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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**  
**МДК.01.02 ИНОСТРАННЫЙ ЯЗЫК В СФЕРЕ**  
**ПРОФЕССИОНАЛЬНОЙ КОММУНИКАЦИИ ДЛЯ СЛУЖБЫ**  
**ПРИЕМА И РАЗМЕЩЕНИЯ**  
**(ЭЛЕКТРОННЫЙ ДОКУМЕНТ)**

Специальность 43.02.14 Гостиничное дело.

Пятигорск, 20\_\_

Методические указания для практических занятий по дисциплине МДК.01.02 «Иностранный язык в сфере профессиональной коммуникации для службы приема и размещения» составлены в соответствии с требованиями ФГОС СПО к подготовке выпуска для получения квалификации специалист по гостеприимству. Предназначены для студентов, обучающихся по специальности: 43.02.14 Гостиничное дело

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

Протокол № \_ от «\_\_\_\_\_» 20\_ г.

## **Пояснительная записка.**

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

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

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

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

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

- разработке операционных процедур и стандартов службы приема и размещения;
- планировании, организации, стимулировании и контроле деятельности исполнителей по приему и размещению гостей.

**знать:**

- законы и иные нормативно-правовые акты РФ в сфере туризма и предоставления гостиничных услуг;
- стандарты и операционные процедуры, определяющие работу службы;
- методы планирования труда работников службы приема и размещения.

**уметь:**

- планировать потребности в материальных ресурсах и персонале службы;
- проводить тренинги и производственный инструктаж работников службы;
- выстраивать систему стимулирования и дисциплинарной ответственности работников службы приема и размещения;
- организовывать работу по поддержке и ведению информационной базы данных службы приема и размещения;
- контролировать работу сотрудников службы приема и размещения по организации встреч, приветствий и обслуживания гостей, по их регистрации и размещению, по охране труда на рабочем месте, по передаче работниками дел при окончании смены.

## **Практическая работа № 1.**

### **Тема 1. Моя будущая специальность - менеджер.**

#### **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?

Речевые формы профессионального общения.

## **FORMS OF ADDRESS.**

Если обращаются к человеку, не называя его имени или фамилии, то возможны следующие формы обращения:

Dear Sir! Уважаемый сэр!  
Dear friend! Дорогой друг!  
Young man! Молодой человек!  
Gentlemen! Господа!

Обращение Mister [mɪstə] (мистер, господин) сокращенно пишется Мг и употребляется только вместе с фамилией или должностью лица мужского пола.

Mr Chairman! Господин Председатель!  
Dear Mr President! Уважаемый господин Президент!  
Mr White! Господин Уайт!  
Mr Ivanov! Господин Иванов!

Вежливой формой обращения служит также слово Sir [sə:] сэр, в случае, когда имя того, к кому обращаются, неизвестно.

Thank you, sir! I am at your service. Спасибо, я к вашим услугам.

Перед именем или фамилией девушки или незамужней женщины употребляется слово Miss (мисс).

Miss Mary. Мисс Мэри.  
Miss Blake. Мисс Блейк.

Вежливой формой обращения к девушке или молодой женщине могут быть слова: Young lady. Юная (молодая) леди (девушка).

Meet this young lady. Познакомьтесь с этой девушкой.

Перед фамилией замужней женщины употребляется слово Missis (сокращенно Mrs — читается как f'misiz]) миссис, госпожа.

Mrs Jones! Госпожа Джоунс!

В последнее время форма Ms (читается как [mɪz]) стала употребительной при обращении как к замужней женщине, так и к девушке или молодой женщине.

Вежливой формой обращения к женщине, не называя ее фамилию, служит слово Madame [ˈmædəm] (сокращенно ma'am — читается как [mæm]).  
Thank you, Madame (ma am).

При обращении к группе мужчин и женщин употребляются слова:

Dear friends! Дорогие друзья!  
Ladies and gentlemen! Дамы и господа!

### **Do some exercises:**

#### **Exercise 1.** Ответьте на вопросы:

What words do we use:

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

#### **Exercise 2.** Ответьте на вопросы:

1. How can we greet our colleagues and what do they say in answer to our greeting?

2. How do we greet our friends and what do they say in answer to our greeting?

3. What are the forms of greetings in the morning, in the afternoon, in the evening?

4. What words do we say when parting?

5. What do we say when parting in the morning, in the afternoon, in the evening?

### **Exercise 3. Translate from Russian into English:**

1. Как поживаете, г-н Браун? Мы счастливы принимать Вас в нашем ресторане.

2. Спасибо за приглашение! 3. Дорогие гости! Добро пожаловать в наш город!

4. Добрый вечер, дамы и господа! 5. Дорогие гости! Мы рады видеть вас в нашем ресторане!

6. Я к вашим услугам, сэр. 7. Дорогие друзья! Мы счастливы видеть вас снова!

8. Приятно с вами познакомиться.

9. Доброе утро, дорогие друзья! 10. Надеюсь встретиться с вами опять.

11. Как это любезно с вашей стороны! 12. Приходите снова!

13. Прошу прощения за беспокойство. Все в порядке. Ничего страшного.

14. До свидания. Желаю вам удачи! 15. «Алло, это Питер Браун. Могу я поговорить с Робертом?» — «Простите, его нет дома. Что ему передать?»

### **Практическая работа № 2.**

**Тема 2.** Устройство на работу в гостиницу.

#### **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.

#### **I. Words:**

position - работа, должность;

application form- бланк заявления о приеме на работу;

apply for - подавать заявление;

short list of candidates (applicants) - краткий список кандидатов;

letter of application = covering letter-Interview - собеседование, заявление о приеме;

curriculum vitae = U.S.

to hire - нанимать;

recruitment agency = search firm - агентство по трудоустройству;

resume - автобиография;

series - ряд;

experience - опыт;

to recruit [rɪ'kru:t]- вербовать;

### **Read and translate the text:**

Recruitment (приём на работу).

When a company needs to recruit new people, it can give an announcement in the «NEED HELP» section of a newspaper.

People who are looking for a job send a letter of application or covering letter(US-cover letter) and a curriculum vitae or CV (in US- resume) containing details of their education and experience. A company may ask candidates to fill up a standart application form. The company's Human Resources department selects the most suitable application and prepares a short list of candidates or applicants, who are invited to attend an Interview.

Companies can hire people using services of a recruitment agency (in US- search firm), which provides a list of suitable candidates.

A growing number of companies are no longer satisfied with traditional job interviews. Sometimes they give the candidates a series of written tests. These tests are not about mathematics or grammar. By these tests employers want to evaluate candidates on the following qualities:

- Does the candidate have creative and entrepreneurial abilities?

- Can the candidate be a leader?-Is the candidate flexible and capable of learning?-Does the candidate have enough skills and knowledge?

These tests are all part of a broader trend. Companies are getting much more careful about hiring. Employers always looked for experienced workers- has the candidate done this before? Most companies have not changed this practice until now.

### **II. Answer the questions:**

1. What can a company give in the «NEED HELP» section of a newspaper to recruit new people?

2. What do people send when they are looking for a job?

3. The company's Human Resources department selects the most suitable application and prepares a short list of candidates or applicants, doesn't it?

4. What may a company ask candidates to do?

5. By these tests employers want to evaluate candidates on the qualities, don't they? What are the the following qualities?

### **III. Read and learn the dialogue by heart:**

#### **Recruitment.**

Employer: Good morning! How are you?

Candidate: Fine, thank you very much.

Employer: We made this appointment to speak about your personality traits and your professional skills. Please, tell us about yourself.

Candidate: I'm a very friendly person. Love to people helps me at solving

different problems. I am responsible and diligent. I'm really good at working with personal computers and I'm very interested in programming (software engineering).

When I was a university undergraduate I was twice awarded the second prize in the database programming competition.

Employer: Can you explain us, why should our company hire you?

Candidate: I can work very well with other people, because I'm a real team player.

My qualification and professional skills help me to get any job done.

Employer: You mean you have never had a confrontation with your colleagues at your last place of work? Candidate: No I haven't. I always resolved difficult problems without confrontation. I'm a very hard worker.

Employer: Tell us about your main negative and positive traits.

Candidate: I am outgoing optimist. I like people and I enjoy being around them. What about my negative traits... Well, I like to discuss the newest gadgets with my friend Paul very much, because they are a very important part of my life. Often we are fully unmindful of time and depress our relatives.

Employer: Maybe this side of your character exercises significant influence on your private life but it cannot be bad for your professional abilities.

**Read, translate and learn:**

**Job Interview.**

— Good morning, Miss Jones. So you applied for a job in our team. Am I right?

— Yes, I did. I sent my resume for a position of a restaurant manager.

— That's good. I'd like to know a bit more about you. Probably you could tell us about your education first.

— Well, I left school at 17 and then for the next five years I studied at Kazan Federal University. I graduated the Department of economics with high honors and was qualified as a manager of enterprise. And after that I did a one-year computer course.

— Well. Your education sounds great, Miss Jones. And have you got any experience? Have you worked before?

— Certainly. First I worked as a manager at children's clothes shop. I stayed there for four years and then I moved on to my present company. They offered me a job of a manager in a big cafe.

— That's very interesting. Why aren't you happy with your present job, Miss Jones? Why are you going to leave them?

— Well. The salary isn't so bad, I must admit. But the work schedule isn't convenient for me. And I often do a lot of overtime there. Besides you have an excellent reputation and I hope to have more opportunity and growth potential in your company.

— I see. Do you mind business trips? And are you fluent in Italian or German?



— Oh, foreign languages are my favorites. We did Italian and German at the University and I use them when I travel.

— Very good. Can you tell me about your good points then?

— Well... I start my work on time. I learn rather quickly. I am friendly and I am able to work under pressure in a busy company.

— OK. That's enough I think. Well, Miss Jones. Thank you very much. I am pleased to talk to you and we shall inform you about the result of our interview in a few days. Good-bye.

#### **IV. Act the dialogue out.**

#### **V. Read and translate the text:**

Employment contract.

A contract of employment is a category of contract used in labour law to attribute right and responsibilities between parties to a bargain. On the one end stands an "employee" who is "employed" by an "employer". It has arisen out of the old master-servant law, used before the 20th century. Put generally, the contract of employment denotes a relationship of economic dependence and social subordination. In the words of the controversial labour lawyer Sir Otto Kahn- Freund,

"the relation between an employer and an isolated employee or worker is typically a relation between a bearer of power and one who is not a bearer of power. In its inception it is an act of submission, in its operation it is a condition of subordination, however much the submission and the subordination may be concealed by the indispensable figment of the legal mind known as the 'contract of employment'. The main object of labour law has been, and... will always be a countervailing force to counteract the inequality of bargaining power which is inherent and must be inherent in the employment relationship Terminology

A contract of employment usually defined to mean the same as a "contract of service". A contract of service has historically been distinguished from a contract for the supply of services, the expression altered to imply the dividing line between a person who is "employed" and someone who is "self-employed". The purpose of the dividing line is to attribute rights to some kinds of people who work for others. This could be the right to a minimum wage, holiday pay, sick leave, fair dismissal a written statement of the contract, the right to organize in a union, and so on. The assumption is that genuinely self-employed people should be able to look after their own affairs, and therefore work they do for others should not carry with it an obligation to look after these rights.

In Roman law the equivalent dichotomy was that between *locatio operarum* (employment contract) and *locatio conductio operis* (contract for services). The terminology is complicated by the use of many other sorts of contracts involving one person doing work for another. Instead of being considered an "employee", the individual could be considered a "worker"

(which could mean less employment legislation protection) or as having an "employment relationship" (which could mean protection somewhere in between) or a "professional" or a "dependent entrepreneur", and so on. Different countries will take more or less sophisticated, or complicated approaches to the question.

### **Практическая работа № 3.**

**Тема 3.** Речевые стандарты при приеме, регистрации и размещении гостей. **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.

#### **I. Read and translate the text:**

Правила этикета при деловых встречах.

The rules of etiquette in business meetings.

Etiquette is well known and generally accepted norms of behavior, rules of civility. Etiquette is a very important part of human culture. The main feature of the businessman - is punctuality. Characteristic of a businessman is hard work. At the business meeting are not accepted late. Guests are welcome to prepare in advance. Before the meeting it is necessary to work out a plan for negotiations, to discuss it with colleagues, the success of business negotiations is the key to company success. Before the meeting you should gather information about the company, which is scheduled to meet, to think of all the questions you wanted to ask. Acquaintance in business circles is widely used business card.

#### **Answer the questions:**

1. What is the etiquette?
2. The main feature of the businessman - is punctuality, isn't it?
3. What is it necessary to do before the meeting?
4. Acquaintance in business circles is widely used business card, isn't it?

#### **II. Клише и выражения разговорной речи.**

##### **Opening Phrases**

##### **Начало разговора**

I've come to ... to discuss the point of ... - Я приехал в ..., чтобы обсудить вопрос о ...

What can I do for you? - Чем могу быть полезен?

What shall we start with (today)? - С чего мы начнем (сегодня)?

I think we can (shall) start with ... - Я думаю, мы начнем с ...

The point (The matter / The fact) is that ... - Дело в том, что ...

Let's get down to business  
Let's get on to the point of ... - Давайте приступим к делу (к вопросу о ...)

Let's speak to the point - Давайте говорить по существу

I'd like to clear up the point of ... - Мне хотелось бы выяснить вопрос о ...

We are having trouble (difficulty) with ... and we'd like ... - У нас затруднения с ... и мы хотели бы ...

First comes ...-

Прежде всего, нужно обсудить ...

Let's resume the discussion(s) - Давайте возобновим обсуждение

### **Intermediate Phrases**

### **Промежуточные**

#### **фразы**

I'd (We'd) like to clear up one more point - Хотелось бы выяснить еще один вопрос

Now comes the next (third) point - А теперь второй (третий) вопрос

What about ...? How about ...? А как насчет ...?

Let's get on (pass on) to ... Давайте перейдем к вопросу о ...

By the way we'd like to see (look at) ... Между прочим, мы хотели бы посмотреть ...

Is there anything else you'd like to take up? Вы еще что-нибудь хотите обсудить?

In the first place ..., in the second place First ..., then ... Во-первых ..., во-вторых ...

On the one hand ..., on the other hand ... С одной стороны ..., с другой стороны ...

### **Closing Phrases**

### **Заключительные**

#### **фразы**

I believe we can consider the matter closed Я думаю, вопрос можно считать решенным

All right, I'll get in touch with my friends (colleagues, people) and consult them - Хорошо, я свяжусь со своими коллегами и посоветуюсь с ними

All right, I'll be expecting to hear from you (your reply, your next visit) - Хорошо, жду от вас известий (вашего ответа, следующего визита)

I'll phone you (ring you up, call you up) today (tomorrow, in the afternoon) - Я позвоню вам сегодня (завтра, во второй половине дня)

Does it suit you? (Is it all right with you?) Yes, quite - Это вас устраивает? Да, вполне

My (Our) decision is final - Мое (Наше) решение окончательное

We'll think your proposal over - Мы обдумаем ваше предложение

We'll think it over Мы обдумаем это

We'll be expecting your telegram (confirmation) - Мы будем ждать вашей телеграммы (подтверждения)

In conclusion I'd like to say ... В заключение хотелось бы сказать

Let's sum up the discussion Let's recapitulate what we said - Подведем итог обсуждению

### **III. Read, translate and learn by heart:**

Обсуждение условий контракта. Contract negotiation.

A: And now I'd like to discuss with you the year results of our new contract with the "TechArt Group".

B: So the contract was signed 10 months ago and in the beginning the outcome was under a big question. We provided them with high quality raw materials for their production chain but one supply was with a big percentage of waste.

A: So how did you solve the problem?

B: We changed the delivery and suggested them a discount on the following dispatch. Now our total turnover is over 2 billion dollars. It is 5% higher than what we expected.

A: That is a good outcome. Are they going to sign a contract for the next year deliveries?

B: Yes, they certainly will. They are happy with our delivery terms and payments. And what is more, we are discussing their new project now. A: It is great. Keep working this way.

#### **IV. Act it out.**

#### **Практическая работа № 4.**

**Тема 4.** Заезд гостей и регистрация.

#### **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.

#### **I. Read and translate the text:**

The Front Desk of the Hotel.

#### **The front Desk.**

When hotel guests arrive, they expect the front officeclerks 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 departament and the rception desk or the front desk. The reservation departament provides booking of the hotel rooms. The front desk provides sales of rooms, guest registration, key service, message andmail service, guest accounts.

#### **The Front Office Manager.**

The Front Office Manager is generally in charge of everything that goes on in the front desk. He is responsible for all duties of the front desk operation which includes: staff training, inter-department communications, and staff scheduling. He usually works a regularly scheduled front desk shift and must be available to work

any shift as needed. He holds department meetings regularly, cover all shifts that are open and tries to understand any problems which desk clerks may have. The biggest responsibility is to supervise over the front desk clerks. He hires and trains new people for the front desk and will make sure that everything runs properly and that everything is organized. This position requires such services as answering questions, taking difficult telephone calls, analyzing the front desk budget, setting schedules, welcoming guests, dealing with guests' complaints and solving a variety of problems that may come up for example when it comes to deal with groups of foreign guests. This position requires plenty of patience with people and understanding. Smiling when dealing with guests helps to create a friendly atmosphere. He should also monitor finances at the front desk and is responsible for communicating with all other departments in regard to the front desk department.

**Answer these questions:**

1. What are the main duties of a hotel manager?
2. What skills must a hotel manager have to run a large hotel?
3. What is a small hotel manager required to have?
4. What about the manager's role in a chain-owned hotel?

What does the Front Office Manager supervise?

2. Who work under his supervision?
3. Who looks after the guests when they arrive?
4. What does the Receptionist do?

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.

When a guest enters a hotel, he will first make for the Front Desk. It is important for the staff at the Front Desk to be friendly, helpful and to give a good impression to their guests. The Front Desk is an important in a hotel. It receives reservations, welcomes guests and helps them check in and out, provides information, exchanges foreign currency and so on. In a word, the Front Desk of a hotel is very important in creating a home for all the guests. It is not only its shop windows but also its nerve center.

**II. Read and translate the text:**

Checking in.

Some hotels provide you with a Hotel Reservation Form. You may fill it in at a hotel personally to be sure to have a room on a destined day. The procedure of checking-in at a hotel is rather easy and not tedious if you have booked the room in advance. You must first fill in a registration form, where you put your surname, Christian name, patronymic, nationality, permanent address and some particulars of your passport. Then the receptionist enters your name in a Hotel Register and gives you the Guest Card (or Hotel Card) and the key to your room. Don't lose your Guest Card, you might be asked to produce it at any time, and don't take the key going out. Leave it in a pigeon hole at the front desk. Look through the form given below.

Hotel reservation form.

Hotel <name> has following accommodation possibilities:

double room category A (\$..), category B (\$..).

single room category A (\$..), category B (\$..).

Prices are for accommodation with breakfast (service and tax included).

As a number of single rooms is very limited, sharing a room by two persons may be necessary.

Dead line for reservation (ĩđăăăăëüíúé ñđîê áđîíèđîââîèÿ) \_\_\_\_\_

I order a room from (c) \_\_\_\_\_ to (no) \_\_\_\_\_

number of nights (÷èñëî ñóòîê) \_\_\_\_\_

A	double	room	category
A	single	room	category
B	double	room	category
B	single	room	category

age (âîçđăñò) \_\_\_\_\_ (when sharing a room, someone about my age is preferred)

Name: \_\_\_\_\_

I will arrive by private car (yes, no).

If booking cannot be made in the requested price, please reserve in the next available (higher, lower) category.

Date \_\_\_\_\_ Signature \_\_\_\_\_

### Registration Form:

Name of hotel or inn  
or address of house

To be filled in immediately on arrival:

1. Surname

2. Christian Name

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3. Nationality \_\_\_\_\_

4. Date of arrival \_\_\_\_\_

5. Sex \_\_\_\_\_

6. Particulars of Registration Certificate or Passport \_\_\_\_\_

Issued at \_\_\_\_\_

Number \_\_\_\_\_

7. Arrived here from \_\_\_\_\_

(Give last address in full) \_\_\_\_\_

Signature of person to whom the above particulars relate \_\_\_\_\_

To be filled in on departure \_\_\_\_\_

8. Date of departure \_\_\_\_\_

9. Destination (Give new address in full) \_\_\_\_\_

Signature of person \_\_\_\_\_

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### III. Read and translate the dialogue, learn by heart:

Desk clerk: Good evening, sir, may I help you?

Rensky: Good evening. My name is Rensky, Alexander Rensky. I believe you have a room reserved for me.

Clerk: Just a moment, sir. Let's see. When did you make the reservation?

Rensky: On the 15.

Clerk: Oh, yes. Here is the entry. Single room with a bath, number 503 on the fifth floor. Will you fill out this card, please?

Rensky: Well, now... name in full, place of permanent residence, passport number. Here you are. Is it OK?

Clerk: Absolutely, sir, thank you! How are you going to pay, sir, cash or credit card?

Rensky: Credit card.

Clerk: May I have it?

Rensky: Here it is.

Clerk: How long do you intend to stay, Mr Rensky?

Rensky: I'm not sure. It all depends. I'm probably going to leave on Wednesday.

Clerk: Would you tell us as soon as you know?

Rensky: Yes, certainly. I'll let you know in advance.

Clerk: Here is the key, sir. The bellman will show you up to your room, sir. Just follow him.

Rensky: Thanks

### IV. Act the dialogue out.

Do some exercises:

**Exercises 1.** What will you say in the following situations:

You are at the reception desk of a hotel. You want a double room for three days. You ask... 2. You want to know the price of the room you are offered. You ask... 3. The desk-clerk wants to offer you a room on the second floor. She/he says... 4. You are a guest at a hotel. You want the receptionist to give you a wake up call in the morning. You ring up the reception desk and say... 5. You want to have your shirt washed and your jacket cleaned

When the chambermaid comes you say... 6. You are leaving the hotel and you want your luggage to be taken down. You phone the reception clerk and say... 7. You want to have a telephone in your room and you ask the clerk... 8. You don't know whether there is a bathroom in your room and you ask... 9. You want to have breakfast at the hotel and you ask...

**Exercises 2. Fill in the blanks with the correct words:**

1. The hotel does not accept \_\_\_\_\_ guests when there are no rooms available.
2. Mr. Formiga makes a(n) \_\_\_\_\_ to stay at a room at the Royal Point Hotel.
3. Penny uses a \_\_\_\_\_ to open the door of her hotel room.
4. The guests left a stain on the carpet. The hotel used the \_\_\_\_\_ to pay for the cost of replacing the carpet.
5. Ms. Johnson tells the front desk clerk her \_\_\_\_\_. Then the front desk clerk finds the details of Ms. Johnson's stay.
6. James wrote his home address and phone number on the \_\_\_\_\_.

**Exercises 3. Выберите модальные глаголы *must*, *can/could*, *may/might* и переведите предложения:**

1. He ... ski well but he ... skate.
2. She ... think about her children.
3. We ... go to the village last summer but we ... do it now.
4. What... we do in this situation?
5. He ... have lunch in that cafe yesterday but he didn't.
6. We ... get to the classes in time.

**Exercises 4. Переведите предложения; поставьте к ним вопросы, начиная их со слов, данных в скобках:**

1. They can cook meals themselves. (What)
2. We ought to visit them next week. (When)
3. You may use my computer. (Whose computer)
4. John needn't get ready for extra curriculum classes. (Why)
5. They should pass all the exams in time. (When)
6. Every person must have a certificate. (What)

**Практическая работа № 5.**

**Тема 5.** Работник службы приема и размещения, его функции.

**Цель работы:**

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



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

**Ход работы:**

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

**I. Words:**

1. receptionist [rɪ'sepʃənɪst] - администратор службы приема и размещения
2. work [wɜ:k] - работать, заниматься (чем-л.);
3. front office [frʌnt 'ɒfɪs] – отдел бронирования, приема и размещения гостей
4. to be in charge of [tʃɑ:dʒ] – отвечать(за), нести ответственность(за)
5. check-in [tʃek] – регистрация
6. meet [mi:t] – встречать
7. greet [gri:t] - приветствовать; здороваться
8. guest [gest] – гость
9. to register ['redʒɪstə] – регистрировать
10. assign [ə'saɪn] - назначать, определять
11. ensure [ɪn'sʊə] - обеспечивать, гарантировать
12. check-in procedure [tʃek ɪn prə'si:dʒə]- процедура регистрации
13. brief [bri:f] - короткий, недолгий
14. convenient [kən'veɪnjənt]- удобный, подходящий; пригодный
15. formalities [fɔ:mə'lɪtɪz] – формальности
16. foreign visitor ['fɔ:ɡɪn 'vɪzɪtə] - иностранный посетитель, зарубежный гость
17. register ['redʒɪstə] – журнал регистрации гостей
18. larger ['lɑ:dʒə] – большой
19. ask [ɑ:sk] – просить, спрашивать
20. to fill in [fɪl] – заполнять
21. a registration card [kɑ:d] – регистрационная карточка; открытка
22. explain [ɪks'pleɪn] – объяснять
23. correctly [kə'rektli] - правильно, верно
24. send [send] - посылать, отправлять
25. cashier's office [kæ'sʃɪəz 'ɒfɪs] – стойка кассира
26. answer ['ɑ:nsə] – ответ
27. question ['kwɛstʃən] – вопрос
28. find [faɪnd] - находить; встречать
29. take messages [teɪk 'mesɪdʒɪz] – выполнять поручение
30. smaller [smɔ:lə] - маленький; небольшой
31. key [ki:] - ключ

**Read and translate the text:**

**THE RECEPTIONIST.**

The administrator is the person who meets the guest as soon as he crosses the

threshold of the hotel. Any hotel begins from the **receptionist** who **greet**s guests at the reception, or front desk, in the **lobby**. The duties of the receptionist are to **check in** and **out** guests, check their booking if there is any, give them **keys** to their rooms and any information about the hotel services if they need it. Some hotels have **registration forms**. Receptionists help guests to **fill** them correctly. They also answer phone calls, take phone messages for the guests of the hotel when they are not in and give them their mail.

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 administrator registers and settles guests, takes care of the delivery of luggage to the room, explains the rules of the hotel guests, inform about additional services, gives the keys and takes them in storage when guests leave the hotel at the time. If the guest's name comes mail, the administrator handing it to the addressee.

Many duties of the administrator are not visible to guests. For example, it keeps track of employees and leave your room, reserve a room, sees to it that they are ready to receive guests. The administrator checks that everything was done on time. If somewhere in the burned out light bulb or in the bar of the hotel is over mineral water, he directs the staff member to the all corrected. In other words, the administrator coordinates the work of hotel services

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?

### **II. Read, translate the dialogue and learn it by heart:**

Mr and Mrs Taylor and their two sons and a daughter have arrived in New York for a few days. The Taylors have never been there before and they decided to

visit New York to see the life of this big city, its parks, beautiful houses, cinemas and other places. Now they are at the reception desk at the Hilton Hotel.

**Receptionist:** Good evening, sir.

**Taylor:** Good evening. My name is Taylor.

Receptionist: Oh, yes, sir. I've got your letter here. We have three rooms for you. Two double rooms and a single room with baths. You are staying with us for a week, Mr Taylor, aren't you?

Taylor: Yes, we'll be here till Thursday afternoon.

Receptionist: Please, fill in the forms.

Taylor: Sure. Which floor are the rooms on?

Receptionist: The second floor. I hope you'll like them. They are very quiet. You've got telephones and television – sets in the rooms. Here are the keys to your rooms. You can see the lift on your left. The porter will take your luggage upstairs.

Taylor: Thank you.

**Exercise 1. Перепишите предложения в *Past* и *Future Simple*, используя эквиваленты модальных глаголов:**

1. They *can* speak English well.
2. She *can* play the guitar nicely.
3. Bret *must* pass the exams.
4. Jill *must* get ready for the test.
5. Steve *can* get a certificate

**Exercise 2. Translate:**

1. Высокие стандарты обслуживания сделают ваше пребывание в нашей гостинице приятным.

2. Вы будете чувствовать себя как дома во время пребывания в нашей гостинице.

3. В ресторане гостиницы вы можете попробовать различные блюда русской кухни.

4. В гостинице много просторных и удобных номеров, включая одноместные номера, двойные номера и номера «люкс».

5. Вы можете провести приятный вечер в ресторане гостиницы и насладиться кулинарным искусством шеф-повара ресторана.

6. Гости могут пользоваться сауной и спортивным залом.

7. В гостинице есть парикмахерская, бюро обслуживания, пункт обмена валюты, салон красоты, прачечная, ремонт обуви и химчистка.

8. В бюро обслуживания Вы можете заказать такси, билеты на поезд и самолет

9. О гостиницах часто судят по стандарту обслуживания номеров.

10. Заказы на обслуживание номеров делаются по телефону.

11. Официанты приносят блюда, которые заказывались гостями, на подносах или тележках.

12. Официанты обычно стучат в дверь три раза и говорят громко: «Обслуживание номеров»..

**Exercise 3. Translate into English:**

1. Стойка администратора , как правило , размещена в холле гостиницы, откуда легко попасть в номера, рестораны, бары, магазины и другие службы гостиницы.

2. Основная функция гостиниц — обеспечить туристов местом для проживания, едой и всеми необходимыми условиями.

### **Практическая работа № 6.**

**Тема 6.** Консьерж, его функции и 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 3. темы.

3. Работа с текстом профессиональной направленности.

#### **Words to the text:**

1. receptionist [rɪ'sepʃənɪst] - администратор службы приема и размещения

2. work [wɜ:k] - работать, заниматься (чем-л.);

3. front office [frʌnt 'ɒfɪs] – отдел бронирования, приема и размещения гостей

4. to be in charge of [tʃɑ:dʒ] – отвечать(за), нести ответственность(за)

5. check-in [tʃek] – регистрация

6. meet [mi:t] – встречать

7. greet [gri:t] - приветствовать; здороваться

8. guest [gest] – гость

9. to register ['redʒɪstə] – регистрировать

10. assign [ə'saɪn] - назначать, определять

11. ensure [ɪn'sʊə] - обеспечивать, гарантировать

12. check-in procedure [tʃek ɪn prə'si:dʒə]- процедура регистрации

13. brief [bri:f] - короткий, недолгий

14. convenient [kən'veɪnjənt]- удобный, подходящий; пригодный

15. formalities [fɔ:mə'lɪtɪz] – формальности

16. foreign visitor ['fɔrɪn 'vɪzɪtə] - иностранный посетитель, зарубежный гость

17. register ['redʒɪstə] – журнал регистрации гостей

18. larger ['lɑ:dʒə] – большой

19. ask [ɑ:sk] – просить, спрашивать

20. to fill in [fɪl] – заполнять

21. a registration card [kɑ:d] – регистрационная карточка; открытка

22. explain [ɪks'pleɪn] – объяснять

23. correctly [kə'rektlɪ] - правильно, верно

24. send [send] - посылать, отправлять
25. cashier's office [kæ'ʃiəz 'ɒfɪs] – стойка кассира
26. answer ['ɑ:nsə] – ответ
27. question ['kwestʃən] – вопрос
28. find [faɪnd] - находить; встречать
29. take messages[teɪk 'mesɪdʒɪz] – выполнять поручение
30. smaller[smɔ:lə] - маленький; небольшой
31. key [ki:] – ключ
32. receive [rɪ'si:v] - получать;
33. major ['meɪdʒə] - главный;
34. orientation [ˌɔ:riən'teɪʃən] - ориентировка, ориентация; ориентирование;
35. arrange [ə'reɪndʒ] - приводить в порядок, располагать, классифицировать;
36. concierge [ˌkɔ:nsɪ'ɛʒ] - консьерж;

**Read and translate the text:**

**THE CONCIERGE.**

The Hall Porter or Concierge (USA: bell captain) is the person who does services for guests. He can help guests with any of these: car hire, theatre tickets, sightseeing, postcards and maps, airline reservations, timetables, luggage storage, mail dispatch, valetting. 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?
9. What is the concierge in charge of in some hotels?

### **Retell the text.**

### **Практическая работа № 7.**

**Тема 7. 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 3. темы.
3. Работа с текстом профессиональной направленности.

#### **Words to the text:**

head [hed] – глава, руководитель, начальник, директор

manager ['mænidʒə] - управляющий, заведующий; директор

manage ['mænidʒ] - руководить, управлять,

owner ['əʊnə] - владелец; собственник, хозяин

professional [prə'feʃənl] - профессиональный

hotelier [həuteɪə] - отельер

host [həʊst] - хозяин гостиницы

offer ['ɒfə] - предлагать

hospitality [hɒspɪ'tælɪtɪ] - гостеприимство, радушие

staff [stɑ:f] - штат служащих; служебный персонал;

establish [ɪs'tæblɪʃ] - основывать; создавать; учреждать

policy ['pɒlɪsi] - политика, линия поведения, установка, курс

check up - проверять

different ['dɪfrənt] - различный, разный

department [dɪ'pɑ:tmənt] - отдел; отделение

carry out - доводить до конца; выполнять, проводить

function ['fʌŋkʃən] - функция, назначение

deal [di:l] - раздавать, распределять

handle ['hændl] - управлять, регулировать

complaint[kəm'pleɪnt] - жалоба

position [pə'zɪʃən] - управлять, регулировать

assistant [ə'sɪstənt] - помощник; ассистент, заместитель

resident ['rezɪdənt] - лицо, проживающее по месту службы; постоянный житель

permanently ['pə:mənəntli] - постоянно, надолго

#### **Read and translate the text:**

### **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. 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.

The main job is to create and sustain a guest-driven hotel which goes beyond guest expectations for the criteria important to your guests. You should also provide an atmosphere which inspires your hotel team members to offer their best efforts. It's your job to watch over the quality process in order to ensure your guest's satisfaction through consistent delivery of service and quality product in conformance with your hotel's profitability goals whilst fulfilling the important requirements of your guest. First priority is to perform and supervise the daily routines of the hotel. You check guests in and out, and inspect their suites for engineering and housekeeping quality. You also participate in the Food and Beverage outlet where you would greet and serve guests as needed. You also have some responsibility for staffing. You will interview, and hire people. Once accepted, you would also be the one to supervise and counsel them. This would include the different department managers in the hotel. Although the pay is high, this job places many responsibilities on your shoulders and you should be up for that.

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.

**Answer the questions:**

1. What are other names for the hotel manager?
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?
6. What are the main duties of a hotel manager?
7. What skills must a hotel manager have to run a large hotel?
8. What is a small hotel manager required to have?
9. What about the manager's role in a chain-owned hotel?

**Pick out the right definition:**

- |             |       |   |
|-------------|-------|---|
| 1) counter  | a     | a)a cash-desk b) a calculator c) a desk d) a bar  |
| 2) rollaway | a     | a) a type of roll or pastry b) a type of bed which can be rolled under another bed c) the hotel check-out procedure d) paying hotel bills before checking out |
| 3) bedding  | extra | a) high-quality accommodation b) supplementary accommodation c) extra beds or rollaways d) supplementary set of   |

- bed linen d) a supplementary set of bed linen
- 4) a) a waiting room b) a hotel lounge c) a public toilet in a hotel restroom or restaurant d) a room for the night's rest of hotel staff
- 5) a) current costs or expenses b) current events c) exchange rate currency d) national money of a country
- 6) a) a special drink of the house b) a mixed drink made to order specialty drink c) an extra free drink d) a dietetic drink
- 7) a) escorting b) paging c) cleaning and ironing or pressing d) valeting washing and ironing or pressing
- 8) front-of-the-hose a) a hotel entrance b) hotel rooms facing the main street c) a hotel lobby d) hotel department in the front part of a hotel
- 9) a) extra services b) incomes c) profits d) taxes revenues
- 10) a) a person in charge of hotel cleaning staff b) a housemaid c) housekeeper a person in charge of the front desk d) a person in charge of guests' correspondence

### **Практическая работа № 8.**

**Тема 8.** Служба горничных и посыльных, их функции и 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 3. темы.
3. Работа с текстом профессиональной направленности.  
messenger

#### **Words to the text:**

1. housekeeping ['hauski:pɪŋ] – служба горничных, этажная служба
2. housekeeper – заведующий службой горничных, этажной службой
3. supervise ['sju:pəvaɪz] - контролировать
4. chambermaid ['tʃeɪmbəmeɪd] - горничная
5. check-in [tʃek] – регистрация
6. make up ['meɪklʌp] – косметическая уборка номеров
7. scrub [skrʌb] - чистить
8. bed linen ['lɪnɪn] - постельное бельё
9. towel ['tauəl] - полотенце
10. dust [dʌst] - вытирать, выбивать пыль
11. vacuum ['vækjuəm] - чистить пылесосом
12. empty – выбрасывать, высыпать содержимое



13. waste basket [weɪst] – мусорная корзина
14. supplies [sə'plaɪ] – расходные материалы
15. toiletry ['tɔɪltri] - принадлежности туалета
16. rubbish ['rʌbɪʃ] - хлам, мусор
17. tissue ['tɪʃu:] – туалетная бумага, бумажные салфетки, бумажные

полотенца

18. rollaway – раскладушка
19. master key – универсальный ключ
20. cart [kɑ:t] – тележка

**Read and translate the text:**

### **THE HOUSEKEEPING.**

**I.** 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 housekeeping is a process of keeping a place clean, beautiful and well maintained so that it looks and feels pleasant and inviting to all, either living, visiting or working there. 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 of toiletries: shampoos, soaps, tissues, shower caps as well as 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.

**II.** Room attendants or maids provide the comfort of guests by cleaning the guest rooms and public areas. Their main duties include vacuum cleaning, dusting and polishing guest rooms; making beds; changing sheets; replacing used towels and toiletries; ensuring security of guest rooms and privacy of guests. They promote a positive image of the property to guests and must be pleasant, friendly and able to address problems or special requests.

House porters are employed to remove rubbish and dirty linen from the floors and may restock the service rooms with clean linen and cleaning materials. They also help to move furniture, hang curtains and may do some of the corridor and service area cleaning.

Valets are employed mostly in 4- or 5-star hotels. They look after the clothes (press and remove stains) and shoes of guests (polish shoes as required).

**Answer the following questions to the text:**

1. Why is the housekeeping department so important in any property?

2. What staff can the housekeeping department have?
3. What are the duties of the executive housekeeper?
4. How do the assistant housekeepers help them?
5. How do supervisors control the work of room attendants?
6. What do the room attendants do?
7. What for are the house porters employed?
8. What do the laundry and linen keepers control?
9. What are the responsibilities of valets?

**Do some exercises:**

**Exercise 1. Give Russian equivalents of the following:**

little direct contact with guests; add significantly to guest satisfaction; executive housekeeper; house porters; valets; laundry and linen keepers; to supervise effective bedroom cleaning; to meet daily guests' demands; to organize cleaning of staff uniforms and protective clothing; occupied and vacant rooms; to sign out keys to maids; cleaning the guest rooms and public areas; supply of linen; throughout the hotel; posh dining room; food and beverage servers

**Exercise 2. Complete the following sentences with the necessary prepositions:**

1. This housekeeper is responsible \_\_\_\_ the first and the second floor. 2. Carpets must be clean \_\_\_\_ all the guest rooms. 3. She looks \_\_\_\_ the service room, mainly cleans it and restocks \_\_\_\_ clean linen and cleaning materials. 4. The room attendant cleans \_\_\_\_ 8 and 18 rooms per shift. 5. You must assist me \_\_\_\_ this task. 6. The responsibilities of hotel housekeeping employees range \_\_\_\_ cleaning \_\_\_\_ supervision and control. 7. The guests' impressions depend \_\_\_\_ the level of service at the hotel. 8. Don't forget to remove rubbish and dirty linen \_\_\_\_ the third floor. 9. Have you already signed \_\_\_\_ keys \_\_\_\_ maids? 10. Valets serve the customers \_\_\_\_ pressing clothes and polishing shoes.

**Exercise 3. Use the prompts to make sentences, as in the example:**

1. Room maid/ to vacuum clean/ to dust/ to change sheets  
*e.g. The duties of the room maid include vacuum cleaning, dusting, changing sheets.*
2. Assistant housekeeper/ to supervise bedrooms/ to ensure availability of rooms/ to order, assist, store cleaning materials,
3. Supervisor/ to compile housekeeper's report/ to sign out keys/ to control the work of house porters and maids.
4. Valet/ to look after clothes and shoes/ to remove stains/ to polish shoes.
5. House porter/ to remove rubbish/ to restock the service room.
6. Executive housekeeper/ to plan the supervisors' activities/ to evaluate staff performance.

**Практическая работа № 9.**

**Тема 9. Портъе и кассир, их функции и 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
3. темы.
3. Работа с текстом профессиональной направленности.

**Read and translate the text:**

**Receptionist and cashier, their functions and responsibilities.**

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

The Porter (Clerk) is an employee in the service industry. He provides coordination and correlation of hotel services and restaurant. The clerk receives orders for services provided by the hotel monitors their implementation. He arranges delivery of the Luggage inside the hotel. The Porter is the person who handles the guests' baggage. When a guest completes his check-in procedure, he normally gets the room key from the room clerk who shows the guest to his room. He also collects baggage from the guest's room when the guest checks-out.

Service receptionist oversees the inventory of the hotel, shall keep a file on occupancy and availability, and functions as an information center. Information through the service porter moves in two directions: to the guests (information about the services provided by the hotel on local attractions, urban transport, etc.) and in different departments of a hotel company.

The receptionist reports directly to (Manager on duty; other official). The Receptionist should know: rules of reception and the service of citizens, room rates, location and services provided living, rules of registration and the passport and visa regime.

The Receptionist should know the location of the numbers and ratios of premises and equipment of number Fund of hotels. The procedure for the use of rooms and booking. The procedure of payments for services rendered. The work schedule rules. The rules and norms of labor protection, safety engineering, industrial sanitation and fire protection.

The clerk provides control of passport regime in the design of the citizens. He takes steps to resolve conflicts. The receptionist receives and prepares the necessary documents. The clerk maintains a log book and surrender of duty. It provides storage, issue and receipt of keys to the room. He passes to the accounting Department the necessary reports and documents. The clerk receives and presents correspondence to the sleepers.

The Cashier is concerned with the guests' accounts and prepares bills. He may also exchange travelers' cheques or foreign currency. The cashier service, reception and accommodation subordinate to the chief accountant, and the administrative agent for acceptance and placement. The cashier must have qualification and knowledge must be extremely careful in the management of all documentation, especially invoices. He should know the rules of reception of citizens to know the

fee schedule for rooms and space, the system of payment when booking and payment for accommodation, provided with additional services. It needs to be stored in the filing of accounts and late check out to perform the final calculation.

His responsibilities include receiving money for acts for damage caused to property of the hotel. It carries out operations on reception, storage and delivery of the cash report money in the bookkeeping and refund the persons leaving hotel before the deadline. The cashier must know and observe the rules of operation and technical safety when working on electronic computing machines.

**Answer the questions:**

1. Who carries the luggage to the guests' rooms?
2. What services does the Hall Porter provide?
3. Who deals with reservation inquiries?
4. What are the doorman's duties?
5. Who exchanges foreign currency?

**Практическая работа № 10.**

**Тема. 10.** Правила предоставления гостиничных услуг в РФ.

**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
3. темы.
3. Работа с текстом профессиональной направленности.

**Read and translate the text:**

**Rules of providing hotel services in the Russian Federation.**

1. These Rules are developed in accordance with the Law of the Russian Federation 'On consumer protection' ; meeting of the legislation of the Russian Federation regulates relations in the field of hotel services.

2. Basic concepts in the Rules mean:

'hotel' - a property complex (building, part of the building, equipment and other property), intended for the provision of services;

'user' - the citizen having intention to order or ordering and using the services exclusively for personal, family, household and other needs not connected with entrepreneurial activities;

'contractor' - the organization irrespective of the organizational-legal form, as well as individual entrepreneurs providing services to consumers compensated contract.

The rules establish the procedure for providing information about services, order of hotel accommodation and payment of services order of services. The rules define the rights and responsibilities of the contractor and the consumer.

Information about services is located in premises used for registration of residence includes:

- the price of the room (place);
- the list of services included in the price of the room (place);
- list and price of additional services rendered for a fee;
- information about the form and procedure of payment;
- deadline for the hotel accommodation if it is installed by the contractor;
- a list of categories of persons entitled to benefits, and a list of benefits in the provision of services in accordance with the laws and other normative legal acts;
- policies hotel;
- information about work is available in the hotel of catering, trade, communications, consumer services, etc.;
- information about the authority responsible for consumer protection in local administration.

The contractor shall provide without additional charge the following services:

- emergency call;
- medical emergency;
- delivery to the room of correspondence received;
- a Wake-up call;
- provision of boiling water, needles, threads, one set of crockery and Cutlery.

Services provided in hotels, classified into basic and advanced. They can be free and paid.

The rule defines the charge for the accommodation will be charged in accordance with the uniform checkout time – from 12 o'clock current day local time. Up to checkout time (from 0 to 12 hours) the fee will not be charged.

Additionally we can provide free services: - reception; - currency exchange; - disabled access; - transport services; - Hairdryer; - shoeshine; - rapid clearance upon arrival and departure; - floor Suite for corporate clients.

### **Практическая работа № 11.**

**Тема. 11.** Виды 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 3. темы.
3. Работа с текстом профессиональной направленности.

#### **Words:**

entrance hall - холл, вестибюль

reception clerk - портье  
electronic locks - электронные замки  
plastic card - пластиковая карточка  
magnetic code [koud]- магнитный код  
inquiry office [in'kwaɪəri]- справочное бюро  
to cash a check - обналичивать чек  
traveller's checks - чеки путешественника  
to change currency- менять валюту  
left-luggage office- камера хранения

**Read and translate the text:**

**The types of hotel services.**

Large hotels usually offer their guests different kinds of services. At the laundry they can have their things washed and pressed. Laundry and linen keepers control the supply of linen throughout the hotel and may also be responsible for staff uniforms, guests' laundry, the washing of curtains and checking the condition of carpets.

At the dry cleaner's they can clean their clothes. At the shoes repair shop they can have their shoes mended and polished. Valets are employed mostly in 4- or 5-star hotels. They look after the clothes (press and remove stains) and shoes of guests (polish shoes as required).

Modern hotels have electronic locks on the doors. They are opened with a plastic card with magnetic code. The codes are usually changed every day. There is the inquiry office to the right. They'll answer all your questions and give you all the information you want.

At the service bureau you can order a taxi or rent a car, book train and air tickets in advance. You can also register for an excursion to see Moscow's places of interest.

There is a small banking office in the entrance hall. You can cash traveller's checks and change currency there.

House porters are employed to remove rubbish and dirty linen from the floors and may restock the service rooms with clean linen and cleaning materials. They also help to move furniture, hang curtains and may do some of the corridor and service area cleaning.

If you need to leave your suitcases for a while you can use the left-luggage office. The hotel porters will help you to carry your luggage.

**Answer the questions:**

1. Do large hotels offer their guests different kinds of services?
2. What do the laundry and linen keepers control?
3. What are the responsibilities of valets?
4. Where can guests have their things washed and pressed?
5. Where can guests clean their clothes?
6. What for are the house porters employed?

**Exercise 1. Match the terms with the definitions:**

- 1) valeting            a) a hotel service that provides delivery of food and

- beverages to the hotel rooms
- 2) housekeeping      b) a place at the front desk where guests can put and leave their room keys while they are away from the hotel
- 3) wake-up service      c) a practice drill in all the procedures to follow in case of a fire in a hotel
- 4) extra bedding      d) a hotel service that provides cleaning of clothes with chemicals
- 5) dry-cleaning      e) supplementary bedclothes, such as mattresses, blankets, pillows, sheets
- 6) room service      f) a hotel service that provides cleaning and pressing of clothes
- 7) a key drop      g) a hotel service that provides looking after hotel rooms, especially cleaning and providing bed and bath linen
- 8) a fire drill      h) a hotel service that involves calling a guest at a specific time to wake him up

**Exercise 2. Translate:**

1. Большие гостиницы обычно предлагают гостям различные виды услуг.
2. О гостиницах часто судят по стандарту обслуживания номеров.
3. Заказы на обслуживание номеров делаются по телефону.

**Практическая работа № 12.**

**Тема. 12.** 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 3. темы.
3. Работа с текстом профессиональной направленности.

**Words to the text:**

1. guest [gest] – гость
2. to stay at – останавливаться
3. expect [iks'pekt] - ждать, ожидать, рассчитывать, надеяться
4. to protect [prə'tekt] - защищать
5. security department – отдел безопасности
6. danger ['deɪndʒə] – опасность, угроза
7. robbery ['rɒbəri] - кража; грабеж
8. burglary ['bɜ:gləri] - ночная кража со взломом
9. fire - огонь

10. flood [flʌd] - наводнение
11. security officer – начальник отдела (службы) безопасности
12. valuable ['væljuəbl] - ценные вещи; драгоценности
13. crime [kraɪm] - преступление
14. stuff [stʌf] - вещи, имущество
15. emergency[ɪ'mə:dʒənsɪ] - непредвиденный случай

**Read and translate the text:**

### **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 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?

### **Match the terms with the definitions:**

- |                   |   |
|-------------------|---|
| 1) waiter         | a) a person in a hotel who provides personal services for a guest, such as tours and tickets      |
| 2) bellboy        | b) a person in a hotel who meets guests, handles the check-in procedure and assigns rooms to them |
| 3) concierge      | c) a person in a restaurant who manages the kitchen and the kitchen staff                         |
| 4) a wine steward | d) a person in a restaurant who meets and seats customers in a dining-room                        |



- 5) a chef                      e) a person in a hotel who shows guests to their rooms and runs errands for them
- 6) a maid                      f) a person in a restaurant who recommends and serves wine to customers
- 7)                      a                      g) a person in a restaurant who takes orders and brings food to customers
- receptionist                      to customers
- 8) a maitre                      h) a person in a hotel who cleans guestrooms and changes bed and bath linen
- d'hotel

### **Практическая работа № 13.**

**Тема. 13.** Качество обслуживания при приеме гостей.

#### **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 3. темы.
3. Работа с текстом профессиональной направленности.

#### **Quality of service at the reception.**

It is commonly accepted that service industry is viewed as a gauge for market modernization. Many researches on service industry focus on the measurement of service quality. For hotel industry, one of general services industry, systematically theoretical research about the hotel service quality management is meaningful. This paper proposes a method to evaluate the hotel service quality in China. First, a questionnaire is designed after HSQ-CS Model. Moreover, AHP is employed to decide the weight of every variable in the questionnaire. With the survey data, a series of practical methods are utilized in the data analysis to measure the service quality based on customer satisfaction (CS). First, with the computation of Customer Satisfaction Degree (CSD), hotel service quality is measured. Secondly, with discriminant analysis and correlation analysis, etc., some insightful conclusions are reached. To name some, 1) Service quality of reception hall is most important for customer satisfaction compared with those of guestroom and restaurant. 2) "Technique of attendants", "Service initiative of attendants" and "Environment and decoration of reception hall" are key variables for customer satisfaction of reception hall. 3) For guestroom, "decoration of room", "safety of room" and "courtesy of attendants" own most powerful influences. 4) For restaurant, key variables are "Taste and variety of food", "service flexibility of waiters/waitresses" and "environment of restaurant". *Evaluation of Hotel Service Quality Based on Customer Satisfaction.* Available from:

**Exercise 1. Fill in the blanks:** *the room clerk a key drop the maid; emergency master keys suites; the telephone operator errands the front office;*

*the reservation accounts ; the front desk; appliances rollaways ; the housekeeper*

1. Hotel guests wish bellmen to run \_\_\_\_\_ for them.
2. Most hotels provide single rooms, double rooms and \_\_\_\_\_.
3. Before \_\_\_\_\_ registers a guest, she will check his booking and available accommodations.
4. \_\_\_\_\_ consists of the reservation department and the reception desk.
5. The hotel security department staff must protect hotel guests in \_\_\_\_\_.
6. The housekeeping department provides guests with extra bedding and \_\_\_\_\_ for their family members.
7. \_\_\_\_\_ is in charge of in-coming and out-going phone calls.
8. When guests check out, they expect the cashier to help them with \_\_\_\_\_.
9. \_\_\_\_\_ general cleans or makes up the hotel rooms.
10. \_\_\_\_\_ department provides the hotel bookings.
11. There is \_\_\_\_\_ for the hotel room keys at the front desk.
12. The bellman explains guests how to use room \_\_\_\_\_.
13. \_\_\_\_\_ asks the maids to scrub down the bathrooms or to change the linen.
14. \_\_\_\_\_ provides sale of hotel rooms and guest registration.
15. Maids use \_\_\_\_\_ to provide security for the hotel guestrooms.

### **Exercise 2. Match up:**

- |              |                 |
|--------------|-----------------|
| 2) key       | a) extinguisher |
| 3) smoke     | b) call         |
| 4) specially | c) box          |
| 5) waste     | d) director     |
| 6) wake-up   | e) exit         |
| 7) fire      | f) drop         |
| 8) message   | g) basket       |
| 9) emergency | h) drink        |

### **Практическая работа № 14.**

**Тема 14.** Недорогой отель и отель среднего класса, их особенности и характеристики.

### **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
3. темы.
3. Работа с текстом профессиональной направленности.

**Words:**

to afford- иметь возможность, позволить себе

amenities - удобства (в номере)

arrangements- мероприятия, меры, приготовления

assistance - помощь, содействие

to cater (for)- обслуживать

connections- средства связи, средства сообщения

to contain- содержать

convenient- удобный

inexpensive [ˌɪnɪksˈpensɪv] - недорогой, дешевый

washbasins- умывальник

to furnish - обставлять, меблировать

lounge area - салон, гостиная, комната отдыха,

вестибюль

scale - масштаб, размеры

plain - простой, обычный

non-residents - не постоялец, не гость отеля

**Read and translate the text:**

**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. That is why they are used by the guests who cannot afford to pay much.

Some inexpensive hotels may be old enough with rather small rooms. However, 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?

**Retell the text.**

**Read and translate the text:**

**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?

**Retell the text.**

**Практическая работа № 15.**

**Тема 15.** Дорогой отель и отель класса «люкс», их особенности.

**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
3. темы.
3. Работа с текстом профессиональной направленности.

**Words to the text:**

spacious - просторный

private bathroom - отдельная ванная

private parking -

to admit - допускать, принимать

location - местоположение

portage ['pɔ:təridʒ] - переноска багажа

**Read and translate the text:****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 hotels?

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?

**Retell the text.**

**Words to the text:**

exceptionally - исключительно

well-appointed - хорошо оборудованный, хорошо обставленный

lavatory ['lævətəri] - уборная, туалет

a lounge service - обслуживание в вестибюле (холе) отеля

variety - разнообразие

neighbourhood - район, квартал

access - доступ

**Read and translate the text:**

**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 deluxe hotels?
3. What are bedrooms fitted with?
4. What sort of services are provided in deluxe hotels?
5. What kind of meals are offered in deluxe hotels?
6. What sort of facilities are provided in deluxe resort hotels?
7. Where are deluxe hotels located?
8. What are the prices like?

**Retell the text.**

**Практическая работа № 16.**

**Тема 16.** Выезд из гостиницы: освобождение номера. Оплата 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:**

4. Введение новой лексики.

5. Повторение грамматического материала, необходимого для изучения темы.

6. Работа с текстом профессиональной направленности.

**Words to the text:**

to require [ɪ'kwaɪə] - требовать; нуждаться (в чем-л.);

to vacate [və'keɪt]- освобождать;

to rent - брать в аренду, нанимать;

property ['prɒpəti] - собственник;

delay [dɪ'leɪ] - задержка;

the hour of departure - время отправления;

to refund ['ri:fʌnd] - возвращать;

at the discretion [dɪs'kreʃən] - по собственному усмотрению;

**Read and translate the text:**

**Check-out: the release number. Payment for the services.**

The administrator requires you to vacate the room before noon. And the check out time in hotels is strictly regulated, if the departure at 18: 00, and you offer to vacate the room at 12? Solutions to this problem are several:

- to take advantage of late check out (late check out) and pay for your room, if it is not occupied;
- to rent a cheap room for a few hours and spend the rest of your time;
- expect departure in the hotel lobby.

The hotel always give your client the opportunity last time to have lunch or dinner in the restaurant, as well as take care of your luggage. Checkout time is an internal rule that sets the property. According to him, the guest can not check in to the room earlier and leave it later than the prescribed time. In accordance with the terms of service in hotels of the Russian Federation, the cost of hotel accommodation should apply given the common settlement hours. Usually it is 12 hours current day.

If the hotel offers hourly pay, in case of delay of departure the accommodation must be paid according to the following rules:

- up to 6 hours after checkout time – hourly payment;
- 6 to 12 hours after checkout time – payment for half of days;
- 12-24 hours after checkout time – payment for the entire day (no hourly pay).

If the guest stayed at the hotel less than a day, you will be charged for a full day irrespective of checkout time. At some hotels for accommodation in a room that is available to tourists for a period of 24 hours, the hour of departure is not taken into account and discounted day. The hotel, which keeps records of local characteristics, can change time a single checkout time.

If you need early check out the hotel due to an emergency (illness, death of relatives, etc.), the credit or refund at the discretion of the receptionist. If early check-out made without a valid reason, the money is not refunded. You must leave the rooms not later than on the hour. Payment for accommodation is due at check-in time at check-in. Additional paid services or damage (damage or loss of property of the hotel) are paid upon departure. You must collect all your things and hand in before leaving the hotel.

**Answer the questions:**

1. The check out time in hotels is strictly regulated, isn't it?
2. What does the hotel give the client last time?
3. Who sets the checkout time?
4. How should the cost of hotel accommodation apply?
5. When must the clients leave the rooms?

**Retell the text.**

**Read, translate the dialogue and learn by heart:**

**Check out of the hotel.**

A: Good morning. May I help you?

B: Yes, I'd like to check out now. My name's Adams, room 312. Here's the key.

A: One moment, please, sir. ... Here's your bill. Would you like to check and see if the amount is correct?

B: What's the 14 pounds for?

A: That's for the phone calls you made from your room.

B: Can I pay with traveller's cheques?

A: Certainly. May I have your passport, please?

B: Here you are.

A: Could you sign each cheque here for me?

B: Sure.

A: Here are your receipt and your change, sir. Thank you.

B: Thank you. Good-bye.

**Act it out.**

**Практическая работа № 17.**

**Тема 17.** Конфликтные ситуации и их разрешения. Выписка гостя.

**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



### **Conflict situations and their resolution. Extract guest.**

A person used to work in the field of tourist services, had to deal with their increased irritability and staff ill-treatment. This is usually due to the fact that they consider themselves to have the right to treat the guides and hotel staff as they wish for their money.

Tourists may come across as rude and irritable people. Probably, they have certain reasons too? Let's try to take a different look at it. Imagine what's happening in the soul of a person who goes for vacation that likely spent the last six months or a year under stress and was not able to fully relax. Therefore, when he finally goes on a journey, inside he already has the accumulated unexpressed aggression and fatigue. The first few days of his vacation, any ambiguous situation could make him trigger a vivid emotional response, and it should be kept in mind.

The main philosophy you need to consider is whatever the tourist would be, first of all he's your guest. He has reason to behave this way and not otherwise. Treat him with sympathy and understanding, because helping a person to relax is a part of your work. Remember the laws of hospitality of many Eastern nations. Being hospitable hosts for them is a matter of honor.

It is not difficult to guess that the largest number of conflicts occur within the first few days of the vacation, and therefore meeting tourists at the airport is a very serious matter.

The way to the hotel usually goes smooth. Do not forget to tell about how much time it will take. If you forget it, it's inevitable that everyone will still ask you about it.

The most dangerous moment for conflicts is the arrival at the hotel. It often happens that the group arrives at 11 or 12 a.m., and the check-in can only be made from 2 p.m. The guide's task is to tell tourists what they can do while waiting. Usually, they need to get into the room just to throw their things and take a shower. Suggest alternatives where they can leave things and where to wash themselves.

Try to arrange some entertainment till check-in is possible. For example, going to one of the local cafes.

The main reasons for conflict situations

Most often, conflicts occur in three cases:

- Long check-in waiting.
- Leaving things behind in the room.
- Alcohol intoxication.

If you must accompany the tourist during the whole trip, and when he is in a difficult situation, he should have your phone number so that you could come to his aid. Otherwise, you may face a strong backlash at the next meeting.

Sometimes tourists can contact the guide for information or with any request that does not mean any payment. It is always advisable in this situation to meet the needs of the tourist as in return you can receive a reliable and loyal customer who will promote you to his friends and acquaintances!

### **Answer the questions:**

1. A person used to work in the field of tourist services, had to deal with their increased irritability and staff ill-treatment, didn't he?

2. Who may come across as rude and irritable people?
3. What is to tell tourists what they can do while waiting?
4. Can the tourists contact the guide for information or with any request that does not mean any payment?

**Use the words:** tell, deserve, quarrels, resolving, avoid, punishment, causes, hurt

I don't like (1)..... and conflicts. I try to (2) ..... them. It is my character which often (3)..... conflicts in my family. My parents say that I (4) ..... lies. To put it frankly, I don't always inform my parents about bad test results. It's not because I want to escape (5) ..... . I don't want to (6) ..... their feeling. My parents (7) ..... a quiet evening after a long working day. And then I'll have to invent a new method of (8) ..... serious conflicts.

## **УЧЕБНО-МЕТОДИЧЕСКОЕ И ИНФОРМАЦИОННОЕ ОБЕСПЕЧЕНИЕ ДИСЦИПЛИНЫ**

### **Рекомендуемая литература**

#### **Основная литература:**

1. Английский язык : учебное пособие для СПО / М. А. Волкова, Е. Ю. Клепко, Т. А. Кузьмина [и др.]. — Саратов : Профобразование, 2019. — 113 с. — ISBN 978-5-4488-0356-7. — Текст : электронный // Электронно-библиотечная система IPR BOOKS : [сайт]. — URL: <http://www.iprbookshop.ru/86190.html>. — Режим доступа: для авторизир. Пользователей

2. Беликова, Е. В. Английский язык : учебное пособие для СПО / Е. В. Беликова. — Саратов : Научная книга, 2019. — 191 с. — ISBN 978-5-9758-1889-8. — Текст : электронный // Электронно-библиотечная система IPR BOOKS : [сайт]. — URL: <http://www.iprbookshop.ru/87072.html>. — Режим доступа: для авторизир. Пользователей

3. Тимохина, Т. Л. Гостиничная индустрия: учебник для СПО / Т. Л. Тимохина. — М.: Издательство Юрайт, 2017. — 336 с. — (Профессиональное образование). — ISBN 978-5-534-04589-5. — <https://www.biblio-online.ru/viewer/12AC7584-3AAC-48DC-A720-4CA49A6FD829#page/1>

#### **Дополнительная литература:**

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

2. Беляева, И. В. Иностранный язык в сфере профессиональной коммуникации : учебное пособие для СПО / И. В. Беляева, Е. Ю. Нестеренко, Т. И. Сорогина ; под редакцией Е. Г. Соболевой. — 2-е изд. — Саратов, Екатеринбург : Профобразование, Уральский федеральный университет, 2019. — 131 с. — ISBN 978-5-4488-0409-0, 978-5-7996-2848-2. — Текст : электронный // Электронно-библиотечная система IPR BOOKS :

[сайт]. — URL: <http://www.iprbookshop.ru/87805.html>. — Режим доступа: для авторизир. Пользователей

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#### **Интернет-ресурсы:**

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