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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

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МЕТОДИЧЕСКИЕ УКАЗАНИЯ ДЛЯ ПРАКТИЧЕСКИХ ЗАНЯТИЙ

**Иностранный язык в сфере профессиональной коммуникации для
службы бронирования и продаж гостиничного продукта**
(ЭЛЕКТРОННЫЙ ДОКУМЕНТ)

Специальность: 43.02.14 Гостиничное дело

Квалификация специалист по гостеприимству

Методические указания для практических занятий по дисциплине «Иностранный язык в сфере профессиональной коммуникации для службы бронирования и продаж гостиничного продукта» составлены в соответствии с требованиями ФГОС СПО для получения студентом 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

Настоящие методические указания предназначены для студентов колледжа, обучающихся по специальности 43.02.14 Гостиничное дело. Целью данных методических указаний является развитие у студентов навыков чтения и понимания англоязычного текста по профессиональной тематике, подготовка студентов к реферативному переводу иноязычного текста, закрепление тематической лексики, а также развитие навыков говорения.

В результате освоения профессионального модуля студент должен:

иметь практический опыт в:

- планировании, организации, стимулировании и контроле деятельности сотрудников службы бронирования и продаж;
- разработке практических рекомендаций по формированию спроса и стимулированию сбыта гостиничного продукта для различных целевых сегментов;
- выявлении конкурентоспособности гостиничного продукта;
- определении эффективности мероприятий по стимулированию сбыта гостиничного продукта.

уметь:

- осуществлять мониторинг рынка гостиничных услуг;
- выделять целевой сегмент клиентской базы;
- собирать и анализировать информацию о потребностях целевого рынка;
- ориентироваться в номенклатуре основных и дополнительных услуг отеля;
- разрабатывать мероприятия по повышению лояльности гостей;
- выявлять конкурентоспособность гостиничного продукта и разрабатывать мероприятия по ее повышению;
- планировать и прогнозировать продажи;
- проводить обучение, персонала службы бронирования и продаж приемам эффективных продаж.

знать:

- структуру и место службы бронирования и продаж в системе управления гостиничным предприятием и взаимосвязи с другими подразделениями гостиницы;
- способы управления доходами гостиницы;
- особенности спроса и предложения в гостиничном бизнесе;
- особенности работы с различными категориями гостей;
- методы управления продажами с учётом сегментации;
- способы позиционирования гостиницы и выделения ее конкурентных преимуществ;
- особенности продаж номерного фонда и дополнительных услуг гостиницы;
- каналы и технологии продаж гостиничного продукта;

- ценообразование, виды тарифных планов и тарифную политику гостиничного предприятия;
- принципы создания системы «лояльности» работы с гостями;
- методы максимизации доходов гостиницы;
- критерии эффективности работы персонала гостиницы по продажам;
- виды отчетности по продажам.

Практическое занятие 1.

Тема 1. Работа администратора в гостинице.

1. Текст The Front Desk

2. Лексика и упражнения по теме The Front Desk

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.

Vocabulary:

a mailbox — почтовый ящик

a rack with pigeonholes — ящик для корреспонденции

accounting office — бухгалтерия

bellman — посыльный

check-in procedure — процедура регистрации

check-out procedure — расплатиться в гостинице и уехать

concierge — консьерж; консьержка

doorman — швейцар

foreign currency exchange — обменный пункт

lobby — вестибюль, приемная, холл; коридор

overbooking — избыточное бронирование

porter — носильщик

reception — стойка администратора, приемная (в гостинице); **at reception** — в приемной; **reception desk** — конторка портье, консьержа (в доме, гостинице и т. п.)

registration desk — стол регистрации

room clerk — дежурный в гостинице (предоставляет номера, ведет книгу регистрации приезжих и т. п.)

support functions — дополнительные услуги

telephone switchboard — коммутатор

the ability to work smoothly — способность выполнять работу без задержек

to be the representative — быть представителем

to deposit valuables — хранить ценности

to designate — назначать, определять, устанавливать; указывать

to fill out a registration card — заполнить регистрационную карточку

to handle a complaint — разбирать жалобу

to pay the bill — оплатить счет

to pick up keys — забирать ключи

to resemble — походить, иметь сходство

to straighten the problem — разобраться в проблеме

Special Terms:

Reception area — another term for the front desk, the area in the hotel where the guests register, pick up keys, pay their bills and so on.

Lobby — the public entrance area of the hotel. It often contains sitting, writing and reading areas, as well as access to other parts of the hotel.

Registration desk — the part of the front desk that is used to sign in or register the guests of the hotel.

Referral system — a system for interchanging reservations among a group of hotels. Many of the hotel chains are in fact referral systems.

Read and translate the text:

THE FRONT DESK

Almost all of the employees who work at the front desk of a hotel have frequent contact with the public. *The front desk* is the term that designates the counter where the guests register, pick up their keys and mail, request information, deposit their valuables, and pay their bills. It is called *the reception area*. In a small hotel or motel, all of these different functions may be handled by one or two people, but a large hotel assigns several people to clearly defined jobs at the front desk.

The front desk is located in *the lobby* of the hotel. The lobby is the public entrance area that gives access to the guest rooms, restaurants, bars, shops and other facilities in the hotel. In a commercial or resort hotel, the lobby is often a large space that contains lounging, reading and writing areas. It is often used as a meeting place by the guests and the general public. The lobby of a motel that serves overnight transients, on the other hand, may be only about the same size as the waiting room in a doctor's office.

For the convenience of the guests, the front desk is almost always located near the hotel's main entrance. In a large hotel, it is divided into sections. One section is *the registration desk*, where the guests register or sign in. A second section is the area where the guests pick up their keys, mail and messages. This part of the counter has a rack behind it with pigeonholes for each

guest room in the hotel. The third section is *an information desk*, where the guests can ask for information or make local travel arrangements. This area often includes a mailbox. The fourth section is *the cashier's desk*. The cashiers not only receive payment from the guests, but also cash checks, make change and exchange foreign currency. Some hotels also offer *a transportation desk*, where the guests may get advice or help with their travel plans.

Connected with the front desk, but normally out of sight of the public, are other offices with support functions. One office, for example, is often set aside to handle reservations. The cashier's counter is usually connected to the hotel's *accounting office*, of which it is a public part. The hotel's *telephone switchboard* is also usually located near the front desk. Many hotels have one or more assistant managers stationed either behind the front desk or at a desk in the lobby. Their jobs may include greeting important guests, straightening out problems with reservations or handling routine complaints.

The employee who checks in arriving guests and assigns them to their rooms is *the room clerk*. When the room clerk has confirmed the availability of the accommodations, the guest fills out a registration card with his name, home address and any other pertinent information. The room clerk fills in the room number and the rate the guest will pay. One section or a copy of the registration card is normally sent to the cashier's office and another to the telephone switchboard. Another procedure that has come into common practice in recent years is establishing credit in advance by means of credit cards.

All of these steps, which take only a few moments in a smoothly functioning system, make up the *check-in*, or registration, *procedure*. When it is completed, the room clerk calls a *bellman* and gives him a slip with the room number.

In addition to the check-in procedures, the room clerks are customarily responsible for recording advance registrations. Requests for rooms may come from travel agents or the transportation companies; they may be received directly from the public by telephone or letter; or they may be handled by a teletype machine or computer. The latter is true especially when the hotel is a member of a chain or *a referral system*, in which a group of

hotels and motels have joined together to interchange reservations.

The employee in charge of keys and information is often called the concierge, the French term for doorkeeper or custodian. He is also expected to provide information about local entertainment, events and sights of interest. He usually arranges for local transportation, including taxis, airport buses, or sight-seeing tours, if the last is not a separate operation. He may also perform small chores for the guests, such as mailing letters and packages.

The cashiers are the accounting office employees who have direct contact with the guests. In addition to settling accounts, they also make change, cash traveller's checks or regular bank checks and exchange foreign currencies. Postings on the room accounts are kept up-to-date in order to expedite the check-out procedure. The cashiers usually ask departing guests if they have incurred any last-minute charges for the telephone or for food and beverage service. If the answer is affirmative, the cashier must verify the charge before presenting the final bill.

So, the primary job of front desk personnel is to take care of the check-in and check-out procedures and to provide helpful information to the guests in order that their stay in the hotel may be comfortable and convenient. Even in a small hotel where only one or two people work at the front desk, their jobs resemble those in a large hotel employing many more people. In the eyes of most customers, the front desk employees are the representatives of the hotel. Their ability to work smoothly is an important factor in the success of the hotel.

Comprehension questions:

1. What do the phrases *front desk* or *reception area* designate? What is the difference between the way front desk functions are handled in a large and small hotel?
2. How does the lobby of a small hotel differ from the lobby of a large one?
3. What are the sections into which the front desk of a large hotel is divided? What business is handled by each section?

4. What are some of the support functions of the front desk that are normally out of sight of the public?
5. What are the duties of the room clerk?
6. What are the duties of the clerks at the key and information desks?
7. What are the customary duties of the front desk cashiers?
8. What is the primary job of the front desk personnel? Why is this an important job?

1. Phonetic Drill. Transcribe and pronounce correctly:

Valuables, assign, pigeonholes, switchboard, straightening, routine, complaint, pertinent, procedure, smoothly, concierge, chores, affirmative.

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

(1) частый контакт с посетителями (2) приемная (3) забрать ключи и почту (4) оставлять ценности (5) оплачивать счет (6) вестибюль (7) почтовый ящик (8) обналичивать чек (9) обменять валюту (10) коммутатор (11) встречать важных гостей (12) подтвердить наличие свободных мест (13) заполнить регистрационную карточку (14) без сбоев функционирующая система (15) транспортные компании (16) разделять функции (17) освободить номер в гостинице (18) уезжающий гость (19) напоминать работу в других отелях (20) важный фактор успеха.

3. Make up at least 15 questions of different types to the text.

4. Give antonyms to the following words and word-combinations:

(1) employee (2) to check in (3) to receive payment (4) to complain (5) to depart

5. Agree or disagree with the following statements. Give your reasons.

Use:

For disagreement:

- that's not quite right...
- Oh, no, quite on the contrary...
- It says in the text...

For agreement:

- that's right...
- exactly...
- I agree entirely...

- 1) Front-desk employees have very little contact with the guests.
- 2) The lobby of the hotel is frequently used as a meeting place by the guests and the general public as well.
- 3) In a large hotel, the front desk is often divided into different sections with specialized functions.
- 4) All parts of the front desk are arranged so that the public can easily see everything that goes on.
- 5) Room clerks not only make room assignments for arriving guests, but also normally handle advance reservations.

6. Give the detailed retelling of the text.

**Практическое занятие 2.
Тема 2. Регистрация 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.

Read and memorize the dialogue.

CHECKING IN

Guest: Good evening. My name is Casado. I have a reservation.

Reception: Good evening, Mr. Casado. Yes, we received your telex. A single room for two nights, leaving on 22nd December. Would you please fill the registration form? I'll get your key.

Guest: Thank you.

Reception: Here is your keycard. Your room number is 807. Would you like dinner tonight?

Guest: Perhaps later.

Reception: Well, the hotel restaurant is open until 11.00 p.m. But if you want something to eat later than that, just call room service.

Guest: Good. Er... is Mr Archer here yet?

Reception: No, sir. Not yet. But I'll ask him to call you when he arrives. Will you be in your room?

Guest: Yes, I think so.

Reception: Certainly, sir. Now... the bellboy will show you to your room. Have a pleasant stay in Stockholm, sir!

Guest: Thank you.

Read and memorize the dialogue.

CHECKING OUT

Cashier: Good afternoon. What can I do for you, sir?

Guest: I'd like to check out now.

Cashier: Your name and room number, please?

Guest: John Smith. Room 678.

Cashier: Just a moment, sir. I'll draw up your bill... here's your bill, sir.

Guest: And what's this amount for?

Cashier: That's for the phone calls you have made from your room. And that is for the in-house movies.

Guest: I see. May I pay by traveller's cheques?

Cashier: Certainly, sir... Thank you. Here's your receipt.

Guest: Thank you. May I leave my luggage here until I'm ready to leave this afternoon? I'd like to do some shopping.

Cashier: Yes, sir. How many bags do you have?

Guest: Just these two. I'll be back at around 3 o'clock.

Cashier: That's fine. Have a nice day, sir.

Registration Card Typical Format

Following is a typical format of a registration card –

Registration Card		
	Date:	
	Reservation Number:	
Hotel Name:		
Hotel Address:		
Contact Number:	Email:	
	Fax:	
Guest Name:		
Address:		
Mobile Number:	Landline Number:	
Organization:		
Arrived from:		
Passport Details:	Visa Details:	
Date of Issue:	Date of Issue:	
Date of Expiry:	Date of Expiry:	
Place of Issue:	Place of Issue:	
		Visa Type:
Payment Option: Cash <input type="checkbox"/> Card <input type="checkbox"/> Cheque <input type="checkbox"/>		
Card Type: Visa <input type="checkbox"/> Master <input type="checkbox"/> Other <input type="checkbox"/>		
Card Details:		
Card Number:		
Date of Expiry:		
Hotel Policies:		
Guest SignatureFront Office Signature		

Практическое занятие 3.

Тема 3. Модельные глаголы.

1. Отличительные свойства модальных глаголов. Модальные глаголы и их эквиваленты, выражающие необходимость совершения действия
2. Модальные глаголы, выражающие возможность совершения действия.
Модальные глаголы, выражающие предположение.

Цель работы:

1. Понимать сущность и социальную значимость своей будущей профессии, проявлять к ней устойчивый интерес.
2. Формирование коммуникативных компетенций, овладение грамматическим материалом.

Глаголы **can (could), may (might), must, ought, need** относятся к группе так называемых модальных глаголов (**Modal Verbs**). Модальные глаголы не употребляются самостоятельно, а только в сочетании с инфинитивом смыслового глагола. Они обозначают возможность, способность, вероятность, необходимость совершения действия, выраженного смысловым глаголом. Модальные глаголы в сочетании с инфинитивом смыслового глагола употребляются в предложении в роли составного глагольного сказуемого: **He can do it himself.** *Он может это сделать сам.* **They may come tonight.** *Они, может быть, придут сегодня вечером.*

Модальные глаголы не выражают конкретных процессов (действий), а показывают лишь отношение говорящего к действию, оценку действия, т. е. возможность, необходимость, предположительность, долженствование, разрешение и т. д. Модальные глаголы являются **недостаточными глаголами (Defective Verbs)**, так как они не имеют всех форм, какие есть у других глаголов. Глаголы **can** и **may** имеют формы настоящего и прошедшего времени: **can — could, may — might**, глаголы **must, ought** и **need** — только форму настоящего времени.

Модальные глаголы имеют ряд формальных отличительных особенностей.

№ п/п	ОТЛИЧИТЕЛЬНЫЕ СВОЙСТВА МОДАЛЬНЫХ ГЛАГЛОВ
1	Не имеют окончания —s в 3-м лице единственного числа настоящего времени. He can do it. He may take it. He must go there. He ought to help him. Need he do it?
2	Не имеют неличных форм (инфинитива, герундия и причастия)
3	Не употребляются как отдельный член предложения - простое глагольное сказуемое, но только в сочетании с еще одним, не модальным, глаголом в форме инфинитива без частицы to (кроме ought и иногда need), образуя составное глагольное сказуемое. I must go there. Я должен пойти туда. You needn't do it. Вам не нужно делать этого. Но: You ought to help him. Вам следовало бы помочь ему.

4	Вопросительная и отрицательная формы модальных глаголов образуются без вспомогательного глагола: в вопросительных предложениях модальный глагол ставится перед подлежащим, в отрицательных — после него ставится отрицание not . Can you do it? May I take it? Must he go there? Ought he to help him? Need he do it? He ought not to help him. He need not do it.
5	Не имеют формы прошедшего времени (кроме can — could, may — might) и аналитических форм (будущего времени, продолженного вида, перфектных форм и форм страдательного залога). В случае необходимости вместо отсутствующих форм используются эквиваленты модальных глаголов

Сочетание **модального глагола** с неперфектным инфинитивом относит действие к настоящему или будущему времени либо свидетельствует о его одновременности с моментом речи, и, напротив, сочетание с перфектным инфинитивом либо относит действие к прошлому, либо выражает предшествование действия относительно момента речи: **I could do it. Я мог бы сделать это** (в настоящем или будущем). **I could have done it. Я мог бы сделать это** (но уже не сделал).

Отрицательная форма образуется при помощи частицы **not**, которая ставится непосредственно после модального глагола, в результате чего значение меняется на противоположное: **must должен - must not не должен**. В настоящем времени **can** пишется слитно с **not**: **He cannot do it. You may not take it. He must not go there**. В разговорной речи в отрицательной форме обычно употребляются следующие сокращения: **cannot = can't** [ka:nt], **could not = couldn't** [kudnt], **may not = mayn't** [meint], **might not = mightn't** [maitnt], **must not = mustn't** [masnt], **ought not = oughtn't** [o:tnt], **need not = needn't** [ni:dnt].

В вопросительных предложениях **модальный глагол** стоит на первом месте либо сразу после вспомогательного слова: **Who can do it? Кто может сделать это?**

Основные значения модальных глаголов - необходимость (долженствование), возможность и предположение. Некоторые глаголы имеют формы прошедшего времени: **can - could, may - might** (иногда называют и **will - would, shall - should**), тем не менее все эти формы могут иметь самостоятельные, присущие только им оттенки значения.

Вместо недостающих неличных и аналитических форм **модальных глаголов** используют их эквиваленты: **to have, to be (=must), to be able (=can), to be allowed, to be permitted (=may)**.

МОДАЛЬНЫЕ ГЛАГОЛЫ И ИХ ЭКВИВАЛЕНТЫ, ВЫРАЖАЮЩИЕ НЕОБХОДИМОСТЬ СОВЕРШЕНИЯ ДЕЙСТВИЯ			
№ п/п	ГЛАГОЛ	ХАРАКТЕРНЫЕ ОТТЕНКИ ЗНАЧЕНИЯ	ПРИМЕР
1	MUST	Неизбежность совершения действия, обусловленная объективными причинами	He must understand it. Он должен понять это.

		Вынужденность совершения действия, обусловленная объективными причинами	You must not ask too much of it. <i>Вы не должны спрашивать про это слишком много.</i>
		Необходимость, обусловленная субъективным мнением говорящего	I must be off as soon as I can. <i>Я должен уйти, как только смогу.</i>
2	SHOULD	Необходимость совершения действия, вызванная субъективным мнением говорящего	You shouldn't have come here. <i>Тебе не следовало приходить сюда.</i>
		Необходимость совершения действия, вызванная объективными причинами	Insulators should be kept very clean. <i>Изоляторы должны храниться в чистоте.</i>
3	OUGHT	Необходимость совершения действия, вызванная субъективным мнением говорящего	I ought to do all I can to comfort her. <i>Я должен сделать все, что могу, чтобы успокоить ее.</i>
		Целесообразность действия, обусловленная субъективным мнением говорящего	Perhaps I ought to have a talk to him about it first. <i>Наверное, мне следует сначала поговорить с ним об этом.</i>
4	SHALL	Необходимость совершения действия, обусловленная субъективным мнением говорящего	Henry shall go home. <i>Генри должен пойти домой.</i>
		Вопросительное предложение с shall содержит вопрос говорящего о мнении собеседника по поводу совершения действия	Shall I open the door? <i>Мне открыть дверь?</i>
5	NEED	Передает оттенок нужности, надобности действия	We needn't talk to each other unless we feel like it. <i>Нам не нужно говорить друг с другом, если только мы не захотим этого.</i>
6	TO HAVE*(TO HAVE GOT)*	Вынужденность действия	I didn't have to make any decisions. <i>Мне не пришлось принимать решения.</i>
		Надобность действия	I have to know it. <i>Мне надо это знать.</i>
7	TO BE*	Неизбежность совершения действия	The novel, which is to be his last one has found a new sense. <i>Роман, которому суждено было стать</i>

			его последним романом, нашел новый смысл.
		Необходимость совершения действия согласно предварительной договоренности	He was to come yesterday. Он должен был прийти вчера.
		Необходимость совершения действия, вызванная объективными причинами	The wire may also be made of any metal though soft metals are to be avoided. Провод также может быть сделан из любого металла, хотя мягкие металлы не следует использовать.

МОДАЛЬНЫЕ ГЛАГОЛЫ, ВЫРАЖАЮЩИЕ ВОЗМОЖНОСТЬ СОВЕРШЕНИЯ ДЕЙСТВИЯ			
№ п/п	ГЛАГОЛ	ХАРАКТЕРНЫЕ ОТТЕНКИ ЗНАЧЕНИЯ	ПРИМЕР
1	CAN (COULD)	Возможность совершения действия в силу наличия условий для его совершения в настоящем и будущем	I can stay with them. Я могу остаться с ними.
		Возможность совершения действия, основанная на позволении, разрешении	Can I see the producer? Могу я увидеть продюсера?
		Глагол can может также передавать немодальное значение способности, физической возможности совершить действие	He can speak English. Он умеет говорить по-английски.
		Вместо глагола can после глаголов seem казаться, appear оказаться, used to бывало в качестве формы инфинитива, а также для образования будущего времени употребляется сочетание to be able	Do you think you 'll be able to come three days a week? Ты думаешь, что сможешь приходить три дня в неделю?
		Вместо could в прошедшем времени может употребляться сочетание to be able в прошедшем времени -was/were able . На русский язык was/were able переводится глаголом совершенного вида: <i>смог, смогла, смогли</i>	I was able to write this test correctly. Я смог правильно написать этот тест.
2	MAY (MIGHT)	Возможность совершения действия, которое может осуществиться, но может и не осуществиться	It may make that man furious. Это может взбесить этого человека.

		<p>Возможность совершения действия, обусловленная разрешением, позволением.</p> <p>В этом значении вместо глагола may (might) могут использоваться эквиваленты — to be allowed, to be permitted</p>	<p>You may give me one kiss. <i>Можете поцеловать меня разок.</i></p> <p>You'll be allowed to go out. <i>Вам позволят выйти.</i></p>
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МОДАЛЬНЫЕ ГЛАГОЛЫ, ВЫРАЖАЮЩИЕ ПРЕДПОЛОЖЕНИЕ			
№ п/п	ГЛАГОЛ	ХАРАКТЕРНЫЕ ОТТЕНКИ ЗНАЧЕНИЯ	ПРИМЕР
1	MUST	Предположение, основанное на фактах, знаниях, почти граничащее с уверенностью	He must be at home. <i>Он, вероятно, дома.</i>
2	SHOULD	Предположение, основанное на фактах	They should all be of equal mass. <i>Вероятно, все они имеют одинаковую массу.</i>
3	OUGHT	Предположение, основанное на фактах	It ought not to be very hard to find that man. <i>Вероятно, найти этого человека будет не очень сложно.</i>
4	WILL WOULD	Предположение, основанное на субъективном мнении говорящего	You'll have heard of him? <i>Вы, наверно, слышали о нем?</i>
5	CAN (COULD)	Употребляется главным образом в отрицательных предложениях, выражая, таким образом, предположение о невероятности совершения действия	You can't really love me, or you wouldn't hesitate. <i>Ты, на самом деле, не любишь меня, иначе ты бы не колебался.</i>
6	MAY	Предположение о возможности действия, которое может произойти, но может и не произойти	I may have said it. <i>Я мог сказать это (но не сказал).</i>
7	MIGHT	Предположение, в верности которого говорящий не уверен	She might have been thirty-five. <i>Ей тогда было лет тридцать пять.</i>
		Предположение, не соответствующее действительности	Michael laughed and shouted and sang. He might have been fifteen. <i>Майкл смеялся и кричал, и пел. В тот момент ему было лет пятнадцать.</i>

8	NEED	Употребляется в отрицательных предложениях в значении предположения о необязательности действия	It needn't take you very long. <i>Вряд ли это займет у вас много времени.</i>
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Exercises.

1. Выберите в скобках правильный вариант модального глагола. Переведите предложения.

1. He ... (can't/couldn't) open the window as it was stuck.
2. Interpreters ... (may/must) translate without dictionaries.
3. ... (Can/May) I use me your bike for today?
4. ... (May/Could) you give me the recipe for this cake?
5. I hardly ever see Jane, she ... (may/might) have moved to Africa.
6. Take an umbrella. It ... (may/can) rain.
7. You ... (could/should) stop smoking. You know you ... (cannot/must not) buy health.
8. You ... (may/must) finish the article as soon as possible.
9. Liz doesn't ... (ought to/have to) keep to a diet anymore.
10. Lara ... (can/might) get a playstation for her birthday.
11. You ... (must not/needn't) read in the dark.
12. My grandfather is retired, so he ... (shouldn't/doesn't have to) go to work.
13. The fridge is full, so we ... (must not/needn't) go shopping.
14. Our employees ... (can/must) sign this agreement.
15. We ... (may/ought to) reserve a table in advance if we want to have dinner there.
16. I ... (can't/needn't) believe it! You ... (have to/must) be joking.
17. Ann ... (must/is to) finish school next year.
18. Sorry, I'm late. I ... (needed to/had to) wait for the plumber.
19. What time do we ... (should/have to) be at the railway station?
20. Don't wait for me tonight. I ... (might/must) be late.
21. I ... (maynot/can't) watch this film. It's too boring.
22. We've got a dishwasher, so you ... (couldn't/needn't) wash-up.
23. You look very pale, I think you ... (need/should) stay at home.
24. ... (Could/Might) you, please, pass me the mustard?

2. Преобразуйте предложения с модальными глаголами в прошедшее время, начиная с данных слов. Используйте could, had to, was to, was allowed to.

Н-р: Bob **can't** dive. (Боб не умеет нырять.) – Last year Bob **couldn't** dive. (В прошлом году Боб не умел нырять.)

1. You **must** show your identity card here. (Ты должен показать удостоверение личности здесь.) – Last night ...

2. We **can't** buy a new car. (Мы не можем купить новую машину.) – Last summer ...
3. Mike **may** take my laptop computer for a couple of hours. (Майк может взять мой ноутбук на пару часов.) – This morning ...
4. Victor **has to** call his mother. (Виктору нужно позвонить своей маме.) – Yesterday ...
5. You **don't need** to paper the walls. (Вам не нужно оклеивать стены обоями.) – Yesterday ...
6. She **is to** be at the office at 9 a.m. (Ей нужно быть в офисе в 9 утра.) – Last Friday ...
7. You **must not** tell lies. (Ты не должен лгать.) – Last night ...

3. Преобразуйте предложения с модальными глаголами в будущее время, начиная с данных слов. Используйте *will be able to*, *will be allowed to*, *will have to*.

Н-р: The baby **can** talk. (Малыш умеет разговаривать.) – Soon the baby **will be able to** talk. (Скоро малыш сможет разговаривать.)

1. He **can't** get the tickets. (Он не может достать билеты.) – I'm afraid ...
2. You **may** use my camera. (Ты можешь пользоваться моей камерой.) – Tomorrow ...
3. I **am to** wait for him at the airport. (Мне нужно подождать его в аэропорту.) – Next Sunday ...
4. You **must** tell me the truth. (Ты обязан рассказать мне правду.) – Very soon ...
5. I **have to** take these pills 3 times a day. (Мне нужно пить эти таблетки 3 раза в день.) – Tomorrow ...
6. I **can** read this book in Italian. (Я могу прочитать эту книгу на итальянском языке.) – In two years ...

4. Переведите английские пословицы, обращая внимание на модальные глаголы. Постарайтесь вспомнить русские эквиваленты пословиц, где это возможно.

1. A man **can** do no more than he **can**.
2. Anyone who **has to** ask the price **cannot** afford it.
3. People who live in glass houses **should not** throw stones at their neighbours.
4. You **must** learn to walk before you **can** run.
5. He who falls today **may** rise tomorrow.
6. A bird **may** be known by its song.
7. He who laughs at crooked men **should need to** walk very straight.
8. Talk of the devil and he **is to** appear.
9. A tree **must** be bent while young.
10. The wind **can't** be caught in a net.

5. Дайте совет, используя модальный глагол *should*. (Возможны несколько советов.)

Н-р: My eyes are tired. (Мои глаза устали.) – You should go to bed. (Тебе следует поспать.)

1. I am cold. (Мне холодно.)
2. I am thirsty. (Я хочу пить.)
3. I am hungry. (Я голоден.)
4. My life is too hectic. (Моя жизнь слишком насыщенная.)
5. I've caught a cold. (Я простудился.)
6. Somebody has stolen my purse. (Кто-то украл мой кошелек.)

6. Составьте предложения с модальными глаголами, расставив слова в нужном порядке. Переведите получившиеся предложения.

Н-р: don't / to / I / answer / have / questions / your. – I don't have to answer your questions. (Я не обязан отвечать на ваши вопросы.)

1. the party / Linda / to / come / might / tonight.
2. round / work / have to / farmers / the year / all.
3. you / not / hospital / noise / must / make / in.
4. the light / I / switch / may / on ?
5. your / look / could / passport / I / at ?
6. my / cook / can / quite / wife / well.
7. catch / last / able to / we / were / train / the.
8. not / jeans / you / must / wear / to / school.
9. didn't / you / drink / have to / much / yesterday / so.
10. ought to / bill / Robert / the electricity / pay / today.
11. better / we / find / a / should / job.
12. too much / you / salt / and / eat / sugar / shouldn't.
13. do / get / to / Turkey / I / have to / a visa ?
14. he / manners / improve / his / needs to.
15. needn't / you / complain.

Практическое занятие 4.

Тема 4. Процесс бронирования.

1. Диалог Making Hotel Reservation. Бронирование номеров по телефону.
2. Упражнения по теме Making Hotel Reservation.

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.

Read and memorize the dialogue.

MAKING HOTEL RESERVATIONS

Mrs King at Japan Electronics in Singapore calls the Thai Royal Hotel in Bangkok to book some accommodation for her visiting Japanese colleague, Mr Tashikama.

J **Japan Electronics, Singapore**

MEMO

Date: 5 April

To: Mrs King

From: S. Tashikama

As you know, I'll be visiting a new contact in Thailand next week before I go back to Japan. Could you possibly book some accommodation for me at the Thai Royal Hotel in Bangkok? I need a single room with a bath for six nights from Thursday 7 April (I'll be returning to Singapore on Wednesday 13 April). Many thanks.

Receptionist: Thai Royal Hotel. May I help you?
Mrs King: I'd like to make a reservation, please.
Receptionist: Just a moment. I'll put you through to the reservation desk.
Clerk: Reservations. How can I help you?
Mrs King: I'd like to make a reservation for six nights next week for Mr Tashikama of Japan Electronics, please.
Clerk: Certainly. What days will he be staying?
Mrs King: He'll be arriving on Thursday and leaving Wednesday.
Clerk: And what kind of room would you like to book?
Mrs King: I'd like a single room with a bath, please.
Clerk: A single with a bath... yes, that's no problem. Could I have the name again, please?
Mrs King: Yes, it's for Mr Tashikama of Japan Electronics.
Clerk: That's fine. We'll be expecting Mr Tashikama on Thursday then.

1. With a partner take turns to be a hotel receptionist and a business traveller.

Receptionist: You are a receptionist in a hotel in your own city. The hotel has a restaurant and bar, but no room service. You are at the reception desk when a

guest arrives. Help the guest to check in and tell him about the facilities.

Business traveller: You are on a business trip. You want to check into the hotel. You are expecting a telephone call from an important customer. What do you want the receptionist to do if the customer calls? Tell the receptionist that you want a late dinner in the hotel tonight, and that you want an alarm call in the morning.

2. Practise making hotel reservations for different people:

<i>Student A</i>	<i>Student B</i>
Make call 1: Call Manhattan Hotel and book a single room with a bath for Pilar Rodriguez of Bank of Spain for 3 nights from next Monday	Take call 1: You work on the reservation desk at Manhattan Hotel. Note any bookings you take
Take call 2: You work on the reservation desk at Tower Motel. Note any bookings you take	Make call 2: Call Tower Motel and book a single room with shower for Hans Wondel of Holland Print for this Friday, Saturday and Sunday. He will be arriving late on Friday and leaving early on Monday morning
Make call 3: Call Capital Motel and reserve a double room with shower for Mr and Mrs Gaumont for 6 nights from tomorrow	Take call 3: You work on the reservation desk at Capital Motel. Note any bookings you take
Take call 4: You work on the reservation desk at Hotel Luxus. Note any bookings you take	Make call 4: Call Hotel Luxus and reserve two double rooms with bath for tonight only for Mr F.Stevens and Ms Nallder from LOP International

Exercises.

1. Complete the sentences.

- Hotel Beach House, can I you?
- I'm phoning to a room.
- would you like to arrive?
- Tomorrow.
- How many nights are you going to ?
- Two nights.

- What kind of room would you ?
- A double room with a shower.
- Just a moment, I'll check. ... We have a nice room on the second .
- How is it?
- It's \$25 per person and , breakfast included.
- That's a good price. I'd like to make a for that room, please.
- Very well. May I have your , please?
- Conners.
- Could you that, please?
- It's C-O-N-N-E-R-S.
- Thank you for your reservation. See you .

2. Choose the correct words/phrases to complete the conversation with the hotel reception clerk:

HOTEL CLERK: The Four Seasons Hotel. How can I help you?

YOU: Hello, My name is Mr. Wong. I'd like to reserve a room. Do you have _____ from March 10th to March 13th?

- ☐ any available
- ☐ free
- ☐ some free

HOTEL CLERK: Yes, we do. Would you like a double room or a single room?

YOU: _____ the double room per night?

- ☐ What costs
- ☐ How much is
- ☐ What is the price

HOTEL CLERK: It's \$75 per night... And the single room is \$65 per night.

YOU: I'm looking for a room that would be nice for a romantic weekend. Which of the two _____?

- ☐ is recommended
- ☐ do I recommend
- ☐ do you recommend

HOTEL CLERK: I'd go with the smaller one, the single room. It's much nicer... And two people can stay in that room.

YOU: OK, perfect. I'd like to _____ that one then.

- ☐ reservation
- ☐ reserve

- ☐ make

HOTEL CLERK: Alright. I've made that reservation for you. And how will you be arriving?

YOU: We'll be arriving _____.

- ☐ by car
- ☐ on March 10th
- ☐ with my wife

HOTEL CLERK: Perfect. We have an underground lot where you can park your car.

1. Writing a TELEX

Here is the telex Mr Casado's secretary sent to reserve his room in Stockholm.

ATTN RESERVATIONS
EXCELSIOR HOTEL STOCKHOLM

PLS RESERVE ONE SGLB FOR TWO NIGHTS FROM 20
DEC IN NAME OF CASADO PLS CFM ASAP BY TLX
RGDS

- 1) Rewrite the telex in plain language.
- 2) You work for Zap Travel, New York. Write a telex to the Swan Hotel, Stratford-upon-Avon, England, and reserve two double rooms and one single, all with bath, for five nights from 14 February, in the name of P.Noble, ask for confirmation by telex as soon as possible.
- 3) Now write the telex reply to Mr Casado's telex, confirming the booking.

2. Filling the registration card:

Here is the front of a registration card from Courtesy Inter-Continental Hotels Corporation. Fill it in block letters:

Surname First Name
 Home Address

 Company Name Occupation
 Address

 Nationality Passport No.
 Next Destination
 Arrival Date Departure Date
 (Checkout time 12 noon)

 ROOM RATE PERS CLERK
 (Guests signature)

3. Learn the spelling of the words from the WORD BANK and be ready to write a spelling dictation.

4. Translate into English:

- 1) Я хотела бы забронировать одноместный номер с ванной комнатой на две недели.
- 2) Не могли бы вы зарезервировать для меня двухместный номер с ванной на двое суток, начиная с 12 декабря.
- 3) Я хотел бы забронировать номер для моего коллеги на следующую неделю. — Какой именно номер вы хотели бы забронировать? — Двухкомнатный номер с душем.
- 4) — Добрый день. У вас есть свободный одноместный номер с ванной? — Да, есть. Сколько времени вы планируете оставаться у нас? — Два дня.
- 5) — Это номер с ванной, не так ли? — Да, во всех номерах есть душ или ванная комната, цветной телевизор и бар.
- 6) — Могу я пообедать сегодня вечером в номере? — Конечно, вы можете обратиться в отдел обслуживания номеров.
- 7) — В какое время подают завтрак? — Завтрак сервируют с 7 до 10 часов в «Garden Restaurant» на первом этаже.

- 8) — Не могли бы вы разбудить меня утром? — Да, конечно. В котором часу? — В семь.
- 9) — Какова оплата за двухместный номер с ванной в сутки? — Плата за комнату с английским завтраком составляет 18 фунтов на человека.
- 10) — Чем могу помочь? — Я хотел бы освободить номер и получить счет. — Ваше имя и номер комнаты, пожалуйста... Вот ваш счет.

Практическое занятие 5.

Тема 5. Виды бронирования.

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.

Reservation of the hotel accommodation is one of the important responsibilities of the front office department. A potential guest contacts a hotel for availability of the desired type of accommodation and any allied services that the hotel offers. The front office department needs to react to the enquiry of the guests.

For a guest, reservation increases the chances of a better deal for assured accommodation on arrival. For a hotel, reservation can enable a better management of guest experience during usual as well as peak seasons. Reservation procedure varies depending on the size and brand of the hotel and the reservation system employed.

Let us know the details how the front office handles reservations.

Types of Hotel Reservation Systems

An efficient and effective reservation system is what adds to the hotel's profitability. Following are the most popular reservation systems –

Whitney System of Reservation

It was developed in 1940 by Whitney Paper Corporation from New York, hence the name. This is a conventional manual reservation system the hotels used to follow during pre-computer days in the hotels. It contains the following setup for reservation –

- Slip for request of accommodation reservation
- Whitney slip that records guest name, accommodation type, number, and duration of stay

- Temporary/Permanent arrival slip
- Guest bill
- Guest registration card
- Correspondence file
- Bedroom journal that records daily occupancy of the guest with date, guest name, room type, and room number

Let us see how a Whitney slip and the bedroom journal looks like.

Whitney Slip

Guest Name	Date of Arrival	Room Type	Room Rate	Date of Departure
Mode of Reservation		Reserved By		Date Received
Reservation Agency if Any:				
Billing Instructions			Date of Confirmation	

Bedroom Journal

Date: _____		
Guest Name	Room Number	Room Particulars

Though this system proved efficient, it generated a lot of paperwork with occasional scope for errors. The drawbacks were overcome by the central reservation system.

Central Reservation System (CRS)

It is a computerized reservation system that reduces paperwork and can handle large amount of reservation data effortlessly.

In this system, since the guest data and reservation data are stored on the storage disks of the computers, it can be accessed at wish. It is stored in the form of a database of collection of records which can enable searching, adding, removing, or updating any guest related data.

The computerized reservation system not only helps to make guest reservations but also helps to forecast how many accommodations can be reserved in an upcoming time period.

This is how a CRS typically works –

The guests of hotel sales agents call for checking room availability. It is forwarded to the front office reservation staff. The staff finds out details about the requirement and checks the availability of desired accommodation in the database. According to the reservation policies and procedures, the reservation staff member then notifies or suggests the reception about the accommodation availability and takes further appropriate action.

The Role of Internet in Reservation

The Internet has brought a momentum in the hospitality business as well. It facilitates seamless management of a hotel's offices located at various places and their various departments.

The hotel businesses are actively working on the Internet 24 hours a day, seven days a week. The Internet has simplified complex system of reservations. It enables Online Hotel Management Systems (OHMS) such as **Hotelogix** to help guests reserve accommodation of their choice fast and conveniently. The guests of the hotel can access rate charts, accommodation availability, check-in and check-out timings, details about the restaurants, and so on, at their own convenience.

Sources of Reservations

People travel for various reasons such as personal as well as for MICE. There are various sources from whom the requests of reservation pour in –

- **Direct Request from Guests** – The prospective guests can approach individually to the hotel for reservation of accommodation mostly when they are single travelers or family travelers.
- **Request from Travel Agent** – They can approach the hotel for booking accommodations for group travelers.
- **Request from Corporate Agent** – An organization can request a hotel to reserve accommodations for their employees, clients, or visitors.
- **Request from Airlines** – The airlines can reserve accommodations for their working staff for routine stay as well as in case of flight cancellations.
- **Request from Institutions** – Various SMERF or NGO institutions request to reserve hotels for sports people, delegations of embassies, or performing-art program groups, workshop groups, and alike who travel to different location.

Managing Reservations

The first step in reserving an accommodation is to check if the requested kind of accommodation is available for selling for a specific period of time. It is done by checking forecast boards or computerized systems.

Accepting Reservation of Accommodation

Reservation of an accommodation is accepted if the desired type of accommodation is available in the hotel for selling. If it is not available during a rush season or if the guest is in urgent need, the staff member suggests for almost similar alternative accommodation by stating its amenities and facilities.

Reservation is accepted in the following cases in conjunction with the availability of the accommodation –

- Is the guest new to the hotel?
- Does the guest have good credentials with the hotel regarding payment and behavior?
- Is the guest a VIP?

Denying Reservation of Accommodation

Denial of reservation directly means loss of revenue. But there are certain situations when the reservation staff turns down the reservation for the guests or agents. The potential causes of denying reservation are –

- **All accommodations in hotel booked** – In such case, the reservation staff refuses the reservation politely and suggests an alternative hotel in the same area or different property of the same owner in a nearby area.
- **Requested type of accommodation not available** – In such case, the reservation staff suggests an alternate accommodation.
- **Guest/Agent blacklisted** – Some guests or agents are blacklisted due to their history of payment dues against the hotel. In such case, the reservation clerk seeks for reservation manager's advice.

Finally, the reservation section of the front office prepares the list of the reservations for the day and sends it to the front desk. The list also contains vital information such as if the guest is new or repeat, guest preferences about room location or décor. The rooms are then prepared by housekeeping.

Cancelling a Reservation of Accommodation

This is yet another event when the hotel loses business with a guest. Though the fact is overt loss of revenue, the front office staff must react to it politely and gracefully. The staff member also needs to convey any cancellation charges the guest must pay while cancelling the reservation. Cancellation is done in the following steps –

- Finding out details of the guest and respective reserved accommodation.
- Verifying charges of cancellation, if any.

- Notifying the guest about cancellation charges.
- Cancelling the reservation in the system.
- Updating the system for accommodation availability.
- Confirming the guest about the cancellation.

Generating Reservation Report

Reservation reports are generated for the sake of helping the management find trends and making forecast about business.

The reports typically are of the following types –

- Occupancy report
- Special arrival report
- Revenue forecast report
- Turnaway report

Questions:

1. What Types of Hotel Reservation Systems do you know?
2. What is the Role of the Internet in Reservation?
3. What Sources of Reservations do you know?

Практическое занятие 6. Тема 6. Гарантированное бронирование.

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.

1. Read and translate the text:

Guaranteed booking - a reservation that assumes that the room is held until the guest arrives. That is, a guest can come at any time and he is guaranteed to receive a room. In turn, the guest guarantees to pay for the room even in case of no-show, or cancel the reservation until a certain hour set by the hotel, the day of arrival. Thus, if a guest book a room, but does not come and does not cancel the reservation at all or before the established time, then he is penalized. There are several ways to guarantee the reservation.

1. Transfer of prepayment to the hotel (usually bank transfer). A notice of prepayment must arrive at the hotel prior to arrival.

day of arrival of the guest. The period for confirming the prepayment is determined by the hotel and ranges from several weeks to one day.

2. Guarantees for a credit card. The main companies that support the activity of credit cards have developed a system that allows to charge a penalty for non-arrival in case of guaranteed reservation. If the reservation guaranteed by a credit card was not canceled until the hour set by the hotel and the guest did not call, the hotel can charge the amount of the penalty for the credit card (usually the cost of the night of stay). Then the bank will transfer this amount to the hotel account and notify the cardholder about it.

3. Deposit (in case of impossibility of bank transfer or guarantee by credit card). The guest or his representative contributes a certain amount of money to the cashier's office prior to arrival, usually exceeding the cost of a night in a hotel and often including a deposit for using telephones, laundry, etc. If you cancel the reservation, the deposit will be refunded. If the date of arrival is changed, it is postponed. In the future, the deposit is used by the guest to pay for the accommodation and services that the hotel provides.

4. Guarantee by the company. This type of booking guarantee is most often used by companies with which the hotel has contracted. In this case, you need a letter from the company representative, containing the phrase: "in case of no-show (guest name) and impossibility of canceling the booking before 6:00 pm of arrival day, the company (company name) guarantees payment of one night's stay." This phrase is approximate and depends on the policy of the hotel. In the event of imposing penalties, the company undertakes to pay them. Care must be taken when accepting such a guarantee. It is desirable to accept a guarantee only from companies that have proven themselves in the process of cooperation, the financial position of which is stable and does not cause any fear. Otherwise, there is a risk of failure to receive a fine.

5. Use of payment document - voucher. Guaranteed booking voucher is typical for tour operators. A voucher is a payment document confirming payment of the whole period of stay and some additional services consumed during the stay of the guest in the hotel. A voucher is provided if the guest pays for his accommodation through a travel agency. The tour operator pays its profit on the voucher, and does not receive a certain percentage of the commission for the guest accommodation at this hotel. The difference between the actual price of the room and the price that the tour operator asks the guest for it, often exceeds the standard price of the hotel. To avoid misunderstandings, you should keep the price of the tour operator secret from the guest.

2. Translate from Russian into English:

1. Гость гарантирует оплатить номер даже в случае незаезда, либо отменить бронирование.
2. Уведомление о переводе предоплаты должно поступить в гостиницу до дня заезда гостя.
3. Затем банк переведет данную сумму на счет гостиницы и уведомит об этом держателя карты.
4. Гость или его представитель вносит определенное количество денег в кассу гостиницы до заезда, обычно превышающее стоимость ночи проживания в гостинице.
5. Желательно принимать гарантию только от компаний, положительно зарекомендовавших себя в процессе сотрудничества, финансовое положение которых стабильно и не вызывает никаких опасений.
6. Ваучер - это платежный документ, подтверждающий оплату всего срока проживания и некоторых дополнительных услуг, потребляемых во время пребывания гостя в гостинице.

Практическое занятие 7.

Тема 7. Негарантированное бронирование.

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.

1. Read and translate the text:

Unguaranteed booking - booking, in which the hotel agrees to keep the room unsold until a certain hour. This type of booking does not guarantee that the hotel will receive payment for the room in case of no guest arrival. If the guest does not enter the room until 6 pm, the hotel has the right to cancel the reservation for him and add the room to the list of rooms available for sale. The following methods of payment are used: cash, credit card (indicating the type of card), payment by the company, etc.

The hotel can receive reservation requests from various sources. There are the following ways of reserving places in hotels: fax, telephone, central reservation system (attached and unconnected).

Most of the booking, carried out directly in the hotel, is carried out according to requests received by fax. Faxes containing a request for room reservation usually come from companies or travel agencies cooperating with this hotel. Thus, the faxes are printed or written on company letterheads, on which the requisites of the company are indicated - name, contact phone and fax, address, from whom the application is issued. This is necessary especially for those companies with whom

the hotel has contracts for lower prices of services. Only a request on a letterhead can serve as a basis for confirming the contract price of the room. In the request, in addition to requesting to book a room for the specified person on the dates indicated, information on the method of payment and other possible wishes should also be present.

Depending on availability, the hotel makes a reservation and sends a booking confirmation containing information about the guest's name; dates of residence; type of room; price; services included in the room price; additional services that can be booked in advance (for example, a meeting of guests

at the airport), and the confirmation number. Confirmation is necessary to ensure that the hotel can always prove that the customer was informed and received all the necessary information regarding the booking.

All the faxes are then stored in order to avoid possible problems related to the residence of guests in the past, to clarify any details.

If the reservation is impossible for one reason or another, then in this case the agent sends an official refusal, containing an apology, the reason for the refusal and expressing the hope for further cooperation.

Bookings made by phone are mostly from private individuals. Such reservations are quite rare, but nevertheless they take place. If the reservation is possible, then it is carried out according to the general scheme. In this case, the customer is called the confirmation number.

2. Translate from Russian into English:

1. Если гость не въезжает в номер до 6 часов вечера, то гостиница имеет право отменить для него бронирование и добавить комнату в список комнат, свободных для продажи.
2. Существуют следующие способы резервирования мест в гостиницах: факс, телефон, центральная система бронирования.
3. Факсы отпечатаны или написаны на фирменных бланках компании, на которых указаны реквизиты компании - название, контактный телефон и факс, адрес, от кого исходит заявка.
4. В зависимости от наличия свободных мест гостиница делает бронирование и посылает подтверждение о бронировании.
5. Подтверждение необходимо для того, чтобы гостиница всегда могла доказать, что заказчик был информирован и получил всю необходимую информацию, касающуюся бронирования.
6. Бронирования, сделанные по телефону, в основном исходят от частных лиц.

Questions:

1. What ways do you know to guarantee the reservation?
2. What document do tour operators use to guarantee the booking ?
3. What does the Unguaranteed booking represent?

Практическое занятие 8.

Тема 8. Индивидуальное и групповое бронирование.

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.

Individual booking is booking a room for a guest as a private person, not from a company (travel agency), the number of rooms does not exceed 5.

When booking a room, you need to ask the guest for the following information:

Name and surname of the guest;

dates of stay;

type of number;

smoking / non-smoking room;

number of adults;

number of children, if the guest comes with a child (children);

contacts of the guest (address, telephone, fax, e-mail);

time of arrival of the guest;

a credit card number for the guarantee of residence, if the reservation is guaranteed by credit card;

if the guest has any wishes, if yes, then it is necessary to make a note and / or inform the corresponding services of the hotel about it.

When booking a room, you need to inform the guest of the following information:

category of the room;

cost of the room;

dates of stay;

what's included in the room price;

the internal exchange rate (in case the room price is not reported in rubles);

cancellation policy;

time of arrival to the hotel and departure;

Booking must be confirmed in writing within 24 hours by fax or e-mail.

When booking, it is not allowed to confirm the room number to the guest, the room category is booked

Group Booking is the booking of a certain number of rooms for visiting groups of tourists for exhibitions, conferences, seminars, etc. or for the purpose of tourism.

When booking a group, you need to know the following information:

dates of stay;
the required number of rooms and their categories;
the names and names of all visiting guests;
number of smoking / non-smoking rooms;
number of adults, children, in each room;
time of arrival and departure of the group;
who will pay for accommodation and additional expenses for guests.
The group booking must be confirmed in writing within 24 hours by fax or e-mail from the moment it receives all the necessary information.

Advantages and Disadvantages of different types of tours

Group tours

Group tours suggest a certain set of activities during the stay of a group of tourists in a particular country. Make adjustments to such a program at the request of a particular member of the group, and even more so they will be virtually impossible to implement. And frankly speaking, nobody will do it, since such attempts will not only be serious efforts, but also financial expenses. Group tours are good for schoolchildren, students and retirees. Representatives of the middle age category rarely prefer this type of recreation and travel. Although, there are also advantages of this kind of organization of a trip abroad.

ADVANTAGES

Many tourists note the special atmosphere of group travel. The company will not be bored. In addition, you can find new friends and make interesting acquaintances.

Such tours provide a very good experience for those who have been abroad for the first time, especially if there are some problems with a foreign language. In the group of compatriots, a newcomer to foreign tours mentally feels more comfortable and confident.

DISADVANTAGES

Any group trip assumes the need to adapt each individual member of the tour to the rest. You have to be ready for this. Far from all this is possible on vacation, on vacation, when, it would seem, there should be an opportunity to relax and not feel any restrictions, like at work.

In any case, sooner or later, there will be latecomers, who will need to wait; someone will be lost, you have to look, etc.

Cost of group tour

Group tours usually do not have a strictly fixed cost and date, since they are realized by the fact of recruiting a group of a certain number. The program of the tour can be modified by the customer prior to the commencement of the trip (the number and duration of the excursion, the place of residence, the number of tourists, the number of feedings, etc.), which affects the cost of the tour to a greater or lesser extent.

The cost of a tourist permit for 1 person grows inversely with the number of participants in the group. That is, the more people travel, the cheaper the tour costs.

Since tour operators, organizing group tours, have long-term established relationships with museums, hotels, food points, etc., in general, a trip to a group costs less than an individual tour of approximately the same duration and saturation of the program of rest.

Individual tours

If you are a convinced individualist, you are discomforted following a strict schedule, and in principle, do not like spending a lot of time with strangers, it is better to choose an individual tour for a comfortable rest.

Individual tours suggest maximum consideration of your wishes in terms of the itinerary, the conditions of staying in hotels, the number and duration of excursions. In addition, an individual travel program will allow you to fully explore and experience the national flavor of the host country.

Certainly, the cost of individual excursions is several times higher than the group ones. After all, they will work exclusively with you, not with a group of 30 people. But it will last as long as you need, and get answers to all your questions. For example, a group tour of Rome costs an average of 40 euros per person. While the individual will cost 325-340 euros for two.

ADVANTAGES

Greater comfort of stay at the hotel and on excursions, the opportunity to better feel the national flavor and get acquainted with the culture of the country and its people.

DISADVANTAGES

Significantly higher cost of excursions and other entertainment and cognitive activities.

Cost of individual tour

In fact, the spread of prices for individual tours largely depends on what you, as a customer, want to include in it, as well as from choosing a country to visit. It is undeniable that there are more and less expensive countries for tourists. Also, the price is affected by the length of the trip and the way of staying to the destination. Therefore, an individual tour can cost as much as 100,000 euros, and 1000 conventional units.

Практическое занятие 9. Тема 9. Системы бронирования.

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.

1. Read and translate the text:

Computer reservation systems in the hospitality industry

As is known, the tourist product is a set of various services for the traveler, and the tourist company is only one of the links of a large chain of partners in organizing the tour. The speed of information, operational communication is of paramount importance between them, therefore, information technology and computer reservation systems in tourism play a huge role.

Air ticket reservation systems began to appear abroad in the late 50's. In the early 90's, large-scale introduction of electronic technology in the hotel industry, and later - in the activities of tourist firms. In recent years, computer reservation systems due to the increase in the scale of application have received a new name - Global Backup Systems.

There are such basic ways of booking.

1. The Internet is about 30% of sales. Booking through the Internet depends on the provider company, its prices and conditions. The booking scheme is identical to the sale of hotel services.

2. GDS (Global Distribution System) about 40-60%. The advent of computer programs began in the 60's. in Europe, due to the growing flow of customers. GDS originated in the creation of airline alliances. It was intended for professional tourist companies and required training of personnel (from 5 days). It includes three main systems:

- Amadeus / System One is 175 segments per month (segment-service);
 - Galileo / Apollo = 60 seg / month;
 - World / Span / Abacus = 400 seg / month, average sales = 30,000 seg / month.
- Only with their help annually sold at least 30 million tickets and hotel seats.

In the US, 96% of all travel agencies use booking terminals. In Russia, there are currently the following booking systems for air tickets: "Gabriel", "Gets" and domestic "Sirena-2." The technical level of foreign booking systems is much higher, they are more mobile, multifunctional, reliable, easy to manage, integrated into global Internet networks. Consider the functionality of some foreign reservation systems.

Amadeus is a multifunctional reservation system, which includes:

- more than 38,000 tourist companies through 108,000 terminals;
- 430 airlines with 60000 terminals;
- 35000 hotels and other accommodation facilities;
- 55 car rental companies.

The reasons for Amadeus' leadership in Russia are explained by the earlier arrival on the Russian market (1993), rather strong marketing promotion in the market, the development of adapted programs for Russian travel agents.

Currently, about 650 Russian tour companies enter the Amadeus system through a representative office in Russia or through distributors in Germany, Finland, Sweden and other countries. Through this system, you can apply with hundreds of airlines, tens of thousands of hotels (with immediate confirmation) and all major car rental companies around the world. "Amadeus" offers the most reliable range of tourism services, provides a complete management toolkit accessible from anywhere.

Galileo is one of the leading computer reservation systems in the world. In Eastern Europe there are only 120 agencies, but there is no representation in Russia. In 1993, the American system of booking "Appolo" joined this system, and in 1996 merged with "Gets", which automatically added a lot of new customers, which had a positive impact on the following parameters of activity:

- Countries served - 57;
- agencies that use Galileo - 32326;
- number of terminals in the world - 119400;
- armored hotel chains - 193;
- bookable hotels - 29500;
- booked airlines - 500.

This is one of the most advanced systems in technical terms. One of the first to provide agencies with a Windows-version of the reservation system. In Russia since 1993, but has weak advertising. Works mainly with the subjects of the CIS and with Russian air carriers.

Saber is distributed in more than 70 countries and has about 30 thousand users. A distinctive feature - offers its customers direct sales. Essence - opening access to the system for all comers. Any tourist or businessman can independently book flights or hotel room from his home or work personal computer.

The difficulties of promoting GDS in the Russian market of services depend on:

- on the complexity of connection and use;
- high overhead costs: mandatory purchase of computer equipment from a certain supplier, rent for work in the system, high commissions for low sales, the need to update computer support;
- low coverage of the Russian market;
- limited communication between isolated administrative centers;
- there is no clear interaction between inventory systems and GDS;
- Inventory systems do not have the opportunity to enter the world space.

For the first time in our country, the prototype of computer systems was the "Ekran" system, which was located in the Yaroslavskaya Hotel,

2. Answer the questions:

1. What is included in the investment cycle of hotel establishment?
2. What are the main principles that are taken into account when building a hotel?
3. What are the requirements for the hotel building?
4. What are the requirements for the sign and the entrance to the hotel building?
5. What is the corporate identity of a hotel company? What are the criteria for its development?
6. What does horizontal communication in the living areas of a hotel include?
7. How is the utilization rate calculated for the hotel?
8. How to calculate the number of rooms?
9. What services are included in the life support of hotels?
10. What are the standard rates for individual zones of a hotel room?
11. What elements are included in the structure of the hotel's weak economy?
12. What are the fire safety measures?
13. What is the role of information systems and their use in the hotel business?
14. What, in your opinion, are the prospects for the computer reservation of hotel rooms via the Internet?
15. How is the occupancy of the hotel room calculated?

Практическое занятие 10.

Тема 10. Пассивный залог.

1. Образование пассивного залога. Пассивный залог настоящих времен.
2. Пассивный залог прошедших времен. Пассивный залог будущих времен.

Цель работы:

1. Понимать сущность и социальную значимость своей будущей профессии, проявлять к ней устойчивый интерес.
2. Формирование коммуникативных компетенций, овладение грамматическим материалом.

Пассивный залог (passive voice)

Пассивный залог (passive voice) показывает, что лицо или предмет, выраженное подлежащим, испытывает действие на себе:

The big cake was baked by Sam.

Большой пирог был испечен Сэмом.

Образование пассивного залога

Для того, чтобы получить форму глагола в пассивном залоге, необходим вспомогательный глагол **to be** в соответствующем времени, лице и числе и причастие прошедшего времени (Participle II) значимого глагола:

*This building **will be demolished** next month.*

Это здание будет снесено в следующем месяце.

В **отрицательных предложениях** частица **not** ставится после вспомогательного глагола, а если их несколько, то после первого из них:

*He **has not been seen** anywhere.*

Его нигде не видели.

В **вопросительных предложениях** вспомогательный глагол (или первый из них) выносится на место перед подлежащим:

***Was** your wallet **stolen**?*

Ваш бумажник был украден?

Таблица времен пассивного залога

	Simple	Continuous	Perfect
Present	space is explored	space is being explored	space has been explored
Past	space was explored	space was being explored	space had been explored
Future	space will be explored	---	space will have been explored

Глагол в пассивном залоге в английском языке можно переводить на русский язык несколькими способами:

- Глаголом, оканчивающимся на **-ся, -сь**.
- Сочетанием глагола **быть** с краткой формой причастия пассивного залога (в русском языке в этом сочетании глагол **быть** в настоящем времени не употребляется).
- Глаголом в активном залоге в 3-м лице множественного числа в составе неопределенно-личного предложения.

Дополнение в предложении с глаголом-сказуемым в пассивном залоге употребляется с предлогом **by** или **with**. Это дополнение соответствует русскому дополнению в творительном падеже без предлога.

Дополнение с предлогом **by** выражает действующее лицо или действующую силу:

*The fish **was caught by** the seagull.*

Рыба была поймана чайкой.

Дополнение с предлогом **with** выражает орудие действия:

*Shafts **are turned with** cutters.*

Валы обтачиваются резцами.

Exercises.

1. Summaries are usually written in **present tense**. Simple present is the most important tense in summaries. But other tenses are important, too. Decide whether to use simple present, simple past, present perfect, conjunctive or passive voice. Use the **long forms**.

The Fellowship of the Ring (be) the first book of J.R.R. Tolkien's The Lord of the Rings trilogy, which (set) in a fictive world, Middle Earth. It (tell) the story of Frodo, a hobbit, and a magic ring.

As the story (begin) , Frodo (give) a magic ring. The wizard Gandalf then (tell) him of the Rings of Power and of Sauron, the Dark Lord, who (make) the Master Ring to rule all other Rings.

Gandalf (advise) Frodo to leave home and keep the ring out of Sauron's hands who already (send) his Black Riders in search for it. Frodo's ring (give) Sauron the power to enslave Middle Earth.

2. Decide whether to use simple present, simple past, present perfect, conjunctive or passive voice. Use the **long forms**.

Frodo (leave) the shire with three travelling companions: Sam, Merry and Pippin. First they (know/not) that the Dark Riders (pick up) their trail already. But soon the four friends (find out) about that.

They (have) a few encounters with the Dark Riders which Frodo and his friends (can) only just escape. In one attack by the Dark Riders, however, Frodo (wound) badly. Still, his friends (manage) to escape with him. Travelling on, they (reach) the country of the elves. There Frodo (heal) by Elrond, an half-elven.

3. Decide whether to use simple present, simple past, present perfect, conjunctive or passive voice. Use the **long forms**.

A council then (decide) that the ring (must / destroy) and (send) nine individuals, the fellowship of the ring, to the Cracks of Doom to fulfil this task. The group (travel) through the lands of Hollom and finally (come) to the mines of Moria. There they (have to) fight against orcs and a demon of flames called Balrog. Fighting Balrog on the bridge of Khazad-Dum, Gandalf (save) his friends. Gandalf himself,

however, (drag) into the depths by the demon. The others (manage) to escape.

When Boromir, one of the fellowship, (try) to steal the ring, Frodo (realise) that he (have to) continue on his own. His dear friend Sam, however, (want/not) to let him go alone. So he (accompany) him and eventually the two of them (reach) the evil land of Mordor.

3. Change these active sentences to passive. Choose if you need the agent or not.

- 1) People speak Portuguese in Brazil
- 2) The Government is planning a new road near my house
- 3) My grandfather built this house in 1943
- 4) Picasso was painting Guernica at that time
- 5) The cleaner has cleaned the office
- 6) He had written three books before 1867
- 7) John will tell you later
- 8) By this time tomorrow we will have signed the deal
- 9) Somebody should do the work
- 10) The traffic might have delayed Jimmy
- 11) Everybody loves Mr Brown
- 12) They are building a new stadium near the station
- 13) The wolf ate the princess
- 14) At six o'clock someone was telling a story
- 15) Somebody has drunk all the milk!
- 16) I had cleaned all the windows before the storm
- 17) A workman will repair the computer tomorrow
- 18) By next year the students will have studied the passive
- 19) James might cook dinner
- 20) Somebody must have taken my wallet

Практическое занятие 11.
Тема 11. Подтверждение бронирования.

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.

Confirmation of reservation - reservation confirmed by special notification sent by the hotel to the client. In response to the client's request, depending on

availability, the hotel makes a reservation and sends a booking confirmation containing information about the guest's name, dates of stay, room category, room price and additional services that can be booked in advance. The text of the booking confirmation must be sent to the client on the company's letterhead, which indicates the order confirmation number, the position and surname of the responsible person in the reservation department, and other details. Confirmation is necessary to ensure that the hotel can always prove that the customer has been informed about the conditions of booking at this hotel.

Usually a specific number is not booked, and only the room category is booked, but if the guest, especially from among regular or VIP clients, prefers a particular number, then his wish is usually taken into account. When booking for this it is necessary to pay attention and, if possible, provide the customer with the favorite number.

Hotels can change the price policy, as well as the order of booking confirmation. The published rates for accommodation in this hotel are subject to change without notice, however the room rate shown on the booking confirmation is not subject to change. The hotel should inform the potential customers in writing about changes in tariffs for the provided accommodation services at least 30 calendar days before the date of introduction.

Booking conditions vary from hotel to hotel. In order to avoid misunderstandings, when you apply to a hotel, you should explain these conditions in detail.

The process of processing an application letter for placing and processing a booking confirmation is as follows.

Upon receipt of the letter of application for accommodation, the reservation department employee fills in the appropriate form or enters the most important data from the letter of application for accommodation in the reservation book. Further, he registers the application in the hotel's electronic reservation system and assigns it a serial number. All reservations must be entered in the computer system within 1-2 hours. Based on the information entered, a prospective hotel loading schedule is formed. When booking a booking, special attention should be paid to the type of booking and the form of payment. With guaranteed reservation, the requisites of payment documents must be specified in the application, guaranteeing receipt of payment for the room if the guest fails to appear or late cancellation of the reservation by the client. The more information will be entered into the electronic booking system, the better and faster the process of settlement and discharge of customers.

The reservation department employee prepares a booking confirmation, where all the necessary information is entered. The confirmation number will be the same

number under which the application for accommodation was registered. As a rule, hotels already have booking confirmation forms. They can be forms as already embedded in the electronic booking system, as well as forms printed in typographical way. Confirmation of reservation must be made in the same language in which the application for accommodation was made. The text of the booking confirmation depends on the type of booking. With guaranteed reservation, the guest's waiting period is indicated, after which, penalties applied in case of late cancellation of the accommodation order or non-arrival to the hotel come into effect. In case of non-guaranteed reservation, the time before which the guest can count on getting the number booked by him is indicated. As a rule, the booking confirmation text starts with a thanks for choosing this hotel.

In addition to the terms and conditions of booking, guests can be informed about the procedure for visa support, food, transfer, check-in time and check-in hours in the hotel, as well as provide answers to any questions of interest to customers.

The reservation department employee sends a booking confirmation to the fax number specified in the application letter from the company, company or individual. The employee must make sure that the confirmation of the booking is received by the addressee by fax, and full, without distortion. Confirmation of the successful receipt of the message in this case will be the answer "OK" on the special form-report, issued by fax. If a fuzzy message is received, the fax will output "Error" or "Poor line condition".

All registered letters of application for accommodation, confirmation of booking for these applications and positive acknowledgments of receiving the fax by the addressee are sorted by the dates of arrival, and are kept in the booking department until the guest arrives at the hotel. This is necessary to confirm the details of the accommodation when the guest arrives. After departure of guests these documents are archived in case of specification of any details about the client's residence in the past.

Sometimes in the booking there are any changes. Customers do not completely cancel the order, but only partially change the conditions. This concerns, first of all, the length of stay, the number of persons, the category of rooms, the special wishes of the guest. Such changes are fixed by the employees of the reservation department in a special form or notes are made in the registration of applications for accommodation. All changes to the booking must also be made to the computer system.

If changes are possible, the reservation department employee makes changes to the already existing confirmations, corrects individual reservation details and sends a fax with the mark "re-confirmation" to the customer's address.

The reservation department employee should be informed of the changes to the departments to which these changes relate. If the reservation can not be changed due to the hotel's occupancy at the requested dates, then it is necessary to offer the customer an alternative number and a room category, and also to ask if he wants to be included in the waiting list. The waiting lists are checked daily. If the numbers are released, the reservation department employees call customers on the waiting list.

If the reservation is impossible for one reason or another, then in this case the reservation department sends an official refusal in the placement, containing an apology, the reason for the refusal, informs the period of improvement of the situation with free numbers and expresses the hope for further cooperation.

Translate the following words into English:

Подтверждение бронирования, уведомление, запрос клиента, в зависимости от, категория номера, дополнительные услуги, отдел бронирования, тарифы на размещение, условия бронирования, журнал резервирования номеров, перспективный график загрузки гостиницы, электронная система бронирования, штрафные санкции, неприбытие в отель, визовая поддержка, условия питания, вносить изменения, лист ожидания, официальный отказ, выражать надежду на дальнейшее сотрудничество.

Практическое занятие 12.
Тема 12. Аннуляция бронирования.

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.

The reservation service does not only book rooms, but also makes **cancellation of reservations**. If you cancel the reservation in full, the cancellation form will be filled in.

All operations for booking, changes, cancellations must be recorded in writing and included in the computer program. For convenience, the forms "New reservation", "Change", "Cancellation of booking" are of different colors.

Cancellation of non-guaranteed reservation. The reservation department employee must request the guest's name, address, number of rooms booked, the date of arrival and departure, and the confirmation number, if any. This information helps to properly cancel the booking. After the booking has been canceled, the reservation department employee calls the guest's cancellation number and asks if the guest will make any other booking. The employee must make sure that the booking for cancellations is canceled and the reservation cancellation document with the corresponding number is created.

Cancellation of guaranteed reservation. Most companies of international payment systems issuing credit cards allow you to levy fines in the event of a guest's absence unless the hotel issues a special cancellation number. In case of early cancellation of the reservation by a guest, in order to avoid misunderstandings, especially financial ones, department employees should follow the established rules of cancellation of guaranteed credit card booking.

Information about booking a room is requested. This information includes the name of the guest, his address, the number of rooms booked, the date of arrival and departure, the booking number. During the cancellation process, the guest is also notified of the cancellation number. The reservation department employee should explain to the client that the cancellation number should be retained as a guarantee of the timely cancellation of the reservation in the event of any financial claims from the hotel side. The cancellation number consists of the date, initials and code of the employee annihilating.

It is noted that the reservation is canceled, the document is assigned the appropriate cancellation number, and the cancellation date is set. If the cancellation is not made to the guests themselves, but at his request, the name of the person who annuls is displayed.

The cancellation number of the reservation is entered in the general list.

All information of this cancellation is entered in the hotel's computer database for statistics, analysis and further development of the hotel policy in terms of room reservation. This information is stored in the computer's memory until the next arrival of the guest.

Actions for cancellation of reservations made on prepayment in different hotels may differ among themselves. The prepayment must be returned to the guest after the cancellation process. Possible written confirmation of cancellation, sent by the hotel to the address of the client, travel agency or company.

If the request for cancellation of the application came by fax, the booking officer sends a confirmation letter of cancellation.

The service that informs the cancellation must act professionally, politely, accurately and accurately.

Employees of the reservation department prepare the check-in sheets for each day, they are used by the staff when guests arrive.

Translate the following words into English:

Аннуляция заказов на бронирование, бланк «Отмена бронирования», письменно зафиксированы, номер аннуляции заказа, руководствоваться установленными правилами, запрашивать информацию, присваивать соответствующий номер, предоплата, действовать профессионально, вежливо, аккуратно и четко, лист заезда.

Практическое занятие 13.

Тема 13. Процесс оплаты.

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.

1. Read and translate the text:

Accounting section of any business or organization tracks, records, and manages the financial transactions of the business with its customers and clients. The accounting department handles the financial health and tracks the performance of any business directly. It is helpful for the management to take appropriate decisions.

When it comes to a hotel business, accounting is managing expenses and revenue. It provides a clear information to the guests thereby avoiding any unpleasant surprises to the guests. Let us know more about the accounts section of front office.

What is Front Office Accounting?

It is a systematic process in which the front office accounting staff identifies, records, measures, classifies, verifies, summarizes, interprets, organizes, and communicates financial information for a hotel business.

In the simplest form, a front office account resembles English alphabet 'Block-T'.

Account Name	
Charges	Payments

In the domain of front office accounting, the charges are entered on the left side of the 'T'. They increase the account balance. The payments are entered on the right side of the 'T'. They decrease the account balance.

Basic Front Office Accounting Formula

Net Outstanding Balance = Previous Balance + Debit – Credit

Where **debit** increases the outstanding balance and **credit** decreases it.

Most of the contemporary hotel businesses employ automated accounting system.

Objectives of Front Office Accounting System

The objectives of accounting system are –

- To handle transactions between the guests and the hotel accurately.
- To track the transactions throughout the guest's occupancy.
- To monitor the guest's credit limit.
- To avoid possibility of any fraud.
- To organize and report the transactional information.

Types of Accounts

There are following typical accounts in hotel business dealing with customers –

- Guest Account
- Non-guest or City Account
- Management Account

Difference Between Guest and City Account

Here are some prominent differences between a guest and a city account –

Guest Account	City Account
It is the record of financial transactions between the guests and the hotel.	It is the record of financial transactions between the non-guests and the hotel.
It is created at the time of	It is created when a guest fails to settle the bill completely at the time of check-

reservation or registration.	out.
It is maintained by the front office completely.	It is maintained by the Accounts section in back office.
It records all financial transactions of a guest from check-in till check-out.	It records financial dues not paid or partially paid by the guests at the time of check-out from the front office to the back office.
Guest account is compiled on a daily basis.	City account is compiled on a monthly basis.

Management Account

Some hotels allow the managers to entertain the guests' queries or grievances, or any possibility of acquiring a business deal over a brief interaction with the guests. For example, if a guest has some problem about the hotel policy, the manager calls the guest for interaction over a coffee or a drink and tries to resolve the same. The expenses towards this interaction are then recorded on the management account.

Folios and Types

A folio is a statement of all transaction that has taken place in a single account.

The front office staff records all the transactions between the guest and the hotel on the folio. The folio is opened with zero initial balance. The balance in the folio then increases or decreases depending upon the transactions. At the time of check-out, the folio balance must return to zero on settlement of payment.

Types of Folios

There are following major types of folios –

- **Guest** – Assigned to charge for individual guests.
- **Master** – Assigned charge for group/organization.
- **Non-guest** – Assigned for non-resident guest.
- **Employee** – Assigned for hotel employee to charge against coffee shop privileges.

Postings and Types

The process of recording the entries on the folio is called '**Posting**' of transactions. There are two basic types of postings –

- **Credit** – They reduce the guest's outstanding balance. These entries include complete or partial payment, or adjustments against tokens.
- **Debit** – They increase the outstanding balance in the guest account. Debit entries include charges under restaurant, room-service, health center/spa, laundry, telephone, and transportation.

Vouchers and Types

Vouchers are detailed documentary evidences for a transaction. It transfers the transaction from its source to the front office. Vouchers are used to notify the front office about guest's purchases or availing of any service at the hotel.

The following typical vouchers are used in the hotel –

- Cash Receipt Voucher
- Commission Voucher
- Charge Voucher
- Petty Cash Voucher
- Allowance Voucher
- Miscellaneous Charge Order (MCO)
- Paid-out Voucher (VPO)
- Transfer voucher

Here are some typical vouchers.

Petty Cash Voucher

Payment Voucher

Ledger and Types

The ledgers are a group of accounts. There are two ledgers the front office handles –

- **Guest ledger** – A set of all guest accounts currently residing in the hotel.
- **Non-guest ledger** – A set of all unsettled, departed guest accounts.

There are two other types of ledgers used in the hotel. Both types of ledgers are used by back office accounting section as given –

- **Receivable ledger** – The back office accounting staff mails the bills and statements to the guests after their departure without settling the bills and ensures the payments for services provided.

- **Payable ledger** – The staff handles amounts of money paid in advance on behalf of the guest to the hotel for future consumption of goods and services.

Account Settlements

There are various issues regarding account settlement –

Orientation of Account Settlement

By Guest – The guest settles own account by cash/credit card/cheque.

By Organization – The organization settles guest account by transferring money to the hotel account.

Methods of Account Settlement

There are following popular methods of account settlement –

Account Settlement in Local Currency – A guest can pay in terms of a local currency where the payment is not chargeable with conversion fees.

Account Settlement in Foreign Currency – If the guest prefers to pay in foreign currency, the service of payment by the bank is chargeable for around 3% to 6% of the total payable amount.

Account Settlement Using Traveler Check – Travelers' cheques, the pre-printed cheques in the denominations of major world currencies are a good option to paying by cash.

Debit Card – Use of magnetic cards for payment against account is most common today. Paying by debit cards is as good as paying by cash as the amount of money is instantly transferred from the guest's bank account into the hotel's bank account.

In case of credit card settlement, the accounting staff mails the charge vouchers signed by guests to the credit card company; preferably within a specified time. The credit card company then settles the guest account by transferring money against it.

Credit Settlement by Organization – Many national, international, private, or public organizations send their employees or students for attending workshops, seminar, or meetings. Such organizations tie-up with the hotel for paying the bills of their employees on credit. The organizations reserve accommodations depending on the number of room nights (number of rooms × number of nights the representatives are expected to occupy). This is popularly known as account Settlement using Direct Billing.

In **direct billing account settlement**, the front office staff verifies guest folios and transfers the guest account to non-guest or city account. The hotel's back-office accounting verifies the guest folios and is responsible to collect the direct billing amount from a direct billing agency such as embassy, university, or organizations.

The accounting section also notifies the guests that if the direct billing agency fails or refuses to pay the charges then the guests need to settle the account by paying them from their pocket.

Combined Account Settlement – A guest can settle account by paying partial amount in cash and remaining amount on credit. The front office staff needs to prepare the supporting document for such kind of payment and hands it over to the back-office accounts.

2. Answer the questions:

1. What Types of Accounts do you know?
2. What's the difference between a guest and a city account?
3. What major types of folios do you know?
4. What typical vouchers are used in the hotel?
5. What is Receivable ledger?

2. Prepare the list of actions how to accept the payment.

3. Fill the sentences with suitable words:

1. The accounting department handles _____ and tracks the _____ of any business directly.
2. Where _____ increases the outstanding balance and _____ decreases it.
3. There are following typical accounts in hotel business dealing with customers:
_____, _____, _____.
4. The folio is opened with _____.
5. _____ – Assigned to charge for individual guests.
6. _____ – Assigned charge for group/organization.
7. _____ – Assigned for non-resident guest.
8. _____ – Assigned for hotel employee to charge against coffee shop privileges.
9. Credit – They _____ the guest's outstanding balance.
10. Debit – They _____ the outstanding balance in the guest account
11. _____ are used to notify the front office about guest's purchases or availing of any service at the hotel.
12. _____ – A set of all guest accounts currently residing in the hotel.
13. _____ – A set of all unsettled, departed guest accounts.

14. _____ – The back office accounting staff mails the bills and statements to the guests after their departure without settling the bills and ensures the payments for services provided.

15. _____ – The staff handles amounts of money paid in advance on behalf of the guest to the hotel for future consumption of goods and services.

Практическое занятие 14.

Тема 14. Типы оплаты.

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.

Payment in cash (Cash)

Cash money settlements - made with the use of cash payment facilities, payments for purchased goods, work performed, services rendered. Payment by cash is made in Russian hotels in rubles, in accordance with the legislation of the Russian Federation and at the rate established by the order for the hotel and is applied at the date of payment. The information on the ruble exchange rate for the current day should be in the public eye to avoid misunderstandings. Acceptance by the cashier of payment in foreign currency is a gross violation. According to the "System of classification of hotels and other accommodation facilities," adopted by the Federal Agency for Tourism, a mandatory requirement for hotels 3-5-star category, is the presence of a currency exchange office (for hotels 4-5-star category - with a 24-hour mode of operation).

The cashier prints out two copies of the invoice on the printer. All documents that are due in the calculation must be sent to the guest in the envelope. Another copy of the general account with two copies of all accounts for additional paid services and telephone negotiations the cashier will transfer to the accounting department, the night auditor or a colleague for a change, depending on the mode of operation. The cashier should remember to thank the customer.

Payment by credit cards (Payment by Credit-Card)

When issuing clients to hotels where credit cards are to be paid using an imprinter, the cashier should form a joint account and deposit the necessary amount into the slip already prepared at the entrance. Give this slip to the client's signature, make a request (by phone) to the required amount in the authorization center, receive and

record the authorization code on the slip (with a positive response). In order for the payment document to be fully issued, you must:

put on the slip date of payment;

briefly indicate the currency code (in our case it is only rubles);

make a note next to the logo of the payment system, whose credit card was taken for payment;

indicate the name of the cashier.

Slip is filled with a legible handwriting, it is necessary to ensure that all information is present on all three copies. Corrections on the slip are not allowed. If an error occurred while filling the slip, this slip is eliminated, rolled and filled again.

The cashier gives the documents assigned to the client:

a general invoice for the hotel services provided;

one copy of the slip (most often this is the first copy indicating the Cardholder / Client or Cardholder's rubbish);

account for all provided additional paid services.

For a report to the bookkeeper, the cashier needs:

total score;

two customer-signed copies of the slip with notes: a copy of the merchant's merchandise or just a merchant / company and a copy of the bank's bank or United Card Service.

In hotels accepting payment by credit cards through POS-terminals and using a pre-authorization system (deferred payment), the cashier uses the OFF-Line Sale function in the final settlement with the client. To do this, he needs a check of preliminary authorization of the client, prepared in advance at check-in (during solvency issues). By pressing a certain button, the cashier calls the OFFLINE mode. After that, it is necessary to enter the credit card number (from the magnetic stripe by card by magnetic reading device or manually, using the credit card number available on the pre-authorization check).

After the introduction of the total amount on the account, the cashier enters the pre-authorization code (it is also indicated on the pre-authorization check). After a certain command to the POS terminal, the device starts printing a check identical

to the "Sale" check, but with the mark "OFFLINE Sale". This check, consisting of two copies (white and yellow colors) and providing a copy effect, is given for signature to the client.

The rest of the "frozen" money (if any) is instantly returned to the client's account.

In this case, the cashier gives the customer:

one copy of the general account prepared on the computer;

signed by the client one copy of the check issued by the POS-terminal;

all accounts for the provision of additional paid services.

For the reporting the cashier still has:

the second copy of the general account prepared on the computer;

signed by the client a second copy of the check issued by the POS-terminal;

all customer accounts for the provision of additional paid services in two copies.

Working with credit cards requires the cashier great responsibility, attention, vigilance and professionalism.

According to the Federal Law of the Russian Federation of May 22, 2003 No. 54 "On the use of cash registers for the implementation of cash payments and (or) payments using payment cards" by all organizations and individual entrepreneurs in cases of the sale of goods, work or services compulsory use is made of cash register equipment included in the State Register. Organizations (with the exception of credit institutions) and individual entrepreneurs using cash registers are required to:

to register cash register equipment in the tax authorities;

to use in the execution of cash payments and (or) payments using payment cards, good cash management equipment, sealed in accordance with the established procedure, registered with the tax authorities and ensuring proper accounting of funds when performing settlements (fixing settlement transactions on the control tape and in fiscal memory);

issue cash receipts printed by cash register equipment to customers (customers) when making cash payments and (or) settlements using payment cards at the time of payment;

ensure the maintenance and storage in accordance with the established procedure of documentation related to the acquisition and registration, commissioning and use of cash registers, as well as to provide officials of tax authorities conducting inspections with unhindered access to appropriate cash register equipment and provide them with the specified documentation;

to make, during the initial registration and re-registration of cash register equipment, the introduction into the fiscal memory of cash register equipment of information and the replacement of fiscal memory with the participation of representatives of tax authorities.

Payment by bank transfer

When issuing customers who live in the hotel by bank transfer (Account to company), the front desk clerk is obliged to check whether the service money is transferred to the hotel account or whether there is a guarantee of their receipt in the near future. The front desk employee should also check the list of services that were provided to customers by bank transfer on the terms of a contract or letter of guarantee. The amounts on the accounts of these customers must go directly to the non-cash accounts of the organizations where they were located. In the computer program there is a corresponding section. If customers have invoices for additional paid services provided by the hotel that are not included in this list, it is necessary to receive payment for them in cash or by credit card and issue the necessary accounts, which were already mentioned earlier.

Payment by vouchers. This type of payment in the hotel is less common than cash and credit card settlement, and is a kind of non-cash settlement. Voucher (Voucher) - a document that establishes the right of the tourist to services included in the tour and confirms the fact of their provision. The voucher must include:

the name of the travel agency that issued it;
state license number of a travel agency for the right to carry out tourist activities (for domestic tourism organizations);
the address of the travel agency and the rest of its most complete requisites;
voucher number and date of issue;
the name of the organization for which the voucher is intended (hotel, boarding house, holiday home, other travel agency, etc.);
Surname of the client or clients;
number of clients;
a detailed list of paid services that must be provided to a given client within a specific time frame;
telephones and addresses of travel agency partners.
The voucher must have the signature of the responsible person and the seal of the enterprise. The voucher is usually issued in 3 copies:

one remains in the organization that issued the voucher;

The second is issued to the client;

The third is for the host organization.

Foreign and domestic travel agencies conclude with the hotel agreements for the service of tourists, business people. The payment document for the customer is a voucher. Customers buy a voucher at the travel agency, ie they already pay in advance the accommodation and some additional paid services (usually breakfast and transfer). The hotel or other accommodation facility receives payment for services rendered from travel agencies through bank transfers. The cashier of the reception service issues vouchers along with other documents and invoices to the payment part of the hotel for further processing. In the computer program, the cashier makes appropriate notes for the services rendered by the hotel that are not included in the list of paid voucher services, the cashier takes payment in cash or by credit card.

Express payment of the hotel account (Quick Check-out Service), or Express check-out. The express statement system was developed and implemented by Bill Marriott, Jr.. This system is very convenient for frequent business travelers in hotels. This method is used only when paying with credit cards, and in the Russian conditions apply only in upscale hotels, where a high degree of confidence on the part of customers to the staff of the reception, and vice versa, as this procedure is an extract from the hotels do not require the immediate presence of living. The form for a "quick statement" can be taken to Reception at the time of registration or at any other time during your stay. Express Check-out is possible only if there is an imprint of the customer's credit card (credit card slip). Guests receive their ready accounts in the evening (before leaving the next morning). Some hotels use technologies that allow customers to check the accuracy of the account via interactive television in their room. If the bills are accurate and the guests agree with all charges for the services rendered by the hotel, they fill out the form or, in other words, the express payment agreement, sign it and give it to Reception upon departure. This procedure can save a lot of time and avoid possible delays during check-out.

Sometimes in hotels there is a need to return money to customers. The cashier makes a refund in the following cases:

refusal of a guest from the room within one hour from the moment of settlement, if the client did not use the number;

in connection with an early departure from the hotel, when payment for the room was made for a longer period of stay;

when changing the form of payment from cash to bank transfer;

in special cases in consultation with the hotel management;

in case of transferring a client from a previously paid room to a room of a different category (lower cost);

when you add another guest (guests) to the paid room.

In the last two cases, the price difference is paid.

This procedure is accompanied by execution of the client's receipt in receipt of an unused advance with mandatory identification of the guest's signature on the receipt with a signature in the passport or other certifying

Sometimes in hotels there is a need to return money to customers. The cashier makes a refund in the following cases:

- refusal of a guest from the room within one hour from the moment of settlement, if the client did not use the number;
- in connection with an early departure from the hotel, when payment for the room was made for a longer period of stay;
- when changing the form of payment from cash to bank transfer;
- in special cases in consultation with the hotel management;
- in case of transferring a client from a previously paid room to a room of a different category (lower cost);
- when you add another guest (guests) to the paid room.

In the last two cases, the price difference is paid.

This procedure is accompanied by registration of the client's receipt for receiving an unused advance with mandatory identification of the guest's signature on the receipt with a signature in the passport or other document that certifies the identity. The receipt must also contain the client's passport data. Subsequently, such a receipt will be submitted to the accounting department together with the cash report. Accordingly, the amount of revenue will be less by the amount indicated.

There are cases when the client refuses to pay for a particular service. If the clerk of the reception service can not independently resolve the problem, he should contact the head of the unit. The head, in turn, on the basis of his powers, experience, appropriate instructions, must find the correct solution to this problem. In each specific case it is necessary to approach individually, proceeding from the developed situation. In case of misunderstanding with payment it is necessary to take the guest aside from the general queue, to solve the problem without extra publicity.

The Check Out Procedure should not take more than eight minutes. At the conclusion of the statement, you should remind the guest of the need to collect your passport, thank him for choosing your hotel, invite the guest to come again ("We will be very glad to see you again at our hotel!"), To thank and encourage the guest, a review of the quality of service at the hotel (where provided), wish a happy journey. Upon departure, the baggage carrier takes the luggage from the room and quickly loads it into the car, thanks for staying at the hotel, politely says goodbye. In rainy weather, the porter escorts the guest to a car with a large umbrella and also wishes a successful trip.

The cashier of the reception and accommodation service is a materially responsible person. He must carefully and accurately settle accounts with customers. Working with money, credit cards requires the cashier to take great responsibility. Errors of the cashier can lead to large material losses of the hotel. And this, most likely, entails the dismissal of an employee who made a mistake, perhaps even with the payment of a shortage.

At the end of his work shift, the cashier makes reports. On the computer, it opens the file "Transfer of the shift" and performs all the necessary operations. The cashier receives a cash report on cash, by bank transfer, for all operations with credit cards, a general cash report. The report on credit cards is supplemented with a printout of a report on transactions with credit cards with the help of a POS terminal since the previous shift.

Cash revenue must exactly match the amount of the cash report. Money, cash reports along with all payment documents and invoices are transferred by shift or are handed over directly to the hotel's bookkeeping. The transfer of revenue for the change is accompanied by the filling in of the corresponding form (form).

The accounting department thoroughly checks all documents, invoices received from the reception and placement service, and also verifies the discrepancies and errors.

The control of cashiers' work is also carried out by city tax organizations. The tax authorities exercise control over compliance by organizations and individual entrepreneurs with the requirements of Federal Law No. 54 of May 22, 2003, "On the use of cash registers in cash cash payments and (or) payments using payment cards."

Sometimes in hotels there is a need to return money to customers. The cashier makes a refund in the following cases:

refusal of a guest from the room within one hour from the moment of settlement, if the client did not use the number;
in connection with an early departure from the hotel, when payment for the room was made for a longer period of stay;
when changing the form of payment from cash to bank transfer;
in special cases in consultation with the hotel management;
in case of transferring a client from a previously paid room to a room of a different category (lower cost);
when you add another guest (guests) to the paid room.
In the last two cases, the price difference is paid.

This procedure is accompanied by registration of the client's receipt for receiving an unused advance with mandatory identification of the guest's signature on the

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Translate from Russian into English:

1. Основные обязанности сотрудников вечерней смены службы приема:

Принимают смену от коллег дневной смены, знакомятся с записями в журнале «Передача смен».

Проверяют наличие сообщений и факсов, передают их гостям.

Контролируют выполнение заказов на автотранспорт.

Занимаются формальностями, связанными с заселением и выездом клиентов, аккуратно ведут соответствующую документацию.

Информируют гостей отеля по широкому кругу вопросов.

После окончания работы отдела бронирования, принимают заказы на размещение и выполняют все операции по бронированию номеров и мест в гостинице.

Осуществляют обработку и начисление платежей за предоставление платных услуг, включая их в счета гостей.

Осуществляют выдачу и хранение ключей от гостевых комнат, некоторых служебных и общественных помещений.

При необходимости выполняют и другие поручения.

К 23 часам подводят итоги своей смены и передают ее ночному аудитору.

Таким образом, сотрудники вечерней смены выполняют практически те же функции и операции, что и сотрудники дневной смены. По окончании вечерней смены желательно предоставить сотрудникам бесплатный транспорт до дома.

2. Из множества обязанностей ночного аудитора можно выделить наиболее важные:

Выполнять все функции, связанные с поселением, обслуживанием, выпиской клиентов отеля.

Вносить данные по расходам клиентов на их счета, которые не были внесены сотрудниками вечерней смены.

Контролировать правильность начисления платежей за предоставленные гостям услуги предыдущими сменами, вносить необходимые коррективы,

составлять отчет по расхождениям и ошибкам (если имеются) для руководителя службы приема и размещения.

Вести необходимую документацию, параллельный учет на случай выхода из строя компьютерной системы.

Подготавливать полный суточный отчет о деятельности отеля за предыдущий день.

Подготавливать к 7.00 сведения о занятости номерного фонда (Housekeeping Report) для службы хозяйственного обеспечения (Housekeeping).

Осуществлять контрольный обход по отелю с целью выявления возможных нарушений и при необходимости принимать решения в пределах своей компетенции.

Производить побудку клиентов и выступать в качестве телефонного оператора (при необходимости) и т. д.

Работа ночных аудиторов во многом облегчает работу дневной смены, так как все счета клиентов уже выверены и подготовлены к операции оплаты.

Таким образом процесс обслуживания клиентов в часы наиболее массового отъезда (с 7 до 12 часов) значительно ускоряется.

Практическое занятие 15.

Тема 15. Условные предложения.

1. Условные предложения нулевого типа. Условные предложения первого типа.
2. Условные предложения второго типа. Условные предложения третьего типа.

Цель работы:

1. Понимать сущность и социальную значимость своей будущей профессии, проявлять к ней устойчивый интерес.
2. Формирование коммуникативных компетенций, овладение грамматическим материалом.

Как строятся условные предложения в английском языке

Условное предложение состоит из двух частей: условия и результата.

Условие легко узнать, оно всегда начинается со слова *if* (если). Результат обычно сообщает нам, что будет, если выполнить условие. Существует 4 основных типа условных предложений в английском языке: нулевой (Zero Conditional), первый (First Conditional), второй (Second Conditional) и третий (Third Conditional). Во всех типах используются разные времена.

Условие может быть как в начале, так и в середине предложения. В русском языке мы всегда отделяем условие от результата запятой. В английском языке мы ставим запятую, только когда условие стоит в начале.

Я приду, если закончу пораньше. – I will come if I finish my work early.
Если я закончу пораньше, я приду. – If I finish my work early, I will come.

Zero Conditional – условные предложения нулевого типа

Этот тип показывает условие, которое всегда будет правдой: научные факты, законы природы, общепринятые или очевидные утверждения. Обычно предложения с Zero Conditional переводятся настоящим временем, поскольку они всегда являются правдой. Zero Conditional образуется по следующей схеме:

Условие	Результат
If + Present Simple,	Present Simple

If you cut your finger with a knife, it hurts. – Если порезать палец ножом, он болит.

Snow melts if the temperature rises above zero. – Снег тает, если температура поднимается выше нуля.

Zero Conditional также используется для того, чтобы дать указания или инструкции. В этом случае в результате будет использоваться повелительное наклонение, а не Present Simple.

Условие	Результат
If + Present Simple,	Imperative mood

If you don't want to be late, hurry up. – Если не хочешь опоздать, поторопливайся.

Take a nap if you feel tired. – Вздремни, если ты устал.

First Conditional – условные предложения первого типа

Условное предложение первого типа называют еще «реальным» условным, ведь оно показывает действие, которое с большой вероятностью случится, если выполнить условие. Такие предложения описывают ситуацию, которая произойдет в будущем времени.

При построении подобных предложений в русском языке мы используем в условии и в результате будущее время, но в английском только в результате будет будущее время, а в условии – настоящее.

Условие	Результат
If + Present Simple,	Future Simple

You will find a good job if you study well. – Ты найдешь хорошую работу, если будешь хорошо учиться.

If the weather is good, we'll walk our dogs in the park. –

Если погода будет хорошей, мы пойдем выгуливать собак в парке.

Также First Conditional часто используется, если мы хотим предупредить или предостеречь от чего-либо.

You will get into trouble if you continue to hang out with her. – Ты попадешь в неприятности, если продолжишь общаться с ней.

If you drink much coffee, you won't sleep at night. – Если ты будешь пить много кофе, то не будешь спать ночью.

Second Conditional – условные предложения второго типа

Этот тип условных предложений называется «нереальным настоящим». Он показывает маловероятную или воображаемую ситуацию, которая относится к настоящему или будущему времени. Такая ситуация обычно не соответствует фактам в настоящем. То есть шанс того, что это действие произойдет, невелик, но не исключен совсем.

Условие	Результат
If + Past Simple,	would + глагол без to

If I were a billionaire, I would buy an island. – Если бы я был миллиардером, я бы купил остров.

If I lived in the countryside, I would walk in the forest every day. – Если бы я жил за городом, я бы гулял в лесу каждый день.

На этом обязанности Second Conditional не заканчиваются. Еще мы используем этот тип предложений для того, чтобы дать совет.

I would never do this if I were you. – Я бы никогда этого не сделал, если бы был тобой.

If I were in a tricky situation, I would take this opportunity. – Если бы я попал в сложную ситуацию, я бы воспользовался этой возможностью.

Обратите внимание на одну особенность, связанную с глаголом to be. В условных предложениях используется одна форма were для единственного и множественного числа. Was – это разговорный вариант, он часто встречается в повседневной речи.

If I were in your shoes, I would make up with her and start speaking again.
 = *If I was in your shoes, I would make up with her and start speaking again.* –
Если бы я был тобой, я бы помирился с ней и начал снова разговаривать.

Third Conditional – условные предложения третьего типа

Третий тип называется «нереальным прошлым». Всю его суть можно выразить одной фразой: сожаление о прошлом. Когда-то в прошлом что-то произошло, мы об этом сожалеем, но изменить событие уже не можем (если, конечно, не изобретут машину времени). Это единственный тип условных предложений, который относится к прошедшему времени.

Условие	Результат
If + Past Perfect,	would have + past participle

If I hadn't missed the bus, I wouldn't have been late for work. – *Если бы я не опоздал на автобус, я бы не опоздал на работу.*

If he had been more diligent, he would have been promoted long time ago. – *Если бы он был более ответственный, его бы давно повысили.*

Также Third Conditional используется, когда мы критикуем какие-то действия, которые произошли в прошлом и которые мы не можем уже изменить.

If you had listened carefully, you wouldn't have made so many mistakes. – *Если бы ты внимательно слушал, ты бы не допустил так много ошибок.*

If you hadn't left your car open, it wouldn't have been stolen. – *Если бы ты не оставил машину открытой, ее бы не украли.*

Third Conditional показывает не только негативное прошлое. Мы также используем его, когда хотим сообщить о хороших событиях, которые произошли в прошлом и положительно повлияли на наше настоящее.

He wouldn't have made this discovery if he hadn't done precise calculations. – *Он не совершил бы это открытие, если бы не сделал очень точные расчеты.*

If I hadn't taken the wrong way, I wouldn't have met you. – *Если бы я не пошел по неправильной дороге, я бы не встретил тебя.*

Exercises.

1. Underline the correct form to make conditional sentences.

1. If Rita opens /will open a boutique in the High Street, she'll make lots of money.

2. If the economy doesn't improve, lots of businesses will close / would close down.
3. This burglar alarm is so sensitive: it goes off if a mouse runs / will run across the floor.
4. George may go to prison unless he won't pay / pays his taxes.
5. The company was / would be more successful if it spent more money on advertising.
6. If the employees of a company are/were happy, they work harder.
7. We might sell our business if it makes / would make another loss this year.
8. It looks like Molly'll be okay, unless something new will happen / happens.
9. Unless Shelly had read him wrong, Jack would find /would have found her unorthodox approach irresistible.
10. Mat would not trust/ didn't trust that unless he had to.

2. Open the brackets to form conditionals. Mind mixed conditionals!

1. If Felix (to be) _____ here I would have seen him.
2. Michael would not agree even if you (to ask) _____ him.
3. If they (mention) _____ this yesterday, everything would have been done.
4. If I (to find) _____ that letter, I'll show it to you.
5. If I meet him, I (to invite) _____ him.
6. Would they come if we (to invite) _____ them?
7. The boss (be) _____ very disappointed if you aren't at the meeting tomorrow.
8. The teacher said, "I'll begin the lesson as soon as Jack _____ (stop) talking."
9. The old gentleman doesn't go out in winter. He _____ (go) out if the weather gets warmer.
10. She's flying to Cairo tomorrow. She'll send her family a telegram providing she _____ (arrive) with a delay.
11. If the plane had left on time, they _____ (be) in Minsk now.
12. If they hadn't walked 40 km, they _____ (not / be) exhausted now.
13. What would have become of us, if I _____ (come) to you then!"
14. He would have been scrupulous — if he (can) _____ !
15. What is the answer if you (add) _____ 17 to 75?

3. Make conditional sentences.

1. Molly (be) _____ a splendid woman, if only she didn't talk so much!

2. The evening will be fine, if only we _____ (not have) a storm.
3. You might be of interest to me, if only I (have) _____ time to waste on you.
4. If you (leave) _____ at two, you will be there before dark.
5. When he is drowning, a man (clutch) _____ at any straw.
6. If only Greg (can) _____ get some favourable shock, that's what would do it!
7. You (can) _____ do it if you try
8. You (can) _____ do it if you tried.
9. You (can) _____ it if you had tried.
10. We (go) _____ if it does not rain.
11. Fred (come) _____ if he has time.
12. If you (take) _____ a taxi, you'll be in time.
13. If Mark (have) _____ enough money, he will go to the university.
14. They won't unless you (ask) _____ them to come
15. What remains if you (subtract) _____ 5 from 10?
16. If you (buy) _____ a packet of cigarettes costing 3\$ and matches costing 2\$, and gave the shopkeeper 10\$ note, how much change ought you to receive?

4. Supply the correct verb forms in these conditional sentences. Decide, which type of conditionals are these sentences.

1. If you (to heat) _____ iron, it (to start) _____ to get red hot and then white hot.
2. If Molly and Paul (be not) _____ misinformed about the train times, they (not be) _____ late.
3. If Ioannis (stay) _____ longer at the party, he (have) _____ a good time
4. If the government (lose) _____ the next election, the Prime Minister (resign) _____ from politics.
5. If we (not go) _____ to your friend's party, I never (meet) _____ Alan.
6. If train fares (be) _____ cheaper, more people (use) _____ them.
7. If Molly (get) _____ that job she's applied for, she will be delighted.
8. It (be) _____ a disaster if the explosion had happened in the middle of the day.
9. If the talks (be broken) _____ down again, there (be) _____ a war between the two countries

10. If Ali (know) _____ anything about mechanics at that time, I'm sure she (help) _____ us.
11. He (have) _____ a bad accident last Friday if he _____ (not / drive) more carefully.

5. Translate the conditional sentences into English:

1. Джаггер пригрозил уйти в отставку, если правительство потерпит поражение
2. Если бы в компании согласились, мы могли бы достичь быстрого прогресса.
3. Компания вернет деньги, если вы передумаете.
4. Выставка, возможно, закрылась бы, если бы они не нашли новых спонсоров.
5. Я бы отказался сотрудничать, если бы я был в вашем положении
6. Пожалуйста, сообщите врачу немедленно, если она покажет признаки улучшения.
7. Молли и Салли поняли бы свою ошибку, если бы только остались до конца.
8. Можете считать, что мы согласны, если не получите от нас новостей до воскресенья.
9. Если вы выпьете слишком много кофе, вы не сможете уснуть.
10. Если бы Джек привез карту, мы бы не заблудились.
11. Если бы Джон знал о встрече, то приехал бы
12. Если вы столкнетесь с Павлом, скажите ему, что я хочу его видеть.

Практическое занятие 16.

Тема 16. Продажи гостиничных услуг.

1. Услуги отеля и дополнительно предоставляемые услуги.
2. Особенности продажи 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.

General services:

- 24-hour hall-porters
- 24-hour room service
- a staff to guest room of 2:1
- baby cots
- bar
- car hire
- chauffeur driven car service
- complimentary shoe cleaning
- currency exchange
- doctor on call
- guest laundry service
- interconnecting rooms
- luggage unpacking and packing
- minimum twice daily maid service
- multi-lingual staff
- non-smoking rooms
- restaurant
- three lifts
- valet parking
- valet service

Beauty and fitness:

- fitness centre
- gentlemen's barber
- ladies' hair salon

Business and technology:

- Business trolley with printer, scanner, word processor, facsimile machine and manual typewriter available
- facsimile point in every room
- ISDN, direct dial and voicemail
- USA and UK modem points

In-room facilities and services

- bulgari toiletries, bathrobes, slippers and hair dryers in every room
- in-room safe
- newspaper twice daily
- safety deposit boxes available
- security staff on duty 24-hour

Special terms:

Full board or enpension — it is a room and all meals included.

Half-board or demi-pension — includes the room plus breakfast and one other meal (lunch or dinner).

Bed and breakfast (B&B) or continental plan — it is the rate that includes the room and breakfast (the breakfast itself may be “English” or “continental”).

European plan — it is the rate for a room alone, with no meals included at all.

SPECIAL SERVICES AND HOTEL FACILITIES

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

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

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

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

A few hotels, most of them in resort areas or large cities, include nightclubs as a part of their operation. Sometimes the nightclub is rented out to a concessionaire, but in other hotels it is the responsibility of the food and beverage department or of a special staff. A nightclub offers entertainment, such as dancing, a singer, a band, or a floor show, in addition to food and drink. The engagement of a well-known entertainer obviously gives the hotel an excellent promotional opportunity. The ho-

tels in the gambling resort of Las Vegas, Nevada, for example, publicize not only the entertainers in their nightclubs, but also the huge salaries that they receive, perhaps on the theory that the higher the fee, the better the entertainer.

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

Catering, providing food and drink for transients, has always gone together with accommodations. Food services are a feature of hotels. The typical modern "packaged hotel" includes a restaurant, a coffee shop for quicker and less expensive meals, and a bar or cocktail lounge. Many larger hotels have several restaurants, often featuring different kinds of foods, as well as different prices. Hotels also normally provide "room service" — food and drink that are brought to the guest's room. In addition, catering service provided in the hotel's recreational areas. The poolside bar and snack bar, for quick food, are normal parts of the service at a resort hotel. So, restaurants, bars and nightclubs outside the hotels are a standard feature of the resort scene. They provide not only catering, but also some kind of entertainment for the tourist who is bored with the limits of hotel life.

Large urban hotels also provide special services for businessmen. A commercial hotel, for example, can provide a stenographer to take dictation and do typing for the travelling businessman. Some luxury hotels also give the guests access to copying, internet, modem points, facsimile machines, computers with printer, scanner, word processor and other machines. Many large hotels also have a notary public on the staff to verify the signatures on documents.

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

Comprehension questions:

1. What are some of the different varieties of accommodations that are available to travellers nowadays?
2. What facilities are usually available in large, modern hotels?
3. What is a "self-contained resort complex"? Give examples.
4. What is the relationship between hotels and gambling in some places?
5. Give examples of a resort development that includes many different kinds of accommodations.
6. What catering services are available in different kinds of hotels?
7. What business facilities can big hotel provide?
8. How and why are hotel nightclubs operated? What do nightclubs offer?
9. What promotional opportunities does a nightclub give to the hotel?
10. What are some of the personal services offered by hotels?
11. What are some of the services hotels offer for travelling businessmen?
12. What kind of hotel offers the greatest range of special services?

1. Phonetic Drill. Transcribe and pronounce correctly:

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

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

(1) условия для отдыха (2) выставочный комплекс (3) условия и оборудование для проведения конференций (4) быстро развивающийся курорт (5) сочетать дела и отдых (6) направление (7) реальный доход (8) питание (9) обслуживание в номере (10) законный бизнес (11) катание на лошадях (12) отдых на свежем воздухе (13) развлекать гостей (14) скорее дополнительный, чем основной доход

(15) более быстрая и дешевая еда (16) закусочная (17) бар, расположенный у бассейна (18) специальные услуги для деловых людей (19) доступ в Интернет (20) нотариус (21) факсимильный аппарат (22) заверять подписи

3. Give the derivatives to the following words:

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

4. Learn synonyms to the following words:

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

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

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

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

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

6. Explain the meaning of the following terms:

— Full board or enpension,

- Half-board or demi-pension,
- Bed and breakfast (B&B) or continental plan,
- European plan,
- Fitness centre,
- Business trolley,
- Security staff.

7. Give the detailed retelling of the text.

8. Learn the following abbreviations:

CREDIT CARD codes:

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

MEAL PLAN codes

EP — European plan: no meals
CP — Continental Plan: continental breakfast only or as indicated
MAP — Modified American plan: American breakfast and dinner
DP — Demi-Pension: Continental breakfast and either table d'hôte lunch or dinner
AP — American Plan: American breakfast, lunch and dinner
FP — Full Pension: Continental breakfast, table d'hôte, lunch and dinner

Other abbreviations:

PRPN — Per room per night
PPPN — Per person per night
BB — Buffet Breakfast

Features of selling hotel services

The nature of hotel services is very different from the services sold by other institutions. In this article we propose to focus on some features of hotel business management.

The first thing to note is the non-simultaneous production and consumption process. Due to the fact that not all hotel services require the presence of the client. So, clean and prepare the room is not there and not when it is sold. After all, the direct settlement of the client occurs in the reception area and then only when the room is completely ready.

Non-simultaneity is also characteristic of food services in the hotel: they prepare meals in the kitchen, and do this before serving them in the hall. In the first part of the process, the client's presence is not necessary, but the second part depends entirely on it. Such a division of processes in the hotel is a must.

The next feature is the limited storage capacity. The bottom line is that prepared hotel services can not wait for a long time to sell. If the number could not be sold within 24 hours, the next day it can not be fixed. A similar situation with the services of the kitchen. Even under the condition of storing the products themselves, the service remains unsold, which can not be corrected either.

Differ hotel services and the urgent nature of their provision. Any problems arising in the field of customer service should be addressed immediately. This criterion, along with the location of the hotel, largely determines the choice of the client of a particular hotel. The provision of certain types of services can be measured in seconds.

The production process of hotels invariably involves staff. In this sense, the hotel business is seriously different from the industry, in which a large number of operations are performed automatically. Replace people with cars in the service of hotels is not possible. Hence the heterogeneity and inconstancy in the provision of services, connected with the human factor. To maximize the standardization of the process of production of services in many hotels, a set of mandatory rules for customer service is introduced, designed to guarantee the established level of quality of all operations performed. Most often, this is the following set of criteria:

1. A certain time limit for answering a phone call (15, 20, 30 seconds).
2. A certain time limit for registration in the placement service. Whichever number of visitors the hotel does not fill, they should not stand in line longer than the scheduled time.
3. A certain time limit for the provision of a specific service. So, luggage should be delivered to the visitor's number not later than three minutes after settling, cleaning of things is carried out during the day, etc.
4. The uniform of the personnel should be kept in perfect condition.
5. Hotel staff are required to know foreign languages and stuff.

For hotel services is characterized by seasonal demand. In the hotel services market, things are so that the number of customers can fluctuate depending on the time of year (most tourists rest in the summer months), and even the days of the

week (business tourists are accommodated in the hotel on weekdays). These factors significantly affect the level of congestion of the hotel. The type of hotel services is largely determined by the goals of travelers. People come to a certain city not for the sake of visiting the hotel, but in completely unrelated to the hotel purposes: the opportunity to have fun, relax, do business, take medicinal baths, etc. The first thing a person thinks about when going on vacation is a place (country, city) where he will hold it. The choice of the accommodation facility is made after the tourist has decided on the type of rest. Thus, the sale of hotel services - the sphere is quite specific. In order for the hotel business to be successful, it is necessary to take into account many of its characteristic nuances.

УЧЕБНО-МЕТОДИЧЕСКОЕ И ИНФОРМАЦИОННОЕ ОБЕСПЕЧЕНИЕ ДИСЦИПЛИНЫ

Рекомендуемая литература

Основная литература:

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