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МДК. 03.02 ИНОСТРАННЫЙ ЯЗЫК В СФЕРЕ ПРОФЕССИОНАЛЬНОЙ КОММУНИКАЦИИ ДЛЯ СЛУЖБЫ ОБСЛУЖИВАНИЯ И ЭКСПЛУАТАЦИИ НОМЕРНОГО ФОНДА

Методические указания к практическим занятиям
и самостоятельной работе для студентов специальности СПО
43.02.14 Гостиничное дело

Рекомендовано цикловой методической комиссией
специальности СПО 43.02.14 Гостиничное дело
в качестве электронного издания
для использования в образовательном процессе

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МДК. 03.02 Иностранный язык в сфере профессиональной коммуникации для службы обслуживания и эксплуатации номерного фонда: методические указания к практическим занятиям и самостоятельной работе [Электронный ресурс] для обучающихся специальности СПО 43.02.14 Гостиничное дело / сост. Н. В. Потапова; КузГТУ. – Электрон. издан. – Кемерово, 2019. – Систем. Требования : Pentium IV; ОЗУ 8 Мб; Windows 95; мышь. – Загл. с экрана.

Приведено содержание практических занятий, материал, необходимый для успешного изучения МДК, темы для самостоятельного обучения.

Назначение издания – помощь обучающимся в получении знаний по МДК. 03.02 «Иностранный язык в сфере профессиональной коммуникации для службы обслуживания и эксплуатации номерного фонда» и организации практических занятий.

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Пояснительная записка

Настоящие методические указания к практическим занятиям по МДК.03.02 «Иностранный язык в сфере профессиональной коммуникации для службы обслуживания и эксплуатации номерного фонда» предназначены для обучающихся по специальности 43.02.14 Гостиничное дело.

Цель данных методических рекомендаций – оказать содействие обучающимся успешно освоить МДК.03.02 «Иностранный язык в сфере профессиональной коммуникации для службы обслуживания и эксплуатации номерного фонда», а именно:

- развить у обучающихся основные навыки иноязычного общения в диалогической и монологической формах в рамках необходимого профессионально-делового узуса;
- ознакомить обучающихся с культурными ценностями стран изучаемого языка;
- сформировать у обучающихся готовность к применению иностранного языка в профессиональном общении.

Выполнение указаний позволит обучающимся получить, а также расширить и закрепить необходимые знания, умения и навыки, и на базе их сформировать необходимые компетенции.

Посредством изучения профессиональной лексики, реферирования, подготовки устных тем по специальности, тренировки навыков устного и письменного перевода текстов профессиональной направленности достигается развитие коммуникативных умений, а также совершенствуются навыки оперирования языковыми знаниями, полученными в ходе обучения. Что в свою очередь ведет к формированию коммуникативной компетенции.

Следование рекомендациям поможет приобрести достойные знания и максимально соответствовать требованиям на итоговом контроле и при ведении дальнейшей профессиональной деятельности.

Методические рекомендации содержат несколько разделов: первый раздел знакомит студентов с техникой перевода, содержит рекомендации по работе с профессиональной лексикой.

Второй раздел включает рекомендации для студентов по самостоятельному составлению разговорной темы.

Третий раздел содержит материалы к практическим занятиям.

Материалы к практическим занятиям содержат тематические текстовые материалы, подборки упражнений на расширение словарного запаса, тренировочные задания для активизации грамматических форм и синтаксических оборотов.

I. Основы техники перевода специального текста

В результате освоения МДК обучающийся должен знать основные особенности делового стиля литературы на иностранном языке и уметь читать специальные тексты профессиональной тематики на основе владения активным и пассивным лексическим минимумом.

Поскольку специальные тексты принято относить к научному стилю, они имеют свои особенности. К особенностям синтаксического оформления текста этого стиля следует отнести синтаксическую полноту оформления высказывания, наличие аналитических конструкций, частое употребление определенных клишированных структур, развернутую систему связующих элементов, союзов, союзных слов и т.п. Научный текст специализирован на передаче когнитивной познавательной информации

Рассмотрим различные средства ее передачи:

1) Термины. Они обладают всеми своими характерными признаками: однозначность, нейтральность, зависимость от контекста. Каждый термин вводится его дефиницией, например:

There are lots of ways to measure ***inflation****; one of the most popular ways is the* ***retail price index****.*

2) Лексика. Лексика в текстах данного типа достаточно однообразна по своему составу. Лексику специальных текстов называют общенаучным слоем терминологии или лексикой общенаучного описания. Исследовав ее особенности в тексте, можно выявить следующее:

а) она лишена эмоциональной окраски;

б) ее можно отнести к нейтральному варианту современной письменной литературной нормы.

3) Временные формы. Преобладает абсолютное настоящее. Его использование дает возможность представить сообщаемые сведения как объективные, находящиеся вне времени.

Profit can be defined in terms of revenue and costs. Aiming to get higher profits, firms obtain each output level as cheaply as possible. (Present Simple Tense).

4) Залоговые конструкции. Разнообразные средства выражения пассивности по отношению к формальному подлежащему: глагольные конструкции с пассивным значением, безличные и неопределенно-личные предложения.

The optimal supply ***is affected*** *by such non-economic factors as technology. environment, etc. (Present simple Passive).*

It ***was expected*** *that he would get much profit soon.* (Past simple Passive, без- личный оборот с мест it).

One achieves *higher profits by reducing production costs.* (Неопределенно- личное предложение).

It is necessary *to research this market*. (Безличная конструкция).

5) Разнообразие сложных синтаксических структур.

Предложения, осложненные использованием инфинитивных конструкций в функции обстоятельства, подлежащего, определения, конструкции «сложное подлежащее», «сложное дополнение», сложные формы инфинитива и т.п.

Перевод на родной язык при изучении иностранного является одновременно и целью, и средством. Умение переводить – устно и письменно – иностранный текст и иностранную речь составляет одну из задач обучения даже в том случае, когда оно не имеет своей целью профессиональную подготовку переводчиков.

Занимаясь практикой перевода с английского языка на русский, обучающийся повышает свою языковую культуру и совершенствуется в использовании средств родного языка. Однако одна практическая работа, без знания ведущих принципов перевода и теоретических обобщений, малоэффективна.

Сознательное отношение к процессу перевода, т.е. сопоставление выразительных средств английского и русского языков и анализ приемов перевода, составляющие сущность лингвистической теории перевода, способствуют приобретению и закреплению навыков перевода.

Особенно внимательным надо быть при переводе с английского языка на русский экономических текстов, банковских документов, выписок, счетов. В русском языке принято отделять в многозначных числах сотни, тысячи и т. д. пробелом или точкой, а в английском – запятыми.

Одна из наиболее распространенных ошибок при переводе связана с так называемыми «ложными друзьями переводчика». Ложные друзья переводчика (калька фр. faux amis), или межъязыковые омонимы (межъязыковые паронимы) – пара слов в двух языках, похожих по написанию и/или произношению, часто с общим происхождением, но отличающихся в значении.

II. Рекомендации по самостоятельному составлению разговорной темы

Подготовка разговорной темы относится к тому виду самостоятельных работ обучающихся, которая планируется на заключительном этапе освоения МДК.03.02 «Иностранный язык в сфере профессиональной коммуникации для службы обслуживания и эксплуатации номерного фонда».

Это разновидность самостоятельной работы с литературными источниками, состоящей в использовании разнообразных приемов обработки заключенной в нем информации. При составлении разговорной темы материал источников конспектируется, цитируется, анализируется, обобщается, сравнивается, в нем выделяется главная мысль. В итоге этой работы пишется устная тема как последовательное, цельное, логически завершенное письменное изложение ее результатов.

Назначение этого вида работы состоит в том, чтобы продемонстрировать умение работать с информацией на английском языке, используя научные приемы и методы, умение работать с различными источниками познания.

Основная цель составления разговорной темы − краткое освещение наиболее значимых аспектов рассматриваемой проблемы или изучаемого явления.

Технология составления разговорной темы включает в себя ряд последовательных действий. **Действия могут быть следующими:**

1. Внимательно ознакомьтесь с названием темы.
2. Выберите источники, на основе которых вы планируете работать над разработкой темы.
3. Ознакомьтесь с отобранными текстами «по диагонали», выбирая основные понятия, схватывая логику и тему, обнаруживая проблему, знакомясь со стилем написания. Сначала постарай-

тесь понять общую проблематику, не прибегая к словарю. Особое внимание обращайте на интернационализмы, термины и т.п. Если перед текстом или после него дан словарный минимум, обязательно ознакомьтесь с ним до чтения текста. Это поможет вам лучше понять содержание прочитанного.

4. Выделите предложения, словосочетания, передающие главное содержание текста и переведите их.

5. Выработайте план темы. Выработка плана темы состоит в определении его структуры как логической последовательности изложения результатов процесса анализа текстов. Общий алгоритм включает в себя: введение, основную часть темы, заключение (вывод, резюме).

6. Напишите текст по плану, стараясь упростить выделенные сложные конструкции, что поможет вам в заучивании темы.

7. Отредактируйте текст. Редактирование начинается уже во время написания, когда подыскиваются нужные слова, фразы, компонуются абзацы и параграфы. При этом нужно мягко и плавно переходить от одной мысли к другой, помнить о едином стиле, о логичности, общей грамотности о соразмерности частей и других качествах текста. При окончательном редактировании следует быть особо придирчивым к излишествам, длинным фразам, избитым тривиальным высказываниям, т.е. ко всему, что нарушает гармонию текста. Редактирование на этой стадии превращается в самоконтроль, самооценку. Надо постараться увидеть свой текст как бы со стороны, «чужими глазами».

8. Дайте составленную тему стороннему наблюдателю (преподавателю, однокурснику) для критики. Пусть укажет на слабые места, просчеты, недоработки, да и просто на опечатки, описки. Критика со стороны друзей, коллег, высоких специалистов еще никому не мешала. Недостатки лучше убрать именно на этой неофициальной стадии.

9. Подумайте о вопросах, которые вам может задать экзаменатор по данной теме на устном экзамене и ваших возможных ответах. Хорошо составить тезисы для беседы или устного сообщения в заданной ситуации общения.

10. Выучите тему. Заучивая тему, обращайте особое внимание на интонацию, фонетические особенности произнесения звуков/слов.

III. Материалы к практическим занятиям
IV.

Практическое занятие № 1

Тема: Введение лексики по теме «Организация деятельности сотрудников службы обслуживания и эксплуатации номерного фонда на английском языке». Закрепление в упражнениях.

Цель: Ознакомить с лексическими единицами по теме. Закрепить использование лексических единиц в речи.

Продолжительность работы: 180 минут**.**

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.

Задания к практическому занятию:

Ex. 1: Study the vocabulary.

Housekeeping Department – Административно-
хозяйственная служба (АХС); Служба обслуживания и эксплуатации номерного
фонда

Executive Housekeeper – Начальник АХС

Deputy/ Assistant Housekeeper – Заместитель начальника АХС

HSKP Supervisors – супервайзеры (помощники начальника службы, старшие горничные)

chambermaids, room attendants – горничные

Laundry/dry service attendants – персонал прачечной-химчистки

Linen Room attendants – персонал бельевой

Health Club attendants – сотрудники оздоровительного клуба

Fitness centre attendants – сотрудники спортивного центра

florists – флористы

storekeepers – кладовщики

housemen – рабочие

shift rota- график выхода на работу

Ex. 2: Read and translate the sentences.

1. When selecting the best hotel for a vacation, most people will **assess** not only the location, the size of the rooms, but also the hotel amenities, standards of cleanliness, hotel guests‘ reviews.

2. The housekeeper is responsible for all of the staff, and their job includes recruiting, dismissing, training and supervising them, as well as **drawing up shift rotas** and determining the salary for each of them.

3. The hotel housekeeper is in charge of keeping an **assigned** number of rooms clean.
4. The specific duties of a housekeeper may vary from one hotel to the next, but junior staff of the **housekeeping department** usually have standard responsibilities.
5. Unless there are obvious stains, **sheets** and **pillowcases** are rarely changed daily. The average amount of time for sheets to be left unchanged is three days.
6. A check-out room must be so neat and clean that the new guests cannot tell that another family may have **vacated** the room only a few hours earlier.

Ex. 3: Make up your own sentences using new words and word combinations.

Ex. 4: Translate into English.

1. Руководитель службы хозяйственного обеспечения подчиняется генеральному директору или главному инженеру. Руководитель службы хозяйственного обеспечения отвечает за эффективную работу своего подразделения, т.е. проводит обучение, обеспечивает мотивацию и контроль работы сотрудников. Он должен иметь соответствующую подготовку и уметь организовать работу подразделения, подбирать персонал, осуществлять контроль расходов и закупки.
2. Заместитель руководителя составляет график работы для персонала, готовит отчет о статусе номеров, отвечает за уборку и со стояние номерного фонда.
3. Руководитель прачечной, обычно второй заместитель руководителя, организует работу с целью обеспечения гостиницы чистым бельем для номерного фонда и ресторанов, а также организует выполнение заказов гостей по химической очистке одежды.
4. Старшая горничная – младший руководитель в службе хозяйственного обеспечения. Она организует обучение персонала, отвечает за холлы, основные коридоры и другие помещения, осуществляет инвентаризацию моющих средств и прочих материалов.
5. В обязанности горничной входит уборка и другое хозяйственное обслуживание номеров. За каждой горничной закрепляются комнаты, которые она должна убрать в течение смены. В каждой из них горничная выполняет один и тот же набор действий в со-

ответствии с должностными инструкциями. Она также принимает участие в проверке номеров в соответствующее время для выяснения их статуса.

Ex. 5: Put the verbs in brackets in the correct active or passive tense form.

What`s it really like?

Amelia Humber has worked in the hospitality industry all her life, and she now (**run**) _____ her own Bed and Breakfast.

Amelia Humber: I (**start**) _____ working in hotels at a very early age, initially as a chambermaid to earn some extra money whilst I (**be**) _____ at school. I (**leave**) _____ school at 16 and started working full time, but the long hours(**mean**) _____ that I knew I was going to have to do some further education if I (not want) _____ to be stuck doing such hard work for the rest of my career. I (**go**) _____ back to college and did an NVQ in hospitality which (teach) _____ me the business side of the practical work I (**do**) _____. After this I started working as a receptionist at a hotel, and gradually (**gain**) _____ more and more responsibility in my job. I (**begin**) _____ to learn more about the money aspect of running a hotel, and (**teach**) _____ how to cash up and how to delegate money to various departments. I (**work**) _____ in this position for a number of years and (**earn**) _____ the trust and respect of my employers. I was later (**award**) _____ with an assistant housekeeper job, which can (**liken**) _____ to vocational training, and I (**learn**) _____ skills on the job which went towards a diploma in hotel management. After a few years in this position, I left the company and (**join**) _____ the hotel chain Novotel, and after working as an assistant position for a year, I (**promote**) _____ to head housekeeper. This was a very demanding job and I was unable to remain in the position full time once I (**have**) _____ children, but I replaced this with a job share and (return) to full time work once the kids (**be**) _____ all at school.

After 15 years of being back in this position my husband and I (**decide**) _____ to turn our house into a Bed and Breakfast and make our money out of the spare rooms we now (**have**) _____ available after the children (**leave**) _____. I (**not /be able**) _____ to make this decision if I (**not/ have**) the experience of being a housekeeper. The job of a housekeeper (**be**) _____ demanding as you have to be great with people but willing to stand your own ground. It is very rewarding

though, and if you (**do**) _____ it well you (**receive**) _____ a huge amount of satisfaction from the job.

Практическое занятие № 2

Тема: Чтение и перевод текста “Housekeeping”. Вопросы и ответы по содержанию текста.

Цель: Активизировать навыки ознакомительного чтения. Закрепить использование лексических единиц в речи.

Продолжительность работы: 180 минут**.**

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.

Задания к практическому занятию:

Ex. 1: Study the vocabulary.

cleaning supplies

syn. cleaning agents – чистящие средства

cleaning procedures – уборочные работы

dusting – сухая протирка (вытирание пыли)

ashtray emptying – опустошение пепельниц

making the bed – уборка кровати (заправка и смена постельного белья

mopping – влажная уборка пола

stain removing – удаление пятен

replacing – замена

restocking *syn. Replenishing* – пополнение запасов

sanitizing – дезинфекция (санитарная обработка)

scrubbing – чистка

spraying – разбрызгивание

sweeping – подметание

vacuuming – чистка ковров

wiping down – влажная протирка

Ex. 2: Read the text.

Hotel Housekeeping Department

Hotel housekeeping is a complex operation. A lot of staff will usually be working within the hotel because when selecting the best hotel for a vacation, most people will **assess** not only the location, the size of the rooms, but also the hotel amenities, standards of cleanliness, hotel guests‘ reviews, etc.

The exact number of housekeeping staff depends on the size of the property.
The housekeeper is responsible for all of these staff, and their job includes recruiting, dismissing, training and supervising them, as well as **drawing up shift rotas** and determining the salary for each of them. It is also the responsibility of the housekeeper to discipline any members of staff if necessary.
The hotel housekeeper is in charge of keeping an **assigned** number of rooms clean. This includes a variety of services depending on the type of the room. For a standard occupied room, this will involve basic cleaning duties.
For a room where the guests have just checked out, the job is more difficult and involves turning over nearly everything in the room. A check out room must be so neat and clean that the new guests cannot tell that another family may have **vacated** the room only a few hours earlier.
The specific duties of a housekeeper may **vary** from one hotel to the next, but junior staff of the housekeeping department usually have standard responsibilities. The first is making beds. A good hotel cleaner should be able to make each bed in about a minute. Unless there are obvious stains, **sheets** and **pillowcases** are rarely changed daily. The average amount of time for sheets to be left unchanged is three days. However, in luxury hotels sheets are changed daily. The number of **sheets** and **pillows** on the bed can also **vary**. While a standard hotel bed has a **bottom sheet, top sheet**, **blanket** and **comforter**, nicer hotels will have a sheet both beneath and on top of the blanket. Some less expensive hotels may not have a blanket at all. Hotel beds are typically made with the comforter covering the entire bed and are almost always made this way when guests first check in. However, during a guest‘s stay, the comforter may only be neatly **folded** at the bottom of the bed.
Next, the hotel cleaner must refresh any amenities in the room. Small touches such as closing the doors of a television cabinet can give a room a finished look very quickly. If there is a porch or balcony, this should be **swept** and any **ashtrays** need to be **emptied**.
Lastly, the **trashcans** in the rooms will be emptied, and the carpets swept. Moving on to the bathroom, the hotel cleaner will wipe down the **tub**, toilet, **sink** and counter. Towels will be changed and ameni-

ties will be refreshed. In a check- out room, the bathroom is cleaned more thoroughly with a variety of **cleaning agents,** usually including **bleach**. Small touches such as carefully folded towels are important here. Each hotel has its own preferred method for **folding** and placing the towels. The toilet paper must be folded to a neat point as well. In some hotels, the tip of the toilet paper is even pressed with a stamp featuring the hotel‘s logo or name.

Hotels with minibars and **turndown service** usually leave these specific tasks to separate members of the staff as well. Though the typical hotel cleaner is responsible for a number of hotel rooms, there are many other important roles in the housekeeping team at most hotels. In larger hotels, there is usually a **house person** for each floor or section. This person is responsible for emptying the dirty **linens** and trash in housekeepers‘ carts and **restocking** their towels and amenities when needed. The house person is also responsible for vacuuming hallways, dusting banisters and areas on the floor. Another member of the housekeeping staff is usually **assigned** to the lobby area.

In large hotels this can include the check in area, pool, fitness center, childcare center, laundry facility and a variety of other areas. Lobby hotel cleaners usually make their rounds through these areas several times throughout the day. If a guest calls for special amenities such as a microwave or **crib**, or other items that are not typically left in the room such a toothbrush, **sewing kit** or matches, these are often provided by another hardworking member of the housekeeping staff, sometimes called a **runner**.

Ex. 3: Answer the questions.

1. What is the housekeeper in charge of?
2. Why is a check-out room cleaning considered to be the most difficult one?
3. What are housekeeper‘s duties?
4. In what way may the specific duties of a housekeeper vary from one hotel to another?
5. What small touches can give a room a finished look?
6. In what case are the linen changed daily?
7. What is a house person responsible for?
8. Who is also responsible for vacuuming hallways, dusting banisters and areas on the floor?
9. What do lobby housekeepers do?

10. Who provides the guests of the hotel with the items that are not usually left in the room such a toothbrush, sewing kit or matches?

Ex. 4: Say if the following statements are true or false?

1. Lobby housekeepers usually make their rounds through public areas several times a day.
2. When selecting the best hotel for a vacation, most people will assess location, the size of the rooms, hotel facilities and reviews.
3. A check-out room must be so neat and clean that the new guests can tell that another family may have vacated the room only a few hours earlier.
4. The hotel housekeeper is responsible for keeping an assigned number of rooms clean.
5. A good housekeeper should be able to make each bed in about one minute.
6. Some inexpensive hotels may not have a blanket at all.
7. A runner provides guests with special amenities such as a crib or some other items.

Ex. 5: Complete the sentences using the information from the text.

1. Another member of the housekeeping staff _____ to the lobby area.
2. Unless there are obvious stains, _____ are rarely changed daily.
3. Hotels with minibars and _____ usually leave these specific tasks to separate members of the staff.
4. Lastly, the trashcans in the rooms _____ and the carpets swept.
5. Small touches such as _____ are important here.
6. It is also the responsibility of the housekeeper _____ if necessary.
7. The number of _____ on the bed can also vary.

Практическое занятие № 3

Тема: Развитие навыков устной речи. Выполнение упражнений с использованием лексики. Составление диалогов.

Цель: Активизировать навыки монологической и диалогической речи. Закрепить использование лексических единиц в речи.

Продолжительность работы: 180 минут**.**

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презен-

тации.

Задания к практическому занятию:

Ex. 1: Give the Russian equivalents.

complex operation; hotel amenities and reviews; a variety of services; to involve basic cleaning duties; neat and clean; changed daily; average amount of time; refresh any amenities; folding and placing the towel; laundry facility

Ex. 2: Give the English equivalents.

учитывать место расположения; уборка практически всего номера;

заметные пятна; застилать покрывалом; у подножия кровати;

незначительные моменты; опустошить пепельницу; разгрузка и загрузка

тележек; на протяжении всего дня; сотрудники хозяйственных служб

Ex. 3: Match the words with their definitions.

1. recruit
2. duties
3. sewing kit
4. crib
5. property
6. shift

a. things that you have to do as part of your job

b. to get someone to work in a company or join an organization

c. things, especially valuable things, that are owned by someone

d. a period of work time in a factory, hotel, hospital, or other place where some people work during the day and some work at night

e. a set of a needle and thread for repairing something

f. a bed for baby

Ex. 4: Complete the sentences with the missing words.

▪ recruit ▪ sewing kit ▪ property ▪ duties ▪ crib ▪ shifts

1. A hotel (1) _____ includes six threads, six sewing pins, one safety pin and two buttons in the plastic box.

2. (2) _____ and additional beds are available free of charge for children of up to 12 years of age.

3. Every hotel, at some point in time, will have to (3) _____ new staff.

4. Housekeepers are expected to work in (4) _____, either morning or night.
5. One of the main (5) _____ of hotel room attendants is to prepare the hotel room‘s bed for the guest.
6. The rules and regulations are put in place to keep hotel guests and employees safe and protect hotel (6) _____ from damage.

Ex. 5: Study the organizational structure of Housekeeping Department and speak about the duties and responsibilities of the Housekeeping staff.

The Structure of Hotel Housekeeping

The role of Housekeeping is the servicing of guest bedrooms which is to provide a quick and thorough servicing of bedrooms and related areas to a constantly high standard and with as little inconvenience to guests as possible.

General manager
↓
Rooms Division Manager
↓
Executive Housekeeper
↓
Assistant Executive
Housekeeper
↓
Floor Supervisor Public Area Supervisor Laundry Supervisor
↓ ↓ ↓
Room Attendant Public area cleaners Linen Keeper Laundry
Attendant

The Housekeeping Supervisor

Main tasks

□□*Train* – new staff
□□*Plan* – the daily working schedule
□□*Organize* – materials & equipment needed
□□*Co-ordinate* – working schedule is running smoothly and evenly
□□*Motivate* – staff in achieving their objectives
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□□*Communicate* – information with all departments

The Supervisor is also responsible to check that the right cleaning agents are being used with the correct method and with the right equipment on different materials and surfaces.

The Room Attendant

Duties include the daily cleaning, preparing and re-stocking of their allocated bedrooms, and / or Public areas. Normal number of rooms allocated to each is 18, but can vary from one property to another or due to special circumstances.

The Evening Room Attendant

Their duties include the ‗turndown service‘ and in busy hotels they prepare rooms to be sold during the night.

Public area Cleaners

They are responsible for the cleaning of public areas such as the foyer, lounges, toilets, lifts, offices, restaurants and the ―back of house area‖.

Housemen

They perform heavy duty work, such as moving furniture, high-level cleaning, washing walls, shampooing of carpets, collection and distribution of linen, handling of heavy equipment, etc.

Linen Keepers

They are responsible for the supply and control of linen.

Практическое занятие № 4

Тема: Встреча, обслуживание гостей и прощание. Введение и закрепление лексики.

Цель: Ознакомить с лексическими единицами по теме. Закрепить использование лексических единиц в речи.

Продолжительность работы: 180 минут**.**

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.

Ex. 1: Study the vocabulary.

check-in room cleaning – уборка забронированных номеров

everyday make-up / occupied room cleaning – текущая уборка жилых номеров

check-out room cleaning – уборка номера после выезда гостей

deep cleaning *syn. super cleaning* **–** генеральная уборка

picking up – легкая уборка

turndown service – вечерняя уборка, подготовка номера ко сну (постель готовят ко сну, занавешивают шторы, оставляют сладости)
status room status report – положение, состояние
- отчет о занятости номерного фонда
CO = checked out – выездной, гость уже выписался
O, OC, OCC = occupied – занятый, жилой
V = vacant (clean, no occupant) – чистый, незанятый
OO, OOO = Out of Order – номер, находящийся в вынужденном простое, неисправный, в плохом состоянии (ремонт)
CL, CLN = clean – чистый
DI, DTY = dirty – грязный
DP, DEP = departure – выездной, гость уже выписался
DN – выездной, но гость еще не расплатился
AE = arrival expected – ожидаемый («под заезд»)
NS = non smoking – номер для некурящих
OS – забронированный номер для особо важных гостей
sleep out – гость прописан, но не ночевал
turn down – «требуется вечерняя уборка»

Ex. 2: Read and translate the text.

Hotel Housekeeper Job Profile

A hotel housekeeper is responsible for the cleanliness of a hotel or motel. A hotel housekeeper is also referred to as a maid in the hotel and handles the cleaning of the establishment. Generally housekeepers are assigned the duties of cleaning the guest rooms. If the hotels have laundry service, then some of the housekeepers work only in the laundry service area. They are involved in the washing, cleaning, drying and folding of the linens, towels, bedding and any uniforms.

Basic Tasks:

□□Clean the guest rooms after the guests have checked out.
□□Clean the room; change the **linen**, **bedding**, towels; replace drinking glasses, tissues and soap.
□□Disinfect the bathroom and toilets and **replenish** the essentials.
□□**Dust** and polish the furniture.
□□**Empty the trash** and **mop** the floor area without carpets.
□□**Vacuum** the carpet and the curtains.
□□Attend to the requests of cleaning from the guests during emergencies

Or accidental spills.
□□Provide extra linen or towels to the guests upon request.
Assist guests in providing directions or methods of using facilities or items in the hotel when requested.
□□Check the functioning of the electrical gadgets provided in the rooms and report to the supervisors in the case of malfunctioning.
□□Report and hand over things left in the room by the guests to the supervisor or duty manager.
□□Manage the wheel **cart** with the supplies of linens, bedding, drinking glasses, towels, **tissue papers**, toilet soap, bathroom disinfectants and other related materials.
□□Wash and clean the common corridors, windows, ashtrays, stairs, hallways and reception area.
□□Clean the conference or banquet rooms, lobbies or lounges.
□□Train the interns or trainee employees about the cleaning standards and the procedures.
These basic tasks can vary with the size and type of the employer you are employed with. In smaller establishments, the hotel housekeepers can also be given the duty of planning and procuring the supplies for the housekeeping department.

Work Schedules

The work schedule of a hotel housekeeper is usually 40 to 48 hours a week. They are expected to work in shifts, either morning or night. They may obtain rotational shifts during the weekends or holidays.

Salary/Wages

The average annual wage of hotel housekeepers is around $16,900. The average annual salary of executive housekeepers is found to be $29,640, but those working in luxury hotels or resorts earn more than $40,000 annually.

Opportunities for Advancement

After acquiring experience in the field in smaller hotels or motels, housekeepers can advance to larger or luxury hotels. Housekeepers in large establishments may advance to become **executive housekeepers** or **housekeeping supervisors** after completing either internships or institutional management or hotel service courses.

Final Word

As there is a growth in the hotel industry, the opportunities for housekeepers are also expected to grow. An increase in the resort style ho-

tels will increase the number of hotel housekeepers required for one hotel. If you are in solid physical condition that allows you do lots of lifting, bending, stooping and running errands, then getting into this field could be a good and logical career choice for you.

Ex. 3: Retell the text using new words and word combinations

Практическое занятие № 5

Тема: Практика устной речи. Диалоги между сотрудниками о случившихся событиях во время смены.

Цель: Активизировать навыки диалогической речи. Закрепить использование лексических единиц в речи.

Продолжительность работы: 180 минут**.**

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.

Задания к практическому занятию:

Ex. 1: What qualities and qualifications do you think are needed to work in the Housekeeping section of a hotel? Read the text and make notes about the following:

a. qualities needed b. duties c. experience and training

Are you smart? Intelligent? Don‘t mind hard work? Interested in looking after guests and helping to make their stay enjoyable? You could be just who we‘re looking for, to join our hotel housekeeping staff.

As a member of the Housekeeping team, you may be given responsibility for one of the bedroom areas. After the guests have checked out, you will then change beds, towels, etc. and generally ensure that everything is clean and tidy.

Housekeeping, however, is not just about cleaning bedrooms, but also keeping every public area pleasant, clean, and tidy for others to relax and work in. You may find you have to arrange flowers, displays of materials, publications, and be responsible for ensuring stocks are up-to-date whether in a linen room or a mini-bar. Other duties you may be involved in could be vacuuming, polishing, and tidying other areas in the building. You will certainly need to spend time checking everything is in place.

Whether you work at a hotel, motel, bed and breakfast, conference or holiday centre, or a tourist attraction, your guests will judge their ac-

commodation by its appearance. Clean rooms and good service enhance any accommodation and make your guests return.
No previous experience is required and most of your training will be on the job, with extra in-house training given by the company's training personnel.
Just think how many things need doing around the house. Now imagine how many more there are in a large hotel – or a leisure theme park! Lighting, heating, plumbing, carpentry, even gardening needs taking care of. Courtesy cars and staff buses need driving and many large hotels need grounds staff to look after their golf-courses and keep them in tip-top condition. Whilst some smaller hotels use outside contractors, most larger hotels, motorway sites, and leisure parks employ their own specialized support staff. Because guests and visitors expect everything to work perfectly, maintenance and support staff must be available 24 hours a day. This means you will probably have to work shifts and some weekends.

Ex. 2: Speak about a hotel housekeeper"s job, its duties and responsibilities.

Ex. 3: Make up dialogues "My duty experience".

Практическое занятие № 6

Тема: Особенности работы персонала службы обслуживания и эксплуатации номерного фонда. Лексика по теме.

Цель: Ознакомить с лексическими единицами по теме. Закрепить использование лексических единиц в речи.

Продолжительность работы: 180 минут**.**

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.

Задания к практическому занятию:

Ex. 1: Study the vocabulary.

bedding – постельные принадлежности
bed linen – постельное белье
blanket – одеяло
bedspread – покрывало
duvet – одеяло
duvet cover – пододеяльник
comforter – стеганое ватное одеяло

pillow – подушка
pillowcase – наволочка
sheet – простыня
to fold – складывать
bath tub – ванная
bath mat – банный коврик
facial tissue – косметические салфетки
hair dryer – фен
shower – душ
shower cap – шапочка для душа
shower curtain – штора для ванной/душа
sink – раковина
towel- полотенце
towel rack – полотенцедержатель
toilet – туалет
toilet tissue/paper – туалетная бумага
toiletries – туалетные принадлежности
trashcan – мусорная урна
to empty a trashcan – опустошить урну
ashtray – пепельница
carpet – ковер
crib – детская кроватка
fixtures – крепления
furniture – мебель
ice bucket – ведро для льда
iron – утюг
ironing board – гладильная доска
laundry bag – пакет для белья в стирку
light bulb – лампочка
memo pad – блокнот
sewing kit – набор для шитья
stationery – канцелярские товары
tray – поднос
vanity – туалетный столик
wastebasket – корзина для мусора
broom – метла, веник
cart – тележка
mop – половая тряпка

pass key – отмычка
rag – тряпка
washcloth – тряпка для мытья посуды
vacuum cleaner – пылесос

Ex. 2: Read and translate the text.

Hotel Housekeeper Job Profile

A hotel housekeeper is responsible for the cleanliness of a hotel or motel.

A hotel housekeeper is also referred to as a maid in the hotel and handles the cleaning of the establishment. Generally housekeepers are assigned the duties of cleaning the guest rooms. If the hotels have laundry service, then some of the housekeepers work only in the laundry service area. They are involved in the washing, cleaning, drying and folding of the linens, towels, bedding and any uniforms.

Basic Tasks:

□□Clean the guest rooms after the guests have checked out.

□□Clean the room; change the **linen**, **bedding**, towels; replace drinking glasses, tissues and soap.

□□Disinfect the bathroom and toilets and **replenish** the essentials.

□□**Dust** and polish the furniture.

□□**Empty the trash** and **mop** the floor area without carpets.

□□**Vacuum** the carpet and the curtains.

□□Attend to the requests of cleaning from the guests during emergencies or accidental spills.

□□Provide extra linen or towels to the guests upon request.

Assist guests in providing directions or methods of using facilities or items in the hotel when requested.

□□Check the functioning of the electrical gadgets provided in the rooms and report to the supervisors in the case of malfunctioning.

□□Report and hand over things left in the room by the guests to the supervisor or duty manager.

□□Manage the wheel **cart** with the supplies of linens, bedding, drinking glasses, towels, **tissue papers**, toilet soap, bathroom disinfectants and other related materials.

□□Wash and clean the common corridors, windows, ashtrays, stairs, hallways and reception area.

□□Clean the conference or banquet rooms, lobbies or lounges.

□ □Train the interns or trainee employees about the cleaning standards and the procedures.

These basic tasks can vary with the size and type of the employer you are employed with. In smaller establishments, the hotel housekeepers can also be given the duty of planning and procuring the supplies for the housekeeping department.

Work Schedules

The work schedule of a hotel housekeeper is usually 40 to 48 hours a week. They are expected to work in shifts, either morning or night. They may obtain rotational shifts during the weekends or holidays.

Salary/Wages

The average annual wage of hotel housekeepers is around $16,900. The average annual salary of executive housekeepers is found to be $29,640, but those working in luxury hotels or resorts earn more than $40,000 annually.

Opportunities for Advancement

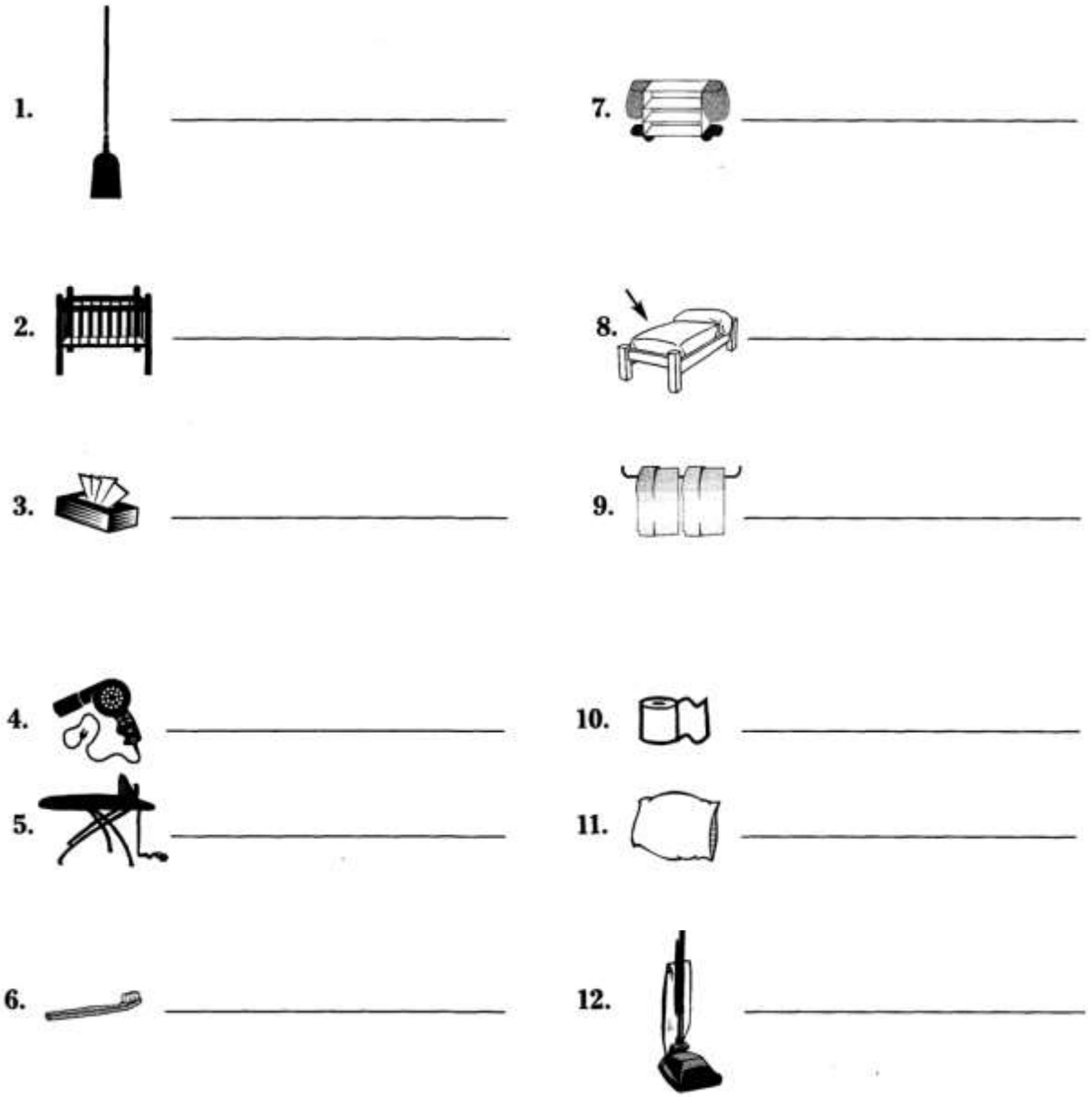
After acquiring experience in the field in smaller hotels or motels, housekeepers can advance to larger or luxury hotels. Housekeepers in large establishments may advance to become **executive housekeepers** or **housekeeping supervisors** after completing either internships or institutional management or hotel service courses.

Final Word

As there is a growth in the hotel industry, the opportunities for housekeepers are also expected to grow. An increase in the resort style hotels will increase the number of hotel housekeepers required for one hotel. If you are in solid physical condition that allows you do lots of lifting, bending, stooping and running errands, then getting into this field could be a good and logical career choice for you.

Ex. 3: Write the correct word in the box beside each picture below.

▪ broom ▪ iron and ironing board ▪ toothbrush ▪ cart ▪ towels ▪ crib
▪ pillowcase ▪ vacuum cleaner ▪ facial tissue ▪ sheets ▪ hair dryer
▪ toilet tissue



Ex. 4: Read the following checklist for making up a room. Discuss the checklist with your class. Which five items do you think are the most important? Which five are the least important? Why?

Checklist for making up a room

1. Inspect the room for items the guests may have left behind.
2. Empty the wastebaskets into the trash bag on your cart.
3. Remove used sheets from the bed. Check all linen for tears and stains.
4. Deposit the sheets and pillowcases in the laundry bag on the cart.
5. Make the bed with clean linens and the bedspread.
6. Dust the furniture and TV.

7. Spray glass cleaner on the mirrors and the inside of the window and then wipe.
8. Place hotel memo pads and pens by the phone.
9. Pick up dirty towels and deposit them in the laundry bag on the cart.
10. Hang clean towels on the towel racks.
11. Scrub the sink.
12. Give the bathtub, walls and fixtures a light cleaning.
13. Sanitize the toilet.
14. Replace old roll of toilet tissue with a new one. Leave an extra roll.
15. Sweep the floor in the bathroom.
16. Vacuum the carpet.
17. Remove dirty drinking glasses. Place clean drinking glasses and ice bucket on the tray on the dresser.
18. Put packets of instant coffee, creamer and sugar by the coffeemaker.
19. Display toileteries in the basket on the counter by the sink.
20. Replace any burned out lightbulbs.
21. Put a welcome card and candy on the table.
22. Smile. You did a good job!

Ex. 5: Use the words from the checklist to fill in the space below.

1. _____ the wastebaskets.
2. _____ the furniture and TV.
3. _____ dirty towels in the laundry bag.
4. _____ the carpet.
5. _____ the bathroom floor with a broom.
6. _____ the sink.
7. _____ the toilet.
8. _____ toiletries in the basket.
9. _____ used sheets from the bed.
10. _____ the bed clean sheets.
11. _____ glass cleaner on the mirrors and windows.
12. _____ clean towels on the towel racks

Ex. 6: Use the words in the box to complete the sentences below.

▪ attendant ▪ cart ▪ crib ▪ disturb ▪ housekeeping ▪ knocks
▪ linens ▪ sheets ▪ shine ▪ sweep ▪ trainee

1. We use a broom to ____ the floor.
2. A baby sleeps in a _____.

3. Another name for a housekeeper is a room _____.
4. Workers in the _____ department clean the hotel rooms.
5. Can you ―Make it _____‖?
6. ―Put clean _____ on the bed.‖
7. The sign on the doorknob says, ―Do not _____.‖
8. ―Use a _____to open the door.‖
9. Sheets, pillowcases and towels are all _____.

Практическое занятие № 7

Тема: Этика и этикет персонала номерного фонда. Выполнение заданий к тексту.

Цель: Ознакомить с лексическими единицами по теме. Закрепить использование лексических единиц в речи.

Продолжительность работы: 180 минут**.**

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.

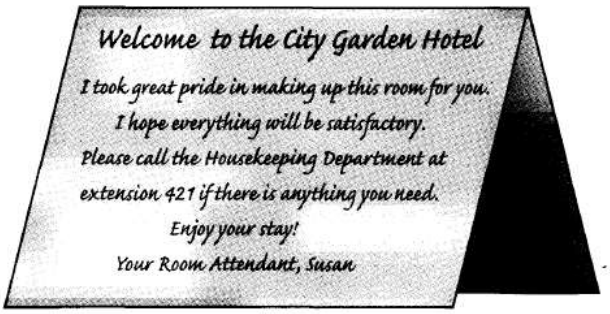
Задания к практическому занятию:

Ex. 1: Read the following story about Susan.

As a housekeeper, Susan‘s job is to **make up** the hotel rooms for the guests. She has a lot of rooms to clean, so she has to work quickly. Susan makes sure that her **linen cart** has the **supplies** she needs. Then she does all of the work on her **checklist.** She takes pride in her work. When she finishes a room, she puts a welcome card with some candy on the table. ―Then the guests will know that I want them to enjoy their stay, she says.

When she opens the door to a room, Susan is very careful not to want to disturb the guests. She always knocks on the door first and says, ―Housekeeping‖. She does now want to surprise the guests. If the guests want to stay in the room longer, she says, ―I‘ll come back later.

Susan is always friendly. She smiles and says ―good morning or ―hello‖ to the guests and co-workers when they pass her in the hall. Susan says, ―I like working with people. That‘s the best part of my job.



Ex. 2: Are the following sentences true or false?

1. A housekeeper must clean a lot of rooms quickly.
2. Susan likes to surprise the guests.
3. Susan takes pride in her work.
4. If a guest wants to stay in a room longer, Susan says, —I‘ll come back later.
5. Susan opens the guests‘ room without knocking first

Ex. 3: Read the information about Susan. Think about the signs she sees.

It‘s 9.25 a.m. Susan is going to her first weekly department meeting. It starts at 9.30 a.m. Susan is reading these signs on the wall.

- If you find any of the guests‘ personal articles, call the lost-and-found department right away

- If anything is missing from a room, notify the floor supervisor of the loss immediately.

- Energy conservation is everyone‘s business. Always turn down the heat or air conditioner for a pickup.

- We especially need to know about missing linens for our inventory.

- When you enter a room make sure the lights and water are off when you finish.

Ex. 4: Read the conversation.

Susan: Housekeeping!

Guest 1: We‘ll be leaving in about half an hour.
Susan: Fine. I‘ll come back later then.
Susan: Housekeeping! Anyone here?
Guest 2: Yes. Oh, it‘s the maid. What time is **checkout**?
Susan: Twelve noon.
Guest 2: I‘ll be here until then.
Susan: No hurry. Take your time.
Sara: LATER
Susan: Good morning, Susan. Here is your daily Room
Sara: Vacancy Report. It shows you the **status** of the room. Remember, if there is a ―Do Not Disturb‖ sign on the door, don‘t knock. We want to respect our guests‘ privacy.
Susan: Oh, yes. I know that‘s important. All the rooms I tried had no sign on the door. I thought they were vacant, but they were occupied.
Sara: Look at the report. Rooms 303 to 305 have checked out.
Start there.
Susan: OK. I‘ll do that.
Guest 3: Excuse me. Can you please open the door for me? I forgot my card key.
Sara: I‘m very sorry, sir. For security reasons, you need to get a new one from the front desk clerk. It‘s for your protection.
Susan: *(to Sara)* Thanks for helping me out.
Sara: That‘s my job.

Ex. 5: Complete the sentences with the words from the conversation.

1. Susan knocks on the guests‘ door and says, ―_____.
2. Susan tells the guest, ―No hurry. Take your _____.‖
3. Sara gives Susan a Room _____ Report.
4. The report shows the _____ of the rooms.
5. Sara says that for _____ reasons the guests must go to the front desk
to get another card key.
6. Sara tells Susan not to knock on the door of a room with a ―Do not _____sign.
7. Susan tells Sara ―Thanks for _____ me out.‖

Практическое занятие № 8

Тема: Места размещения. Виды номеров. Составление и пересказ диалогов.

Цель: Закрепить использование лексических единиц в речи. Активизировать навыки диалогической и монологической речи.

Продолжительность работы: 180 минут**.**

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.

Задания к практическому занятию:

Ex. 1: Look at the Room Vacancy Report and answer the questions.

Date 11/4

Room Vacancy Report

Floor 3

Room number	**Status**
301	O
302	V
303	CO
304	CO
305	OOO
306	OOO
307	O
308	O
309	V
310	V

Code: CO = Checked out O = Occupied V = Vacant (clean, no occupant) OOO = Out of order

1. The room attendant wants to clean Room 301. Is there a guest in the room?
2. Is Room 303 ready to clean?
3. Does the room attendant have to clean Rooms 303 and 306 today?
4. Are Rooms 302 and 310 occupied?

Ex. 2: Read and role the conversation.

Team leader: Good afternoon, Kevin. How are you?

Housekeeper: I‘m doing well, thanks.

Team leader: Are you almost done for the day?

Housekeeper: Yes, I just finished the last stay-over on my list.
Team leader: Great. Were you very busy today?
Housekeeper: Yes, I had seven checkouts.
Team leader: Wow! That‘s more than usual, isn‘t it?
Housekeeper: Yes… but we‘re always busy on the weekends. Before I forget, I want to mention something.
Team leader: Sure – what is it?
Housekeeper: The guests in 245 have had a DND up all morning. What should I do?
Team leader: Since your shift is about over, don‘t worry about it. The guests may request cleaning service later. But I‘ll take care of it.
Housekeeper: Okay. I guess that I‘m done then. I‘ll see you tomorrow.
Team leader: Good afternoon, Kevin. How are you?
Housekeeper: I‘m doing well, thanks.

Ex. 3: Act out the roles below.

Use Language Like:

Were you very busy today?
Before I forget I want to mention something
What is it?

Student A: You are a housekeeper at a hotel. Tell Student B about:
□□how many stay-overs you cleaned
□□how many checkouts you cleaned
□□whether any guests left a Do Not Disturb sign up for your entire shift

Student B: You are a team leader. Listen to Student A and tell him or her what to do next. Make up a name for the housekeeper.

Ex. 4: Role the dialogues.

Dialogue 1

Room Maid: Good morning, madam. My name is Suwannee. I‘m **a room maid**. May I come in, please?
Guest: Yes. How long does it take **to make up room**?
Room Maid: It takes 15 minutes to make up your room, madam. Two of us will help to clean up everything in your room.
Guest: Can I stay in my room and watch television while you‘re working?
Room Maid: Certainly, Madam.

Dialogue 2

Room Maid: Good Morning, May I **make up your room**, please?

Guest: Are you **a room attendant**?
Room Maid: Yes, I‘m a **chambermaid**. There are two of us help making up the room.
Guest: Would you come back in 10 minutes? I‘ve not finished yet.
Room Maid: Certainly, Madam.
(*10 minutes later)*
Can I come in?
Guest: Yes of course. We‘re leaving.
Room Maid: Goodbye Madam. Have a nice day.
Guest: Thank you.

Практическое занятие № 9

Тема: Правила оформления документации. Выполнение заданий к тексту.
Цель: Закрепить использование лексических единиц в речи. Активизировать навыки диалогической и монологической речи.
Продолжительность работы: 180 минут**.**
Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.
Задания к практическому занятию:
Ex. 1: Study the vocabulary.

1. CV (curriculum vitae)	- автобиографические данные, резюме
2. sales	- продажа
3. to present	- представлять
4. favorable	- благоприятный
5. a response to …	- ответ на …
6. to consider	- рассматривать
7. a zip code	- почтовый индекс
8. an area code	- код местности проживания
9. a degree	- степень, звание
10. a certificate	- удостоверение
11. in reverse chronological order	- в обратном хронологическом порядке
12. skills	- навыки, умения
language skills	- знание иностранного языка
computer skills	- навыки работы на компьютере

interpersonal skills - навыки общения
13. belong to - принадлежать
14. to be related to - иметь отношение к ч-л
15. to be available - иметься в наличии
16. request - просьба
17. an opportunity - благоприятная возможность
18. an objective - цель
19. to obtain - приобретать
20. an assistant - помощник
21. fluent - беглый, свободный (о владении)

Ex. 2: Translate the sentences

1. You should **present** your **résumé /CV** at the beginning of the interview.
2. A résumé is like a written **sales presentation**.
3. Your résumé can be used as **a response to** an ad and should create a favorable impression on the employer.
4. While writing a résumé you should **consider** the following topical areas.
5. You should indicate your address with **zip code** and telephone number with **area code**.
6. What **degree** did you receive? Have you got any **certificate**?
7. List the universities and colleges you have attended **in reverse chronological order**.
8. What are your **responsibilities?**
9. List your special **skills:** typing, **shorthand**, computer abilities.
10. What student organization do you **belong to?**
11. List the specific functions you performed that **are related to** the job you want.
12. Don‘t list **references** on your CV. Instead say, ‘References **are available** upon **request**.‘
13. In order to have **the opportunity** of interviewing with a company you should send your CV with **a cover letter**.
14. **My objective** is **to obtain** a job in the field of hotel catering.
15. I‘m a personal **assistant** to Dr. Black.
16. I have some experience working as **an interpreter.**
17. I have an ability of **fluent** speaking, reading and writing in English.
18. My duty is **to schedule** meetings and appointments.

19. Well**, the job title** is Assistant **Contracts** Manager.

Ex. 3: Complete the sentences with prepositions and articles where necessary.

1. You should present your CV _____ _____ beginning ____ ____ interview.
2. Your CV can be used as ____ response ____ ____ ad.
3. Try to create ____ favorable impression ____ ____ employer.
4. List ____ schools you have attended ____ reverse chronological order.
5. Do you belong ____ any student organization?
6. Are these people related ____ you?
7. Don‘t list references ____ ____ résumé.
8. References are available ____ request.
9. You should send your résumé ____ ____ cover letter.
10. My objective is to obtain ____ job ____ tourism.
11. I‘m a personal assistant ____ Mr. Brown.
12. He‘s got ____ ability ____ fluent speaking in French.
13. Thank you ____ taking time to deal ____ my application.

Ex. 4: Answer the questions.

1. Have you ever written **a résumé**?
2. What **degrees** and **certificates** have you got after graduation?
3. What are (will be) your **job duties**?
4. Can you speak any foreign language **fluently**?
5. What **skills** have you got?
6. Do you **belong to** any party or student organization?
7. Do you think you have much **opportunity** to get the job of your dream?
8. In what field would you like **to obtain** experience?

Практическое занятие № 10

Тема: Введение лексики по теме «Организация и контроль текущей деятельности сотрудников службы обслуживания и эксплуатации номерного фонда в соответствии с текущими планами и стандартами гостиницы на английском языке». Закрепление в упражнениях.

Цель: Ознакомить с лексическими единицами по теме. Закрепить использование лексических единиц в речи.

Продолжительность работы: 180 минут**.**

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.

Задания к практическому занятию:

Ex. 1: Study the vocabulary.

cleaning supplies – чистящие средства

cleaning procedures – уборочные работы

dusting – сухая протирка (вытирание пыли)

ashtray emptying – опустошение пепельниц

making the bed – уборка кровати (заправка и
смена постельного белья

mopping – влажная уборка пола

stain removing – удаление пятен

replacing – замена

restocking – пополнение запасов

sanitizing – дезинфекция (санитарная
обработка)

scrubbing – чистка

spraying – разбрызгивание

sweeping – подметание

vacuuming – чистка ковров

wiping down – влажная протирка

Types of Room Cleaning

check-in room cleaning – уборка забронированных номеров

everyday make-up / occupied room cleaning – текущая уборка жилых номеров

check-out room cleaning – уборка номера после выезда гостей

deep cleaning – генеральная уборка

picking up – легкая уборка

turndown service – вечерняя уборка, подготовка номера ко сну (постель готовят ко сну, занавешивают шторы, оставляют сладости)

Ex. 2: Read text.

Cleaning Guest Room

At the beginning of each shift, meet with your team leader to get your room assignment list. This list includes information about:

□□room assignments

□□stay-overs and checkouts

□□special requests, such as towels and trash service
□□VIP arrivals or early arrivals
Always start with checkout rooms. These rooms must be cleaned by 3pm. A full cleaning includes:
□□cleaning the toilet, tub and sink
□□changing the towels and sheets
□□making the bed
□□vacuuming the carpet
□□emptying trash bins
□□disinfecting all counters and surfaces
□□replacing toiletries
Stay-over rooms typically involve the following tasks:
□□changing the towels
□□making the beds
Always knock three times and announce your arrival before entering a room. Remember, do not enter a room that has a Do Not Disturb (DND) sign.
Alert your supervisor if a guest has not removed the DND by the end of your shift.

Ex. 3: Choose the correct answer.

1. What is the manual mostly about?

a. how to get a room assignment list
b. a guide for hotel housekeepers
c. different items found in hotel rooms
d. steps for disinfecting a hotel room

2. What is true about housekeepers?

a. They are responsible for reporting broken items in guest rooms.
b. They clean stay-over rooms at the beginning of their shifts.
c. They give checkouts a more complete cleaning than stay-overs.
d. They knock before entering a room with a DND.

3. The team leader gives housekeepers all of the following information
EXCEPT…

a. which guests will stay another night.
b. how many rooms to clean during a shift.
c. which guests do not want to be disturbed.
d. What special services some guests want.

Ex. 4: Complete the sentences with words or phrases from the word bank.

▪ stay-over ▪ disinfects ▪ trash bin ▪ sheets ▪ VIP

1. Alicia puts clean 1_____ on the bed.
2. Gene prefers cleaning 2_____ rooms because it only involves a few tasks.
3. The housekeeper made sure the room was spotless before the 3____guest arrived.
4. Mark places the food wrappers in the 4 ____.
5. Ursula 5 _____ all of the surfaces in the kitchen before she starts cooking.

Ex. 5: Check the sentences that are true.

1. A Harry washes his hands at the sink.
B Terry makes the bed before she goes to sleep every night.
2. A Pam dries her hair with a towel after her shower.
B Richard takes a bath in the counter.
3. A John takes toilets like a toothbrush and soap every time he travels.
B Tom doesn‘t want a full cleaning in his room, so he asks for towels and trash service.
4. A Bobby needs to use the bathroom, so he asks where the restaurant‘s toiletries are.
B Oscar vacuums the carpet because his son left cookie crumbs everywhere.

Практическое занятие № 11

Тема: Общение с иностранными гостями при возникновении угроз, в чрезвычайных ситуациях. Введение и закрепление лексики.

Цель: Закрепить использование лексических единиц в речи. Активизировать навыки диалогической и монологической речи.

Продолжительность работы: 180 минут.

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.

Задания к практическому занятию:

Ex. 1: Read and role dialogues

Dialogue 1

Housekeeping: Housekeeping. May I help you?

Guest: Yes. This is Mrs. Jones room 2011. Did you make the bouquet in my room?

Housekeeping: Yes, madam. The bouquet is made in the flower room.

This is complementary for special guests.

Guest: It‘s really beautiful. Thank you very much.

Housekeeping: You‘re welcome, madam.

Guest: Well, tomorrow is my husband‘s birthday and we‘re having a party with candles. Could you arrange some flowers in our room?

Housekeeping: In this case, we have a flower shop in our hotel. I will ask the **florist** to call you and discuss the matter.

Guest: That‘s a good idea. Thank you very much.

Housekeeping: You are welcome.

Dialogue 4

Housekeeper: Good morning. Do you need anything for the room?

Guest: Yes, I need more towels.

Housekeeper: Bath towels? Do you want 2?

Guest: Yes, that‘s fine.

Housekeeper: Here you are.

Guest: Thank you.

Housekeeper: Is there anything else you need?

Guest: No, that‘s great.

Housekeeper: My name‘s Gina. Please let me know if there is anything else you need. Have a good afternoon.

Dialogue 6

Supervisor: Hi Elena. A guest is checking in early. Did you clean room 540 yet?

Housekeeper: Yes, I did.

Supervisor: Did you remember to put the cot in there and to **make it up**?

Housekeeper: Yes. I put the cot in and made it up.

Supervisor: How about room 551?

Housekeeper: It isn‘t done yet. I started to clean it and the guest came back. Also he said the lamp didn‘t work. I will go back and finish it off after lunch.
Supervisor: OK. Thanks Elena.
Ex. 2: Complete the conversation between a hotel manager and a new employee with missing words from the box.
▪ have one bed for one person ▪ an ensuite bathroom ▪ types of rooms
▪ double rooms ▪ to pay for them ▪ air conditioning
New Employee: What (1) _____are there in the hotel?
Manager: The rooms are different types and have different numbers of beds in them. For example, we have (2) _____, which have a big bed for two people to sleep in. There are also single rooms, which only (3) _____ to sleep in. And there are also twin rooms, which have two beds for one person to sleep in each. We also have a special room for very rich people which is big and is like a small apartment or flat with its own lounge and bar. It is called a suite. Some of the rooms have a balcony, where the room has a part which is outside in front of the windows. So the guests can relax and enjoy the sun and the views.
New Employee: What facilities do the rooms in the hotel have?
Manager: Each of the rooms has (4) _____. There is a shower and toilet inside all of the rooms. In the ensuite bathrooms there are towels, so the guests can dry themselves after having a shower. The rooms also have (5) _____, so in summer when it‘s hot, the guests can decrease the temperature in the room. There is also a minibar in each room, where there are small bottles of alcohol, water and snacks like nuts and crisps for the guests to eat or drink. But they have (6) _____ when they check out and leave.
Ex. 3: Five people need rooms in a hotel. Match the suggestions made by the receptionist with the guests’ enquiries. Then make conversations and role play them.
1. I‘d like to book a room for myself, my husband, and our two children aged twelve and ten. Have you got anything suitable?
2. Good morning. I‘m from Melton Scientific Instruments and we‘re looking for a place to show some of our products and meet possible customers. Second week of April this year. Have you got any suitable rooms?
3. Perhaps you‘ve heard that Rob Nelson, the pop singer is giving a

4. I‘m the secretary to Sir Henry and Lucas Smith. Their daughter is twenty-one this year, and they‘re looking for a place to hold a small party and dance … just one or two hundred guests…
5. I‘m organizing this year‘s meeting of the British Insurance Agents‘ Association, and we want to find out about the possibilities for holding it in your region. There would be two hundred to two hundred and fifty delegates and several important visiting speakers comfortable beds and it‘s extremely spacious.

a. For that kind of occasion it would be best to use at least two rooms, including the ballroom and the adjoining reception room.
b. We have a penthouse suite that he would find ideal, sir. It‘s extremely luxurious, and it‘s well away from the public eye.
c. Would you like me to book you a family room, madam? It has four concert here. I‘m arranging accommodation for him. Nothing but the best will do for him – he can afford it – but you know, he doesn‘t want newspapermen waiting outside his door, so complete privacy is essential.
d. Well, our conference hall is especially built for that type of meeting? It will accommodate up to 300 delegates. Would you like to see it?
e. It sounds as if you would find our Exhibition Room suitable. We have a display of video equipment there at the moment.
I‘ll get someone to show you the facilities.

Практическое занятие № 12

Тема: Практика устной речи. Диалоги между сотрудниками о случившихся событиях во время смены.
Цель: Закрепить использование лексических единиц в речи. Активизировать навыки диалогической и монологической речи.
Продолжительность работы: 180 минут**.**
Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.

Задания к практическому занятию:

Ex. 1: Read the conversation.

Derek: Aram, I need your help. We are shorthanded today. Two room attendants called in sick**,** and we‘re having a big convention coming in.

Aram: No problem. What can I do to help?

Derek: It‘s here on the chart. Room 211 needs a **crib,** 408 wants an and ironing board, and 417 asked for a hair dryer. Oh, 220 requested a roll of **toilet tissue** and a toothbrush as soon as possible. You can have Martha to help you.

Aram: OK. You can count on us. Martha and I will get it done right now.

Derek: OK, ask Sara to see me, please. We have a new trainee, this is Susan.

Aram: Welcome to our team, Susan. Well, I‘ve got a lot to do. Bye for now.

Derek: (*to Susan)* Sara is going to show you what to do.

Susan: Thank you very much. I‘m eager to learn.

Derek: That‘s good. I‘m happy to hear that.

Sara: Hi, Susan. Sign here for your **pass key**. It opens all the rooms on your floor. Check it out each morning, and check it in each afternoon when you leave.

Susan: OK.

Sara: Now let‘s get your **linen cart**. It should be fully stocked and ready to go. You need to double-check your supplies**.** Here‘s a checklist**.**

Susan: Let me see. Yes, I have everything!

Sara: Good! Next I‘m going to show you the City Garden way to clean a room. I‘m going to show you how to make it shine!

Ex. 2: Discuss the questions below.

1. What happens when a department is shorthanded?
2. What should a room attendant learn?
3. What does ―make it shine‖ mean to you?

Ex. 3: Complete the dialogues below about the hotels in the brochure and role them.

1 A: How much does a single room in the Castle Inn cost?

B: _____

A: _____?

B: Yes, it includes continental breakfast.
A: _____?
B: You‘ll have to pay $5 extra.
2 A: How much is a room at the Dalton Hotel?
B: _____?
A: Double.
B: _____
A: _____?
B: Children stay free if they are in the same room as their parents.
3 A: _____?
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B: $200 per person.
A: _____?
B: Yes, there‘s a bath in every room.
A: _____
B: Yes, you can get half board for $250, and full board for $290.
4 A: _____?
B: $350.
A: _____?
B: Yes, for a double room alone you‘d pay $280.
A: _____?
B: No, breakfast is $5 extra.
A: _____?
B: Yes. There‘s a reduction of 50% for children under 12.

Self-check

1. What types of tariffs are used in hotels?
2. What is an occupancy rate? How is it be calculated?
3. What is a rack rate?
4. What groups of guests are offered different discounts?
5. What is a hotel upgrade?
6. What is the difference between a Free Sale Agent and an Allocation Holder?

Now let‘s get your **linen cart**. It should be fully stocked and ready to go. You need to double-check your supplies**.** Here‘s a checklist**.**
Let me see. Yes, I have everything!
Good! Next I‘m going to show you the City Garden way to clean a room. I‘m going to show you how to make it shine!

Практическое занятие № 13

Тема: В номере, уборка номеров. Выполнение упражнений

Цель: Закрепить использование лексических единиц в речи. Активизировать навыки диалогической и монологической речи.

Продолжительность работы: 180 минут**.**

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.

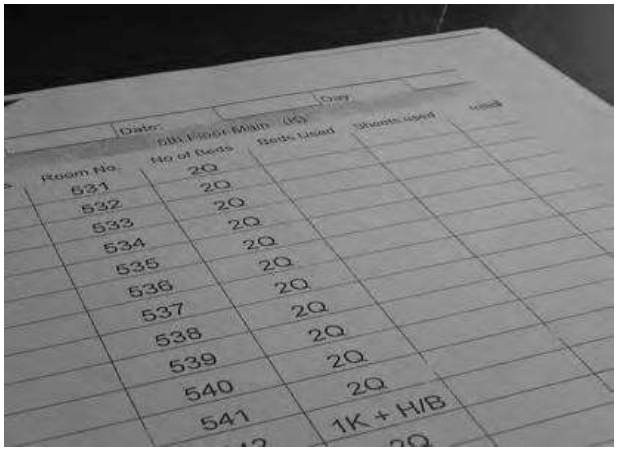
Задания к практическому занятию:

Ex. 1: What do you do? Connect the beginning of each sentence with its ending.

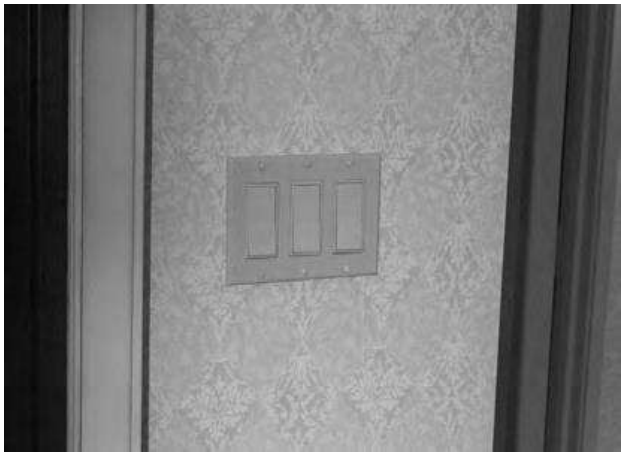
1. Turn the air conditioner down	a. if something in the room is missing.
2. Call lost and found	b. when you enter a room to clean it.
3. Notify the floor supervisor	c. save energy!
4. Help	d. to pick up personal articles left by a guest.

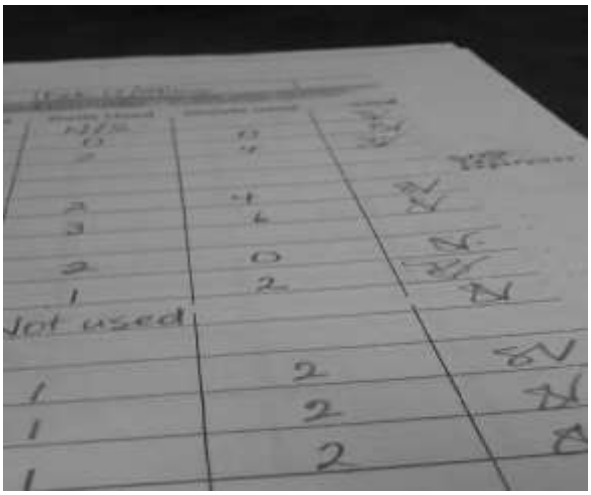
Ex. 2: Match the procedures from the cleaning task list to the pictures.

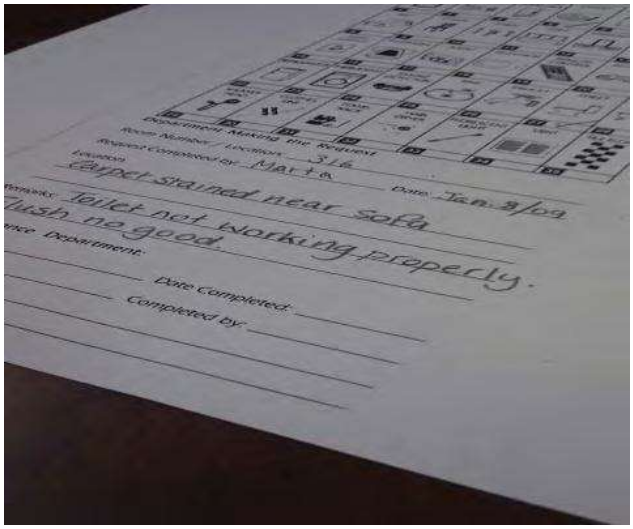
Cleaning Task List



NABOB







a. Check the Assignment Sheet and decide which room to clean first.
b. Open the window.
c. If no answer, move the cart across the doorway.
d. Knock on the door and say – Housekeeping. May I come in?

e. If no answer, knock again. Repeat: – Housekeeping. May I come in?
f. Take out the garbage and dirty linens.
g. Check equipment is working and iron is empty of water.
h. Make up the bed.
i. Restock the bathroom.
j. Look for lost and found.
k. Clean the bathroom.
l. Turn off the light.
m. Close the window and do a final check.
n. Dust and clean the bedroom
o. Restock the bedroom.
p. Report the room as clean and mark linens used on assignment sheet.
q. Report maintenance issues.

Ex. 3: Put the verbs in brackets in the correct form.

What do housekeepers typically do?

Typically housekeepers (**clean**) hotel rooms, either when guests (**leave**) for the day or after they (**check**) out. If a guest (**stay**) for more nights, a housekeeper simply (**make**) the bed(s), (**change**) any dirty towels and (**empty**) the bins. After a guest (**check out**), they (**replace**) the bed linen and (**clean**) the rooms more thoroughly, (**wipe down**) surfaces and (**vacuum**) the carpets if necessary. They (**replace**) any toiletries and (**report**) any problems that need (**fix**) to their supervisor. They may also perform a variety of (**clean**) duties ipublic areas of the hotel.

Практическое занятие № 14

Тема: Оборудование номеров. Чтение и перевод текстов.

Цель: Закрепить использование лексических единиц в речи. Активизировать навыки диалогической и монологической речи.

Продолжительность работы: 180 минут**.**

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.

Задания к практическому занятию:

Ex. 1: Read the text.

Different Categories of Rooms

There is no any unified classification system of hotel rooms so far today. Very often the same category of rooms in different hotels may imply different living conditions. It depends on the structure of the hotel itself, its location, target market and level of service provided. The classification of the rooms in the hotel is often used not so much for the size, luxury and amenities, as for the number of occupants. The world classification distinguishes more than 30 different types of rooms.

Of course, today almost any modern hotel has at its disposal **standard rooms** and **suites**. Standard rooms also referred to as **single rooms** or single-occupancy rooms, are the basic type of rooms in the hotel business. They are perfect for those guests who appreciate the best compromise between price and quality. Standard rooms are ideal for individual stays or short, overnight breaks. The rooms are fitted with standard **amenities**: a wardrobe, a desk, a TV, a telephone, a fridge, and a hairdryer, a set of tableware, a separate bathroom and the standard set of toiletries. Depending on the host country and the status of the hotel a standard room can have additional functions and features.

Standard rooms in 3star hotels, for instance, are typically decorated with made-to-order furniture. Five-star standard rooms are equipped with luxury furniture, functional amenities and works of art-sculptures or paintings. Standard rooms vary in size, depending on the rating of the hotel. Standard rooms in 2star hotels, for instance, are between 9 to 10 square metres, while those in 5star hotels are required to be at least 16 square metres. In the hotels of Europe and the United States a standard room in a hotel has a double bed.

Deluxe rooms are typically among the most expensive in a hotel. This category of rooms also includes **suites**, **apartments** and **studios**. Deluxe rooms are larger than standard rooms in size. Recommendations of the World Tourism Organization are to adhere to minimal area of about 35 square metres. Deluxe rooms consist of several rooms. Typically, these are a bedroom and a living room. They are fitted with basic and bonus amenities, including free access to a fitness center or pool, massage sessions, tours, alcoholic drinks and desserts.

Suites are small apartments that accommodate families or large parties. There are several types of suites, including super suites, standard suites and **junior suites**. Super suites are also called luxurious suites, president suites and executive suites. They are typically the most exclusive rooms in a hotel. Standard suites are small sized apartments that range in size between 28 and 40 square metres. They are equipped with standard amenities, including high-speed Internet, television and telephone, 24hour room service, in-room safe. Standard suites are ideal for business travelers. Junior suites are large rooms that slightly exceed standard rooms in size. They are a step above single rooms in size and offered amenities but are not as large as standard or luxurious suites.

Junior suites are priced according to their size, amenities and opulence. They typically range between 20 and 25 square metres in size. Junior suites are fully-equipped and include a kitchenette and Internet access, besides standard amenities. They are perfect for honeymoon couples, holidaymakers and business people.

Travelers find a wide selection of bunks in hotels, and some hotels attempt to describe a room‘s sleeping accommodations in the room‘s classification. Rooms with a king-sized bed may feature a ―K‖ in the classification name, while a ―Q‖ denotes a queen bed and a ―D‖ signifies a double bed. Some hotels may also include the number of beds in the classification, offering rooms with two double beds (2D) or two queen beds (2Q).

In addition to describing the arrangement of beds and furniture, a hotel room classification may denote the view. Hotels often market rooms designated with an ocean view (OV), sea view (SV), mountain view (MV) or city view (CV). Depending on location, the hotel may also offer additional designations that include garden view (GV), pool view (PV), beach front (BF), park view (PV) or inside view (IV).

Ex. 2: Decide which of the sentences below conveys the main idea of the text.

1. a. The same category of rooms in different hotels depends on the national policy.

b. The same category of rooms in different hotels depends on the type of the hotel.

c. The same category of rooms in different hotels depends on the designer.

2. a. A standard room is traditionally fitted with a private bathroom.
b. A standard room is traditionally fitted with a private pool.
c. A standard room is traditionally fitted with a private Jacuzzi.
3. a. Junior suites are perfect for families with kids.
b. Junior suites are perfect for homeless.
c. Junior suites are perfect for newlyweds.
4. a. The World Tourism Organization advises to adhere to minimal area of deluxe room about 45 square metres.
b. The World Tourism Organization advises to adhere to minimal area of deluxe room about 35 square metres.
c. The World Tourism Organization advises to adhere to minimal area of deluxe room about 25 square metres.

Ex. 3: Answer the questions.

1. Is there an adopted international classification system of hotel rooms?
2. Does the hotel room classification depend on the structure of the hotel itself?
3. What types of rooms are considered the general standard?
4. What kind of guests prefer to stay in standard rooms?
5. Standard rooms are fitted with basic amenities, aren‘t they?
6. Are standard rooms in 3star and 5star hotels the same?
7. What type of rooms do deluxe rooms include?
8. What is the adopted minimal area of deluxe rooms?
9. What bonuses are usually included in the price of deluxe rooms?
10. Are there several types of suites? What are they?
11. What does the price of the suite depend on?
12. Does the hotel room view influence the price?

Ex. 4: Give the Russian equivalents.

so far today; number of occupants; distinguishes more than; basic type of rooms; rooms are fitted with; standard set of toiletries; sculptures or paintings; depending on the rating of the hotel; at least; consist of several rooms; are a step above

Ex. 5: Give the English equivalents to the word combinations from the text.

единая система; условия проживания; подходить для проживания одного человека; индивидуальная ванная комната; дополнительные функции и характеристики; быть обставленным мебелью, изготовленной на заказ; произведения искусства; Всемирная ту-

ристская организация; круглосуточное обслуживание; быть полностью оборудованным; молодожены.

Практическое занятие № 15

Тема: Удобства для гостей. Составление диалогов.

Цель: Закрепить использование лексических единиц в речи. Активизировать навыки диалогической и монологической речи.

Продолжительность работы: 180 минут**.**

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.

Задания к практическому занятию:

Ex. 1: Study the vocabulary.

1. facilities – услуги, база, удобства, средства, возможности
2. Transport services – транспортные услуги
3. Keeping valuable and personal things – хранение ценностей и личных вещей
4. Housekeeping service – услуги административно- хозяйственной службы laundry – прачечная
dry cleaning – химчистка
valet service – чистка и глажка
barber‘s – мужская парикмахерская
5. Security service – безопасность
a smoke detector – противопожарная сигнализация
a fire extinguisher – огнетушитель
fire drills – инструктаж поведения во время пожара
a first aid kit – аптечка первой помощи
6. Concierge – Услуги службы консьержа
7. Medical service – Медицинские услуги
8. recreational facilities – оздоровительные услуги

Ex. 2: Read the text and answer the questions.

Hotel Services and Facilities

Hotels **provide** a wide **range** of extra services to make a guest‘s stay pleasant and comfortable. There are the following **facilities** in high class hotels: business center; concierge; health club and fitness center (swimming-pool, Jacuzzi, solarium, sauna, massage service, gym); **car rental service; laundry, dry-cleaning**, repair and **valet**

service; **barber and hairdresser** (beauty salon); **conference facilities**; gifts & souvenirs shops; Food and Beverage.

Business center

Business center provides the following services: **satellite** phone **connections** for longdistance and international calls; photocopying service; **lamination and binding** of documents; computer usage with an **Internet access**; translator‘s and interpreter‘s service (**bilingual** written translation; **simultaneous interpretation**; secretarial, **shorthand taking** service; editing; video **gear rental**; conference rooms **leasing.**

Business centers are open round the clock or from 7.30 to 23.00 on weekdays and from 9.00 to 21.00 on weekends.

Conference facilities

Modern hotels provide meeting rooms and conference halls to hold different **business events** such as, conferences, congresses, symposiums, workshops etc.

Meeting rooms and conference-halls are fully equipped with: simultaneous translation systems; concert lighting; sound amplifying equipment; marker boards; flipcharts; screens; projecting equipment; AV aids. Conference facilities booking is usually made on 100% **prepayment basis**.

Car rental & Valet parking Service

In some hotels business center provides car rental and car service. The guests are provided with chauffeur-car service for transfers, excursions, shopping etc.

In Moscow it is safe to rent a chauffeur-driving car. There are fixed rates for rides from the hotel to the airport, railway station and main attractions in Moscow.

Some hotels provide their guests with a free **shuttle bus** running from the hotel to the city center. There is a **courtesy car** at VIP guests‘ service.

When people are staying at a hotel they put their cars in a parking garage. If the car owners are not too concerned about safety they may park their cars in the street outside the hotel.

Hotels often offer **valet parking** where someone parks your car for you. They also offer secure parking, where people look after the cars and check that only the owners take them away.

Questions

1. What kind of facilities can be found in a high class hotel?

2. What services does the business center provide?
3. When are business centers open?
4. What kind of car rental service is provided in hotels?
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5. What car service is provided in some hotels?
6. What business events are usually held in hotels?
7. What conference equipment is used in hotels?
8. What are the terms and conditions of booking conference facilities?

Ex. 3: Role the conversations.

1

- Where can I park my car?
- You can park your car in the car park behind the hotel. It‘s free. Or we have a lock-up underground car park. The entrance to that is behind the hotel, too.

2

- I don‘t have a car and I‘m not sure how I can get to the airport tomorrow morning.
- There‘s no problem about transport to the airport. We have a **courtesy coach** to the airport that leaves every half-hour. It only takes ten minutes to get there.

3

- Is there **a laundry service** in the hotel?
- Yes indeed, sir. Just leave your laundry bag behind the door with a laundry slip in it before nine o‘clock. Your laundry will be collected and returned to you by six o‘clock in the evening.

4

- Is it possible to send a fax message from here?
- Certainly, sir. You can hand in a fax message here at the reception desk, and we‘ll send it off for you. Our fax number is 905 23 67, if you need it.

5

- I‘ve got some valuable jeweler with me. I‘d better not leave it in my room, had I?
- That‘s right, madam. The hotel will **not take responsibility for valuables left in a room**. But jeweler can be deposited in one of our safe-deposit boxes here at the reception, and the hotel will then be responsible for its security.

6
- Would it possible for me to get my car washed here?
- Certainly, sir. If you give your keys to the hall porter over there by the door he‘ll arrange it for you. The charge is …

7
- Have you got any information about the floor shows in the hotel this week?
- We have different shows in the hotel every night, madam. Tonight we have Layla and her belly dancers. You‘ll find a poster on the hotel board giving details of all our shows for the next two weeks.

8
- Is it possible to book theatre tickets in the hotel?
- Yes, you can get tickets from the concierge, second shop from the end of the corridor. They make bookings for all the shows.

9
- Can you tell me about your **car parking facilities**, please?
- Well, there‘s the ordinary car park behind the hotel. You can park there free of charge. Or we have a lock-up underground car park. It‘s completely secure. The charge for that is … per night.

Практическое занятие № 16

Тема: Техника безопасности на рабочем месте. Оказание первой помощи. Выполнение упражнений по тексту.

Цель: Закрепить использование лексических единиц в речи. Активизировать навыки диалогической и монологической речи.

Продолжительность работы: 180 минут**.**

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.

Задания к практическому занятию:

Ex. 1: Study the vocabulary.

1. first aid – первая помощь
2. to give the first aid – оказывать первую помощь
3. to save life – спасать жизнь
4. scratch – царапина
5. to put iodine – поставить йод
6. blood – кровь
7. bleeding – кровотечение

8. to put a compress – сделать компресс
9. bloodtransfusion – переливание крови
10. fracture – перелом
11. X-rays – рентгеновские лучи
12. plaster cast – гипсовая повязка
13. fainting – обморок
14. lose consciousness – потерять сознание
15. dangerous – опасный
16. raise the feet – поднять ноги
17. cover with blanket – накрыть одеялом
18. poisoning – отравление
19. to empty the stomach – опустошить желудок
20. sunstroke – солнечный удар
21. blood circulation – циркуляция крови

Ex. 2: Read short texts, discuss them and answer the questions

Poisoning

My little brother doesn't like to eat soup; it is a great problem for my mother to feed my brother with a first dish (fluid dish). Once, my brother didn't eat anything but when he saw the full plate of plums, he ate them on an empty stomach. After it he felt a severe abdominal pain. He felt dizzy and got pale. My mother called a doctor. When the doctor came he immediately emptied my brother's stomach. After it he felt better. He had a poisoning.

Questions

1. What happened with the boy?
2. How did he feel?
3. What's the first aid of poisoning?
4. Have you ever had a poisoning?

Sunstroke

Once, my friend and I went to the river. We swam and lied in the sun. Soon my friend became to complain of a bad headache. I touched his forehead, it was hot. I understood that my friend got a sunstroke. I took him into a shady place under the tree, put him on his back, rose his head and shoulders a little, put cold cloth on his head. Soon he felt himself better. And he understood that it was very dangerous to be in the hot sun for a long time.

Questions

1. Where did the friends go?

2. What did the boy become to complain of?
3. What happened with the boy?
4. What symptoms of sunstroke do you know?
5. Have you ever had a sunstroke?

Bleeding

In my childhood I often had nosebleed. My mother says, that I had some problems with my blood pressure in my childhood. For stopping of nosebleed my mother put a cold compress on my nose and said me to breath through my mouth. Those nosebleeds were not serious and I didn't need in blood transfusions.

Yesterday my friend fell down the stairs and bruised his left arm. He cried and I was afraid of it. I came up to him and saw scarlet blood from his arm. I understood that it was an artery bleeding from his arm. I know that it is necessary to stop the bleeding as soon as possible. I put clean cloth over the wound and bandaged it tightly. Then we called a doctor.

Questions

1. Why did the boy have nosebleed?
2.What did the mother do to stop the bleeding?
3.How can we stop the bleeding?
4.Have you ever had bleedings from your limb or your nose?

Bruise

A week ago my brother fell and bruised his knee. The bruised place looked red and swollen. Then a scratch appeared on his knee. I decided to put iodine on the scratch. But my brother's knee hurt him very much. I took some cloth , wet it in cold water and put it on the bruise. It did not relieve the pain. So I advised my brother to consult a doctor.

Questions

1. What happened with the boy?
2. How did the bruised place look like?
3. What can you do for relieving the pain ?
4. Have you ever bruised your knee or your arm ?

Fractures

A month ago our group was on the medicine practice. We learnt to takeblood pressure, to bandage wounds, to put splint and plasters casts.

I liked to put plaster casts. There are two kinds of fractures: closed and open. In a closed fracture there is no wound on the skin. In an open fracture there is a wound. If a person breaks his limb he complains of pain in the place of the break. We must not move a person who has a fracture. Before putting plaster cast you must use x-rays.

Questions:

1. Where was the group a month ago?
2. What did we learn?
3. What kinds of fractures do you know?
4. Why mustn't we move a person who has a fracture?
5. What kind of the fracture is more serious?
6. Have you ever had a fracture?

Fainting

Once my friend and I went for a walk. My friend had a great fatigue because he was preparing for his exams the whole night. Suddenly he got pale, his breathing was shallow, his pulse was weak and slow, he felt dizzy. At last my friend lost consciousness. I laid him on the bench, rose his feet a little, lost his dress, covered him warmly with my coat and sprinkled water on his face. After it I called a doctor. The doctor gave my friend to breath in ammonia water. It helped him.

Questions:

1. Why did the boy have a great fatigue?
2. How did he look like?
3. How did his friend help him?
4. What symptoms of fainting do you know? 5. Have you ever had a fainting?

Shock

Once I was walking along the street and saw that a woman fell down on the pavement. I came up to her. Her face was pale, her skin was cold. The woman's breathing was rapid and shallow, her pulse was rapid too. I laid her flat on her back, rose her feet little, covered her with my coat to keep her warm. Then I gave her a warm drink. When she was well, she said that her daughter didn't enter to the University, so the woman had a great shock. The cause of the shock was strong emotion.

Questions:

1. What happened with the woman?
2. How did she look like?

3. How did the man help her?
4. Why did the woman have a great shock?
5. What other causes of shock do you know?

Ex. 3: Learn the situations and decide what happened

If you help a person who…

Situation1

1. Lay the person flat on the back.
2. Raise his feet a little.
3. Loose his dress.
4. Cover him warmly and open the window.
5. Sprinkle cold water on his face.

Situation 2

If you help a person who…

1. Lay the person flat on the back.
2. Raise his feet a little.
3. Cover him with blankets to keep him warm.
4. Give him a warm drink.
5. Keep him quiet.

Situation 3

If you help a person who…

1. Empty the stomach as soon as possible.
2. Give much water to drink.
3. Call in a doctor immediately.

Situation 4

If you help a person who…

1. Take a person into a cool and shady place.
2. Put him on his back.
3. Raise his head and shoulders a little.
4. Put cold cloth on his head.
5. Cool his body with cold water.
6. Rub his skin with a sponge to keep up circulation.

Ex. 4: Choose the right variant

1. Bleeding… lead to severe loss of blood.

a. must
b. can
c. should

2. The best way to stop bleeding is…

a. by direct pressure with a clean cloth

b. to put cold cloth
c. give the person a warm drink
3. If there is scratch on your knee …
a. put ointment
b. give an injection
c. put iodine
4. The word “ fracture” means…
a. break in a bone
b. cut of a bone
c. pressure on the bone
5. There… two kinds of fractures : closed and open
a. is
b. are
c. have
6. The fist aid for poisoning is…
a. to lay the person flat on his back
b. to raise his feet a little
c. to empty his stomach
7. When a person has a… he has a high temperature.
a. sunstroke
b. bleeding
c. poisoning
8. In fainting … does not get to the brain.
a. limph
b. blood
c. water
9. The face of a person in shock is usually…
a. red
b. dark
c. pale
10.Ice placed on the nose …the bleeding.
a. stops
b. begins
c. continues

Практическое занятие № 17

Тема: Запросы гостей. Составление диалогов

Цель: Закрепить использование лексических единиц в речи. Ак-

тивизировать навыки диалогической и монологической речи.
Продолжительность работы: 180 минут**.**
Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.
Задания к практическому занятию:
Ex. 1: Practice the speech patterns.
Business center
□□Is there a Business center in your hotel? When is it open?
□□The Business center is open round-the-clock.
□□What kind of services does the Business center offer?
□□The Business center offers the following services: satellite phone connections; photocopying service; lamination of documents; computer usage and Internet access; an interpreter‘s and a translator‘s service; secretarial service; meeting and conference facilities.
Car rental
□□Can I rent a car? What papers do I need?
□□This is my international driving license (permit).
□□I‘d like to rent this car for two days.
□□How much does it cost per week (per day)? Does the price include insurance?
□□Do I need to pay a deposit?
□□How much does it cost for additional mileage?
□□Where can I drop off the car?
□□Could you send a car to my hotel tomorrow morning?
□□I‘d like to make a car insurance claim.
□□Can I rent a chauffeured car for three hours?
□□What car model do you prefer?
□□Is there a lock-up car park in the hotel? Is the car park patrolled?
□□Where is the nearest gas station?
Keeping valuables & personal things
□□Where can I leave valuables in your hotel?
□□A safe deposit box is available at the Reception.
□□How much does it cost to use it?
□□Safe deposit safes are available free of charge.
□□Our hotel also provides guests with an in-room safe box.
□□How can I use the in-room safe box?
□□You have just to program a code to open or close the safe- box.

□□We have to remind you that the hotel doesn‘t take any responsibility for the money and valuables left in the guestroom.
□□Where can I leave the bulky luggage?
□□You can leave your luggage in the luggage room on the ground floor. It‘s open round the clock.
□□Is there the Lost and Found in the hotel? I seem to have lost my wallet.
□□The Lost and Found is on the ground floor, next the luggage room.

Housekeeping service

□□Is there a laundry service in the hotel?
□□Things are washed, ironed and delivered within 24 hours.
□□I want to have my suit cleaned right now.
□□There‘s an express laundry and dry cleaning available in the hotel.
□□Our hotel runs special laundry service for our guests.
□□You can have your laundry done and your clothes pressed.
□□Special laundry bags with a pricelist are placed in your wardrobe.
□□The washing handed in by 9.30 a.m. will be returned to you after 5.30 p.m. on the same day.
□□Your chambermaid will take your washing.
□□You‘ll find the laundry bill attached to the bag. You can pay it when checking out.
□□Is there a dry cleaning in the hotel? I want an express service.
□□The maid will arrange it for you. But you‘ll have to pay extra for an express service.
□□I want my trousers cleaned and pressed. Who can do it for me?
□□There‘s a valet service in the hotel. You can ask the Housekeeper. She‘ll
□□arrange it for you.
□□When can I have it back? -Your things will be ready in an hour.
□□Will you see to the stain being removed?
□□Where can I have my shoes polished?
□□There is a free shoe shining machine to the left of the entrance.

Flight and Rail Reservations

□□Where can I book on a flight?
□□You can do it at the concierge‘s.
□□When is the next flight to …?
□□Is this a non-stop flight?
□□How long is the flight?

□□What is the arrival time?
□□Is there a stopover en route?
□□You‘d better book air or rail tickets well in advance.
□□I‘d like to travel first/ economy/ business class.
□□Do you want a (an) single (one-way)/ return (round trip)/ open date return ticket?
□□The airfare to … is … .
□□The check-in for domestic/ international flights is 1 hour (2 hours) before the departure.
□□Is the airport far from the city?
□□What is the normal free baggage allowance?
□□The norms of free baggage depend on the airlines and class of travel.
□□General norms are:
- first class – 40 kg.
- business class – 30 kg.
- economy class – 20 kg.
□□Normally a fee is charged for excess baggage.
□□What railway station do trains for … leave from?
□□Is there a through train to …?
□□How much is a first-class (SV)/ second-class/ third-class sleeper?
□□Do you want a (an) executive/ express/ regular train sleeper?
□□Do you want a two-berth or four-berth compartment sleeper?
□□I want a (an) lower/ upper berth in a second class sleeper.
□□Could you give me a first class single (return) ticket to …?
□□Is there a dining-car in the train?

Ex. 2: Translate the conversations in English. Use of the speech patterns from Ex. 1

1

- В гостинице есть прачечная?
- Да, гостиница предоставляет услугу по стирке белья. Вещи стираются, гладятся и доставляются в течение 24 часов. В гардеробе вашего номера вы найдете специальные пакеты для белья с прейскурантом цен. Белье, сданное до 9.30, будет возвращено после 5.30 вечера этого же дня.
- Где я могу оставить вещи для стирки?
- В номере. Горничная, которая убирает ваш номер, заберет белье в стирку.

- Когда я должен оплатить счет за стирку белья?
- Счет будет приложен к пакету. Вы можете оплатить счет при выезде.

2

- В гостинице есть химчистка? Мне нужно срочно почистить костюм.
- В гостинице есть срочная прачечная и химчистка. Горничная вам поможет, но вам придется заплатить за срочную чистку.
- Мне нужно также почистить и погладить брюки. Кто это может сделать?
- В гостинице есть служба по чистке и утюжке одежды. Обратитесь в поэтажную службу. Они все сделают.

3

- Где можно почистить обувь?
- Налево от входа имеется бесплатный автомат по чистке обуви. Вы также можете обратиться к горничной. Она может почистить вам обувь. Она сделает это быстро.

4

- Мне нужно отремонтировать обувь. В гостинице есть ремонтная мастерская?
- Да, в гостинице есть ремонтная мастерская. Там вам починят обувь в вашем присутствии.

Ex. 3: Make up your own dialogues.

Практическое занятие № 18

Тема: Обслуживание номеров, VIP-гостей. «Виды комплементов». Составление и пересказ диалогов

Цель: Закрепить использование лексических единиц в речи. Активизировать навыки диалогической и монологической речи.

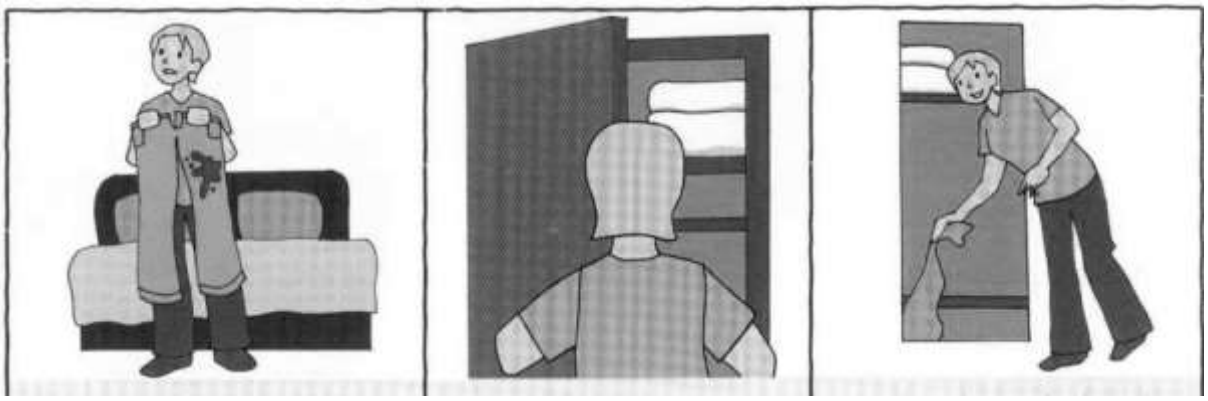
Продолжительность работы: 180 минут**.**

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.

Задания к практическому занятию:

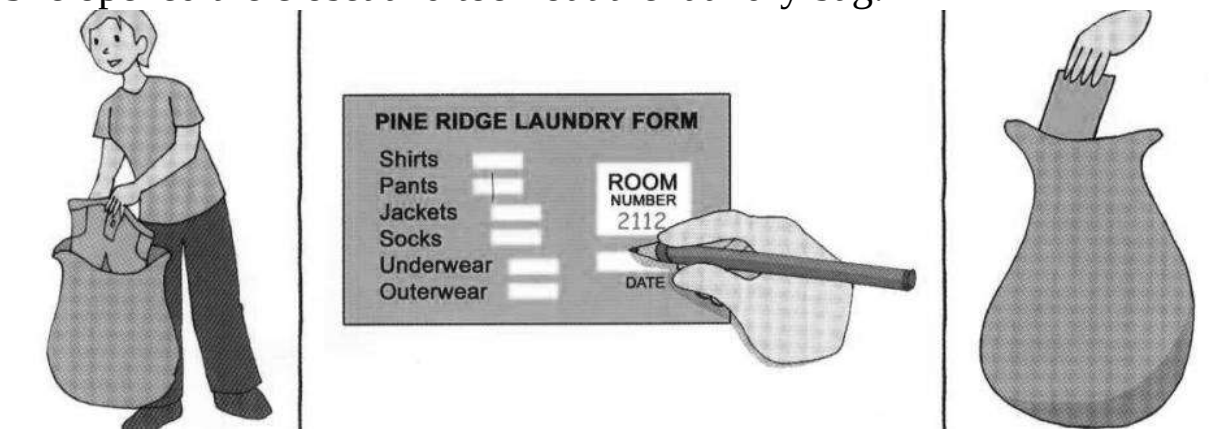
Ex. 1: Study the situations and make up your own dialogues

Laundry Service



A pair of Maryn‘s pants had a stain on them.

She opened the closet and took out the laundry bag.



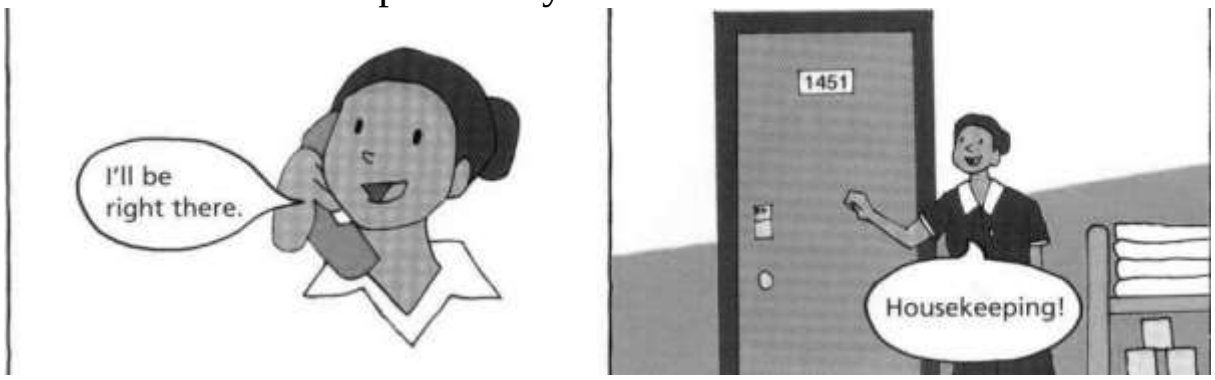
She put the pants in the bag and filled out the laundry form. She added the form to the bag of laundry.

She left the bag outside her room. That evening, Susan, the house-keeper, collected the dirty laundry. Susan dropped off the clean clothes in the morning.

Housekeeping: Bringing Extra Amenities to the Room

Mr Reynolds dialed ―zero‖ to speak to the swicthboard operator.
He asked to be connected to housekeeping.

He identified himself. He asked for extra pillows.
He also needed a complimentary toothbrush.



The housekeeper offered to bring him the items.
The housekeeper knocked on Mr Reynolds‘door.

Практическое занятие № 19

Тема: Жалобы гостей. Составление диалогов.

Цель: Закрепить использование лексических единиц в речи. Активизировать навыки диалогической и монологической речи.

Продолжительность работы: 180 минут**.**

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.

Задания к практическому занятию:

Ex. 1: Look at the picture and complete the sentences with the missing words from the box.

▪ floor ▪ shower handle ▪ tap ▪ leaking ▪ light bulb
▪ overflowing ▪ shower ▪ curtain ▪ toilet ▪ mirror

1. The is cracked.
2. The is missing.
3. The is .
4. The is ripped.
5. The is .
6. The is broken.
7. The is wet.

Ex. 2: Match the pictures with the problems. Choose an action to sort them out.

Ex. 3

Hous n?

Gues

Housekeeper: The toilet is overflowing? What‘s your room number?

Guest: 743.

Housekeeper: Did you say 743? I will report it and get someone to help you.

Guest: Thank you.

Housekeeper: No problem. Have a nice day.

Ex. 4: Make up your own dialogues

Ex. 5: There are many things to do to clean a guest room. Imagine you are a housekeeper. Read each numbered item below and match it to what you must do statement to correct the problem.

1. The carpet is not clean.
2. The floor is dirty.
3. The wastebasket is full.
4. There is no hotel directory in the room.
5. The air conditioner is on high in a vacant room.
6. The furniture and the TV set are dusty.
7. The coffeemaker is missing from the room.
8. The sink is dirty.
9. There are no towels in the bathroom.
10. The sheets on the bed need changing.
11. A guest left a bathing suit in the room.
12. Dirty towels are on the floor.

a. I sweep it with a broom.
b. I empty it.
c. I dust them.
d. I vacuum it.
e. I put one on the table.
f. I hang some up.
g. I scrub it.
h. I report the loss to the floor supervisor.
i. I turn it down.
j. I pick them up and deposit them in the laundry bag.
k. I remove them and put clean ones on.
l. I call for someone to take it to lost and found.

Ex. 6: Complain to the Housekeeping of the following problems. Make use of the note below.

Housekeeping

The bathroom tab is dripping. Can you get it fixed?

Room 101

Практическое занятие № 20

Тема: Общение с гостями при решении проблем и оказания помощи.

Цель: Закрепить использование лексических единиц в речи. Активизировать навыки диалогической и монологической речи.

Продолжительность работы: 180 минут**.**

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.

Задания к практическому занятию:

Ex. 1: Read the conversation then complete Maintenance Request Form.

Housekeeper: Good afternoon. Do you need anything for the room?

Guest: There is a problem in my bathroom. The shower doesn‘t work. Also you need to replace the light bulb in the lamp next to the bed.

Housekeeper: The shower and the lamp don‘t work? What is your room number?

Guest: 415.

Housekeeper: Did you say 415? (Writing on paper) I will report it and get someone to help you.

Guest: Thank you.

Housekeeper: Have a nice day.

Housekeeper: (*talking to supervisor*) Hi, Jen. There is a problem in room 415.

Supervisor: Room 415? What is the problem?

Housekeeper: The guest said the shower doesn‘t work. And the lamp next to the bed needs a new light bulb.

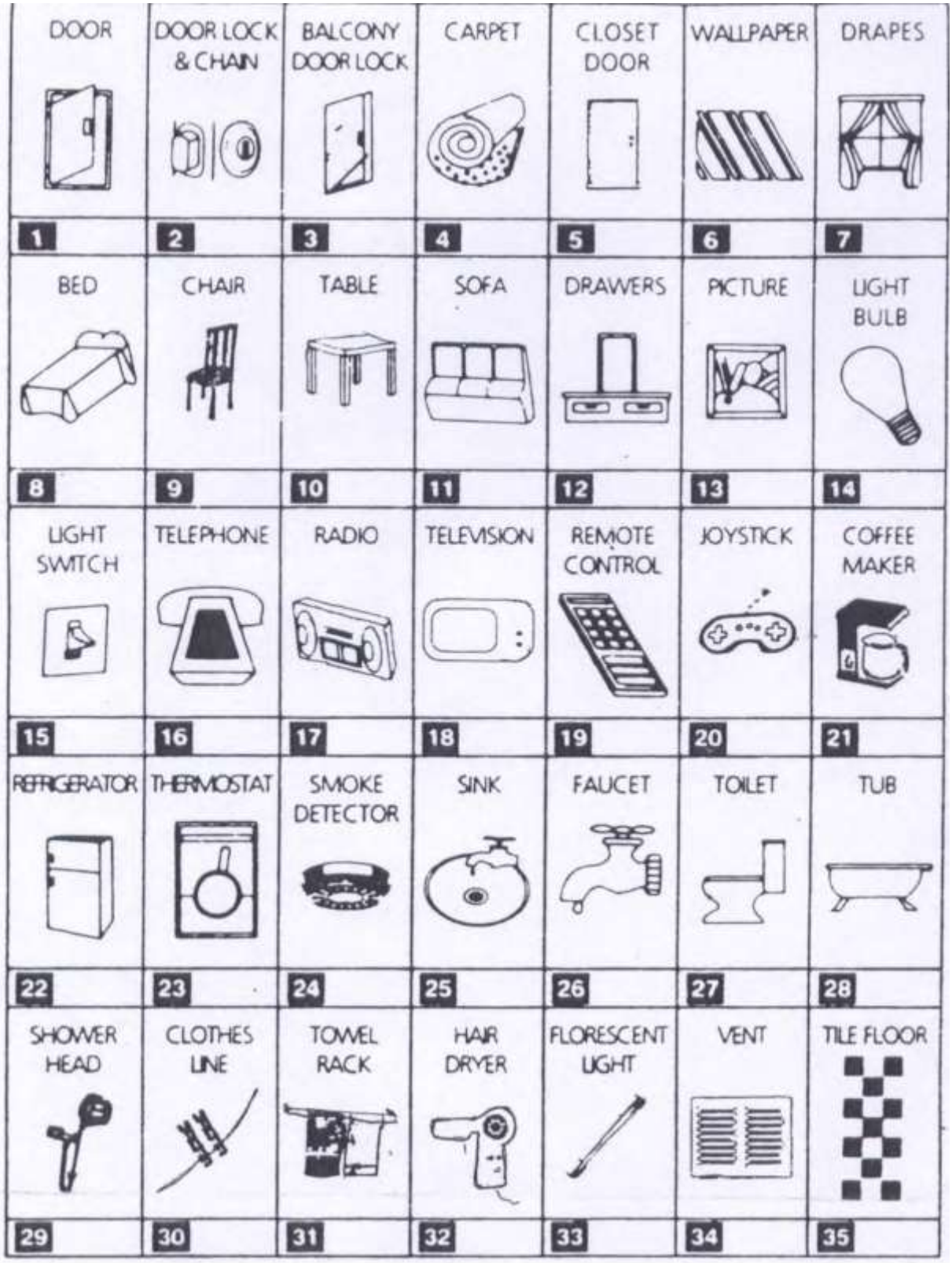
Supervisor: The shower? Did he say exactly what the problem was?

Housekeeper: No.

Supervisor: That‘s OK. And a light bulb for the lamp next to the bed. I will fill in a Maintenance Report form so that Maintenance will look at it. Thanks for reporting it.

Maintenance Request Form

Room



Room number/ Location: _____
Request Completed by: _____ Date: _____
Location: _____
Remarks: _____
Maintenance Department:
Assigned to: _____ Date completed: _____
Time Spent: _____ Completed by: _____
Remarks: _____

Ex. 2: Study the Room Assignment Sheet and say what work has been done in the following situations. Then role play the situations.

Student A: You‘re a room attendant. You report to the supervisor for the work has been done in the rooms assigned to you.

Student B: You‘re a room supervisor. You ask the room attendant what exactly has been done in each room assigned to her.

□□In room 537, 2 beds and the crib were used.

□□No beds were used in room 532, but towels were used in the bathroom, so you cleaned the bathroom.

□□In room 536, you changed the 2 beds.

□□Room 541 looked clean and unused.

□□You cleaned room 539.

□□In 544, the hide-a-bed needed to be changed.

□□In Room 545, 1 bed was used. Please note that this room was not marked as a stay-over or a check out room, yet a bed was used.

□□This needs to be reported to a supervisor or front desk in case it is a stay over which is not in the computer.

□□In 543, you changed one bed, and found the guest had left behind pants and a swimsuit. The lost and found items need to be placed in a laundry bag and marked with the room and date when they were found. They then need to be taken to Housekeeping and logged in the lost and found book.

Ex. 3: Translate into English.

1. По опросам клиентов чистота и порядок стоят на первом месте в числе требований к отелю.

2. В большинстве гостиниц придерживаются следующей последовательности уборки номеров:

• в первую очередь производится уборка номеров с вывешенной на дверях табличкой «Просьба убрать мой номер» (англ. ―Please make up my room‖);
• затем уборка в свободных, забронированных, ожидающих гостей номерах, а также в номерах, временно не эксплуатируемых по какой-либо причине (стоящих на ремонте);
• далее убираются номера после выезда клиентов;
• после этого производится уборка в номерах, занятых гостями.
3. Задача горничной убрать все номера, отмеченные в ее персональном задании. При наличии на дверной ручке таблички «Не беспокоить» не следует стучать в этот номер, его следует убрать позже. Горничная переходит к уборке другого номера.
4. В том случае, если гость в номере и сам открывает дверь, горничная должна поприветствовать его и поинтересоваться тем, хочет ли он, чтобы его номер был убран сейчас или позже.
5. Если гость не возражает против уборки, горничная приступает к работе. Если гость просит произвести уборку позже, горничная переходит к уборке другого номера.

Практическое занятие № 21

Тема: Заказ услуг по телефону. Выполнение упражнений
Цель: Ознакомить с лексическими единицами по теме. Закрепить использование лексических единиц в речи.
Продолжительность работы: 180 минут**.**
Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.
Задания к практическому занятию:
Ex. 1: Study the vocabulary.
1. a call – телефонный звонок, разговор
to book a call – заказать телефонный разговор
2. to answer the telephone – подойти к телефону
3. to break down – ломаться
4. to break up – слабеть (о телефонном сигнале)
5. to call back – перезвонить
6. to cut off – прерывать, разъединять
7. to reach *sb*. on the phone *syn. to get sb. on the phone* **–** дозвониться до кого-либо

8. to get in touch with *sb.* *syn. to contact sb.* **–** связаться с кем-либо по телефону
9. receiver – телефонная трубка
to take up the receiver – поднять трубку
to put down the receiver – повесить трубку
10. to hang on – оставаться на линии, не вешать трубку
11. to dial – набирать номер
12. faint – слабый, неотчетливый
13. to put *sb.* Through – соединить по телефону
14. to read back – повторить услышанную информацию
15. switchboard – коммутатор
16. extension – добавочный номер
17. buzz (buzzing) – гудки
18. a tone/ a beep – звуковой сигнал
19. a message – сообщение
20. a directory – телефонный справочник
Speech patterns
1. Can I speak to …? – Можно попросить к телефону …?
2. Who is calling? – Кто звонит?
3. John (is) calling. John (is) here. John (is) speaking – Это говорить Джон.
4. Speaking – Я вас слушаю. (Говорите.)
5. You are wanted on the phone – Вас к телефону.
6. Extension 305, please – Добавочный 305, пожалуйста.
7. You are through. Go ahead – Вас соединили. Говорите.
8. Hold on! Hold the line! – Не вешайте трубку.
9. Hang up! I'll call you back – Повесьте трубку.
10. Speak up, please. I can't hear you – Говорите громче. Я вас не слышу.
11. You are very faint – Вас не слышно.
12. The connection is poor – Связь плохая.
13. We were cut off – Нас разъединили.
14. Is there any message for me? – Мне что-нибудь просили передать?
15. What's the code for Moscow? – Какой код города Москвы?
16. The line is busy (engaged) – Номер занят.
Ex. 2: Practise the sentences with the active vocabulary.
1. I'd like **to make a long-distance call** to London.

2. I‘ve got two **trunk calls to make** today.
3. I‘ll **give you a ring** as soon as I arrive.
4. I want **to make a personal call** to New York.
5. Can you **put** me **through** to Mr. Brown, please?
6. **Hold on**… trying **to connect** you. **You are through. Go ahead.**
7. Have you **got in touch** with the travel agency?
8. Mr. Smith, **you are wanted on the phone. Answer the call**, please.
9. This is number 237 54 89. Unfortunately we aren‘t in at the moment. If you want **to leave an answer phone message** you may do it after the **beep.** We‘ll you **back** later.
10. What number shall I **dial** to **get in touch** with the Reception?
11. I need to ring up *Room Service.* What number shall I **dial**? – Ask **the switchboard operator to put you through to extension** 12.
12. **The connection is poor.** I‘ll try **to get in touch** with you later.
13. **Hang off,** please. You‘ve been on the phone for half an hour. I need to make an urgent call.
14. Mr. Black, **there’s a message** for you.
15. Mrs. Johnson isn‘t in. Would you like **to leave a message** for her?

Ex. 3: Practise the telephone conversations.

1

- Hello, Mr. Brown‘s office.
- Can I speak to Mr. Brown, please?
- I‘m afraid, Mr. Brown is on the other line. Will you **hold on**?
- OK. I‘ll **hold on.**

2

- **Switchboard** operator here.
- Could you **put** me **through** to **extension** 1315?
- Hold the line, please… You‘re through. Go ahead.
- Thank you.

3

- Hello, can I speak to Mr. White?
- Mr. White, you are wanted on the phone. Answer the call, please.
- Speaking. Who‘s calling?
- This is Mary.

4

- We are unable to answer your call right now. Please leave your name, number and a brief message after the **beep**, and we‘ll get back to you as soon as we can.

- This is Susan Brown calling for John. My number is 123 45 76. Please call me this evening. I need to talk to you about the Taiwan trip. I‘ll be home till 9.30.

5

- Hello, hello, are you there?
- The **connection** is **poor**. Could you **speak up**, please?

6

- Operator, we were **cut off.**
- I‘ll try to **connect** you again.

7

- Sorry, Mr. Green isn‘t available.
- Can I **leave a message?**
- Sure. Go ahead.

8

- I‘ve been **dialing** the number for a long time but I can‘t get through.
- One moment. I‘ll check the line.

9

- Hello. May I speak to Mr. Roberts?
- Sorry, sir. Mr. Roberts is not available. Is there any message?
- No, thank you. I‘ll **call back** later.

10

- Hello. May I speak with me Black for a minute?
- **Hold the line**, please.
- Thank you.
- Sorry, **the line is engaged**.

11

- Good morning.
- Good morning. May I have **extension** 32, please?
- The line is busy. Will you **hold on**, please?
- Yes, thank you.

12

- Hello. Could you help me? I‘ve been **dialing** 345 19 08 for the past hour but I can‘t get through.
- One moment, please. I‘ll check the line. …You are through, sir. Go ahead.
- Thank you.

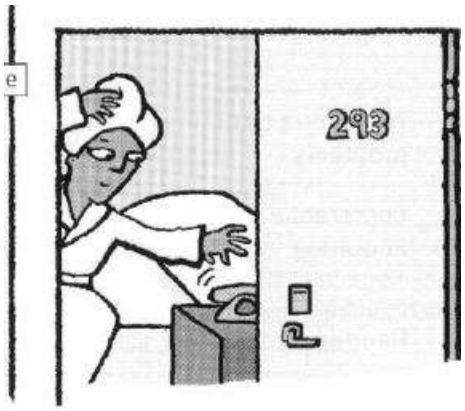
Ex. 3: Match the phone words with the definitions.

1. hang up

2. outside line
3. dial tone
4. beep
5. operator
a. a book of telephone numbers
b. a call to someone in the same area
c. the noise before you leave a voicemail message
d. you need one to make a call outside
6. local call
7. long distance call
8. directory the hotel from a hotel room phone
e. a call to another part of the country
f. put the phone down
g. the noise you need to hear before you enter a number
h. person who helps you to make a call

Ex. 4 Match the situations with the pictures.

1. put calls through for restaurant bookings
2. take rooms bookings
3. put calls through to guests
4. deal with manager‘s calls
5. take messages



Ex. 5: Use each word or phrase once to complete the text.

▪ running late ▪ switchboard ▪ connects ▪ put calls through ▪ makes a note ▪ hold the line ▪ hold their rooms ▪ arrange

Jessica works on the hotel 1_____ at the Como Hotel in Milan. Most of the time, she can 2_____ to the different hotel departments or the guests‘ rooms. She just asks the callers to 3_____ while she 4 _____ the calls. Sometimes, guests call to ask for a child‘s bed in their room. Jessica asks housekeeping to 5_____ this. Guests who are 6 _____ often call to inform reception. Jessica asks reception to 7 _____. If there‘s a call for the manager and he‘s not in his office, she 8_____ of any message and leaves it on his desk.

Ex. 6: What would you say in the following situations?

1. You‘d like to find out if Mr. Brown is available.
2. You‘d like the operator to put you through to extension 34.
3. You‘d like to leave a message for your client about the package tour he‘s booked with your travel agency.
4. You promise your client to get in touch with him about the information he needs.
5. The connection is poor. You ask the caller to call you back.
6. You‘d like to book a trunk call to London.
7. There‘s a call at your office. The caller wants to speak to Mr. Green.
8. You‘re going to be away for some time. Dictate the information for callers on the answer phone machine.

Практическое занятие № 22

Тема: Оплата счетов. Лексика по теме.

Цель: Ознакомить с лексическими единицами по теме. Закрепить использование лексических единиц в речи.

Продолжительность работы: 180 минут**.**

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визульные средства, презентации.

Задания к практическому занятию:

Ex. 1: Study the vocabulary.

1. tariff, rate – тарифы, цены
2. occupancy rate – загрузка номерного фонда
3. income – доход
4. to determine – определять
5. to generate – увеличивать
6. to increase – повышать
7. to decrease – снижать, уменьшать
8. discount – скидка
9. promotional pricing – акция (снижение цен)
10. a room upgrade – апгрэйд (предоставление номера с повышением категории без взимания дополнительной платы)

Ex. 2: Read the text and answer the questions.

TARIFFS AND DISCOUNTS

There are two types of hotel tariffs: the **published** (rack rates) and **corporate** tariffs. The hotel rates depend on many factors: the hotel category, the location, the season, the day of the week, the room type, the floor, the room view etc. The hotel rates may depend on the **room occupancy rate**.

An occupancy rate is a reflection of the number of available rooms in a hotel that are occupied by guests. High rates are preferable, as they indicate that most rooms are occupied and generating income. The occupancy rate is usually expressed as a percentage.

To calculate an occupancy rate, it is necessary to **determine** the number of available rooms. In a hotel, some rooms might not be available because they are under repair or construction, or are blocked out for other reasons. Thus, a building with 100 rooms might have only 93 available, as seven are not ready for use by guests. With this infor-

mation in hand, it is possible to determine how many rooms are in use to **generate** an occupancy rate.
The rates also depend on the season and the day of the week. The hotel rates are usually **increased** during the high season and are normally **reduced** during the low season.
For Russia and for Moscow, in particular:
High season: 15th January – 30th July, 22nd August – 15th December.
Low season: 16th December – 14th January, 1st July – 21st August.
The hotel rates may also depend on the time of the day. Some hotels provide day use of rooms (until 16.00) at the half price of the room rate.
For many hotels, the product that they sell is based on time. If a room is not
occupied by a guest by the end of the night, then technically it‘s a loss. All hotel rooms need to be cleaned and maintained, so there is always a cost involved. For the hotel, their goal is to have a **high occupancy rate**, preferably with guests paying a high rate per day.
The hotel **rack rate** is normally the standard rate for a hotel room. It is the rate before any **discounts** or **promotional pricing** has been applied. The hotel rack room rate is the maximum that the hotel will charge a person who walks into the lobby without a reservation.
Hotels offer different **discount** systems to tourist parties, pensioners, businessmen, corporative clients etc. VIP clients are often provided with discounts or with complimentary accommodation. Hotels also offer family discounts. Children under 12 sharing the parent‘s room stay free of charge.
Hotels can advertise a discount off a hotel rack rate to appeal to customer‘s sense of value. If customers feel they got a $150 room for $90, then they feel they got a good deal. However, if the rack room rate was really only $110, then the deal isn‘t as appealing to consumers.
Many travelers never pay the **rack room rate** because hotels often offer their ―online rate‖ which is cheaper. They have to cut prices to increase demand during off season periods.
Many hotels may also offer discounts to corporate clients who book large blocks of rooms for conventions or other special events.
Resort hotels offer steep discounts during their off season. For example, many ski resorts may offer **discounts** during the summer months,

while summer beach vacation hotspots may offer cheaper rates during the winter. A hotel room **upgrade** (a room of higher category at the price of a standard room) can also be regarded as a kind of discount.

Questions

1. What types of tariffs are used in hotels?
2. What do hotel rates depend on?
3. What is an occupancy rate? How should it be calculated?
4. When are hotel rates increased and decreased?
5. What is a rack rate?
6. What groups of guests are offered different discounts?
7. Why do hotels have to cut prices?
8. What is a hotel upgrade?

Ex. 3: Give the English equivalents to the following word combinations.

Опубликованные тарифы; корпоративные тарифы; загрузка номерного фонда; высокий сезон; низкий сезон; проживание в дневное время; предоставлять различные скидки; акции; предоставление номера более высокой категории по цене стандартного; потребители; корпоративные клиенты; конгресс; корпоративные мероприятия.

Ex. 4: Translate into English.

1. В гостинице существует два вида тарифов: опубликованный тариф и корпоративный.
2. Цена может зависеть от процента занятости номеров в отеле.
3. Стоимость также зависит от сезона и дня недели. Есть периоды высокого спроса на гостиницы и низкого спроса.
4. К выходным столичные отели, особенно бизнес-отели, пустеют, деловые люди разъезжаются по домам. Логично уменьшить цены на номера в эти дни и предложить специальный пакет услуг для проведения выходных, дней рождения и свадеб в гостинице.
5. Цена корректируется и от времени суток. Примером этому может служить дневное использование номера (Day use). Чтобы уменьшить простой, некоторые гостиницы разрешают проживание в дневное время (до 16.00) с оплатой в половину стоимости номера. Этот прием также можно отнести к скидкам.
6. Цена в гостинице напрямую зависит от количества дней пребывания и категории занимаемых номеров. Чем больше срок пре-

бывания в гостинице и чем выше категория взятых номеров, тем больше шансов получить скидки при проживании в будущем.
7. Раздел компьютерной программы «Guest History» позволяет получить информацию о госте: тип номера, период проживания, особые пожелания и предпочтения и т. д. В зависимости от количества прожитых в отеле дней и статуса гостя определяется размер скидок ему.
8. Часто гостиницы предоставляют скидки для особо важных гостей, а иногда и вовсе не берут с них оплату.
9. Как правило, не взимается плата за проживание детей до определенного возраста (обычно до 12 лет) в номере родителей.
10. К скидкам можно отнести также апгрейд, т. е. предоставление номера более высокой категории по цене стандартного номера (как правило, при отсутствии номеров необходимой категории).

V. Критерии оценки практической работы

Баллы	Решение коммуникативной задачи	Организация высказывания	Языковое оформление высказывания
90-100	Коммуникативная задача выполнена полностью. Содержание полно, точно и развернуто отражает все аспекты, указанные в задании; стилевое оформление речи выбрано правильно с учетом цели высказывания и адресата; соблюдены принятые в языке нормы вежливости.	Высказывание логично и имеет завершенный характер; средства логической связи использованы правильно; имеются вступительная и заключительная фразы, соответствующие теме.	Используемый словарный запас и грамматические структуры соответствуют поставленной задаче. Речь воспринимается легко, необоснованные паузы отсутствуют, фразовое ударение и интонационные контуры, произношение слов без нарушений нормы.
80-89	Коммуникативная задача выполнена. Содержание полно отражает аспекты, указанные в задании; стилевое оформление речи выбрано правильно с учетом цели высказывания и адресата; соблюдены принятые в языке нормы вежливости.	Высказывание (письмо) логично и имеет завершенный характер; средства логической связи использованы правильно; имеются вступительная и заключительная фразы, соответствующие теме.	Используемый словарный запас и грамматические структуры соответствуют поставленной задаче. Речь воспринимается легко, необоснованные паузы отсутствуют, фразовое ударение и интонационные контуры, произношение слов без нарушений нормы.
70-79	Коммуникативная задача выполнена. Содержание полно отражает аспекты, указанные в задании; стилевое оформление речи выбрано правильно с учетом цели высказывания и адресата; соблюдены	Высказывание (письмо) логично и имеет завершенный характер; средства логической связи использованы правильно.	Используемый словарный запас и грамматические структуры соответствуют поставленной задаче. Речь воспринимается легко.

Баллы	Решение коммуникативной задачи	Организация высказывания	Языковое оформление высказывания
	принятые в языке нормы вежливости.		
60-69	Задание выполнено не полностью: содержание отражает не все аспекты, указанные в задании; встречаются нарушения стилевого оформления речи и / или принятых в языке норм вежливости.	Высказывание (письмо) не всегда логично; имеются недостатки / ошибки в использовании средств логической связи, их выбор ограничен. Высказывание (письмо) в основном логично и имеет достаточно завершенный характер, но отсутствует вступительная и / или заключительная фраза.	Имеются лексические и грамматические ошибки, не затрудняющие коммуникации. Используемый словарный запас, грамматические структуры, фонетическое оформление в основном соответствуют поставленной задаче.
0-59	Задание не выполнено: содержание не отражает тех аспектов, которые указаны в задании, и / или не соответствует требуемому объему. Речь воспринимается с трудом из-за большого количества неестественных пауз, неверной расстановки ударений и ошибок в произношении слов.	Отсутствует логика в построении высказывания (письма). Высказывание (письмо) не имеет завершенного характера; вступление и заключение отсутствуют; средства логической связи практически не используются.	Понимание текста затруднено из-за множества лексико-грамматических и фонетических ошибок.
	Задание не выполнено.	Высказывание (письмо) нелогично, вступительная и заключительная фразы отсутствуют.	Понимание высказывания (письма) затруднено из-за многочисленных лексико-грамматических и фонетических ошибок.

V. ТЕМЫ ДЛЯ САМОСТОЯТЕЛЬНОГО ИЗУЧЕНИЯ

Тема 1.1 Организация деятельности сотрудников службы обслуживания и эксплуатации номерного фонда на английском языке.

1. Поиск на сайтах гостиниц материалов о консьержах, посыльных.
2. Поиск на сайтах гостиниц материалов о категориях VIP-гостей.
3. Подготовить сообщение об урочных материалах, технике и инвентарю по заданию преподавателя.

Тема 2.1. Организация и контроль текущей деятельности сотрудников службы обслуживания и эксплуатации номерного фонда в соответствии с текущими планами и стандартами гостиницы на английском языке.

1. Подготовить презентацию на тему «Служба безопасности отеля» (по заданию преподавателя).
2. Подготовить по материалам интернет-ресурсов сообщения о случаях воровства в отеле.
3. Подготовить презентацию на тему «Технические средства безопасности в гостинице».

КРИТЕРИИ ОЦЕНКИ САМОСТОЯТЕЛЬНОЙ РАБОТЫ

Отметка	Критерии	Показатели по шкале от 0 до 100 баллов
5 (отлично)	Работа выполнена в полном объеме, аккуратно и грамотно	90-100
4 (хорошо)	Работа выполнена аккуратно и грамотно, но не в полном объеме	80-89
3 (удовлетворительно)	Работа выполнена не в полном объеме и с грамматическими и лексическими ошибками	60-79
2 (неудовлетворительно)	Работа не выполнена	0-59

VI. СПИСОК РЕКОМЕДУЕМОЙ ЛИТЕРАТУРЫ

Основная литература

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2. Тимохина, Т. Л. Гостиничный сервис [электронный ресурс]. – Москва : Юрайт, 2019. – 331 с. – Режим доступа: https://biblio-online.ru/book/gostinichnyy-servis-433891. – Загл. с экрана.

Дополнительная литература

3. Кабанова, К. В. Английский язык для индустрии гостеприимства. – Москва : НИЦ ИНФРА-М, 2019. – 190 с. – Режим доступа: http://new.znanium.com/go.php?id=989446. – Загл. с экрана.

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