

Міністерство освіти і науки України  
Відокремлений структурний підрозділ  
«Любешівський технічний фаховий коледж  
Луцького національного технічного університету»



## **Іноземна мова за професійним спрямуванням**

Методичні вказівки до виконання самостійних робіт  
для здобувачів освіти освітньо-професійного ступеня фаховий молодший бакалавр  
галузь знань 24 «Сфера обслуговування»  
спеціальність 241 Готельно - ресторанна справа  
денної форми навчання

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До друку

Голова методичної ради ВСП «Любешівський ТФК ЛНТУ»

\_\_\_\_\_ Герасимик-Чернова Т.П.

Електронна копія друкованого видання передана для внесення в репозитарій коледжу

Бібліотекар \_\_\_\_\_ М.М. Демих

Затверджено методичною радою ВСП «Любешівський ТФК ЛНТУ»

протокол № \_\_\_\_\_ від «\_\_\_\_\_» \_\_\_\_\_ 2023 р.

Рекомендовано до видання на засіданні циклової (методичної) комісії викладачів соціально-гуманітарних дисциплін, фізичного виховання та захисту України

протокол № \_\_\_\_\_ від «\_\_\_\_\_» \_\_\_\_\_ 2023 р.

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Іноземна мова за професійним спрямуванням [Текст]: Методичні вказівки до виконання самостійних робіт для здобувачів освіти II – III курсів освітньо-професійного ступеня фаховий молодший галузь знань 24 «Сфера обслуговування» спеціальність 241 Готельно - ресторанна справа денної форми навчання / уклад. О.В.Невірець., О.П. Смокович – Любешів: ВСП «Любешівський ТФК ЛНТУ», 2023. – 63 с

Методичне видання складене відповідно до діючої програми курсу «Іноземна мова за професійним спрямуванням » з метою вивчення та засвоєння основних розділів дисципліни, містить тестові завдання, тексти для самостійного опрацювання та перелік рекомендованої літератури.

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## Вступ

Методичні вказівки для самостійного опрацювання опорного конспекту лекцій з дисципліни «Іноземна мова за професійним спрямуванням» розроблено з врахуванням того, що студенти спеціальності 241 Готельно-ресторанна справа (освітня програма «Готельно-ресторанна справа») відповідають освітньо-професійним програмам.

Для контролю вивчення дисципліни «Іноземна мова за професійним спрямуванням» передбачені наступні форми організації навчального процесу: лекційні заняття, практичні заняття, написання тематичних рефератів, самостійна робота, виконання індивідуальних домашніх завдань, самостійне опрацювання інформаційних джерел. Методичні вказівки для самостійного опрацювання з дисципліни «Іноземна мова за професійним спрямуванням» розроблено з метою отримання очікуваних програмних результати навчання: - знати основні слова та фрази в готельному господарстві; правила надання готельних послуг провідними міжнародними готельними корпораціями; специфіку обслуговування різних груп туристів; якість надання готельних послуг як у вітчизняних так і в іноземних готелях. - вміти заповнювати відповідні документи при прийманні та розміщенні в готелі споживачів готельних послуг.

Навчальні завдання призначено для студентів спеціальності 241 «Готельно- ресторанна справа», які мають намір розвинути мовні навички практичного застосування англійської мови ділового спрямування до рівня A2-B1.

Методичні рекомендації побудовано за тематичним принципом. Структуру підпорядковано цілям навчання основним видам мовленнєвої діяльності: читанню, говорінню (діалогічному та монологічному) і писемному мовленню.

## **1. Зразки діалогів для ситуативного діалогічного мовлення.**

### **1. Booking a hotel accommodation by phone.**

(T.O.) = telephone operator;

R.C. = reservation clerk

**T.O.:** Royal Hotel, good morning. Can I help you?

**Client:** Good morning. I'd like to book a room, please.

**T.O.** One moment, please. I'll put you through to Reservations.

**R.C.:** Reservations, can I help you?

**Client:** I'm calling from Germany. I'd like to book a twin-bedded room with a bath for two nights from the nineteenth to the twentyfirst of August. Quiet, if possible.

**R.C.:** A quiet twin with bath for two nights from the nineteenth of August – that's all right, sir. Who's the booking for, please?

**Client:** Gunther Holscher.

**R.C.:** Could you spell the surname, please?

**Client:** Holscher – HO-LSCHER.

**R.C.:** And the first name?

**Client:** Gunther – GU-NTHER.

**R.C.:** Gunther Holscher – thank you, sir. And the address?

**Client:** The street is Schafergasse – SCHA-FERGA double-SE. Number nineteen.

**R.C.:** Schafergasse 19. Yes ...

**Client:** The code is D for Germany, and then 6090 Russelsheim – I'll spell it for you: RU-double-SELSHEIM.

**R.C.:** Thank you, sir. What time do you think you'll be arriving?

**Client:** About 5 p.m. ... on the nineteenth.

**R.C.:** That's fine, sir. Could you write us a letter confirming the booking?

**Client:** Certainly. How much does the room cost, by the way?

**R.C.:** £43 per night, including V.A.T.

**Client:** OK – thank you. Goodbye.

**R.C.:** Goodbye.

### **2. Checking in .**

**Customer:** Can I reserve a room for the day after tomorrow, please?

**Clerk:** Yes, sir. Single, double or twin?

**Customer:** Oh, er ... twin room, please.

**Clerk:** With bathroom or without?

**Customer:** Is there much difference in price?

**Clerk:** Well, it's US\$100 per night without bathroom and US\$120 with bathroom en suite.

**Customer:** With bathroom, please.

**Clerk:** Fine. We have a twin room available with bathroom en suite. The rate is \$ 120 a night including breakfast. Would that be suitable?

**Customer:** Yes, that would be fine.

**Clerk:** And how many nights would you be staying?

**Customer:** Four nights.

**Clerk:** Very good, sir. That's a twin room with bathroom for four nights from July 24<sup>th</sup> to 29<sup>th</sup>. And what is the name, please?

**Customer:** Mr and Mrs McPherson.

**Clerk:** And have you any idea when you'd be arriving, sir?( And do you know what time you'll be arriving, sir?)

**Customer:** Quite late ... perhaps about half past nine.

**Clerk:** Very good, Mr McPherson. I've reserved the room for you. We look forward to seeing you tomorrow night.

### **3. Booking a room by phone (giving personal details)**

- Marlow Hotel, Reservations. Charles Thompson speaking.
- Hello, I'd like to book the room, please.
- Certainly, sir. When would you like to come?
- On the eleventh of May, for two nights. A double room for myself and my wife.
- I'll just check availability. Yes, that's fine. Is this a company booking or an individual booking?
- An individual booking - it's for our wedding anniversary.
- Right, in that case we'll provide complimentary flowers and champagne. May I have your name, please?
- Yes, it's Henry Box, and the address is 30 Lime Walk, Slough.
- OK, 30 Lime Walk. May I ask if you've stayed with us before?
- No, but you've been recommended to us by friends.
- That's nice to hear. How will you be paying?
- American Express. The number's 9773 457 238 5549. Will you need a deposit?
- No, a deposit won't be necessary. If you'd like to make a note of your reservation number, it's P 227.
- Thank you very much. Goodbye.

### **4. Reservation at a hotel.**

Clerk: Good morning, sir! Can I help you? (What can I do for you?)

Customer; I'd like to stay at your hotel for five nights.

Clerk: Welcome, sir! What room would you like to stay at?

Customer: A single quiet room, please.

Clerk: I'm awfully sorry, sir but we can not provide you with the needed room as our hotel is full up at the moment because of the international conference at the city.

Customer: What can you recommend me, madam?

Clerk: Don't you mind (object) to engage a twin room for one-two days? When a single room is vacated we will move you there straightaway. Would that be suitable?

Customer: Yes, that would be fine.

Clerk: Great! And now the name, please?

Customer: Simons - Mr. Robert Simons.

Clerk: Your room number is 234. Come with me, sir, I'll guide you to the room. Customer:

Thank you very much. You've been most helpful, madam.

Clerk: Anytime. Have a good stay with us, sir!

## 5. At a Restaurant.

**A:** Good evening. Two for dinner?

**B:** Yes, that's right.

**A:** Where would you like to sit?

**B:** Could we have a table near the window, please?

**A:** Come with me, please.

**B:** Could we have the menu?

**A:** Certainly.

**B:** Thank you. What do you recommend us for the first course?

**A:** If I were you I'd have borsch, it's our national dish and very delicious.

**B:** OK. Two for us. And two beafsteaks with salads for the main course, please.

**A:** Of course. Will you order your dessert now?

**B:** Can we order it later?

**A:** Certainly, sir.

## 6. Discussing a menu.

**A:** Shall we have our dinner in this restaurant? They serve very good meals here, and the prices are quite reasonable.

**B:** Well, you lead.

**A:** What shall we have? A full course, I suppose? I'm awfully hungry.

**B:** So am I. And I'm thirsty too.

**A:** Then let's have a glass of mineral water first or some apple juice. Waiter! A glass of mineral water and apple juice, please.

**B:** I wouldn't mind having brandy.

**A:** So It's one brandy. And it's whisky and soda for me. And what about appetizer?

**B:** A salad would do, I think.

**A:** I'm with you. Now for the soup.

**B:** Shall we have chicken broth?

**A:** I'd better take beetroot soup. For the fish and meat courses they have fried perch, boiled zander, pork chops and roast beef.

**B:** I'll just try the roast beef.

**A:** As for me, I'll have the perch.

**B:** Please ask them to bring some brown bread, too.

**A:** Of course. And what do you say to strawberry ice-cream for dessert?

**B:** I don't mind.

(After dinner)

**A:** How did you find the dinner?

**B:** It was really fine ...

## 7. Ordering meals

Waiter: Good evening ,sir.Good evening ,madam.

Sir: Good evening. We'd like a table for two.

W: Certainly. Is this table all right?

S: That's fine. Could we have the menu, please?

W: Certainly. Are you ready to order?

S: First I'd like French onion soup

M: And for me the prawn cocktail.  
W: Yes, madam.  
S: And then I'd like the lamb chops for the main course, please.  
M: And I'd like the steak.  
W: How would you like your steak?  
M: Medium, please.  
W: That's fine. What vegetables would you like?  
M: Potatoes and cauliflower, please.  
W: Would you like some wine to order?  
M: Yes. A bottle of French red wine.  
S: And some mineral water, please.  
W: Fizzy or still mineral water?  
S: Still, please.  
W: OK. Anything else, sir?  
S: That's all. Thank you.

## 8. Dealing with Complaints

**Receptionist:** Good evening. Can I help you?

**Guest:** Well, I hope you can. I'm in room 607 and frankly, it's disgusting. I'm extremely annoyed.

- And what exactly is wrong?
- Well, for a start, the room is very small-I requested a large room.
- Actually, room 607 is one of our large rooms.
- Is it? Also, it's very dirty: the bath hasn't been cleaned and the sheets haven't been changed.
- Oh, I'm terribly sorry, Mrs Jenkins. I'm quite sure there's been some mistake. I'll send someone up immediately to look at it.
- Well, really I'd like to move another room now.
- I understand. We are very busy, but I'll see what I can do. Why don't you wait in the lounge bar while I sort this out. I'll arrange for a complimentary drink for you.
- Well, OK.
- I'm really sorry, Mrs Jenkins, for the inconvenience you've suffered.

## 9. Booking a Room

Mr. Stock has just arrived at the reception desk of his hotel.

Mr. Stock Good afternoon. My name's Stock. I believe you've got a room booked for me.

Receptionist What was the name, sir?

Mr. Stock Stock. S-t-o-c-k.

Receptionist If you'll wait a moment, sir, I'll check. Yes, that's right, sir. One single, sir, with private bath- from today for 3 days. If you'd just sign the book here, I'll get your key and have your things sent up. By the way, it's Room 108.

Mr. Stock I see. What time's breakfast, by the way?

Receptionist Well, It's any time between 7 and 10 in the dining-room, or you could have it sent up.

Mr. Stock Oh, that's nice. I'd prefer it in my room. If you sent it up round about 8.30, that'd be fine.

Receptionist Very good, sir. Would you like a newspaper sent up with your breakfast?



Mr. Stock            Mm-yes. I'd like the "Financial Times" and the "Guardian"; if you'd be so kind.  
 Receptionist        Certainly, sir. Now if you'd be so

## 2. Practical Tasks

### I. Learn the following word combinations.

#### A Hotel

reception desk / counter	бюро реєстрації
hotel clerks / attendants	службовці (персонал) готелю
to engage a room (U.K.) / to check in (U.S.)	зупинятися в готелі
bell-boy	коридорний / посильний
express service / urgent service	термінове обслуговування
to fill in the form (U.K.) =	заповнити бланк
to fill in the blank (U.S.)	
to have a reservation	мати бронювання
to vacate the room in due time	звільнити кімнату в призначений час
to have a bigger (smaller, better, cheaper, quieter, vacant) room	мати більшу (меншу, кращу, дешевшу, тихішу, вільну) кімнату
to take things to the left luggage	віднести речі до камери схову
to pay in advance or on departure	платити наперед чи від'їжджаючи

### II. Fill in the blanks with the necessary words in brackets.

1. I have got ... (a reservation, a manager, a hotel) 2. Let the hotel .... Know well in advance the day and time of your departure. (room, key, manager). 3. The clerk says he can give me ... on the third floor. (a confirmation, a porter, a room). 4. I ask the hotel ..... to carry my luggage to the room. (form, register, porter) 5. When traveling people almost always stay at the .....(laundry, luggage, hotel)

### III. Translate into English

1. Це готель, де ми зупинимось? 2. Я піду потурбуюся про номер. 3. Мені потрібні два одномісні номери. 4. Ми майже не маємо вільних номерів. 5. Ми пробудемо тут близько тижня. 6. Ви можете отримати номер на дві особи. 7. Усе правильно? 8. Хлопчик проведе Вас до Вашої кімнати і занесе Ваш багаж. 9. О котрій годині я маю звільнити кімнату? 10. Сніданок входить в ціну за кімнату?

### IV. Act as an interpreter.

C: What can I do for you, sir?

D:Моє прізвище Джонсон. Для мене зарезервовано номер.

C: Just a moment, I'll have a look. Yes, sir, you want a single room for three nights, don't you?

D:Так. З англійським сніданком.

C: We reserved room 65 on the seventh floor.

D:Чи можу я подивитись її?

C: Yes, certainly. The porter will take you there. You'd better fill in this form first.

D:Так, звичайно. Де я маю підписатися?

### V. Answer the following questions.

1. Have you ever stayed in a hotel? 2. What kinds of rooms can you find in hotel? 3. What facilities do you generally find in a hotel? 4. What do you do first of all when you arrive at a hotel? 5. Which is the best hotel in your town? 6. What does the chambermaid do in a hotel? 7. What kind of service may you ask for by telephone in large hotels?

### VI. Complete the following dialogues.

B Have you a double room for three nights?

C What can I do for you, sir?

C .....

B .....

- |   |  |
|---|--|
| B How much is it?                         | C You can have room 45 on the third floor. |
| C .....                                   | B .....                                    |
| B Can I see it, please?                   | C Yes, of course. Come this way, please.   |
| C .....                                   |  |
| D What facilities are there in you hotel? |  |
| C .....                                   |  |

## VII. Put questions to the text and retell it.

### a) Read the text and give English equivalents to the underlined words.

My car reaches the hotel where I want to stay.

I get out and go to the hotel office. Here I ask if they can give me an accommodation.

«Certainly», answers the clerk, «we have got several rooms».

«Would you like a suite or a single room?» he continues. I say that I would like a bed-room with a bathroom attached. The clerk says he can give me such a room on the third floor.

I ask about the price of the room.

He informs me of the price and soon everything is settled.

I hand in my passport, fill in an arrival form and get the key to my room.

Next I ask the hotel porter to carry my luggage to the room.

He does as requested.

I look at my room. I like it very much. It is very comfortable and spacious. I can have a fine rest here. I ring for the chambermaid and inquire about the meals at the hotel restaurant.

Next I obtain information about the hairdresser's, about where I can have my boots cleaned, about where I can have my linen washed (if there is a laundry service at the hotel), etc.

She answers all my questions.

There is a lit of time before dinner and so I settle down quietly to rest.

### b) make up 5 sentences with any underlined words or set expressions;

### c) render a text;

### d) act out the dialogue according to the given in the text sit

**Read the conversation and write it in the correct order. The first line is done for you.**

**Dialogue A: Mr. and Mrs. Adams want a holiday. They are with a travel agent.**

- Yes, of course. Where do you want to go?
- Children? How many children do you have?
- **1** Good morning! Can I help you?
- French! Ah yes! That gives me a good idea! I think I have the perfect winter holiday for the Adams family!
- And how old are they? What do they like doing?
- Yes, please. My husband and I want to have a winter holiday.
- Well. The boy is twelve. He loves all sports – skiing, swimming, football ... The girl is sixteen. She doesn't like sports. She likes sitting in the sun, reading, drinking coffee ... And she wants to practise her French.
- Two ... two children, a son and a daughter.
- Well. This is the problem. I like skiing and winter sports, but my husband doesn't. He wants to relax and sit in the sun, and the children ...

**Dialogue B: a guest has just arrived at the hotel and wants a vacant room per night.**

- Certainly. A single room or a double?
- Just this one bag.
- Yes, sure. Do you want my address, too?
- Here's your key. Your room number is 311. I hope you enjoy your stay.
- Single, please.
- 1. Good evening. Can I help you?
- A shower. How much is the room?
- Yes, please. Could I have a room for the night?
- No, thanks. Just breakfast. Can I pay by credit card?
- Yes, of course. We take Visa and Access. Could you sign the register, please?
- No. Just a signature.
- Do you have any luggage?
- Would you like a room with a shower or a bath?
- £72 for the room and breakfast. Would you like an evening meal?
- Thanks.

**Use the information from the dialogue above to fill in this reservation card.**

Reservation Card
Name _____
Arrival date _____
No. of nights _____
Room type _____
Company/Individual _____
Stayed before _____
Method of payment _____
Credit card no. _____
Address _____
Reservation no. _____

**Divide the following words into three groups:**

**Types of accommodation.**

**Facilities.**

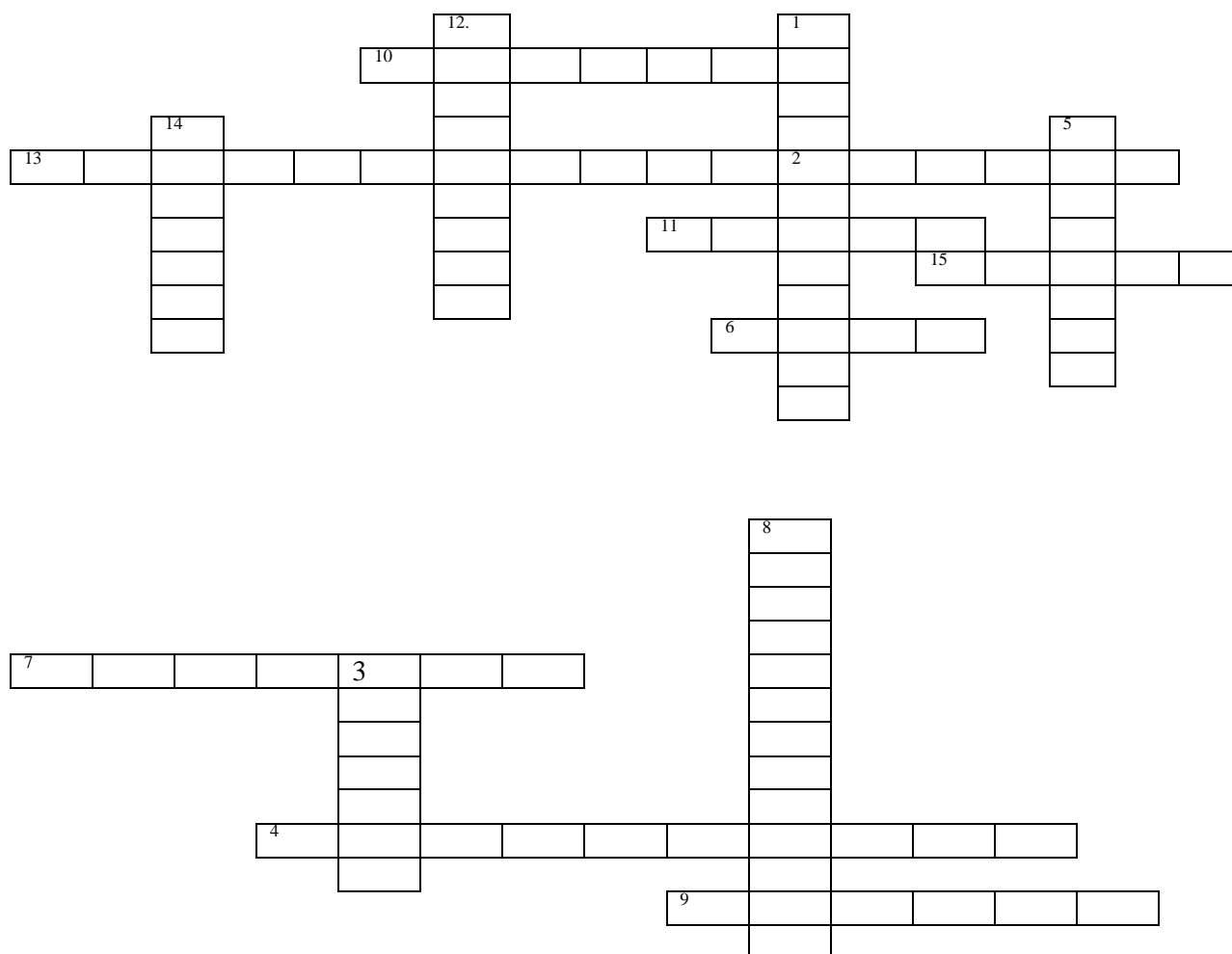
**Payment.**

Suite, coffee-shop, charge, single room, penthouse, restaurant, bill, rate, laundry, lounge, price, tent, camping, tennis court, stables, double room, triple room, swimming pool, parking, motel, two-star hotel, beauty parlor, country house hotel, sauna, banquet room, dancing hall, transient hotel, credit card, deluxe hotel, private bathroom and shower, games room, cheques, caravan, self-catering apartment, tips.

**Is the receptionist talking to a guest checking in or checking out?**

- ❖ *Here's your bill.*
- ❖ *How would you like to pay?*
- ❖ *Enjoy your stay.*
- ❖ *Thank you for staying with us.*

- ❖ *We hope you enjoy your stay.*
- ❖ *Let me know if you need anything.*
- ❖ *Would you like an alarm call?*
- ❖ *Will you be visiting us again soon?*
- ❖ *Was everything to your satisfaction?*
- ❖ *Can I see your passport, please?*
- ❖ *Breakfast is served from 8 a.m. to 9 a.m.*
- ❖ *You have to check out before 12 noon.*
- ❖ *Your room is on the third floor.*
- ❖ *We look forward to seeing you next month.*
- ❖ *Would you like a room with balcony?*



1. Someone whose job is to welcome and deal with people arriving in a hotel.
2. someone whose job is to carry traveler's bags.
3. the act or process when people come to a hotel.
4. services, rooms, equipment which make people stay at a hotel more comfortable.
5. an official list containing the names and information of all the people, staying at the hotel.

6. to write your signature on the marked place.
7. the bags, cases, etc. carried by someone who is traveling.
8. a place for someone to stay, live or work in.
9. a room for two persons.
10. (to order) to book a room.
11. an expensive and luxury room in a hotel.
12. the process when people leave a hotel.
13. a female servant or worker whose job is to clean, tidy rooms in a hotel.
14. a place where clothes etc. are washed and ironed.
15. the amount of money for which something is sold, bought or offered.

### **3.Тексти до розмовних тем.**

#### **Hotels**

There are plenty of good hotels in all large cities and you can always find a room in one of them. Still if you don't want to be disappointed, especially during the holiday season, it's better to reserve a room beforehand.

Most hotels are just the same in all cities. When arriving in a hotel you enter a large entrance hall or lounge and go to the reception desk. The reception clerk will tell you which is your room, what floor it is on and will give you the key. You can occupy any room if it is vacant: a single or a double room, a triple or a family one, a suite or a penthouse and others. You will sign the register or fill the registration form in and give your luggage to the porter who will take it up in the lift to your room.

If you need some help (to air the room, to make your bed, to change the sheets) you can call the chambermaid by the room phone. You may also order your meals up to your room. There is usually a laundry and a dry cleaning service at the hotel. You can have your clothes cleaned, washed, ironed and delivered within 24 hours.

The people in the office will always help you if you don't know your way about the town. They'll tell you where to go and what to see. They'll book seats for you at the theatre and do all they can to make your stay a pleasant one.

If you want a guide to show you round, or an interpreter for a business interview, they'll get you one. If you have to write business letters you may use e-mail or they'll provide you with a typewriter. If you need a room for a work, you'll be offered the special equipped one. If your wife is going to be with you she'll find plenty to amuse her. She'll be able to spend her time looking at the shops while you're busy.

Large hotels offer you a wide range of facilities, which make the hotel service more comfortable. You may find there: a foreign currency bank, a public room, a post-office, a hairdresser's and a barber's, a shoe-repair's, a beauty saloon, a lobby bar, a swimming pool, a sauna, a baby sitter service, a conference amenities, etc.

#### **Procedure for Arrival.**

Some hotels follow the practice of confirming a reservation by sending a standard letter or card, which acknowledges a deposit, the type of accommodation reserved and garage space if necessary. In large transient hotels it is not practical to confirm in writing every reservation, as guests come and go at short notice.

##### **When receiving guests the procedure is as follows:**

1. On arrival the guests are assisted with the luggage by the hall porter, who will escort them to the reception counter.
2. The receptionist welcomes the guests with the smile and greeting, hands the pen to them and asks if they will kindly complete the registration form or sign the hotel register.
3. The registration is checked to see if it has been correctly completed.

4. It is now common practice in large hotels to issue guests on arrival with identity booklets in attractively designed folders containing information on the facilities available in the hotel. The booklets are also designed to advertise the highlight features of the hotel. The name of the guest, room number and key code number which, for security reasons, is different from the room number is printed inside. If the guest is settling the bill by credit card they can avail themselves of the express checkout service.
5. The receptionist should point out to the guest the location of the restaurants, lounges, public rooms and emergency exits and enquire whether there is anything the guest may require or need top.
6. If possible, either the hall porter or receptionist will escort the guests to their room offering to carry any hand luggage and walking a few steps ahead to open any doors.
7. The escort should precede the guest into the room, make a quick check to ensure that the room is in order, then hand the key to the guest.

### Active Vocabulary

confirm a reservation – підтверджувати попереднє замовлення;

acknowledge a deposit – офіційне підтвердження про одержання задатку;

overseas visitors – закордонні гості;

book in advance – замовляти заздалегідь;

enhance – збільшувати;

complete the registration form – заповнити реєстраційну форму (анкету);

for security reason – у цілях безпеки;

settle a bill – сплатити рахунок;

point out – вказувати;

be in order – бути в порядку;

cause chaos – спричинити хаос;

for any extras – додаткова оплата;

tick off – поставити позначку.

### Fill in the blanks with the necessary words given below:

*escort, to ensure, the hall porter, confirming, to carry, the smile, a card, available, the registration, the receptionist, to advertise, the location, features.*

1. On arrival the guests are assisted with the luggage by ... .
2. The receptionist welcomes the guests with ... .
3. Some hotels follow the practice of ... a reservation by sending ... .
4. ... is checked to see if it has been correctly completed.
5. Attractively designed folders contain information on the facilities ... in the hotel.
6. The booklets are designed in the way ... the highlight ... of the hotel.
7. ... should point out to the guest ... of the restaurant, lounges, public rooms, etc.
8. The hall porter or receptionist ... the guests to their room offering ... any hand luggage.
9. The escort should make a quick check ... that the room is in order.

### The Receptionist's Duties

In all hotels the reception office is the focal point. Receptionists are the people who deal with the guests on a daily basis. They can work on day or night shifts.

During the day shift a receptionist sends faxes and emails confirming bookings, checks in new guests and prepares bills for the guests checking out. They also answer the telephone calls, deal with enquires, take reservations and put calls through to other departments.

The receptionist should make sure that everyone is getting the service he needs. He has to sort out different problems with guest's accommodation and deal with their complaints, satisfying the wants of all.

When a receptionist is on night shift he is responsible for the “close of day”. He checks the computer records to see which rooms are occupied, which not, which are closed for maintenance, and which need cleaning.

The receptionist should also handle incoming and outgoing mail and deal with cancellations.

It is important that the hotel receptionist should make sure that guests are registered correctly. It's also necessary to see that the reservation details have not changed.

The reception team usually consists of a supervisor and two or three receptionists.

## **Hotel Staff**

Each hotel is headed by a top management. The manager must be thoroughly competent person who is personally responsible for the good working at the hotel. Hotel management involves organization, policy-making, financial control and a personal leadership of the staff.

As a rule the head of each department is responsible to the management for his or her particular services. Senior departmental posts include such positions as Assistant Manager, Head Controller, Housekeeper, Reception Manager, Food and Beverage Manager, Chef de Cuisine.

The Housekeeping department is under the control of the executive Housekeeper. Most Floor Housekeepers work on a rota system for early, day or evening shifts. The number of Assistant Housekeepers and Floor Supervisors employed depends both on the number of staff and hours through which the department is operating. A Floor Supervisor will be responsible for the standard of cleanliness and maintenance in the rooms.

A room-maid and House porters are subordinated to the Floor Supervisor and perform the kind of important duties at a hotel. A room-maid will have a section of between 12-15 rooms to clean and service every day. The number will vary from one hotel to another as it depends on the standard of the hotel, the size of the rooms and the way in which they are furnished. A key-maid is a maid whose responsibility includes checking rooms and handing them back to reception.

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

The linen room Staff, headed by the linenkeeper, control the supply of linen throughout the hotel and may also be responsible for staff uniforms, guests laundry etc.

In a large 4 or 5 star hotel, a valet is usually available to look after the clothes and shoes of guests (press, remove stains, polish shoes etc.)

The distribution of the staff obligations depends on size and standard of a hotel. The employers engaging in the Hospitality Service should be experienced, polite, easy-going and qualified people.

### **Active Vocabulary**

1. to be responsible for – бути відповідальним за
2. to involve – втягати, вплутувати, охоплювати
3. senior\junior – старший\молодший
4. rota – розклад чергувань
5. to employ – наймати на роботу
6. to depend on – залежати від
7. to maintain – підтримувати
8. to subordinate – підпорядковуватися
9. to restock – поповнювати (запаси)



10. to supply – поставити

11. a valet - камердинер

## **Types of Accommodation**

1. A room occupied by one person is called a single room.
2. A room with one large bed for two people – a double room.
3. A room with two single beds for two people – a twin room.
4. A room with three single beds, or a double bed and a single bed, suitable for occupation by three people – a triple room.
5. A set of two or more rooms including a bedroom and a sitting room – a suite.
6. A large room with a partition to separate the bedroom area from the sitting room area – a junior suite
7. A well-furnished a luxurious suite at the top of the building – a penthouse.
8. A room with four or more beds, particularly suitable for a family with children – a family room.
9. A room not used as a bedroom. Where guests may read, watch television, etc. - lounge or sitting room (or Parlor = Am. E).
10. Two or more rooms with a door to allow access from one room to another – a connecting or adjoining room.

## **DIFFERENT TYPES OF HOTELS**

Hotels fall into many categories according to: 1) a size of a hotel; 2) a place of its location; 3) a type of a guest; 4) a star sign. According to the size, we can differentiate small hotels with between 25 to 50 bedrooms, medium-sized hotels with up to 200 bedrooms, large hotels with several hundred bedrooms.

If we consider a place of hotel's location, there are such as motels, motorway hotels, post-houses, airport hotels, country inns, etc.

The type of guests for which a hotel caters gives it special characteristics and atmosphere: for example, some hotels are family type hotels; others are commercial hotels usually catering for commercial travelers continually in transit. There are also special transient hotels whose business consists mainly of guests in transit that stay for one or two nights only; boarding houses, guest houses, resort hotels, which are seasonal and cater for holidaymakers, though many of these are now also providing facilities for large conferences and trade fairs, which gives them an additional form of income.

### **What the star classifications indicate:**

One-star-hotels and inns generally of small scale with acceptable facilities and furnishings. All bedrooms with hot and cold water: adequate bath and lavatory arrangements, meal are provided for the residents.

Two-star-hotels offer a higher standard of accommodation and some private bathrooms/showers. A wider choice of food is provided.

Three-star-hotels are hotels with spacious accommodation with a large number of bedrooms with private bathrooms/showers. Fuller meal facilities are provided but luncheon and weekend service to nonresidents may be restricted.

Four-star-hotels offer a high standard of comfort and service with the majority of bedrooms providing private bathrooms-showers.

Five-star-hotels are luxury hotels offering the highest international standard.

**In pairs practice asking and answering questions about room types, using the following:**

Can you provide suitable accommodation for	Company directors? Managers? Staff with their families? Salespeople? Trainees? Married couples? Etc.		
Certainly, you'll find our	Single room Twin rooms Double rooms Family rooms Ground floor Suite Penthouse Etc.	Suitable	They have ... It has ...  (Say why the room type is suitable)

**Most hotels contain rooms which are used for purposes others than accommodation. Match the rooms on the left with the purposes on the right.**

- a) Banquet Room
- b) Ballroom
- c) Reception Room
- d) Conference Room
- e) Exhibition Room
  - 1) For showing goods and products
  - 2) For holding large-scale meeting
  - 3) For dancing
  - 4) For cocktail parties and social events
  - 5) For a large group eating a special meal

## CATERING AT A HOTEL

Catering denotes all activities concerned with supplying food and drink in hotels, restaurants and other establishments such as, snack-bars, coffee-shops, public-houses, boarding houses.

Roughly speaking, we can consider that three different sorts of services are provided: ***finger-service, snack-bar service, restaurant service.***

**Finger-service** is the providing of sandwiches and light snacks usually taken in a bar, a lounge or coffee-shop.

**Snack-bar service.** Snack-bars are getting more and more popular not only in Britain and the States but also in Ukraine too. They are both quick and cheap, though, of course, less comfortable than the traditional style. Customers can sit up at the counter or be served at separate tables. Snack-bars provide all sorts of cold meats, poultry and fish; and a lot of salads and condiments are available at every table with an assortment: ketchup, sauce, mustard, vinegar, salt and pepper. One can also order such hot dishes as soups, egg dishes, meat-pies, fish-cakes, sausage-rolls, baked beans on toast, mushrooms and bacon, factory-made chicken pie or steak-and-kidney pie.

**Restaurant service** is provided by a catering establishment or a hotel. The word *restaurant* means an establishment that offers food and drink for sale. Nowadays hotels, as a rule, have a dining-room or restaurant. Good food and drinks are the basic elements of catering but service and décor play no mean part. Décor helps create the right atmosphere for attracting customers into more or less elaborate and refined surrounding.

.Before the serving of the different meals, a number of preparations have to be carried out in the dining-room. The changing of linen, the re-stocking of side-boards and dumb-waiters, the sharpening of knives, take place before laying the table.

Laying the table begins an hour or so before meal-time under the supervision of the head-waiter. The waiters and assistant waiters first lay a cloth on each table, then the marker plates, then the cutlery. Table silver should be arranged in the order in which it is to be used, starting from the outside and going towards the plate. The glasses are placed in front of the plates in French restaurants, and on the right of the plates in English. A salt cellar and a pepper castor are then disposed in a central position and a napkin is laid on each top plate. A seat is placed in front of each marker plate. Everything is ready for the inspection of the head-waiter who makes a last minute check before the first guests arrive

## **A Career in a Hotel and Tourism Industry**

The Hospitality and tourism industry is one of the fastest-growing industries not only all over the world but in our region too. It offers some exciting careers and a lot of job satisfaction. There are some of them here: a hotel receptionist, a restaurant or banqueting manager, a tour leader, a tourist information officer or a travel agent.

You need to decide which part of the travel or hotel industry you want to work in. If you like to deal with people and if you are sociable and diplomatic enough you could work in a hotel (a motel or a resort center). Here you would meet and talk to guests every day, check them in and out, take reservations, sort out different problems; and what is the most unpleasant thing is dealing with customers' complaints.

If you are fond of travelling and rather energetic and resourceful person, why not to think about being a tour operator, a travel agent or a tour leader. You are to do a lot of activities: organize holidays, sell them to customers, advice tourist about accommodation, transport and sightseeing. You need to be patient, friendly and efficient. You have to communicate with different type of people: as the polite, so the rude ones and satisfy the wants of the both. It's a big responsibility and it takes a lot of energy.

What job you would choose you have to be intelligent, well organized and computer literate. Almost any job uses a computer. When you apply for a job you should always mention any computer skills you have. If you are able to work in different computer programs, you will be more attractive to an employer.

Remember the one thing: if you don't like people, this job isn't the career for y

## **A TOUR THROUGH TRANSCARPATHIA**

According to its favorable geographical position, Transcarpathia has always played the role in establishing contacts between the Eastern and Western, Northern and Southern Europe. Moreover there is the geographical centre of Europe here (near the village of Dilove near Rakhiv). That is why Transcarpathia and Uzhhorod as its centre may become a Mekka of European tourism, thanks to its ecological, cultural, ethnographic and recreational potential.

When traveling to Transcarpathia it is advisable first of all to visit its centre- Uzhhorod. Uzhhorod, the city on the Uzh-river, is known as a pearl of the Carpathian Euroregion. It is an administrative, educational, commercial and tourist centre of Transcarpathia which borders on Slovakia and Romania. Uzhhorod is a tiny, picturesque town with its unique architecture and ancient charm. It is famous for its hospitality and specific style of life. There are many places to visit and sights to see here. You may start with Corso street and Koriatovich Square, the trade centre of Uzhhorod. It is the old part of the town which presents historic interest and architecture value. There are a lot of bars and pubs here designed in different styles.

The Theatre Square is the most spectacular of all town's squares. Its name the square obtained after the drama theatre which later became the puppet show for children. There is a unique Synagogue building built in 1907, turned into the Philharmonic Society with a perfect sounding hall for 800 spectators.

Uzhhorod's embankments are always wonderful: in spring chestnuts bloom there; in summer lime trees' alleys bedeck them. The Independence Embankment has the longest 2km lime-alley in Europe.

If you are fond of roaming around the countryside you can do it in the Transcarpathian "village" museum of Folk Architecture and Life which is located on the Castle hill at the very centre of Uzhhorod. It is the open door museum with houses and buildings. They represent the region with its multiethnicity, the life style of every district: the dwellings, the church, the school, the mill, the "korchma", the gardens, stacks of hay, stables, chicken coops, etc.

Transcarpathia is rich on its artistic and historic heritage. Castles are the part of it. The Uzhhorod castle is the oldest fortress in Transcarpathia dating back to the 11th century, it is situated in the centre of the town; the Mukachevo castle is a fortress of the 11c. and is the best preserved of all Transcarpathian medieval monuments of the type; the Nevytsky castle is located in the countryside not far from Uzhhorod; near Mukachevo in the palace of the 19<sup>th</sup> century "Carpaty" sanatorium is situated. It was the residency of the aristocratic family of Schoenborn. It is the Rococo style palace where the number of windows is equal to 365, i.e. the number of days in a year, and the nearby artificial lake copies the map of the Austro-Hungarian monarchy of the late 19c.

Wooden churches built without any nail are the valuable monuments of the Transcarpathian culture, they are presented almost in every district of the region. There are several exciting natural wonders in the region, one of them is the Valley of Narcissi, it is situated near the town Khust. It blooms in May by millions of mountainous narcissi flowers. Another place of tourism destination is the lake "Synevyr" or "Sea Eye" which is the pearl of the Carpathian Mountains. People tell many legends connected with appearance of Synevyr and Shypot waterfalls.

Transcarpathia is the land of charm with hospitable and hard-working people. This is the Land of vineyards and gardens in the very heart of the Carpathians. Welcome to our region and enjoy your staying!

**Choose the correct variant:**

1. Transcarpathia welcomes tourists ... the year.

**through / every / in**

2. One o

f the most .... Squares of Uzhhorod is the Theatre Square.

**tiny / picturesque / spectacular**

3. Uzhhorod is ... its unique architecture and ancient charm.

**rich on / famous for / known as**

4. Transcarpathia ... Slovakia, Hungary, Poland and Romania/

**bordres / borders on / borders at**

5. Transcarpathia has always played not mean part in establishing contacts with European countries thanks to its ....geographical position.

**western / mountainous / favourable**

6. Mineral water deposits are the unique ... of Transcarpathia.

**sightseeing / treasures / heritage**

7. Uzhhorod`sbuildings ... historic interest and architecture value.

**bedeck / present / consist**

8. Transcarpathian ... are worth visiting.

**dwellings / castles / stables**

9. Wooden churches built without any ... are the valuable monuments of our local architecture .

**tail / mail / nail**

10. Transcarpathia is rich in its artistic and historic .... .

**landscapes / heritage / attractions**

11. The Independence Embankment has the longest 2 km linden trees alley in .... .

**Eastern Europe / Western Europe / Europe**

12. The ... lake in the sanatorium Carpaty copies the map of the Austro-Hungarian monarchy of the late 19<sup>th</sup> century.

**natural / artificial / mountainous**

#### 4. Тексти для читання та перекладу.

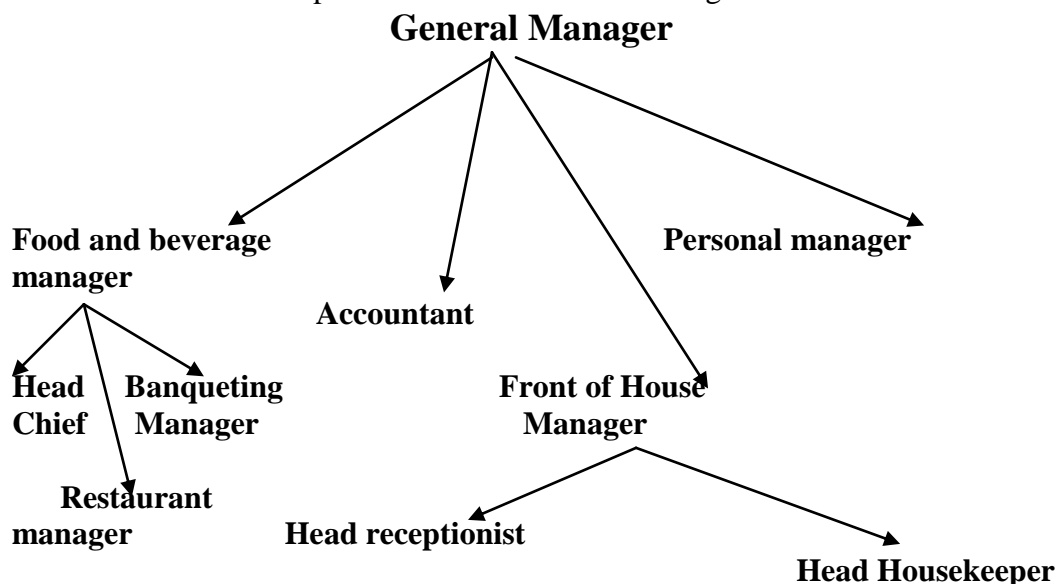
### HOTEL ORGANIZATIONS

Hotel Organization means the arrangement of staff and allocation of their duties and responsibilities. It is important that there are clear lines of authority and good lines of communication.

The organization of a hotel will depend on its size and type. In a small hotel the organization is rather simple, with a manager supervising all the areas of operation. Communications in such hotels are usually direct and easy and the staff are able to relate their work to other departments. As a hotel increases in size the tasks have to be subdivided into separate units of work and supervised by section heads.

Thus, we can say, that so many hotels, so many hotel organizations, and what is suitable for one hotel is not necessarily suitable for another.

Here is an example of a medium-sized hotel organization:



In all hotels the reception office is the focal point, its function is as following: 1) sell accommodation; 2) receive and welcome quests; 3) check-in and register quests; 4) check out quests and deal with the settlements of their accounts; 5) handle enquiries and complaints and provide information; 6) deal with advance reservation; 7) allocate rooms; 8) chart all reservations; 9) handle incoming and outgoing mail; 10) deal with telephone communications;

- 11) attend to all duplicating and photocopying; 12) Maintain good communications with all department

## Turkish Coast

An action-packed week of adventurous holiday is waiting for you: watersports, mountain-biking, and hiking. This is an energetic holiday, for which you need to be fit and healthy.

Southern Turkey is ideal for sports. It has everything you'll need: coast, canyons, and mountains. This amazing week starts with a whole day mountain-biking, which includes descending from a nearby mountain plateau. You can spend the next three days in the water. We go diving with scuba or without on the first day (it doesn't matter if you are a beginner or an expert), followed by a breathtaking day canyoning in the stunning Kibris Canyon and day seakayaking to an underwater city. Next, we move on to Kaya for a day's hike along this beautiful stretch of coastline, with the chance to go paragliding. The climax of the trip is a thrilling white-water rafting expedition on the river.

### 5. Лексико-граматичні тести.

#### 5.1. Лексичні тести

1. Cities like London and Venice are very popular places for ... .  
a) sightseeing b) sunbathing c) scuba-diving
2. My friends are going on ... to Greece, but I don't want to spend two weeks sunbathing on the beach.  
a) a package holiday b) a business trip c) a shopping
3. The only part of the job she doesn't like is dealing with customer's ... .  
a) orders b) complaints c) reservation
4. Tourists today are always looking for new places of ... .  
a) entertainments b) accommodations c) destination
5. The general manager is responsible for the day-to-day ... of the hotel.  
a) running b) accounts c) repairs
6. The banqueting and conference manager organizes all the ... that take place in the hotel.  
a) parties b) festivals c) events
7. The hotel was only the three-star but it was very ... .  
a) famous b) old fashioned c) comfortable
8. I'd like to ... the flight for my business trip to Italy, please.  
a) sell b) book c) check
9. A hotel has single rooms with private bathroom, minibar and the usual ... .  
a) facilities b) payment c) staff
10. What facilities are ... at the hotel.  
a) various b) comfortable c) available
11. The bus is ... option while traveling but it takes the longest hours.  
a) the cheapest b) more interesting c) quicker
12. Have you got any ... rooms? – I'm sorry but we're full at the moment.  
a) quiet b) vacant c) inside
13. When you leave the hotel you must pay the hotel ...  
a) bill b) service c) tip
14. When you travel in high season it is best to reserve rooms ... .  
a) beforehand b) by letters c) at a place
15. Suites are usually ... rooms in hotels.  
a) the cheapest b) outside c) the most expensive
16. A hotel worker who keeps the rooms in order is called ...  
a) a chambermaid b) a waiter c) a porter

17. It's advisable to book a room ... by letter, telephone or telegram.  
a) in advance b) before departure c) on arrival
18. The clerk gives the guests registration forms to ... and sign.  
a) fill in b) confirm c) check
19. A hotel worker who receives new guests and gives them a room is called ... .  
a) a hotel clerk b) a chambermaid c) a porter
20. Let the hotel ... know well in advance the day and time of your departure.  
a) management b) facilities c) service
21. Have you got any vacant rooms? – I'll just check ...  
a) availability b) facility c) a registration form
22. When you leave the hotel you must pay the hotel ...  
a) check b) bill c) rate
23. ... are usually the cheapest rooms in hotels.  
a) suites b) family rooms c) double rooms
24. We can ... you a single room and a suite.  
a) buy b) offer c) sell
25. If you are a regular customer we maintain your ... in our computer bank.  
a) data b) phone c) creditcard
26. I'd like to book a suite with all the modern ... .  
a) conveniences b) views c) facilities
27. A room occupied by one person is called ... .  
a) a single room; b) a penthouse; c) a parlor
28. A set of two or more rooms including a bedroom and a sitting room is called ...  
a) suite; b) junior suite; c) twin room
29. A hotel can be classified into ... categories:  
a) lower b) medium; c) several;
30. The ... between hotels, motels and inns are not always clear.  
a) distinction; b) clearance; c) facilities
31. ... has overall responsibility for the organization and administration of the food and beverage service areas.  
a) The Restaurant Manager; b) The Head Waiter; c) The Housekeeper.
32. Tell the ... to bring us some towels.  
a) chambermaid; b) porter; c) receptionist
33. A hotel whose guest rooms have separate bedroom and living room or parlor areas, and sometimes a kitchenette is called a ... ..  
a) suite hotel b) residential hotel c) resort hotels
34. A general term used to describe motels, motor hotels, inns, suite hotels, conference centers, and other operations providing lodging facilities is a ...  
a) hotel b) independent hotel c) motel
35. A hotel located near a public airport is called ... .  
a) a resort hotel b) an airport hotel c) a commercial hotel
36. A hotel, usually located in a downtown or business district, that caters primarily to business clients is a ....  
a) commercial hotel b) airport hotel c) recreation centre
37. Hello! I'd like ... a single room, please, for next weekend.  
a) to book; b) to cancel; c) to see
38. Mrs. Roberts wanted ... her stay.  
a) to reserve; b) to extend; c) to vacate
39. Don't leave your ... in rooms!  
a) valuables; b) rings; c) necklaces
40. We ... three hundred full-time staff.  
a) employ; b) fire; c) employ;



41. In the airport you must ... within the recommended time before your departure.  
a) check in;      b) fill in;      c) bring in
42. New restaurants and hotels are being built to accommodate the ... numbers of visitors.  
a) increasing;      b) decreasing;      c) various.
43. I need to put your ... into the computer.  
a) names    b) details;      c) surnames.
44. In addition to all mentioned complaints, room service was too ... .  
a) slow;      b) fast;      c) efficient.
45. I'm enjoying my new job it's very interesting and ... .  
a) varied;      b) bored;      c) hard
46. Hotel ... get paid sick leave and holidays, as well as other benefits.  
a) employees;    b) guests;      c) employeees
47. ... works an a cruise ship and has to look after passengers.  
a. steward    b. tour guide    c. travel agent
48. ... takes people sightseeing around the city travel.  
a. travel agent    b. tour guide    c. resort representative
49. ... is responsible for taking bookings and checking guests in and out.  
a. chambermaid    b. receptionist    c. manager
50. ... organizes the entertainment programme for the guests at the ski resort.  
a. tour guide    b. travel agent    c. resort representative

## 4.2. Граматичні тести

1. I drink my coffee with ... brandy.  
a) a little      b) few      c) a few
2. My wife and I ... for a holiday on the west coast of America.  
a) are looking      b) looks      c) have looked
3. I'm afraid ... of our desserts contain nuts.  
a) some      b) any      c) a little
4. You see I ... on a big project at the moment and I don't know exactly when I can take my holiday.  
a) was working      b) have worked      c) am working
5. I like the restaurant but I've only been there ... times.  
a) a few      b) many      c) a little
6. Vanessa ... at the hotel for very long.  
a) hasn't worked      b) doesn't work      c) haven't worked
7. She ... as a receptionist in a hotel.  
a) works    b) is working      c) has worked
8. How ... bottles of water do we have?  
a) many      b) much      c) any
9. How ... do I owe you?  
a) much      b) many      c) little
10. I ... in an hour. Get my bill ready, please.  
a) was leaving    b) leave    c) am leaving
11. Have you ... the new film?  
a) Seen      b) saw      c) see
12. Our parents worry about my brother more than about ...  
a) myself      b) me      c) himself
13. The room ... the yard.  
a) faces    b) faces to    c) faces at
14. ... are coming tonight.  
a) They    b) Them    c) Their
15. The guide ... an excursion at that time.

- a) washaving    b) have            c) has  
 16. I ... a bath when you rang me up.  
 a) wastaking    b) took                    c) take  
 17. The chambermaid ... cleans my room is very nice.  
 a) whom            b) who            c) whose  
 18. I ... to the concert this week.  
 a) havebeen        b) was                    c) be  
 19. When ... Mr. Brommt return to the hotel yesterday?  
 a) did;            b) does;            c) do  
 20. Have you got ... vacant rooms?  
 a) a few    b); some;            c) any  
 21. A receptionist ... speak English perfectly.  
 a) should;    b) can;                    c) may  
 22. During the week Paul and Joan work in the kitchen, but this afternoon they ... in the dining-room.  
 a) are helping;    b) have helped            c) helps  
 23. The bartender ... a new cocktail for Mrs. Hamilton.  
 a) is making;        b) makes;            c) has made  
 24. ... nobody at the reception desk.  
 a) There is;            b) There are;            c) There isn't  
 25. The restaurant is open ... 9.00 a.m.  
 a) at;            b) on;                    c) in  
 26. The hotel clerk ... to see a guest parading through the foyer in a pair of pajams.  
 a) was astonished;    b) is astonished;            c) will be astonished  
 27. I ... a letter of confirmation recently.  
 a) have sent;            b) send;                    c) sent  
 28. A guest ... the key at the reception desk.  
 a) leaves;            b) is leaving;            c) leave  
 29. He never ... anyone.  
 a) tips;            b) is tipping;            c) tip  
 30. When I'm on a business trip I usually ... at this hotel.  
 a) stay;            b) stayed;            c) have stayed  
 31. The manager ... all the problems already.  
 a) has solved;        b) solves;                    c) solved  
 37. When I left I recollected that I ... to lock the room.  
 a) had forgot;            b) forget;                    c) forgot  
 38. Lobster is ... seafood on the menu.  
 a) more expensive;    b) the most expensive;    c) the cheapest  
 39. Champagne is ... drink in the world.  
 a) the best;            b) better;                    c) good  
 40. Spaghetti carbonara is ... than spaghetti Bolognese.  
 a) more creamy;        b) the most creamy;            c) creamy.  
 41.... many museums when you were to Paris?  
 a) did you visit;        b) have you visited;            c) did you visited  
 42.Mr. Clark ... as a receptionist at the hotel for 15 years. Then he gave it up.  
 a) has worked    b); has been working;    c) worked  
 43.The guest told me that he ... a fortnight before.  
 a) came back;            b) had come back;            c) have come back  
 44.Don't worry about your letter. I ... it the day before yesterday.  
 a) have sent;            b) sent;                    c) send  
 45.At the moment we ... over the Sahara desert.  
 a) are flying;            b) fly;                    c) flying

46. It isn't very warm today, is it? – Yes, it was ... yesterday.  
 a) warmer;                      b) warm;                      c) the warmest
47. ... I speak to the manager of the hotel?  
 a) could;                      b) shall;                      c) must
48. I cannot find my umbrella. I think somebody ... it by mistake.  
 a) take   b) has taken;                      c) took;
49. Your friend looked upset yesterday. I'm glad he looks ... today.  
 a) happier;                      b) more happy;                      c) happy as
50. You should go to the travel agency if you need ... information.  
 a) further;                      b) farther;                      c) far
51. Would you like ... more wine, sir?  
 a. some   b. any   c. a
52. Would you like ... glass of wine?  
 a. some   b. any   c. a
53. Could I have ... salt, please?  
 a. some   b. any   c. a
54. Can I have a fried egg and ... bacon for breakfast?  
 a. some   b. any   c. a
55. We've got ... orange juice in the fridge.  
 a. a   b. an   c. some
56. We haven't got ... tomato juice.  
 a. some   b. any   c. a
57. She doesn't like ... kind of cheese.  
 a. some   b. any   c. a
58. It was ... excellent chocolate mousse.  
 a. a   b. an   c. any
59. Are there ... tables free?  
 a. some   b. any   c. a
60. David ... at the offers in the window at the moment.  
 a. is looking   b. looks   c. look
61. He ... to decide which is the best holiday for his family.  
 a. is trying   b. tries   c. are trying
62. They ... a fly-drive offer to Florida.  
 a. are having   b. have   c. is having
63. The travel agent ... him when he wants to travel.  
 a. is asking   b. asks   c. ask
64. How ... your surname?  
 a. are you spelling   b. do you spell   c. you are spelling
65. We ... Visa and MasterCard.  
 a. are accepting   b. accept   c. accepts
66. We're ... in a few minutes.  
 a. starts   b. starting   c. is starting
67. Tomorrow, I'm ... on a three-day skydiving course.  
 a. go   b. goes   c. going
68. Most of the museums in town ... on Mondays.  
 a. aren't open   b. don't open   c. doesn't open
69. David ... with us on the tour today, because he doesn't feel well.  
 a. isn't coming   b. doesn't come   c. comes
70. ... the National Park this afternoon?  
 a. Are they visiting   b. Do they visit   c. They are visiting
71. The tour operator ... a lot of cancellations last month.  
 a. have had   b. had   c. has had

72. Hotel reservations in our city ... since last year.  
a. has fallen    b. have fallen    c. felt
73. Tourism in our country ... jobs for two million people in 2002.  
a. has provided    b. provided    c. have provided
74. Tour operators say there ... an increase in short breaks since 2000.  
a. was    b. have been    c. has been
75. The tourism industry ... very well so far this year.  
a. hasn't done    b. didn't do    c. haven't done
76. I drink my coffee with ... brandy.  
a. a little    b. a few    c. many
77. I'm afraid ... of our desserts contain nuts.  
a. some    b. few    c. a little
78. Could you ask the chef not to put too ... sauce on the meat?  
a. much    b. many    c. little
79. I like the restaurant but I've only been there ... times.  
a. few    b. some    c. little
80. There's very ... choice here, let's go somewhere else.  
a. little    b. few    c. many
81. How ... bottles of water did we have?  
a. many    b. much    c. some
82. I don't like ... Indian food. It's too spicy for me.  
a. any    b. some    c. a little
83. ... Europeans eat horse or snake.  
a. few    b. little    c. some
84. There's a telephone ... the bed.  
a. in    b. by    c. under
85. I'm afraid ... a CD player in the room, madam.  
a. there isn't    b. there is no    c. it isn't
86. There ... plenty of coat hangers.  
a. isn't    b. are    c. is
87. Could we have ... shampoo and soap, please?  
a. some more    b. some    c. any
88. We keep the extra tissues in the cupboard ... the washbasin.  
a. of    b. in    c. opposite
89. Yes, please, those two red suitcases are ... .  
a. mine    b. my    c. your
90. ... is the latest check-out time, please?  
a. When    b. What    c. Which
91. ... the car park locked at night?  
a. Is    b. Does    c. Has
92. The ... check-out is at 11 am.  
a. late    b. latest    c. later
93. We have a full ... of secretarial services.  
a. kind    b. range    c. type
94. Has the hotel ... an express laundry service?  
a. get    b. got    c. gets
95. ... we use the business centre now?  
a. Can    b. Do    c. Should
96. Go ... the hotel and turn left.  
a. out    b. out of    c. out side of
97. It's just a ... minutes walk.  
a. some    b. few    c. little

98. The bank is on the corner, ... your right.

a. of    b. in    c. on

99. Turn ... into Avenue de Suede, and you'll see the photo shop opposite.

a. at the right    b. in the right    c. to the right

100. Good morning, can you help me? I'm ... for a travel agent, as I need to change my ticket.

a. look    b. looking    c. looked

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