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**МИНИСТЕРСТВО НАУКИ И ВЫСШЕГО ОБРАЗОВАНИЯ РОССИЙСКОЙ
ФЕДЕРАЦИИ**

Федеральное государственное автономное образовательное учреждение

Высшего образования

«СЕВЕРО-КАВКАЗСКИЙ ФЕДЕРАЛЬНЫЙ УНИВЕРСИТЕТ»

Пятигорский институт (филиал) СКФУ

Колледж Пятигорского института (филиала) СКФУ

МЕТОДИЧЕСКИЕ УКАЗАНИЯ ДЛЯ ПРАКТИЧЕСКИХ ЗАНЯТИЙ

ПМ.03 ОРГАНИЗАЦИЯ И КОНТРОЛЬ ТЕКУЩЕЙ ДЕЯТЕЛЬНОСТИ РАБОТНИКОВ СЛУЖБЫ ОБСЛУЖИВАНИЯ И ЭКСПЛУАТАЦИИ НОМЕРНОГО ФОНДА

**МДК 03.02 Иностранный язык в сфере профессиональной
коммуникации для службы обслуживания и эксплуатации номерного
фонда
(ЭЛЕКТРОННЫЙ ДОКУМЕНТ)**

Специальность 43.02.14 Гостиничное дело

Квалификация специалист по гостеприимству

Пятигорск, 20__

Методические указания для практических занятий по дисциплине МДК 03.02 Иностранный язык в сфере профессиональной коммуникации для службы обслуживания и эксплуатации номерного фонда составлены в соответствии с требованиями ФГОС СПО к подготовке выпуска для получения квалификации *специалист по гостеприимству*. Рекомендованы для студентов очной формы обучения, обучающихся по специальности: 43.02.14 Гостиничное дело.

Рассмотрено на заседании ПЦК колледжа Пятигорского института (филиала) СКФУ.
Протокол № _ от «_____» 20_ г.

1. Пояснительная записка

МДК 03.02 «Иностранный язык в сфере профессиональной коммуникации для службы обслуживания и эксплуатации номерного фонда» является частью основного профессионального модуля ПМ.03 «Организация и контроль текущей деятельности работников службы обслуживания и эксплуатации номерного фонда» и предназначен для студентов колледжа, обучающихся по специальности 43.02.14 Гостиничное дело.

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

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

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

В результате освоения учебной дисциплины студент должен *знать*:

- Структуру службы обслуживания и эксплуатации номерного фонда, ее цели.
- Принципы взаимодействия с другими службами отеля.
- Особенности социального и культурного коллектива.
- Правила оформления документов.
- Правила построения простых и сложных предложений на профессиональные темы, основные общие употребительные глаголы (бытовая и профессиональная лексика), лексический минимум, относящийся к описанию предметов, средств и процессов профессиональной деятельности, особенности произношения, правила чтения текстов профессиональной направленности.

В результате освоения учебной дисциплины студент должен *уметь*:

- Обеспечить выполнение договоров об оказании гостиничных услуг.
- Грамотное устное и письменное изложение своих мыслей по профессиональной тематике на английском языке.
- Планировать работу службы обслуживания эксплуатации номерного фонда
- Организовывать выполнение и контролировать соблюдение стандартов качества, указываемых услуг сотрудниками службы
- Излагать свои мысли на английском языке.
- Оформлять документы.
- Понимать тексты на базовые профессиональные темы, участвовать в диалогах на знакомые общие и профессиональные темы.

Практическая работа № 1.

Тема 1. Индустрия размещения.

Цель работы:

1. Понимать социальную значимость изучаемой темы, 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.

WORD BANK

1. **accommodations industry** — индустрия размещения
2. **accommodations** — размещение (ночлег)
3. **clientele** — клиентура (потребитель)
4. **commercial hotel** — коммерческий отель
5. **convention** — конференция, симпозиум
6. **deluxe category** — высшая категория;
7. **deluxe hotel** — отель высшего разряда, отель-люкс
8. **employee** — рабочий; служащий; работающий по найму
9. **equipment** — оборудование; снаряжение; аппаратура
10. **facilities** — удобства; средства обслуживания; оборудование; средства; устройства; установка, аппаратура
11. **furnishings** — обстановка, меблировка
12. **inn** — гостиница (обычно за городом); кафе; ист. постоялый двор; трактир
13. **labour-intensive** — трудоемкий
14. **luxury hotel** — отель класса люкс
15. **means of transportation** — средства передвижения
16. **motel** — мотель; гостиница для автотуристов
17. **rating** — отнесение к классу, разряду, категории
18. **recreation** — отдых, восстановление сил; развлечение
19. **resort hotel** — курортная гостиница, курортный отель (resort — курорт, тж. health или holiday resort)
20. **seaside resort** — морской курорт;
21. **summer resort** — летний курорт
22. **transient** — временный жилец (в гостинице или пансионе)

THE ACCOMMODATIONS INDUSTRY.

Part 1.

A hotel is a temporary home for people who are travelling. In a hotel the traveller can rest and has access to food and drink. The hotel may also offer facilities for recreation, such as a swimming pool, a golf course or a beach. In

many cases the hotel also provides free space for the traveller's means of transportation. All of these services are designed to accommodate the traveller, so the hotel business is often referred to as the accommodations industry.

Travel and hotels have always been closely related. In Europe and America, inns and taverns were spaced along the roads at the distance a horse could travel in a day. The inns were primitive by modern standards. The traveller usually had to share his bed with at least one other person, and as many as four other persons in some remote areas. The old-fashioned inns, however, did provide food and shelter for both men and horses and therefore became a symbol for hospitality. Indeed, the word "inn" has been used recently by many modern hotels and motels.

Modern mass transportation, that is, the movement of large numbers of people at relatively low prices, began with the development of the railroads in the 19th century. Up to that time, accommodations had been provided by country inns or by family-owned and — operated hotels in the cities. As the railroads carried larger numbers of people further and more rapidly, large hotels were constructed near the train stations. The cluster of hotels around Grand Central terminal in New York is a good surviving example of this stage of development of the hotel industry.

The other means of transportation — the automobile and the airline — resulted in the growth of corresponding accommodations facilities. In the case of automobile, motels that serve people travelling by car have sprung up along highways all over the world.

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

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

COMPREHENSION QUESTIONS

1. What is a hotel? What does it provide for a traveller?
2. In the age of travel by horse, how were inns and taverns related to travel?
3. Why did old-fashioned inns become symbols of hospitality? What kind of image do they bring to mind for many people even at the present time?
4. What is meant by modern means of transportation? When did it begin?
5. What new development in the location hotels did the railroads bring about? What is the surviving example?
6. Do many people travel by car?
7. What may other hotel management positions involve? From what words was the word "motel" derived? What kinds of accommodations were offered?

Практическая работа № 2.
Тема 2. Гостиницы и отельный бизнес.

Цель работы:

1. Понимать социальную значимость изучаемой темы, 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 ACCOMMODATIONS INDUSTRY.
Part 2.

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

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

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

The difference in quality between hotels is not entirely a matter of equipment or furnishings. The proportion of *employees* to guests and guest rooms is also a matter of prime importance. In general, the accommodations industry is labour-intensive; that is it employs a large number of people to perform its services. In a luxury hotel, there may be three employees for every guest room. In a large commercial

hotel in a big city, the ratio is usually closer to one employee per guest room. Obviously, the services offered by a small hotel will be far more restricted than those provided by a luxury hotel.

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

Generally, the problems and opportunities in all hotels are comparable, since all provide shelter, food and other services for the travelling public.

COMPREHENSION QUESTIONS

1. What are some of the attractions that a resort may offer? Give your examples.
2. What are four broad categories in which it is possible to place hotels?
3. Are there any firm distinctions between hotels in the different categories?
4. What is the other way of dividing hotels into categories?
5. What kind of hotels are at the top? At the bottom?
6. Why are there comparable problems and opportunities in all hotels?

TEXT WORK

1. Phonetic Drill. Transcribe and pronounce correctly:

Access, facilities, recreation, designed, accommodation, taverns, automobile, inexpensive, extended, resort, scenery, clientele, transients, diversely, convention, urban, luxury, luxurious, merely, furnishings, employee, ratio, maintenance, shelter.

2. Find English equivalents in the text and use them in the sentences of your own:

(1) временный кров (2) предоставлять возможности для отдыха (3) средства передвижения (4) разработаны для размещения путешественников (5) индустрия размещения (6) примитивны по современным стандартам (7) отдаленные районы (8) старомодные гостиницы (9) символ гостеприимства (10) относительно низкие цены (11) требовать большего комфорта (12) рукотворный (13) предоставлять обслуживание (14) банкетный зал (15) качество обслуживания (16) оборудование и обстановка (17) работники (18) вопрос первоначальной важности

Практическая работа № 3.

Тема 3. Классификация гостиниц по месторасположению.

Цель работы:

1. Понимать социальную значимость изучаемой темы, 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.

HOTEL TYPES BY LOCATION

Housekeeping is the primary task the hotels need to cater for while providing service to its guests. The hotel management and especially executive of housekeeping department must ensure that the housekeeping functions are performed well in the hotel irrespective of the target guest type, size of hotel, and its location. The guest rooms are the primary source of hotel revenue. There are higher chances of retaining the guests if the guest rooms are absolutely clean.

The hotels can be categorized depending upon their size, location, target market, and ownership. They are categorized by considering their location with respect to city.

- **Airport Hotels** – They are located near airport. The guests in transit use them for short stay.
- **Boatels** – They are on the houseboats such as Shikara in Kashmir.
- **City Center** – Located in the heart of the city near commercial area.
- **Motel** – They are small hotels usually located on highways. Transit guests use them.
- **Suburb Hotels** – They are located near urban area. Budget guests use them.
- **Floating Hotels** – They are on the cruise ships, large lakes, or rivers.
- **Resorts** – They are on the beaches, mountains, islands, or on the river banks.
- **Rotels** – They are hotels on wheels such as Deccan Odyssey train.
- **Self-Catering Hotels** – They are located at the same premises where the owner stays.

HOTEL TYPES BY SIZE

Hotels are categorized by the number of rooms to which service is provided.

- a) Below 200 rooms – Very Small
- b) Up to 200 rooms – Small
- c) 200 to 399 rooms – Medium
- d) 400 to 700 rooms – Large
- e) More than 700 rooms – Mega

This category is useful if the management needs to compare different hotels within the same size.

TEXT WORK

1. Give synonyms to the following words:

hotel, facility, accommodation, luxurious, employee.

2. Match the words on the left with their definitions on the right:

- | | |
|--------------------------|---|
| 1. inexpensive | a. a means or system of carrying passengers or goods from one place to another |
| 2. transportation | b. a condition of great comfort provided without any consideration of the cost |
| 3. accommodation | c. reasonable in price |
| 4. luxury | d. things such as buildings, shops or services that are useful or help one to do something |
| 5. fashionable | e. a place to work or live in; lodging, food and services |
| 6. facilities | f. made according to the latest fashion |

Практическая работа № 4.

Тема 4. Типы отелей по целевому рынку.

Цель работы:

1. Понимать социальную значимость изучаемой темы, 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.

HOTEL TYPES BY TARGET MARKET

Here, the hotels are categorized depending upon the target market they serve.

- **Airport Hotels** – They target the business clientele, airline passengers, or any guests with cancelled or delayed flights.
- **Business Hotels** – They primarily cater for the guests who are on business travel.
- **Bed and Breakfast (B&B)** – They are small hotels who target guests in transit or on leisure tour. The owner of B&B usually stays in the same premises and is responsible for serving breakfast to the guests.
- **Casino Hotels** – They target the guests interested in gambling. Their functions of housekeeping is primary but food and beverage functions are just supportive.
- **Resorts** – They target high-income busy professionals who wish to spend time away from city, noise, and crowd. They offer facilities such as spa, tennis court, fitness and center, sailing, snorkeling, and swimming.

- **Self-Catering Hotels** – They target long stayers who prefer to cook themselves. They offer a small kitchen and kitchen amenities with the guest room.
- **Service Apartments** – They are located in residential colonies. They provide long-term accommodation for guests. They need to execute an agreement with the guests for the stay of at least one month. All basic amenities such as kitchen, washing machine, dish washer, and beds are provided with once a week housekeeping service.
- **Suite Hotels** – These hotels offer a living room and an en suite bedroom. The professionals who need to interact with their clients/customers find these hotels a good choice because they can interact with their guests in small meetings without any interruption and sacrificing privacy.

DIALOGUE

Sunny Tours are thinking of including the Marine Hotel in their list of Turkish hotels. Read and learn the dialogue and then write “n” next to the features which the hotel has now, and “p” next to the features which are planned:

Twins/doubles with balcony and beach view
 Twins/doubles with garden view
 Deluxe doubles.....
 Family rooms
 Interconnecting rooms.....
 Restaurant
 Poolside bar..... ..
 Use of watersports club facilities.... ..
 Swimming pool..... ..

Sunny Representative: ...So, you’ve got a swimming-pool and a restaurant. Any other facilities?

General manager: Not yet. But we’re going to try to negotiate a deal with the watersports club so that our guests can use their facilities. And we’re also going to build a poolside bar during the winter.

SR: Good idea. Now, let me see... you’ve got 120 rooms altogether, is that right?

GM: Yes. At the moment there are 120 rooms plus two suites, each with its own jacuzzi and private bar. Our twins and doubles are divided into two categories. There are some with balcony and beach view, and then there are a number of rooms with garden view.

SR: What about family rooms?

GM: We have eleven family rooms. At the end of this season we’re going to start building an extension with thirty deluxe doubles.

SR: Mmm... I see. Are all the current rooms en suite?

GM: Yes. They’re all have got private bathrooms with bath and shower.

SR: Good. Are any of the rooms interconnecting?

GM: Yes. There are a number of interconnecting doubles on each floor. Twenty

altogether.

SR: Right. Well perhaps we should go in and take a look at those rooms now. I think it's going to rain!

GM: Yes. I think you're right. Not a very good selling point!

Практическая работа № 5.

Тема 5. Типы отелей по собственности и звездности.

Цель работы:

1. Понимать социальную значимость изучаемой темы, 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.

HOTEL TYPES BY OWNERSHIP

B&B and Self Catering hotels are generally family owned hotels and are not governed or run by corporate policies and procedures.

A chain of hotels or group of hotels such as Taj, Ramada, can have management affiliation with their other properties in the same group. They strictly are governed by predetermined policies.

HOTEL TYPES BY STAR RATING

The star rating system is a guideline for a customer that denotes what to expect from the hotel service at the time of booking. However, there is no clear distinguishing method to divide hotels into various star rating categories till today; but a guest can assume that more the number of stars, more is the luxury provided by the hotel.

- **One Star** – A guest can expect a small hotel operated and managed by the owner and family. The ambience as more personal and the guest rooms with basic amenities. The restaurant would be at a walking distance. There would be a small commercial area and a nearby public transportation hub.
- **Two-Star** – These hotels are mostly part of a chain of hotels that offer consistent quality but limited amenities. They are either small or medium size hotels with a phone and TV. They lack the convenience of room service, but provide a small on-site restaurant at a walking distance within the hotel premises.
- **Three-Star** – These hotels are usually located near a major business center, express way, and/or shopping area. The rooms are clean and spacious rooms, and decorative lobbies. An on-site restaurant offers all meals such as breakfast, lunch, and dinner. The facilities such as valet and room service, fitness center, and a swimming pool are also available.

- **Four-Star** – This hotel would be large, often standing as a part of a cluster of similar hotels with a formal appearance and very good services. The hotel would be located in the prime area of the city around shopping, dining, and entertainment joints. The guest can expect furnished and clean rooms, restaurants, room service, valet parking, and a fitness center within the hotel premises.
- **Five-Star** – This hotel would be large and luxurious, which offers the highest degree of room and personal service. It is built with beautiful architecture, and is managed keeping elegance and style in mind. The guest rooms are equipped with high quality linens, TV, bathtubs, and special outside view from the room. The hotel provides multiple eating joints in its premises such as coffee shops, restaurants, poolside snack joint, and bar. They also provide 24X7 room service, valet service, and personal protection service.

DIALOGUE

Switchboard: Good morning. Marine Hotel.

Caller: Good morning. Reservations, please.

Sw: One moment, I'll put you through.

Reservations: Reservations. Can I help you?

Caller: Yes, please. I'd like to book a single room for four nights from 15th August.

Reservations: Right. I'll just check that... Yes, Madam. We can do it for you.

Caller: How much will that be?

Res: £ 65 per night, including full English breakfast.

Caller: That's for a room with a bathroom?

Res: Yes, madam. All our rooms have private bathroom, colour television, radio, in-house video, telephone, and tea- and coffee-making facilities.

Caller: That's fine.

Res: Could I have your name, please?

Caller: The booking's for Mr. White of Oliver Electronics, Paris.

Res: OK. That's a single room for four nights from 15th August. Would you confirm that by FAX or telex, please?

Caller: Yes, I'll do that. Mr. White will probably arrive quite late. Can you hold the room until 10.00?

Res: Yes, of course.

Caller: Thank you. Goodbye.

Res: Goodbye.

Практическая работа № 6.

Тема 6. Типы номеров в отеле.

Цель работы:

1. Понимать социальную значимость изучаемой темы, 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.

TYPES OF HOTEL ROOMS

The condition of guest rooms maintained by housekeeping is the most vital factor as far as the customer satisfaction in the hotel business is concerned.

- **Single Room** – A room with the facility of single bed. It is meant for single occupancy. It has an attached bathroom, a small dressing table, a small bedside table, and a small writing table. Sometimes it has a single chair too.

- **Double Room** – A room with the facility of double bed. There are two variants in this type depending upon the size of the bed

- a) King Double Room (with king size double bed)

- b) Queen Double Room (with queen size double bed)

It is equipped with adequate furniture such as dressing table and a writing table, a TV, and a small fridge.

- **Deluxe Room** – They are available in Single Deluxe and Double Deluxe variants. Deluxe room is well furnished. Some amenities are attached bathroom, a dressing table, a bedside table, a small writing table, a TV, and a small fridge. The floor is covered with carpet and most suitable for small families.

- **Double-Double (Twin Double) Room** – This room provides two double beds with separate headboards. It is ideal for a family with two children below 12 years.

- **Twin Room** – This room provides two single beds with separate headboards. It is meant for two independent people. It also has a single bedside table shared between the two beds.

- **Hollywood Twin Room** – This room provides two single beds with a common headboard. If a need arises, the two beds can be brought together to form a double bed.

- **Duplex Room** – This type is composed of two rooms located on two different floors, connected with internal stairs.

- **Cabana** – This type of room faces water body, beach, or a swimming pool. It generally has a large balcony.

- **Studio** – They are twin adjacent rooms: A living room with sofa, coffee table and chairs, and a bedroom. It is also equipped with fan/air conditioner, a small kitchen corner, and a dining area. The furniture is often compact.

- **Lanai** – This room faces a landscape, a waterfall, or a garden.

- **Suite** – It is composed of one or more bedrooms, a living room, and a dining area. It is excellent for the guests who prefer more space, wish to entertain their guests without interruption and giving up privacy. There are various types of suites

- a) **Regular Suite** – Best for business travelers.

- b) **Penthouse Suite** – Luxurious than the regular suite. It is provided with the access to terrace space above the suite. It is aloof from crowd and provides

abird's eye view of the city. It has all the amenities and structure similar to a regular suite.

c) **Presidential Suite** – The best possible suite in the hotel.

- **Sico** – This is a kind of multipurpose room, which can be used as a meeting room during the day and as a bedroom during the night. These rooms have special beds called **Murphy Bed** that can be folded entirely against a wall. This bed may or may not have headboard. The lower face of the bed which becomes visible after folding or placing upright, has a decorative wall paper, mirror, or a painting. After folding the bed, the room can accommodate sitting for five to ten people.

Практическая работа № 7. **Тема 7. Типы услуг в гостинице.**

Цель работы:

1. Понимать социальную значимость изучаемой темы, 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.

WORD BANK

1. **double room** — комната на двоих
2. **family room** — комната, рассчитанная на семью
3. **health club** — фитнес клуб
4. **lounge** —
 - a) салон; комната для отдыха с удобными креслами, диванами, особ, гостиная в отеле и т. п.
 - b) вестибюль (в гостинице, ресторане)
 - c) бар первого класса (в некоторых пивных; тж. lounge bar)
5. **single room** — одноместный номер
6. **triple room** — трехместный номер
7. **“packaged hotel”** — комплексный отель
8. **auditorium** — зрительный зал, аудитория; конференц-зал
9. **casino** — казино
10. **catering** — поставка продуктов; обслуживание обедов
11. **exhibit area** — выставочная площадка
12. **gambling** — азартная игра, игра на деньги
13. **resort** — курорт (тж. health или holiday resort)
14. **self-contained complex** — самообслуживающийся; независимый,

автономный комплекс

15. **snack bar** — закусовая, буфет
16. **trend** — общее направление, тенденция

SPECIAL SERVICES AND HOTEL FACILITIES

Part 1.

Nowadays large, modern hotels contain not only guest rooms, but many other facilities as well. They usually contain restaurants and cocktail lounges, shops and recreational facilities for social functions, conventions and conferences — ballrooms, auditoriums, meeting rooms of different sizes, exhibit areas and so forth.

Not so long ago, convention facilities were ordinarily found only in large cities or in intensively developed resort areas like Miami Beach. Nowadays they are more often included in resort hotels so that the people who attend conventions there can combine business with pleasure.

Another trend in the hotel industry is the construction of the self-contained resort complex. Recreational facilities are another feature of many hotels and motels. A swimming pool is the most common of these, particularly in warmer climates and in resort areas. A swimming pool in front of the building is a form of advertisement for motel in places such as Florida, California, Egypt, Turkey and other resorts. Other recreational facilities include tennis courts and golf courses at resort hotels. Many resorts are designed for winter sports such as skiing and ice skating; others provide horseback riding and other outdoor activities.

Casinos, wherever they are legal, are another feature of some hotels. In Las Vegas, Nevada, the hotels feed, house and entertain guests, but the real profits come from the casinos. In Puerto Rico and other places, gambling usually acts as an additional, rather than principal, attraction for hotels.

A few hotels, most of them in resort areas or large cities, include nightclubs as a part of their operation. Sometimes the nightclub is rented out to a concessionaire, but in other hotels it is the responsibility of the food and beverage department or of a special staff. A nightclub offers entertainment, such as dancing, a singer, a band, or a floor show, in addition to food and drink. The engagement of a well-known entertainer obviously gives the hotel an excellent promotional opportunity. The hotels in the gambling resort of Las Vegas, Nevada, for example, publicize not only the entertainers in their nightclubs, but also the huge salaries that they receive, perhaps on the theory that the higher the fee, the better the entertainer.

COMPREHENSION QUESTIONS

1. What are some of the different varieties of accommodations that are available to travellers nowadays?
2. What facilities are usually available in large, modern hotels?
3. What is a “self-contained resort complex”? Give examples.

4. What is the relationship between hotels and gambling in some places?
5. Give examples of a resort development that includes many different kinds of accommodations.
6. What catering services are available in different kinds of hotels?

Практическая работа № 8.
Тема 8. Виды услуг в гостинице.

Цель работы:

1. Понимать социальную значимость изучаемой темы, 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.

SPECIAL SERVICES AND HOTEL FACILITIES
Part 2.

All of these recreational facilities require the employment of additional personnel. Necessary swimming-pool maintenance is often contracted out. Golf courses must be carefully tended by a special staff of groundskeepers. Horses require stables and grooming. Many resort hotels hire professional athletes to give lessons to the guests in tennis, golf and skiing. Other employees include riding instructors and guides for hikers and campers. Lifeguards are often necessary at swimming pools and beaches.

Catering, providing food and drink for transients, has always gone together with accommodations. 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 provided in the hotel's recreational areas. The poolside bar and snack bar, for quick food, are normal parts of the service at a resort hotel. So, restaurants, bars and nightclubs outside the hotels are a standard feature of the resort scene. They provide not only catering, but also some kind of entertainment for the tourist who is bored with the limits of hotel life.

Large urban hotels also provide special services for businessmen. A commercial hotel, for example, can provide a stenographer to take dictation and do typing for the travelling businessman. Some luxury hotels also give the guests access to copying, internet, modem points, facsimile machines, computers with

printer, scanner, word processor and other machines. Many large hotels also have a notary public on the staff to verify the signatures on documents.

The list of special services offered by hotels is long. These services differ according to the location and the clientele of the hotel; luxury hotels offer the greatest range of services. This is, in fact, what makes them luxury hotels.

COMPREHENSION QUESTIONS

1. What business facilities can big hotel provide?
2. How and why are hotel nightclubs operated? What do nightclubs offer?
3. What promotional opportunities does a nightclub give to the hotel?
4. What are some of the personal services offered by hotels?
5. What are some of the services hotels offer for travelling businessmen?
6. What kind of hotel offers the greatest range of special services?

Практическая работа № 9.

Тема 9. Основные виды услуг в гостинице.

Цель работы:

1. Понимать социальную значимость изучаемой темы, 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.

MAIN TYPES OF SERVICES IN THE HOTEL

There are a number of basic services in the hotel, fixed at the legislative level, as those benefits that should be provided in all hotel establishments, as free. It is necessary. Their list:

- If necessary, call an ambulance
- Availability and 24-hour possibility to use a medical first-aid kit
- Delivery of letters, newspapers and other correspondence intended for the guest
- Awakening the guest by the appointed time
- Availability and accessibility to boiling water, scissors, needles with threads
- Use of one set of dishes and its replacement

Regardless of the concept of the hotel company, your hotel must provide these services. However, everyone understands that if the hotel will provide only this, its rating will leave much to be desired. In the conditions of severe

competition between hotels and hotel chains, it is necessary to be "in a trend" and to anticipate the needs of the guests.

So, just a few years ago, their bonuses and advantages in the form of additional customers were given to those rare hotels that allowed guests to use the Internet to be distributed without charging an additional fee.

TEXT WORK

1. Phonetic Drill. Transcribe and pronounce correctly:

Recreational, particularly, advertisement, horseback riding, signature, cocktail lounge, exhibit, isolated, casino, restaurant.

2. Find English equivalents in the text and use them in the sentences of your own:

(1) условия для отдыха (2) выставочный комплекс (3) условия и оборудование для проведения конференций (4) быстро развивающийся курорт (5) сочетать дела и отдых (6) направление (7) реальный доход (8) питание (9) обслуживание в номере (10) законный бизнес (11) катание на лошадях (12) отдых на свежем воздухе (13) развлекать гостей (14) скорее дополнительный, чем основной доход (15) более быстрая и дешевая еда (16) закусочная (17) бар, расположенный у бассейна (18) специальные услуги для деловых людей (19) доступ в Интернет (20) нотариус (21) факсимильный аппарат (22) заверять подписи.

Практическая работа № 10.

Тема 10. Дополнительные услуги гостиницы.

Цель работы:

1. Понимать социальную значимость изучаемой темы, 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.

ADDITIONAL SERVICES OF THE HOTEL

To date, sites of hotels, networks and resources for booking are full of banners with the inscription "free of charge" and "as a gift". Competing with each other, hotels try to provide a unique service to their guests, or standard types of paid services - free of charge.

The most common paid services in hotels:

- Offer of group and individual excursions

- Personal interpreter and guide
- Ticketing for cultural events
- Currency exchange
- Repair of clothes, shoes, dry cleaning and ironing
- Souvenir production
- Rent of the area for business negotiations and conferences
- Saunas, baths, spas, massage parlors, cosmetology rooms, hairdressers
- Purchase and delivery of flowers
- Taxi ordering

Of course, the more services a hotel offers for free, the more chances for leadership and feedback from customers. The development of good reviews is a long, time-consuming and time-consuming process. High quality of service, like nothing else, can help in this matter.

Today, a proposal for a certain number of services for additional payment is considered a bad form. Once an expensive Internet, nowadays it is obliged to be accessible to everyone freely. Detailed advice by the receptionist about the events held in the city; On how to get to the right place and back; about the opportunity to save money in the city and other useful information is provided free of charge. Calling a taxi to the hotel should not be paid for anything, except tips, maximum.

TEXT WORK

1. Give the derivatives to the following words:

(1) modern (2) to exhibit (3) industry (4) to provide (5) to entertain (6) additional (7) service (8) to include (9) catering (10) luxury.

2. Match the words on the left with their definitions on the right:

- | | |
|----------------------|---|
| 1. resort | a. to risk (money, property) on the result of the uncertain such as a card game, a horse race etc. |
| 2. to cater | b. a place where people regularly go for holidays |
| 3. to gamble | c. a place where people-play cards or other games for money |
| 4. casino | d. to provide and serve food and drink at a public or private party |
| 5. convention | e. a group of people gathered together with a shared purpose |

Практическая работа № 11.

Тема 11. Индивидуальные услуги в гостинице.

Цель работы:

1. Понимать социальную значимость изучаемой темы, 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.

INDIVIDUAL SERVICES IN THE HOTEL

Hotels, on the facade of which a lot of stars adorn, can not afford to forget about the individual approach to persons of special importance. It can be people who are useful for this business, or simply wealthy guests. If personal services are provided in exceptional cases, their availability will not become financially attractive, but will create a certain reputation for the hotel company, which is important.

Personal services include an individual employee of the hotel accompanying the guest during the whole period of his stay. His duties include consulting on all issues, finding solutions to any complexity, in order to satisfy the wishes of a demanding client.

A good option for an individual approach to a guest are small gifts, pleasant souvenirs to remember about staying in your hotel. It can be any souvenir products, for example, chocolates of a local factory with a logo of your company. This inexpensive and modest gift will emphasize the level of service in your hotel and make you smile even the most strict guest.

ACTIVITY

1. Here are three ads of the hotels. Read the description of the location and hotel facilities and compare them. Answer the questions:

Which hotel:

	Alexander Hotel	Helena Hotel	Apollo Hotel
Is the biggest			
Is the most luxurious			
Has the best facilities			
Has the widest choice of restaurants			
Has the best transportation			
Is the cheapest			

Alexander Hotel ★★★★★

420 rooms

2 restaurants, bar, 2 pools, 6 tennis courts, 2 squash courts. Jacuzzi

10 minutes ' walk from beach £380 (for 7 nights)

Helena Hotel ★★★

320 rooms

restaurant, bar, tennis court 15 minutes ' walk from beach £290 (for 7 nights)

Apollo Hotel ★★★★★

540 rooms

restaurant, pool, 2 tennis courts, shop 5 minutes' walk from beach £310 (for 7 nights)

Практическая работа № 12.

Тема 12. VIP-услуги в отеле.

Цель работы:

1. Понимать социальную значимость изучаемой темы, 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.

VIP AMENITIES IN HOTEL

VIP amenities are always something like the cherry on the cake. The VIPs are treated with extra attention, pamper, and care. Hotels provide the following amenities to the VIPs depending upon their policies –

- Executive Front Desk or Executive Housekeeper escorting the guest up to the room.
- A welcome document kit containing note from a General Manager (GM) of the hotel, spa card, and a hotel map.
- Complete housekeeping service with daily linen change.
- A snack kit often containing packed snacks, assorted nuts, fruits, cheese, or cookies, and beverages.
- A vanity kit containing cotton balls, makeup removers, lip balm, and au-de-cologne.
- A bathroom kit with soap dispenser, upgraded robe, tissue box, face mist, after-shower gel, cotton slippers, toilet mat, and a terry mat.

- In special cases, a romance kit containing a bottle of wine or Champaign, paired with chocolate dipped strawberries or bite size chocolates.
- Small bag packs for the kids below 12 years.
- A number of servings of award winning dessert.

ACTIVITY

1. Learn synonyms to the following words:

To accommodate (v)— 1) to make room, lodging — to board, contain, entertain, furnish, house, shelter, take in, welcome; 2) to perform service — to afford, aid, assist, benefit, comfort, indulge, pamper, please, provide, supply.

Luxurious (adj)— affluent, indulgent, deluxe, extravagant, fancy, grandiose, gratify, lush, magnificent, gratifying, immoderate, lavish, majestic, pretentious, rich, splendid.

Recreation (n)— (sports, games, special interest) — amusement, avocation, disport, enjoyment, ease, diversion, entertainment, festivity, jollity, pastime, playtime, refreshment, relaxation, repose, vacation.

2. Explain the meaning of the following terms:

1. Full board or enpension,
2. Half-board or demi-pension,
3. Bed and breakfast (B&B) or continental plan,
4. European plan,
5. Fitness centre,
6. Business trolley,
7. Security staff.

Практическая работа № 13.

Тема 13. Способы оплаты в отеле.

Цель работы:

1. Понимать социальную значимость изучаемой темы, 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.

MEANS OF / METHODS OF PAYMENT

WORD BANK

additional	дополнительный
advisory	консультационный, консультативный
to authorize	разрешать, санкционировать, уполномочивать, давать поручение
balance	баланс, сальдо, остаток
bank multifunction card	банковская многофункциональная карточка
to bear in mind	помнить, иметь в виду
brand name	фирменное название, тоговая марка
card holder	держатель карты
channel	канал
charge	оплата в кредит
to charge	начислять
charge card	расчетная карточка
charge sales	продажа в кредит
commodity	продукт
to concern, to be concerned	касаться (чего-либо), иметь отношение к
confused	в замешательстве
to contain	содержать
to convince	убеждать
costly	дорогой, дорогостоящий
credit card	кредитная карточка
debt	долг, задолженность
decade	десятилетие
discretion	усмотрение, свобода действий
to display	показывать, демонстрировать, изображать
Electronic Funds Transfer System	система электронных денежных переводов
to estimate	оценивать, давать оценку, подсчитывать
to excel	отличаться, выделяться, превосходить
excessive	чрезмерный, излишний
fee	взнос, сбор, пошлина
to force	вынуждать, заставлять
gratuity	чаевые
to honour	признавать, принимать к оплате
to increase	усиливать, увеличивать, расширять
to insert	вставлять, вкладывать
to install	устанавливать
interest rate, interest	процентная ставка, процент
to introduce	вводить
to invent	изобретать
invoice	счет-фактура, счет к оплате
to lose (lost, lost)	терять
medical record	медицинская карта
method of payment	средство платежа

microchip	микрочип, кристаллик с интегральной микросхемой
novelty	новшество
to obtain	получать, приобретать
packaged	комплексный, “в пакете”
payee	получатель денег, платежа
to perfect	совершенствовать, улучшать
personal cheque	персональный чек, чек, выданный отдельным лицом
Personal Identification Number (PIN)	личный номер
petrol station	автозаправочная станция
PIN-code	личный код
to pioneer	впервые вводить, пробно вводить
to reduce	сокращать, уменьшать
to report to	сообщать
specific	особый, определенный, конкретный
statement	ведомость
to steal (stole, stolen)	воровать, красть
stripe	полоса
to succeed	преуспеть
success	успех
to sum up	суммировать, обобщать
transaction	финансовая операция, сделка
to transfer	переводить (деньги)
to type	печатать, набирать (код, номер) нажатием кнопок
valid	действительный
to validate	подтвердить, сделать действительным
to withdraw (withdrew, withdrawn)	снимать (со счета)

HOTEL METHODS OF PAYMENT.

Payment is accepted from individuals and legal entities. Payment can be made in any convenient way: cash, credit card, bank transfer, etc.

Hotel payment in cash

The North-West hotel booking service accepts payment from individuals in cash. In the appointment of payment, it is necessary to indicate the received reservation number. The following methods of payment in cash are possible.

Payment in cash on receipt through any closest branch of Sberbank of Russia. Payment in cash by notice through any branch of Rosbank. Payment in cash through any bank in Russia, accepting payments from individuals

Payment in cash at the office of Booking Service in St. Petersburg.

Advance payment of the hotel by transfer.

The North-West hotel reservation service accepts payment for hotel services without payment. In the appointment of payment, it is necessary to indicate the received reservation number. The service accepts the following types of non-cash payment.

Bank transfer from the payer's account to the settlement account of the Reservation Service

Bank transfer from the payer's account to the settlement account of the selected hotel

Payment by credit card

The North-West hotel booking service accepts payment for services via the Internet and through an authorization letter from the owners of international payment systems VISA and MasterCard.

Payment by credit card Visa card payment MasterCard payment by card DinersClub payment by card JCB

The hotel reservation center accepts the following types of payment by plastic cards:

Payment by bank cards via the Internet Go to on-line payment by credit card

Payment by bank cards through an authorization letter. Accepted payment cards Visa, MasterCard, EuroCard, DinersClub. The money from the credit card is withdrawn without the presence of the client, provided that he has filled in the form of the authorization letter. Do not accept authorization letters on electronic cards (eg, Visa Electron, Maestro).

Download Authorization Form.

Payment through electronic systems.

Learn the following abbreviations:

MEAL PLAN codes:

EP — European plan: no meals

CP — Continental Plan: continental breakfast only or as indicated

MAP — Modified American plan: American breakfast and dinner

DP — Demi-Pension: Continental breakfast and either table d'hôte lunch or dinner

AP — American Plan: American breakfast, lunch and dinner

FP — Full Pension: Continental breakfast, table d'hôte, lunch and dinner

PRPN — Per room per night

PPPN — Per person per night

BB — Buffet Breakfast

Практическая работа № 14.

Тема 14. Наличные деньги.

Цель работы:

1. Понимать социальную значимость изучаемой темы, 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.

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?
6. Why will a commission be taken when you change money?
7. When is it convenient and when is it not to pay in cash?
8. Why is it not recommended to carry a lot of money in cash?

Learn the following abbreviations:

CREDIT CARD codes:

AE — American Express
AC — Access
BC — Barclaycard
CB — Carte Blanche
DC — Diners Club
DS — Discover
EC — Eurocard
ER — En Route
JC — JCB International
MC — Mastercard
VS-Visa

Практическая работа № 15.

Тема 15. Дорожный чек.

Цель работы:

1. Понимать социальную значимость изучаемой темы, 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.

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? What do they bear on the front?
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?
7. Why are traveller's cheques very safe to carry? What measures are taken to protect them from forgery?
8. What will the buyer of traveller's cheques be recommended to do and why?

Практическая работа № 16.

Тема 16. Персональный чек.

Цель работы:

1. Понимать социальную значимость изучаемой темы, проявлять к ней устойчивый интерес.
2. Формирование коммуникативных компетенций, овладение лексикой и языковыми клише по теме.

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 spoiled, 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?

Практическая работа № 17.

Тема 17. Кредитные и расчётные карты.

Цель работы:

1. Понимать социальную значимость изучаемой темы, 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.

CREDIT CARDS AND CHARGE CARDS

Cards are also referred to as plastic money.

A credit card is a plastic card with which the card holder borrows money from the bank or another credit company and purchases goods and services up to a certain limit without immediate payment. The supplier gets paid immediately by the bank or the credit company. The card holder then pays off his debt in arrears, often by instalments and is charged interest on his debt if he doesn't pay it in full.

A charge card is a specific type of a credit card for which a fee is payable but which does not allow the user to take out a loan - he or she has to pay off the total amount charged at the end of each month. So the credit will be offered only in between purchasing and receiving the bank statement.

Both credit and charge cards are used to pay for goods and services and can be cashed in local currency. Cash can be received with over-the-counter transactions or in cash dispensers.

The card bears the name of the issuing company and its type (e.g. Barclaycard - Visa), its number which is the account number, the date "Valid from", the expiry date, and the name of the card holder.

When a card is used, it will be "swiped" through an electronic payment terminal and the imprint of it will be taken. Or a sales voucher will be made out, which the customer will be asked to sign. The staff member will compare the signatures on the card and on the sales voucher.

The sales voucher will be made out in three copies, and the top copy will be given to the customer.

The voucher will be filled in the local currency. This amount will be converted into the customer's national currency when the credit or the charge card company gets its copy of the sales voucher. That's why the customers must take into account the official current rate of exchange as well as the commission charged at a bank or bureau de change which will be deducted from the amount of foreign currency the customer will finally get.

When the card is used, its holder will be asked for his or her passport or other identification document.

Both a charge and a credit card have the expiry date which is the end of the period when the holder can use them. When the card is out of date, the holder must obtain a new one.

COMPREHENSION QUESTIONS

1. What is a credit card?
2. What is a charge card? In what way does it differ from a credit card?
3. What way can cash be withdrawn from the card?
4. What kind of information appears on the front of the card?
5. How are the cards used?
6. Will the amounts the customer pays by credit card be the same as in the bank statement or different from them? Why?
7. How can a staff member avoid a card fraud?
8. What is the card expiry date?

Практическая работа № 18.

Тема 18. Еврочeki.

Цель работы:

1. Понимать социальную значимость изучаемой темы, 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.

EUROCHEQUES

A Eurocheque is an international European Cheque which can be cashed in any European bank or used to pay a bill if the seller accepts it.

The Eurocheque system is based in Brussels. It was accepted by major European banks a few years ago. In Austria, Belgium, Germany, Liechtenstein, Luxembourg, Netherlands and Switzerland Eurocheque is used as the national payment system. Therefore it is widely accepted even outside tourist areas. Even if the shops or hotels or restaurants or travel desks don't display the Eurocheque sticker, in almost all of them Eurocheque will be accepted. On the whole, Eurocheques are accepted in over 40 European and Mediterranean countries. With Eurocheques customers can make payments at more than 5 million outlets. Eurocheque holders can draw cash from dispensers in 30 countries. A cash dispenser is a machine which gives out money when a card is inserted and instructions are given. All cash dispensers have English as an operating language. Eurocheque dispensers allow their customer to check their balance.

The Eurocheque system includes a traveller's cheque book and a cash card. A cash card is a card used to obtain money from a cash dispenser. A fee will be charged for the card, but no charge will be made for the Eurocheque book. Both of

them bear the name of the bank where they were purchased, e.g. Barclays Eurocheque, and are available to the bank account holders.

Eurocheques are guaranteed for various amounts dependent on the currency in which they are written. Each cheque is guaranteed for a specific amount. If the bill exceeds it, the customer is recommended to use another cheque to make up the difference.

When a Eurocheque is used for paying bills or counter encashment it is signed by the customer in the presence of a staff member. The staff member accepts the Eurocheque and writes the cash card number onto the back of the cheque as a guarantee. Often passport will be asked for as an extra identification.

Eurocheques are convenient for customer use. When you write out a Eurocheque in English, you state the amount in the local currency.

A Eurocheque cash card - or Eurocard - is normally valid for three years. Eurocheques don't have expiry dates. The Eurocheque holders can use them the next time they go abroad.

COMPREHENSION QUESTIONS

1. What is a Eurocheque?
2. In what countries are Eurocheques used as the national payment system? What does it mean? Where are they accepted?
3. What is a cash dispenser?
4. What is a cash card?
5. What does the Eurocheque system include?
6. How can a customer use a Eurocheque if his bill exceeds its amount?
7. Why does a staff member write the cash card number onto the back of the cheque when he or she accepts it?
8. What way are Eurocheques convenient for use?
9. How long are Eurocheques and Eurocards valid?

4. УЧЕБНО-МЕТОДИЧЕСКОЕ И ИНФОРМАЦИОННОЕ ОБЕСПЕЧЕНИЕ ДИСЦИПЛИНЫ

Рекомендуемая литература

Основная литература:

1. Английский язык : учебное пособие для СПО / М. А. Волкова, Е. Ю. Клепко, Т. А. Кузьмина [и др.]. — Саратов : Профобразование, 2019. — 113 с. — ISBN 978-5-4488-0356-7. — Текст : электронный // Электронно-библиотечная система IPR BOOKS : [сайт]. — URL: <http://www.iprbookshop.ru/86190.html> (дата обращения: 10.01.2020). — Режим доступа: для авторизир. Пользователей
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3. Тимохина, Т. Л. Гостиничная индустрия: учебник для СПО / Т. Л. Тимохина. — М.: Издательство Юрайт, 2017. — 336 с. — (Профессиональное образование). — ISBN 978-5-534-04589-5. <https://www.biblio-online.ru/viewer/12AC7584-3AAC-48DC-A720-4CA49A6FD829#page/1>

Дополнительная литература:

1. Кузнецова, Т. С. Английский язык. Устная речь. Практикум : учебное пособие для СПО / Т. С. Кузнецова. — 2-е изд. — Саратов, Екатеринбург : Профобразование, Уральский федеральный университет, 2019. — 267 с. — ISBN 978-5-4488-0457-1, 978-5-7996-2846-8. — Текст : электронный // Электронно-библиотечная система IPR BOOKS : [сайт]. — URL: <http://www.iprbookshop.ru/87787.html> (дата обращения: 10.01.2020). — Режим доступа: для авторизир. Пользователей

2. Беляева, И. В. Иностранный язык в сфере профессиональной коммуникации : учебное пособие для СПО / И. В. Беляева, Е. Ю. Нестеренко, Т. И. Сорогина ; под редакцией Е. Г. Соболевой. — 2-е изд. — Саратов, Екатеринбург : Профобразование, Уральский федеральный университет, 2019. — 131 с. — ISBN 978-5-4488-0409-0, 978-5-7996-2848-2. — Текст : электронный // Электронно-библиотечная система IPR BOOKS : [сайт]. — URL: <http://www.iprbookshop.ru/87805.html> (дата обращения: 10.01.2020). — Режим доступа: для авторизир. Пользователей

3. Раптанова И.Н. English for service and tourism industry - Английский язык в сфере обслуживания и туризма [Электронный ресурс] : учебное пособие / И.Н. Раптанова, К.Г. Чапалда. — Электрон. текстовые данные. — Оренбург: Оренбургский государственный университет, ЭБС АСВ, 2016. — 119 с. — 978-5-7410-1520-9. — Режим доступа: <http://www.iprbookshop.ru/69881.html>

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Интернет-ресурсы:

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