

Министерство науки и высшего образования Российской Федерации
Федеральное государственное бюджетное образовательное учреждение
высшего образования
«Кузбасский государственный технический университет
имени Т. Ф. Горбачева»

Кафедра теории и методики профессионального образования
Кафедра иностранных языков

Составитель
Н. В. Потапова

МДК. 01.02 ИНОСТРАННЫЙ ЯЗЫК В СФЕРЕ ПРОФЕССИОНАЛЬНОЙ КОММУНИКАЦИИ ДЛЯ СЛУЖБЫ ПРИЕМА И РАЗМЕЩЕНИЯ

Методические материалы

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

Кемерово 2019

Рецензент:

Романова И. В. – кандидат филологических наук, преподаватель кафедры теории и методики профессионального образования

Потапова Наталья Викторовна

МДК. 01.02 Иностранный язык в сфере профессиональной коммуникации для службы приема и размещения: методические материалы [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. 01.02 «Иностранный язык в сфере профессиональной коммуникации для службы приема и размещения» и организации практических занятий.

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Пояснительная записка

Настоящие методические материалы по МДК.01.02 «Иностранный язык в сфере профессиональной коммуникации для службы приема и размещения» предназначены для обучающихся специальности 43.02.14 Гостиничное дело.

Цель данных методических рекомендаций – оказать содействие обучающимся успешно освоить МДК.01.02 «Иностранный язык в сфере профессиональной коммуникации для службы приема и размещения», 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, безличный 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.01.02 «Иностранный язык в сфере профессиональной коммуникации для службы приема и размещения».

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 постарайтесь понять общую проблематику, не прибегая к словарю. Особое внимание обращайтесь 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, komponуются 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, обращайтесь особое внимание на интонацию, фонетические особенности произнесения звуков/слов.

III. Материалы к практическим занятиям

Практическое занятие № 1

Тема: Организация приёма, регистрации гостей.

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Study the vocabulary.

1. **checking in** – регистрация
2. **check-out time** – расчетный час
3. **a receptionist, room clerk** – регистратор
4. **a register** – журнал регистрации
5. **a registration card** – регистрационная карточка
6. **an authorization letter** – авторизационное письмо
7. **a hotel voucher** – ваучер на проживание
8. **a complimentary room** – бесплатный номер
9. **a visa** – виза
10. **visa support** – визовая поддержка
11. **to extend (visa, stay)** – продлевать (визу, проживание)
12. **a guest** – «ожидаемый» гость (клиент с предварительным бронированием)
- a walk-in/chance guest** – «неожидаемый» гость (клиент – без предварительного бронирования)
15. **the date of arrival/check-in date** – дата заезда
- the date of departure/check-out date** – дата отъезда
16. **passport details** – паспортные данные
17. **valid** – действительный (о паспорте, визе)
18. **personal information** – личные сведения
19. **the date and place of issue** – кем и когда выдан паспорт
20. **an extra bed (cot)** – дополнительная кровать
21. **a migration card** – миграционная карта
22. **VAT (value added tax)** – НДС (налог на добавленную стоимость)
23. **a credit card imprint** – оттиск (копия) кредитной карты

24. **room facilities** – оборудование номера:
25. **a group (tour) leader** – руководитель группы
26. **a name list** – список группы
27. **a rooming list** – список группы на размещение
28. **an expiry date** – срок действия (документа)
29. **a floor** – этаж
30. **to assign a room to guest** – поселять гостя в номер)

Ex. 2: Practise the speech patterns.

1. **A:** You are welcome here. We are glad to see you in our hotel.
B: Good morning! I have a **reservation** for a single room for three nights at your hotel.

2. **A:** I **reserved** a room by telephone (fax, on-line booking).

B: Could I have the confirmation number? I'll check it on the computer...

A: Here's the **reservation confirmation**.

B: I'm dreadfully sorry, but I can't trace your **reservation confirmation**. What name is the reservation under?

3. **A:** A. You **are booked** two adjoining singles single room with bath, aren't you?

B: Yes, that's right.

A: What floor is the room on?

B: Your room is **on the executive floor**.

4. **A:** May I have your passport? I'll have to check the **passport details**.

B: Here you are.

A: Why do you need my passport?

B: I need your passport and **migration card** for registration. You'll get your passport back in an hour.

5. **A:** What type of visa do you have?

B: Tourist visa.

A: Your visa is **valid** for 30 days. If you'd like to stay longer be sure to **extend** your visa.

6. **A:** You reserved a room for three nights, didn't you? If you'd like to **extend** your stay with us let us know in advance.

B: Sure, I will.

7. **A:** Here's your **registration card**. Will you check the details?

B: Everything seems to be all right.

8. **A:** What is the **room rate**?

A single room with bath is ... per night.

Does the room rate include **VAT**?

Yes, the rate includes **VAT** and service.

9. A: Could you put an extra bed for a child?

B: Yes, we charge ... for an extra bed.

10. A: I'd like to stay in your hotel. But I have no reservation.

B: What room would you like?

A: I'd like a single room for two nights.

B: Just a moment, please. I'll just check what rooms we have **available**.

... Unfortunately, no single rooms are **available**. We can offer you only a **twin shared** room.

11. A: How will you be **settling** your **account**?

B: Do you accept Visa cards?

A: Yes, we accept all credit cards.

12. A: May I take an **imprint** of your credit card?

B: Sure. Here you are.

13. A: What is the **room rate** per night?

B: Here's our price list. All the rates are quoted including **VAT**.

A: Do you give any **discounts**?

B: **Rack rate** doesn't provide any discounts.

14. A: You'll have to fill in the **registration form**. Will you use block letters, please?

B: What should I write here?

A: You should write your full name, home address, citizenship, occupation, arrival and departure dates, date and place of birth, **passport details**, duration of stay.

15. A: Here's your **guest card**. You'll find here all the information about the hotel services. You should carry it all the time. You'll need it as identification in the hotel restaurants and bars if you want meals and drinks charged to your account.

B: Thank you very much.

16. A: Here's your key-card.

B: Thanks a lot. Can anyone show me how to use it?

A: The bellboy will **escort** you to the room and show how to use your key-card. He will also give you all the necessary information about hotel facilities.

17. A: What about my luggage?

B: Don't worry. Your luggage will be taken up to your room in a few minutes. If you have any problems, ask the floor attendant or call up the reception. I wish you a pleasant stay in our hotel.

18. A: Let me introduce myself. I'm the group leader of the group from ...

We are booked 10 singles and 5 twins in your hotel.

B: Could you give me the **original voucher** to be **checked against** the travel agency's copy?

19. A: How many tourists are there in your group? How many males, female and married couples are there in the group?

B: Here's the **name list** and **rooming list** of the group.

A: Would you collect the tourists' passports and fill in the registration forms?

B: Sure.

20. A: The **check-out time** in our hotel is 12 o'clock noon. We'll have to remind you that all the rooms are to be vacated by this time.

B: But our flight is only in the evening.

21. A: Where can I leave valuables for safe-keeping?

B: A **safe deposit box** is available free of charge. We'll have to remind you that the hotel assumes no responsibility for the money and valuables left in the guestroom.

Ex. 3: Look at the following advice for dealing with guests. What is considered polite in your country? How is it different from other cultures?

When dealing with guests you should always:

- ☐ ☐ address a guest by his/her title and surname or say *sir* or *madam*
- ☐ ☐ show that you are listening and understand
- ☐ ☐ be patient and answer all the guest's questions
- ☐ ☐ say *please* when asking the guest for something
- ☐ ☐ say *thank you* when the guest replies

Практическое занятие № 2

Тема: Введение лексики по теме «Организация и технология работы службы приема и размещения с гостями на английском языке». Закрепление в упражнениях.

Цель: Закрепить использование лексических единиц в речи.

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Look at the examples and complete the information below.

☐ ☐ Making polite requests

Could you spell your surname for me, sir?

Would you mind showing me your passports, please?

Do you mind waiting here?

☐ ☐ Making polite offers

Would you like me to call your room?

Would you like the porter to help with your luggage?

Ex. 2: Complete the dialogue with polite questions.

Receptionist: Can I help you, sir?

Guest: Yes, I'd like to check in, please.

Receptionist: Certainly, sir. _____1

Guest: It's Van Rooyen.

Receptionist: Ah, yes, Mr Van Rooyen. Single room for two nights.
_____2

Guest: Non-smoking, please.

Receptionist: _____3

Guest: Yes, here it is.

Receptionist: Thank you. I need to put your details into the computer.

Guest: That's OK. I don't need my passport right now so I can leave it with you and come and get it later this evening.

Guest: That'll be fine _____4

Receptionist: Oh, yes, please. They're a bit heavy. Thanks.

Ex. 3: Say it in English.

1. Доброе утро! Я забронировал одноместный номер на три дня в вашей гостинице. Вот мое подтверждение. – Я сейчас проверю по компьютеру.

2. К сожалению, я не могу найти никаких сведений, подтверждающих Ваше бронирование.

3. Мне надо сверить паспортные данные. Мне нужен Ваш паспорт и миграционная карта для регистрации.

4. Ваша виза действительна в течение 30 дней. Если Вы хотите задержаться на более долгий срок, Вам нужно продлить визу.

5. Вот Ваша регистрационная карточка. Проверьте, пожалуйста, здесь все правильно?

6. Я хотел бы остановиться в вашем отеле, но я не бронировал номер заранее. – Одну минуту, я проверю, какие номера свободные.

Мы можем предложить Вам одноместный номер с ванной на 4-м этаже с видом на город.

7. Как Вы будете оплачивать проживание? – Кредитной картой.

8. Мне нужно снять оттиск с Вашей кредитной карты.

9. Какова стоимость номера в сутки? – Вы можете ознакомиться с нашим прейскурантом. Все цены даны с учетом НДС.

10. Вы предоставляете какие-нибудь скидки? – Открытый _____ тариф не предусматривает никаких скидок.

11. Вам нужно заполнить регистрационную карточку. Заполните, пожалуйста, карточку печатными буквами.

12. Вот Ваша карта гостя. Здесь Вы найдете все необходимую информацию о службах гостиницах.

13. Держите ее, пожалуйста, всегда при себе. Она Вам понадобится в ресторанах и барах отеля при дальнейших расчетах за питание и напитки.

14. Вот Ваша карта-ключ от номера. Посыльный проводит Вас в номер и покажет, как ею пользоваться. Он также ответит на все Ваши вопросы по обслуживанию в гостинице. Вы также можете обратиться к посыльному с какими-нибудь поручениями.

15. Кто-нибудь может помочь мне с багажом? – Не волнуйтесь, Ваш багаж доставят в номер через несколько минут.

16. Разрешите представиться. Я – руководитель группы из... . У нас забронировано 10 одноместных и 5 двухместных номеров в Вашем отеле.

17. Если у Вас будут какие-нибудь вопросы, обращайтесь в поэтажную службу номеров или звоните в службу приема.

18. Сколько человек в Вашей группе? Сколько мужчин, женщин и супружеских пар?

19. Расчетный час в нашей гостинице – 12 часов дня. Напоминаем Вам, что все номера должны быть освобождены к этому часу.

20. В связи с тем, что у вас вечерний рейс мы сможем предоставить вам один свободный номер на всю группу до 6 часов вечера.

Практическое занятие № 3

Тема: Чтение и перевод текста “The Front Desk of the Hotel”. Вопросы и ответы по содержанию текста.

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

Продолжительность работы: 180 минут.

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

Задания к практическому занятию:

Ex. 1: Complete the text with the words.

checking-in welcome registration check in (x2)

assigns checking-out available to provide

checks out reservations (x2)

The Front Desk of the Hotel

When hotel guests arrive, they expect the front office clerks to offer them a nice 1 _____. They will want someone to help them in 2 _____. The front office is in the lobby of a hotel. It consists of the 3 _____ department and the reception desk or the front desk. The front desk provides sale of rooms, guest 4 _____, key service, message and mail service, guest accounts.

Each employee in the front office has got a specific task. The 5 _____ clerk will help the guest to arrange a booking. The receptionist or the room clerk will help the guest to 6 _____. When the receptionist watches the guest arrive, he meets and greets him. The receptionist asks the guest to fill in a registration form and 7 _____ a room to him. Before the receptionist does it, he or she will check the guest's booking and the 8 _____ accommodations. Most hotels offer single and double rooms. There are also some fine suites. A guest may ask the receptionist 9 _____ an extra bed in a double room for his family.

A hotel guest always wants someone to take care of his room key. The front desk will do it. There is often a key drop at the desk. When the guest 10 _____, he wants someone to help him with accounts.

The cashier at the front desk will do it.

Every hotel manager relies on his front office to provide brief and convenient 11 _____ and 12 _____.

Ex. 2: Read the training guide for hotel employees.

Guide to Checking-in and Welcoming Guests to the Royal Point Hotel

Step 1 Find an available room

For Walk-in Guests:

Ask the guest about the following information:

☐ ☐ Preferred room type

☐ single ☐ double ☐ smoking ☐ non-smoking

☐ ☐ Number of guests

☐ ☐ Length of stay

Use the information to look for a **vacancy**.

*For guests with **reservations***

Ask the guest about the following information:

☐ ☐ Name or **reservation number**

Step 2 Room Assignment and Registration

Assign a room to the guest. Then ask the guest to complete a **registration form**.

Step 3 Damage Deposit

Collect credit card information or cash for the damage deposit

Step 4 Issue Room Key

Give the guest the **room key** and wish him or her a nice stay at our hotel.

Ex. 3: Choose the correct answer.

1. What is the purpose of the document?

- a. to show employees how to look for room damage
- b. to explain how guests make reservation
- c. to teach the steps of renting a room to guests
- d. to explain how guests complete registration forms

2. What happens after employees collect the damage deposit?

- a. the guest returns the registration form
- b. the guest receives a key to the room
- c. the employee asks for payment
- d. the employee find an available room

3. According to the passage, what is NOT true about guests with reservation?

- a. They fill out the registration form.
- b. They state the number of guests.
- c. They receive a room key.
- d. They pay a damage deposit.

Ex. 4: Match the words with their definitions.

1. double

2. non-smoking

3. single

4. smoking

5. vacancy

6. assign

a. to give a guest a room

- b. a room with a bed for one person
- c. a room with two beds for two people
- d. a room where smoking is not okay
- e. a room where smoking is okay
- f. an available room

Практическое занятие № 4

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: 90 минут.

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

Ex. 1: Fill in the blanks with the correct words.

- reservation number ▪ registration form ▪ walk-in ▪ room key
- damage deposit ▪ reservation

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

Ex. 2: Put the words in the correct order to make responses to check-in problems.

1. your room / ready / isn't / you/ I'm afraid / yet / for
2. as soon as / your room / is / housekeeping / me / to inform / I'll ask / ready
3. take / your luggage / will / of / the porter / care
4. I'm / overbooked / really / tonight / we're / but / sorry
5. reserved / for / at / next door / the hotel you / a room / I've
6. don't seem / reservation / we / your / to have

7. space / parking / I'm afraid / don't have / available / a / we

8. car park/ public / the hotel / opposite / there's / a /a just

Ex. 3: Read and translate the sentences.

1. The checking-in procedure may be divided into the following steps:

Welcoming, Registration, Payment Clarification, **Room Assignment**.

2. All hotel guests fall into two groups: guests with advance reservation (expected guests) and guests without advance reservation (**chance or walkin guests**).

3. When dealing with the **chance guest** the receptionist should discuss in detail the hotel terms and conditions such as, room availability, room rates, duration of stay, methods of payment, extra charges (for extra services).

4. Foreign guests are registered upon presentation of visas, **migration cards** and identification documents.

5. The room clerk enters all the guest's personal details from the **reservation chart** prepared by the Reservation Department.

6. **Walk-in guests** fill out the registration card when checking in.

7. If the guest has a travel agency booking, the receptionist should get the **original voucher** and **check it against the hotel's copy**.

8. When large tour groups are checked in it's useful for the group leader to deal with registration cards and hand them over to the reception together with **a name list** and **a rooming list** of the group.

9. When the payment is made by credit card it is necessary to have **a credit**

card imprint (the credit card number, the expiry date, the cardholder's full name). Credit cardholders are also supposed to fill in **a letter of authorization**.

10. When **assigning a room** to a guest the receptionist should take into account guests' national characteristics, customs and traditions.

11. All the information from the guest's registration form is transferred to a computer. The guest's data are entered into a **guest's folio** containing the guest's registration form, credit card details, and the bill **posting all the charges incurred** by the guest.

12. In modern hotels magnetic **key-cards** and **smart-card** electronic locks are used instead of metal keys.

Ex. 4: Make up your own sentences

Практическое занятие № 5

Тема: Размещение гостей (предоставление номеров).

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Read and translate the text.

It is important that the hotel receptionist should make sure that guests are registered correctly. A **hotel register** or, more usually, a **registration card** is used to record the full name, nationality, home address, and signature of each. Foreign visitors must provide additional information such as passport number and its **place of issue** and their next destination.

Many hotels use the registration card to find out more about their customers and ask questions about occupation, method of payment and purpose of visit.

The receptionist should always check that the registration cards are completed correctly and **legibly**. What if there is a query? Well, then the receptionist should politely ask the guest for **clarification**. It is also necessary to make sure that the reservation details have not changed.

After this the receptionist can inform the guest of the room number and rate. With that sort of guest, the receptionist should **obtain the original hotel voucher** and **check it against the hotel's copy**. When large tour groups are checking in, it is useful for the tour leader to deal with the registration cards and hand them over to the reception desk himself.

Accurate information on **room status** system must provide clear information and it must be capable of rapid alteration. There are various methods in use from simple manual systems such as the **room board** to computerized systems such as electronic room status linking reception, housekeeping, and the cashier's office.

Ex. 2: Answer the questions.

1. What kind of information is requested on registration cards?
2. Why must the receptionist check completed registration forms?
3. What should the receptionist obtain from a guest with a travel agency booking?

4. Why is it useful for a tour leader to deal with the registration cards for a tour group?

Ex. 3: Read the conversation and answer the questions. Then fill in the key card.

Receptionist: Good evening. Can I help you?

Guest: Yes. I've booked a room for the next three nights.

Receptionist: Could you give me your name, please?

Guest: Yes. It's Rawson. John Rawson.

Receptionist: Ah yes, Mr. Rawson. Here it is. A single with bath until the 27th. Would you fill in this Registration Card while I prepare your key card?

Guest: Certainly. Ah good, it's in English. Let me see .. name .. first name ... Why do you need these passport details?

Receptionist: They are for the Police Department. We have to ask you for this information by law.

Guest: Here you are. I think I've filled it in correctly.

Receptionist: Yes, that's fine, Mr. Rawson. Here's your key. It's room 708 on the seventh floor and the daily rate is 30,000 lire, excluding breakfast. And here's your key card with details of your booking on the front. Inside, it tells you about all the services the hotel can provide. You should carry it at all times. You'll need it as identification in the hotel's bars and restaurants if you want drinks and meals charged to your account.

Guest: Right. I'll take good care of that. You mentioned food. Is it possible to get something to eat this late?

Receptionist: Yes, our Belvedere restaurant is still open. Or if you want something lighter, there's the Coffee Shop. It's open round the clock.

Guest: Good. I'll put my luggage in my room first. How do I get to it?

Receptionist: Don't worry about that. The porter will take your bags up in the lift and show you to your room.

Guest: Right. Thank you very much. Good night.

Ex. 4: Answer the questions

1. What kind of guest is Mr. Rawson?
2. What kind of reservation did he make?
3. What is the room rate? What food plan is it based on?
4. Why does the hotel need the guest's passport details?
5. What information does the key card contain?
6. How can the guest use the key card?
7. What food facilities are there in the hotel?

8. Who can help the guest with his luggage?

Практическое занятие № 6

Тема: Чтение и перевод текста “Hotel Housekeeping”. Выполнение упражнений для закрепления лексики.

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Read the text and answer the questions

Hotel Housekeeping

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 amenities 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 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**.

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. 2: 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. 3: 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. 4: 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/

Практическое занятие № 7

Тема: Развитие навыков устной речи. Составление диалогов у стойки ресепшаниста.

Цель: Активизировать навыки монологической и диалогической речи.

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Practise the checking-in conversations.

1

Receptionist: Good afternoon, sir. Do you have a reservation?

Guest: No, I don't. Do you have a double room for two nights?

Receptionist: Yes, we do.

Guest: Oh, good.

Receptionist: I'll just check what rooms we have available. Just a moment, please.

Guest: Oh, OK, thanks.

Receptionist: Yes, now, let's see... room 414 is free. It's on the fourth floor and it has a sea view with twin beds.

Guest: Oh, that sounds fine. How much is it?

Receptionist: Well, the cost is \$150 per night, including buffet breakfast.

Guest: Oh, fine.

Receptionist: Would you fill out the registration form, please?

Guest: Oh. Yes, sure.

Receptionist: Thank you very much. Could I see your passport, please?

Guest: Here it is.

Receptionist: Thank you very much. How will you be paying for your room?

Guest: By Visa.

Receptionist: May I have your credit card, please?

Guest: Certainly, here you are.

2

Receptionist: Good afternoon. May I help you?

Guest: Yes. I have a room booked. My name is O'Neill.

Receptionist: Ah, yes, Ms O'Neill. Yes, it's a single room with a sea view until Saturday, is that right?

Guest: Yes. How much does it cost?

Receptionist: Well, it's \$95 a night but that does include buffet breakfast.

Guest: OK. I'll be paying by MasterCard.

Receptionist: Fine. Would you just fill out the registration form?

You'll be in room 301, which is on the third floor.

Here's your key and your key card.

Guest: Oh, thank you.

3

Receptionist: Good morning. Welcome to Kimuni Hotel. May I help you?

Guest: Good morning. I want to check in.

Receptionist: Do you have a reservation/Have you got a reservation?

Guest: Yes, under (the name of) Chris Scott.

Receptionist: Please wait a moment. I will check it first. Yes, Mr Scott. We have your reservation for one deluxe room.

Check in today and check out on January 03, total 7(seven) nights. Is that correct (in order)?

Guest: Yes, It's correct.

Receptionist: Could you fill in this registration form, please?

Guest: Here you are.

Receptionist: Thank you. How will you pay (settle) your bill?

Guest: Can I pay by credit card?

Receptionist: Sure/Certainly. We accept Amex, Visa, Master, BCA and JCB card.

Guest: I will pay by Visa Card.

Receptionist: Could I imprint your card, please/Could I take an imprint of your credit card, please?

Guest: Sure. Here you are.

Receptionist: Thank you. Here you are.

Guest: Mr Scott, your room number is 4425. Here is the room key. Our bell boy will escort you to the room. Enjoy your stay with us. / Have a nice stay with us.

4

Receptionist: Welcome to the Beachside Inn. How may I help you?

Guest: I'd like a room, please?

Receptionist: Would you prefer a single or a double?

Guest: A double, please. How much is that?

Receptionist: It's \$145.00 a night. How many nights will you be staying?

Guest: Just tonight.

Receptionist: OK. One night comes to \$145.00 plus tax. May I have your name please?

Guest: It's Davies. Robertson Davies

Receptionist: And how do you spell that, sir?

Guest: It's D-A-V-I-E-S.

Receptionist: So that's D-A-V-I-E-S. How would you like to pay for the room?

Guest: Do you take VISA?

Receptionist: Yes, we do. We take VISA, Mastercard, and American Express.

Guest: Great. I'll pay with VISA then. What time is checkout?

Receptionist: Checkout is at 10 o'clock. Your room number is 505.

Is there anything else you would like to know?

Guest: Is there a pool here?

Receptionist: Yes, there is. It's on the 2nd floor. But you have to bring the towel from your room.

Guest: And how about a restaurant?

Receptionist: There are restaurants on the 1st and 3rd floor and there's a café next to the lobby.

Guest: Great. What time does the restaurants close?

Receptionist: They both close at 10:00 p.m.

Guest: 10 p.m.? Thanks. Oh! And can I get a wake-up call for 6:30 a.m.

Receptionist: Sure. No problem. Wake-up call for 6:30 a.m. Enjoy your stay.

5

Guest: I have a reservation. My name is John Sandals.

Receptionist: May I see your ID, please, Mr. Sandals?

Guest: Certainly. Here it is.

Receptionist: Thank you. Do you have a credit card, Mr. Sandals?

Guest: Yes, I do. Do you accept American Express?

Receptionist: Sorry, sir, just VISA or MasterCard.

Guest: Here's my VISA card.

Receptionist: Okay. You're in room 507. It's a single queen-size bed, spacious, and nonsmoking. Is that suitable?

Guest: Yes, it sounds like everything I expected.

Receptionist: Here's your key, sir. If you need anything, just dial 0 on your room phone.

6

Receptionist: Good evening. May I help you?

Guest: Yes, I have a reservation. The name is Johnson.

Receptionist: Ah, yes. Would you fill out this form, please?

Guest: Here you are.

Receptionist: You've booked a single room for 3 nights, is that right?

Guest: Yes... and I want a non-smoking room please.

Receptionist: Sure, no problem. Your room is on the 2nd floor, Room 233. Here's your key.

Guest: Thanks. By the way, is there a safe deposit box in my room?

Receptionist: Yes, it's inside the closet.

Guest: Great! Is there a place where I can use the Internet?

Receptionist: Yes, there is a business center just around the corner where you can use the Internet and fax machines.

Guest: Oh great! And is there a restaurant in the hotel?

Receptionist: Yes. It is located to the right of the lobby.

Guest: OK. Until when is the restaurant open?

Receptionist: It's open until 11 p.m.

Guest: Great! Thanks a lot.

Receptionist: You're welcome. Enjoy your evening.

7

Receptionist: Good afternoon. Welcome to the Grand Woodward Hotel. How may I help you?

Guest: I have a reservation for today. It's under the name of Hannighan.

Receptionist: Can you please spell that for me, sir?

Guest: Sure. H-A-N-N-I-G-H-A-N.

Receptionist: Yes, Mr. Hannighan, we've reserved a double room for you with a view of the ocean for two nights. Is that correct?

Guest: Yes, it is.

Receptionist: Excellent. We already have your credit card information on file. If you'll just sign the receipt along the bottom, please.

Guest: Whoa! Five hundred and ninety dollars a night!

Receptionist: Yes, sir. We are a five star hotel after all.

Guest: Well, fine. I'm here on business anyway, so at least I'm staying on the company's expense. What's included in this cost anyway?

Receptionist: A full Continental buffet every morning, free airport shuttle service, and use of the hotel's safe are all included.

Guest: So what's not included in the price?

Receptionist: Well, you will find a mini-bar in your room. Use of it will be charged to your account. Also, the hotel provides room service, at an additional charge of course.

Guest: Hmm. Ok, so what room am I in?

Receptionist: Room 487. Here is your key. To get to your room, take the elevator on the right up to the fourth floor. Turn left once you exit the elevator and your room will be on the left hand side. A bellboy will bring your bags up shortly.

Guest: Great. Thanks.

Receptionist: Should you have any questions or requests, please dial '0' from your room. Also, there is internet available in the lobby 24 hours a day.

Guest: Ok, and what time is check-out?

Receptionist: At midday, sir.

Guest: Ok, thanks.

Receptionist: My pleasure, sir. Have a wonderful stay at the Grand Woodward Hotel.

Ex. 2: Make up your own dialogues.

Практическое занятие № 8

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-визуальные средства, презентации.

Задания к практическому занятию:

Ex. 1: 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. 2: 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. 3: Milan Havel works for a large hotel in London. He is giving a presentation about the hotel's organization. Read the extract from Milan's talk and complete the organization chart.

My name's Milan Havel, and I'm an assistant manager at the Hotel Ambassador in London. There are two assistant managers, and one of us is always on duty at busy times.

The general manager has overall responsibility, of course, and we report directly to her.

We are responsible for the day-to-day running of the hotel. We plan the work schedules, manage the accounts, and deal with any problems to do with staff or guests.

We have a staff of about 100 people. Basically, there are four departments, each with its own manager.

Firstly, there's front of house – that's receptionists, the people who deal with our guests on a daily basis. They check guests in and out, take reservations, make sure that everyone is getting the service they need. The reception team usually consists of a supervisor and two or three receptionists, depending on the time of day. They report to the front of house manager, who is also in charge of the porters and doormen.

Then there's housekeeping – all the services to do with the rooms. The head housekeeper is in charge of this. She has a team of maids who make up the rooms, provide towels and bed linen, and ensure that everything is ready for a new guest. She also looks after laundry, and cleaning in other parts of the hotel.

The banqueting and conference manager organizes all the events that take place in the hotel. That could be a one-day conference for twenty people, or a big corporate function with hundreds of guests. He has a team of event organizers who look after groups and parties. For smaller functions we use our in-house catering staff, but for big occasions we employ agency staff by the hour.

And finally, there's the food and beverage manager who is responsible for the restaurant and the kitchen. Three people report directly to him: the head waiter, the bar manager, and the head chef. The head waiter manages the specialist wine waiters and the other waiters and waitresses. The bar manager is responsible for the bar staff. The head chef manages the kitchen and under him comes the assistant or sous chef. Then any other chefs report to the sous chef. Finally, the kitchen porters come at the bottom of that reporting line.

Практическое занятие № 9

Тема: Категории гостей. Порядок встречи, приема, и регистрации и размещения гостей, групп, корпоративных гостей, иностранных граждан.

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

Продолжительность работы: 90 минут.

Материально-техническое обеспечение: учебное пособие,

раздаточный материал, словари, аудио-визуальные средства, презентации.

Задания к практическому занятию:

Ex. 1: Look at the fax again and complete the phrases.

☐ ☐ Opening a fax/email

Dear _____/Madam

Dear Ms/ Mr/ Mrs _____

☐ ☐ Beginning the body of a fax

Thank you for your _____ and your _____ hotel.

It is my _____ to send you information _____ our _____ facilities.

☐ ☐ Ending the body of a fax

Please do not hesitate to contact us if you have any questions.

We look forward to hearing from you.

☐ ☐ Closing a fax

Yours sincerely/ faithfully

With _____ regards,

Ex. 2: Complete the webpage for the Forum Hotel in Cracow with the following titles.

- Meeting facilities ▪ Accommodation
- Facilities ▪ Location ▪ Dining ▪ Leisure

1. _____

This elegant modern hotel is conveniently situated on the right bank of the Wisla River, offering the magnificent view of the Royal Castle on Wawel Hill and Skalka medieval church. An ideal location for sightseeing and for visiting the local business, shopping and entertainment areas. Airport 15 km, railway station 5 km, old town 1.5 km.

2. _____

The Zygmuntowska Restaurant serves dishes of Polish and international cuisine. Rooftop coffee shop, bar, grill bar, nightclub. Food for vegetarian and other special diets available.

3. _____

The hotel offers nineteen single, 244 double rooms and thirteen suites. All rooms are equipped with satellite TV, pay TV, direct-dial telephone, air conditioning, minibar and room service. There are non-smoking rooms and rooms for disabled persons.

4. _____

The leisure facilities of the hotel include a sun terrace, indoor swimming pool, sauna, solarium, massage, tennis courts, mini-golf and casino.

5. _____

Our business centre offers a full range of secretarial services. Currency exchange, hairdresser, flower shop, newsstand, perfume counter, art gallery, babysitting service, laundry service, travel service office, outdoor parking and hotel taxis.

Pets are allowed.

6. _____

At our guests' disposal are nine conference rooms and an exhibition area, which are able to accommodate up to 600 people. We offer the highest quality conference equipment.

Ex. 3: Complete the sentences using the words from the text.

1. Some rooms are _____ modem sockets and fax machines.
2. The _____ restaurant has a fantastic view of the city.
3. The hotel _____ a professional interpretation and translation service.
4. There is a _____ of conference equipment.
5. The small conference room is _____ a maximum of 100 delegates.
6. Vegetarian _____ are also available.
7. There are both _____ and _____ exhibition areas.
8. There is a business centre _____ from 8 am to 5 pm.

Ex. 4: You work as an event coordinator at the *Forum Hotel*. You receive a fax asking about your hotel's conference facilities. Write a reply using the information in Ex. 5.

Ex. 5: Play the situation. Use the information from Ex. 5.

Student A: You are planning to arrange a conference at the Forum Hotel in Cracow. Phone the events coordinator and discuss all the conference-related issues.

Student B: You are an event coordinator at the Forum Hotel. Answer Student A's questions about your conference facilities.

Практическое занятие № 10

Тема: Демонстрация и назначение номера. Поселение в номер.

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

Продолжительность работы: 90 минут.

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

презентации.

Задания к практическому занятию:

Ex. 1: Complete the sentences with the words from the box.

- employees ▪ environment ▪ assign ▪ rooms ▪ delivery
- arrange ▪ accommodation ▪ overbooked

1. We (1) _____ according to roommate pairs and housing preferences.
2. The rooms are equipped with a bath-tub, king-size bed, coffee and tea service, toiletry kit, water bottle and daily (2) _____ of newspaper to the room.
3. We wish to offer our customers high-quality and (3) _____-friendly services.
4. A hotel is required to have many (4) _____.
5. We cannot begin to (5) _____ until the accommodation booking fee and accommodation fees have been paid.
6. Standard compensation of first night's stay at new hotel, transportation to new hotel and a phone call are usually given by the (6) _____ hotel to the guest complementary.

Ex. 2: Read the training guide for hotel employees.

Guide to Checking-in and Welcoming Guests to the Royal Point Hotel

Step 1 Find an available room

For Walk-in Guests:

Ask the guest about the following information:

- ☐ ☐ Preferred room type
- ☐ single ☐ double ☐ smoking ☐ non-smoking
- ☐ ☐ Number of guests
- ☐ ☐ Length of stay

Use the information to look for a **vacancy**.

*For guests with **reservations***

Ask the guest about the following information:

- ☐ ☐ Name or **reservation number**

Step 2 Room Assignment and Registration

Assign a room to the guest. Then ask the guest to complete a **registration form**.

Step 3 Damage Deposit

Collect credit card information or cash for the damage deposit

Step 4 Issue Room Key

Give the guest the **room key** and wish him or her a nice stay at our hotel.

Ex. 3: Make up dialogues

Практическое занятие № 11

Тема: Особенности обслуживания VIP-гостей.

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

Продолжительность работы: 90 минут.

Материально-техническое обеспечение: учебное пособие, раздаточный материал, словари, аудио-визуальные 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: Особенности работы с постоянными и VIP гостями.

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

Продолжительность работы: 90 минут.

Материально-техническое обеспечение: учебное пособие,

раздаточный материал, словари, аудио-визуальные средства, презентации.

Задания к практическому занятию:

Ex. 1: Read the text.

Different Categories of Rooms for VIP-guests

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, 24-hour 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.

Практическое занятие № 13

Тема: Compliments VIP гостям.

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Read the texts 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?*
- 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?*

Keeping valuables and personal things

Special security **measures** are **worked out** in hotels to make sure that the guests' personal belongings are safe. Luggage rooms and safes are at the guests' service. Hand baggage is normally free of charge. Storage of **bulky baggage** is usually chargeable.

The guests can **keep** their **valuables** either in a deposit safe box in the Front Office or in an electronic safe in the guestroom. The hotel takes no responsibility for the valuables left in the room.

Hotel guests often lose their belongings such as purses and wallets, handbags and umbrellas, hats and coats in bars, restaurants, restrooms or lobbies.

All the lost stuff is kept in the **lost and found office**.

Questions

- 1. What facilities are provided for keeping valuables in a hotel?*
- 2. Where can guests keep bulky luggage?*
- 3. What is the hotel rule about keeping valuables?*
- 4. Where's the guests' lost stuff kept?*

Housekeeping Service

Everyday services are provided by Housekeeping Department.

The chambermaids' duties include cleaning and **airing** the guestrooms, making or changing beds, dusting the furniture, **vacuum cleaning** the floor carpets, **replacing** towels, washing the bathroom, **emptying waste baskets**.

Chambermaids use carts to carry supplies of **toiletries** (shampoos, soaps, tissues, shower caps), bed and bath **linen**. There are containers for dirty linen and rubbish on those carts.

The chambermaids normally do **the pick-up** when they have just to **replace** the towels and bring the toiletries, everyday **make-up** after a **night's occupancy** and **deep cleaning** after the guest **vacates** the room. They are expected to report any signs of **damage** or **wear and tear**.

Housekeeping department inspects the rooms and informs the Front Office if everything is in order.

In addition, guests often ask chambermaids for items like irons, pillows, blankets, hangers, hair-dryers etc. The maids also collect and deliver the guests' laundry and things for the valet service.

Security service

Security service is in charge of **keeping order** and looks after the safety of the hotel guests. The hotel Security service protects the guests from all dangers: **robbery and burglary**, fire, terrorist acts etc. The Security employees are trained for **emergencies**. They are prepared to help the guests in case of fire or other dangers. The Security employees are responsible for warning the guests of the danger. They are in charge of smoke detectors and **fire extinguishers** throughout the hotel. The security department provides **fire drills** for all hotel employees. Each

hotel employee knows all emergency exits. The security department is in charge of **first aid kits**.

Questions

- 1. What services are provided by Housekeeping Department?*
- 2. What are the chambermaids' daily duties?*
- 3. What are typical guests' requests?*
- 4. What are the housekeepers supposed to report about?*
- 5. What is Security service in charge of?*
- 6. What safety and security measures are taken in hotels?*
- 7. What drills does the Security Department regularly carry out?*

Concierge

Concierge offers assistance with the following services: rail and air booking and flight confirmation; restaurant booking; arranging sightseeing tours and excursions; booking tickets to the theatre, concert halls, exhibitions and stadiums; sightseeing and transport information; providing interpreter's service; arranging transfers; visa support.

The service bureau offers the guests a wide range of sightseeing tours.

Every hotel has its own sightseeing tour programme. The typical Moscow sightseeing tour programme usually includes: a city tour; the Kremlin (the cathedrals, the mausoleum); the Kremlin Armory Chamber and Diamond Fund; the Tretyakov Gallery, the Pushkin Fine Arts Museum; countryside trips to Sergiev Possad, Suzdal, and the Golden Ring towns, etc.

Some unusual visits are also on offer: The Bolshoi Theatre Wings; The Museum of Aviation in Monino; The Training Center of Cosmonauts in Zvesdny Gorodok.

The charge rate of sightseeing tours depends on the number of excursionists.

Individual tours (2-4 pax) are more expensive than group tours (5 pax and more).

The concierge also books theatre, circus and concert tickets. When booking theatre tickets the concierge should inform the clients of booking terms and conditions:

- ☐ ☐ the latest booking time is 1.00 p.m. on the day of the performance;
- ☐ ☐ the latest cancellation time is noon of the day of the performance;
- ☐ ☐ in case of **late cancellation, a penalty fee** is charged: from noon till 2.00 p.m. – 50% from the ticket cost, after 2.00 p.m. – 100 % from the ticket cost.

In some hotels the concierge offers assistance with visa support. The booking guest is to send to the hotel a photocopy of his passport (**valid** within 7 months) and credit card details (the number and **expiry date**). The above documents along with a hotel **confirmation voucher** of tourist acceptance are handed over to the consulate. A travel visa can be obtained within 7 days.

Questions

- 1. What services are provided by the concierge?*
- 2. What attractions does the typical Moscow sightseeing programmed include?*
- 3. What does the charge rate of sightseeing tours depend on?*
- 4. What are the terms and conditions of booking theatre and concert tickets?*
- 5. What is the procedure of obtaining a visa?*

Medical Service

All hotels should provide qualified **medical aid**. According to the *Rules for Providing Hotel Services in Russia* the Hotel is to provide the Guest with free **ambulance call** and the **first aid kit**. Large hotels provide free **medical aid** 24 hours round. In case of emergency city medical services are to be provided.

Medical insurance covers all necessary **medical assistance**. Apart from it some hotels provide chargeable additional medical services such as dental consultations and treatment, massage etc.

Recreational Facilities

There is a health and fitness center in all large hotels providing a wide range of recreational facilities: open-air and inside swimming-pools, a solarium, saunas (Turkish and Finnish), a Jacuzzi with hydro-massage, gyms, massage service, aerobics and aquaaerobics classes etc. Health club attendants provide guests with bathrobes, slippers and towels. Skilled fitness instructors **work out** individual training **programs** and **nutrition diets**.

As a rule, swimming-pools, gyms and sauna are not chargeable. There's an extra charge for a solarium, Jacuzzi and massage service. There's a hairdresser's, a barber's, a beauty parlor and a cosmetologist's service at the guests' disposal in hotels. The payment for these services can be made **on the spot** or billed to the guest's account in the Reception.

The night club offers different kind of entertainment such as dancing, parties with pop stars, fashion and striptease shows. Recreational facilities may also include a casino.

Modern hotels offer a wide range of additional and **auxiliary services to meet guests' needs and requirements**. These are different kinds of shops, designer boutiques, exchange offices, souvenir stalls, pharmacies, florist's, bookstalls, a library, billiards, bowling etc. Some hotels provide a babysitting service as well.

Questions

1. *What medical aid is provided in hotels in Russia according to the Rules for Providing Hotel Services?*
2. *How are medical emergencies dealt with?*
3. *What additional medical service can be provided by hotels?*
4. *Does the medical insurance cover the additional medical services?*
5. *What recreational facilities are there in hotels?*
6. *Which of them are provided free of charge and which of them are chargeable?*
7. *In what way can the payment for these services be made?*
8. *What kind of entertainment can hotels offer?*

Практическое занятие № 14

Тема: Правила регистрации иностранных гостей.

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

Продолжительность работы: 90 минут.

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

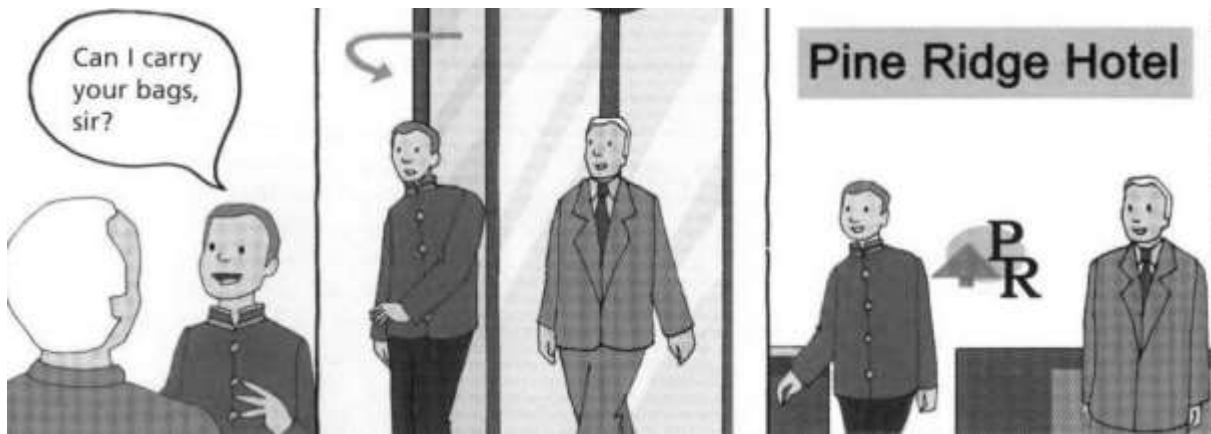
Задания к практическому занятию:

Ex. 1: Read about hotel checking in procedures and describe them.

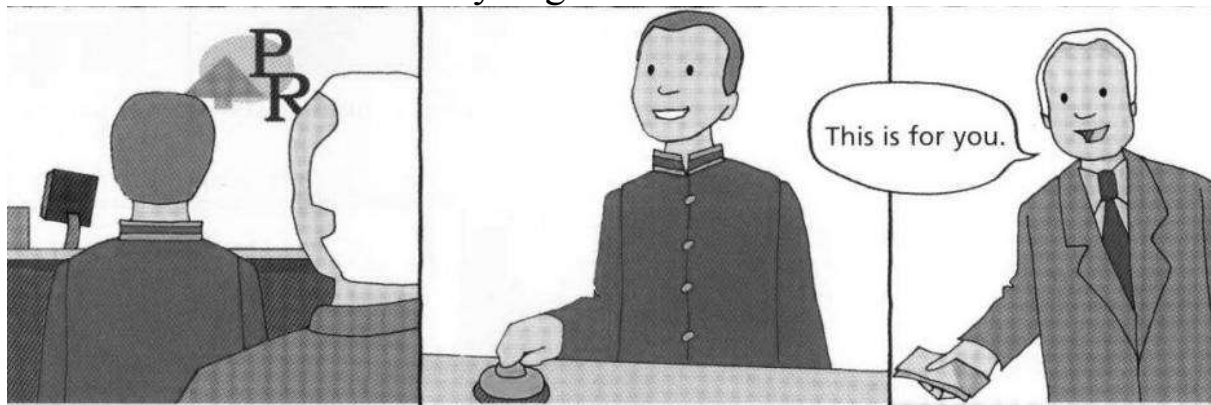
The Guest's experience: Arriving at the Hotel



The shuttle dropped Sam Munroe off. Mr. Monroe tipped the driver in front of the hotel.



Don, the bellhop, Sam followed Don through the revolving door and into the Mr. Munroe's lobby bags.

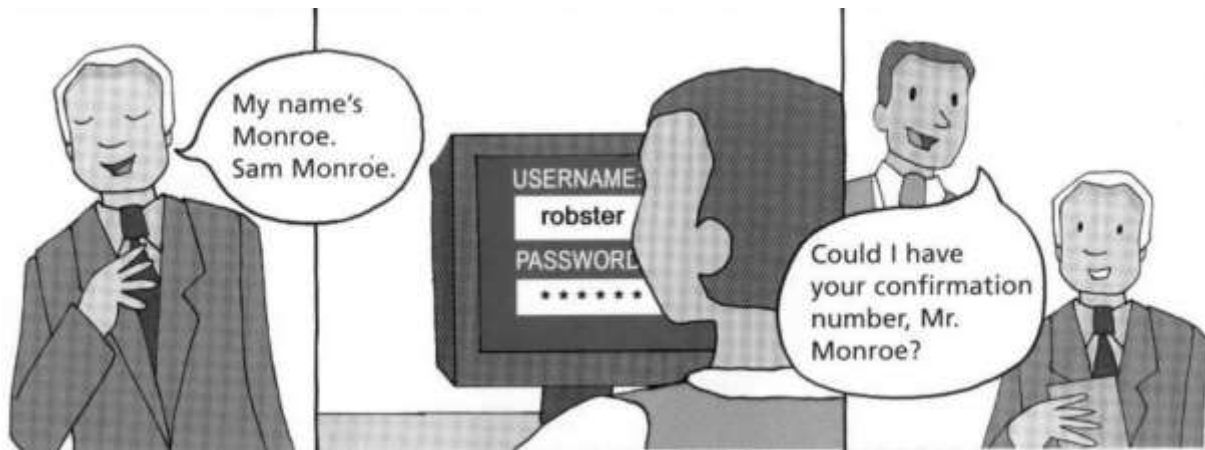


Don led Sam to the front desk. He rang the bell for service and Sam gave him a tip.

Welcoming a Guest with a Reservation



Alberto came out from the staff room and greeted the guest

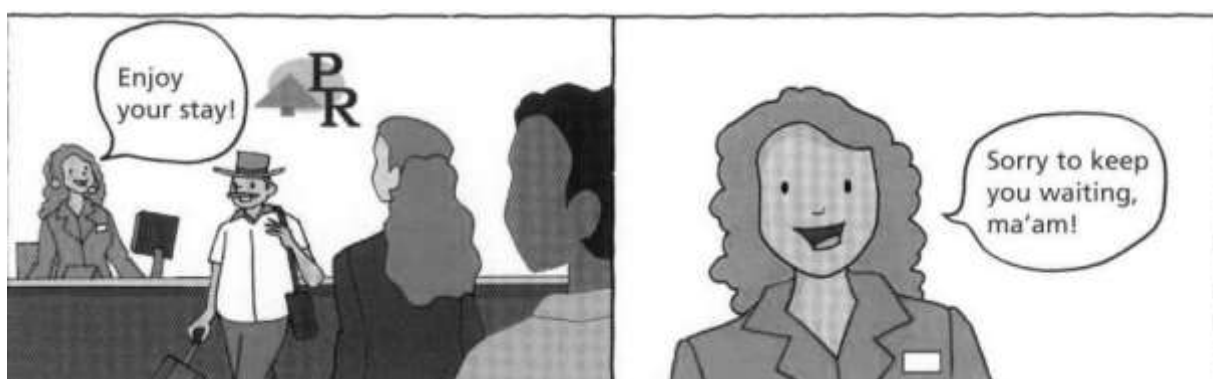


Sam identified himself.

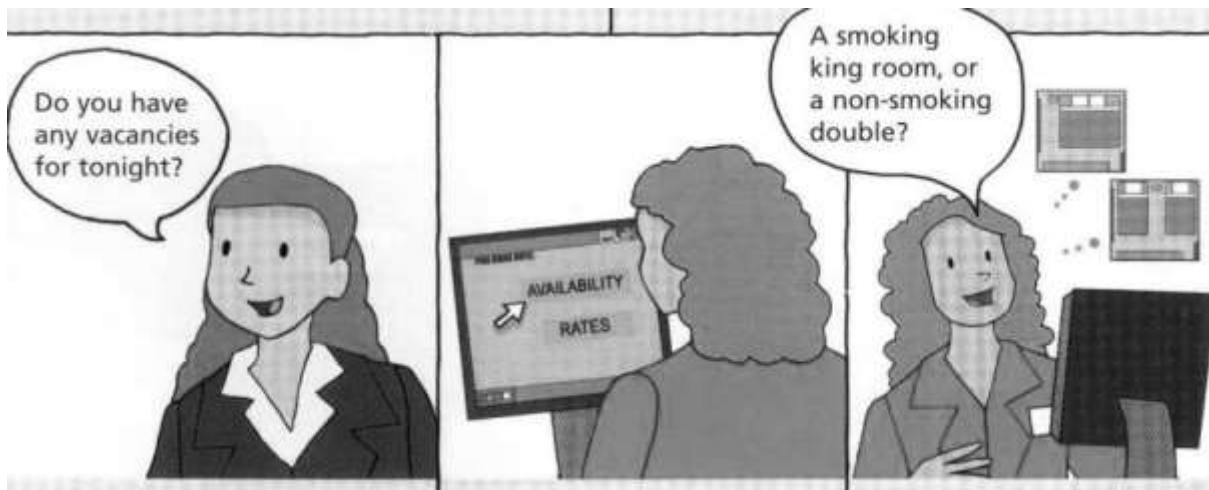


He checked that the information in the system was correct. He confirmed that Mr. Monroe had a non-smoking room.

Welcoming a Guest without a Reservation



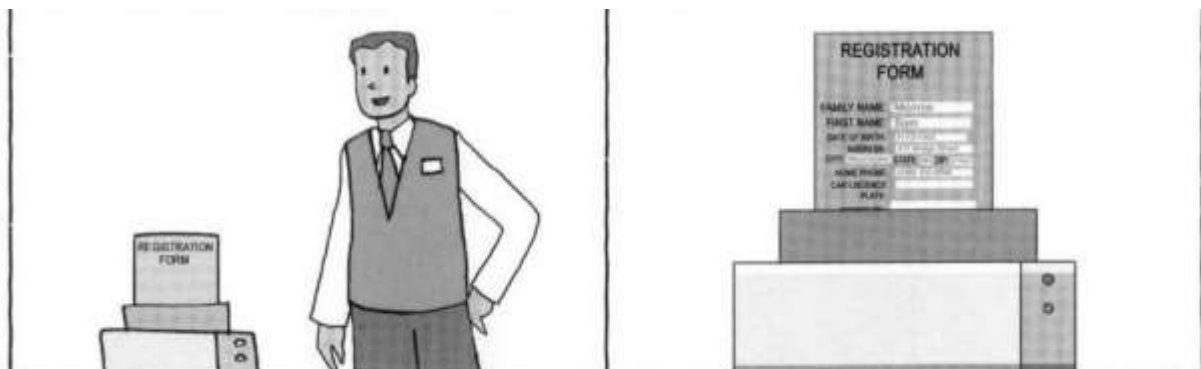
Sandra Randall waited in line at the front desk. Pat apologized for the delay.



Sandra chose the king room.

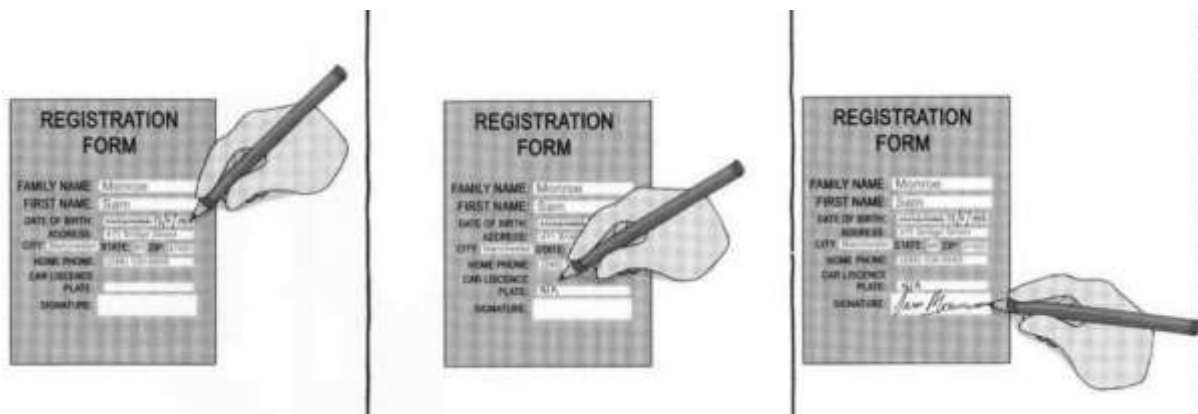
Pat created a new record for Sandra on the computer.

Filling out a Registration Form



Alberto printed out Mr Munroe's details on a registration form.

The software automatically filled in some of the fields.



Sam corrected the error Sam did not have a car license Sam signed the form.

REGISTRATION FORM	
FAMILY NAME:	Monroe
FIRST NAME:	Sam
DATE OF BIRTH:	41/12/1966 12/11/1966
ADDRESS:	411 Bridge Street
CITY:	Manchester
STATE:	MI
ZIP:	47660
HOME PHONE:	(248) 100-9999
CAR license	N/A
PLATE:	N/A
SIGNATURE:	Sam Monroe

Ex. 2: Speak on the following topics.

- ☐ ☐ Registering foreign guests
- ☐ ☐ Methods of payment
- ☐ ☐ Assigning rooms

Практическое занятие № 15

Тема: Виды и категории виз. Понятие миграционной карты.

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Study the vocabulary

a **visa** – виза

an entry – въездная

an exit – выездная

a guest – гостевая

a business – деловая

a multiple – многоразовая

a tourist – туристическая

visa support – визовая поддержка

to extend (visa, stay) – продлевать (визу, проживание)

passport details – паспортные данные

valid – действительный (о паспорте, визе)

personal information – личные сведения

the date and place of issue – кем и когда выдан паспорт

an extra bed (cot) – дополнительная кровать

a migration card – миграционная карта

VAT (value added tax) – НДС (налог на добавленную стоимость)

a credit card imprint – оттиск (копия) кредитной карты

Ex. 2: Practise the speech patterns.

1. **A:** You are welcome here. We are glad to see you in our hotel.

B: Good morning! I have a **reservation** for a single room for three nights at your hotel.

2. **A:** I **reserved** a room by telephone (fax, on-line booking).

B: Could I have the confirmation number? I'll check it on the computer...

A: Here's the **reservation confirmation**.

B: I'm dreadfully sorry, but I can't trace your **reservation confirmation**. What name is the reservation under?

3. **A:** A. You **are booked** two adjoining singles single room with bath, aren't you?

B: Yes, that's right.

A: What floor is the room on?

B: Your room is **on the executive floor**.

4. **A:** May I have your passport? I'll have to check the **passport details**.

B: Here you are.

A: Why do you need my passport?

B: I need your passport and **migration card** for registration. You'll get your passport back in an hour.

5. A: What type of visa do you have?

B: Tourist visa.

A: Your visa is **valid** for 30 days. If you'd like to stay longer be sure to **extend** your visa.

6. A: You reserved a room for three nights, didn't you? If you'd like to **extend** your stay with us let us know in advance.

B: Sure, I will.

7. A: Here's your **registration card**. Will you check the details?

B: Everything seems to be all right.

8. A: What is the **room rate**?

A single room with bath is ... per night.

Does the room rate include **VAT**?

Yes, the rate includes **VAT** and service.

9. A: Could you put an extra bed for a child?

B: Yes, we charge ... for an extra bed.

10. A: I'd like to stay in your hotel. But I have no reservation.

B: What room would you like?

A: I'd like a single room for two nights.

B: Just a moment, please. I'll just check what rooms we have **available**.

... Unfortunately, no single rooms are **available**. We can offer you only a **twin shared** room.

11. A: How will you be **settling** your **account**?

B: Do you accept Visa cards?

A: Yes, we accept all credit cards.

12. A: May I take an **imprint** of your credit card?

B: Sure. Here you are.

13. A: What is the **room rate** per night?

B: Here's our price list. All the rates are quoted including **VAT**.

A: Do you give any **discounts**?

B: **Rack rate** doesn't provide any discounts.

14. A: You'll have to fill in the **registration form**. Will you use block letters, please?

B: What should I write here?

A: You should write your full name, home address, citizenship, occupation, arrival and departure dates, date and place of birth, **passport details**, duration of stay.

15. A: Here's your **guest card**. You'll find here all the information about the hotel services. You should carry it all the time. You'll need it

as identification in the hotel restaurants and bars if you want meals and drinks charged to your account.

B: Thank you very much.

16. A: Here's your key-card.

B: Thanks a lot. Can anyone show me how to use it?

A: The bellboy will **escort** you to the room and show how to use your key-card. He will also give you all the necessary information about hotel facilities.

17. A: What about my luggage?

B: Don't worry. Your luggage will be taken up to your room in a few minutes. If you have any problems, ask the floor attendant or call up the reception. I wish you a pleasant stay in our hotel.

18. A: Let me introduce myself. I'm the group leader of the group from

...

We are booked 10 singles and 5 twins in your hotel.

B: Could you give me the **original voucher** to be **checked against** the travel agency's copy?

19. A: How many tourists are there in your group? How many males, female and married couples are there in the group?

B: Here's the **name list** and **rooming list** of the group.

A: Would you collect the tourists' passports and fill in the registration forms?

B: Sure.

20. A: The **check-out time** in our hotel is 12 o'clock noon. We'll have to remind you that all the rooms are to be vacated by this time.

B: But our flight is only in the evening.

21. A: Where can I leave valuables for safe-keeping?

B: A **safe deposit box** is available free of charge. We'll have to remind you that the hotel assumes no responsibility for the money and valuables left in the guestroom.

Ex. 3: Make up your own dialogues.

Практическое занятие № 16

Тема: Введение лексики по теме «Организация взаимодействия сотрудников с гостями при приеме, регистрации, размещении и выписки на английском языке».

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Look at the following advice for dealing with guests. What is considered polite in your country? How is it different from other cultures?

When dealing with guests you should always:

- ☐ ☐ address a guest by his/her title and surname or say *sir* or *madam*
- ☐ ☐ show that you are listening and understand
- ☐ ☐ be patient and answer all the guest's questions
- ☐ ☐ say *please* when asking the guest for something
- ☐ ☐ say *thank you* when the guest replies

Ex. 2: Look at the examples and complete the information below.

- ☐ ☐ Making polite requests

Could you spell your surname for me, sir?

Would you mind showing me your passports, please?

Do you mind waiting here?

- ☐ ☐ Making polite offers

Would you like me to call your room?

Would you like the porter to help with your luggage?

Ex. 3: Complete the dialogue with polite questions.

Receptionist: Can I help you, sir?

Guest: Yes, I'd like to check in, please.

Receptionist: Certainly, sir. _____ 1

Guest: It's Van Rooyen.

Receptionist: Ah, yes, Mr Van Rooyen. Single room for two nights.
_____ 2

Guest: Non-smoking, please.

Receptionist: _____ 3

Guest: Yes, here it is.

Receptionist: Thank you. I need to put your details into the computer.

Guest: That's OK. I don't need my passport right now so I can leave it with you and come and get it later this evening.

Guest: That'll be fine _____ 4

Receptionist: Oh, yes, please. They're a bit heavy. Thanks.

Практическое занятие № 17

Тема: Развитие лексических навыков. Время заезда и выезда. Расчетный час. Процедуры и политика раннего заезда и позднего выезда.

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Study the vocabulary.

1. checking in – регистрация

2. check-out time – расчетный час

3. a receptionist, room clerk – регистратор

4. a register – журнал регистрации

5. a registration card – регистрационная карточка

to fill in, complete a card – заполнить карточку

6. an authorization letter – авторизационное письмо

7. a hotel voucher – ваучер на проживание

the original voucher – оригинал ваучера

to check the original voucher against a copy – сверить оригинал ваучера с копией

Ex. 2: Complete the text with the words from the box.

checking in welcome registration check in (x2)

assigns checking-out available to provide

checks out reservations (x2)

When hotel guests arrive, they expect the front office clerks to offer them a nice 1 _____. They will want someone to help them in 2 _____. The front office is in the lobby of a hotel. It consists of the 3 _____ department and the reception desk or the front desk. The front desk provides sale of rooms, guest 4 _____, key service, message and mail service, guest accounts.

Each employee in the front office has got a specific task. The 5 _____ clerk will help the guest to arrange a booking. The receptionist or the room clerk will help the guest to 6 _____. When the receptionist watches the guest arrive, he meets and greets him. The receptionist asks the guest

to fill in a registration form and 7 ____ a room to him. Before the receptionist does it, he

or she will check the guest's booking and the 8 ____ accommodations. Most hotels offer single and double rooms. There are also some fine suites. A guest may ask the receptionist 9 ____ an extra bed in a double room for his family member.

A hotel guest always wants someone to take care of his room key. The front desk will do it. There is often a key drop at the desk. When the guest 10 ____, he wants someone to help him with accounts.

The cashier at the front desk will do it.

Every hotel manager relies on his front office to provide brief and convenient 11 ____ and 12 ____.

Ex. 3: Retell the text.

Ex. 4: Make up dialogues

Практическое занятие № 18

Тема: Практика устной речи. Составление диалогов у стойки администратора. Информирование гостей о расчетном часе, политике раннего заезда и позднего выезда.

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Read the training guide for hotel employees.

Guide to Checking-in and Welcoming Guests to the Royal Point Hotel

Step 1 Find an available room

For Walk-in Guests:

Ask the guest about the following information:

- ☐ ☐ Preferred room type
- ☐ single ☐ double ☐ smoking ☐ non-smoking
- ☐ ☐ Number of guests
- ☐ ☐ Length of stay

Use the information to look for a **vacancy**.

For guests with reservations

Ask the guest about the following information:

□ □ Name or **reservation number**

Step 2 Room Assignment and Registration

Assign a room to the guest. Then ask the guest to complete a **registration form**.

Step 3 Damage Deposit

Collect credit card information or cash for the damage deposit

Step 4 Issue Room Key

Give the guest the **room key** and wish him or her a nice stay at our hotel.

Ex. 2: Make up dialogues using the information from ex. 1.

Ex. 3: Put the words in the correct order to make responses to check-in problems.

1. your room / ready / isn't / you / I'm afraid / yet / for
2. as soon as / your room / is / housekeeping / me / to inform / I'll ask / ready
3. take / your luggage / will / of / the porter / care
4. I'm / overbooked / really / tonight / we're / but / sorry
5. reserved / for / at / next door / the hotel you / a room / I've
6. don't seem / reservation / we / your / to have
7. space / parking / I'm afraid / don't have / available / a / we
8. car park / public / the hotel / opposite / there's / a / a just

Практическое занятие № 19

Тема: Развитие навыков устной речи. Предварительная оплата. Способы оплаты: наличные денежные средства, банковские карты, безналичный расчет с организациями.

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Study the vocabulary.

1. a credit card holder – держатель кредитной карты

2. authorization – авторизация

to obtain authorization – получить разрешение на авторизацию

to authorize – разрешать, санкционировать

3. valid – действительный

to validate – узаконить, сделать действительным

invalid – недействительный

4. to clear – оплачивать по чекам

clearance – осуществление расчетов по чекам,
клиринг чеков

5. to issue – выписывать

6. an expiry date – истечение срока действия карты

7. the amount to be charged – взимаемая сумма

8. to exceed the limit – превышать лимит

9. to damage a card – повредить карту

10. traveler's cheques – дорожные чеки

11. a credit card statement – выписка счета

12. a printout – распечатка

13. to transfer – переводить деньги на счет

14. Electronic Fund Transfer System – система электронных
денежных переводов

15. a bank multifunction card – банковская многофункциональная
карточка

16. transaction – сделка, операция

over-the-counter – финансовая операция через операциониста

17. to charge a commission on a transaction – взимать
комиссионные с совершенной сделки

Ex. 2: Read and then retell the text.

Methods of Payment

There are different methods of payment which a payer can use nowadays.

They are cash, personal cheques, traveler's cheques, credit cards, charge cards, multifunction bank cards, Electronic Funds Transfer System.

Cash is a commonplace and simple method of payment. It's easy to use – customers don't need any cashing facilities. When you say that you will pay in cash, it means that you have the necessary amount of money in notes and coins.

Normally national currency of the country will be expected.

According to the law you will be obliged to change your money for the local currency when you travel abroad. The exchange rate is displayed at the bank or exchange offices. The exchange rate is the value of the money of one country compared to that of another. A buying and a

selling rate is shown. A commission is usually taken by the bank which is a percentage for the **transaction**.

In tourism and hospitality it's convenient to pay in cash when you owe small amounts. Cash is fine when you leave tips to porters and waiters, pay for taxis or buy gifts. Nevertheless, it's not convenient to pay in cash for expensive goods and services. In this case electronic payments like credit cards, charge cards, bank multifunction cards, smart cards etc. are preferable.

More and more companies accept cards as a method of payment. They establish relationships with credit organizations and install the electronic equipment to service their customers – **card holders**.

A credit card is a plastic card with which the card holder borrows money from the bank or another credit company and purchases goods and services up to a certain limit without immediate payment. The supplier gets paid immediately by the bank or the credit company. The card holder then pays off his debt if he doesn't pay it in full. Visa is the world market leader among credit cards. Then come MasterCard and Access.

American Express and Diners Club are not credit cards. They are **charge cards**. With **charge cards** you are not allowed to take out a new credit before you have **paid off** the total amount charged at the end of the month. With credit cards you are not obliged to pay your bills in full at the end of the month. You have to pay just some minimum balance which will be shown in the statement. Then you can get a new credit.

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

The card bears the name of the issuing company and its type, its number which is the account number, the date —Valid from‖, the **expiry** date, and the name of the card holder.

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

When the card is used, its holder is asked for his or her passport or other identification document. Both charge and credit cards have the **expiry** date which is the end of the period when the holder can use them. When the card is out of date, the holder must obtain a new one.

One of the electronic methods of payment is the **Electronic Funds**

Transfer System. Payment there takes place when you insert your credit or bank card in a terminal connected with a bank computer and type your PINcode which **validates** the transfer. This system has already replaced a lot of banking papers and cheques.

There's a new type of credit cards – smart cards. In smart cards the information is contained in a microchip, while in other cards it is contained in a magnetic stripe. With those cards it is not required to use a PIN-code for online identification. However, smart cards were not widely accepted by the market at first. It was estimated that the production of smart cards was four times as costly as bank multifunction cards.

A **bank multifunction card** is a card issued by the bank which authorizes the customer **to withdraw** cash to use it for different functions and there is no limit on each payment. The money will be just **transferred** from your bank account to the account of the **payee**. They are known as —Switch, —Connect and —Delta.

Traveller's cheques are very convenient as a method of payment in tourism. They are used to pay bills in hotels, restaurants and shops. Traveller's cheques are cheques which you can change for foreign local cash money at an overseasbank when you travel abroad. A commission of 1 to 2 per cent will be charged on traveler's cheques by the bank for the **transaction**. They don't have any **expiry** date. Once they are bought, they are **valid** for an unlimited period of time. You can take them any time you travel overseas.

With traveler's cheques you don't have to carry large amounts of cash because they are very safe to carry. When the buyer signs them at the moment of buying, it means they will be protected from **forgery**, because he has to **countersign** them in front of the staff member who will compare the two signatures before accepting them. If they are lost or stolen they can't be used by another person as long as they bear the signature of the buyer but not **countersignature**.

When traveler's cheques are cashed, the customer is asked to produce his or her passport for identification. Beside, all traveler's cheques are numbered and a special record or **sales advice** is given to the buyer with all the traveler's

cheques numbers. The buyer is recommended not to keep the cheques and the **sales advice** together in one place and not to **countersign** them in advance. In case the cheques are lost, their numbers and amounts are

preserved. Thus, they can be refunded or replaced by the issuing company.

Практическое занятие № 20

Тема: Практика устной и письменной речи. Составление диалогов у стойки администратора. Предварительная оплата различными способами.

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Practise the checking-in conversations.

1

Receptionist: Good afternoon, sir. Do you have a reservation?

Guest: No, I don't. Do you have a double room for two nights?

Receptionist: Yes, we do.

Guest: Oh, good.

Receptionist: I'll just check what rooms we have available. Just a moment, please.

Guest: Oh, OK, thanks.

Receptionist: Yes, now, let's see... room 414 is free. It's on the fourth floor and it has a sea view with twin beds.

Guest: Oh, that sounds fine. How much is it?

Receptionist: Well, the cost is \$150 per night, including buffet breakfast.

Guest: Oh, fine.

Receptionist: Would you fill out the registration form, please?

Guest: Oh. Yes, sure.

Receptionist: Thank you very much. Could I see your passport, please?

Guest: Here it is.

Receptionist: Thank you very much. How will you be paying for your room?

Guest: By Visa.

Receptionist: May I have your credit card, please?

Guest: Certainly, here you are.

2

Receptionist: Good afternoon. May I help you?

Guest: Yes. I have a room booked. My name is O'Neill.

Receptionist: Ah, yes, Ms O'Neill. Yes, it's a single room with a sea view until Saturday, is that right?

Guest: Yes. How much does it cost?

Receptionist: Well, it's \$95 a night but that does include buffet breakfast.

Guest: OK. I'll be paying by MasterCard.

Receptionist: Fine. Would you just fill out the registration form?

You'll be in room 301, which is on the third floor.

Here's your key and your key card.

Guest: Oh, thank you.

3

Receptionist: Good morning. Welcome to Kimuni Hotel. May I help you?

Guest: Good morning. I want to check in.

Receptionist: Do you have a reservation/Have you got a reservation?

Guest: Yes, under (the name of) Chris Scott.

Receptionist: Please wait a moment. I will check it first. Yes, Mr Scott. We have your reservation for one deluxe room.

Check in today and check out on January 03, total 7(seven) nights. Is that correct (in order)?

Guest: Yes, It's correct.

Receptionist: Could you fill in this registration form, please?

Guest: Here you are.

Receptionist: Thank you. How will you pay (settle) your bill?

Guest: Can I pay by credit card?

Receptionist: Sure/Certainly. We accept Amex, Visa, Master, BCA and JCB card.

Guest: I will pay by Visa Card.

Receptionist: Could I imprint your card, please/Could I take an imprint of your credit card, please?

Guest: Sure. Here you are.

Receptionist: Thank you. Here you are.

Guest: Mr Scott, your room number is 4425. Here is the room key. Our bell boy will escort you to the room. Enjoy your stay with us. / Have a nice stay with us.

4

Receptionist: Welcome to the Beachside Inn. How may I help you?

Guest: I'd like a room, please?

Receptionist: Would you prefer a single or a double?

Guest: A double, please. How much is that?

Receptionist: It's \$145.00 a night. How many nights will you be staying?

Guest: Just tonight.

Receptionist: OK. One night comes to \$145.00 plus tax. May I have your name please?

Guest: It's Davies. Robertson Davies

Receptionist: And how do you spell that, sir?

Guest: It's D-A-V-I-E-S.

Receptionist: So that's D-A-V-I-E-S. How would you like to pay for the room?

Guest: Do you take VISA?

Receptionist: Yes, we do. We take VISA, Mastercard, and American Express.

Guest: Great. I'll pay with VISA then. What time is checkout?

Receptionist: Checkout is at 10 o'clock. Your room number is 505.

Is there anything else you would like to know?

Guest: Is there a pool here?

Receptionist: Yes, there is. It's on the 2nd floor. But you have to bring the towel from your room.

Guest: And how about a restaurant?

Receptionist: There are restaurants on the 1st and 3rd floor and there's a café next to the lobby.

Guest: Great. What time does the restaurants close?

Receptionist: They both close at 10:00 p.m.

Guest: 10 p.m.? Thanks. Oh! And can I get a wake-up call for 6:30 a.m.

Receptionist: Sure. No problem. Wake-up call for 6:30 a.m. Enjoy your stay.

5

Guest: I have a reservation. My name is John Sandals.

Receptionist: May I see your ID, please, Mr. Sandals?

Guest: Certainly. Here it is.

Receptionist: Thank you. Do you have a credit card, Mr. Sandals?

Guest: Yes, I do. Do you accept American Express?

Receptionist: Sorry, sir, just VISA or MasterCard.

Guest: Here's my VISA card.

Receptionist: Okay. You're in room 507. It's a single queen-size bed, spacious, and nonsmoking. Is that suitable?

Guest: Yes, it sounds like everything I expected.

Receptionist: Here's your key, sir. If you need anything, just dial 0 on your room phone.

6

Receptionist: Good evening. May I help you?

Guest: Yes, I have a reservation. The name is Johnson.

Receptionist: Ah, yes. Would you fill out this form, please?

Guest: Here you are.

Receptionist: You've booked a single room for 3 nights, is that right?

Guest: Yes... and I want a non-smoking room please.

Receptionist: Sure, no problem. Your room is on the 2nd floor, Room 233. Here's your key.

Guest: Thanks. By the way, is there a safe deposit box in my room?

Receptionist: Yes, it's inside the closet.

Guest: Great! Is there a place where I can use the Internet?

Receptionist: Yes, there is a business center just around the corner where you can use the Internet and fax machines.

Guest: Oh great! And is there a restaurant in the hotel?

Receptionist: Yes. It is located to the right of the lobby.

Guest: OK. Until when is the restaurant open?

Receptionist: It's open until 11 p.m.

Guest: Great! Thanks a lot.

Receptionist: You're welcome. Enjoy your evening.

7

Receptionist: Good afternoon. Welcome to the Grand Woodward Hotel. How may I help you?

Guest: I have a reservation for today. It's under the name of Hannighan.

Receptionist: Can you please spell that for me, sir?

Guest: Sure. H-A-N-N-I-G-H-A-N.

Receptionist: Yes, Mr. Hannighan, we've reserved a double room for you with a view of the ocean for two nights. Is that correct?

Guest: Yes, it is.

Receptionist: Excellent. We already have your credit card information on file. If you'll just sign the receipt along the bottom, please.

Guest: Whoa! Five hundred and ninety dollars a night!

Receptionist: Yes, sir. We are a five star hotel after all.

Guest: Well, fine. I'm here on business anyway, so at least I'm staying on the company's expense. What's included in this cost anyway?

Receptionist: A full Continental buffet every morning, free airport shuttle service, and use of the hotel's safe are all included.

Guest: So what's not included in the price?

Receptionist: Well, you will find a mini-bar in your room. Use of it will be charged to your account. Also, the hotel provides room service, at an additional charge of course.

Guest: Hmm. Ok, so what room am I in?

Receptionist: Room 487. Here is your key. To get to your room, take the elevator on the right up to the fourth floor. Turn left once you exit the elevator and your room will be on the left hand side. A bellboy will bring your bags up shortly.

Guest: Great. Thanks.

Receptionist: Should you have any questions or requests, please dial '0' from your room. Also, there is internet available in the lobby 24 hours a day.

Guest: Ok, and what time is check-out?

Receptionist: At midday, sir.

Guest: Ok, thanks.

Receptionist: My pleasure, sir. Have a wonderful stay at the Grand Woodward Hotel.

Ex. 2: Make up dialogues

Практическое занятие № 21

Тема: Практика устной и письменной речи. Составление диалогов у стойки администратора. Работа со счетами гостей: начисление.

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: State the following statements as True or False.

1. Cash is easy to use – customers don't need any cashing facilities.
2. Payments in hotels should be made in any currency.

3. The exchange rate is the value of the money of one country compared to that of another.
4. No commission is usually taken by the bank for currency exchange.
5. It's convenient to pay in cash for all chargeable hotel services.
6. Cash can be received with over-the-counter transactions or in ATM.
7. A credit card is a plastic card with which the card holder borrows money from the bank.
8. American Express and Diners Club as well as Visa and MasterCard are international credit cards.
9. With charge cards you can take out a new credit whenever you wish.
10. Both a charge and a credit card have the expiry date.
11. When a card is used, it will be —swiped through an electronic payment terminal and the imprint of it will be taken.
12. With Electronic Funds Transfer System a payment takes place when you insert your credit or bank card in a terminal.
13. A bank multifunction card is a card issued by the bank which authorizes the customer to withdraw cash to use it for different functions.
14. Traveller's cheques are not often used in hotels.
15. Traveller's cheques are cheques which you can change for foreign local cash money at an overseas bank when you travel abroad.

Ex. 2: Give the definitions of the following terminology.

▪ the exchange rate ▪ a card holder ▪ a credit card ▪ charge card ▪ a sales voucher ▪ a smart card ▪ Traveller's cheques ▪ sales advice

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

Cash

Cash is a commonplace and simple method of payment. It's easy to use — customers (**not/ need**) any cashing facilities. When customers (**pay**) in cash, it (**mean**) that they have the necessary amount of money in notes and coins.

Normally national currency of the country (**expect**).

According to the law travellers (**be obliged**) to change their money for the local currency when they (**travel**) abroad. The exchange rate (**display**) at the bank or the exchange office. The exchange rate is the value of the money of one country (**compare**) to that of another. A (**buy**) and a (**sell**) rate (**show**). A commission usually (**take**) by the bank which is a percentage for the **transaction**.

In tourism and hospitality it's convenient to pay in cash when you (**owe**) small amounts. Cash is fine when you (**leave**) tips to porters and

waiters, **(pay)** for taxis or **(buy)** gifts. It's not convenient to pay in cash for expensive goods and services.

Travelers **(not/ recommend)** to carry a lot of cash on them because it's not safe. There are lots of police records in every country when money **(lose)** or **(steal)** from foreigners.

Ex. 4: Retell the text in the writing form.

Практическое занятие № 22

Тема: Практика устной речи. Составление диалогов у стойки администратора. Конфликтные ситуации при расчетах с гостями и алгоритм их разрешения.

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-визуальные средства, презентации.

Задания к практическому занятию:

Ex. 1: Study the information.

When checking out the guest should **settle** the **full account** for accommodation and chargeable extras.

The **payment** can be **made** in cash, by credit card, account to company, voucher, traveller's cheques.

The following **charges** are **entered** on the **guest's account**: the charge for the guest's room; the extra charges (resulting from the use of additional services); telephone bills.

The payment for hotel accommodation is charged on **the check-out time** (12:00 noon) basis. If the client exceeds the stay agreed upon, he is charged for the stay in the following manner:

- ☐ ☐ no more than 6 hours overstay – charge per hour of stay;
- ☐ ☐ from 6 to 12 hours of overstay – half of daily charge;
- ☐ ☐ from 12 to 24 hours of overstay – full day's charge (unless there is a system of charging per hour)

When the stay does not exceed 24 hours, the client is charged for a night (24 hours), regardless of check-out time.

The following checklist is useful when preparing bills:

- ☐ ☐ Avoid hidden extras – guests are not happy if they feel overcharged
- ☐ ☐ Display an up-to-date price list at all times

- ☐ ☐ Include any extra costs and taxes on price lists
- ☐ ☐ Deal with bill queries politely and efficiently
- ☐ ☐ Remember that guests can easily forget what services they have used
I'll check our records. It says here there was a call yesterday evening.
- ☐ ☐ Stay calm, apologize and offer to correct mistakes immediately
Oh, yes, I do apologize, we have made a mistake here. That should be...

Ex. 2: Answer the questions:

1. What are the guests supposed to do when checking out?
2. What are the methods of payment?
3. What charges are entered on the guest's account?
4. What basis is the payment for hotel accommodation made on?
5. What are the terms of payment in case if the guest vacates the room after the check-out time?
6. What tips may be useful for preparing bills?

Ex. 3: Make up dialogues.

Практическое занятие № 23

Тема: Практика устной и письменной речи. Составление диалогов у стойки администратора. Работа со счетом гостя: разделение, скидка, корректировка.

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: What happens at check-out? Complete the sentences below.

The guest hands over his key, and says that he wants to _____ out.

The cashier checks to see if there are any _____ that have still to be added to the _____. He makes up the complete bill, and hands it over to the Reception Clerk who gives it to the _____. The Reception Clerk answers any questions about the bill which the guest wishes to ask.

The guest _____ the bill, and is given a _____. Then the Clerk marks the room as vacant but not ready' and notifies the other _____ of the hotel (housekeeping, telephones, etc.) so that they can update their lists.

Ex. 2: Make up dialogues

Ex. 3: Read the hotel bill.

Thank you for staying at the Royal Point Hotel

Below is a summary of charges for your stay.

Guest: Samson, Oscar 3506 Utrecht Rd, Dallas, TX 98100 USA

Dates of stay: Jan 06 – Jan 08

Guest number: 14021 Room number: 341

Date	Description	Charges
1/06	Room charge	90.00
1/06	Room service	25.00
1/06	Dining service charge	5.00
1/07	Rooms charge	90.00
1/07	Long distance calls	80.00

Amount due at check-out: \$218.

Please settle the account by paying the total balance at the front desk at check-out. Cash, credit card or personal check payments are accepted. To avoid additional charges, please pay the balance and return the room keys by noon.

Keep this copy of your bill for your records. Direct any questions to the front desk clerk. We hope you enjoyed your stay. Come back and see us again soon!

Ex. 4: Answer the questions.

1. What is the purpose of the document?
2. What is true about Mr. Samsan?
3. What is probably true about guests who pay their bills after 12p.m.

Практическое занятие № 24

Тема: Практика устной и письменной речи. Правила поведения в конфликтных ситуациях с потребителями. Алгоритм работы с жалобами гостей.

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Write the instructions according to the problems

- There's some dirt in the closet.
- There're fingerprints on the window.
- The garbage is full.
- My toilet is overflowing.
- We have a stain on the carpet in our room.
- The tap is dripping.
- The shower curtain is ripped.
- The sink is partly blocked and doesn't drain properly.

Ex. 2: Make up dialogues

Ex. 3: 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.

Практическое занятие № 25

Тема: Практика устной и письменной речи. Составление диалогов у стойки администратора. Оплата услуг. Выписка гостей.

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Answer the questions in the writing form

1. What are the guests supposed to do when checking out?
2. What are the methods of payment?
3. What charges are entered on the guest's account?
4. What basis is the payment for hotel accommodation made on?
5. What are the terms of payment in case if the guest vacates the room after the check-out time?
6. What tips may be useful for preparing bills?

Ex. 2: Read the situation, fill in the gaps and then discuss

The guest hands over his key, and says that he wants to _____ out.

The cashier checks to see if there are any _____ that have still to be added to the _____. He makes up the complete bill, and hands it over to the Reception Clerk who gives it to the _____. The Reception Clerk answers any questions about the bill which the guest wishes to ask.

The guest _____ the bill, and is given a _____. Then the Clerk marks the room as vacant but not ready' and notifies the other _____ of the hotel (housekeeping, telephones, etc.) so that they can update their lists.

Ex. 3: Read the dialogues and make up your own

Dialogue 1

Reception: Did you enjoy your meal, Mr. Parr?

Guest: Yes, it was very nice indeed. I haven't eaten so well for years. Could I have the bill now, please?

Reception: Certainly, sir. I have it ready for you.

Guest: Ah, thank you. Tell me, is this the total amount here?

Reception: No, sir. That amount is for your food and wine. Then there's an extra fifteen per cent service charge. The total charge is here.

Guest: Good. I see. Do you accept credit cards? I've only got a little cash with me?

Reception: That's no problem. If you let me have your card, I'll get the sales voucher for your signature.

Guest: Good. There's no hurry. I'll just finish my cigar.

Dialogue 2

Reception: Good morning, Mr. Johnson.

Guest: Good morning. Is my bill ready?

Reception: Yes. Here is your bill and an allowance slip as well.

Guest: Sorry, could you explain what this means?

Reception: This is an allowance slip for five hundred and fifty pesos. You see there was a mistake in your bill.

Guest: Fine. And this is the bill then?

Reception: That's right. It's for one thousand seven hundred and fifty five pesos. And we have to deduct the five hundred and fifteen pesos from that amount.

Guest: OK. It all seems in order.

Reception: How do you want to pay the bill?

Guest: In cash.

Reception: In pesos?

Guest: Yes.

Reception: Right. One moment and I'll write out a receipt.

Практическое занятие № 26

Тема: Разговор по телефону – гость пытается определиться с выбором отеля в городе. Выбирает между отелем в котором работает администратор и другим отелем аналогичного класса. Просит администратора помочь в выборе, аргументированно убедить его забронировать отель, в котором работает администратор.

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Look at these rules of behaviour for using the phone. Which do you think are the three most important points?

Rules for using the phone – some DOs and DON'Ts

1. Have all the documents you need before you dial the number.
2. Speak clearly so that the other person can understand you easily.
3. Always confirm each point of information you are given. Don't pretend that you have understood when you haven't.
4. Speak in a polite and friendly voice – the client can't see what a nice person you are.
5. Behave in an efficient way, even if you're just taking a message.
6. Make notes during a call – don't rely on your memory. Read all the important details back to the client from your notes.
7. Let the other person finish what they want to say – don't interrupt them.
8. Send a follow-up fax or letter to confirm any important details (especially prices and dates), so that you both have a written record of them.

Ex. 2: Read the text.

When you have been asked to find a **venue** and organize a conference, there are certain points you should know before you can actually make the booking.

The first, the most important point, is the number of **attendees**. Is it a big conference – say for fifty or 100 people – or a small **board meeting** for just six, because it makes a big difference to the size of room and all the arrangements. So number one is the number of delegates.

The next thing to decide is what you actually want to achieve with your conference: either it is a **training session** or a **sales lunch**. You may get all your sales people together and you show them a new product. That is very different from a **training session**.

Then you have to decide how long your conference is going to last and what time of the year you want to **hold** it. The type of activities and functions can depend on the weather, for instance, if you intend to **hold an evening garden party**.

Another point is where the conference is going to take place. Before you can decide on this, you must know where the people that you are expecting to **attend** will be coming from. Will it need to be reasonably central – near to an airport, near to good railway connections, or easy to get to by road?

Are there adequate car parking facilities?

And of course you need to know who is actually paying for the conference. Are the delegates paying for themselves or is the company paying? Usually the company pays for the main part of the conference

and the delegates pay for their drinks and telephone calls and extra services.

Once you've decided on all that and you've found your **venue**, you'll have to think about the things that you'll require while you're there: things like conference room size, how you're going to want the room laid out. If it's very informal you won't need a very big room, but if you need everybody with desks you'll need a larger room. If you have a very large meeting in the ballroom you may need people sitting in rows like in a lecture theatre. You'll also have to decide whether you need **syndicate rooms** – that's small rooms for fifteen to twenty people, and if you're going to use syndicate rooms, how many rooms you'll need. You then come onto your conference equipment. If someone is giving a presentation, they will need **overhead projectors**, flip charts, **slide projectors**.

You also need to know what refreshments your delegates will require. If you've got your delegates sitting in a conference all morning, by the time they get to lunch time they're going to be very thirsty, so you need a break in the middle for a cup of coffee and a chance for the delegates to stretch their legs.

You need to find out the dining requirements – will they be privatelydined or is it okay for them to sit at small tables in the main dining room?

Perhaps you want a **gala dinner** on the last evening to make it more of an occasion.

Then you can get down to the menu arrangements – what are you actually going to eat? At lunch time delegates often have only forty-five minutes to an hour, and so they'll want a fast **buffet service**. If the delegates need to work through lunch you can have a **finger buffet** brought in.

Another thing to consider is accommodation and how many of the delegates will be staying. Perhaps some of the guests are very important people, so you'll want to put them into better rooms than the ordinary delegates. So you must work out a rooming list.

And finally if it is a **residential conference**, are the delegates going to have any leisure time? Perhaps they want to go out and see the local sights, perhaps they want an organized sporting activity. If the delegates are here for a long time they might want to go to a local pub. Will they want a disco or a casino set up, or will they want a party?

So, when you have all this information you can go about booking.

Ex. 3: Work with a partner. Role play the situation using the information from the text.

Student A: You are the guest who is looking for the hotel.

Student B: You are the administrator. Your task is to persuade the guest to choose your hotel.

Практическое занятие № 27

Тема: Заселение гостя walk-in. Просит администратора о том, что если по телефону им будет интересоваться кто-то из полиции, не говорить, что он проживает в данном отеле (кредитная карта не его, потом просит заплатить наличными).

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Study the 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 – Не вешайте 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 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.

Ex. 3: Work with a partner. Role play the situation using speech patterns.

Student A: You are the guest walk-in. You ask the administrator to hide him from the police.

Student B: You are the administrator.

Практическое занятие № 28

Тема: Разговор по телефону – запрос бронирования. Прямая бронь. Семья с двумя детьми. Предложить варианты размещения, осуществить бронирование.

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Read the text about telephone service in hotels and answer the questions.

Telephone service

Telephone service may be called in different ways: telephone station, **switchboard** or **PABX**. PABX stands for private automatic branch exchange. This area is commonly referred to as the switchboard and is staffed by switchboard / telephone operators.

Most large hotels have room-to-room dialing by which guests in one room can dial directly to another room. There is the home and outside line phone in most of hotels.

The greatest duty of a telephone operator is that of transferring calls from outside the hotel to the appropriate guest room. For security measurement, operators must do this without giving out the room number of a hotel guest.

The telephone operator may seldom be face-to-face with guests of the hotel, but plays an important role in representing the hotel to the guest. For this position, a friendly and courteous tone of voice is all-important.

The duties of the telephone operator include:

- ☐ ☐ Answering incoming calls
- ☐ ☐ Directing calls to guestrooms through the switchboard / PABX system
- ☐ ☐ Providing information on guest services
- ☐ ☐ Processing guest wake-up calls
- ☐ ☐ Answering inquiries about hotel facilities and events

If the guest wants some service such as a wake-up call, room service or bell service, he may call the switchboard operator. The operator can connect the guest with any hotel service: the Front Office, the Housekeeping, the Bell Service, the Room Service or the concierge.

The operator handles outside calls too: local, long-distance and international.

If the caller asks to put him through to the guest's room number and the guest isn't in at the moment, the operator should take a voice or text message for him. Forms for taking telephone messages read: date, time, caller's name, guest's name, room number, operator's name.

The guest's message can also indicate the following: —Urgent!, —Call him (her), —Call back later|| etc.

The phone **bills** are **posted** to the **guest's account** and are **settled** when the guest checks out.

Questions

1. What is hotel telephone service called? What does PABX stand for?
2. What are the duties of a telephone operator?
3. What is the telephone operator supposed to do if the guest the caller is calling isn't in?
4. What method of payment is used to settle the telephone bills?

Ex. 2: Complete the dialogue with polite questions.

Receptionist: Can I help you, sir?

Guest: Yes, I'd like to check in, please.

Receptionist: Certainly, sir. _____1

Guest: It's Van Rooyen.

Receptionist: Ah, yes, Mr Van Rooyen. Single room for two nights.
_____2

Guest: Non-smoking, please.

Receptionist: _____3

Guest: Yes, here it is.

Receptionist: Thank you. I need to put your details into the computer.

Guest: That's OK. I don't need my passport right now so I can leave it with you and come and get it later this evening.

Guest: That'll be fine _____4

Receptionist: Oh, yes, please. They're a bit heavy. Thanks.

Ex. 3: Work with a partner. Role play the situation using speech patterns.

Student A: You are the guest with a family. You want to check in.

Student B: You are the administrator.

Практическое занятие № 29

Тема: Заселение по предварительной брони. Гость раздражен полетом и трансфером (не вина отеля), крайне утомлен.

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Read the dialogues

1

Guest: I have a reservation. My name is John Sandals.

Receptionist: May I see your ID, please, Mr. Sandals?

Guest: Certainly. Here it is.

Receptionist: Thank you. Do you have a credit card, Mr. Sandals?

Guest: Yes, I do. Do you accept American Express?

Receptionist: Sorry, sir, just VISA or MasterCard.

Guest: Here's my VISA card.

Receptionist: Okay. You're in room 507. It's a single queen-size bed, spacious, and nonsmoking. Is that suitable?

Guest: Yes, it sounds like everything I expected.

Receptionist: Here's your key, sir. If you need anything, just dial 0 on your room phone.

2

Receptionist: Good evening. May I help you?

Guest: Yes, I have a reservation. The name is Johnson.

Receptionist: Ah, yes. Would you fill out this form, please?

Guest: Here you are.

Receptionist: You've booked a single room for 3 nights, is that right?

Guest: Yes... and I want a non-smoking room please.

Receptionist: Sure, no problem. Your room is on the 2nd floor, Room 233. Here's your key.

Guest: Thanks. By the way, is there a safe deposit box in my room?

Receptionist: Yes, it's inside the closet.

Guest: Great! Is there a place where I can use the Internet?

Receptionist: Yes, there is a business center just around the corner where you can use the Internet and fax machines.

Guest: Oh great! And is there a restaurant in the hotel?

Receptionist: Yes. It is located to the right of the lobby.

Guest: OK. Until when is the restaurant open?

Receptionist: It's open until 11 p.m.

Guest: Great! Thanks a lot.

Receptionist: You're welcome. Enjoy your evening.

3

Receptionist: Good afternoon. Welcome to the Grand Woodward Hotel. How may I help you?

Guest: I have a reservation for today. It's under the name of Hannighan.

Receptionist: Can you please spell that for me, sir?

Guest: Sure. H-A-N-N-I-G-H-A-N.

Receptionist: Yes, Mr. Hannighan, we've reserved a double room for you with a view of the ocean for two nights. Is that correct?

Guest: Yes, it is.

Receptionist: Excellent. We already have your credit card information on file. If you'll just sign the receipt along the bottom, please.

Guest: Whoa! Five hundred and ninety dollars a night!

Receptionist: Yes, sir. We are a five star hotel after all.

Guest: Well, fine. I'm here on business anyway, so at least I'm staying on the company's expense. What's included in this cost anyway?

Receptionist: A full Continental buffet every morning, free airport shuttle service, and use of the hotel's safe are all included.

Guest: So what's not included in the price?

Receptionist: Well, you will find a mini-bar in your room. Use of it will be charged to your account. Also, the hotel provides room service, at an additional charge of course.

Guest: Hmm. Ok, so what room am I in?

Receptionist: Room 487. Here is your key. To get to your room, take the elevator on the right up to the fourth floor. Turn left once you exit the elevator and your room will be on the left hand side. A bellboy will bring your bags up shortly.

Guest: Great. Thanks.

Receptionist: Should you have any questions or requests, please dial '0' from your room. Also, there is internet available in the lobby 24 hours a day.

Guest: Ok, and what time is check-out?

Receptionist: At midday, sir.

Guest: Ok, thanks.

Receptionist: My pleasure, sir. Have a wonderful stay at the Grand Woodward Hotel.

Ex. 2: Make up your own dialogues

Ex. 3: Work with a partner. Role play the situation using speech patterns.

Student A: You are the guest. You are angry after the fly.

Student B: You are the administrator.

Практическое занятие № 30

Тема: Процедура выселения, наличные, гость пользовался минибаром и дополнительными услугами. Спрашивает у

администратора, где он может провести остаток дня после выезда из отеля до того, как отправится в аэропорт

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Complete the check-out dialogue with these phrases and role play it.

- ☐ have a good journey
- ☐ is everything else all right
- ☐ how would you like to pay
- ☐ that's the registration fee
- ☐ here's your bill
- ☐ shall I send you
- ☐ would you like to sign
- ☐ that was the international
- ☐ I think you'll find it's correct

Reception: 1 _____, madam.

Guest: Wait a minute. I think there's been a mistake

Reception: I'll just check it for you. 2 _____. The total includes room service.

Guest: But what's this fee?

Reception: 3 _____, which is obligatory in Russia.

Guest: And what about this amount?

Reception: 4 _____ phone call you made.

Guest: Yes, but it's so expensive!

Reception: Well, we do have a satellite line. 5 _____?

Guest: Yes, I think so.

Reception: 6 _____, madam?

Guest: Credit card, please.

Reception: 7 _____ here? Are you planning to visit our city again? I'm not sure it depends on work.

Guest: 8 _____ out updated brochure in the new year?

Reception: Yes, OK. Here's my address.

Guest: I hope you enjoyed your stay. 9 _____ home.

Reception: Thank you, goodbye.

Ex. 2: Read and translate the dialogue.

Guest: I'd like to check out now, please. Room 301.

Reception: Certainly, sir. I'll get you your bill. Here we are. How would you like to pay, sir? Credit card?

Guest: Yes. Credit card. Do you take this card?

Reception: We do indeed, sir. If I could just have your card a moment...

I'm sorry, sir but I'm afraid this credit card has expired. It expired at the beginning of this month.

Guest: Oh, dear, that's a nuisance. Could I pay by cheque, then?

Reception: I'm afraid we wouldn't normally accept a cheque without a valid cheque guarantee card. But don't worry, we'll soon sort this out for you. If you'd like to wait a moment, we'll put a telephone call through to your bank. I expect they'll guarantee the cheque for you.

Guest: Actually, you won't need to do that. I've just remembered I have an American Express card as well. Just a moment. Yes, here it is. I think you'll find it OK.

Reception: Yes, that'll do nicely sir. If you just wait a second I'll write out a slip for you, and give you a receipt.

Ex. 3: Work with a partner. Role play the situation using speech patterns.

Student A: You are the guest. You want to check out. You ask where you can spend the rest of the day.

Student B: You are the administrator.

Практическое занятие № 31

Тема: Процедура выселения от туристического агентства, гость просит сказать, какую сумму составляет его тариф согласно специальному тарифу для туристического агентства.

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Read and translate the dialogue.

Guest: Good morning. I'd like to check out. The name's Brown, Sara Brown. Room 201.

Reception: Just a moment, Ms Brown, I'll prepare your bill... here you are, then. That's the total amount payable at the bottom there.

Guest: I can't believe it. I'm sure that's too much. Perhaps there's a mistake. Could you go through it with me?

Reception: Yes, of course. It's an itemized bill, as you can see. If there's a mistake we'll soon discover it. A-P-T-S stands for Apartments. That's the basic room rate. You've been here since Sunday. That makes five nights and the Apartments charge is repeated five times. So that's OK. These charges here are for meals and drinks that you signed for.

Guest: Yes. They look all right. I ate in the restaurant four times in all and I had a few drinks from the poolside bar. But what's this T-E-L-S-T-D? That's a lot of money.

Reception: That stands for Telephone, Subscriber Trunk Dialing. That's for long distance calls that you make yourself, without the help of an operator.

Guest: Yes, but I've only been here for five days and I've only spent a little time on the phone.

Reception: Have you made any international calls, Ms Brown? They're rather expensive.

Guest: Well, yes, I phoned London twice and I rang a friend in Seattle the day before yesterday. But they were all short calls, two or three minutes at the most.

Reception: Well, I'll check the meter reading for you, if you like.

Guest: Yes, that's a good idea...

Reception: ... No, there's no mistake. 528 units at peso. That's 2640 pesos.

Guest: I didn't know it was so expensive to make calls from here. I wanted to pay the bill in cash but I haven't got enough on me. Will traveller's cheques be all right?

Reception: Yes, of course.

Ex. 2: Act out the situation.

Student A: You are the receptionist. Deal with the guest's bill. Use this information.

- ☐ The hotel has overcharged for one evening meal.
- ☐ The amount for phone calls is correct. Show itemized list of calls.

- ☐ Payment in US dollars is fine. Work out new total.
- ☐ Accept payment in traveller's cheques.
- ☐ Give receipt.

Student B: You are the guest. Ask to settle your bill below.

- ☐ Query the amount for phone calls and the number of evening meals charged for.
- ☐ Ask to pay in US dollars.
- ☐ Pay by dollar traveller's cheques.

Ex. 3: Translate into English

Заключительным этапом технологического процесса обслуживания гостя является его отъезд, или процедура выписки гостя.

При выезде гостя предусматривается полный расчет с ним за проживание и оказанные дополнительные платные услуги.

Расчеты с проживающими могут производиться за наличный расчет, кредитными картами, по безналичному расчету (по перечислениям организаций, компаний, фирм, с которыми отель заключил определенный договор), ваучерами (разновидность безналичного расчета), дорожными чеками (крайне редко в российских гостиницах).

Расчетами с гостями занимается кассир службы приема и размещения. Кассиры осуществляют обработку счетов, начисления платежей за проживание и оказанные услуги. Перед отъездом гостей кассир проверяет и подготавливает их счета, используя на компьютере одну из программ общей компьютерной программы Front office, которая называется «Расчет» (Check out).

Практическое занятие № 32

Тема: Проживание гостя оплачено компанией, гость выехал из номера, не предупредив администратора. Гость повредил мебель в номере.

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

Продолжительность работы: 90 минут.

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

Задания к практическому занятию:

Ex. 1: Read the dialogue

RECEPTIONIST: Good morning. May I help you?

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

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

CLIENT: What's the 14 pounds for?

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

CLIENT: Can I pay with traveller's cheques?

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

CLIENT: Here you are.

RECEPTIONIST: Could you sign each cheque here for me?

CLIENT: Sure.

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

CLIENT: Thank you. Goodbye.

Ex. 2: Make up your own dialogues.

Ex. 3: Answer the questions.

1. What are the guests supposed to do when checking out?
2. What are the methods of payment?
3. What charges are entered on the guest's account?
4. What basis is the payment for hotel accommodation made on?
5. What are the terms of payment in case if the guest vacates the room after the check-out time?
6. What tips may be useful for preparing bills?

Ex. 4: Translate into English.

Расчет с гостями производится: за проживание; дополнительные платные услуги; телефонные переговоры.

Компьютер автоматически подсчитывает сумму за проживание, учитывая систему единого расчетного часа (check out time – 12.00), суммирует стоимость всех телефонных переговоров, учитывает все скидки за проживание и дополнительные платные услуги.

При выписке недостаточно назвать итоговую сумму. Необходимо проверить точность счета, просмотрев вместе с гостем все начисления на его счет за время пребывания в отеле. Следует всегда просить гостя проверить, верны ли начисленные суммы. Если была допущена ошибка, необходимо внести соответствующие изменения и принести извинения гостю.

К дополнительным платным услугам относятся услуги, оказываемые гостям в ресторане, кафе, бар, в бизнес-центре, бюро

обслуживания, и т. д. Кассир при расчете обязан предъявить гостю все счета, поступившие на его имя и номер, напомнить гостю, когда, где и на какую сумму он получил обслуживание.

IV. 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 заверченный 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 заверченный 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.

Баллы	Решение коммуникативной задачи	Организация высказывания	Языковое оформление высказывания
70-79	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.	Используемый словарный запас и грамматические структуры соответствуют поставленной задаче. Речь воспринимается легко.
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	Отсутствует логика в построении высказывания (письма). Высказывание (письмо) не имеет завершенного характера; вступление и заключение отсутствуют;	Понимание текста затруднено из-за множества лексико-грамматических и фонетических ошибок.

Баллы	Решение коммуникативной задачи	Организация высказывания	Языковое оформление высказывания
	неестественных пауз, неверной расстановки ударений и ошибок в произношении слов.	средства логической связи практически не используются.	
	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 и технология работы службы приема и размещения с гостями на английском языке.

1. Составление алгоритма работы с гостем по телефону.
2. Составление алгоритма поведения в конфликтных ситуациях с потребителями

Тема 2.1. Особенности работы с гостями гостиницы на английском языке.

1. Заполнение и обработка заявок и бланков.
2. Заполнение регистрационной карточки гостя.
3. Составление текстов на русском и иностранном языке для общения по телефону с клиентами.
4. Заполнение бланков для иностранных гостей в паспортно-визовую службу

Тема 2.2. Организация взаимодействия сотрудников с гостями при приеме, регистрации, размещении и выписки на английском языке.

1. Составление алгоритма поселения, переселения и подселения гостей.
2. Выписка счетов, внесение изменений в счет, производство расчетов с клиентом.

3. Составление алгоритма выписки гостей из гостиницы.
4. Оформление препроводительной ведомости для сдачи выручки в банк.
5. Определение подлинности и платежности бумажных денежных знаков.
6. Оформление счет-извещения при оплате кредитной картой.
7. Оформление отчетных документов по расчету с владельцами платежных документов.

Тема 3.1. Стандарты обслуживания гостей в процессе технологического цикла на английском языке.

1. Выписка счетов, внесение изменений в счет, производство расчетов с клиентом.
2. Составление алгоритма выписки гостей из гостиницы.
3. Составить алгоритм проведения ночного аудита

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 рекомендуемой литературы

Основная литература

1. Тимохина, Т. Л. Гостиничная индустрия [электронный ресурс]. – Москва : Юрайт, 2019. – 336 с. – Режим доступа: <https://biblio-online.ru/book/gostinichnaya-industriya-433890>. – Загл. с экрана.

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.znaniy.com/go.php?id=989446>. – Загл. с экрана.

4. Воробьева, С. А. Деловой английский язык для гостиничного бизнеса (b1). – 5-е изд., испр. и доп. [электронный ресурс]. – Москва : Юрайт, 2019. – 192 с. – Режим доступа: <https://biblio-online.ru/book/delovoy-angliyskiy-yazyk-dlya-gostinichnogo-biznesa-b1-438758>. – Загл. с экрана.

5. Буренко, Л. В. Грамматика английского языка. Grammar in levels elementary – pre-intermediate [электронный ресурс]. – Москва : Юрайт, 2019. – 227 с. – Режим доступа: <https://biblio-online.ru/book/grammatika-angliyskogo-yazyka-grammar-in-levels-elementary-pre-intermediate-437709>. – Загл. с экрана.

6. Невзорова, Г. Д. Английский язык. Грамматика. – 2-е изд., испр. и доп. [электронный ресурс]. – Москва : Юрайт, 2019. – 213 с. – Режим доступа: <https://biblio-online.ru/book/angliyskiy-yazyk-grammatika-437254>. – Загл. с экрана. (29.09.2019)

7. Кохан, О. В. Английский язык для технических специальностей. – 2-е изд., испр. и доп. [электронный ресурс]. – Москва : Юрайт, 2019. – 226 с. – Режим доступа: <https://biblio-online.ru/book/angliyskiy-yazyk-dlya-tehnicheskikh-specialnostey-437135>. – Загл. с экрана.