incentive for the future. The company hopes that the employee will work even better in future and bring profit to the company.

Very often an employer sets a target for an employee: «You will earn a holiday in France for your family if you exceed your quota by 10 per cent next year». Incentive tourism emerged in the 1960s in the USA. Later on it spread in Europe. But only large progressive corporations offer incentive tours to their employees.

In some countries there are specialist tourist companies which arrange incentive tours for business corporations. They take great responsibility because incentive tours go under the name of the business corporation. It means that good travel arrangements will improve its reputation. Bad travel arrangements will shake its reputation.

This type of tourism is still a very small part of international tourism. Most probably this type of tourism won't grow in future.

1. What does incentive tourism mean?
2. Why does a business company offer incentive tours to its employees?
3. When and where did incentive tourism emerge?
4. Why do tourist companies take great responsibility when they arrange incentive tours for business corporations?

### *FAMILIARIZATION TOURISM*

Familiarization tourism is often called just FAM tourism. It means that a business company sends its staff on educational tours to its branches or other business companies in other cities and countries.

If a travel agency sends its travel clerks on FAM tours, it means that they will have educational visits to a tourist destination. There they will get familiar with local facilities, hotels, restaurants, and attractions. They will study a tour operator's or local travel agency's practice. The main purpose of travel clerks on a FAM tour is to get necessary knowledge from personal experience. When the clerks return home, they will know what to offer and what to explain to their customers about the destination.

Some experts say that FAM tourism is a part of incentive tourism. On the one hand, such a tour is an incentive to the travel agency staff selling holidays. On the other, it is a benefit to the tour operator which arranges them. FAM tourism is very popular and will become even more popular in future.

1. What does familiarization tourism mean?
2. What do travel clerks get familiar with during FAM tours?
3. What is the main purpose of travel clerks on a FAM tour?

#### 4. Why do some experts say that FAM tourism is a part of incentive tourism?

### VOCABULARY

amusement park – парк развлечений  
 answering service – служба секретарей по телефону  
 benefit – польза, благо, привилегия, льгота  
 convention tourism – конгрессный туризм  
 cultural tourism – познавательный туризм  
 educational tourism – образовательный туризм  
 equipment – оборудование, оснащение  
 facilities – удобства, средства обслуживания, возможности  
 familiarization tourism – ознакомительный туризм  
 fourth-age tourism – туризм лиц четвертого возраста (для людей с ограниченными возможностями)  
 gambling – азартные игры  
 holiday tourism – каникулярный туризм  
 incentive tourism – поощрительный туризм  
 itinerary – спланированный маршрут  
 to keep physically fit – поддерживать физическую форму  
 leisure tourism – досуговый туризм  
 mountaineering – альпинизм  
 negotiations – переговоры  
 out-going tourism – выездной туризм  
 pleasure tourism – туризм с целью отдыха  
 rafting – сплав на плотках или резиновых лодках  
 to require – требовать  
 responsibility – ответственность  
 to retire – выходить на пенсию  
 to set a target – ставить задачу, цель  
 special-interest tourism – специализированный туризм  
 third-age tourism – туризм лиц третьего возраста (для людей, вышедших на пенсию)  
 trade fair – торговая ярмарка  
 travel expenses – дорожные расходы

### EXERCISES

**№ 1.** Cross out one odd term in each line:

- 1) expenses, secretarial services, communications, goods, facilities, surroundings, negotiations;
- 2) expensive, international, cultural, cookery, ecological, educational;
- 3) training, motoring, gambling, mountaineering, cycling, cruising, hiking;
- 4) to depend on, to devise, to report to, to sort out, to spread out, to deal with, to slow down;
- 5) itinerary, tour, destination, quota, route, tour package.

**№ 2.** Group the following terms according to the titles in the table (3 terms in each group):

diving, out-going, sight, third-age, travel expenses, boating, theme park, negotiations, survival, reward, mission, amusement park, rafting, secretarial service, bonus.

| money matters | places of interest | types of tourism | business tourism | water tourism |
|---------------|--------------------|------------------|------------------|---------------|
|               |                    |                  |                  |               |
|               |                    |                  |                  |               |
|               |                    |                  |                  |               |

**№ 3.** Match the terms with the definitions:

|                       |                                                                                                               |
|-----------------------|---------------------------------------------------------------------------------------------------------------|
| 1) convention tourism | a) a type of tourism which involves visits of tour operators and travel agents to travel destinations so that |
| 2) incentive tourism  |                                                                                                               |

|                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3) sports tourism<br>4) third-age tourism<br>5) fourth age tourism<br>6) familiarization tourism<br>7) leisure tourism<br>8) special-interest tourism | they get to know their facilities well<br>b) a type of tourism which involves tours and visits for disabled people<br>c) a type of tourism which involves journeys for people who share the same hobby<br>d) a type of tourism which involves holidays for relaxation and entertainment purposes<br>e) a type of tourism which involves taking part in meetings, conferences and seminars<br>f) a type of tourism which involves tours and visits for elderly and retired people<br>g) a type of tourism which involves tours with a lot of physical training, exercising and keeping fit<br>h) a type of tourism which involves holidays awarded to staff members as a bonus and to encourage them to work better |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

#### *№ 4. Translate into English.*

- Завтра наши менеджеры будут принимать на работу новых турагентов.
- На собрании в конце года менеджер туризма будет принимать решение о разработке и продвижении новых услуг и пакетов туров.
- Мы не будем планировать большую прибыль на будущий год. Мы только начнем изучать рынок.
- Вы будете предлагать какие-либо новые туры в будущем сезоне? - Да, наша туроператорская фирма будет рекламировать и реализовывать каникулярные туры для детей. - В какие страны вы направите детей? - Это будет Турция, Греция, Испания и Италия. - А когда вы издадите свой каталог путешествий на будущий туристский сезон? - Мы сделаем это в конце этого сезона.
- Сегодня вечером будет интересная развлекательная программа. - Что это будет за программа? Это будет программа для детей или для взрослых? Что она будет включать? - Это будет анимационная программа с шоу, конкурсами и играми и для взрослых, и для детей. Вы будете участвовать? - Боюсь, я не буду присутствовать. Сегодня вечером мы уедем на экскурсию в пригород и останемся там на ночь.
- Я собираюсь стать гидом-переводчиком. В следующем году я буду изучать еще один иностранный язык. - Какой язык ты будешь осваивать? - Я начну с итальянского, а потом продолжу изучать испанский. - А будешь ли ты изучать историю и искусство? - Да, определенно. Все будущие гиды будут изучать историю и географию, культуру и искусство. Надеюсь, мы будем знать все достопримечательности нашего турцентра в конце курса обучения.
- Где ваша тургруппа будет послезавтра? - Мы будем в горах. Завтра мы отправляемся в спортивный тур. - Вас поведет инструктор? - Да, сегодня он покажет нам маршрут на карте и объяснит, как пользоваться спортивным оснащением. - Маршрут будет трудный? - Надеюсь, он не будет очень трудный. Я и мои попутчики пойдем в горы впервые.
- Эта туристская компания будет заниматься деловым туризмом и в будущем? - Да, но они не будут организовывать индивидуальные туры для бизнесменов. Они будут заниматься конгрессным туризмом.

*Read the text and answer the questions*

- What is ecotourism?
- When did the general concept of ecotourism appear?
- What country was the first to adopt the principles of ecotourism?
- Which destinations are popular among ecotourists?

## Практическая работа №8

### Тема 1.8. Эколого-культурный туризм

**Цель работы:** Изучение нового лексического материала, умение использовать полученные знания в разговорной речи.

**Ход работы:** Изучение нового лексического материала. Работа с текстом.

*Read the text and answer the questions*

5. What is ecotourism?
6. When did the general concept of ecotourism appear?
7. What country was the first to adopt the principles of ecotourism?
8. Which destinations are popular among ecotourists?

### ECOTOURISM

The latest trend in tourism is travel that combines preserving the natural world and sustaining the well-being of the human cultures that inhabit it. Unlike traditional tourism, ecotourism promotes environmentally responsible travel and seeks to ensure that visitors "take nothing but photographs and leave behind nothing but footprints." An equally important part of the ecotourism equation is "sustainable" tourism that enables local people to protect their natural and cultural resources and profit from them at the same time.

The general concept of ecotourism arose when conservationists realised the potential benefits in combining people's interest in nature with their concern for the environment. An early model for ecotourism came from East Africa in the 1970s, when Kenya began collecting fees from safari-bound tourists heading into its national parks. Those revenues were earmarked to support conservation and park maintenance in its vast wildlife preserves.

The truly "green" traveller emphasises the necessity for tours that strictly limit group size, coordinate with native guides, and donate a percentage of tour profits to community projects or research.

Most ecotourism destinations can be found in areas with vast natural surroundings and plentiful flora and fauna. Places like deserts, tropical rainforests, coral reefs, and ice glaciers are prime locations. Also important in ecotourism is the presence of a culture that is unique to the visitor. The focus of ecotourism is to provide tourists with new knowledge about a certain natural area and the culture that is found within, along with a little bit of adventure. As for the natives, ecotourism is to help improve the local economy and conservation efforts. All parties are to gain a new appreciation for nature and people.

### VOCABULARY

to sustain – поддерживать, защищать

to ensure – обеспечивать, гарантировать

footprints – следы

equation – уравнение

to enable – давать возможность, право

fee – взнос, сбор, пошлина

revenues – доходы

to earmark – ассигновать, резервировать (средства) для определенной цели

conservation – сохранение, охрана природы

maintenance – содержание, уход, обслуживание

to preserve – хранить, охранять

to emphasise – подчеркивать, выделять

research – исследование

rainforests – тропические дождевые леса

to gain – получать, приобретать

appreciation – высокая оценка

*Read the text and answer the questions*

1. What purpose do cultural tourists travel with?
2. Why do you think their number is growing?
3. What benefits can cultural tourism bring to a country?

## CULTURAL TOURISM

The fastest growing segment of America's tourism industry is cultural tourism. Travellers seeking exciting and educational encounters with the people, traditions, arts and history of the United States have a tremendous economic impact on communities across America.

According to the Travel Industry Association of America, one third of all US adults were cultural tourists at least once during the past year, spending more than average US tourists. With complex itineraries and a greater number and variety of destinations, travellers who love art and history spend, on average, \$615 per trip compared to \$425 for all US tourists.

This trend brings with it tremendous opportunity for growth and has tourism professionals increasingly turning to the arts to market their cities and states. More than half of the nation's local arts agencies work in partnership with their Convention and Visitors Bureaus. In fact, the US cities have cultural tourism specialists on staff, and the City of Chicago has actually moved its Office of Tourism into the Department of Cultural Affairs.

Using the arts to market a community can benefit both the tourism industry and the arts industry. As a tool for sustainable community development, cultural tourism works to create partnerships among various segments of the community and region.

*Read the text and answer the questions*

1. What kind of tourism can be referred to as adventure tourism?
2. Why do some vacationers pay good money to be left wet, cold, hungry and sore?
3. Why are such sports as whitewater rafting and cliff-jumping called 'adrenalin sports'?
4. What accounts for the growing popularity of adventure holidays?
5. What skills do most punters want to learn? Why?

*Complete the sentences with suitable words*

1. When people go on....., they stay in various places.
2. On the beach some people enjoy swimming and some.....
3. In the country you can walk in the forest or.....a picnic on a meadow.
4. When I'm on holiday, I always.....a lot of photographs.
5. You can easily get.....in a big city.
6. The most famous.....in Paris is Notre Dame.

*What is it?*

1. A place where you can see a lot of paintings.
2. A place where royalty used to live.
3. A typical product you buy in the country you visit.
4. A thing you use on the beach to protect you from the sun.
5. A beach mainly consists of it.
6. A place with the oldest buildings in the city.

## Практическая работа №9

Тема 1.9. Виды предприятий в туризме

**Цель работы:** Изучение нового лексического материала, умение использовать полученные знания в разговорной речи.

**Ход работы:** Изучение нового лексического материала. Работа с текстом.

### TYPES OF COMPANIES IN TOURISM

#### TOUR OPERATORS

Tour operators are tourist companies which develop and put together tour packages. Tour operators do market research. They promote their tours and advertise them. Tour operators publish colourful brochures, booklets and travellogues.

Tour operators sell tour packages wholesale to travel agencies or sometimes direct to the public. There are tour operators which also act like travel agencies. They produce and sell their products themselves.

There are independent tour operators. But among tour operators there are major airlines and shipping companies. There are large tour operators, such as Thomas Cook & Sons Company or American Express Company. Thomas Cook is the oldest tour operator in the world.

Answer the questions

1. What do tour operators do?
2. How do tour operators sell their tours?
3. What are the best-known tour operators in the world?

## TRAVEL AGENCIES

Travel agencies are retail tourist companies which work directly with the public. Travel agencies are often called travel shops where customers buy different tourist products. Travel agencies sell tour operators' tour packages and individual tourist services. Among tour packages there are inclusive tours, charter inclusive tours and inclusive tours with an excursion. Travel agencies also sell coaching tours and cruising tours. Travel agencies form groups of tourists who take part in ready-made prepaid tours. They also make individual travel arrangements.

Among separate tourist services there are air tickets, train tickets, boat or ferry tickets, hotel rooms, car rentals, sightseeing tours, services of a guide or a guide-interpreter. Travel agencies also offer travel insurances and theatre tickets to their customers.

Large travel agencies branch out and have got branches and outlets within a city, a region, a country or all over the world. There are large travel agencies which are members of a chain. A chain is a group of agencies which belong to the same company. In this case they often have the word «Group» in their names, for instance, Barry Martin Group or Blue Heart Travel Group. Usually such travel agencies act as tour operators as well.

Answer the questions

1. Why are travel agencies called travel shops?
2. What do travel agencies do?
3. What kind of services do travel agencies offer?
4. What kind of travel agencies are there?

## TOURIST INFORMATION OFFICES

Tourist information offices are also called tourist information centres. There are tourist information offices at major airports, railway stations, hotels, holiday or leisure centres and many tourist attractions.

Tourist information offices have got office clerks who give advice to customers on car hire, sightseeing and other coach tours, accommodations, flights and so on. The clerks also give city orientations to guests. Tourist information office clerks answer a lot of phone calls and give information on passports and visas, the Customs and luggage, weather and climate, city public transport and food service. The office clerks speak foreign languages fluently because they deal with many international travellers.

There are usually racks full of city maps and guide books, booklets and folders, travellogues and timetables, billboards and posters in tourist information offices. Travellers get most of them free of charge.

Answer the questions



1. Where are tourist information offices located?
2. What do tourist information office clerks do?
3. What kind of manuals for travelers are there in tourist information offices?

## TOURIST OUTLETS

Many large travel companies have got a lot of outlets within a city, a region, a country or throughout the world. An outlet is a point of sales of a company. There are outlets of travel agencies, airlines, car hire companies, coaching and cruising companies. There are travel agency outlets in hotels, airport terminals, rail-way stations, big department stores, at large factories and plants, and in office sites.

If a travel company has got an outlet at a factory or in an office building, it means that it serves employees of those companies. Such an outlet provides the same services as other outlets and the head office of the travel company. It means that offers and prices are the same in all outlets.

There is usually just one travel clerk at a sales outlet. He or she does all the work. He or she answers phone calls, meets customers in person, works on the computer, does paperwork. This clerk makes bookings, issues and sells tickets, collects money and gives receipts. Of course, the clerk keeps in touch with the head office and knows all the up-to-date information on tours and tickets.

Answer the questions

1. What is an outlet?
2. Where are travel agency outlets located?
3. What does a tourist outlet clerk do?

## FREE-LANCERS

There are people in tourism who work for themselves. They are called free-lancers. They don't work full-time for any tourist company. They work part-time or in high season only. They don't work in low and off-season.

Among free-lancers there are guides, guides-interpreters, escorts, animators, travel writers. Tourist companies employ them for sea-sonal work. Cruising companies, resort hotels and holiday centres employ animators for summer high season. Travel agencies which deal with in-coming tourism employ guides, guides-interpreters, escorts. Travel writers offer their articles to magazines and newspapers when they wish to. Often magazines order special articles on tourist subjects from travel writers.

Free-lancers are registered. It means that, on the one hand, they have got licences. Licences prove their qualifications and give them permission to work. On the other hand, if they are registered, they pay taxes.

Free-lancers are, as a rule, members of professional associations. In high season free-lancers earn a lot of money. In low and off-season they don't earn any money at all or do some other job. Teachers work as free-lance guides. Students work as escorts. Actors work as animators. Travel writers are often permanent free-lancers.

Answer the questions

1. What kind of people are called free-lancers?
2. What are some of the free-lance jobs?
3. What companies employ free-lancers?
4. What are the advantages and disadvantages of being a free-lancer?

## VOCABULARY

**billboard** – афиша

филиал

цепь (турагентств, гостиниц)

**tour** – автобусный тур

**department store** – универмаг

**to employ** – принимать на работу

**folder** – раскладывающийся буклет

**free of charge** – бесплатно

**free-lancer** – внештатный работник

**full-time** – полный рабочий день, штатно

**guide book** – путеводитель

**inclusive tour** – комплексный тур

**in-coming tourism** – въездной туризм

**leisure centre** – центр отдыха, центр досуга

**market research** – маркетинговые исследования, изучение рынка

**manual** – справочник, руководство

**office site** – местонахождение офиса, офисное здание

**off-season** – мертвый сезон

**part-time** – неполный рабочий день, внештатно

**outlet** – точка розничного сбыта

**permission** – разрешение

**poster** – плакат

**rack** – стеллаж, стенд

**receipt** – квитанция

**tax** – налог

**travelogue** – каталог путешествий

**up-to-date** – современный, новейший

**branch** –

**chain** –

**coaching**

## EXERCISES

№ 1. Cross out one odd term in each line:

- 1) permanent, attractive, rewarding, independent, timetable, reason-able;
- 2) magazine, store, department store, travel shop, travel agency, sales outlet;
- 3) guide book, brochure, folder, luggage, manual, magazine, booklet;

- 4) ferry, rack, car, coach, train, charter plane;
- 5) airport, airlines, chain, charter plane, air terminal, air ticket;
- 6) cruising tour, department store, holiday centre, timetable, air ticket, inclusive tour.

№ 2. Group the following terms according to the titles in the table (3 terms in each group):

brochure, charge, escort, free-lancer, holiday centre, inclusive, book-let, cruising, office site, folder, travel clerk, coaching, receipt, tax, outlet.

locations      money matters      tours   people in tourism      advertising materials

№ 3. Match the terms with the definitions:

- |                       |                                                                                                             |
|-----------------------|-------------------------------------------------------------------------------------------------------------|
| 1) a receipt          | a) a catalogue of tours or a short video film about a tourist destination for advertising purposes          |
| 2) a tourist outlet   | b) an official paper which allows a person to do some kind of work                                          |
| 3) a free-lancer      | c) an official organization which promotes tourism in a certain part of the world                           |
| 4) a travelogue       | d) a point of sales of a tourist company                                                                    |
| 5) a travel insurance | e) a paper showing that money has been paid for some goods or services                                      |
| 6) a tourist board    | f) a person who is not attached to any company staff and works for himself having a licence to do such work |
| 7) a licence          | g) a paper that insures a traveller against accident, illness or loss of luggage during a tour              |

№ 4. Fill in the blanks:

|                 |              |          |
|-----------------|--------------|----------|
| free-lancers    | racks        | a chain  |
| sales outlets   | airlines     | research |
| travellogues    | high season  | licenses |
| inclusive tours | arrangements | receipts |
| air tickets     | advice       | taxes    |

1. Tour operators publish colourful.....
2. There are ..... and shipping companies among major tour operators.
3. Tourist information office clerks give.....to customers on passports and visas, luggage and the Customs.
4. Travel agencies make individual travel.....
5. A sales outlet clerk sells tickets and tours, collects money and gives.....herself.
6. People who work for themselves are called.....
7. Tour operators always do market.....when they develop tours.
8. There are.....among tour operators' products.
9. ....give free-lancers a permission to work.
10. There are.....with booklets and folders at travel agencies and their outlets.
11. Free-lancers are registered and they pay.....
12. Major tourist companies branch out and have.....

13. Some tourist companies are members of.....
14. There are hotel rooms, train and ..... among separate tourist services.
15. Most free-lancers work in.....

№ 5. Translate from Russian into English:

1. В этом универмаге находится точка розничного сбыта туристской компании. - Здесь есть какие-нибудь брошюры и каталоги путешествий? - Здесь нет толстых каталогов, но имеется несколько раскладывающихся проспектов.
2. В вашем городе есть какие-либо туристские достопримечательности? - У нас в городе имеется выставка и несколько музеев. - Какие музеи у вас в городе? - В городе есть два художественных музея.
3. Что находится на стеллажах у них в офисе? Там есть расписание на летний сезон? - На стеллажах находится много бесплатных брошюр. Но там нет новейшего расписания.
4. Сколько служащих в этой туристской компании? - В этой компании имеется менеджер, несколько турагентов и бухгалтер. - Сколько у них гидов и сопровождающих? - Там нет гидов и сопровождающих. Менеджер нанимает их на работу только в высокий сезон.
5. Что имеется в новом каталоге путешествий? - Там несколько новых инклюзив-туров и информация об отдельных услугах. - Есть ли какие-нибудь скидки? - Есть скидки на детей до 12 лет. На взрослых туристов никаких скидок нет.
6. В вашем туристском центре имеется аэропорт, не так ли? - Нет, вы ошибаетесь. Здесь нет аэропорта, но недалеко от нашего курорта имеются речной порт и автобусная станция. - В порту нет представительства вашей туристской компании, не правда ли? - Нет, есть

## Раздел 2. Организация путешествий

### Практическая работа №10

Тема 2.1. Прилагательные и наречия.

Степени сравнения прилагательных и наречий.

**Цель работы:** Изучение нового грамматического материала, умение использовать полученные знания в разговорной речи;

**Ход работы:** Изучение нового грамматического материала. Выполнение упражнений.

Прилагательные обозначают признаки предметов и отвечают на вопрос: какой?

A wide road. Широкая дорога. A tall tree. Высокое дерево. An interesting book. Интересная книга.

Наречия отвечают на вопрос: как?

He speaks English well. Он говорит по-английски хорошо.

Прилагательные и наречия имеют три формы степеней сравнения: положительную (positive degree), сравнительную (comparative degree), превосходную (superative degree).

Формы сравнительной и превосходной степеней образуются двумя способами:

**Способ 1.** Если прилагательное односложное, форма его сравнительной степени образуется при помощи суффикса -er, а форма превосходной степени – при помощи суффикса -est.

| Положительная степень | Сравнительная степень | Превосходная степень         |
|-----------------------|-----------------------|------------------------------|
| strong (сильный)      | stronger (сильнее)    | the strongest (сильнейший)   |
| cold (холодный)       | colder (холоднее)     | the coldest (самый холодный) |

Некоторые двусложные прилагательные оканчивающиеся на -y, -er, -ow образуют степени сравнения так же, как и односложные, с помощью суффиксов -er и -est.

easy (легкий) – easier (более легкий, легче) – the easiest (самый легкий, легчайший)

**Способ 2.** От двусложных прилагательных и прилагательных состоящих из трёх или более слогов, сравнительная степень образуется при помощи слова more (less), а превосходная степень – при помощи слова most (least)

famous (знаменитый) – more (less) famous (более (менее) знаменитый) – the most famous (самый знаменитый)

interesting (интересный) – more interesting (более интересный) – the most interesting (самый интересный)

**Запомните исключения при образовании степеней сравнения прилагательных:**

| Положительная степень           | Сравнительная степень                       | Превосходная степень                                        |
|---------------------------------|---------------------------------------------|-------------------------------------------------------------|
| good (хороший)<br>well (хорошо) | better (более хороший,<br>лучше)            | the best (самый хороший,<br>лучший)                         |
| bad (плохой)                    | worse (более плохой, хуже)                  | the worst (самый плохой,<br>худший)                         |
| little (маленький)              | less (меньше, меньший)                      | the least (самый маленький)                                 |
| much / many (много)             | more (больше)                               | most (больше всего, самый<br>большой)                       |
| far (далекий)<br>far (далеко)   | farther (более далекий)<br>further (дальше) | the farthest (самый далекий)<br>the furthest (дальше всего) |

Существительное, определяемое прилагательным в превосходной степени, всегда имеет определенный артикль.

В предложениях со степенями сравнения прилагательных и наречий используются следующие союзы: as ... as такой же ... как; not so ... as не такой ... как.

### **Exercises**

1. Образуйте сравнительную и превосходную степень от следующих прилагательных и наречий.

1. large, tall, long, easy, hot, big, cold, nice, bad, strong, short, wide, good, happy, high, low, busy, well, little, many, far. 2. wonderful, necessary, quickly, interesting, comfortable, popular, active, famous, pleasant, beautiful, slowly, clearly,

2. Переведите предложения на русский язык.

1. This book is not so interesting as that one. 2. The Baltic Sea is not so warm as the Black Sea. 3. The more you read, the more you know. 4. My brother is not as tall as you are. 5. The earlier you get up, the more you can do. 6. Today the wind is as strong as it was yesterday. 7. Your room is as light as mine. 8. John knows Russian as well as English. 9. Mary is not so lazy as her brother. 10. The longer the night is, the shorter the day. 11. The less people think, the more they talk.

3. Раскройте скобки, употребив нужную степень прилагательного/наречия.

1. Winter is (cold) season of the year. 2. Moscow is (large) than St. Petersburg. 3. Which is (long) day of the year? 4. The Alps are (high) mountains in Europe. 5. Even (long) day has an end. 6. It is one of (important) questions of our conference. 7. Your English is (good) now. 8. Who knows him (well) than you? 9. We have (little) interest in this work than you. 10. Health is (good) than wealth. 11. Your son worked (well) of all. 12. Today you worked (slowly) than usually.

4. Переведите предложения.

1. Чарльз Диккенс – один из самых известных писателей в мире. 2. Этот рассказ интереснее, чем тот. 3. Ваш дом выше нашего? Нет, он такой же высокий, как и ваш. 4. Это – самая прекрасная картина во всей коллекции. 5. Российская Федерация больше Великобритании. 6. Он сделал работу быстрее, чем вы. 7. Чем больше вы работаете, тем легче сдавать экзамены. 8. Его работа лучше вашей, но работа Анны – самая лучшая. 9. Россия – самая большая страна в мире. 10. Я живу не так далеко от института, как мой друг. 11. В июле столько же дней, сколько и в августе. 12. Самолет быстрее, чем поезд.

5. Раскройте скобки, употребляя требующуюся форму прилагательного.

1. This man is (tall) than that one. 2. Asia is (large) than Australia. 3. The Volga is (short) than the Mississippi. 4. Which building is the (high) in Moscow? 5. Mary is a (good) student than Lucy. 6. The Alps are (high) than the Urals. 7. This garden is the (beautiful) in our town. 8. She speaks Italian (good) than English. 9. Is the word "newspaper" (long) than the word "book"? 10. The Thames is (short) than the Volga. 11. The Arctic Ocean is (cold) than the Indian Ocean. 12. Chinese is (difficult) than English. 13. Spanish is (easy) than German. 14. She is not so (busy) as I am. 15. It is as (cold) today as it was yesterday. 16. She is not so (fond) of sports as my brother is. 17. Today the weather is (cold) than it was yesterday. 18. This book is (interesting) of all I have read this year. 19. January is the (cold) month of the year. 20. My sister speaks English (bad) than I do. 21. Which is the (hot) month of the year? 22. Which is the (beautiful) place in this part of the country? 23. This nice-looking girl is the (good) student in our group.

**6. Раскройте скобки, употребляя требующуюся форму прилагательного.**

1. Oil is (light) than water. 2. We shall wait for a (dry) day to go on the excursion. 3. A bus is (fast) than a tram. 4. Take some of these sweets: they are very (nice). They are (nice) than the sweets in that box. 5. He clearly did not like the explanation, and as he listened to it, he became (angry) and (angry). 6. He worked (hard) and (hard) as the end of the term came nearer. 7. The (tall) trees in the world grow in California. 8. Please be (careful) next time and don't spill the milk again. 9. Bobby was a (quiet) child. He was (quiet) than his sister. 10. Her eyes are (grey) than mine. 11. He was the (fat) man in the village. 12. As he went on, the box became (heavy) and (heavy). 13. My sister is the (tall) girl in her class. 14. Who is the (attentive) student in your group? 15. It is autumn. Every day the air becomes (cold), the leaves (yellow). 16. This is the (beautiful) view I have ever seen in my life. 17. Your handwriting is now (good) than it was last year; but still it is not so (good) as Nick's handwriting. Nick has a (good) handwriting than you. And of course Nellie has the (good) handwriting of all.

**7. Переведите следующие предложения на английский язык.**

1. Здание Московского университета - самое высокое в столице. 2. Наш город не такой большой, как Москва, но он такой же красивый. 3. Невский проспект — одна из самых красивых улиц Санкт-Петербурга. 4. Кто самый младший ученик в нашей группе? — Петров. Но он самый высокий. 5. Грамматика английского языка трудная, но английское произношение труднее. 6. Магазины на нашей улице больше, чем магазины на вашей улице. 7. Наш телевизор такой же хороший, как этот. 8. Эта комната светлее той. 9. Погода сегодня хуже, чем вчера. Сегодня холоднее, и идет дождь. 10. Моя комната не такая большая, как комната моей подруги, но она светлее и теплее. 11. Какая из этих книг самая интересная? 12. Ноябрь не такой холодный месяц, как январь. 13. Мой отец — очень занятый человек. 14. Крым - одно из самых лучших мест для отдыха. 15. Сегодня он чувствует себя гораздо лучше.

**Практическая работа №11**

Тема 2.2. Имя существительное.

Множественное число существительных

Исчисляемые/неисчисляемые существительные

**Цель работы:** Изучение нового грамматического материала, умение использовать полученные знания в разговорной речи;

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**Имя существительное** — это знаменательная часть речи, обозначающая предмет в самом широком смысле. Например, существительные могут обозначать вещи (car, pen), живых существ (cat, human), места (Norway, mountain, Moscow), материалы (copper, cloth), процессы (life, laughter), состояния (rest, sleep), абстрактные понятия (beauty, evil) и качества (kindness, bravery).

Множественное число имен существительных образуется путем:

1. Добавления окончания **-s** к существительному

|               |              |
|---------------|--------------|
| <i>a cat</i>  | <i>cats</i>  |
| <i>a sea</i>  | <i>seas</i>  |
| <i>a boy</i>  | <i>boys</i>  |
| <i>a book</i> | <i>books</i> |
| <i>a pen</i>  | <i>pens</i>  |
| <i>a girl</i> | <i>girls</i> |

2. Добавления окончания **-s** к существительным, оканчивающимся на гласную + **y**

|               |          |                |
|---------------|----------|----------------|
| <i>turkey</i> | индюк    | <i>turkeys</i> |
| <i>monkey</i> | обезьяна | <i>monkeys</i> |
| <i>day</i>    | день     | <i>days.</i>   |

3. Замены **y** на **i** и добавления **-es** к существительным, оканчивающимся на согласную + **y**

|                  |          |                  |
|------------------|----------|------------------|
| <i>a fly</i>     | муха     | <i>flies</i>     |
| <i>a lady</i>    | леди     | <i>ladies</i>    |
| <i>a body</i>    | тело     | <i>bodies</i>    |
| <i>a country</i> | страна   | <i>countries</i> |
| <i>a company</i> | компания | <i>companies</i> |
| <i>a party</i>   | партия   | <i>parties</i>   |
| <i>a baby</i>    | младенец | <i>babies.</i>   |

4. Добавления окончания **-es** к существительным, оканчивающимся на **s, x, z, ch** and **sh**

|              |          |                 |
|--------------|----------|-----------------|
| <i>mass</i>  | масса    | <i>masses</i>   |
| <i>class</i> | класс    | <i>classes</i>  |
| <i>box</i>   | коробка  | <i>boxes</i>    |
| <i>buzz</i>  | звонок   | <i>buzzes</i>   |
| <i>watch</i> | часы     | <i>watches</i>  |
| <i>match</i> | спичка   | <i>matches</i>  |
| <i>dish</i>  | блюдо    | <i>dishes</i>   |
| <i>crash</i> | крушение | <i>crashes.</i> |

5. Замены **f** на **v** и добавления окончания **-es** к существительным, оканчивающимся на **f** и **fe**

|              |          |                |
|--------------|----------|----------------|
| <i>knife</i> | нож      | <i>knives</i>  |
| <i>wife</i>  | жена     | <i>wives</i>   |
| <i>life</i>  | жизнь    | <i>lives</i>   |
| <i>half</i>  | половина | <i>halves</i>  |
| <i>shelf</i> | полка    | <i>shelves</i> |
| <i>wolf</i>  | волк     | <i>wolves.</i> |

Но не всегда. *Исключениями* являются:

|               |           |                |
|---------------|-----------|----------------|
| <i>belief</i> | вера      | <i>beliefs</i> |
| <i>chief</i>  | шеф       | <i>chiefs</i>  |
| <i>chef</i>   | шеф-повар | <i>chefs</i>   |
| <i>cliff</i>  | утес      | <i>cliffs</i>  |
| <i>roof</i>   | крыша     | <i>roofs.</i>  |



6. Добавления -s или -es к существительному, оканчивающемуся на o

|               |           |                 |
|---------------|-----------|-----------------|
| <i>piano</i>  | пианино   | <i>pianos</i>   |
| <i>potato</i> | картофель | <i>potatoes</i> |
| <i>tomato</i> | помидор   | <i>tomatoes</i> |
| <i>hero</i>   | герой     | <i>heroes.</i>  |

Ряд существительных образуют множественное число **не по общим правилам**:

а) изменяется корневая гласная:

|                |         |              |         |
|----------------|---------|--------------|---------|
| <i>a man</i>   | мужчина | <i>men</i>   | мужчины |
| <i>a woman</i> | женщина | <i>women</i> | женщины |
| <i>a foot</i>  | нога    | <i>feet</i>  | ноги    |
| <i>a tooth</i> | зуб     | <i>teeth</i> | зубы    |
| <i>a goose</i> | гусь    | <i>geese</i> | гуси    |
| <i>a mouse</i> | мышь    | <i>mice</i>  | мыши.   |

б) добавляется окончание -en:

|                |         |                 |       |
|----------------|---------|-----------------|-------|
| <i>an ox</i>   | бык     | <i>oxen</i>     | быки  |
| <i>a child</i> | ребенок | <i>children</i> | дети. |

в) заимствуются формы единственного и множественного числа из латинского и греческого языков:

|                    |          |                            |          |
|--------------------|----------|----------------------------|----------|
| <i>a formula</i>   | формула  | <i>formulae (formulas)</i> | формула  |
| <i>a crisis</i>    | кризис   | <i>crises</i>              | кризисы  |
| <i>a criterion</i> | критерий | <i>criteria</i>            | критерии |
| <i>a bacterium</i> | бактерия | <i>bacteria</i>            | бактерии |
| <i>a datum</i>     | данное   | <i>data</i>                | данные   |
| <i>an index</i>    | индекс   | <i>indices</i>             | индексы. |

В английском языке есть существительные, которые имеют одну (общую) форму для единственного и множественного числа:

|                |        |              |         |
|----------------|--------|--------------|---------|
| <i>a deer</i>  | олень  | <i>deer</i>  | олени   |
| <i>a sheep</i> | овца   | <i>sheep</i> | овцы    |
| <i>a fish</i>  | рыба   | <i>fish</i>  | рыбы    |
| <i>a swine</i> | свинья | <i>swine</i> | свиньи  |
| <i>moose</i>   | лось   | <i>moose</i> | лоси    |
| <i>bison</i>   | бизон  | <i>bison</i> | бизоны. |

Некоторые существительные могут употребляться в форме только единственного либо множественного числа.

**Только в единственном числе употребляются слова:**

*money* — деньги

*sugar* — сахар

*hair* — волосы

*business* — дело

*information* — информация, сведения

*progress* — прогресс, успехи

*news* — новость, новости

*peace* — мир

*love* — любовь

*knowledge* — знание, знания

*advice* — советы

*furniture* — мебель

*luggage* — багаж

*fruit(s)* — фрукты.

**Только во множественном числе употребляются слова:**

*clothes* — одежда

*goods* — товары

*riches* — богатства

*thanks* — благодарность

*manners* — манеры.

Только во множественном числе употребляются обозначения предметов, состоящих из двух и более частей:

*trousers* — брюки

*glasses* — очки

*scissors* — ножницы

*shorts* — шорты

*pliers* — плоскогубцы.

Исчисляемые существительные легко узнать. Они обозначают предметы, которые мы можем сосчитать. Например: ручка. Мы можем посчитать ручки. Их может быть одна, две, три или большее количество ручек. Вот некоторые примеры исчисляемых существительных:

|               |          |                 |         |
|---------------|----------|-----------------|---------|
| <i>dog</i>    | собака   | <i>bottle</i>   | бутылка |
| <i>cat</i>    | кот      | <i>box</i>      | коробка |
| <i>animal</i> | животное | <i>litre</i>    | литр    |
| <i>man</i>    | мужчина  | <i>coin</i>     | монета  |
| <i>person</i> | человек  | <i>dollar</i>   | доллар  |
| <i>cup</i>    | чашка    | <i>plate</i>    | тарелка |
| <i>fork</i>   | вилка    | <i>table</i>    | стол    |
| <i>chair</i>  | стул     | <i>suitcase</i> | чемодан |
| <i>bag</i>    | сумка    |                 |         |

Неисчисляемые существительные обозначают вещества, понятия и т. д., то есть то, что не может делиться на отдельные элементы. Мы не можем посчитать их. Например, мы не можем посчитать «молоко». Мы можем посчитать «бутылки молока» или «литры молока», но мы не можем непосредственно посчитать «молоко». Вот некоторые примеры неисчисляемых существительных:

|                    |            |                    |               |
|--------------------|------------|--------------------|---------------|
| <i>music</i>       | музыка     | <i>rice</i>        | рис           |
| <i>art</i>         | искусство  | <i>sugar</i>       | сахар         |
| <i>love</i>        | любовь     | <i>butter</i>      | масло         |
| <i>happiness</i>   | счастье    | <i>water</i>       | вода          |
| <i>advice</i>      | совет      | <i>air</i>         | воздух        |
| <i>information</i> | информация | <i>electricity</i> | электричество |
| <i>news</i>        | новости    | <i>gas</i>         | газ           |
| <i>furniture</i>   | мебель     | <i>money</i>       | деньги        |
| <i>luggage</i>     | багаж      | <i>currency</i>    | валюта        |

Неисчисляемые существительные обычно употребляются в единственном числе, поэтому используется глагол в единственном числе. Например:

*This news is very important.* — Эти новости очень важны.

*Your luggage looks heavy.* — Ваш багаж выглядит тяжелым.

С неисчисляемыми существительными обычно не используется неопределенный артикль *a/an*. Нельзя сказать «an information» или «a music». Но можно сказать:

*a piece of news*    новость

*a bottle of water*    бутылка воды

*a grain of rice*    зерно риса

Напитки (кофе, вода, чай) обычно неисчисляемые существительные. Но мы можем сказать (напр., в ресторане): *Two teas and one coffee, please.* — Два чая и один кофе, пожалуйста.

**Much, many, little, a little, few, a few** с исчисляемыми и неисчисляемыми существительными

В английском языке выделяют следующие местоименные прилагательные:

much, many - "много"

little, few - "мало"

**Much, little** определяют неисчисляемые существительные:

There is much snow in the street. На улице много снега

There is little sugar in my tea. В моём чае мало сахара.

**Many, few** - ставятся перед исчисляемыми существительными:

There are many spoons on the table, but there are few knives on it.

На столе много ложек, но мало ножей.

**Little, few** в сочетании с неопределённым артиклем образуют устойчивые сочетания со следующими значениями:

a few - "несколько"

a little - "немного"

A little - "немного" и a few - "несколько" употребляются в смысле "некоторое, хотя и небольшое количество", в то время как little и few - "мало" употребляются в смысле "недостаточно, почти нет".

I've got little time. У меня мало времени.

I've got a little time. У меня есть немного времени.

He has few friends. У него мало друзей.

He has a few friends. У него есть несколько друзей.

Наряду с местоименными прилагательными в значении "много" употребляются сочетания: a lot of, lots of, plenty of - как с исчисляемыми, так и с неисчисляемыми существительными, обозначающими явления природы (snow, rain), вещество (ink, water, salt), абстрактные понятия (love, beauty, inclination):

There are a lot of English books in my library. В моей библиотеке много английских книг.

There is a lot of rain this autumn. Этой осенью много дождей.

There are lots of roses in this garden. В этом саду много роз.

We have lots of snow this winter. Этой зимой много снега.

There are plenty of pictures in his studio. В его студии много картин.

We have plenty of time. У нас много времени.

### Exercises.

1. Распределите следующие существительные на две группы.

paper – bottle – porridge – happiness – pencil – coffee – girl – work – job – plate – dog – meat – news – apricot – toothpaste – time – bedroom – money – magazine – information – honey – metal – child – yoghurt – rice – spaghetti – water – air – spoon – mustard – egg – chair – shampoo – raincoat – flower – flour – bread – soap – toy – food – knowledge – garden – oil – furniture – friend

Исчисляемые:

Неисчисляемые:

**2. Поставьте How many? или How much?**

1. ... salt do you usually put in the soup?
2. ... cups of tea shall I bring?
3. ... films did you see?
4. ... friends has he got?
5. ... free time do we have?
6. ... juice is there in the fridge?
7. ... money did they spend?
8. ... tomatoes are there in the bag?
9. ... kilos of potatoes did you buy?
10. ... slices of cheese are left on the plate?

**3. Вставьте в предложения few/ little:**

1. There are students who love you.
2. Where are my possessions?
3. musicians would deny his talent.
4. There's too snow.
5. rain falls at this time of year.
6. I have interests outside my work.
7. You'll have so time tomorrow!
8. There are like her in the group.
9. employees want low-paid jobs.
10. There's very milk in the bottle.

**4. Вставьте в предложения few/a few/fewer/little/a little:**

1. I suppose she has choice.
2. I will eat bread.
3. We should have used eggs.
4. recent films have been screened.
5. There were more important things I'd like to tell them.
6. I'm so sorry, I'm going to be minutes later.
7. There are elephants than there used to be.
8. There's always snow at this time of year.
9. children have read the article, and even understand it.
10. It was a village of than 500 inhabitants.

**1. Поставьте следующие существительные во множественное число (не забудьте, что перед множественным числом неопределенный артикль нужно опустить),**

A table, a plate, a fox, a room, a lady, a knife, a chair, a bus, a Negro, a match, a way, a house, a family, a flag, a town, a wolf, a country, a lion, a park, a play.

**2. Поставьте следующие существительные во множественное число (обратите внимание на артикли: неопределенный артикль во множественном числе опускается, определенный артикль сохраняется).**

A star, a mountain, a tree, a shilling, a king, the waiter, the queen, a man, the man, a woman, the woman, an eye, a shelf, a box, the city, a boy, a goose, the watch, a mouse, a dress, a toy, the sheep, a tooth, a child, the ox, a deer, the life, a tomato.

**3. Поставьте следующие словосочетания во множественное число.**

This tea-cup, this egg, that wall, that picture, this foot, that mountain, this lady, that window, this man, that match, this knife.

*Запомните:*

*this is — these are that is — those are there is — there are it is — they are*

**4. Поставьте следующие предложения во множественное число.**

1. This is a star. 2. This is a boy. 3. This is a baby. 4. That is a plate. 5. That is a flower, j 6. That is a bookshelf. 7. Is this a sofa? 8. Is this a bookcase? 9. Is this a man? 10. Is that a ball? 11. Is that a train? 12. Is that a plane? 13. Is the window open? 14. Is the door closed? 15. Is the boy near the window? 16. That is not a king, 17. That is not a queen. 18. That is not a bus. 19. This isn't a mountain. 20. That isn't a goose. 21. This isn't a mouse. 22. It is a sheep. 23. It is a cigarette. 24. It is a cat. 25. It is not a girl. 26. It isn't a bag. 27. It isn't a tree. 28. It is not a bad egg. 29. It is a good egg. 30. Is that a flower?

**5. Поставьте следующие предложения во множественное число.**

1. This man is an engineer. 2. That woman is my sister. 3. This child is my son, 4. That goose is big. 5. This mouse is white. 6. This man is a doctor. 7. That woman is my cousin. She is a teacher 8. That girl is my niece. She is a pupil. 9. This girl has a blue sweater. 10. This boy has a good coat. 11. My uncle has a large flat. 12. There is a table in the room. 13. I have a good pen. My pen is in my pocket. 14. There is a flower in the vase. 15. This child's foot is sore.

**Упр. 6. Поставьте следующие предложения во множественное число.**

1. This room is very large. 2. There is a match in the box. 3. Has this lady a knife? 4. There is a man and a woman in the street. 5. This lady is that gentleman's wife. 6. This shoe is too large for my foot. 7. The child is sitting on a bench. 8. My tooth is white. 9. This key is made of steel. 10. A potato is a vegetable and a cherry is a fruit. 11. This is my friend's study. 12. His child studies very well. 13. This man works at our office. 14. There is a new house in our street. 15. This story is very interesting. 16. I have hurt my foot. 17. The wolf has been shot. 18. He keeps his toy in a box. 19. Put this knife on that table. 20. There was a lady, a gentleman, a boy and a girl in the room.

**Практическая работа №12**

**Тема 2.3. Виды путешествий**

**Цель работы:** Развитие умения поиска специфической информации; развитие умения говорить на основе прочитанного, формирование чтения и говорения.

**Ход работы:** Введение новой лексики. Выполнение упражнений. Работа с текстом.

*Answer the questions:*

1. Are you fond of travelling? Do you often travel?
2. What cities have you visited recently? Have you ever travelled abroad?
3. What's your favourite way of travelling? Do you prefer travelling by train, by plane, or by car?
4. What's the most comfortable way of travelling in your opinion? And what's the cheapest way of travelling?
5. Where would you like to spend your summer (winter) holidays?

*Read and translate the text*

**TRAVELLING**

The scientific and technological progress has allowed people to overcome time and distance, to cover in the twinkling of an eye the vast expanse of our planet. The whole world is open now. The limitations of former times have disappeared.

Modern life is impossible without travelling. From time to time we have to go to another city or country on business. Then after a year's work people go on holiday and they don't like to spend it at home. Millions of people all over the world spend their holidays travelling. They travel to see other countries and continents, modern cities and the ruins of ancient towns, they travel to enjoy picturesque places or just for a change of scene. It is always interesting to discover new things, to see different ways of life, to meet different people, to try different food, to listen to different musical rhythms.

Those who live in the country like to go to a big city and spend their time visiting museums and art galleries, looking at shop windows and dining at exotic restaurants. City dwellers usually like a quiet holiday by the sea or on the mountains with nothing to do but walk and bathe and lie in the sun.

People who wish to travel either for pleasure or on business have at their disposal various means of transport. If you want to go somewhere as quickly as possible the best way is to travel by plane. It gives you additional comfort and saves your time. There is none of the dust and dirt of a railway or car journey, none of the trouble of changing train to steamer and to another train. Whenever you want to go somewhere by plane you should book a ticket on a flight in advance. You may book a single, return or

open return ticket. When booking a ticket you should mention what class you are going to travel: first, business or economy class. Before boarding the plane you should register your luggage at a check-in desk. Then you may wait in the departure lounge. Soon you will be boarding the big airliner and it will carry you to new lands. Being on board the plane you can read newspapers, watch video, or listen to music to kill the time. You are also served some drinks and food. Flying is really a thrilling thing.

Travelling by train is slower than by plane but has its advantages. When on the train you can always see the countryside around you, so you are not simply travelling, but your holidays have already begun. If you are hungry, you can have a meal in the dining-car; and if the journey is a long one you can have a bed in a sleeper. And there is nothing more interesting than a big railway station! There is the movement, the excitement, the gaiety of people going away or waiting to meet friends. When the day of your departure comes you go to the railway station, there you can see long distance trains. They have got a lot of carriages, among them a dining car and a luggage van. The porters are busy carrying the passengers' luggage to the train. Those who have to wait for their train usually sit in the waiting hall.

Travelling by sea is mostly for those who are going on holiday and want a pleasant voyage. You can see the rise and fall of the waves, feel the fresh sea wind blowing in your face and hear the cry of the sea-gulls. On board a large cruise ship people cross oceans and visit other countries. The ship stops for a day or two in different ports and people go ashore on excursions. Crossing the ocean is a magnificent and very long voyage.

Many people prefer travelling by car. This way you can explore the nearby towns and cities. The greatest advantage is that you can stop whenever you like that you are not bound by any schedule. You start from your own front door and take any road you like. One of the cheapest and the most popular ways of travelling is hiking. It is always a great experience for a lover of nature. Walking through the wood or along the river, having a rest on the shore of a forest lake, climbing a mountain, you feel yourself a part of nature. You can not only admire the nature but gain experience and knowledge during your walking tour. This form of travelling attracts a great number of young people and helps them to become strong and healthy. But it depends on the weather, of course.

All means of travelling have their advantages and disadvantages. People choose one according to their plans and destination and each way of travelling gives great pleasure. When travelling we see and learn a lot of things that we can never see or learn at home.

### VOCABULARY

**to overcome** – преодолевать

**in the twinkling of an eye** – в мгновение ока

**ancient** – древний, старинный

**picturesque** – живописный

**for a change of scene** – для смены обстановки

**city dweller** – городской житель

**to have at one's disposal** – иметь в своем распоряжении

**to save time** – экономить время

**to book** – бронировать, заказывать

**in advance** – заранее

**a single/ return/ open return ticket** – билет в одну сторону; билет туда и обратно; билет туда и обратно с открытой датой

**check-in desk** – стойка регистрации (в аэропорту)

**departure lounge** – зал отлета

**a dining-car** – вагон-ресторан

**a sleeper** – спальный вагон

**a long distance train** – поезд дальнего следования

**a carriage** – вагон

**a luggage van** – багажный вагон

**a porter** – носильщик

**a waiting hall** – зал ожидания

**schedule** – график, расписание

**hiking** – пеший туризм

**to admire** – восхищаться, любоваться

**to gain experience** – приобретать опыт

**advantages and disadvantages** – преимущества и недостатки

**destination** – место назначения

### EXERCISES

1. *Give the Russian equivalents of the following words and word combinations.*

in the twinkling of an eye, picturesque place, city dweller, to travel on business, to have at one's disposal, means of transport, to book a ticket, single ticket, to climb a mountain, to board the plane, check-in desk, departure lounge, to explore, destination, dining car

2. *Agree or disagree with the following statements.*

- The scientific and technological progress has made travelling much easier.
- Many people prefer to spend their holidays travelling.
- City dwellers, as a rule, like to go to big cities.
- The quickest way of travelling is travelling by train.
- Travelling by car is very uncomfortable, it has no advantages.
- Thanks to travelling people can learn a lot of things.

3. *Find in the text the English equivalents of the following words and word combinations.*

билет туда и обратно, билет с открытой датой, поезд дальнего следования, вагон, багажное отделение, преимущества и недостатки, лайнер, исследовать, смена обстановки, зал ожидания, расписание, загорать, день отъезда, путешествовать для удовольствия, заранее

4. *Give synonyms to the following words and word combinations and make up your examples with them.*

to allow, in the twinkling of an eye, to book a ticket, in advance, magnificent, advantage, disadvantage, to register

5. *Answer the questions:*

- Why do people travel?
- Why do some people choose planes for travelling?
- Do you like to travel by train? What are its advantages?
- Would you like to go on a big ocean cruise?
- Why can it be convenient to travel by car?
- If you could spend a hiking holiday wherever you like, what place would you choose?
- Do you agree with a saying that travelling broadens the mind?

6. *Translate into English.*

- Мне часто приходится ездить в деловые поездки, и так как я люблю путешествовать с комфортом, я предпочитаю летать на самолете. Это удобно и быстро.
- Куда ты собираешься поехать в отпуск? – Не знаю, я еще не решил.
- Я так устала на работе, мне необходима смена обстановки. – Ты должна поехать отдохнуть.
- Городские жители предпочитают отдыхать вдали от больших городов. Они любят проводить время в горах или на море, чтобы быть ближе к природе.
- Эта машина – в вашем распоряжении. Вы можете взять ее, когда вам будет нужно.
- Вам следует заказать билеты на поезд заранее.
- К сожалению, посадка на самолет уже завершилась, вы опоздали.
- Мои друзья должны встречать меня на вокзале, но я не могу их нигде найти. – Возможно, они в зале ожидания.
- Моя мечта – совершить морское путешествие по Средиземному морю.

7. *Retell the text.*

8. *Tell about your favourite way of travelling.*

### **MR AND MRS BROWN ARE PLANNING THEIR HOLIDAY**

*Fill in the gaps:*

*Travel agent:* Can I help you?



*Mr Brown:* We'd like to arrange our (1)... .

*Travel agent:* Have you got anything (2) ... in mind?

*Mr Brown:* We are thinking of visiting (3) ... or (4) ... .

*Travel agent:* I think I've got a very attractive offer for you. It's in (5)...., in (6)...., in a hotel near the (7) .... You get (8)... nights full board for (9)... £.

*Mrs Brown:* That sounds very (10)...., but isn't it a (11)... place in summer?

*Travel agent:* This hotel is in a small (12)... and there aren't many tourists.

*Mrs Brown:* That's wonderful. How long does it take to (13)... there?

*Travel agent:* It depends on the way you travel. You can go there by (14)... and then the (15) ... only takes (16)... hours. But it's (17)... to travel by (18)...., and then it takes (19)... hours. It is also possible to go by (20)....: it's not as (21)... as the plane and the (22)... is shorter than by coach.

*Mrs Brown:* I like going by (23)...., it's the safest way of travelling. But do we have to (24)...?

*Travel agent:* No, it's a (25)... train, (26)... all the way.

*Mr Brown:* What about the (27)...?

*Travel agent:* It's included in the (28)....

*Mrs Brown:* Darling, this trip is wonderful. Let's book the tickets in (29)....

### VOCABULARY

an attractive offer – привлекательное предложение

full board – полный пансион

crowded – заполненный, переполненный

a coach – междугородный автобус

a direct train = a through train – прямой поезд

insurance – страховка

*Answer the questions*

1. What country did the Browns want to visit?
2. What holiday did the travel agent offer?
3. How can the Browns get to the place?
4. What is the fastest way of traveling? How long does it take?
5. What is the cheapest way of traveling?
6. What way of traveling did the Browns choose? Why?
7. How much did the Browns have to pay for insurance?

### VOCABULARY EXERCISES

*№ 1. Study the definitions and then complete the sentences.*

1. journey – an act of travelling from one place to another, especially to a place that is far away  
to make a journey  
bus / car / train journey
2. trip – the act of travelling to a place and coming back, especially when you stay in the place for a short time  
boat / car / plane / trip  
go on a business / school / skiing trip
3. flight – a journey in a plane
4. voyage – a long journey in a boat or a ship
5. crossing – a short journey in a boat or ship which goes from one side of a sea, lake or other area of water to the other side  
the ferry crossing
6. drive – a journey in a car
7. ride – a short journey in a vehicle such as a car, or a bicycle or a horse  
bike / car / horse ride
8. tour – a planned journey during which a politician, entertainer, or sports team visits several places, usually within a fixed period of time.

\*\*\*

1. If you are visiting Madrid, why not go on a day \_\_\_\_ to Toledo?
2. The \_\_\_\_ was delayed because of air traffic congestion over Heathrow.

3. The \_\_\_\_ on the ferry was very rough.
4. The train \_\_\_\_ from Madras to Bangalore was uncomfortable.
5. The Titanic sank on its maiden \_\_\_\_ .
6. Why not hire a car and go for a \_\_\_\_ in the country?
7. There's volleyball team on \_\_\_\_ and they want hotel accommodation.
8. The museum is a short bus \_\_\_\_ from the tourist information office.
9. What are your plans for holiday? – I don't know yet. Why? – Well, I suggest making a package \_\_\_\_ round Europe. – Oh, it's wonderful.
10. I've always dreamt about a cruise in the Mediterranean but when my dream came true I realized that sea cruises are not for me. I was feeling seasick during the whole \_\_\_\_ .
11. The tickets for a plane are very expensive but I think that planes are the most comfortable means of transportation. And I hope our \_\_\_\_ will be pleasant.
12. Working as a marketing researcher in a large company I often have to go on business \_\_\_\_ to different cities of our country and sometimes abroad.
13. I spent a wonderful month in the country. I was so close to nature. But most of all I liked a beautiful lake. Almost every day I enjoyed the boat \_\_\_\_ , it was unforgettable.
14. I've heard you are going to buy a new car. – Yes, why? – I think we could go for a \_\_\_\_ at the weekend.
15. They say a bike is a very dangerous vehicle but I like this feeling of speed and risk. A bike \_\_\_\_ makes your heart beat quicker and your blood run cold.
16. Let's make a \_\_\_\_ to Paris, there are a lot of places of interest which I'd like to visit.

### Практическая работа №13

#### Тема 2.4. Путешествие по воздуху

**Цель работы:** Развитие умения говорить на основе прочитанного, формирование лексических и грамматических навыков чтения и говорения;

**Ход работы:** Изучение нового лексического материала. Чтение и перевод текста. Работа с текстом и выполнение лексических упражнений.

#### AIRLINE TRAVELLING

*Read and learn the following words and word combinations*

**to fly by plane, to fly on the plane** – лететь на самолете

**flight** – рейс, полет

**non-stop flight** – беспосадочный полет

**domestic flight** – внутренний рейс

**charter flight** – чартерный рейс

**connecting flight** – стыковочный рейс

**to book tickets in advance** – заказать (купить) билеты заранее

**booking office** – билетная касса

**to make reservations** – забронировать

**to confirm reservation** – подтвердить заказ

**to cancel reservations** – аннулировать заказ

**single ticket** – билет в один конец

**return ticket** – билет туда и обратно

**open return ticket** – обратный билет с открытой датой

**arrival time** – время прибытия

**departure time** – время отправления  
**departure board** – табло отправления  
**to see smb off** – провожать кого-либо  
**air terminal** – аэровокзал  
**check-in** – регистрация  
**check-in counter, check-in desk** – стойка регистрации  
**excess baggage charge** – плата за излишек багажа  
**scales** – весы  
**tag** - бирка  
**customs** - таможня  
**lobby, departure lounge** – зал ожидания  
**to announce** – объявлять  
**to delay** – задерживать  
**gate** – выход на посадку  
**boarding** - посадка  
**boarding pass** – посадочный талон  
**stewardess, air hostess, flight attendant** – стюардесса  
**steward, flight attendant** – бортпроводник  
**row** – ряд  
**hand baggage** – ручная кладь  
**crew** – экипаж  
**to fasten seat belts** – пристегнуть ремни безопасности  
**emergency exit** – аварийный выход  
**baggage rack** – багажная полка  
**snack-tray** – раскладной столик  
**altitude**– высота  
**runway** – взлетно-посадочная полоса  
**to take off** – взлетать  
**take off** – взлет  
**turbulence** - турбулентность  
**to land, to make a landing** – совершать посадку  
**baggage claim area** – место выдачи багажа  
**conveyer belt** – транспортер, конвейер  
**to suffer from time leg** – страдать от разницы во времени

*Think about the whole experience of flying (from check-in to the time you leave the airport at your destination) and answer these questions.*

1. What is the most interesting part, and what is the most boring part?
2. Where do you often have delays, and why?
3. Is there any part that frightens or worries you?
4. What do you usually do during most flights?
5. Do you always eat the food they give you?

### **Airplane Reservations**

*Read the dialogue and learn it by heart*

*Travel agent:* Can I help you?

*Mr Campbell:* I want to fly to London next week. I'd like to make reservations for a round trip ticket.

*A.:* What day are you planning to leave for London?

*C.:* On the 12<sup>th</sup> of March.

*A.:* There are three flights to London – at 10 a.m., at 8.30 and 9 p.m. Do you have any preference about the time of the day?

*C.:* I'd rather leave at 9 p.m. I want to get to London early in the morning.

*A.:* I can make a reservation for TWA flight. Are you going to travel first class or economy?

*C.:* I prefer economy. How much will it be?

*A.:* 440 \$.

*C.:* Are meals and refreshments served on the flight?

*A.:* Yes, they are.

*C.:* What's the flying time?

*A.:* Six hours.

*C.:* What's the London airport we'll arrive at?

*A.:* Heathrow airport. How many days are you going to stay in London?

*C.:* Seven days.

*A.:* Will you pay by credit card?

*C.:* Yes, by Master Card. When can I get my tickets?  
You'll have them two days before your departure.

*A.:*

### **Airplane Reservations by Phone**

*In this conversation a traveller is making a reservation by phone. Put the sentences in the correct order.*

| <b>Travel Agency</b>                                                                        | <b>Traveller</b>                                                                            |
|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <input type="checkbox"/> G-O-M-E-Z. And your credit card?                                   | <input type="checkbox"/> G-O-M-E-Z.                                                         |
| <input type="checkbox"/> Thank you. I'll put your tickets in the mail today.                | <input type="checkbox"/> November next year.                                                |
| <input type="checkbox"/> Liteways Travel. Can I help you?                                   | <input type="checkbox"/> Marcus Gomez, and...                                               |
| <input type="checkbox"/> Sorry. Could you spell that?                                       | <input type="checkbox"/> That sounds fine. Can you reserve a seat in business class for me? |
| <input type="checkbox"/> Certainly. Could I have your name and details of your credit card? | <input type="checkbox"/> On the 25th, next Wednesday.                                       |
| <input type="checkbox"/> What's the expiry date?                                            | <input type="checkbox"/> In the morning, please. As early as possible.                      |
| <input type="checkbox"/> Certainly. When would you like to travel?                          | <input type="checkbox"/> Yes. I'd like to book a flight to Berlin.                          |
| <input type="checkbox"/> In the morning, afternoon or evening?                              | <input type="checkbox"/> Thank you. Good bye.                                               |
| <input type="checkbox"/> Just a moment. . . There's a flight at 7.55 a.m.                   |                                                                                             |

|               |                               |
|---------------|-------------------------------|
| [ ] Good bye. | [ ] VISA, 2985 0988 9456 4521 |
|---------------|-------------------------------|

## Topical Phrase List

*Using the topical phrase list make up your own dialogues:*

**I want to fly to...** - Я хочу лететь в...

**I'd like to book a ticket (seat)** – Я бы хотел заказать билет (место)

**A ticket on a flight** – билет на рейс

**I'd like a single/return ticket** – Я хотел бы билет в одну сторону/туда и обратно

**To leave for London** – отбывать в Лондон

**You have overweight** – У вашего багажа лишний вес.

**The flight hasn't been announced yet** – Посадка еще не объявлена.

**through the security check** –Пройти проверку службы безопасности **Flight... to ...**

**is cancelled** – Рейс... до ... отменяется. **due to**

**adverse weather conditions** – изза неблагоприятных погодных условий **Flight ...**

**to... is delayed** – Рейс... до... задерживается. **Flight ... to...**

**is boarding** – Производится посадка на рейс... до... **Please proceed to**

**gate 5** – Пройдите к выходу на посадку № 5. **The estimated time of**

**take-off** – предполагаемое время вылета **Where is the booking/**

**information office?** – Где билетная касса/ справочное бюро?

**What is the city of destination?** – Каков пункт назначения? **What**

**is the time of departure/arrival?** – Когда самолет вылетает/прибывает? **Will you**

**show me the way to gate 2?** – Как пройти к выходу на посадку № 2? **Is there a coach**

**service from the terminal to the centre of the city?** – Есть ли автобусное сообщение между аэровокзалом и центром города?

**Where should I check-in?** –

Где мне пройти регистрацию?

**I'm afraid this flight is fully**

**booked.** – Боюсь, все билеты проданы.

**There are no more seats available.**

– Свободных мест нет.

**All domestic flights have been**

**cancelled.** – Все внутренние рейсы отменяются.

**There's no direct flight to...**

- Нет прямого рейса до...

**Would you mind changing places**

**with me?** – Вы не могли бы поменяться со мной местами?

**When will you be serving drinks?** – Когда вы будете подавать напитки?

**We are taking off** – Мы производим взлет

**We are landing**– Мы идем на посадку

**Fasten your seatbelts, please** – Пристегните, пожалуйста, ремни безопасности.

*Translate into English*

1. Я хочу лететь в Лондон на следующей неделе. – Боюсь, все билеты проданы.
2. Какие есть завтра рейсы из Нью-Йорка в Лондон? - К сожалению, свободных мест нет.
3. Есть ли самолеты до Лондона в субботу утром?
4. Я бы хотел заказать билет до Лондона. – Все внутренние рейсы отменяются из-за неблагоприятных погодных условий.
5. Какое время дня вы предпочитаете?
6. Я могу забронировать место на рейс компании TWA.
7. Каким классом вы собираетесь путешествовать?
8. Я полагаю, вы должны сначала зарегистрироваться. – А где мне пройти регистрацию?
9. На этот рейс сейчас производится посадка у выхода № 20. – Как пройти к выходу № 20?
10. Пожалуйста, пристегните ремни безопасности и не курите. Мы производим взлет.

### FUNNY STORY

*Read and correct mistakes. There are 11 mistakes in the text.*

### **A Trip by Plane**

An American farmer wanted to make an air trip. So one morning he came to the airport to ask if he can make an air trip. "You see", he said, "I never fly before, but I'd like to". The flier told to him that he must pay ten dollars for a ten minutes trip. The farmer asked for a discount and the flier said, "I shall not take some money if you don't say a word during the whole trip". "By the way", said the flier, "you may take your wife two". The farmer had happy.

The next day at three o'clock the farmer and his wife arrived in the airport. Soon they were up in the air. The plane flew at a high speed, it went up and down very quickly but the passengers didn't say no word. "You are brave people", said the flier, "I thought you will be afraid to fly".

"Well", said the farmer, "I'm glad, I'll not pay for the trip as I didn't say a word, but I wanted to speak to you when my wife fall out of the plane".

Тема 2.5. Глагол to be. Оборот There is/There are

**Цель работы:** Изучение нового грамматического материала, умение использовать полученные знания в разговорной речи;

**Ход работы:** Изучение нового грамматического материала. Выполнение упражнений.

### **Глагол to be в английском языке**

Значение глагола to be - "быть, находиться". В отличие от других английских глаголов, глагол to be спрягается (т.е. изменяется по лицам и числам).

В отличие от русского языка, в английском языке глагол-связка никогда не опускается, поскольку английское предложение имеет строго фиксированный порядок слов: подлежащее (subject) + сказуемое (verb) + дополнение (object)

I am a doctor. Я врач. (Я есть врач.)

The weather is bad. Погода плохая.

They are from Paris. Они из Парижа.

Глагол to be не требует вспомогательного глагола для образования вопросительной или отрицательной формы.

Чтобы задать вопрос нужно поставить глагол to be перед подлежащим:

Am I happy? Is the book interesting? Is he our teacher?

Для образования отрицательной формы достаточно поставить отрицательную частицу not после глагола to be:

I am not happy. The book is not interesting. He is not our teacher.

### **Оборот there is/there are в английском языке**

Оборот there is/there are в английском языке употребляется, когда нужно указать на наличие какого-либо лица или явления в определенном месте. После оборота there is/there are ставится подлежащее.

*There is a lamp on the table. На столе (находится) лампа.*

*There was a storm last night. Прошлой ночью была буря.*

Перевод предложений с этим оборотом начинается обычно с обстоятельства места.

Если подлежащее выражено существительным во множественном числе, то глагол to be после there ставится также во множественном числе.

*There are two lamps on the table. На столе (находятся) две лампы.*

При изменении времени изменяется форма глагола to be:

*There was a lamp on this table. На этом столе была лампа.*

*There were three cars in the yard. Во дворе было три машины.*

*There will be a crystal chandelier over this table. Над этим столом будет хрустальная люстра.*

Отрицательная форма образуется при помощи отрицания no, которое ставится после глагола to be перед существительным.

*There is no lamp on the table. На столе нет лампы.*

Если перед существительным стоит определение, выраженное местоимениями any, much и др., то после глагола to be ставится частица not.

*There is not any lamp on the table. На столе нет (никакой) лампы.*

*There is not much snow in the street. На улице не много снега.*

Вопросительная форма при употреблении глагола to be в Present Simple или Past Simple (или Present и Past Indefinite) образуется путем постановки глагола to be на первое место — перед there.

*Is there a lamp on the table? На столе есть лампа?*

При наличии сложной формы глагола (т.е. при наличии вспомогательных или модальных глаголов) вспомогательный или модальный глагол ставится перед there, а глагол to be — после there.

*Will there be an English lesson at 3 o'clock? Будет ли урок английского языка в три часа?*

При постановке вопроса к подлежащему с оборотом *there is/there are* употребляется вопросительное слово *what*, которое является подлежащим предложения. Глагол *to be* в этих случаях всегда употребляется в единственном числе, даже если вопрос ставится в отношении наличия нескольких предметов или явлений.

*What is there on the table? Что на столе?*

НО: В ответе на такой вопрос глагол *to be* употребляется во множественном числе, если констатируется факт наличия нескольких предметов или явлений.

*What is there on the table? Что на столе? There are some books. Несколько книг.*

Вопросы к другим членам предложения с этой конструкцией строятся по общему правилу.

Краткие ответы на вопрос, содержащий оборот *there is/ there are*, также строятся по общему правилу.

*Are there any books on the table? — На столе есть какие-либо книги? —*

*Yes, there are (some). Да, есть. (No, there aren't.) (Нет.)*

### Exercises.

#### 1. Переведите на английский язык, употребляя глагол *to be* в *Present* или *Past Simple*,

1. Я ученик. 2. Он летчик. 3. Она доктор. 4. Мы школьники. 5. Вы рабочие. 6. Ты рабочий. 7. Они ученики. 8. Я дома. 9. Он в школе. 10. Она в кино? 11. Мы в парке. 12. Они в театре? 13. Она молодая? 14. Он старый. 15. Она не старая. 16. Они сильные. 17. Она больна. 18. Вы больны? 19. Он болен? 20. Я не болен. 21. Я был болен вчера. 22. Она не была больна. 23. Мы были в кино. 24. Они не были в кино. 25. Они не в школе. 26. Они дома. 27. Вы были в парке вчера? 28. Он был в школе вчера? 29. Он был рабочим. 30. Она была учительницей.

#### 2. Вставьте глагол *to be* в *Present, Past* или *Future Simple*.

1, My father ... a teacher. 2. He ... a pupil twenty years ago. 3. I ... a doctor when I grow up. 4. My sister ... not ... at home tomorrow. 5. She ... at school tomorrow. 6. ... you ... at home tomorrow? 7, ... your father at work yesterday? 8. My sister ... ill last week. 9. She ... not ill now. 10. Yesterday we ... at the theatre. 11. Where ... your mother now? — She ... in the kitchen. 12. Where ... you yesterday? — I ... at the cinema. 13. When I come home tomorrow, all my family ... at home. 14. ... your little sister in bed now? — Yes, she ... 15. ... you ... at school tomorrow? — Yes I ... 16. When my granny ... young, she ... an actress. 17. My friend K., in Moscow now. 18. He ... in St. Petersburg tomorrow. 19. Where ... your books now? -- They ... in my bag.

#### 3. Переведите на английский язык, употребляя глагол *to be* в *Present, Past* или *Future Simple*.

1. Мой брат сейчас в школе. 2. Мой брат был вчера в кино. 3. Мой брат будет завтра дома. [ 4. Ты будешь дома завтра? 5. Она была вчера в парке? 6. Он сейчас во дворе? 7. Где папа? 8. Где вы были вчера? 9. Где он будет завтра? 10. Мои книги были на столе. Где они сейчас? 11. Моя мама вчера не была на работе. Она была дома. 12. Мой друг не в парке. Он в школе. 13. Завтра в три часа Коля и Миша будут во дворе. 14. Мы не были на юге прошлым летом. Мы были в Москве. 15. Завтра мой дедушка будет в деревне. 16. Когда твоя сестра будет дома? 17. Ты будешь летчиком? — Нет, я буду моряком. 18. Моя сестра была студенткой в прошлом году, а сейчас она врач. — Ты тоже будешь врачом? — Нет, я не буду врачом. Я буду инженером.

#### 4. Вставьте *is* или *are*.

There \_\_\_\_\_ two cups of tea on the table.

There \_\_\_\_\_ some milk in the cup.

There \_\_\_\_\_ an orange in the salad.

There \_\_\_\_\_ six balls in the box.

There \_\_\_\_\_ some cheese on the plate.

There \_\_\_\_\_ a blue chair at the door.

There \_\_\_\_\_ five chicks and a hen on the farm.

There \_\_\_\_\_ a table and nine desks in the classroom.



There \_\_\_\_\_ a big window to the left of the door.

There \_\_\_\_\_ three rooms in our country house.

\_\_\_\_\_ there three cups on the coffee-table?

\_\_\_\_\_ there a carpet on the floor?

There \_\_\_\_\_ no cats in the sitting room.

There \_\_\_\_\_ a cat on the table.

There \_\_\_\_\_ 3 dogs in the box

There \_\_\_\_\_ 4 hens in the house.

There \_\_\_\_\_ a pot on the table.

\_\_\_\_\_ there a bathroom near the kitchen?

\_\_\_\_\_ there four rooms in the house?

\_\_\_\_\_ there a kitchen under your bedroom?

**5. Составь и запиши предложения.**

1. pears / there / ten / in the / are / bag / .

2. aren't / pupils / there / classroom / in the / .

3. an egg / on the / there / plate / is / ?

4. on the / there / a / cat / chair / is / white / .

5. a turtle / on / there / isn't / farm / this / .

6. at the / two / bikes / door / are / there / ?

**6. Вставьте is/are, was/were.**

There \_\_\_\_\_ two banks in our street.

There \_\_\_\_\_ a cafe behind the supermarket last year. Now there \_\_\_\_\_ a museum there.

There \_\_\_\_\_ a cinema and a sports centre to the right of the park.

Five years ago there \_\_\_\_\_ two shops in Central Square. Now there \_\_\_\_\_ two cafes, a theatre and a cinema.

**7. Переведите предложения.**

1. Рядом с отелем есть чистый пляж.
2. На диване три кошки.
3. В холодильнике есть бутылка молока.
4. В корзине нет клубники.
5. На автобусной остановке есть люди?
6. В твоей сумке есть зеркало?
7. В этом парке нет туалета.
8. В нашем саду много цветов.
9. Под столом зеленый мяч.
10. За дверью никого нет.

**8. Задайте к предложениям вопросы, начиная с предлагаемых слов.**

1. There are four elephants in the zoo. (How many ...?)
2. There is a lot of snow in February. (Is ...?)
3. There is some fish on the plate. (What ... ?)
4. There are no cars in the car park. (Are ... ?)
5. There are ancient walls around the city. (What ... ?)

**9. Переведите пословицы и поговорки.**

1. There is no place like home.
2. Where there is love there is life.
3. There is no bad weather, there are bad clothes.
4. There are plenty of other fish in the sea.
5. There are two sides to every question.

## AT THE CUSTOMS

Read and learn the following words and word combinations

customs - таможня

customs officer - таможенник

customs duty - таможенная пошлина

to go through customs - проходить таможенный досмотр

to go through passport control – проходить паспортный контроль

entry visa – въездная виза

exit visa – выездная виза

to declare – заносить в декларацию

to fill in a declaration - заполнить декларацию

to be liable to confiscation - подлежать конфискации

to be liable to duty – облагаться пошлиной

to pay duty on something – заплатить пошлину за что-либо

duty-free articles – беспошлинные товары

prohibited, restricted articles - товары, ввоз/вывоз которых ограничен

to check, to inspect - проверять, досматривать

valuables - драгоценности

foreign currency – иностранная валюта

weapons - оружие

antiques – антикварные вещи

embassy - посольство

ambassador - посол

consulate - консульство

consul - консул

mission - представительство

to smuggle - провозить контрабанду

valid - действительный

Answer the questions:

1. When do people go through the customs?
2. How do people declare the items?
3. Do you know what items must be declared?
4. What's the most unpleasant part in the process of going through the customs?
5. Have your suitcases been examined by the customs officers? Why?

## AT THE CUSTOMS HOUSE

Read and translate the text

When people travel abroad they have to go through the customs. Every country has its own customs regulations, which stipulate what articles are liable to duty and what are duty-free. Customs restrictions also include a prohibited articles list. This is a list of items which may not

be brought into a country or taken out of it, for example, weapons, antiques and works of art, precious metals and precious stones, etc.

If a traveller has any item which comes under restrictions, he is asked to declare it. That is, he is asked to name the item, stating its value and other particulars. The declaration is made orally or in writing. In this case a traveller fills in the form. It sometimes happens that a passenger's luggage is carefully examined to prevent smuggling.

Transportation of animals, birds, insects, fish and products of animal origin is under the inspection of the Veterinary Control. A passenger should have a medical certificate for his animal to carry it in the cabin. Any baggage containing seeds, bulbs, vegetables and fruit are subject to the Plant Quarantine inspection. A passenger must have a special license to carry plants.

Find in the text the words corresponding to the following definitions.

- a place where travellers' belongings can be searched when leaving or entering a country;
- official rules which stipulate what articles are liable to duty and what are duty-free;
- a kind of tax paid on items entering or leaving a country;
- to name the item liable to duty, state its value and other particulars;
- customs regulations which control and limit the goods entering or leaving a country;
- to take goods illegally from one country to another, avoiding paying the necessary tax.

### DIALOGUES

Read the dialogues and learn them by heart

At the Customs

Customs Official: Are these two bags all you have, madam?

Pauline:

Yes, they're all I have.

O.: Well, would

you please read this notice carefully.

P.: Thank you.

O.: Do you understand the notice?

P.:

No, not very well.

O.: What it

means is this. You must declare anything you have with you which is new, or which you got only recently. Also you must declare anything, whether it's new or not, which is in your luggage and isn't for your own use – any present, for example.

P.: I see. Yes, I have got some presents. I've got a bottle of brandy and some cigarettes.

O.: Would you show them to me?

P.:

Yes, here they are.

O.: Oh,

yes, only half a bottle of brandy. You're allowed that. Now these boxes of cigarettes. That's more than I can allow you free. I'm afraid we'll have to charge you some duty on the cigarettes. I'll tell you how much in a moment. But first let me see inside your bag.

\*\*\*

Customs Officer: Good morning. Can I see your passport?

Passenger: Certainly. Here it is.

O.: Yes,

that's all right. Have you got anything to declare?

P.: Yes, I have.

O.: What have you got?

P.:

I've got some whisky and some cigarettes.

O.:

How much whisky have you got?

P.: A litre.

O.: That's all right. And how many cigarettes have you got?

P.:

Two hundred.

O.: Fine.

What about perfume? Have you got any perfume?

P.: Er... No, I

haven't.

O.: Good. Open

your case, please.

P.: Pardon?

O.: Open your case, please. Open it now! Oh, you've got three bottles of whisky, four hundred cigarettes and a lot of perfume.

### Topical Phrase List

Using the topical phrase list make up your own dialogues:

Customs declaration – таможенная декларация

Have you got anything to declare? – У вас есть о чем заявить в декларации?

I have got nothing to declare – Мне нечего заявить в декларации.

Here is my luggage. – Вот мой багаж.

Fill in the customs declaration form. – Заполните бланк таможенной декларации

Are these things liable to duty? – Эти вещи облагаются пошлиной?

These things are duty-free. – Эти вещи не облагаются пошлиной.

How

much duty must I pay? – Какую пошлину я должен заплатить?

Would you

please read this notice? – Прочитайте, пожалуйста, это указание.

Would you mind opening the suitcase? – Не могли бы вы открыть чемодан?

What am I allowed? – Что мне позволено провезти?

Please help me with this form. – Пожалуйста, помогите мне заполнить эту анкету (декларацию).

I

must examine your luggage. – Я должен досмотреть ваш багаж.

Are

you through with my luggage? – Вы закончили досмотр моего багажа?

These are my personal things. – Это мои личные вещи.

We'll

have to charge you some duty on ... - Нам придется обложить пошлиной...

I am a citizen of ... - Я гражданин ...

Here is my entry/ exit/ transit visa. – Вот моя въездная/ выездная/ транзитная виза.

The purpose of my trip is business. – Цель моей поездки – деловая командировка.

I would like to get in touch with our Embassy/ Consulate/ Mission. – Я бы хотел связаться с нашим посольством/ консульством/ представительством.

Translate into English

1. Согласно нашим таможенным правилам это не подлежит таможенному обложению.
2. Подпадает ли эта вещь под таможенные ограничения?
3. Личные вещи обычно не облагаются пошлиной, если они не превышают определенной квоты.
4. В таможене багаж пассажира тщательно проверяется таможенниками.
5. Иногда таможенники тщательно обыскивают (search) вещи пассажиров, чтобы предотвратить (prevent) контрабанду товаров, подлежащих таможенному обложению.
6. Мне потребовалось около двух часов, чтобы пройти все формальности на таможене.
7. Если у пассажира есть какая-нибудь вещь, которая подпадает под таможенные ограничения, его просят заявить о ней в декларации.
8. Только пройдя таможенную, путешественник может поехать в гостиницу или любое другое место.
9. Мы превысили квоту и должны были заплатить большую сумму таможенной пошлины.
10. Я гражданин России, вот моя въездная виза. Цель моей поездки в Великобританию – туризм.

### Практическая работа №15

#### Тема 2.6. Путешествия наземными видами транспорта

**Цель работы:** Развитие умения поиска специфической информации; развитие умения говорить на основе прочитанного, формирование чтения и говорения;

**Ход работы:** Выполнение лексических упражнений по теме. Изучение новой лексики. Чтение и перевод текста профессиональной направленности.

## **TRAVELLING BY TRAIN**

*Read and learn the following words and word combinations*

**railway station** – железнодорожный вокзал  
**long-distance train** – поезд дальнего следования  
**suburban train** – пригородный поезд  
**direct train, through train** – прямой поезд  
**luggage van** – багажный вагон  
**dining car, buffet car** – вагон-ресторан  
**smoking car** – вагон для курящих  
**sleeping car** – спальный вагон  
**fast train, express train** – скорый поезд  
**slow train** – поезд малой скорости  
**corridor car** – купейный вагон  
**reserved seats car** - плацкартный вагон  
**single ticket** – билет в один конец  
**return ticket** – билет туда и обратно  
**open return ticket** - обратный билет с открытой датой  
**carriage** - вагон  
**suitcase** – чемодан  
**to catch the train** – успеть на поезд  
**to miss the train** – опоздать на поезд  
**arrival platform** – платформа прибытия  
**lower berth** – нижняя полка  
**upper berth** – верхняя полка  
**booking office** - касса  
**waiting room** – зал ожидания  
**compartment** – купе  
**conductor** - проводник  
**information office** – справочное бюро

**to depart** – отправляться

**luggage office** – камера хранения

**porter** – носильщик

**refreshment room, snack bar** – закусочная

**to see off** – провожать

**ticket collector** – контролер

**trolley** – тележка

**luggage rack** – полка для багажа

*Answer the questions:*

1. Why do people usually avoid changing trains?
2. What kinds of trains do you know?
3. What do people usually ask about at an information office?
4. Do you prefer a lower or an upper berth? Why?
5. Are you always pleased with the service in the trains?
6. What's the most uncomfortable thing in a train journey?

### ***TRAVELLING BY TRAIN IN GREAT BRITAIN***

*Read the text and tell what you have learnt about travelling by train in Britain.*

In Britain railways are owned by the state. In general train services are very good, especially on express inter-city lines. Trains are comfortable, clean, frequent and fast, and often have food. They are often quicker than the coach, especially on direct routes. Many long-distance trains have “sleeper” compartments and most have restaurant and buffet cars. However, they are quite expensive unless you can get a reduction. The easiest way to get a reduction is to get a return ticket. If you can buy a day-return (so that you go and come back on the same day) you can save 45 % of your fare. Other train tickets are available for travel at weekends or mid-week. If you can't buy for travel a return, you must buy a single. In Britain tickets (except some special reduced fares) are valid on all trains. It is not necessary to pay a supplement to travel on an express.

If you want to find out details you can go to the platform at British stations. The ticket collector will want to check your ticket and will sell you a platform ticket if you don't want to travel but only want to say good-bye to a friend. You must keep your ticket safe during the journey because it will be checked when you arrive, and probably during

the journey as well by the guard. All trains in Britain have first and second class carriages; if you want to travel first class you have to pay about 50 % extra for your ticket.

## DIALOGUES

*Read the dialogues and learn them by heart*

### **I. Booking Train Tickets**

*Clerk:* May I help you?

*Passenger:* I'd like to book two roundtrip tickets to Boston.

*C.:* Okay. When are you leaving?

*P.:* Next Sunday.

*C.:* What time do you prefer?

*P.:* As far as I know, there is a train that leaves for Boston at 9 a.m. I'd like to go by that train.

*C.:*

Do you prefer a smoking car or a car for non-smokers?

*P.:* A

car for non-smokers.

*C.:* I'll

reserve for you two tickets for the 9 o'clock Sunday train.

*P.:*

Roundtrip ticket?

*C.:* Yes.

*P.:* How much is it?

*C.:* 168 dollars.

*P.:* When does the train arrive to Boston?

*C.:* At 11.45 a.m. Your name, please.

*P.:* John Blake. Where can I get the tickets?

*C.:* At the railroad station, window № 9.

### **II. On the Platform**

*Tourist:* Porter, will you take my luggage, please?

*Porter:* What train, sir?

*T.:* I'm going by the 10 o'clock train to Glasgow. Will you put the luggage into the luggage van? The suitcase and the bag can go with me.

*P.:*

Right, sir. What class?

*T.:*

First. Try and find me a corner seat in a non-smoker. I'll meet you on the platform, which platform is it? P.: № 8,  
over there.

*Some time later the porter comes back.*

P.: Here you are, sir. I've found you a corner seat next to the corridor. Your carriage is near the dining-car and you can order lunch when the attendant comes along.

T.: What time do we get to Glasgow?

P.: You're due to arrive at 6.15.

T.: Thank you. Here you are.

P.: Thank you, sir. I hope you'll find the journey comfortable.

### **III. At the Dining-Car**

*Tourist:* Can I have one seat for lunch, please?

*Dining-Car Attendant:* Yes, sir. What class, please?

T.: Second.

A.: Do you want the first sitting or the second sitting? The first is at twelve o'clock, the second at one o'clock.

T.: I'll have

the first sitting.

A.: Very

well, sir. Here is one ticket.

### **Topical Phrase List**

*Using the topical phrase list make up your own dialogues*

**I want a ticket to...** - Мне нужен билет до ...

**Does the train go direct to...?** – Этот поезд идет прямо до ...?

**Yes, it's a through train.** – Да, это прямой поезд.

**Do I have to change?** – Мне надо делать пересадку?

**You should change at ...** - Вам надо сделать пересадку в ...

**When does the train arrive at ...?** – Когда поезд прибывает в ...?

**Which platform is for the... train?** – С какой платформы отходит поезд на...?

**Which train must I take?** – На какой поезд я должен сесть?

**Where can I register my luggage?** – Где можно сдать вещи в багаж?

**Where is the booking-office?** – Где билетная касса?

**Where is the left-luggage office?** – Где камера хранения?

**Will the train get on time?** – Поезд приходит вовремя?

**How long is it till the train leaves?** – Сколько времени осталось до отхода поезда?



**At what intervals do the trains run?** – С какими интервалами идут поезда?

**Railway fare** – плата за ж.-д. билет

*Translate into English.*

1. Дайте, пожалуйста, билет «туда и обратно» в мягкий вагон до Лондона.
2. Ваш поезд стоит на третьей платформе.
3. Поезд отправляется в 9 часов.
4. Мне нужно делать пересадку?
5. Это поезд прямого назначения.
6. Вы должны сесть на поезд, отправляющийся в 8.35.
7. Когда этот поезд прибывает в Бостон?
8. Мне нужны два билета в международный спальный вагон.
9. Вы можете заказать билеты на любой поезд в кассе № 5.
10. Ваш поезд отправляется через 5 минут, поспешите.
11. Вы можете оставить свой багаж в камере хранения.
12. Скорые поезда останавливаются только на больших станциях, тогда как пассажирские останавливаются на всех станциях.

### **Topical Phrase List**

*Using the topical phrase list make up your own dialogues*

**I want to hire a car.** – Я хочу взять напрокат машину.

**Do you have any cars available now?** – У вас есть сейчас в наличии автомобили?

**Insurance is included.** – Страховка включена в стоимость.

**Shall I pay a deposit?** – Я должен заплатить задаток?

**We need to see your driving licence.** – Нам нужно взглянуть на ваши водительские права.

**There's something wrong with my car.** – Что-то случилось с моей машиной.

**Might I have a full tank, please?** – Можно мне залить полный бак?

**I have run out of petrol.** – У меня закончился бензин.

**What make is your car?** – Какой марки ваша машина?

**What kind of petrol do you need? Regular, unleaded or premium?** – Какой бензин вам нужен? Обычный, неэтилированный или высокосортный?

**Would you like me to check the oil and tyres for you?** – Вы хотели бы, чтобы я проверил масло и шины?

*Translate into English*

1. Сколько стоит взять напрокат автомобиль? – 86 фунтов в неделю. Страховка включена в стоимость.

2. Боюсь, что-то случилось с моей машиной. – Мне кажется, у вас закончился бензин.
3. Я должен заплатить задаток? – Да, вам нужно заплатить 10 фунтов за бензин и 45 фунтов за аренду автомобиля.
4. Можно мне залить полный бак? – Да, какой бензин вам нужен? Обычный, неэтилированный или высокосортный? – Высокосортный.
5. Вы могли бы проверить масло в моем автомобиле?
6. Мне хотелось бы взглянуть на ваши водительские права. – Извините, я, наверное, забыл их дома.
7. У вас есть сейчас в наличии автомобили? – Конечно, какой марки автомобиль вы предпочитаете?

## READING

### Travelling in New York

Like every big city, New York has its own traffic system. Traffic jams can be terrible, and it's usually the quickest way to go by subway. The New York subway is easy to use and quite cheap. It goes to almost every corner of Manhattan. But be careful. It's better not to go by subway late at night.

You see more, of course, if you go by bus. New York buses are also easy to use. The "Shoppers Shuttle" (Monday to Friday) and the "Cultural Loops" (Saturdays and Sundays) stop at some of the best-known stores and tourist places. You can get on and off as many times as you like in one day with only one ticket.

There are more than 30,000 taxis in New York. They are easy to see, because they are bright yellow and carry large TAXI signs. Taxis do not go outside the city but they will go to the airports. People give the taxi driver a "tip" of 15% extra.

If you really have to drive in New York, remember that nearly all the east-west streets and most of the north-south streets are one way only. This can be difficult for the visitor who does not know his way. Try to get a map that shows the direction of the traffic, and — good luck!

## **Практическая работа №16**

### **Тема 2.7. Круизы**

**Цель работы:** Развитие умения поиска специфической информации; развитие умения говорить на основе прочитанного, формирование чтения и говорения;

**Ход работы:** Выполнение лексических упражнений по теме. Изучение новой лексики. Чтение и перевод текста профессиональной направленности.

## **SEA TRAVEL**

*Read and learn the following words and word combinations*

**to go on board, to embark** – заходить на борт

**round-the-world cruise** – кругосветный круиз

**to go ashore** – выходить на берег

**shipping company** – судоходная компания

**liner** – лайнер

**steamer** – пароход

**boat** – лодка, пароход

**sailing boat** – парусная лодка

**pleasure boat** – прогулочный катер

**yacht** – яхта

**lifeboat** – спасательная шлюпка

**life jacket** – спасательный жилет

**ferry** – паром

**floatel** – плавучий отель

**vessel** – судно

**gangway** – трап

**deck** – палуба

**cabin** – каюта

**rough weather** – штормовая погода

**wave** – волна

**roll** – бортовая качка

**to be sea-sick** – страдать от укачивания

**to call at** – заходить (в порт)

**stopover** – остановка

**sea coast** – морское побережье

**gulf** – залив

**harbour** – порт, гавань

**lighthouse** – маяк

**to sail off** – отплывать

**to sail for** – отплывать в ...

**to sail out** – отплывать из ...

**quay, marina** – пристань

**scuba-dive** – подводное плавание

**landing stage** – причал

**captain** – капитан

**mate** – помощник капитана

**sailor** – моряк

**steward** - стюард

*Answer the questions*

1. Why are some people afraid of travelling by sea?
2. Would you like to make a round-the-world cruise? What prevents you from making it?
3. What do passengers usually do during the sea voyage?
4. What is the most exciting thing in a sea voyage?
5. How would you feel if the sea became rough?

**Практическая работа №17**

Тема 2.8 Пешеходные туры. Экскурсии по городу

**Цель работы:** Развитие умения поиска специфической информации; развитие умения говорить на основе прочитанного, формирование чтения и говорения;

**Ход работы:** Выполнение лексических упражнений по теме. Изучение новой лексики. Чтение и перевод текста профессиональной направленности.

**ЭКСКУРСИЯ ПО ГОРОДУ  
CITY TOUR**

**1. Read and learn**

| Английский                            | Русский                            |
|---------------------------------------|------------------------------------|
| Is the market open on Sundays?        | Рынок работает по воскресеньям?    |
| Is the fair open on Mondays?          | Ярмарка работает по понедельникам? |
| Is the exhibition open on Tuesdays?   | Выставка работает по вторникам?    |
| Is the zoo open on Wednesdays?        | Зоопарк работает в среду?          |
| Is the museum open on Thursdays?      | Музей по четвергам открыт?         |
| Is the gallery open on Fridays?       | Галерея открыта по пятницам?       |
| Can one take photographs?             | Фотографировать можно?             |
| Does one have to pay an entrance fee? | Вход платный?                      |
| How much is the entrance fee?         | Сколько стоит вход?                |
| Is there a discount for groups?       | Для групп есть скидка?             |
| Is there a discount for children?     | Для детей есть скидка?             |

|                                   |                            |
|-----------------------------------|----------------------------|
| Is there a discount for students? | Для студентов есть скидка? |
| What building is that?            | Что это за здание?         |
| How old is the building?          | Сколько этому зданию лет?  |
| Who built the building?           | Кто построил это здание?   |
| I'm interested in architecture    | Я интересуюсь архитектурой |
| I'm interested in art             | Я интересуюсь искусством   |
| I'm interested in paintings       | Я интересуюсь живописью    |

## PLACES TO VISIT

### VOCABULARY

guide tour – экскурсионный тур

bus tour – автобусный тур

go sightseeing – осматривать достопримечательности

waterfall – водопад

national park – национальный парк

safari – сафари

reservation – заповедник

mountain – гора

ropeway – канатная дорога

tent – палатка

camping

the city's attractions – городские достопримечательности

sightseeing – осмотр достопримечательностей

observation deck – смотровая площадка

viewing point – место для наблюдения

historical data – исторические данные

date/ place of foundation of the city – дата/ место основания города

tour of the historical route – экскурсия по историческому маршруту

architectural ensemble – архитектурный ансамбль

the statue/ monument – статуя/ памятник

maecenas – меценат

memorial (to the victims of repression) – мемориал памяти (жертв репрессий)

Museum of contemporary art – музей современного искусства

Art space – арт-пространство

Cultural center – культурный центр

Exhibition — выставка

Events – события

Street art – уличное искусство

Street performance – уличное представление

Installation – инсталляция

amusement rides – аттракционы

abandoned objects – заброшенные объекты

roof top tour – экскурсия по крышам

hiking – пеший туризм, пешеходная экскурсия

walking tour – пешая прогулка

rent a bike – аренда велосипедов

bike ride – велосипедная прогулка

move on a hover/ scooter — передвигаться на гироскутере/ самокате

hoverboard — гироскутер  
river tram excursion – водная экскурсия  
cross the lake – пересечь озеро  
float across the lake by boat – переплыть озеро на лодке  
Let's use public transport – Давайте воспользуемся общественным транспортом  
Turn to the left/ right — поверните налево/ направо  
Look to the left/ right – посмотрите налево/направо  
Subway/ metro map — схема метро  
Follow the route – следуйте по маршруту  
Make a transfer – сделать пересадку  
Light railway – наземное (легкое) метро  
Coffee break – перерыв на кофе  
Peek along the way – заглянуть по пути

Excuse me, where can I find a waterpark? – Простите, где здесь аквапарк?  
How much is the entrance fee to the amusement park? – Сколько стоит вход в парк аттракционов?  
May I ask you about the details of our itinerary? – Могу ли я поинтересоваться деталями нашего маршрута?  
The scenery was just wonderful! – Пейзаж был просто великолепен!  
The view of the cathedral was really spectacular! – Вид кафедрального собора был просто захватывающим!  
I was deeply impressed by the architecture of the city. – Меня сильно впечатлила архитектура города.  
The excursion was quite tiresome. – Экскурсия была довольно скучной.  
I think the tour is not worth buying. – Я считаю, что не стоит покупать этот тур.  
What time do the museums open? – В котором часу открываются музеи?  
What are we going to do today? – Что мы планируем сегодня делать?  
Who made the sculpture in the square? – Кто создал эту скульптуру на площади?  
Where is the main tourist office? – Где находится головной офис турфирмы?  
Where is a shopping center near here? – Где здесь поблизости торговый центр?  
What time do we leave tomorrow? – В котором часу мы завтра уезжаем?  
Take a look here! The fresco of this cathedral is made by the famous Russian artist Vasily Vasnetsov. – Взгляните сюда! Фреска этого собора выполнена знаменитым русским художником Виктором Васнецовым.  
This is the best observation place of the city. You can admire the view of the river and the embankment from here. – Это лучшая обзорная площадка города. Отсюда вы можете полюбоваться видом на реку и набережную.  
I propose to make a bike ride of the parks of Moscow and be sure to take a ride on the attractions at VDNKH. – Я предлагаю совершить велосипедную прогулку по паркам Москвы и обязательно прокатиться на аттракционах ВДНХ.  
Let's make a walk on the river tram excursion along the Moscow River! – Давайте совершим экскурсию на речном трамвайчике по Москве реке!  
On this street we will look into a couple of galleries and then take a coffee break. There just is a sweet cafe on the corner. – На этой улице мы заглянем в пару галерей, а затем выпьем кофе. Там как раз есть милое кафе на углу.

## 2. Read and translate

### SIGHTSEEING IN LONDON

- Here we are in England. I'm glad the trip is over. How long are you planning to stay in London?
- Only three days. That's why I'd like to make a trip through the streets of London right now to get a general impression of the city.

- Let me accompany you. I know the city well. And the weather is so fine.
- Oh, that's the first surprise of mine. We used to think that there are fogs or rains in London nearly every day of the year. But the weather is very good today. A slight wind is blowing and the air is full of spring smells.
- We'll see more of the city if we take a bus and begin in the West End.
- Now we are moving along Oxford Street. You can see numerous shops, banks, restaurants on both sides of the street. The pavements are crowded with people. In the roadway there is a constant stream of cars, taxis, buses. It's dangerous to cross the road until the traffic is stopped.
- An unusual thing is that your drivers keep to the left.
- Oh, yes. It's very important. We have left-hand traffic here. Remember this while crossing the street.
- And your buses differ greatly from our buses. They are red and double-decked. Are there also trolleybuses and trams in London?
- Yes, in some parts of the city.
- Don't you find it's too noisy in the street?
- Oh, yes. The noise lasts till midnight. But people get used to it very soon.
- Look right! Isn't it the building of the Houses of Parliament? I recognize it from the pictures.
- You are quite right. It is the Houses of Parliament, the place where the Government has its seat. And can you recognize Westminster Abbey?
- Unfortunately I can't.
- Here it is, on the left. I recommend you to come here tomorrow and to see the Poets' Corner.
- Sure I will. I'd like to visit the British Museum, the National Gallery and Buckingham Palace to watch the ceremony of the Changing of the Guard.
- But there's bus stop just over there. We'll ask the conductor to put us down at Trafalgar Square and we'll see the National Gallery.
- OK. And then we'll spend the rest of the day in some of the parks nearby.

**3. Составьте 15-20 предложений на английском языке — речь и пояснительные комментарии гида-экскурсовода, проводящего экскурсию.**

### **Раздел 3. Индустрия гостеприимства**

#### **Практическая работа №18**

##### **Тема 3.1. История индустрии гостеприимства**

**Цель работы:** Развитие умения поиска специфической информации; развитие умения говорить на основе прочитанного, формирование чтения и говорения;

**Ход работы:** Выполнение лексических упражнений по теме. Изучение новой лексики. Чтение и перевод текста профессиональной направленности.

#### **1. Прочитайте и переведите текст.**

#### **THE HISTORY OF THE HOSPITALITY INDUSTRY**

Hotel and restaurant management are bundled together in the industry known as the hospitality industry. Hospitality comes from the French word hospice, meaning to take care of those travelling and provide food and shelter for the weary. The history of the hospitality industry dates back to early 40BC.

Hospitality has changed dramatically through the years in response to influences of wars, economic fluctuations, and social changes.

The earliest record of the hospitality industry lies with the Romans. Roman men traveled on business and were the first to travel for leisure as well. After the disruption of the Roman Empire, much of the hospitality industry fell to religious orders such as monasteries who welcomed travelers. With the increased use of the stagecoach, English travelers stayed in inns, which were actually private homes that provided a room and meal.

The Renaissance Period marked a new era of the hospitality industry with the opening of Hotel de Henry IV in 1788. This was the first actual hotel offering 60 beds to weary travelers. During this period, coffee houses also became a popular gathering place for communities.

As settlers from all different parts of the world made their way to the New World (the United States), places to eat, drink and sleep began appearing throughout the colonies. The French Revolution also motivated many French to leave their home country and head to the United States. That time changed and shaped the culinary world, as we know it today. Escoffier, a world famous chef, created the hierarchy of chefs, known as the Brigade system that restaurant kitchens still follow today.

During the 19th century, the explosion of the luxury hotel era began. Hotels like the Savoy built in London in 1898 and Delmonico's in New York City catered to the rich and elite. The early 1900s is known as the Grand Period of hotels since a great number of large and luxurious hotels were built during that time. It was also the time when hotels introduced modern conveniences. In 1880 the Sagamore Hotel on Lake George in New York was the first to have electricity in all its rooms. The Victoria 7 Hotel in Kansas City offered private bathrooms in each room while the Netherland Hotel in New York City was the first to provide a telephone in each room.

With the increase and ease of travel, the 20th century brought many changes and advances to the hospitality industry. Casual dining became popular and the introduction of franchising allowed such chains as White Castle, TGI Fridays and Chilis to dominate the restaurant scene. No longer were restaurants considered a place for only the rich and elite. Hotels also experienced growth due to mass tourism, higher salaries and more people living longer and being able to enjoy their retirement years.

Although the hospitality industry experienced some periods of downturn its position remains considerably strong.

### **Vocabulary list**

hospitality гостеприимство

to be bundled together быть взаимосвязанным

to provide обеспечивать

weary уставший

increased возросший

response ответ

to influence влиять

leisure отдых, досуг

inn таверна

to appear появляться

to create создавать

hierarchy иерархия

culinary кулинарный

chef шеф повар

explosion взрыв, быстрый рост

luxury роскошь

to cater to обслуживать

to introduce представлять

convenience удобство

private bathroom ванная комната в номере

advance успех, прогресс

to allow позволять

to dominate доминировать

to consider рассматривать



to experience испытывать  
due to благодаря, из за  
salary зарплата  
retirement пенсия  
to remain оставаться

**2. Определите, какие из утверждений соответствуют содержанию текста (True), какие не соответствуют (False).**

1. Hospitality comes from the French word hospice, meaning to take care of those travelling and provide for the wealthy. 2. The history of this industry began at the beginning of 40BC. 3. The Renaissance Period marked a new era for the hospitality industry with the opening of Hotel de Henry VI in 1788. 4. As settlers from all different parts of the world made their way to America, places to eat, drink and sleep began appearing throughout the colonies. 5. In the 19th century, the outburst of the luxury hotel era began. 6. In 1880, the Sagamore Hotel on Lake George in New York was the last to have electricity in all its rooms. 7. The increase and ease of travel in the 20th century led to many changes in the hospitality industry.

**3. Дайте развернутые ответы на следующие вопросы:**

1. What is the hospitality industry?
2. What does the French word “hospice” mean?
3. What factors lead to the changes of the industry?
4. When did it all start?
5. Who were the first travelers?
6. What is the importance of the Renaissance Period?
7. Where did first travelers stay?
8. When did the era of luxury hotels begin?
9. What modern conveniences appeared in the 19 century?
10. What makes the industry remain strong?

**4. Переведите на русский язык следующие выражения:**

- 1) date back to
- 2) change dramatically through the years
- 3) in response to
- 4) travel on business
- 5) travel for leisure
- 6) welcome travelers
- 7) provide a room and meal
- 8) cater to the rich and elite
- 9) introduce modern conveniences
- 10) bring many changes

**5. Найдите в тексте английские эквиваленты следующих выражений и составьте с ними свои собственные предложения:**

1) неразрывно связаны 2) экономическая нестабильность 3) религиозное общество 4) ознаменовали новую эру 5) появляться во всех колониях 6) заставили покинуть родину 7) создал иерархию поваров 8) рост и удобство передвижения 9) доминировать в ресторанном бизнесе 10) переживала упадок

**6. Совместите слова из левой колонки с их значениями в правой колонке.**

|                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1) management<br>2) religious<br>3) increase<br>4) chain<br>5) settler<br>6) experience | a) someone who goes to live in a place where not many people live, and starts to make it into a community<br>b) knowledge and skill that is gained through time spent doing a job or activity<br>c) a number of shops, hotels, cinemas etc. owned or managed by the same company or person<br>d) the role of conducting and supervising a business<br>e) believing strongly in your religion and carefully obeying its rules<br>f) to become greater or more in size, quantity, number, degree, value, intensity, power, authority, reputation, wealth; to grow |
|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**7. Заполните пропуски в предложениях подходящими по смыслу словами и словосочетаниями:** management, religious, increase, chains, settlers, experience.

1. We're looking for someone with (1) \_\_\_\_\_ as a hotel manager. 2. Some hotels cater to small and large (2) \_\_\_\_\_ groups and gatherings. 3. The first hotel (3) \_\_\_\_\_ appeared in the late 30s of the 20th century in the USA. 4. A small hotel normally consists of a small core (4) \_\_\_\_\_ team consisting of the General Manager and a few key department managers who directly handle day to day operations. 10 5. They are going to (5) \_\_\_\_\_ the number of suites for the potential guests of the hotel. 6. The early (6) \_\_\_\_\_ would have walked into Britain across an ancient land bridge that once divided the North Sea from the Atlantic and connected the country to what is now mainland Europe.

**8. Заполните пропуски в предложениях, используя текст.**

1. Settlers from all different parts of the world made their way to the New World (the United States), places to eat, drink and sleep began appearing \_\_\_\_\_ the colonies. 2. Hotels also experienced growth \_\_\_\_\_ mass tourism, higher salaries and more people living longer and being able to enjoy their retirement years. 3. With the increased use of the stagecoach, English travelers stayed in inns, which were actually private homes that \_\_\_\_\_ a room and meal. 4. Much of the hospitality industry fell to religious orders such as monasteries who \_\_\_\_\_ travelers. 5. Hotel and restaurant management are \_\_\_\_\_ together in the industry known as the hospitality industry. 6. Casual dining became popular and the introduction of franchising allowed such chains as White Castle, TGI Fridays and Chilis to \_\_\_\_\_ the restaurant scene. 7. It was also the time when hotels introduced modern \_\_\_\_\_.

**9. Составьте предложения из данных слов.**

1. The Period a era of the hospitality new marked industry Renaissance.
2. The industry record of the Romans hospitality lies earliest with the.
3. The brought advances century changes and to many the industry 20th hospitality.
4. Coffee also gathering became communities a popular houses place for.
5. Hotels experienced tourism due to mass growth also.
6. Hospitality from word the comes French hospice.
7. The of this to industry back history early 40BC dates.

## Практическая работа №19

Тема 3.2. Профессии в индустрии гостеприимства

**Цель работы:** Развитие умения поиска специфической информации; развитие умения говорить на основе прочитанного, формирование чтения и говорения;

**Ход работы:** Выполнение лексических упражнений по теме. Изучение новой лексики. Чтение и перевод текста профессиональной направленности.

## INQUIRING ABOUT HOSPITALITY JOBS

### Memorize and dramatize:

Student 1: Can I have a word with you?

Student 2: What is it?

Student 1: “Hospitality Management” is just what I want to understand better.

Student 2: “Hospitality” involves hotel and restaurant services. It may involve all kinds of businesses which provide accommodation and catering for customers.

Student 1: I got it. Now, I can hardly figure out all kinds of hospitality employees.

Student 2: The first person you see when you enter a hotel is the doorman.

Student 1: I suppose, I know what the doorman must do. He stands at the entrance to the hotel. He helps the hotel guests in and out of cars and cabs. He opens and holds the door for them and carries their luggage.

Student 2: Apart from what you said the doorman wears a distinctive uniform. He shows the hotel guests to the reception desk. He gives directions and calls for cabs. As for the luggage, the doorman may assist the guests with their luggage. However, this is not his mission. The hotel has porters to do this job. They either carry the luggage, or move it on carts.

Student 1: You mentioned the reception. In my understanding the receptionist is the most important person in the hotel. He welcomes the hotel guests, checks them in and assigns them rooms.

Student 2: I can't but agree with you. A satisfied guest begins at the reception desk.

Student 1: You know, I'm really confused what the bellboys must do. They seem to do the same job as porters do.

Student 2: Not really. Look! The bellboy is getting the guest's room key from the receptionist and escorting the guest to his room. He will show the guest where his room is. He will show how to unlock and lock the door and how to use the room appliances. The bellboy may assist the guest with his luggage. The bellboy must run errands for the guests.

## Практическая работа № 20

### Тема 3.3. Простое настоящее время

**Цель работы:** Изучение нового грамматического материала, умение использовать полученные знания в разговорной речи;

**Ход работы:** Изучение нового грамматического материала. Выполнение упражнений.

### Простое настоящее время

#### Present Simple

Время Present Simple обозначает действие в настоящем в широком смысле слова. Оно употребляется для обозначения обычных, регулярно повторяющихся или постоянных действий, например, когда мы говорим о чьих-либо привычках, режиме дня, расписании и т. д., т. е. Present Simple обозначает действия, которые происходят в настоящее время, но не привязаны именно к моменту речи.

#### Образование Present Simple

Утвердительные предложения:

I play

He / she / it plays

You play

We play

They play

Вопросительные предложения:

Do I play?

Does he / she / it play?

Do you play?

Do we play?

Do they play?

Отрицательные предложения:

I do not play

He / she / it does not play

You do not play

We do not play

They do not play

Английский глагол во временной форме Present Simple почти всегда совпадает со своей начальной, то есть указанной в словаре, формой без частицы to. Лишь в 3-ем лице единственного числа к ней нужно прибавить окончание -s:

*I work – he works*

Если глагол оканчивается на -s, -ss, -sh, -ch, -x, -o, то к нему прибавляется окончание -es:

*I wish – he wishes*

К глаголам на -у с предшествующей согласной тоже прибавляется окончание -es, а -у заменяется на -i-:

*I try – he tries*

Если же глагол оканчивается на -у с предшествующей гласной, то -у сохраняется и добавляется только окончание -s:

*I play – he plays*

Для того, чтобы построить вопросительное предложение, перед подлежащим нужно поставить вспомогательный глагол. Время Present Simple используется без него, поэтому в этом случае добавляется вспомогательный глагол do (или does в 3 л. ед. ч.):

*Do you like rock? Тебе нравится рок?*

*Does he speak English? Он говорит по-английски?*

В отрицательных предложениях тоже используется вспомогательный глагол do/does, но не перед подлежащим, а перед глаголом. После него прибавляется отрицательная частица not. Do/does и not часто сокращаются до don't и doesn't соответственно:

*I do not like black coffee. Я не люблю черный кофе.*

*She doesn't smoke. Она не курит.*

### **Случаи употребления Present Simple**

- Регулярные, повторяющиеся действия:

*I often go to the park. Я часто хожу в парк.*

*They play tennis every weekend. Каждые выходные они играют в теннис.*

- Действие в настоящем в широком смысле слова:

*Jim studies French. Джим изучает французский.*

*We live in Boston. Мы живем в Бостоне.*

- Общеизвестные факты:

*The Earth goes round the Sun. Земля вращается вокруг солнца.*

*The Volga is the longest river in Europe. Волга – самая длинная река в Европе.*

- Перечисление последовательности действий:

*We analyse what our clients may need, develop a new product, produce a sample, improve it and sell it. Мы анализируем, что может понадобиться нашим клиентам, разрабатываем новый продукт, изготавливаем образец, дорабатываем его и продаем.*

- Некоторые случаи указания на будущее время (если имеется в виду некое расписание или план действий, а также в придаточных предложениях времени и условия):

*The airplane takes off at 2.30 p.m. Самолет взлетает в 14:30.*

*When you see a big green house, turn left. Когда вы увидите большой зеленый дом, поверните налево.*

### Exercises

#### 1. Раскройте скобки, употребляя глаголы в *Present Simple*.

(USUALLY) 1. My sister (to get) up at eight o'clock. 2. She (to be) a school-girl. She (to go) to school in the afternoon. 3. Jane (to be) fond of sports. She (to do) her morning exercises every day. 4. For breakfast she (to have) two eggs, a sandwich and a cup of tea. 5. After breakfast she (to go) to school. 6. It (to take) him two hours to do his homework. 7. She (to speak) French well. 8. My working day (to begin) at seven o'clock. I (to get) up, (to switch) on the radio and (to do) my morning exercises. It (to take) me fifteen minutes. At half past seven we (to have) breakfast. My father and I (to leave) home at eight o'clock. He (to take) a bus to his factory. My mother (to be) a doctor, she (to leave) home at nine o'clock. In the evening we (to gather) in the living-room. We (to watch) TV and (to talk).

#### 2. Дополните предложения, используя следующие глаголы:

**cause(s) connect(s) drink(s) live(s) open(s) speak(s) take(s)**

- 1 Tanya .. .... German very well.
- 2 I don't often ..... .. coffee.
- 3 The swimming pool . . . . . at 7.30 every morning.
- 4 Bad driving ... . . . . many accidents.
- 5 My parents ..... in a very small flat.
- 6 The Olympic Games .. . . . place every four years.
- 7 The Panama Canal ..... the Atlantic and Pacific Oceans.

#### 3. Поставьте глаголы в правильную форму:

- 1 Julie ..... (not I drink) tea very often.
- 2 What time ..... (the banks I close) here?
- 3 I've got a car, but I ..... (not I use) it much.
- 4 'Where ... . . . . (Ricardo I come) from?' 'From Cuba.'
- 5 'What . . . . . (you I do)? I'm an electrician.'
- 6 It ..... (take) me an hour to get to work.
- How long..... (it I take) you?
- 7 Look at this sentence. What ..... (this word I mean)?
- 8 David isn't very fit. He .... . (not I do) any sport.

#### 4. Задайте специальные вопросы, используя слова в скобках:

1. Paul plays tennis very well. (How)
2. Many birds fly south every summer. (How often)
3. Jack usually goes to work on Saturdays. (When)
4. France has a lot of high mountains. (What)
5. You always wear glasses. (What)
6. Most of the students study well. (How many)
7. He thinks that school is boring. (Who)
8. The Volga flows into the Caspian Sea. (Where)
9. We drink coffee very often. (Who)
10. My children usually skate on the skating ring in our yard. (Whose)

#### 5. Раскройте скобки, употребляя глаголы в *Present Simple*:

- 1) They \_\_\_\_\_ hockey at school. (to play)
- 2) She \_\_\_\_\_ e-mails. (not/to write)
- 3) \_\_\_\_\_ you \_\_\_\_\_ English? (to speak)

- 4) My parents \_\_\_\_\_ fish. (not/to like)
- 5) \_\_\_\_\_ Anne \_\_\_\_\_ any hobbies? (to have)
- 6) Andy's brother \_\_\_\_\_ in an office. (to work)
- 7) Leroy \_\_\_\_\_ very fast. (can/not/to read)
- 8) \_\_\_\_\_ Jim and Joe \_\_\_\_\_ the flowers every week? (to water)
- 9) Yvonne's mother \_\_\_\_\_ a motorbike. (not/to ride)
- 10) \_\_\_\_\_ Elisabeth \_\_\_\_\_ cola? (to drink)

**6. Сделайте отрицательные предложения:**

1. This book costs much.
2. I like this hotel.
3. His mother works in the garden.
4. My friend comes from Australia.
5. His parents learn Spanish.
6. My friends speak English fluently.
7. Her aunt works on Saturdays.
8. We buy English magazines.
9. Your husband cooks very well.
10. Paul lives in the UK.

**7. Переведите на английский язык, употребляя глаголы в форме Present Simple.**

1. Я изучаю английский язык
2. Его младший брат ученик
3. Она не работает
4. Он всегда очень занят
5. Он разговаривает по-немецки?
6. Моя мама любит классическую музыку
7. Они не хотят идти в кино
8. Где ваши родители?
9. Она не играет в шахматы
10. Он никогда не просыпается рано
11. Она делает зарядку каждый день?
12. Они ходят в театр раз в месяц
13. Я помогаю маме по хозяйству очень часто
14. Вы пьете кофе утром?
15. Он редко ходит в кино
16. Она не читает газет
17. Эти девочки не работают, они учатся

**8. Переведите на английский язык, употребляя глаголы в форме Present Simple.**

Мой дядя инженер. Он очень занят. Его рабочий день начинается рано утром. Он встает в семь часов. Он умывается, одевается и завтракает. После завтрака он идет на работу. Он работает в институте. Он любит свою работу. Он женат. Его жена врач. Она работает в больнице. Вечером она изучает французский язык. Она посещает курсы французского языка. Мой дядя не говорит по-французски. Он говорит по-русски и по-немецки. Он изучает английский язык. Вечером он посещает курсы английского языка. Сын моего дяди ученик. Он ходит в школу. В школе он изучает английский язык.

**Практическая работа № 21**

Тема 3.4. Работник службы приема и размещения, его функции

**Цель работы:**

1. Принимать заказ от потребителей и оформлять его.
2. Принимать, регистрировать и размещать гостей.

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 RECEPTIONIST**

The receptionist works in the front office of a hotel.

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

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

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

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

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

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

**COMPREHENSION QUESTIONS**

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

**Практическая работа №22**

**Тема 3.5. Простое прошедшее время**

**Цель работы:** Изучение нового грамматического материала, умение использовать полученные знания в разговорной речи;

**Ход работы:** Изучение нового грамматического материала. Выполнение упражнений.

**Past Simple - простое прошедшее время**

Время Past Simple используется для обозначения действия, которое произошло в определенное время в прошлом и время совершения которого уже истекло. Для уточнения момента совершения действия в прошлом при использовании времени Past Simple обычно используются такие слова, как *five days ago* (пять дней назад), *last year* (в прошлом году), *yesterday* (вчера), *in 1980* (в 1980 году) и т.п.

**Образование Past Simple**

Утвердительные предложения:

I played

He / she / it played

You played

We played

They played

Вопросительные предложения:

Did I play?

Did he / she / it play?

Did you play?

Did we play?

Did they play?

Отрицательные предложения:

I did not play

He / she / it did not play

You did not play

We did not play

They did not play

Для того, чтобы поставить английский глагол во время Past Simple, нужно использовать его «вторую форму». Для большинства глаголов она образуется прибавлением окончания **-ed**:

examine – examined, enjoy – enjoyed, close – closed

Однако есть также достаточно большая группа неправильных английских глаголов, которые образуют форму прошедшего времени не по общим правилам, для них форму прошедшего времени нужно просто запомнить.

*We **saw** your dog two blocks from here.*

*Мы видели вашу собаку в двух кварталах отсюда.*

В вопросительном предложении перед подлежащим нужно использовать вспомогательный глагол **do** в прошедшем времени – **did**, а после подлежащего поставить основной, значимый глагол **в начальной форме**:

*Did you wash your hands? Ты помыл руки?*

*Did they sign the contract? Они подписали контракт?*

В отрицательных предложениях перед глаголом нужно поставить вспомогательный глагол **did** и отрицательную частицу **not**:

*We did not find our car. Мы не нашли свою машину.*

*I did not understand this question. Я не понял этот вопрос.*

**Случаи употребления Past Simple:**

- Указание на простое действие в прошлом:

*I saw Jeremy in the bank. Я видел Джереми в банке.*

- Регулярные, повторяющиеся действия в прошлом:

*The old man often visited me. Старик часто меня навещал.*

*I noticed this charming shop girl each time I went to buy something.*

*Я замечал эту очаровательную продавщицу каждый раз, когда шел за покупками.*

- Перечисление последовательности действий в прошлом:

*I heard a strange sound, looked back, and saw a huge cat sitting on the table.*

*Я услышал странный звук, обернулся и увидел здорового кота, сидящего на столе.*

### Exercises

**1. Образуйте отрицательные и вопросительные предложения, исходя из данных.**



**Образец:** She wrote this letter two days ago. – She **didn't write** this letter two days ago. – **Did** she **write** this letter two days ago?

1. It was very cold yesterday. 2. I arrived home late last night. 3. My boss left for London two weeks ago. 4. We had a good time at that party. 5. He got an excellent mark for his test. 6. Everybody laughed at him when he was at school. 7. It was very difficult for her to study two foreign languages. 8. My brother bought a new car yesterday. 9. My parents were at home last night. 10. We passed our last exam two days ago. 11. There were many students at the lecture of this famous professor. 12. She brought a lot of souvenirs from her trip.

## 2. Задайте вопросы к подчёркнутым частям предложений.

1. They came to visit his friend yesterday. 2. Robert took his driving test last week. 3. Last year he didn't go to the South because of the exams. 4. These students were usually late for their lectures last term because they had transport problems. 5. Yesterday we went to the concert together. It was great! 6. My friends stayed at this hotel for two weeks last year. 7. I passed five exams last term and I got excellent marks.

## 3. Поставьте глагол в скобках либо в *Present Indefinite (Simple)*, либо в *Past Indefinite (Simple)*.

1. I often (*see*) my friend at the university. Yesterday I (*see*) him in the dean's office. 2. We always (*meet*) on Sundays. Last month we (*meet*) not only on Sundays, but also on Saturdays. 3. Dan usually (*walk*) to his office. Yesterday he (*take*) a taxi, because he (*be*) late for his work. 4. My sister usually (*have*) English lesson twice a week. Last week she (*have*) three English lessons. 5. They always (*watch*) TV in the evening. Yesterday evening they (*watch*) a football match. 6. She often (*lose*) things. Yesterday she (*lose*) her purse. 7. Our teacher of English always (*give*) us a lot of homework. At the last lesson she (*not / give*) us any task to be done at home. 8. I usually (*go*) to the club with my friends. Last night I (*go*) there alone, because my friends (*be*) out of town.

## Практическая работа №23

### Тема 4.2. Правильные и неправильные глаголы

**Цель работы:** Изучение нового грамматического материала, умение использовать полученные знания в разговорной речи;

**Ход работы:** Изучение нового грамматического материала. Выполнение упражнений.

### Список неправильных глаголов

| VERB            | PAST SIMPLE           | PAST PARTICIPLE     | ПЕРЕВОД                |
|-----------------|-----------------------|---------------------|------------------------|
| arise [ə'raɪz]  | arose [ə'rəʊz]        | arisen [ə'rɪz(ə)n]  | Возникать, происходить |
| awake [ə'weɪk]  | awoke [ə'wəʊk]        | awoken [ə'wəʊkən]   | Будить, проснуться     |
| be [bi:]        | was [wɒz], were [wɜ:] | been [bi:n]         | Быть                   |
| bear [beə]      | bore [bɔ:]            | borne [bɔ:n]        | Нести, выносить        |
| beat [bi:t]     | beat [bi:t]           | beaten ['bi:tn]     | Бить                   |
| become [bi:kʌm] | became [bi:keɪm]      | become [bi:kʌm]     | Становиться            |
| begin [bi'ɡɪn]  | began [bi'ɡæn]        | begun [bi'ɡʌn]      | Начинать               |
| bend [bend]     | bent [bent]           | bent [bent]         | Сгибать                |
| bet [bet]       | bet [bet]             | bet [bet]           | Поспорить              |
| bite [baɪt]     | bit [bɪt]             | bitten [bɪtn]       | Кусать, клевать        |
| bleed [bli:d]   | bled [bled]           | bled [bled]         | Кровоточить            |
| blow [bləʊ]     | blew [blu:]           | blown [bləʊn]       | Дуть                   |
| break [breɪk]   | broke [brəʊk]         | broken ['brəʊk(e)n] | Ломать                 |
| bring [brɪŋ]    | brought [brɔ:t]       | brought [brɔ:t]     | Приносить              |

|                  |                   |                        |                            |
|------------------|-------------------|------------------------|----------------------------|
| build [bild]     | built [bilt]      | built [bilt]           | Строить                    |
| burn [bɜ:n]      | burnt [bɜ:nt]     | burnt [bɜ:nt]          | Гореть                     |
| buy [bai]        | bought [bɔ:t]     | bought [bɔ:t]          | Покупать                   |
| catch [kætʃ]     | caught [kɔ:t]     | caught [kɔ:t]          | Ловить, хватать,<br>успеть |
| choose [tʃu:z]   | chose [ʃəuz]      | chosen [tʃəuz(ə)n]     | Выбирать                   |
| come [kʌm]       | came [keim]       | come [kʌm]             | Приходить                  |
| cost [kɒst]      | cost [kɒst]       | cost [kɒst]            | Стоить                     |
| creep [kri:p]    | crept [krept]     | crept [krept]          | Ползать                    |
| cut [kʌt]        | cut [kʌt]         | cut [kʌt]              | Резать                     |
| deal [di:l]      | dealt [dɛlt]      | dealt [dɛlt]           | Иметь дело                 |
| do [du:]         | did [did]         | done [dʌn]             | Делать                     |
| draw [drɔ:]      | drew [dru:]       | drawn [drɔ:n]          | Рисовать, тащить           |
| dream [dri:m]    | dreamt [dremt]    | dreamt [dremt]         | Мечтать, дремать           |
| drink [drɪŋk]    | drank [dræŋk]     | drunk [drʌŋk]          | Пить                       |
| drive [draiv]    | drove [drouv]     | driven ['drivn]        | Водить                     |
| eat [i:t]        | ate [eit]         | eaten ['i:tn]          | Есть                       |
| fall [fɔ:l]      | fell [fel]        | fallen ['fɔ:lən]       | Падать                     |
| feed [fi:d]      | fed [fed]         | fed [fed]              | Кормить                    |
| feel [fi:l]      | felt [felt]       | felt [felt]            | Чувствовать                |
| fight [fait]     | fought [fɔ:t]     | fought [fɔ:t]          | Бороться                   |
| find [faɪnd]     | found [faund]     | found [faund]          | Находить                   |
| fit [fit]        | fit [fit]         | fit [fit]              | Подходить по<br>размеру    |
| flee [fli:]      | fled [fled]       | fled [fled]            | Убегать, исчезать          |
| fly [flai]       | flew [flu:]       | flown [floun]          | Летать                     |
| forbid [fə'bid]  | forbade [fə'beɪd] | forbidden [fəbɪdn]     | Запрещать                  |
| forget [fə'get]  | forgot [fə'gɒt]   | forgotten [fə'gɒt(ə)n] | Забывать                   |
| forgive [fo'giv] | forgave [fo'geiv] | forgiven [fo'givn]     | Прощать                    |
| get [get]        | got [gɒt]         | got [gɒt]              | Получать                   |
| give [giv]       | gave [geiv]       | given [givn]           | Давать                     |
| go [gou]         | went [went]       | gone [gɒn]             | Идти                       |
| grow [grou]      | grew [gru:]       | grown [groun]          | Расти                      |
| hang [hæŋ]       | hung [hʌŋ]        | hung [hʌŋ]             | Вешать                     |
| have [hæv]       | had [hæd]         | had [hæd]              | Иметь                      |
| hear [hiə]       | heard [hɜ:d]      | heard [hɜ:d]           | Слышать                    |
| hide [haɪd]      | hid [hid]         | hidden ['hɪdn]         | Прятать                    |
| hit [hit]        | hit [hit]         | hit [hit]              | Попадать в цель            |
| hide [haɪd]      | hid [hid]         | hidden [hɪdn]          | Скрывать, прятать          |
| hold [hould]     | held [held]       | held [held]            | Держать                    |
| hurt [hɜ:t]      | hurt [hɜ:t]       | hurt [hɜ:t]            | Ушибить                    |
| keep [ki:p]      | kept [kept]       | kept [kept]            | Содержать                  |
| knit [nit]       | knit [nit]        | knit [nit]             | Вязать, штопать            |
| know [nou]       | knew [nju:]       | known [noun]           | Знать                      |
| lay [lei]        | laid [leid]       | laid [leid]            | Класть                     |
| lead [li:d]      | led [led]         | led [led]              | Вести                      |
| learn [lɜ:n]     | learnt [lɜ:nt]    | learnt [lɜ:nt]         | Учить                      |
| leave [li:v]     | left [left]       | left [left]            | Оставлять                  |
| lend [lend]      | lent [lent]       | lent [lent]            | Занимать                   |

|                     |                          |                                     |                         |
|---------------------|--------------------------|-------------------------------------|-------------------------|
| let [let]           | let [let]                | let [let]                           | Позволять               |
| lie [lai]           | lay [lei]                | lain [lein]                         | Лежать                  |
| light [lait]        | lit [lit]                | lit [lit]                           | Освещать                |
| lose [lu:z]         | lost [lɒst]              | lost [lɒst]                         | Терять                  |
| make [meɪk]         | made [meid]              | made [meid]                         | Производить             |
| mean [mi:n]         | meant [ment]             | meant [ment]                        | Значить                 |
| meet [mi:t]         | met [met]                | met [met]                           | Встречать               |
| mistake [mis'teɪk]  | mistook [mis'tuk]        | mistaken [mis'teɪk(e)n]             | Ошибаться               |
| overcome [əʊvə'kʌm] | overcame [əʊvə'keɪm]     | overcome [əʊvə'kʌm]                 | Преодолеть,<br>побороть |
| pay [pei]           | paid [peɪd]              | paid [peɪd]                         | Платить                 |
| put [put]           | put [put]                | put [put]                           | Положить                |
| read [ri:d]         | read [red]               | read [red]                          | Читать                  |
| ride [raid]         | rode [roud]              | ridden ['rɪdn]                      | Ездить верхом           |
| ring [rɪŋ]          | rang [ræŋ]               | rung [rʌŋ]                          | Звенеть                 |
| rise [raɪz]         | rose [rouz]              | risen ['ri:zn]                      | Подниматься             |
| run [rʌŋ]           | ran [ræŋ]                | run [rʌŋ]                           | Бежать                  |
| say [sei]           | said [sed]               | said [sed]                          | Говорить                |
| see [si:]           | saw [sɔ:]                | seen [si:n]                         | Видеть                  |
| sell [sel]          | sold [sould]             | sold [sould]                        | Продавать               |
| send [send]         | sent [sent]              | sent [sent]                         | Посылать                |
| set [set]           | set [set]                | set [set]                           | Ставить                 |
| shake [ʃeɪk]        | shook [ʃʊk]              | shaken ['ʃeɪk(ə)n]                  | Встряхивать             |
| show [ʃəʊ]          | showed [ʃəʊd]            | shown [ʃəʊn]                        | Показывать              |
| shut [ʃʌt]          | shut [ʃʌt]               | shut [ʃʌt]                          | Закрывать               |
| sing [sɪŋ]          | sang [sæŋ]               | sung [sʌŋ]                          | Петь                    |
| sink [sɪŋk]         | sank [sæŋk], sunk [sʌŋk] | sunk [sʌŋk]                         | Тонуть                  |
| sit [sit]           | sat [sæt]                | sat [sæt]                           | Сидеть                  |
| sleep [sli:p]       | slept [slept]            | slept [slept]                       | Спать                   |
| smell [smel]        | smelt [smɛlt]            | smelt [smɛlt]                       | Пахнуть,<br>чувствовать |
| speak [spi:k]       | spoke [spouk]            | spoken ['spouk(e)n]                 | Говорить                |
| spend [spend]       | spent [spent]            | spent [spent]                       | Тратить                 |
| spin [spɪn]         | spun [spʌn]              | spun [spʌn]                         | Крутить, вертеть        |
| split [splɪt]       | split [splɪt]            | split [splɪt]                       | Разделять,<br>разбивать |
| spoil [spɔɪl]       | spoilt [spɔɪlt]          | spoilt [spɔɪlt]                     | Портить                 |
| stand [stænd]       | stood [stu:d]            | stood [stu:d]                       | Стоять                  |
| steal [sti:l]       | stole [stəʊl]            | stolen ['stəʊlən]                   | Красть                  |
| strike [straɪk]     | struck [strʌk]           | struck [strʌk]/ stricken [stri:kən] | Бить, бастовать         |
| swear [swɛə]        | swore [swɔ:]             | sworn [swɔ:n]                       | Клясться,<br>присягать  |
| swell [swel]        | swelled [sweld]          | swollen ['swəʊl(e)n]                | Разбухать               |
| swim [swɪm]         | swam [swem]              | swum [swʌm]                         | Плывать                 |
| take [teɪk]         | took [tuk]               | taken ['teɪk(ə)n]                   | Брать, взять            |
| teach [ti:tʃ]       | taught [tɔ:t]            | taught [tɔ:t]                       | Учить                   |
| tear [tɛə]          | tore [tɔ:]               | torn [tɔ:n]                         | Рвать                   |
| tell [tel]          | told [təʊld]             | told [təʊld]                        | Рассказывать            |
| think [θɪŋk]        | thought [θɔ:t]           | thought [θɔ:t]                      | Думать                  |

|                         |                        |                            |                             |
|-------------------------|------------------------|----------------------------|-----------------------------|
| throw [θrəu]            | threw [θru:]           | thrown [θrəun]             | Бросать                     |
| understand [ʌndə'stænd] | understood [ʌndə'stʊd] | understood [ʌndə'stʊd]     | Понимать                    |
| undertake [ʌndə'teɪk]   | undertook [ʌndə'tʊk]   | undertaken [ʌndə'teɪk(ə)n] | Предпринимать,<br>совершать |
| wake [weɪk]             | woke [wʊk]             | woken ['wʊk(e)n]           | Просыпаться                 |
| wear [weə]              | wore [wɔ:]             | worn [wɔ:n]                | Носить                      |
| win [wɪn]               | won [wʌn]              | won [wʌn]                  | Выигрывать                  |
| write [raɪt]            | wrote [rʊt]            | written ['rɪtɪn]           | Писать                      |

## Exercises

### 1. Заполните пропуски глаголами в форме *Past Indefinite (Simple)*. Используйте глаголы из данного списка.

#### Text 1

**start, want, have, continue, be, see, hit, become, wake**

Ludwig van Beethoven ... born in 1770 in Bonn, Germany. He ... a difficult and miserable childhood. His father, Johann, was a musician for the king. Johann ... to give Ludwig piano lessons before he was four years old. Ludwig was so small that he had to stand on the piano seat to reach the piano. When Johann ... how quickly Ludwig learned, he knew that his son had talent. He ... to make Ludwig into a concert performer, and he was very demanding. He ... Ludwig's hand when he made a mistake and often ... him up in the middle of the night to make him play for friends. Ludwig ... to study, and, in 1782, he ... the assistant organist for the king. He was only 12 years old!

#### Text 2

**go, draw, fill, be, study, grow, design, have, admire, write, marry**

Leonardo da Vinci ... born in 1452 in the town of Vinci, near Florence, Italy. His parents never ..., so Leonardo lived with his father in Florence. Over the years, he ... four stepmothers and eleven stepsisters and stepbrothers. At the age of 15, Leonardo ... to work with a famous artist. He ... painting, sculpture, music, mathematics, and science. By 20, he was a master painter.

Da Vinci was a great inventor, too. He ... more than 1,000 inventions. For example, he ... a flying machine 400 years before the airplane was invented. He also designed an air conditioner, an alarm clock, a submarine, a bridge, and many other things. Da Vinci ... down all his ideas and observations in notebooks. He also ... the notebooks with more than 5,000 drawings of plants, animals, and the human body.

As da Vinci ... older, he stayed alone more and more. Although people ... him, many didn't understand him because his ideas were far ahead of his time.

### 2. Переведите предложения на английский язык, используя *Past Simple*.

1. Когда ваш сын поступил в университет? – Он поступил в прошлом году. 2. Она вчера не пришла, так как была очень занята. 3. Кто встречал вас на вокзале? – Мой брат. 4. Сколько раз в неделю у вас был английский в прошлом семестре? – Два раза в неделю. 5. Вчера все студенты нашей группы сдали экзамен по физике, кроме Зорина: он был не готов. 6. С кем вы обсудили этот вопрос? – Мы обсудили его с ректором. 7. Вы познакомились с этим мужчиной на работе, не так ли? – Да, мы познакомились месяц назад. 8. На прошлой неделе мы никуда не выходили по вечерам. 9. Он окончил университет три года назад. 10. Куда вы ездили в отпуск летом? – Мы ездили на Украину. – Какая там была погода? – Было очень жарко. 11. Разве она не хотела принять участие в концерте? – Она хотела, но заболела пару дней назад. 12. Кто оставил эту записку? – Наш сосед. 13. Где ты достал этот словарь? – Взял в библиотеке. 14. Джон Кеннеди стал президентом США, когда ему было 43 года; а Дмитрий Медведев стал президентом России в 42 года.

### 3. Перепишите следующий текст в прошедшем времени.

Boris wakes up when it is already quite light. He looks at his watch. It is a quarter to seven. Quick! Boris jumps out of bed and runs to the bath-room. He has just time to take a cold shower and I drink a glass of tea with bread and butter. He is in a hurry to catch the eight o'clock train. At the railway station he meets three other boys from his group. They all have small backpacks and fishing-rods. In less than

an hour they get off the train at a small station near a wood. They walk very quickly and soon find themselves on the shore of a large lake. The boys spend the whole day there fishing, boating and swimming. They return home late at night, tired but happy.

**4. Используйте слова в скобках для образования предложений в Past Simple.**

- 1) They \_\_\_\_\_ football at the institute. (to play)
- 2) She \_\_\_\_\_ emails. (not / to write)
- 3) \_\_\_\_\_ you \_\_\_\_\_ English? (to speak)
- 4) My mother \_\_\_\_\_ fish. (not / to like)
- 5) \_\_\_\_\_ Ann \_\_\_\_\_ any friends? (to have)
- 6) His brother \_\_\_\_\_ in an office. (to work)
- 7) She \_\_\_\_\_ very fast. (cannot / to read)
- 8) \_\_\_\_\_ they \_\_\_\_\_ the flowers every 3 days? (to water)
- 9) His wife \_\_\_\_\_ a motorbike. (not / to ride)
- 10) \_\_\_\_\_ Elizabeth \_\_\_\_\_ coffee? (to drink)

**Практическая работа №23**

Тема 3.6. Консьерж, его обязанности

**Цель работы:**

1. Предоставлять гостю информацию о гостиничных услугах.
2. Принимать участие в заключении договоров об оказании гостиничных услуг.
3. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

**Ход работы:**

Введение новой лексики.

Повторение грамматического материала, необходимого для изучения темы.

Работа с текстом профессиональной направленности.

**THE CONCIERGE.**

The concierge works at a hotel's information desk.

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

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

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

The concierge can find a babysitter.

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

In some hotels the concierge is in charge of messages.

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

**COMPREHENSION QUESTIONS**

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

## Практическая работа №24

### Тема 3.7. Простое будущее время

**Цель работы:** Изучение нового грамматического материала, умение использовать полученные знания в разговорной речи

**Ход работы:** Изучение нового грамматического материала. Выполнение упражнений.

### Future Simple - простое будущее время

Время Future Simple ссылается на действие, которое совершится в неопределенном или отдаленном будущем. Простое будущее время обычно используется с обстоятельствами: *tomorrow* (завтра), *next year* (в следующем году), *in five years* (через пять лет), *in 2035* (в 2035 году) и т.п.

#### Образование Future Simple

Утвердительные предложения:

I shall/will play

He / she / it will play

You will play

We shall/will play

They will play

Вопросительные предложения:

Shall/Will I play?

Will he / she / it play?

Will you play?

Shall/Will we play?

Will they play?

Отрицательные предложения:

I shall/will not play

He / she / it will not play

You will not play

We shall/will not play

They will not play

Для того, чтобы поставить глагол во временную форму Future Simple, нужно использовать его начальную форму и вспомогательный глагол shall (для первого лица) или will (второе и третье лицо). В устной речи shall и will чаще всего сокращаются до формы 'll, которая может использоваться во всех лицах.

Примечание:

В современном английском, особенно в устной речи, will стал использоваться и в первом лице:

*I will go to Shanghai next summer. Следующим летом я поеду в Шанхай.*

В вопросительном предложении вспомогательные глаголы shall или will ставятся перед подлежащим. Значимый глагол остается после подлежащего в своей начальной форме:

*Shall we go to the beach? Мы пойдём на пляж?*

*Will your boss agree with our conditions? Ваш босс согласится с нашими условиями?*

В отрицательных предложениях за вспомогательным глаголом следует отрицательная частица not. Вместе они могут быть сокращены до формы won't:

*Fred will not (won't) agree to help us. Фред не согласится нам помочь.*

#### Случаи употребления Future Simple:

- Указание на простое действие в будущем:

*We'll return in 4 hours. Мы вернемся через 4 часа.*

*It will not be easy to convince him. Его будет нелегко убедить.*

- Описание будущего факта

*The exhibition will open in May. — Выставка откроется в мае.*

- Предположение или прогноз

*I think it will rain tomorrow. — Я думаю, завтра пойдет дождь.*

- Выражение намерения или решения, возникшее в момент речи

*I'm thirsty. I think I'll have a glass of juice. — Я хочу пить. Думаю, я выпью стакан сока.*

### **Конструкция going to**

Going to используется, чтобы выразить намерение, когда решение принято заранее:

*I'm going to make a cake tonight. — Сегодня вечером я буду делать торт.*

Going to в Future Simple также используется для предположений, когда есть признак того, что что-то произойдет:

*Look at those clouds. It's going to rain. — Посмотри на эти тучи. Собирается дождь.*

## **Exercises**

### **1. Вставьте 'll или won't.**

1. Lucy was born in 1995. In 2007 she \_\_\_\_\_ be 12.
2. It's sunny today. It \_\_\_\_\_ rain.
3. Kelly is eleven today. She \_\_\_\_\_ be twelve until next year.
4. Rob is nine. He \_\_\_\_\_ be ten on his next birthday.
5. This month is May. It \_\_\_\_\_ be June next month.
6. Jenny: 'Mum, the bus is late. I \_\_\_\_\_ be home until eight o'clock.
7. It's 25 degrees today. It \_\_\_\_\_ snow tomorrow.
8. I sent the letter this afternoon. It \_\_\_\_\_ arrive until tomorrow.

### **2. Раскройте скобки, употребляя глаголы в Present Continuous, Present Simple или в Future Simple.**

1. I (to play) chess tomorrow.
2. I (not to play) chess tomorrow.
3. You (to play) chess tomorrow?
4. He (to play) chess every day.
5. He (not to play) chess every day.
6. He (to play) chess every day?
7. They (to play) chess now.
8. They (not to play) chess now.
9. They (to play) chess now?
10. Nick (to go) to the park now.
11. Nick (to go) to school every day.
12. Nick (to go) to school tomorrow.
13. You (to come) to my place next Sunday?
14. You (to read) this book next week?
15. You (to read) books every day?
16. You (to read) a book now?
17. I (not to see) him tomorrow.
18. What you (to do) tomorrow?
19. What your friend (to do) tomorrow?
20. Where you (to go) next summer?
21. Where you (to go) every morning?
22. Where you (to go) now?
23. Look! Mary (to dance).
24. She (to dance) every day.
25. She (to dance) tomorrow?

### **3. Раскройте скобки, употребляя глаголы в Present Simple или Future Simple. (Все предложения относятся к будущему).**

1. When he (to return) to St. Petersburg, he (to call) on us.
2. If I (to see) him, I (to tell) him about their letter.
3. We (to gather) at our place when my brother (to come) back from Africa.
4. I (to sing) this song with you if you (to tell) me the words.
5. I hope you (to join) us when we (to gather) in our country house the next time.
6. What you (to do) when you (to come) home?
7. If I (to stay) some more days in your town, I (to call) on you and we (to have) a good talk.
8. He (to go) to the Public Library very often when he (to be) a student.
9. As soon as I (to return) from school, I (to ring) you up.
10. You (to pass) many towns and villages on your way before you (to arrive) in Moscow.
11. I (to stay) at home till she (to come). Then we (to go) to the theatre if she (to bring) tickets.
12. After I (to finish) school, I (to enter) the University.

### **4. Переведите на английский язык, употребляя глаголы в Present Simple или Future Simple.**

1. Я приду домой в шесть часов.
2. Когда я приду домой, я позвоню вам.
3. Она позвонит нам вечером.
4. Если она позвонит вам, попросите ее принести мне книгу.
5. Я увижу Тома завтра.
6. Как только я увижу Тома, я расскажу ему об этом.
7. Я поеду в Париж на будущей неделе.
8. Перед тем, как я поеду в Париж, я позвоню вам.
9. Он не пойдет в библиотеку сегодня вечером.
10. Если он не пойдет в библиотеку, он будет дома.
11. Мы будем дома завтра.
12. Если мы будем дома завтра, мы посмотрим эту программу по телевизору.
13. Ее не будет завтра дома.
14. Если ее не будет завтра дома, оставьте ей записку.
15. Завтра погода будет хорошая.
16. Если завтра погода будет хорошая, мы поедем за город.
17. Когда она приходит в школу, она снимает

пальто. 18. Когда она придет в школу, она снимет пальто. 19. Как только он вспоминает эту смешную сцену, он начинает смеяться. 20. Как только он вспомнит эту смешную сцену, он начнет смеяться.

### **Практическая работа № 25.**

Тема 3.8. Менеджер гостиницы, его должностные обязанности

#### **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.

### **THE HOTEL MANAGER**

The hotel manager is the head of a hotel. He may have the name of the general manager or the managing director.

The hotel manager may hold a management position in an individual hotel. Or he may work in a hotel chain.

In a small hotel the manager may be the owner of the hotel. But in a large hotel he is just a professional hotelier.

For the hotel guests the hotel manager is the host who must offer hospitality to his guests.

For the hotel staff the hotel manager is the person who must establish the policy of the hotel and its operations. The hotel manager has to plan and control the hotel business. He has to check up how different hotel departments carry out their functions. Often he has to deal with the hotel guests in person. He has to handle their problems and complaints.

There may be different management positions in a hotel: the assistant manager, the resident manager, the night manager.

The assistant manager helps the manager and manages the hotel when the manager is not present.

The resident manager is the manager who permanently lives in the hotel.

The night manager is on duty during the night.

### **COMPREHENSION QUESTIONS**

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

### **Практическая работа № 26.**

Тема 3.9. Менеджер ресторана гостиницы, его обязанности

#### **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:**

4. Введение новой лексики.
5. Повторение грамматического материала, необходимого для изучения темы.
6. Работа с текстом профессиональной направленности.



### THE RESTAURANT MANAGER

As a rule, the restaurant manager runs a restaurant but he doesn't own it. Sometimes the restaurant manager may own and run his small restaurant. The restaurant manager is in charge of the restaurant policy and operations. He has to decide on the image of his restaurant. He has to plan its business. He has to decide on purchases and sales. He hires the restaurant staff and provides their training.

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

In a large restaurant there are other management positions: the purchase manager, the sales manager, the production manager, the personnel manager and others. All these managers report to the general manager. In an individual restaurant the restaurant manager decides on the type of cuisine and the types of menus. In a family-owned restaurant the whole family may be in charge of the restaurant operations. The wife may act as a hostess or a chef.

1. What does the restaurant manager do?
2. Why does the restaurant manager have to see the guests?
3. What are other management positions in a restaurant?
4. What does the restaurant manager decide on in an individual restaurant?

### Раздел 4. Классификация гостиниц.

#### Практическая работа № 27.

##### Тема 4.1. Недорогой отель, его характеристика.

#### Цель работы:

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

### THE INEXPENSIVE HOTEL.

The inexpensive hotel is also called the 1-star hotel according to the European classification.

These are plain hotels and inns of small scale. Inexpensive hotels are modestly furnished. However, rather good facilities are provided for the guests. Bath and lavatory arrangements are offered, but they are not provided in every bedroom. Washbasins are provided in every bedroom.

As a rule the inexpensive hotels have got a lounge area. There are no phones in bedrooms, but the use of telephone is arranged. Not every room is fitted with a radio and a TV-set.

Meals are provided for residents but are usually limited to non-residents. In some inexpensive hotels meals are not served to non-residents at all.

Inexpensive hotels offer low prices. So they are used by the guests who cannot afford to pay much.

Some inexpensive hotels may be old enough with rather small rooms. But the main thing is that they are neat and clean and the service is friendly.

The inexpensive hotels are situated away from the city centre and far from convenient means of transportation. It means that the location is not convenient.

### COMPREHENSION QUESTIONS

1. How is the inexpensive hotel also called?
2. What kind of facilities are provided in inexpensive hotels?
3. How are meals provided in inexpensive hotels?
4. What kind of guests are inexpensive hotels used by? What are the prices like?
5. What may still attract the guests in inexpensive hotels?
6. Where are inexpensive hotels situated?

## **Практическая работа № 28.**

Тема 4.2. Отель среднего класса, его особенности.

### **Цель работы:**

1. Использовать информационно-коммуникационные технологии в профессиональной деятельности.
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.

### **THE MODERATE HOTEL**

The moderate hotel is also called the 2-star hotel according to the European classification.

These hotels offer a higher standard of accommodation than the inexpensive hotels. However, according to the standards only 20 per cent of bedrooms contain a private bathroom or a shower with a lavatory.

TV-sets are provided in some bedrooms or there is a TV-set in a lounge. Assistance with luggage is arranged for the guests. There are bedside lights in the rooms. Wake-up calls are offered. The rooms are not air-conditioned which is a disadvantage for resort and beach hotels in hot countries.

Hot morning tea or hot breakfast is available. A bar and a restaurant are not available in every moderate hotel.

The moderate hotels are located at a distance from centres of activity. Good transportation may not be available.

The prices are reasonable for the guests with limited incomes.

### **COMPREHENSION QUESTIONS**

1. How is the moderate hotel also called?
2. What kind of accommodation is offered to the guests in the moderate hotels?
3. What sort of facilities are provided in the moderate hotels?
4. What kind of services are arranged in the moderate hotels?
5. What may be a disadvantage in resort and beach hotels?
6. What sort of meals are offered in the moderate hotels?
7. Where are the moderate hotels located?
8. What are the prices like in the moderate hotels?

## **Практическая работа № 29.**

Тема 4.3. Дорогой отель, его специфика.

### **Цель работы:**

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

### **THE EXPENSIVE HOTEL**

The expensive hotel is also called the 3-star hotel according to the European classification.

These are well-appointed and very comfortable hotels. A more spacious accommodation is offered to the guests.

According to the standards two thirds of bedrooms contain a private bathroom or a shower with a lavatory.

All rooms are fitted with a telephone, a radio and a TV-set. Many expensive hotels offer private parking. In many expensive hotels dogs and other pets are admitted.

In resort or beach hotels in hot countries bedrooms are fitted with air-conditioning which is a great advantage. Often bedrooms in resort or beach hotels are not fitted with TV-sets.

Wake-up calls, room service, hair-dryers, portage are offered.

Fuller meal facilities are provided for the guests. All expensive hotels have got a restaurant and a bar. Meals are provided on a half board basis. Hot tea in the morning and hot evening meals are always offered in the expensive hotels.

The expensive hotels usually have a rather good location. Good transportation is also available.

### **COMPREHENSION QUESTIONS**

1. How is the expensive hotel also called?
2. What kind of accommodation is offered to the guests in the expensive hotels?
3. What sort of facilities are provided in the expensive hotel?
4. What are bedrooms in the expensive resort hotels fitted with?
5. What kind of services are offered in the expensive hotels?
6. What sort of meals are provided in the expensive hotels?
7. Where are the expensive hotels located?

### **Практическая работа № 30.**

Тема 4.4. Отель класса «люкс», его отличительные особенности.

#### **Цель работы:**

1. Ориентироваться в условиях частой смены технологий в профессиональной деятельности.
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.

### **THE DELUXE HOTEL**

The deluxe hotel is also called the 4-star hotel.

These are exceptionally well-appointed hotels. A high standard of comforts and services is offered to the guests.

A private bathroom or a shower with a lavatory are provided in all bedrooms.

All bedrooms are fitted with a telephone, a colour TV-set, a radio.

The deluxe hotels offer a 24-hour access and a lounge service to the guests until midnight.

All deluxe hotels contain a variety of bars and restaurants. Meals are provided on a full board basis: hot breakfast, lunch and dinner.

The resort or beach hotels in hot countries offer private swimming-pools. The rooms are fitted with air-conditioning and mini-bars. Saunas and solariums are also provided.

The deluxe hotels have excellent locations in beautiful neighbourhoods and convenient transportation means.

The prices are rather high but the guests get their money's worth.

### **COMPREHENSION QUESTIONS**

1. How is the deluxe hotel also called?
2. What kind of accommodation is offered in the deluxe hotels?
3. What are bedrooms fitted with?
4. What sort of services are provided in the deluxe hotels?
5. What kind of meals are offered in the deluxe hotels?
6. What sort of facilities are provided in the deluxe resort hotels?

7. Where are the deluxe hotels located?
8. What are the prices like?

### Практическая работа № 31

Тема 4.5. Времена группы Continuous.

**Цель работы:** Изучение нового грамматического материала, умение использовать полученные знания в разговорной речи.

**Ход работы:** Изучение нового грамматического материала. Выполнение упражнений.

#### Времена группы Continuous (Progressive)

| Present            | Past                 | Future                 |
|--------------------|----------------------|------------------------|
| am/is/are V<br>ing | Was/were V<br>ing    | Shall/will be<br>V ing |
| Действие<br>сейчас | Процесс в<br>прошлом | Процесс в<br>будущем   |

Времена группы Continuous указывают на процесс, действие, длящееся в определенный момент в прошлом, настоящем или будущем.

#### 1. Present Continuous (Настоящее продолженное время)

- Употребляется для обозначения действия, которое совершается прямо сейчас (в момент речи) или в настоящий период времени:

*«Падают, падают, падают, падают листья».*

- Маркеры:

*now, still, at present, at the moment, while, meanwhile.*

- Утвердительная форма образуется с помощью глагола **to be** + основной глагол с окончанием – **ing**:

*I am reading. He is reading. You are reading.*

- Отрицательная форма: **to be** + **not** + глагол с –**ing**.

*They are not reading.*

- Вопросительная форма:

*Are they reading?*

#### 2. Past Continuous (Прошедшее продолженное время)

- Употребляется для обозначения действия, которое совершалось в определенный момент в прошлом:

*«Шумел камыш, деревья гнулись».*

- Маркеры:

*still, while, during, for 3 hours/days/weeks, all day long yesterday, from ... till ...*

- Утвердительная форма: **was/were** + глагол с –**ing**.

*I was eating all day long.*

- Отрицательная форма: **was/were** + **not** + глагол с –**ing**.

*They were not playing.*

- Вопросительная форма: *Was she playing?*

#### 3. Future Continuous (Будущее продолженное время)

- Обозначает действие, которое будет совершаться в определенный промежуток времени или момент в будущем: *«Я буду долго гнать велосипед».*

- Маркеры:

*still, from ... to ..., meanwhile, for 3 hours/days/years, during.*

- Утвердительная форма: **will/shall + be + глагол с -ing.**

*They will be laughing.*

- Отрицательная форма: **will/shall + not + be + глагол с -ing.**

*I will not be crying.*

- Вопросительная форма: *Will it be raining?*

## Exercises.

### 1. Раскройте скобки, употребляя глаголы в *Present Continuous* или *Past Continuous*

1. I (to write) an English exercise now. 2. I (to write) an English exercise at this time yesterday. 3. My little sister (to sleep) now. 4. My little sister (to sleep) at this time yesterday. 5. My friends (not to do) their homework now. They (to play) volley-ball. 6. My friends (not to do) their homework at seven o'clock yesterday. They (to play) volley-ball. 7. You (to eat) ice-cream now? 8. You (to eat) ice-cream when I rang you up yesterday? 9. What your father (to do) now? 10. What your father (to do) from eight till nine yesterday? 11. Why she (to cry) now? 12. Why she (to cry) when I saw her yesterday? 13. She (to read) the whole evening yesterday. 14. She (not to read) now. 15. Now she (to go) to school. 16. What you (to do) now? — I (to drink) tea. 17. You (to drink) tea at this time yesterday? — No, I (not to drink) tea at this time yesterday, I (to eat) a banana. 18. My sister is fond of reading. She (to read) the whole evening yesterday, and now she (to read) again. 19. Look! My cat (to play) with a ball. 20. When I went out into the garden, the sun (to shine) and birds (to sing) in the trees.

### 2. Раскройте скобки, употребляя глаголы во времени *Future Continuous*

1. We ... (drive) towards the mountains at that moment.
2. This time next week Rosie ... (fly) to Tokyo.
3. You ... (use) the Internet in half an hour? (
4. I ... (not sunbathe) on the beach tomorrow at noon.
5. Mark ... (stay) at the hotel until next Monday?
6. Tomorrow evening my parents ... (celebrate) their 20<sup>th</sup> wedding anniversary.
7. I'm sure when you come home your mother ... (not sleep).
8. Sarah ... (wait) for your response on Friday morning.
9. Ellen ... (make) breakfast while her husband ... (take) a shower.
10. Andy ... (sing) a new song at the party tonight?

### 3. Раскройте скобки, употребив глагол в форме *Present Continuous*, *Past Continuous* или *Future Continuous*.

1. I ... (study) Japanese online from 5 till 6 tomorrow evening.
2. Listen! Why the dogs ... (bark)?
3. She ... (wear) a yellow coat when I saw her.
4. They ... (take) their driving test next Monday.
5. I dropped my wallet when I ... (get) on the bus.
6. What you ... (do) in my office yesterday?
7. Bob ... (feel) much better today.
8. The kids ... (watch) cartoons in their room now.
9. I'm afraid she ... (sleep) in ten minutes.
10. We ... (have) tea soon?

### 4. Преобразуйте утвердительные предложения в отрицательные, обращая внимание на форму глагола-сказуемого.

1. We are enjoying the party. (Нам нравится вечеринка.)
2. He'll be playing chess in an hour. (Через час он будет играть в шахматы.)
3. They were planting flowers in the garden last May. (Они занимались посадкой цветов в саду в прошлом мае.)
4. I am looking for a job. (Я ищу работу.)

5. The phone was working yesterday. (Вчера телефон работал.)
6. Margaret will be working as a waiter during her summer holidays. (Маргарита будет работать официанткой во время летних каникул.)
7. The secretary is typing a contract. (Секретарь печатает договор.)

## **Раздел 5. Услуги и службы гостиницы.**

### **Практическая работа № 32.**

#### **Тема 5.1. Служба приёма и размещения.**

#### **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.

### **THE FRONT OFFICE**

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

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

The reservation department provides booking of the hotel rooms.

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

Each employee in the front office has got a specific task.

The booking clerk will help the guest to arrange a booking.

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

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

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

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

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

### **COMPREHENSION QUESTIONS**

1. What do hotel guests expect the front office clerks to do?
2. Where is the front office?
3. What does the front office consist of?
4. What does the reservation department provide?
5. What kind of services does the front desk provide?
6. What is the specific task of the booking clerk?
7. How does the receptionist help the guest to check in?
8. What will the receptionist do before he assigns a room to the guest?
9. What sort of rooms do most hotels offer?
10. Why may the guest ask the clerk to provide an extra bed for him?

11. Why is there a rack with message boxes behind the counter?
12. Why is there a key drop?
13. Who takes care of the guests' accounts?

### **Практическая работа № 33.**

Тема 5.2. Служба посыльных.

#### **Цель работы:**

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

### **THE BELL SERVICE**

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

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

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

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

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

### **COMPREHENSION QUESTIONS**

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

### **Практическая работа № 34.**

Тема 5.3. Этажная служба и служба горничных.

#### **Цель работы:**

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

## THE HOUSEKEEPING

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

At the head of the housekeeping service is the housekeeper. He supervises the chambermaids.

Chambermaids prepare the rooms before the guests check in.

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

Chambermaids use carts to carry supplies: soap, tissues, bed and bath linens. There are containers for dirty linen and rubbish on those carts.

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

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

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

### COMPREHENSION QUESTIONS

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

## Практическая работа № 35.

Тема 5.4. Служба безопасности гостиницы.

### 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.

## THE SECURITY DEPARTMENT

When guests stay at the hotel, they expect someone to protect them. The hotel security department must protect the guests from all dangers: robbery and burglary, fire or flood. At the head of the hotel security department is the security officer.

The guests may keep their valuables in a safe-deposit box. The security department is in charge of it. The security department employees are prepared to protect the guests in case of any crime.

Often the guests lose their stuff in the hotel. They may leave their purses and wallets, hand-bags and umbrellas, hats and coats in bars or restaurants, restrooms or lobbies. The security department is in charge of the lost and found office.

The security department employees are trained for emergencies. They are prepared to help the guests in case of fire or other dangers. They are responsible for warning the guests of the danger. They are in charge of smoke detectors and fire extinguishers throughout the hotel.

The security department provides fire drills for all hotel employees. Each hotel employee knows all emergency exits.

In case of an injury there are first aid kits throughout the hotel. The security department is in charge of them too.



## COMPREHENSION QUESTIONS

1. What must the hotel security department protect the guests from?
2. Who is at the head of the hotel security department?
3. How can the hotel security department protect the guests' valuables?
4. How can the security department protect the guests' lost items?
5. How are the security department employees prepared to help the hotel guests in case of emergency?
6. How does the security department take care of the hotel employees?
7. How can the security department help the hotel guests in case of injury?

### Раздел 6. Размещение гостей в гостинице.

#### Практическая работа № 36.

##### Тема 6.1. Бронирование номеров.

#### Цель работы:

1. Бронировать и вести документацию.
2. Информировать потребителя о бронировании.
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.

#### Read and practice saying the dialogues.

- 1) Receptionist: Good evening, what can I do for you? Guest: I'd like to book a room.  
R: When for?  
G: I want to come on the 3rd of May and stay for three nights. R: I'm really very sorry, but we are fully booked at that period. G: Well, what about next week?  
R: Oh, next week is OK, but what kind of room would you like? G: A double, if possible.  
R: I'm not quite sure, just one moment. Oh, I'm afraid we don't have any vacant double rooms for that moment, but never mind, I can offer you two nice single rooms.  
G: What a pity! Let it be two single rooms but on one floor.
- 2) Headwaiter: Hello, how can I help you? Guest: I'd like to reserve a table for two. H: When would you like to come?  
G: I wonder if it is possible to come on Wednesday evening. H: Oh, I'm awfully sorry, but we don't open on Wednesday. G: It is really very bad. Well, then could you reserve me a table for tonight?  
H: I'm afraid we don't have any tables left for tonight. Today is our busy day. Come tomorrow and we'll reserve the best table for you!
- 3) Waiter: Good morning. What can I do for you? Guest: Could I speak to your manager, please?  
W: I'm not sure that he is here, but just one moment, I'll ask the Headwaiter.  
G: Does your Headwaiter speak French? W: I'm sorry but I really don't know.

#### Практическая работа № 37.

##### Тема 6.2. Заезд гостей и регистрация.

#### Цель работы:

1. Принимать, регистрировать и размещать гостей.
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.

#### 1. Read and practice saying the dialogue.

**Receptionist:** Hello, Reception. What can I do for you?

**Guest:** Hello, I want to stay for a weekend, so I'd like to get some information about your hotel.

**R:** Yes, please. What would you like to know?

**G:** First of all, is it far from the city centre?

**R:** No! Our hotel is located in the very centre. And there are a lot of cinemas and clubs near here.

**G:** Well, and what about restaurants? Are there any?

**R:** Of course, there are two bars, a coffee shop and a restaurant with excellent music.

**G:** Is there a sauna?

**R:** Sure, solarium and gym, too.

**G:** OK, but you see the problem is that I have a small child. Is there anybody to stay with him?

**R:** Don't worry, we'll solve your problem, we have a baby-sitter on request and there is a children's playground.

**G:** That's great! And the last thing I want to know, how much is a family room?

**R:** That's \$50 per person, per night and the child is free. There is an extra bed in a family room. But would you like us to send you a brochure?

**G:** That'll be fine, thank you very much!

### COMPREHENSION QUESTIONS

1. What kind of rooms do you have?
2. Is there a car park?
3. Where can I change money in your hotel?
4. How could I spend my time in the evening?
5. Who can help me with my child?
6. Is there a fitness centre?
7. Are there any conference facilities?

### Практическая работа № 38.

Тема 6.3. Условия проживания в гостинице.

#### Цель работы:

1. Принимать участие в заключении договоров об оказании гостиничных услуг.
2. Обеспечивать выполнение 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.

### HOTEL FACILITIES.

The three families below are going to Amsterdam on a weekend break.

Mr And Mrs Mills: a young couple on their honeymoon. They would like somewhere quiet and romantic, with a good restaurant. They would prefer a room with a bathroom rather than a shower.

Mr and Mrs Gordon-Brown: an elderly couple who want somewhere as central and as cheap as possible.

Mr and Mrs Henderson: a couple in their midthirties, with a son aged 11 and a daughter aged 12. They have friends in Amsterdam so they won't often be eating in the hotel. Mr Henderson likes to go jogging in the morning. Their children want a hotel where there will be other young people.

**Study the information about the hotels below. Which hotel would you advise each family to stay at?**

#### Bergman

A small hotel of only 16 rooms. Situated in a quiet, residential area behind Vondel Park, it overlooks a small canal and the park itself. The bedrooms have their own shower, TV, and radio. Twin rooms with

bath are available at a supplement. Although the hotel does not have a restaurant or bar, the dining room is very pleasant and drinks are served on request.

We recommend early booking because of the limited accommodation available.

**NO ROOM CHARGE for 1 child under 12 sharing room with 2 adults. (Meals payable direct.)**

Supplements per person per night: Twin with Bath £4.00 Single with

Shower £8.00

ONE NIGHT FREE in stays of 3 nights or more **1 Jan-26 Feb, 1-27 Jun & 15**

**Nov-28 Dec**

### **Embassy (superior)**

Once a private house with a rich history, this hotel is highly recommended for the standard of its accommodation.

Because of the nature of the building all rooms are different, each with its own character, and they are on a number of levels. There are larger, superior rooms with a view of the canal (available at a supplement).

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

Supplements per person per night:

Superior Twin with Canal View £7.00

Single Room £11.00

ONE NIGHT FREE in stays of 4 nights or more **1 Jan - 15 Mar & 1 Nov - 31 Dec**

### **Empire \* \* \* \* (de luxe)**

An international deluxe hotel in one of Amsterdam's most fashionable areas. The Empire has 250 guest rooms and suites which either overlook the canal or the gracious tree lined Apollolaan. All the bedrooms have telephone, mini-bar, colour TV and hairdrier.

The hotel has 2 restaurants, "The Veranda", which serves international cuisine, and "The Santori", an elegant Japanese restaurant. The bar overlooking the canal, a discotheque, and a casino complete this wonderful hotel.

**NO ROOM CHARGE for 1 child under 12 sharing room with 2 adults. (Meals payable direct.)**

Single Room Supplement £24.00 per night

## **Практическая работа № 39. Тема 6.4 Времена группы Perfect.**

### **Цель работы:**

1. Формирование коммуникативных компетенций.
2. Овладение грамматическим материалом по теме.

### **Ход работы:**

1. Введение нового грамматического материала, необходимого для изучения темы.
2. Отработка лексико-грамматических навыков.

### **Present Perfect.**

Об особенностях употребления уже поговорили. Маленький нюанс: как правило, действие в *Present Perfect* имеет связь с настоящим (вспоминаем результат с яичницей: было действие (падение)), есть и результат (ругань)).

Переводится обычно прошедшим временем с глаголом в совершенной форме.

#### **• Маркеры:**

already, just, yet, lately, of late, recently, ever, never, today, this week/month/year.

- Утвердительная форма: *have(has)+глагол с окончанием –ed* (или 3 форма для неправильных глаголов).

*We have never been there. She has watched this film today.*

- Отрицательная форма: то же самое, только после *have/has* ставится **not**.

*They haven't read the book.*

- Вопросительная форма: подлежащее и *have/has* меняются местами.

*Have you ever seen him?*

### **Past Perfect**

Употребляется для обозначения действия, которое уже завершилось к определенному моменту в ПРОШЛОМ. Например, когда Вася приехал, Маша уже все деньги истратила. Вася приехал в *Past Simple*, а Машино безобразие произошло в *Past Perfect*.

- Маркеры:

after, when, by 3 p.m. yesterday, by that time, never ... before, no sooner ... than, hardly ... when.

- Утвердительная форма: *had*+глагол с окончанием *-ed* (или 3 форма неправильного глагола).

*He didn't drink anything at the party because he had drunk some vodka at home.*

- Отрицательная форма: *had* + *not* + глагол в 3 форме.

*We hadn't read it before his visit yesterday.*

- Вопросительная форма: используется все та же инверсия: т.е. на первом месте - вспомогательный глагол, потом – подлежащее, а потом – основной глагол.

*Had you watched it when they came?*

### **Future Perfect**

Как вы уже догадались, оно обозначает действие, которое завершится до или к определенному моменту в будущем. Например, к 1 мая я похудею на 10 кг. Если вы используете в этом случае просто *Future Simple*, то предложение будет звучать так: к 1 мая я худею на 10 кг. Согласитесь, в первом варианте звучит убедительнее.

- Маркеры:

by the year 2012, before, tomorrow by 7 p.m.

- Утвердительная форма: *will have*+глагол в 3 форме.

*You will have finished before 6 p.m.*

- Отрицательная форма: *will have* + *not* + глагол в 3 форме.

*He won't have passed the exams by the year 2014.*

- Вопросительная форма: подлежащее и *have/has* меняются местами.

*Will she have been ready by 10 p.m.?*

#### **1. Поставьте глагол в форму Present Perfect, Past Perfect или Future Perfect.**

to arrive

1. Our taxi ... by 9 o'clock yesterday morning.
2. Let's go. The guests already ...
3. They ... by the time the meeting starts.

to be

4. I am tired of waiting. Where you ... ?
5. By the time I'm 30 I ... a famous scientist.
6. He didn't remember where he ... before the accident.

to paint

7. We ... the house by next Tuesday.
8. She ... more than 10 pictures already.
9. I wondered if they ... the room.

#### **2. Раскройте скобки, употребив глагол в форме Present Perfect, Past Perfect или Future Perfect.**

1. Sam ... (lose) his keys. So he can't open the door.
2. When I woke up in the morning, the rain already ... (stop).
3. I hope I ... (finish) my test by midnight.

4. The film turned out to be much longer than we ... (expect).
5. My sister just ... (leave) for the bank.
6. The girls were good friends. They ... (know) each other for 5 years.
7. Mother ... (lay) the table before we come.
8. I never ... (try) Japanese food.
9. Ted was so happy because his dream ... (come) true.
10. We ... (be) to Paris many times.

**3. Выберите в скобках подходящее слово или словосочетание. Переведите предложения.**

1. She will have finished her resume ... (on Monday/by Monday/last Monday).
2. The aircraft hasn't landed ... (yet/just/already).
3. We have lived in New York ... (since/from/for) three years.
4. ... (After/Already/Ago) they had eaten the cake, they cleared the table.
5. They will have decorated the Christmas tree ... (by the time/before/by then).
6. My uncle has ... (already/yet/ago) repaired his car.
7. I haven't met them ... (from/since/for) their wedding.
8. ... (By the time/Already/Just) the sun set, the farmers had already stopped working.
9. Have you ... (just/ever/yet) been married, Kelly?
10. ... (When/How much/How long) has he known her?

**Практическая работа № 40.**  
Тема 6.5. Выезд из гостиницы

**Цель работы:**

1. Производить расчеты с гостями, организовывать отъезд и проводы гостей.
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.

**Checking out**

*What happens at check-out? Fill in the gaps with the following words.*

|         |       |           |       |             |
|---------|-------|-----------|-------|-------------|
| receipt | items | room      | gives | departments |
| guest   | check | questions | bill  | pays        |

The guest hands over the key, and says that he wants to \_\_\_\_ out. The cashier checks to see if there are any \_\_\_\_ that have still to be added to the \_\_\_\_ . He makes up the complete bill, and \_\_\_\_ it to the Reception Clerk, who gives it to the \_\_\_\_ . The Reception Clerk answers any \_\_\_\_ about the bill which the guest wishes to ask. The guest \_\_\_\_ the bill, and is given a \_\_\_\_ . Then the Clerk marks the \_\_\_\_ as “vacant but not ready”, and notifies the other \_\_\_\_ of the hotel (housekeeping, telephones, etc.) so that they can update their lists.

*Match the phrases on the left with the situations on the right.*

**PHRASE**

Can I check out now, please?

I'll get you your bill from the cashier.

**SITUATION**

The clerk wants to see the guest's credit or cheque card.

The clerk expresses the goodwill of the hotel.

|                                                                             |                                                                         |
|-----------------------------------------------------------------------------|-------------------------------------------------------------------------|
| Are you paying by credit card, sir?                                         | The clerk points out that the credit or cheque card is no longer valid. |
| Do you take American Express here?                                          | The clerk accepts payment and gives a receipt.                          |
| Do you have your card, sir?                                                 | The clerk wants to know about the method of payment.                    |
| I'm sorry sir. This card seems to be out of date. Do you have another card? | The guest wants to know if a certain card is acceptable.                |
| That's fine sir. Here's your receipt.                                       | The customer wants to pay the bill and leave.                           |
| We hope you've enjoyed staying with us.                                     | The clerk promises to get the guest's bill.                             |

## READING

### PLACES WE CAN STAY AT WHEN IN BRITAIN

You can get information about places to stay and accommodation from the BTA (British Travel Agency). Many guidebooks have advice on this too. It's wise to book accommodation in London before you come, especially at busy times like the summer.

If you arrive in London without anywhere to stay, you can use the Accommodation Service at the TICs at Heathrow and Victoria. Selfridges and Harrods can also provide such information and addresses to try. The most popular places are motels, hotels, hostels and bed and breakfast (B&B).

*Hotels* are much the same in all countries. They are the places to go if you are looking for comfort and extra services, though of course they're the most expensive kind of accommodation. They often have more facilities for food than other places to stay, offering main meal and also snacks and room service.

*Motels* (also called motor hotels and motor inns) are hotels especially for drivers. Often they're near motorways or main roads, and there's always lots of parking space. Some have room<sup>r</sup> like hotel entrance, a bathroom and a place to cook or make tea or coffee (self-catering).

*Guesthouses* are usually smaller and cheaper than hotels and are often pleasant and friendly. Apart from the bedrooms, there will be a dining room for meals and a living room that guests can use.

A popular place to stay is "B&B" — a private house or farm which takes a few guests. They are actually like guesthouses, but they're smaller and may give you the opportunity to meet some British people at home.

*Inns* are pubs with accommodation and meals, though these may be more like pub food than restaurant meals. Many inns are interesting old buildings which have been used for centuries by travellers, and they're often cheaper than hotels.

1. What places can we stay at when in Britain?
2. Are there any similar places to stay in your country?
3. Which accommodation would you choose for yourself if you happened to be in Britain?
4. Why have you chosen this particular place to stay? Give your reasons.

### **Практическая работа № 41.** **Тема 6.6. Расчеты с гостиницей**

#### **Цель работы:**

1. Производить расчеты с гостями, организовывать отъезд и проводы гостей.
2. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по

теме.

### **Ход работы:**

4. Введение новой лексики.
5. Повторение грамматического материала, необходимого для изучения темы.
6. Работа с текстом профессиональной направленности.

## **CASH**

Cash is a commonplace and simple method of payment. It's easy to use - customers don't need any special knowledge to pay in cash. It's ready for use any place any time - customers don't need any cashing facilities.

When you say that you will pay in cash, it means that you have the necessary amount of money in notes and coins.

Normally national currency of the country will be expected. Often major hard currencies will be accepted. Though it is against the law.

According to the law you will be obliged to change your money for the local currency when you travel overseas. The exchange rate will be displayed at the bank or bureau de change. The exchange rate is the value of the money of one country compared to that of another. A buying rate and a selling rate will be shown. Bear in mind that a commission will be taken by the bank or the bureau de change which is a percentage for the transaction.

In tourism and hospitality it's convenient to pay in cash when you owe small amounts. Cash is fine when you leave tips to porters and waiters, pay for taxis or buy gifts.

It's not convenient to pay in cash when you buy wholesale or purchase expensive goods or services. When a customer purchases a tour package at a travel agency he will be generally expected to pay by credit card.

Travellers are not recommended to have a lot of cash on them. It's not safe to carry money in cash when you travel as travellers are more often pickpocketed than residents of the country. There are lots of police records in every country when money was lost or stolen from foreigners.

## **COMPREHENSION QUESTIONS**

1. What is understood by cash?
2. In what way is cash easy to use?
3. Why will travellers be obliged to change their money for local currency of the country they visit?
4. Where are travellers expected to change money?
5. What is the rate of exchange?

## **PERSONAL CHEQUES**

A cheque is a note to the bank where the customer has his or her account asking the bank to pay money from his or her account to the account of the company or the person whose name will be written by the customer on the cheque.

To write out a cheque the customer must put down the name of the payee, the amount in figures and in words, the date. When the customer signs the cheque, it means he authorizes the bank to pay the specified amount. Generally the cheque is signed in the presence of the payee or the company staff member.

A signed personal cheque is valid for 6 months from the date of issue.

If a mistake was made in the cheque or it was totally spoilt, the holder must cancel it.

Unsigned blank cheques appear in a special booklet called a cheque book. It consists of 100 or 200 cheques.

The holder will be asked to produce a cheque card or a cheque guarantee card together with his cheque. It is a plastic card from the bank which guarantees the payment of the cheque up to a certain amount. Both the cheques in the cheque book and the cheque card must have the same code number. The card has an expiry date.

When the company staff member receives a cheque, he must put the cheque card number on the back of the cheque. To avoid forgery it is also recommended to hold the cheque up to light and examine it as well as to compare the signatures.

The personal cheque will be cleared and the payment will be received only in case the customer has enough money in his or her bank account. Otherwise the cheque will be returned unpaid. In effect it means that the goods or services were purchased by the buyer at the cost of the seller.

Travellers must be aware of the fact that not all tourist companies, hotels and restaurants accept personal cheques. The main reason is that cheque clearance takes time - 8 calendar days and more.

Personal cheques are used as a method of payment or cashed in local currency.

### **COMPREHENSION QUESTIONS**

1. What is a personal cheque?
2. What must a valid cheque include? How long is a cheque valid?
3. When does the holder have to cancel his or her cheque?
4. What is a chequebook?
5. What is the effect of the cheque card?
6. How can forged cheques be avoided?
7. Are there any risks in accepting personal cheques?
8. Why do some companies refuse to accept personal cheques?

### **TRAVELLER'S CHEQUES**

A traveller's cheque is a bank draft for personal use of the purchaser. It is signed by the purchaser at the time of purchase from the national bank.

Traveller's cheques are issued in major hard currencies in fixed-amount notes, e.g. a 20 US dollar note or a 100 Deutschmark note. They also bear the name of the issuing company, e.g. Thomas Cook Traveller's Cheques.

A 1 per cent commission will be charged by the bank on sales of traveller's cheques.

Traveller's cheques are cheques which you can change for foreign local cash money at an overseas bank when you travel abroad. A commission of 1 or 2 per cent will be charged on traveller's cheques by the bank for the transaction.

Traveller's cheques are very convenient as a method of payment in tourism. They are used to pay bills in hotels, restaurants and shops.

They don't have any expiry date. Once they are bought, they are valid for an unlimited period of time. You can take them along any time you travel overseas.

With traveller's cheques you don't have to carry large amounts of cash. Traveller's cheques are very safe to carry. When the buyer signs them at the moment of buying, it means they will be protected from forgery, because he will have to countersign them in front of the staff member who will compare the two signatures before accepting them.

If they are lost or stolen, they will not be used by another person as long as they bear the signature of the buyer but no countersignature.

When traveller's cheques are cashed, the customer will be asked to produce his or her passport for identification. Besides, all traveller's cheques are numbered and a special record or sales advice will be given to the buyer with all the traveller's cheques numbers. The buyer will be recommended not to keep the cheques and the sales advice together in one place and not to countersign them in advance. In case the cheques are lost, their numbers and amounts will be preserved. Thus, they will be refunded or replaced by the issuing company.

As travellers cheques come in different denominations, you can change both small and large amounts according to your needs.

### **COMPREHENSION QUESTIONS**

1. What is a traveller's cheque?
2. What kind of denominations do traveller's cheques come in?
3. How are traveller's cheques used for payments?
4. What will commissions be charged on if you decide to use traveller's cheques?
5. In what way are traveller's cheques convenient to use?
6. What is the advantage of no expiry date on traveller's cheques?



## Раздел 7. Ресторанное обслуживание.

### Практическая работа № 42.

#### Тема 7.1. Услуги ресторана.

#### 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.

#### Read and practice saying the dialogue.

- Could you tell me about your bar and restaurant?
- Yes, of course. Our restaurant is on the first floor. It is a traditional Russian cuisine restaurant. They have a children's menu. There are a lot of special dishes for children.
- Well, and when do they serve lunch?
- From 11 a.m. to 2 p.m. daily.
- What's the price for it?
- It is \$5.
- And is your coffee shop open every day?
- They are all open every day except Monday.
- OK, thank you.

#### *THE FOOD AND BEVERAGE STAFF*

At the head of the food and beverage department is the food and beverage manager. The head chef is in charge of specialist chefs, cooks and kitchen helpers. 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, cruets, napery, facilities for warming up the dishes. Dirty dishes from the guests' tables are also kept here. 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 maitred'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 helps the waiter. He clears away dirty dishes and cutlery, pours water and brings rolls for the customers. He doesn't take orders or serve food to the guests himself. Bartenders work behind the bar, which, of course, is the long counter familiar throughout the world. They mix drinks and serve them to the customers at the bar. Additional waiters or waitresses are needed to serve customers who are seated at tables. In a very busy bar, one bartender may fill orders only for the waiters while others take care of the guests at the bar. The bartenders usually act as cashiers in addition to their other duties. The bartender mixes and pours alcoholic drinks for customers at the bar.

1. Who is at the head of the food and beverage department?
2. What do the kitchen helpers do?
3. What are the storekeeper's duties?
4. What does the wine steward do?
5. What are the duties of the maitred'hotel?
6. What does the busboy do?
7. What does the bartender do?

#### VOCABULARY

**appliances** – электробытовые приборы

**assistant manager** – заместитель директора, управляющего  
**babysitter** – няня для детей  
**bartender** – бармен  
**busboy** – помощник официанта  
**cashier's office** – стойка кассира  
**to be in charge of** – заведовать, нести ответственность за  
**check-in procedure** – процедура регистрации  
**chef's special** – фирменное блюдо повара  
**cocktail lounge** – коктейль-бар  
**to complain** – жаловаться  
**concierge** – консьерж, портье  
**cruet** – подставка или судок для специй  
**cuisine** – кухня, кулинарное искусство  
**cutlery** – столовые приборы  
**doorman** – швейцар  
**food and beverages** – блюда и напитки  
**glassware** – стеклянная посуда  
**head chef** – главный шеф-повар  
**host, hostess** – хозяин, хозяйка  
**hotelier** – владелец или управляющий гостиницей  
**kitchen helper** – помощник на кухне  
**maitred'hotel, maitred'** – метрдотель  
**managing director** – директор-распорядитель  
**napery** – столовое белье  
**night manager** – ночной управляющий  
**pantry** – буфетная, сервизная  
**pastry chef** – шеф-кондитер  
**to peel** – чистить, снимать кожуру  
**personnel manager** – управляющий персоналом  
**production manager** – управляющий производством  
**purchase manager** – управляющий по снабжению  
**resident manager** – управляющий, проживающий в отеле  
**sales manager** – управляющий по сбыту, коммерческий директор  
**sauce chef** – шеф-повар по соусам и вторым блюдам  
**soup chef** – шеф-повар по супам  
**specialist chef** – шеф-повар специалист  
**storekeeper** – заведующий складом, кладовщик  
**supervisor** – руководитель, управляющий среднего звена  
**tea- and coffee-making facilities** – приборы для приготовления чая и кофе  
**vegetable chef** – шеф-повар по овощным блюдам и гарнирам  
**wine-steward** – сомелье, официант по винам

## EXERCISES

№ 1. *Cross out one odd term in each line:*

- 1) computer literate, fellow-students, language fluency, makeup, internship, to choose a major;
- 2) cart, desk, cab, maid, key, fridge, sign, hair-dryer, towel;
- 3) waitress, toiletries, errands, maids, appliances, beverages;
- 4) to meet, to greet, to scat, to escort, to unlock, to assist;
- 5) information desk, receptionist, porter, cashier, bellboy, doorman, concierge, maitred'hotel;
- 6) host, barman, housekeeper, stewardess, hostess, waiter, bar maid, steward, waitress;
- 7) pastry chef, specialty chef, sauce chef, vegetable chef, soup chef, chef;
- 8) to vacuum-clean, to scrub, to complain, to make up, to dust, to general clean, to pick up, to clean.

№ 2. *Group the following terms according to the titles in the table (6 terms in each group):*

hair-dryer, wine steward, chef's special, background music, maid, bellboy, pasta, porter, in-house video, sauce, maitre d', air conditioning, waiter, concierge, pastry, barman, fridge, chef, cook, dish, doorman, tea- and coffee-making facilities, food and beverages, receptionist.

| Hotel Staff | Room Appliances | Restaurant Staff | Cuisine |
|-------------|-----------------|------------------|---------|
|             |                 |                  |         |
|             |                 |                  |         |
|             |                 |                  |         |
|             |                 |                  |         |
|             |                 |                  |         |
|             |                 |                  |         |
|             |                 |                  |         |

### № 3. Translate from Russian into English:

1. Работники службы приема этого отеля должны бегло говорить на двух иностранных языках. Таковы правила.

2. Ты умеешь переводить с русского на английский? - Умею. - Ты можешь перевести обзорную экскурсию? - Боюсь, что не могу.

3. Можно мне воспользоваться телефоном в вашем офисе? - Нельзя. Это телефон нашего директора-распорядителя. Он может быть недоволен.

4. Консьержке часто приходится заниматься письмами? - Да. Ей приходится отправлять по почте письма и пакеты. Часто ей приходится принимать сообщения для гостей.

5. Работник службы приема должен приветствовать и встречать гостей. Ему нет необходимости помогать гостю с багажом. Но он должен помочь гостю заполнить бланк регистрации.

6. Можно нам оставить чаевые на столе? - Конечно, можно.

7. Кто может помочь нам заполнить бланк регистрации? - Я могу. - Должны ли мы писать печатными буквами? - Нет, в этом нет необходимости.

8. Директорам ресторанов приходится каждый день принимать решения о закупках и продажах.

9. Как часто шеф-повар должен дегустировать блюда? - Я думаю, ему приходится это делать много раз.

10. Мне не приходится принимать решения самому. Я заместитель управляющего гостиницы, и мне приходится это делать, только когда управляющего нет.

11. У нашего местного гида простуда. Должно быть, она сегодня дома. Может быть, она и придет завтра, а может быть, и нет.

12. Как долго вы должны оставаться в отеле по вечерам? Вам приходится оставаться на ночь, если есть проблемы или жалобы? - Обычно мне не приходится оставаться допоздна. У нас в отеле есть ночной управляющий. Я могу остаться, если он не может решить проблему.

13. Когда я могу позвонить вам? - А чем я могу вам помочь? - Я должен заказать такси в аэропорт на завтра. - Я могу это сделать прямо сейчас.

14. Консьержка, вероятно, очень знающий и общительный человек. Должно быть, она знает несколько иностранных языков. Возможно, она поможет нам заказать билеты в театр. Может быть, у нее есть информация об экскурсиях и посещениях.

15. Помощники на кухне еще не почистили и не порезали овощи для салата.

16. Метрдотель встретил моих клиентов и рассадил их за столиками, не правда ли? - Конечно. Они недавно пришли. Официантка их только что обслужила.

17. Что вы заказали? - Я еще ничего не заказал. Я еще не выбрал. - А вы уже видели меню? - Да, официант его только что принес.

### Практическая работа № 43.

#### Тема 7.2. Типы ресторанов

#### Цель работы:

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

### **TYPES OF RESTAURANTS**

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

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

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

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

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

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

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

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

At the night clubs the customers can have excellent wine and delicious dishes and dance to a band. Such places have a floor show. The customers can gamble if they like. They are very expensive but provide overnight catering and entertainment until 4 a.m. as a rule.

### **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?

### **Практическая работа № 44.**

Тема 7.3. Обслуживание в номере гостиницы.

**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. Работа с текстом профессиональной направленности.

**Read and translate the text**

### **CATERING SERVICE**

Catering, providing food and drink for guests, has always gone together with accommodation. Food services are a feature of hotels. The typical modern "packaged hotel" includes a restaurant, a coffee shop for quicker and less expensive meals, and a bar or cocktail lounge. Many larger hotels have several restaurants, often featuring different kinds of foods, as well as different prices. Hotels also normally provide room service — food and drink that are brought to the guest's room. In addition, catering service is usually provided in the hotel's recreational areas. The poolside bar and snack bar for quick food are normal part of the service at a resort hotel. Restaurants, bars and nightclubs outside the hotels are a standard feature of the resort scene. Indeed, many resorts could not really operate without them. They provide not only catering, but also some kind of entertainment for the tourist who is bored with the limits of hotel life.

Hotels generally employ a large number of workers in proportion to the number of guests; this is especially true in the food and beverage department. The restaurant business as a whole is one of the most labour-intensive of all industries, and this is true whether the restaurant is in a hotel or not. Much of the activity in connection with food and beverage service is invisible to the guests, but many of the employees in the department have frequent contact with them. These especially include the dining room and room service personnel. They must adhere to the same standards of hospitality and courtesy as all the other employees who meet and talk with the guests in the hotel.

In some large hotels, the income derived from food and beverage service actually exceeds income from room rentals. The food and beverage income in many hotels is increased by providing service for banquets and conventions.

Providing meals and drinks in the guests' rooms is a very popular service extended by most hotels. Room service is ordered by telephone from a menu that is placed in each room. The menu itself in some cases is the same as the one for the dining room, but more often it is simplified to make for easier preparation and service. Special employees take the orders and special waiters carry them to the rooms. To cut down on orders for ice and soft drinks, many hotels have machines on each floor to dispense these items.

Room service in most hotels closes down at the same time the kitchen does, normally between ten o'clock and midnight. A few hotels, however, are prepared to provide sandwiches even during the late-night hours. Some luxury hotels have small kitchens or pantries on each floor that are used either for warming food or for preparing breakfasts. More room service orders are for breakfasts than for any other meal. In some hotels, the guest can order breakfast before he goes to bed by filling out a slip which he leaves outside the door. The meal is then served at the time the guest has specified.

#### VOCABULARY

**feature** – отличительная черта

**coffee shop** – кафетерий

**cocktail lounge** – зал для коктейлей

**poolside bar** – бар у бассейна

**labour-intensive** – трудоемкий

**invisible** – невидимый

**frequent** – частый

**courtesy** – вежливость

**to derive** – получать

**convention** – съезд, конгресс

**to simplify** – упрощать

**to dispense** – покупать что-то через торговый автомат

**to fill out a slip** – заполнить бланк

*1. Give the Russian equivalents of the following words and word combinations:*

catering service, cocktail lounge, room service, recreational areas, snack-bar, food and beverage department, labour-intensive, service personnel, hospitality, courtesy, income, to simplify, soft drinks, pantry, take the orders, convention, to dispense.

*2. Agree or disagree with the following statements*

1. Catering is not connected with hotel industry.
2. There is a small choice of restaurants and bars in the hotels.

3. The restaurant business is one of the most labour-intensive of all industries.
4. Food and beverage service gives much profit to a hotel.
5. Providing meals and drinks in the guests' rooms is not extended by most hotels.
6. Room service in most hotels works 24 hours.

3. Find in the text the English equivalents of the following words and word combinations

отличительная черта отеля, доход, предоставлять обслуживание в номере, бар у бассейна, коктейльный зал, курортный отель, развлечение, невидимый, снизить заказы, заполнить бланк заказа, сделать заказ по телефону, отдел еды и напитков, более легкое приготовление, подогреть еду

4. Give synonyms to the following words and word combinations and make up your examples with them.  
variety, expensive, fast, provide, employ, lounge, include, café, staff

5. Answer the questions:

1. What catering facilities does a modern hotel usually include?
2. Why are restaurants, bars and nightclubs considered a standard feature of any resort?
3. Why is restaurant business the most labour-intensive of all industries?
4. What standards must the dining room and room service personnel adhere to?
5. Why is food and beverage service profitable for hotels?
6. What additional service is provided in most hotels?
7. How can a guest order food and beverages to his room?
8. What room service orders are the most popular?

6. Translate from Russian into English

1. Подразделения общественного питания, включающие в себя ресторан, кафе, бары, обеспечивают гостей услугами питания.
2. Каждый современный отель предоставляет обслуживание едой и напитками в номере.
3. Любителей ночной жизни всегда рады видеть в ночном клубе.
4. Коктейльный зал нашей гостиницы открыт 24 часа и предлагает посетителям напитки и легкие закуски. Это любимое место встречи для наших гостей.
5. Прекрасная атмосфера гостеприимства и большое разнообразие блюд ждут гостей в ресторане нашего отеля.
6. Наш кафетерий – прекрасное место для чаепития, где гостям подают чай, кофе, безалкогольные напитки и пирожные.
7. В большинстве ресторанов введена плата за обслуживание, включенная в счет, чтобы избежать оплаты в виде чаевых.
8. Для любителей поплавать в бассейне отеля предусмотрен специальный бар, где можно найти легкие закуски и большой выбор прохладительных напитков.
9. Для самых маленьких постояльцев отеля мы предлагаем детское кафе, которое располагается на третьем этаже. В кафе широкий выбор сладостей и безалкогольных напитков. Каждый день детей ждет интересная развлекательная программа. Это великолепное место отдыха для всей семьи.

## DIALOGUE

### **Room Service**

*Read the dialogue and put the phrases into the logical order*

*Floor waiter:* Thank you sir.

*Guest:* Oh, about 7.30 would be fine.

*Floor waiter:* Right, sir. One fresh orange and one fresh grapefruit.

*Guest:* Hello. Room service. This is Room 226. We'd like to order breakfast for tomorrow.

*Floor waiter:* Yes, sir. We'll put a selection of preserves on your tray. And is it tea or coffee?

*Guest:* We'd like to start with fruit juice, orange for me and grapefruit for my wife. French juice, please. Not canned or frozen.

*Floor waiter:* Fine and could you give me your name, sir?

*Guest:* Good. And the bacon, egg, tomato for me and two soft boiled eggs for my wife. And toast, butter and marmalade. Do you have different marmalades?

*Floor waiter:* Yes, sir. What would you like?

*Guest:* It is Sands. Mr and Mrs Sands. Room 226.

*Floor waiter:* Very good. And when is it for?

*Guest:* Tea, please but with lemon, not milk.

### **Практическая работа № 45.**

Тема 7.4. Бронирование мест в ресторане.

#### **Цель работы:**

1. Бронировать и вести документацию.
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.

#### **Read and practice saying the dialogues.**

1. Headwaiter: Hello, how can I help you?

Guest: I'd like to reserve a table for two.

H: When would you like to come?

G: I wonder if it is possible to come on Wednesday evening.

H: Oh, I'm awfully sorry, but we don't open on Wednesday.

G: It is really very bad. Well, then could you reserve me a table for tonight?

H: I'm afraid we don't have any tables left for tonight. Today is our busy day. Come tomorrow and we'll reserve the best table for you!

2. Waiter: Good morning. What can I do for you? Guest: Could I speak to your manager, please?

W: I'm not sure that he is here, but just one moment, I'll ask the Headwaiter.

G: Does your Headwaiter speak French? W: I'm sorry but I really don't know.

*Read the dialogue and act it out*

*Reception waiter:* Good evening, sir.

*Mr Carson:* Good evening. My name is Carson. I've booked a table for two for 9 o'clock.

*Reception waiter:* Ah, Mr Carson. That's right, a table for two. Would you come this way, please?

*Station waiter:* Good evening. Would you like to take your seats, gentlemen?

*Mr Carson:* Thank you.

*Mr James:* Thank you very much.

*Station waiter:* Would you like an aperitif before your order?

*Mr Carson:* No, I think we'd like to order straight away.

*Station waiter:* Your menus.

*Mr Carson:* Thank you. Now let's see...

*Station waiter:* Have you decided yet, sir?

*Mr Carson:* No, I'm still looking at the menu. Tell me what would you recommend for the main course?

*Station waiter:* Why don't try the beef chasseur? It is very good.

*Mr Carson:* Fine, I'll have the beef.

*Station waiter:* And to start?

*Mr Carson:* I'll have hors d'oeuvres and then the sole. What about you, John?

*Mr James:* I don't like beef very much. What is Noisettes Milanese exactly?

*Station waiter:* That's lamb cooked with herbs and served with spaghetti.

*Mr James:* That sounds interesting. I'll try that. And I'll start with hors d'oeuvres followed by mackerel.

*Station waiter:* Very good, sir. And vegetables?

*Mr Carson:* I'll have peas and potatoes.

*Mr James:* Just chicory for me, please.

*Station waiter:* Thank you very much.

*Wine waiter:* Good evening, gentlemen. Your wine list.

*Mr Carson:* Right. Let's have a look. What about Chablis to start with, John?

*Mr James:* That suits me fine.

*Mr Carson:* Bring us half bottle of Chablis to begin with and then I think we'll try the Beaujolais.

*Wine waiter:* Very good, sir.

1. What dish does the waiter recommend for the main course?
2. What does Mr James order for his first two courses?
3. Who orders the Noisettes Milanese?
4. How is Noisettes Milanese served?
5. Which wines does Mr Carson order?

### Практическая работа № 46.

Тема 7.5. Ознакомление с меню. Заказ блюд.

#### Цель работы:

1. 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.

#### Topical Phrase List

*Using the topical phrase list make up your own dialogues*

**Do you often eat out?** - Вы часто питаетесь вне дома?

**What about having a bite together?** – Как насчет того, чтобы вместе перекусить?

**Well, don't you think we should have a snack?** — I wouldn't say "no" to that. **We might try this snack-bar.** - Разве нам не пора перекусить? — Я бы не отказался. Можно попробовать эту закусочную.

**We're in a bit of a hurry. Could we have our bill now?** — **Yes, I'll bring it immediately.** - Мы торопимся, можно сразу получить счет? — Да, сейчас принесу.

**I'm not very keen on spicy food. It doesn't agree with my stomach.** - Я не очень люблю острую пищу (со специями). Мне не позволяет желудок.

**What do you recommend?** — **Have you ever tasted raw steak ?** — **I'd rather take some grilled chicken or a couple of veal cutlets with green peas.** Что вы порекомендуете? — Вы пробовали бифштекс с кровью (недожаренный)? — Я бы лучше заказал жареного цыпленка или пару телячьих котлет с зеленым горошком.

**Would you care for a cup of tea?** — **Oh, yes, please.** — **You should taste these small cakes. They are delicious.** Не хотите ли чаю? — Да, пожалуйста. — И попробуйте эти маленькие пирожные, они очень вкусные.

**Can I get you another drink?** — Принести вам еще стакан (бокал, рюмку)? / Выпьете еще? / Хотите еще выпить?

**Would you like some more strawberries?** – Хотите еще клубники?

**Awfully sorry about spilling your drink like that.** - Извините, что немного пролил ваш напиток.

**May I trouble you for the bread, please?** – Если вас не затруднит, передайте, пожалуйста, хлеб.

**Kindly pass the spices, please.** – Будьте добры, передайте специи.

**Would you like some vegetables?** – Хотите овощей?

**May I hand you the potatoes?** – Передать вам картофель?



**Won't you help yourself to some marmalade?** - Угощайтесь, возьмите конфитюр (джем, повидло).

**Will you take some ham?** – Возьмете ветчины?

**Would you pass the salt, please.** — Here you are. Anything else? - Передайте, пожалуйста, соль. — Пожалуйста. Что-нибудь еще?

**What will you have, tea or coffee?** — **Tea, please.** - Что будете — чай или кофе? — Чай, пожалуйста.

**Do you take sugar and cream in your coffee?** — **Only sugar, no cream or milk, please.** - Вы пьете кофе с сахаром и сливками? — Только сахар, без сливок или молока, пожалуйста.

**Will you take some chocolates with your coffee?** — **No, thank you. I think I'll have some toast and marmalade.** Возьмете шоколадных конфет к кофе? — Нет, спасибо, я съем тост с джемом.

**What shall I help you to?** — **I could do with another helping of this salad.** – Что вам положить? — Я бы хотел еще порцию этого салата.

**When paying the bill it is customary to tip waiters, however in most restaurants a service charge is added to avoid individual tipping.** – При оплате счета обычно дают официанту чаевые. Однако в большинстве ресторанов введена плата за обслуживание (включенная в счет), чтобы избежать индивидуальной оплаты в виде чаевых.

**It's a nice little place. A bit crowded, though. But we have a table reserved for us.** - Это приятный ресторанчик, хотя и многовато людей. Но для нас забронирован столик.

**Service here is very quick and the food is not bad.** – Обслуживание здесь очень быстрое, и неплохо готовят.

**Here is the menu. - Would you like table d'hote or a la carte?** – Вот меню. Как хотите заказывать — комплексные блюда или выбор по меню?

**Allow me to send you some more meat.** — **Just a small piece, please; it's very nice, indeed.** – Разрешите положить вам еще мяса. — Только маленький кусочек, оно действительно очень вкусное.

**Now try some poultry, will you?** — **No more for me, thank you.** - Пожалуйста, попробуйте птицы. — Спасибо, больше не надо.

**You haven't taken any pudding.** — **No, thanks. If you will excuse me, I won't take any.** - Вы совсем не брали пудинг. — Нет, если разрешите, я не буду.

**We eat very simply here. I hope you won't mind?** — **Oh, no. I like my food very plain.** - Мы питаемся здесь очень просто. Надеюсь, вы не против? — Я люблю простую пищу.

**What specialties do they serve here?** – Какие фирменные блюда здесь подают?

**Would you like separate bills?** – Будете платить порознь?

*Translate into English*

1. Как насчет того, чтобы вместе перекусить? – Я бы не отказался. – Тогда пойдем в ближайшую закусочную.
2. Мы торопимся, можно сразу получить счет? – Будете платить порознь? – Нет, сегодня моя очередь платить.
3. Что вы порекомендуете? Вы пробовали фирменное блюдо? – Лучше закажите жареного цыпленка.
4. Вам нравится этот ресторан? – Да, обслуживание здесь очень быстрое, и неплохо готовят. Кроме того, здесь разумные цены.
5. Какие фирменные блюда здесь подают? – В нашем ресторане подают блюда кавказской кухни.
6. Вот меню. Как хотите заказывать - комплексные блюда или выбор по меню? – Я не голоден. Принесите, пожалуйста, кофе.
7. Извините, что немного пролил ваш напиток. Принести вам еще бокал?
8. Хотите заказать что-нибудь еще? – Я бы хотел еще порцию этого салата.
9. Хорошо, что для нас забронирован столик. Сегодня здесь много людей.

*Listen to the dialogues and act them out*

### **Ordering a Meal**

*Waiter:* Are you ready to order now, sir?

*Ralph:* Yes, I'll have tomato soup, roast beef, mashed potatoes, and peas.

*Waiter:* That's tomato soup, roast beef, mashed potatoes and peas. How do you want the beef: rare, medium or well-done?

*Ralph:* Well-done, please.

*Waiter:* Anything to drink?

*Ralph:* Just water. I'll have coffee with my dessert.

### Ordering Breakfast

*Waitress:* Would you like to order now?

*Phil:* Yes. I'd like bacon and eggs with buttered toast. No jelly.

*Waitress:* What would you like to drink?

*Phil:* Do you have hot chocolate?

*Waitress:* Yes, we do.

*Phil:* Then, I'll have a cup of hot chocolate.

*Waitress:* How do you want your eggs?

*Phil:* Over easy, please.

### 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
- table d'hôte menu
- carte du jour
- cycle menu

#### *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.

1. What is a la carte menu?
2. What is a table d'hôte menu?
3. What does carte du jour mean in English?
4. Where is cycle menu usually used?

### EXERCISES

*Nº 1. Complete the waiter's part in the dialogues, using the prompts in brackets.*

*Waiter:* (Evening)

*Customer:* Good evening.

*Waiter:* (Two?)

*Customer:* Yes, please.

*Waiter:* (Aperitif?)

*Customer:* No, thanks,

*Waiter:* (Menu)

*Customer:* Thanks.

*Waiter:* (Order?)

*Customer:* Well, I'm not quite sure what to have.  
*Waiter:* (The veal?)  
*Customer:* All right. I'll have that.  
*Waiter:* (Wine?)  
*Customer:* Yes. A bottle of house white, please.  
*Waiter:* (All right?)  
*Customer:* Yes, thanks. Delicious.  
*Waiter:* (Dessert?)  
*Customer:* Chocolate souffle for me, please.  
*Waiter:* (Coffee?)  
*Customer:* Yes, thanks. That would be nice.

## Практическая работа № 47.

### Тема 7.6. В баре. Выбор и заказ напитков.

#### Цель работы:

1. Использовать информационно-коммуникационные технологии в профессиональной деятельности.
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.

#### Read and practice saying the dialogues.

— Good evening! What would you like to drink?  
 — Give me a glass of punch, please, it's cold.  
 — One minute, please. Here is your punch.  
 — Thank you. Oh, it's hot and strong. Very good!  
 — Thank you. Would you like to drink another one?  
 — No, I wouldn't. I'd like a mild cocktail.  
 — All right, one minute, please. Here is your cocktail.  
 — Thank you. Here is the money.

## FOOD AND DRINK

### VOCABULARY EXERCISES

#### № 1.

#### Food

*Supply the best words in Parts A and B.*

#### Part A

- |                                            |                 |                |
|--------------------------------------------|-----------------|----------------|
| 1. Tomatoes are very nice ... .            | a) filled       | b) stuffed     |
| 2. A light meal. ...                       | a) a collation  | b) a snack     |
| 3. We can speak of the ... of food.        | a) consummation | b) consumption |
| 4. The first course is ... .               | a) an entrée    | b) a starter   |
| 5. A large meal for important guests. ...  | a) a feast      | b) a banquet   |
| 6. Food becomes this in a deep freeze. ... | a) congealed    | b) frozen      |
| 7. The salad has been dressed ... oil.     | a) in           | b) with        |
| 8. I love ... salmon.                      | a) smoked       | b) fumed       |
| 9. I have a very good ... for onion soup.  | a) receipt      | b) recipe      |
| 10. Please ... a couple of lemons for me.  | a) squeeze      | b) press       |
| 11. Do you want your food ... or not?      | a) with sauce   | b) saucy       |
| 12. ... a little butter in a pan.          | a) Dissolve     | b) Melt        |

#### Part B

- |                                                  |           |            |
|--------------------------------------------------|-----------|------------|
| 1. ... some butter on your toast while it's hot. | a) Spread | b) Stretch |
|--------------------------------------------------|-----------|------------|

- |                                                    |             |                 |
|----------------------------------------------------|-------------|-----------------|
| 2. Here's a packet of ... biscuits.                | a) assorted | b) matching     |
| 3. These peaches are the finest. They're ... .     | a) extra    | b) best quality |
| 4. That fruit salad smells ... .                   | a) delicate | b) delicious    |
| 5. These peaches need a couple of days to ... .    | a) mature   | b) ripen        |
| 6. Get me some ... steak from the butcher's.       | a) lean     | b) meagre       |
| 7. Don't pour ... sauce over everything.           | a) hot      | b) piquant      |
| 8. ... two eggs whites until they're stiff.        | a) Hit      | b) Beat         |
| 9. I prefer ... grilled fish without sauce.        | a) plain    | b) simple       |
| 10. You can't live ... a diet of nuts.             | a) with     | b) on           |
| 11. An excellent meal! My compliments to the ... . | a) chief    | b) chef         |
| 12. Shall we ... a pudding?                        | a) order    | b) command      |
| 13. ... the dish first before you comment.         | a) Taste    | b) Probe        |
| 14. ... the dish first before you comment.         | a) Try      | b) Try on       |

**№ 2.** Fill in the missing words in the sentences below. Choose from the following.

|        |           |         |       |
|--------|-----------|---------|-------|
| bitter | delicious | hot     | sour  |
| bland  | dry       | rich    | spicy |
| burnt  | greasy    | savoury | sweet |

- The skin of an orange tastes quite ... .
- Food cooked with chilli is ... .
- Food cooked with a lot of cream is very ... .
- Sugar and honey will make a dish ... .
- Indian food is ... .
- If you forget the salt and pepper the food will be ... .
- Lemon juice is ... .
- The main course cooked with salt and spices is ... .
- Too much fat used in cooking can make the dish ... .
- A dish without enough liquid is ... .
- A dish cooked to perfection will be ... .
- Toast cooked too long tastes ... .

**№ 3.** Replace the words in bold type in sentences with a single word from the list a-n.

- |                                                                                                     |             |
|-----------------------------------------------------------------------------------------------------|-------------|
| 1. The bread should be <b>cooked in dry heat in the oven</b> for about fifty minutes.               | A) dice     |
| 2. When roasting meat it should be <b>covered with melted fat regularly to keep the meat moist.</b> | B) minced   |
| 3. <b>Decorate</b> the vegetables with some parsley.                                                | C) deep fry |
| 4. Be very careful to <b>cook slowly, just below boiling point.</b>                                 | D) season   |
| 5. The meat for this recipe should be <b>cut into very small pieces.</b>                            | E) poached  |
| 6. One method of cooking fish is to <b>cook it in lots of very hot fat.</b>                         | F) baked    |
| 7. Could you <b>remove the skin and bones</b> from the fish before cooking it.                      | G) garnish  |
| 8. When the potatoes are cooked you can <b>crush them to a pulp.</b>                                | H) flavour  |
| 9. <b>Remove the outside skin of</b> the potatoes, please.                                          | I) defrost  |
| 10. Guests may like eggs which have been <b>broken into boiling water and vinegar.</b>              | J) mash     |
| 11. <b>Increase the temperature</b> completely before cooking the frozen chicken.                   | K) peel     |
| 12. <b>Cut</b> the carrot <b>into small squares.</b>                                                | L) fillet   |
| 13. <b>Add salt and pepper</b> before serving the soup.                                             | M) simmer   |
| 14. You can <b>improve the taste of</b> the sauce with vanilla.                                     | N) basted   |

**№ 4.**

Decide which is the odd one out in each of the following groups of words.

1. parsley / peas / thyme / basil
2. a wooden spoon / a penknife / a ladle / a spatula
3. to roast / to grate / to bake / to fry
4. a cooker / an oven / a cook / a grill
5. to slice / to chop / to roll / to cut
6. a frying pan / a saucepan / a sieve / a pressure cooker
7. to mix / to sprinkle / to stir / to whisk
8. sweet / sour / sharp / hard
9. a bowl / a plate / a course / a dish
10. tough / rare / medium / well-done
11. a starter / a second helping / a main course / a dessert
12. to crack / to fold / to scramble / to boil

**№ 5.** Write one name for each of the following groups.

- |                                             |                                    |
|---------------------------------------------|------------------------------------|
| 1. milk, cream, butter, yoghurt             | <i>d a i r y   p r o d u c t s</i> |
| 2. almond, brazil, pistachio, cashew        | n _ _ _                            |
| 3. sage, parsley, thyme, basil              | h _ _ _                            |
| 4. ginger, cinnamon, cloves, turmeric       | s _ _ _ _                          |
| 5. pork, lamb, beef, mutton                 | m _ _ _                            |
| 6. spaghetti, tagliatelle, ravioli, lasagne | p _ _ _ _                          |
| 7. cod, perch, trout, salmon                | f _ _ _                            |
| 8. tea, coffee, orange juice, cola          | b _ _ _ _ _ _ _                    |
| 9. claret, rioja, chianti, sekt             | w _ _ _ _                          |
| 10. pheasant, grouse, venison, rabbit       | g _ _ _                            |
| 11. consommé, cock-a-leekie, broth, chowder | s _ _ _ _                          |
| 12. gouda, stilton, camembert, parmesan     | c _ _ _ _ _ _                      |
| 13. mussels, oysters, scallops prawns       | s _ _ _ _ _                        |
| 14. gingerbread, gateau, sponge, Swiss roll | c _ _ _ _                          |
| 15. wheat, rye, oats, barley                | c _ _ _ _ _ _                      |

**№ 6.**

Choose one definition for each of the phrasal verbs in bold type in the sentences.

- |                 |                          |                         |
|-----------------|--------------------------|-------------------------|
| become          | continue                 | not have any left       |
| become popular  | find something in a book | require                 |
| become rotten   | learn                    | take control            |
| break a promise | look at again            | cause to fall to ground |

1. Stop wasting time and **get on with** your work.
2. I've just been down to the store and we **are out of** flour.
3. If this milk isn't put in the fridge it will **go off**.
4. If you're not sure of the quantities to use, **look it up**.
5. When I've prepared the sauce, you can **take over** and complete the dish.
6. I've explained this once already but let's **go over** it to make sure you understand.
7. It looks very complicated but you'll soon **pick it up**.
8. This machine has broken down again. We **could** really **do with** a new one.
9. If you continue to beat the cream, it will **turn into** butter.
10. Don't put that bowl there. Someone will **knock it over**.
11. You promised to cook tomorrow and you can't **back out of** it now.
12. I don't think beer with raspberry will ever **catch on**! Do you?

**№ 7.** Complete the following sentences.

- |                                               |                         |
|-----------------------------------------------|-------------------------|
| 1. Pub is short for ...                       | a) cards /darts.        |
| 2. At the bar you can buy ...                 | b) addicted to alcohol. |
| 3. When everyone has a drink they             | c) teetotaller          |
| all lift their glasses and say ...            |                         |
| 4. If it's someone's birthday you drink to... | d) drunkard.            |

5. In the pub people are ... e) public house.
6. In the bar some people play games like... f) drinks / sandwiches / nuts / pies.
7. Someone who can't stop drinking spirits is... g) cheers.
8. A person who never drinks alcohol is a... h) her/his good health.
9. Someone who's often drunk is a... i) chatting and laughing

**№ 8. Match the terms with their definitions.**

- |                  |                                                            |
|------------------|------------------------------------------------------------|
| 1. champagne     | a) type of thick, sweet wine from Portugal                 |
| 2. cider         | b) brandy made in France                                   |
| 3. port          | c) type of wine from Spain                                 |
| 4. draught       | d) clear, sweet drink with lots of gas                     |
| 5. sherry        | e) strong, sweet, orange drink to which water is added     |
| 6. tonic         | f) the kind of water, with or without gas, sold in bottles |
| 7. lemonade      | g) beer that comes from a tap                              |
| 8. orange squash | h) type of drink made from apples                          |
| 9. mineral water | i) carbonated water flavoured with a little quinine        |
| 10. cordial      | j) white wine containing a lot of bubbles                  |
| 11. cognac       | k) strong, sweet drink tasting of fruit                    |

**№ 9. Fill in the gaps.**

menu      starter      steak or fish      dessert      eating out      pub  
 reserve      cancel      tip      bill      drinks      containers

1. A very popular pastime today is ... in a restaurant.
2. If you want to dine at a restaurant you'd better ... a table.
3. If you can't come don't forget to ... your reservation.
4. You ask the waiter to see the ....
5. First, you can have soup or a salad as a ... . Then follows the main course, i.e. ... Finally you can order ....
6. When you finish eating, ask the waiter to bring you the ....
7. If you are quite content with the service you may give the waiter some extra money. This is called a ....
8. You can also take food away from restaurants. It may be packed into special...
9. For many British people ... is the centre of their social life.
10. You can buy many kinds of ... in pubs.

**№ 10. Fill in the prepositions.**

to, of, for, out, in, up

1. I asked \_\_\_\_\_ the menu.
2. I like to eat \_\_\_\_\_ .
3. He took \_\_\_\_\_ my order.
4. I prefer a simple café \_\_\_\_\_ a big restaurant.
5. I like to go \_\_\_\_\_ self-service places.
6. Let's invite the Smiths \_\_\_\_\_ dinner.
7. I looked \_\_\_\_\_ the menu.
8. I'm very fond \_\_\_\_\_ Chinese food.
9. Put the used cutlery \_\_\_\_\_ the sink.
10. I'll wash them \_\_\_\_\_ later.

**Translate into English**

1. На выходные или праздники гости обычно бронируют столик заранее.
2. Мог бы я забронировать столик на двоих в ресторане на завтрашний вечер? - Мне действительно очень жаль, но у нас не осталось свободных столиков на сегодня.
3. Сегодня очень жарко, и я хочу пить. Не могли бы вы мне принести стакан апельсинового сока, и положите туда лед, пожалуйста.

4. Вам столик в зале для курящих или некурящих? Я провожу вас к вашему столику.
5. Вы бы не хотели красного сухого вина, пока просматриваете меню? — Нет, я предпочитаю белое.
6. Вы любите кока-колу? — Нет, не очень. Только когда очень жарко и если она холодная.
7. Не могли бы вы принести мне чашечку чаю? — Вам крепкий? — Нет, не очень крепкий и с лимоном.
8. В ресторанах русской кухни большое разнообразие супов, пирогов и блюд из дичи.
9. Пироги начиняются: мясом или грибами, отварным рисом с луком и яйцом и т.д.
10. Ресторан работает с 10 утра до последнего гостя, без перерыва.
11. Это блюдо сделано из тонко нарезанного картофеля, запечено в духовке, подается со сметаной и зеленью.
12. Сомелье может порекомендовать вам, какое вино выбрать.
13. Цыпленок или индейка подается с белым вином, говядина, телятина и баранина — с красным, а свинина — с розовым.
14. Я могу порекомендовать вам коктейль из креветок, он обычно нравится гостям.
15. Фруктовый салат состоит из нарезанных фруктов: яблока, персика, апельсина, ананаса, клубники, винограда со взбитыми сливками наверху.
16. Вам пиво бутылочное или разливное? — Пинту разливного.
17. Шеф работает на кухне, он не общается с гостями.
18. Мой ребенок всегда заказывает клубничное мороженое с орехами или шоколадом и миндальное пирожное.
19. Приятного аппетита! Я надеюсь, вам понравится это блюдо, оно действительно очень вкусное.
20. Наши официанты работают по сменам.

## **Раздел 8. Качество предоставляемых услуг.**

### **Практическая работа № 48.**

#### **Тема 8.1. Решение спорных вопросов.**

##### **Цель работы:**

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

# Dealing with Customer Complaints

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There is a certain amount of expertise required when handling customer complaints in a hotel. Most of the time, the complaint comes to the hotel receptionist, who should have the skill and knowledge to handle it effectively.

It is not necessary a complaint does always have to be voiced it can also be unvoiced. Hence, hotel staff should be able to address both types of complaints. It is important to remember that the hotel exists because of the guests only and if guests no longer stay at the hotel due to dissatisfaction then there will be no hotel. A part of the front office's responsibility is to serve the customer well and this is evident in the way they handle problem.

Here are some tips that will teach you how to handle customer complaints at your hotel effectively and ensure customer satisfaction.

## **Allow the Customer to Speak**

It is important that you give a patient ear to the customer while he is complaining and do not make an effort to interrupt. The customer is already angry and the interruption would cause his or her temper to flare even further. Allow the customer to describe, in detail, the reason for their unhappiness with the hotel or its service. The customer may yell and shout, but the front office staff should never take it personally. Instead, the staff should concentrate on resolving the issue. While you can ask questions to understand the reasons better, it is important that you let the customer speak out his mind. Ask open-ended questions if you are not clear about the issue and this will show the customer you are genuinely interested in understanding their problem and resolving it. It will help the customer calm down and speak more coherently. As a receptionist, you should be aware of the difference between a genuine problem that requires solving and a situation where the customer is venting his frustration. So, listen to the complaint carefully to find out what is troubling the customer.



### **Your Guests are the Best Advertisement of your Hotel**

Hotels should never forget that the best way to advertise their service is through a satisfied customer. If a customer is dissatisfied, he will give negative feedback and bad reviews about the hotel and its services. This will have far-reaching consequences, as many customers now use online sites to provide feedback about hotels. Other potential guests read this and use it to base their decisions on whether to use the hotel or not. On the other hand, if a customer leaves the hotel satisfied, not only will he give positive feedback, he will return with friends and family the next time he is in town.

### **Respect the Guests whatever they be**

Regardless of the customer's race, language, appearance or culture, he or she should be treated with respect and made to feel valued and special. This should be throughout all departments of the hotel. When you respect your customers, you will make an effort to meet their needs, leading them to be satisfied.

### **Handle the Complaints Smoothly**

When dealing with an irate customer face-to-face or over the phone, it is important to be professional and courteous. Using a polite tone and demeanor will let you show the customer that you are making an effort to understand the situation and can help in defusing it. You should not show your nervousness, as this creates an impression of uncertainty and adds fuel to the fire. By being calm and confident, you will have a more positive effect. The fact that a customer approaches you should be an indication that he believes you would be able to help and resolve his problem. Also, handle the complaint positively. See it as an opportunity to improve customer service rather than taking it personally. Give your customers alternatives and suggestions if a particular service is not available. Try to convince the customer that you have made a note of their suggestions and show your appreciation by telling them that you will ask management to implement them as soon as possible.

### **Put yourself in your Customer's Position**

If you look at the situation or problem from the customer's perspective, you will be able to better understand their frustration and/or anger. Even if you are not wrong or not part of the problem, it is important you issue an apology to the customer. The apology should be issued even if the customer is angry and yelling at the top of his lungs. Empathizing with the customer is a good way to handle customer complaints as it shows them that you understand what they are going through. It will help defuse the situation.

4.

**Практическая работа № 49.**  
Тема 8.2. Жалобы клиентов.

**Цель работы:**

1. Использовать информационно-коммуникационные технологии в профессиональной деятельности.
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.

**DEALING WITH COMPLAINTS**

*New words and useful expressions:*

**air-conditioning** — система кондиционирования

**bedside table** — прикроватная тумба

**blinds** — жалюзи

**bulb/light bulb** — лампочка

**carpet** — ковер

**chest of drawers** — комод

**curtains** — шторы

**"Do Not Disturb" sign** — табличка «Не беспокоить»

**dressing table** — туалетный столик

**fridge** — холодильник

**hanger** — вешалка

**mini-bar** — мини-бар

**wardrobe** — платяной шкаф

**taps** — краны

**towel** — полотенце

**waste-paper basket** — мусорное ведро

**maintenance** — отдел по обслуживанию

**chambermaid** – горничная

**housekeeping** – служба горничных

**to mend** — чинить

**to repair** — ремонтировать

**My room hasn't been cleaned.** — Мою комнату не убрали.

**The noise is awful.** — Шум ужасный.

**It should have been done.** — Это должно было быть сделано.

**I'll send someone up right away.** — Я сейчас же кого-нибудь пришлю.

**I'll speak to...** — Я поговорю с...

*1. Match the line in A with the line in B.*

**A**

**B**

bed

cold

carpet

broken

lamp

unmade

room

empty

mini-bar

slow

TV

noisy

service

dirty

next door room

untidy

water

out of order

*2. Match the complaints with the replies.*

1. My room is in a terrible state.
2. My cases haven't been brought to my room.
3. The bulbs in the bathroom have burnt out.
4. I ordered two breakfasts in my room half an hour ago.
5. The shirts and trousers haven't come back.
6. The shower in the bathroom doesn't work.
7. My coffee is cold.

\*\*\*

- a. I'm sorry, madam. I'll make sure it is brought up immediately.
- b. I'll send someone up to repair it straight away.
- c. I'll send an electrician up at once.
- d. I'm terribly sorry about that, sir, I'll talk to the porter right away.
- e. I'll contact the Laundry service.
- f. I'm sorry, sir, I'll bring you another one at once.
- g. It should have been cleaned. I'll contact the Housekeeping straight away.

### Практическая работа № 50. Тема 8.3. Причины жалоб и рекламаций.

#### Цель работы:

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

#### 1. *Translate the dialogues.*

- 1) — Я звонил вам уже три раза, но завтрака еще нет.  
— Простите, я поговорю с официантом немедленно.
- 2) — В моей комнате разбито окно!  
— Я пришлю кого-нибудь сейчас же.
- 3) — Ковер в моей комнате ужасно грязный.  
— Я попрошу горничную пропылесосить.
- 4) — Я не могу открыть шкаф.  
— Я пришлю кого-нибудь помочь вам немедленно.
- 5) — У меня в номере нет горячей воды!  
— Инженер будет у вас через пару минут.

#### 2. *Translate into English:*

1. Я не люблю жаловаться, но я устал бороться с мухами в номере.
2. Я заказывал завтрак и газеты в номер два часа назад, но ни завтрака, ни газет еще нет.
3. Мне кажется, номер не убран.
4. Нельзя ли починить отопление, а то слишком холодно.
5. Почему в моем холодильнике нет шампанского?
6. Я хотел номер с балконом и с видом на набережную, а не на шумную, грязную улицу!
7. Суп пересолен, а десерт слишком сладкий! Я съел это только потому, что был очень голоден.
8. Кто убирал в моей комнате? Я ничего не могу найти!
9. К несчастью, я разбила зеркало. Пришлите кого-нибудь заменить зеркало немедленно.
10. Я не могу спать! Шум в соседней комнате ужасный! Вы не могли бы поговорить с соседями?
11. Почему в ванной нет шампуня, мыла и полотенца?
12. Моя комната маленькая и темная, не могли бы вы мне дать другую? - Я посмотрю, что можно сделать.

13. Почему в моем номере телефон только для местных звонков?

### Практическая работа № 51.

Тема 8.4. Пассивный залог глаголов в настоящем времени

**Цель работы:** Овладение грамматическим материалом по теме.

**Ход работы:** Изучение теоретического материала. Выполнение грамматических упражнений.

Глаголы в английском языке употребляются в активной форме залога — «the Active Voice» и в пассивной (**страдательной**) — «the Passive Voice». В активном залоге субъект выполняет действие, указанное глаголом, а в пассивном — на субъект действует сам глагол. She wrote a book (Active) – A book was written by her (Passive).

Что такое пассивный залог?

**Пассивный залог** широко употребляется как в устном так и в письменном современном английском. Зачастую пассивные конструкции используются, когда нет необходимости называть исполнителя какого-либо действия, а также, если нет разницы в том, кто именно это действие выполняет — важен лишь результат.

Страдательный залог используется, чтобы показать интерес к объекту, который испытывает действие, а не к объекту, который его выполняет.

**The book was written** last Monday. – Книга была написана в прошлый понедельник.

В этом предложении подлежащее «the book» испытывает на себе действие субъекта, то есть не сама книга себя написала, а была кем-то написана. При этом, скорее всего, известно, кто ее написал, но здесь важен сам факт совершения действия (книгу написали, и она готова), а не исполнитель. Поэтому предложение и употреблено в пассивном залоге.

Когда необходимо указать исполнителя действия в пассивном залоге, то добавляем предлог «by»:

The book was written **by** me. – Эта книга была написана мной.

Образование пассивного залога в разных временах

Пассивный залог образуется с помощью вспомогательного глагола «be» и формы **Past Participle** (смыслового глагола в 3 форме) и только переходные глаголы (обозначают действие, которое по своему смыслу переходит на некий предмет) могут образовывать формы пассивного залога.

### Образование пассивного залога

| Время                 | Формула              | Пример                                                      |
|-----------------------|----------------------|-------------------------------------------------------------|
| <b>Present Simple</b> | is/am/are + Ved (V3) | Mails are sent every day. – Посылки отправляют каждый день. |
| <b>Past Simple</b>    | was/were + Ved (V3)  | Mails were sent yesterday. – Посылки отправили вчера.       |
| <b>Future Simple</b>  | will/shall + be +    | Mails will be sent tomorrow. – Посылки                      |

|                           |                                       |                                                                                      |
|---------------------------|---------------------------------------|--------------------------------------------------------------------------------------|
|                           | Ved(V3)                               | отправят завтра.                                                                     |
| <b>Present Continuous</b> | is/am/are + being + Ved (V3)          | Mails are being sent now. – Посылки отправляют сейчас.                               |
| <b>Past Continuous</b>    | was/were + being + Ved (V3)           | Mails were being sent at 5 yesterday. – Посылки вчера отправляли в 5 часов.          |
| <b>Future Continuous</b>  | —                                     | —                                                                                    |
| <b>Present Perfect</b>    | has/have + been + Ved (V3)            | Letters have been already sent. – Письма уже отправили.                              |
| <b>Past Perfect</b>       | had + been + Ved (V3)                 | Letters had been sent before he phoned. – Письма отправили до того, как он позвонил. |
| <b>Future Perfect</b>     | will/shall + have/has+ been +Ved (V3) | Letters will have been sent by 5 tomorrow. – Письма отправят завтра до 5 часов.      |
| <b>Perfect Continuous</b> | —                                     | —                                                                                    |

**Attention:** Perfect Continuous вообще не используется в страдательном залоге. А время Continuous не имеет будущего отрезка.

Кроме этого, еще можно образовывать пассивные предложения с двумя объектами. Так активное предложение в пассивной форме залога может выглядеть следующим образом:

**Active Voice:**

Linda gave an **apple** to **me**.

**Passive Voice:**

An apple was given to **me** by **Linda** or

I was given an **apple** by **Linda**.

Один из двух объектов становится субъектом, а другой остается объектом. Какой объект превратится в субъект зависит от того, на чем вы сосредоточитесь.

Отрицательные и вопросительные формы глагола в пассивном залоге

**Отрицательная** форма глагола образуется с помощью частицы «**not**», которая следует за вспомогательным глаголом (если вспомогательных глаголов несколько, то «**not**» ставится после первого):

The cat was **not** fed by him yesterday. – Кот не был накормлен им вчера.

The cat was **not** often left hungry. – Кота не часто оставляли голодным.

Ничего сложного и в **вопросительной** форме. Для образования такой в пассивном залоге **первый вспомогательный глагол** ставится **перед подлежащим**:

**Are** you often invited to the circus? – Тебя часто приглашают в цирк?

**Has** the book been written by her? – Книга была написана ею?

### Exercises.

#### Exercise 1. Complete the sentences with the correct form of the verbs in bracket.

Butter is ***made*** of milk. (make)

Oranges are \_\_\_\_\_ into Britain. (import)

How often are these rooms \_\_\_\_\_? (clean)

I am never \_\_\_\_\_ to parties. (invite)

This house was \_\_\_\_\_ 100 years ago. (build)

When was the telephone \_\_\_\_\_? (invent)

Two people were \_\_\_\_\_ to hospital. (take)

#### Exercise 2. Make up sentences in the Passive Voice.

##### a) in the Present Simple tense

0. (the office / clean / every day) ***The office is cleaned every day.***

0. (these rooms / clean / every day?) ***Are these rooms cleaned every day?***

(private letters / not / open / in the mail room) \_\_\_\_\_

(stamps / sell / in a post office) \_\_\_\_\_

(this room / not / use / very often) \_\_\_\_\_

(we / allow / to park here?) \_\_\_\_\_

(how / this word / pronounce?) \_\_\_\_\_

##### b) in the Past Simple tense

(the office / clean / yesterday). ***The office was cleaned yesterday.***

(the office / paint / last month) \_\_\_\_\_

(the letter / lose / a few days ago) \_\_\_\_\_

(when / this equipment / buy?) \_\_\_\_\_

(you / invite / to the party last week?) \_\_\_\_\_

(how / these letters / deliver?) \_\_\_\_\_

### Практическая работа № 52.

Тема 8.5. Способы урегулирования конфликтов.

#### Цель работы:

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

#### READ AND TRANSLATE

If you stay in a hotel or motel, you should know some typical hotel rules that will make your hotel stay more comfortable.

- No loud music or noise is allowed in guest rooms.

- All children must be accompanied by an adult at all times. No running or playing is permitted in the hallways.
- Long-distance telephone calls, bar bills and room service are included in your hotel bill. You may need to ask the hotel front desk to activate your telephone.
- No pets or animals are allowed inside or outside of the hotel.
- Cooking or food preparation is not allowed inside hotel rooms. Hot plates and microwave ovens are not permitted.
- Please, do not smoke in non-smoking rooms.
- Housekeeping service is provided daily and you must allow the housekeeping attendant to enter the room to clean and provide fresh linens.
- Please leave wet towels and dirty bed linens in your hotel room. Do not place them in the hallway. The housekeeping service will pick them up daily during their rounds.
- You are responsible for any damage in your room such as broken furniture or staining of carpets or linens. The hotel charges a replacement fee for these items.
- Please put litter in appropriate trash containers. Leave trash in the wastebasket in your room. Do not leave it in the hallway.



### **Take Responsibility to Resolve your Customer's Problem**

As much as possible, you should try to resolve the customer's problem. Remember, the customer has come to you with the hope that you can help them out. This is the time to show them that you are willing to aid them. Unless the situation is something, you cannot resolve or address, avoid transferring the problem to another person. But if you do have to take the complaint to someone else then, stay on the call until the other person answers, first introduce the caller and transition the situation then after make sure that person understands the problem very clearly and is now full of aware the customer's name and problem. Never blindly transfer an angry caller, if the call is forwarded to a voicemail box or gets disconnected, the customers will be more angry when they call back.

### **Ask the Customer for an Appropriate Solution**

Many times asking the customer to suggest an appropriate solution can go a long way in diffusing the situation. Also, if the solution is reasonable and you have the authority, you can immediately act upon it. If you do not have the authority, explain this to the customer and give him a period within which his problem will be resolved. If the customer gives an unreasonable solution, be calm and explain why the hotel cannot use it. Then give the customer an alternative to calm him down. It is important that you first apologize and then to suggest an appropriate solution. This transition should be seamless. Immediately after apologizing for the inconvenience caused, you should inform the customer of steps you will take to address his complaint and how long it will take. This is only possible if you listen to the customer's complaint and understand it completely.

### **Follow Up the Problems with Customers**

Once a customer's problem has been resolved, it is important that you follow up with him or her to find out whether he is happy with the solution. This will allow you to confirm that the problem has really been resolved and that the customer is now happy with the services of the hotel. A follow up also makes the customer feel special and this can make a huge difference in the overall impression that the customer has about the hotel. A follow up can build customer loyalty and pave the way to repeat business.

### **The Bottom Line**

The key to running a successful hotel is customer service. A big part of this is addressing customer complaints and ensuring that these complaints are resolved to the customer's satisfaction. Successful resolution will have a positive effect on the customer, who will be more conducive to returning to the hotel in the future, as the way the complaint was handled and resolved



makes the customer feel special and shows him that the hotel is genuinely interested in keeping its customers happy and satisfied.

### Vocabulary list

to handle complaints работать с жалобами  
dissatisfaction недовольство  
evident очевидный  
tip рекомендация, совет  
to ensure гарантировать, обеспечивать  
satisfaction удовлетворение  
to interrupt перебивать  
to flare вспыхнуть от гнева  
to yell кричать, вопить  
to resolve the issue решать проблему  
coherently понятно, вразумительно  
genuine problem истинная проблема  
to trouble беспокоить  
to advertise рекламировать  
feedback отклик, отзыв, ответная реакция  
consequence следствие  
appearance внешность  
to treat относиться  
to value ценить  
courteous вежливый, обходительный, учтивый  
to defuse разряжать (обстановку)  
nervousness нервозность  
uncertainty неуверенность  
confident уверенный  
to approach обращаться (с просьбой)  
indication знак, признак  
to improve улучшать  
suggestion предложение  
appreciation оценка, понимание, признательность  
to implement осуществлять, обеспечивать выполнение  
frustration разочарование  
apology извинение  
to empathize сопереживать  
to aid помогать, способствовать  
to get disconnected разъединить (по телефону)  
appropriate соответствующий  
authority полномочия  
unreasonable необоснованный, чрезмерный  
seamless плавный, без пауз  
inconvenience неудобство  
caused вызванный  
to confirm подтверждать  
conducive благоприятный, подходящий  
genuinely искренне, неподдельно

II

### практическая работа № 53.

Тема 8.6. Пассивный залог глаголов в прошедшем и будущем временах

**Цель работы:** Овладение грамматическим материалом по теме.

**Ход работы:** Изучение теоретического материала. Выполнение грамматических упражнений.

#### 1. Complete the sentences using one of these verbs in the correct form (Passive Voice):

*cause damage hold include make overtake show translate write*

1. Many accidents ... by dangerous driving.
2. Cheese ... from milk.
3. The roof of the building ... in a storm a few days ago.
4. There's no need to leave a tip. Service ... in the bill.
5. You ... to the wedding. Why didn't you go?
6. A cinema is a place where films ... .

7. In the USA, elections for President ... every four years.
8. Originally the book ... in Spanish and a few years ago it ... into English.
9. We were driving along quite fast but we ... by lots of other cars.

**2. Put the verb into the correct form:**

1. It's a big factory. Five hundred people ... (employ) there.
2. Water ... (cover) most of the Earth's surface.
3. The park gates ... (lock) at 6.30 p.m.
4. While I was on holiday, my camera ... (steal) from my hotel room.
5. While I was on holiday, my camera ... (disappear) from my hotel room.

**3. Rewrite the sentences. Instead of using "somebody/they/people" etc. write a passive sentence:**

1. Somebody cleans the room every day.
2. They cancelled all flights because of fog.
3. People don't use this road very often.
4. Somebody accused me of stealing money
5. How do people learn languages?
6. People advised us not to go out alone.

**4. What do these words mean? Use *it can* or *it can't* :**

- |                 |                     |                   |
|-----------------|---------------------|-------------------|
| If something is | 1. washable, it ... | 4. unusable, ...  |
|                 | 2. unbreakable, ... | 5. invisible, ... |
|                 | 3. edible, ...      | 6. portable, ...  |

**5. Complete these sentences using *get/got* + one of these verbs (in the correct form):**

*ask break damage hurt pay steal sting stop use*

1. There was a fight at the party but nobody ... .
2. Ted ... by a bee while he was sitting in the garden.
3. How did the window ... ?
4. These tennis courts don't ... very often. Not many people want to play.
5. I used to have a bicycle but it ... .
6. Last night I ... by the police as I was driving home.
7. How much did you ... last month?
8. Please pack these things very carefully. I don't want them to ... .
9. People often want to know what my job is. I often ... that question.

### Практическая работа № 54.

Тема 8.7. Услуги, включенные в стоимость номера. Оплата дополнительных услуг.

**Цель работы:**

1. Осуществлять поиск и использование информации, необходимой для эффективного выполнения профессиональных задач, профессионального и личностного развития.
2. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

**Ход работы:**

4. Введение новой лексики.
5. Повторение грамматического материала, необходимого для изучения темы.
6. Работа с текстом профессиональной направленности.

## **Basic Rates**

We have a basic rate for all room types. However, it is common for different rates to be charged. This is because the Sales and Marketing Department negotiates special rates for different agents, corporate clients and other clients.

### **The basic rates are:**

Standard room: ..... £80.00 (double)  
Luxury / Executive Plus: ..... £115.00 (double)  
Suite..... Individually priced

### **Standard discounts:**

Weekend rate (Fri / Sat or Sat / Sun): ..... 15% discount  
Weekly rate: ..... seven nights for the price of five

### **Specially negotiated rates:**

Most guests come as part of a tour, through a tour operation, or as a corporate guest. In this case a special rate will have been negotiated and will be on the computer for Reservations and the Front Office to access.

### **Free Sale Agents.**

Free Sale Agents are sent availability charts every two weeks. They sell rooms at an agreed rate (usually the corporate rate). They don't have to check with us, so administration costs are kept low.

### **Allocation Holders.**

Allocation Holders have a certain number of rooms which they agree to sell (usually at FIT rates). The customer pays them directly and they take commission and pass on what is left to the hotel.

For weekends they have the rooms on a 48-hour release (in other words the hotel can take them back by Thursday and resell).

## **Answer the questions:**

- a) Who decides the rate for different agents?

- b) When must a guest stay to get a 15% reduction?
- c) Where does the hotel get most of its guests from?
- d) Why does selling rooms through Free Sale Agents keep administration costs down?
- e) What is the difference between a Free Sale Agent and an Allocation Holder?

**Using the information in the memo, calculate the income for the hotel in each of these cases:**

- a) Three couples staying for two nights (Friday and Saturday) in Standard rooms.
- b) One businessman staying in an Executive Plus room for three nights (not a corporate client).
- c) A group of ten corporate clients each staying in a separate room (luxury) for one night.

The Sales and Marketing Department has agreed a 20% discount with this company.

**III. Read out the interview with the Reservations Manager of the Grand Hotel, recorded a year after the memo was sent.**

Note the changes that have been made in the policy of the Grand Hotel regarding room rates.

I — Interviewer; RM — Reservations Manager

I. Do you have a fixed room rate?

RM. In common with most large hotels, our room rate policy is quite complicated. We have a basic room rate for all our room types, but the way that we sell our rooms means that we often charge a different rate from this.

This is because our Sales and Marketing Department has negotiated different rates with different agents, corporate clients, and other clients.

I. What are your basic room rates?

RM. Well, we have a Standard room which contains all the basic facilities, such as private bath, TV, tea-and-coffee-making facilities, and the basic rate for the double is £85 a night. Our Luxury rooms, or Executive Plus as some of them are called, contain a little bit extra: they're a bit more spacious, have better views and so on — they are £115 a night. Then we also have suites, which vary a lot in price.

I. What discounts do you offer on these basic room rates?

RM. You mean discounts for the individual non-corporate booking? (Yes). Well, we have special weekend rates: two nights, either Friday / Saturday or Saturday / Sunday will get a 10% discount. That's to encourage a two-night booking even though weekends can be our busiest time. And our weekly rate is calculated on the basis of seven nights for the price of six. That's on all room types.

I. Can you tell us how the specially-negotiated room rates work?

RM. Like most hotels of our size, individual bookings paying the full room rate are a minority. Most of our guests come through some other source, either as part of a tour, through a tour operator, or a corporate guest. We get lots of repeat guests from particular companies and they obviously have a contract with us. There's a corporate rate, but there are also special rates negotiated and arranged with the Sales and Marketing Department, who enter them onto the computer for the Reservation and Front Office to access whenever an enquiry or reservation comes in. In addition, a lot of our rooms are sold through agents and representatives: these are either Free Sale Agents or Allocation Holders.

I. What exactly are Free Sale Agents?

RM. Well, every week, or even daily at busy periods, we send out availability charts to Free Sale Agents, who are usually in the States or Europe, and are usually either part of our own company or reputable agents. They sell rooms at an agreed rate — normally the corporate rate — which is arranged by the Sales and Marketing Department. They are told every week what rooms they can sell and if they can sell at a discounted rate or not. The Free Sale Agent doesn't need to check with us first, so it lowers administration costs; they just send in a confirmation sheet.

I. What about Allocation Holders?

RM. Allocation Holders are agents who have a certain number of rooms that they agree to sell in our hotel. They normally sell on FIT rates — Fully Inclusive Tariff rates — which are from the leisure side of the business and are cheaper than corporate rates. The customer pays them directly, they get commission and pass on what is left to the hotel. The rate is agreed with the Sales and Marketing Department

An Allocation Holder usually has up to twenty rooms over a weekend, on a seventy-two hour release — in other words, by Wednesday, the hotel can take the rooms back and re-sell them.

**Answer the questions:**

Why is the room rate policy complicated?

What facilities does a Standard Room contain?

Why do they have special weekend rates?

What is the difference between a corporate rate and specially-negotiated room rates?

How do they work through Free Sale Agents?

In what way are Allocation Holders different from Free Sale Agents?

**Практическая работа № 55.**

Тема 8.8. Стоимость гостиничного номера, тарификация, скидки.

**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.

**Arrange the sentences below into two passages.**

They both describe the procedures to follow when accepting credit cards. Passage A is a **formal description** issued by the credit card company.

Passage B is what a hotel employee telling a new trainee **informally**.

| <b>A</b>                                                                          | <b>B</b>                                |
|-----------------------------------------------------------------------------------|-----------------------------------------|
| <b>Formal description</b>                                                         | <b>Informal instructions</b>            |
| In order to prevent credit card fraud, the following procedures must be followed. | Basically, what you have to do is this. |

- a) If the date is still valid, an authorization code should be obtained from the credit card company.
- b) Then you fill in the voucher and ask them to sign it while you are looking.
- c) When they've signed it, check that the signatures are the same.
- d) First of all, make sure that the card isn't out of date.
- e) If they are, you give them back their card and the top sheet of the voucher, and that's it.
- f) In order to prevent credit card fraud, the following procedures must be followed.
- g) Firstly, the expiry date of the card must be checked.
- h) Finally, if the signatures match, the card and the top copy of the voucher should be returned to the customer.
- i) If it's still valid, you phone the credit card company for an authorization number.
- j) Basically, what you have to do is this.
- k) The voucher should be filled in and signed in the presence of the employee.
- l) The signatures on the card and voucher should be compared.



**XII. Choose the appropriate variant from the words in brackets and complete the dialogue:**

- Guest: I'd like to (check out) (depart) now, please.
- Hotel: Certainly, madam. May I (have) (know) your room number?
- Guest: Yes, it's 429 and the name's Ann Smith.
- Hotel: (I'll) (I'm going to) get your bill straight (up) (away).
- Guest: Thank you.
- Hotel: (Here) (Here you are), madam. Would you like to (verify) (check) it?
- Guest: Thank you. (There's) (I have) just one thing — do you know what these extras are (from) (for)?
- Hotel: Phone calls, I think, but (I'll) (I'm going to) check, if you like.
- Guest: No, don't (mind) (worry), that (can) (must) be right. Everything (appears) (seems) fine.
- Hotel: How (would) (will) you like (to pay) (to buy)?
- Guest: You (accept) (receive) Visa, (isn't it) (don't you)?
- Hotel: Yes, (we do) (it is).
- Guest: Here you are.

**Read out the dialogue again and try to reproduce it.**

**XIV. Read out the information about hotels in Midford from the brochure and answer the questions below.**

**Hotels in Midford / (June — September;  
tariffs include service and VAT)**

## **The Phoenix Hotel**

Single room £16, with bath £20;  
Double room £28, with bath £35;  
Breakfast £5 per person;  
Children under 12, 50% reduction.

## **The Dalton Hotel**

Single room with bath £30;  
Double room with bath £60;  
Children under 12 in same rooms as parents free;  
Breakfast £6 per person.

## **The Park Hotel**

Bed and breakfast per person £16;  
Double room with bath £25;  
Dinner bed and breakfast £29 full board.

## **The Castle Inn**

Single room £12; Double room £15;  
Includes continental breakfast (English breakfast £3 extra).

### **Questions:**

- a) Which hotel is the cheapest? Which is the most expensive?
- b) In which hotels do all rooms have a bathroom?
- c) In which months do the rates apply?
- d) In which hotel can children stay free in the same room as their parents?
- e) Which hotels include breakfast in the room rate?
- f) Which hotel quotes an inclusive rate for dinner, bed and breakfast?
- g) Which hotel quotes only rates per person?
- h) In which hotel is there the smallest difference between the price of a single room and the price of a double room?

### **Практическая работа № 56.**

Тема 8.9. Повышение качества гостиничных услуг

**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.

**True/False**

1. It is important to let the customer speak out his mind while you are asking questions to understand the reasons of complaint.
2. Many times asking the customer to suggest an appropriate solution could go a long way in diffusing the situation.
3. You will be able to inform the customer of steps you are going to take to address his complaint and how long it will take only if you listen to the customer's complaint and understand it completely.
4. A follow up also makes the customer feel special and this can make a little difference in the overall impression that the customer has about the hotel.
5. A big part of this is addressing customer complaints and ensuring that these complaints are resolved to the customer's dissatisfaction.
6. When dealing with an irate customer face-to-face or over the phone, it is vital to be professional and courteous.

**Answer the questions:**

1. What is the main requirement for dealing with complaints?
2. How can dissatisfied customers spoil hotel business?
3. What is necessary to do to ensure customer satisfaction?
4. Why is it not recommended to interrupt the customer?
5. What is the best way to advertise the hotel and its services?
6. Why should every hotel customer be treated with respect?
7. What can the hotel employee do to help in defusing the situation?
8. How should the dissatisfied customer be treated when the complaint is to be taken to someone else?
9. What will allow you to confirm that the problem has really been resolved?
10. What makes the customers feel special and shows them that the hotel is genuinely interested in keeping its customers happy and satisfied?

**Рекомендуемая литература****Основная литература:**

1. 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
2. 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
3. Аитов, В. Ф. Английский язык : учебное пособие для СПО / В. Ф. Аитов, В. М. Аитова. — 12-е изд., испр. и доп. — М. : Издательство Юрайт, 2017. — 144 с. — (Профессиональное образование). — ISBN 978-5-534-01157-9. <https://www.biblio-online.ru/viewer/AA6B4AE8-10DC-4B89-9A32-63528EA689D7#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. 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. Иностранный язык профессионального общения (английский язык) : учебное пособие / И.Б. Кошеварова, Е.Н. Мирошниченко, Е.А. Молодых и др. ; Министерство образования и науки РФ, Воронежский государственный университет инженерных технологий. - Воронеж : Воронежский государственный университет инженерных технологий, 2018. - 141 с. - Библиогр. в кн. - ISBN 978-5-00032-323-6 ; То же [Электронный ресурс]. - URL: <http://biblioclub.ru/index.php?page=book&id=488007>

#### **Интернет-ресурсы:**

Wikipedia, Google, Яндекс - информационный портал  
[www.english.language.ru](http://www.english.language.ru) – сайт для изучающих английский язык  
[www.macmillan.ru](http://www.macmillan.ru) - каталог учебных пособий, словарей и мультимедийной продукции для изучающих английский язык  
[www.enhome.ru](http://www.enhome.ru) - изучение английского языка самостоятельно  
[www.study.ru](http://www.study.ru) - портал изучения иностранных языков

