

МІНІСТЕРСТВО ОСВІТИ І НАУКИ, МОЛОДІ ТА СПОРТУ УКРАЇНИ
ХАРКІВСЬКА НАЦІОНАЛЬНА АКАДЕМІЯ
МІСЬКОГО ГОСПОДАРСТВА

ЗБІРНИК ТЕКСТІВ ТА ЗАВДАНЬ
для організації практичної роботи
з дисциплін

«ІНОЗЕМНА МОВА ПРОФЕСІЙНОГО СПРЯМУВАННЯ»,
«ІНОЗЕМНА МОВА (ЗА ПРОФЕСІЙНИМ СПРЯМУВАННЯМ)»

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UNIT I. EDUCATION

Text 1

English language today

The English language today is one of the most widely spoken and written languages in the world today, with 380 million native speakers. It is the third most natively spoken language, after Mandarin Chinese and Spanish.

It is an official language in 52 countries as well as many small colonies and territories. In addition, 1/4 to 1/3 of the people in the world understand and speak English to some degree. It has become the most useful language to learn for international travel and is now the de facto language of diplomacy.

The world is accommodating to English speakers, and this is seen clearly in the Business world. This has happened slowly, and some European nations have fought it, but it has happened. Today, a meeting between business leaders in Europe who are from different nations will be more likely to occur in English than one of the native tongues of the professionals.

Why is this? The English domination is due, in large part, to statistics. The European Union reports that almost half of Western Europeans speak conversational English. In contrast, only 32 percent speak German and only 28 percent speak French. Additionally, 69 percent of business managers and 65 percent of those in their late teens and early twenties speak decent English. In today's world, learning English simply makes good business sense.

The scientific world has always been a proponent of a common language. This is why living things are classified using Latin words. When a German scientist makes a discovery, he needs to be able to communicate that discovery with his Japanese, American, and French colleagues. As such, the main language used in the fields of science is English.

The Internet also plays a role in making English the dominant language in the world. By far, the vast majority of online resources are written in English. Translations are available, but the main language most websites, as many as 80 percent of all websites, is English. Also, most forums are frequented by people who can speak English, which means that the free sharing of ideas online is more accessible to those who can read and write in English.

While all countries have their own actors, actresses, and singers, those that achieve global recognition are almost always English performers. If you grab the iPod of someone in a non-English speaking country, you will probably find a few songs on it sung in English, if not the majority of the songs. Pop culture icons are global celebrities, and the vast majority of those who achieve global recognition are English speaking.

From the youngest students to the advanced graduate student, those involved in education across the world are learning English. Elementary schools in European and Asian nations are teaching young children basic English. Universities across the globe are changing from their native languages to English. People are traveling to

England and America to have their children taught English by native speakers. Countries like China are paying Americans to come into their lands to teach their people conversational English.

As English continues to morph into a global language, it has its skeptics. Some point to the time when Latin was the "global" language and say that no language can stay prominent forever. However, that was a time when the world was not connected by the click of a mouse or the dialing of a phone. Today, English is turning into a global language, and it will likely stay there, although in a unique form that is a bit different than its current one. Regardless of the future of the language, it is evident that in order to make an impact on today's economy, one must be able to use English well.

I. Read and translate the text.

II. Find in the text English equivalents for the following words and word combinations:

- a) носій мови;
- b) учений, науковець;
- c) часто відвідувати;
- d) всесвітнє визнання;
- e) переважна більшість;
- f) вплив на;
- g) незалежно від чогось

III. Fill in the gaps. Remember: Several responses might be acceptable. Choose the best one:

1. I _____ (= it's hard for me) memorizing new words.

a) have a hard time b) difficulty c) so difficult

2. No, you _____ that verb incorrectly.

a) conjured b) conjugated c) conquered

3. I'm _____ in five languages = I speak five languages perfectly

a) flowing b) fluent c) fluid

4. I can _____ in French (= I speak it, but not too well), but I'd like to speak it better.

a) get going b) get by c) get over

5. I have _____ speaking. (= it's difficult for me to speak)

a) trouble b) a problem c) a + b d) difficult

6. English is his _____. (= native language)

a) mother's tongue b) mother tongue c) father tongue

7. A _____ person is someone who speaks two languages.
a) bilingual b) trilingual c) smart
8. I don't need to be able to speak fluently, I just want to be able to _____.
a) commune b) commute c) communicate
9. The English _____ starts with "A" and ends with "Z".
a) letter collection b) word c) alphabet
10. She has lived in the United States for 10 years, but still has a strong _____.
a) access b) accent c) assent
11. If you use my method, you'll be speaking English _____. (= very soon/ in very little time)
a) in time b) in no time c) no time
12. Her speaking _____ (= ability to speak) have improved a lot over the past year.
a) skill-set b) skill c) skills
13. Learning a new language is a _____ process. It can't be done overnight!
a) time-sensitive b) timely c) time-consuming
14. I tried to speak to her, but there was too much of a _____. (= We couldn't communicate because we didn't understand each other)
a) language struggle b) language barrier c) understanding barrier
15. She _____ English for five years.
a) learned b) looked at c) studied
16. His vocabulary is very _____. He has to learn more words.
a) limited/basic b) organized c) great
17. I learn best when I study _____, not in class.
a) myself b) on alone c) on my own
18. It's much easier to learn a language if you're _____ by it. That's why many students come to study English in an English-speaking country.
a) rounded b) surrounded c) all around

19. I'm taking an _____ French course this summer.

a) intensive b) intense c) tense

20. John speaks Russian at a _____. (= as well as a Russian person)

a) natural level b) native level c) natively

Text 2

Learning from mistakes

I. These sentences have been taken out of the article below. Read the text and find where they should go.

1. The fail to see them as part of the learning process.
2. Then they restart the computer, and experiment again.
3. People who achieve great success then have more to lose when thing go wrong.
4. Learn to talk about your mistakes, at work and at home.

Have you ever noticed how children are always making mistakes? They do it all the time, and it doesn't seem to bother them. You don't learn to walk without falling over. You don't learn to speak without mispronouncing lots of words. You don't learn to juggle without dropping balls. But if you create an environment where mistakes are not accepted, then people become frightened of them. In these kinds of environment people learn to hide their mistakes, and not to celebrate them as a good thing. If you're not making mistakes then you're not learning anything valuable.

Do you remember the first time you touched a computer? You didn't want people to watch you as you started to touch the keys. You worried that if you touched the wrong button, you would delete all the important files. Children aren't like that. They experiment with all the buttons, just to see what will happen. And they are learning from every move they make. The fear of failure seems to develop as we go through school. We learn to become afraid of our mistakes, to be afraid of having the wrong answer, or to draw outside the lines.

The fear of success comes later, and we can see this often in successful professionals and leaders. So they start to worry, and decide not to take risks.

Don't let this happen to you. See what opportunities can arise from mistakes you make, and soon you'll feel happier about yourself.

II. Find words or expressions in the text which mean:

1. make you annoyed _____
2. fall on the ground _____

3. saying something with the wrong pronunciation _____
4. throw and catch three or more balls together _____
5. the buttons on the computer _____
6. do something in a way that people don't expect _____
7. do things that could cause problems _____
8. possibilities for things you can do _____

III. Translate the following sentences:

1. Сьогодні англійська мова – це мова світу.
2. Більш ніж 350 мільйонів людей розмовляють англійською як рідною мовою.
3. Англійська мова – головна міжнародна мова спілкування, науки та бізнесу.
4. Англійська мова - одна з офіційних мов Організації об'єднаних націй.
5. Англійська мова - це мова літератури, сучасної музики та міжнародного туризму.
6. Вивчати іноземну мову нелегко. Це довгий та повільний процес, який потребує багато часу та терпіння.
7. Відомо, що читання книг в оригіналі, перегляд телепередач та новин англійською мовою, та спілкування з носіями дуже допомагають в вивченні мови.
8. Знати англійську мову абсолютно необхідно для кожної освіченої людини, для кожного гарного фахівця.

Text 3

System of Higher Education in the USA

The most distinctive feature of the system of higher education in the USA is its diversity. Department of Education does not control curricula. It concentrates on providing training opportunities for both academic and high school teachers. It also certifies accreditation agencies together with the Council of Higher Education Accreditation. There are about 600 of the fields of study for prospective students to choose from. The quality of education is confirmed by regional or professional accreditation. There is a group of Ivy League schools but accredited and strong schools can be found in all states of the USA. All institutions of higher education can be divided from the point of view of financing into public or state and private or independent ones. Private schools have their endowments that are main source of their financial abilities sustaining their budget. Public schools are receiving their money from the state tax payer's money. Higher education in the United States is also paid for by the students. While private schools charge equal tuition fee from all students notwithstanding where they come from, public schools' tuition fee is much lower for the inhabitants and residents of the state where school is located.

Undergraduate Education.

First four years of studies are called Undergraduate Studies and the students receive Bachelor's Degree in arts or sciences on their completion. There are about 3,500 schools offering this type of education. The names of schools may differ from college, university college, university or institute to two year community colleges. Most often the schools that offer undergraduate education are called 'colleges'.

Students can begin their higher education also in two-year community colleges and on receiving Associate Degree after two years of learning they can transfer to four year college or university and get Bachelor's Degree after completing 3rd and 4th year of their studies there. Studies in two-year colleges are much cheaper what opens the door to higher education to the less well off students. About 40% of the US citizens begin their studies in community colleges and about 35% of students from Poland follow their example. There is opinion that studies at community colleges provide easier adaptation and less stressing passage from high school to college education. Another distinctive feature of the US system of higher education is the so called Liberal Arts Philosophy. In accordance with this approach the first two years of studies concentrate on both arts and humanities as well as on sciences. Concentration on the major begins from the 3rd year of study.

Each student has to gain from 120 to 126 credit hours. At the end of study period they write papers, or have special practical training that ends with examination. Some colleges offer programs that combine theory with practice the so called 'cooperative programs'. Most often the schools offer practical training on completion of studies.

American schools concentrate on intercultural aspect of higher education. International student centers organize special programs during which international students present their culture, language and customs, kitchen. Very often all student community joins in dancing and learn cooking exotic meals, play national games and before all they talk about cultural differences and look for uniting elements in them. These integration activities are most beneficial to all students' community.

The vast sport and fitness facilities enable all students to stay fit and healthy and participate in the life of local community while being a student in the United States.

Students can join cultural and academic associations and corporations according to their preferences. When they join corporation they can stay in residence halls with their colleagues of similar interests.

Graduate Education.

The studies are organized in the Graduate Schools that are integral part of universities. Candidates must have at least Bachelor's degree. Polish applicants should have Magister's Diploma. Some Graduate schools accept 3 year Bachelor's degree candidates conditionally. They have to go through a year long 'bridge program' and get missing credit points. Graduate students can pursue Master's and PhD programs in about 1,500 Graduate schools. Master's programs last from one to two years and the students are required to write thesis or take examination after internship programs respectively.

Doctoral studies usually last for three years, sometimes longer, especially in experimental sciences. At the end of the program the student has to write doctoral thesis and defend it before faculty council. Each academic year of Graduate student must gain from 9 to 12 credit hours depending on a discipline. The offer of US Graduate Education is very rich and it provides multiple choice opportunities. When looking for appropriate program student should contact professor whose faculty research is similar to his interests. Looking through faculty research on the school's web site can be very helpful.

It is worth mentioning here that financial aid offered to international graduate students is much bigger than for undergraduate ones.

I. Read and translate the text.

II. Define if sentences are True (T) or False (F)?

1. Department of Education does not control curricula. ____
2. The quality of education is confirmed by regional or professional accreditation. ____
3. There is only a group of Ivy League schools with accredited and strong schools. ____
4. Liberal Arts Philosophy means the first two years of studies concentrate on both arts and humanities but not on sciences.
5. American schools concentrate on intercultural aspect of higher education. ____
6. Students can join cultural and academic associations and corporations according to their preferences. ____
7. Graduate students can pursue Master's and PhD programs in about 1,500 Graduate schools. ____
8. Master's programs last from one to three years and the students are required to write thesis. ____
9. Doctoral studies usually last for three years, sometimes longer, especially in experimental sciences. ____
10. At the end of the PhD program the student has to write doctoral thesis and defend it before faculty deans. ____

III. Choose the correct variant:

1. I started playing the guitar last year, but I haven't *made/done/had* a lot of progress. It still sounds terrible.
2. I'm *making/doing/getting* a French course at the moment.
3. I *made/did/got* law at university.
4. I drank a lot of coffee while I was *passing/failing/revising* for my exams.
5. When I graduated *to/from/at* university, I started looking for a job.
6. I tend to *make/do/take* my research on the Internet.
7. I didn't *make/got/get/* good marks in my exams.
8. Did you *take/do/go* notes during the lecture?

IV. Match the people on the left with a definition from the right. Write your answers in the boxes.

1. apprentice	a. A person (usually a child) who attends school.
2. caretaker	b. A student who has completed a first degree course at university or college.
3. expert	c. Either a teacher at a university who teaches small groups of students or someone who privately teaches one pupil or a small group of pupils, often at home.
4. governor	d. A person who teaches at a college or university.
5. graduate	e. A young person who works for a number of years with someone – usually for low wages – in order to learn their skills, e.g. a hairdresser
6. headteacher	f. The person in charge of a university.
7. lecturer	g. A person who studies at academic subject, e.g. Greek, and knows a lot about it.
8. principal	h. A person who is very skilled at doing something or who a lot about it.
9. pupil	i. All the people who work at a school, college or university.
10. scholar	j. A person who is a member of the committee which controls a school.
11. staff	k. A student at a college or university who is studying for his or her first degree.
12. student	l. The person in charge of a school or college.
13. tutor	m. The person in charge of a school
14. undergraduate	n. The person who looks after a school and is responsible for repairs, cleaning, etc.
15. vice-chancellor	o. A person who is studying at a college or university.

Text 4

Higher Education in Great Britain

At the age of 16, prior to leaving school, students are tested in various subjects to earn a General Certificate of Secondary Education (GCSE). If they wish to go on

to higher education at a university, they take Advanced Level examinations, commonly known as "A" Levels. Scotland has comparable qualifications. About a third of British students leave school as soon as possible after turning 16, usually taking lower-level jobs in the workforce. Those who stay in school past the age of 16 may pursue either further education or higher education. Further education is largely vocational, as is adult education. About 3.5 million people were enrolled in further education programs in 1995. Students may also stay in school until age 18 to prepare for higher education.

All Souls College, Oxford University England's oldest institution of higher learning, Oxford University, is a federation of 35 colleges, each with its own structure and activities. Many prominent people have attended the All Souls College.

Britain has more than 90 universities. *British universities* can be divided into several categories. The foremost universities are the University of Oxford and the University of Cambridge, both founded in the Middle Ages. The term **Oxbridge** is used to refer to both schools as a single entity, much as Americans would use the term Ivy League in reference to the group of prestigious East Coast universities. Scotland has equivalent ancient institutions at Edinburgh, Glasgow, and St. Andrews. Another type of university is the so-called redbrick variety—old and solid schools built in the 19th century when bricks were the standard building material. The large number of ultramodern universities that sprouted up in the last half of the 20th century are often called cement block and plateglass universities. London has its own great schools, the enormous University of London and its world-famous college, the London School of Economics.

Students interested in advanced education can also attend polytechnics, which are schools dedicated to the sciences and applied technology. An education act in 1992 changed the status of these colleges to universities. Higher education can also be obtained through *the Open University*, founded in 1969, which offers extension courses taught through correspondence, television and radio programs, and videocassettes. It also sponsors local study centers and residential summer schools. The purpose of the Open University is to reach people who may not ordinarily be qualified for university study.

- I. Read and translate the text.
- II. Complete the sentences using the words from the text:
 1. At the age of 16 students are tested in various subjects to earn a _____.
 2. Advanced Level examinations, commonly known as " _____ " Levels.
 3. The term Oxbridge is used to refer _____.
 4. Students interested in advanced education can also attend polytechnics, which are schools dedicated to the _____ and applied _____.
 5. Higher education can also be obtained through the _____ University, which offers extension courses taught through correspondence, television and radio programs, and videocassettes.

6. The purpose of the Open University is to _____ people who may not ordinarily be qualified for university study.

III. Fill in the sentences with the following prepositions: *up to of at by from in into*

1. Which school do you go ___?
2. He left school ___ the age ___ 18.
3. The summer term ends ___ July.
4. She's not at home, she's ___ school.
5. She goes ___ Sussex University.
6. His lecture was divided ___ four parts.
7. School breaks ___ next Friday.
8. He is now ___ university.
9. She is ___ the same class as her brother.
10. Students usually receive a grant ___ the state.

IV. Write the missing verbs in the sentences below. Choose from the following list. Make changes where necessary.

attend	leave school	sit/take (an exam)
behave	pass	specialize
do one's homework	play truant	study
enrol	praise	test
expel	punish	
fail	recite	
learn (something) by heart	revise	

1. She _____ at 16 to go and work in her cousin's shop.
2. The headteacher _____ the school football team for doing so well in the local Cup.
3. I can't come out tonight, I'm afraid. I've got to _____ for a test tomorrow.
4. Children from age of 5 to 11 usually _____ a primary school.
5. None of the teachers could control the boy. When he finally tried to set fire to the school, the headteacher was forced to _____ him. Since he has gone, things have been a lot more peaceful.
6. When he went to the Sixth-Form College he decided to _____ in languages.
7. This course is very popular. If you want a place on it you'd better _____ today.
8. The teacher told the class that their homework was to _____ a poem _____ and that she would ask them to _____ it in class the following week.

9. She went to university to _____ mathematics.
10. In a mixed class, boys generally _____ worse than girls.
11. He was very upset when he _____ his exams, especially as he thought he had done so well.
12. She spends at least two hours every night _____ her _____.
13. He was a very strict teacher and always _____ his pupils if they forgot to do their homework or misbehaved in class.
14. We are going to _____ the Cambridge First Certificate examination at the end of next month.
15. 'At the end of the term we shall _____ you all to find out how good you are in English and maths', the teacher told the class.
16. To _____ means to stay away from school without permission.
17. She was extremely intelligent and found it very easy to _____ all her exams.

V. What's the Ukrainian for?

universal compulsory education, full-time students, to offer post-graduate training, an application, the General Certificate of Secondary Education, a hall of residence, to study by correspondence, job-related courses, to provide accommodation, educational establishment, an explanatory note, to be sponsored by a company, intensive language training, optional courses, to study part-time, audio-visual equipment.

Text 5

Higher education in Ukraine

In Ukraine, as in other developed countries, higher education is considered to be one of the main human values. Ukraine has inherited from the past a well-developed and multifunctional system of higher education.

The higher education consists of higher educational establishments, scientific and methodological facilities under federal and municipal governments and self-governing bodies in charge of education. The higher education structure includes also the post-graduate and Ph. D. Programs and self-education. The higher education includes two major educational levels, namely basic higher education and full higher education.

The Ukraine's State Higher Education System includes 940 higher educational institutions (HEI), out of which 806 are public and 134 are of other forms of ownership property. Non-public HEIs are mandatory and legally acknowledged and controlled by the state through the educational activity's licensing mechanism and accreditation. HEIs in Ukraine are comprised of vocational schools, colleges, institutes, conservatories, academies, universities.

According to the HEIs status the following 4 levels of accreditation are set:

Level I - vocational schools and other HEIs equaled to them which teach junior specialists by using educational and professional programs (EPPs);

Level II - colleges, other HEIs equaled to them which teach bachelors, and if need be junior specialists, by using EPPs;

Level III - institutes, conservatories, academies, universities which teach bachelors and specialists, as well as junior specialists by using EPPs;

Level IV - institutes, conservatories, academies, universities which teach bachelors, masters and specialists by using EPPs.

Currently, Ukrainian higher educational system comprises of 327 technical vocational schools, 216 vocational schools, 117 colleges, 149 institutes: 2 conservatories, 48 academies and 81 universities.

HEIs' graduates are given state standard diploma after they complete education under respective EPPs, based on the results of state attestation. The following educational and qualification levels granted to the experts exist in Ukrainian system of higher education: junior specialist, bachelor, specialist and master.

Normative periods of training under different educational and qualification levels are set listed bellow:

3 years for junior specialist (on the basis of full comprehensive secondary education);

4 years for bachelor (on the basis of full comprehensive secondary education);

1 year for specialist (on the basis of first degree);

1 year for master (on the basis of first degree).

One of the particular features of high school in the Soviet period was that priority was given to preparation of technical engineers and machine building complex specialists - first of all for military complex. Most of technical higher educational institutions were concentrated in districts with well-developed industry. Currently, the need of specialists of that kind decreased dramatically: from 54 per cent in 1990 to 42 per cent in 1996 at the expense of increasing of humanitarian, economic and management profile specialists' need. This process is expected to go on and set in for nearest future in Ukraine at the basis of analysis of job market employer's requirements and graduates competition. Preparation of engineers on the basis of old-dated standards leads to the fact that 40 per cent of graduates remain unemployed.

A lot of non-governmental higher educational institutions appeared recently which leads to increasing of economic and business profile students. Since 1997 students can study at higher educational institutions on contract basis.

Every fifth first year student in state higher education institutions of 1998 pays for his education on his own which makes approximately from 400 to 1000 USD for academic year of studies.

New Ukrainian educational laws and democratic state policy give certain autonomy to the higher educational institutions in their activities and classical academic liberties in self-government.

Ukraine's higher educational system fulfills important social functions creating intellectual potential of Ukraine.

Higher education supplies all spheres of national economy with qualified professionals and looks for the better ways of development and perfection.

I. Read and translate the text:

II. Choose the right word in the correct form: *make* or *do*

1. How many mistakes did you _____ in the last dictation?
2. Who is the next to _____ a report?
3. She _____ the translation in half an hour.
4. It was Brian's upbringing that _____ him a coward.
5. The Dean _____ a speech at the meeting of the first-year students.
6. Can't you _____ anything to stop that noise?
7. What did he _____ to _____ you so angry?
8. Promise little, but _____ much.
9. He is used to _____ whatever he pleases.
10. Would you _____ me a favour and feed the cat while I'm away.
11. Have you _____ all the arrangements yet?
12. We normally _____ the shopping on Saturday mornings.

III. Choose the right word: *vocabulary* or *dictionary*

1. In this book the new _____ is given after the text.
2. A new Ukrainian-English _____ has recently been published.
3. First-year students usually have a limited _____.
4. Learn the _____ of Lesson 2 for tomorrow.
5. I could not find this word in Jones' _____.
6. You should buy a new _____, yours is too small.
7. You cannot enrich your _____ without looking up the words in the _____.

IV. Choose the best response:

1. Have you paid your _____ (=payment for studying at a university) for this semester? No, I haven't gotten around to that yet.
a) tuition b) tutoring c) cost
2. How's your _____ = Do you have a lot of classes?
a) course package b) course load c) course pack
3. I took that class last year. It was _____. (=very easy)
a) gust b) wind c) breeze
4. I lived in the student residence last year. This year, I moved in to a place _____.
a) of mine b) of my own c) of my proper
5. What does GPA stand for?
a) grade point addition b) grade percentage average c) grade point average
6. Which college are you planning to _____?
a) attend b) ascent c) atone
7. I applied to go to Yale, but I didn't _____. (=I wasn't accepted)

- a) get in b) get on c) get in
8. This is a very _____ school. (= It has a very good reputation)
a) prevailing b) prestigious c) egregious
9. In the context of university life, what is a 'student body'?
a) a student's torso b) all the students at a university c) professor
10. Most new college students go to _____, which is an information session designed to introduce them to their new university.
a) orientation b) show-and-tell c) segmentation
11. A former student of a school/university= An _____
a) alderman b) alumni c) alumnus
12. A _____ is an exam given during the middle of a semester.
a) middle-term b) mid-term c) half-term
13. John finally got his _____ in Economics. (=he finished his 4 year program)
a) decoration b) degree c) decree
14. My assignment is _____ on Thursday. (=it has to be finished by Thursday)
a) due b) deliverable c) down
15. What are you _____ in? = What's your main subject of study?
a) majoring b) engaging c) mainlining
16. You'd have to do something pretty bad to get _____ (=kicked out) from college.
a) expelled b) excelled c) demoted
17. Q: Did he _____ his exam? A: No, he failed.
a) miss b) answer c) pass
18. The opposite of a 'required course' is an _____.
a) election b) elective c) choice
19. T.A., which stands for 'teaching _____', is someone who helps a professor run a class.
a) asset b) assistant c) analyst
20. What do you plan to do after you _____? (=successfully finish college)
a) drop out b) take a leave of absence c) graduate

V. Learn the following words and word expressions by heart:

абітурієнт	school-leaver
аспірант	postgraduate student
гуртожиток	hall of residence, US dormitory
декан	dean
держіспит	final examination
диплом	diploma
дисертація	thesis
- докторська	doctorate, doctorate thesis
- магістерська	master's thesis

доцент	associate professor
захист магістерської дисертації	defence of master's thesis
письмовий екзамен	written examination
усний екзамен	oral examination
вступний екзамен	entrance examination
їдальня (студентська)	canteen
канікули	holidays, US vacation
кафедра	department
квиток студентський	student's card
книжка залікова	credit book
куратор групи	tutor
магістр	Master
заочне навчання	postal tuition, extension studies, extramural studies
гуманітарні науки	arts
точні науки	sciences
ректор	principal, chancellor
реферат	paper
семестр	term, semester
староста	monitor
стипендія	scholarship, grant
першокурсник	first year student
ступінь	degree
факультатив	optional classes
факультет	faculty
екзаменаційна комісія	board of examiners
закінчити університет	to graduate from the university
конспектувати	to make notes
мати заборгованість (з англійської)	to be behind (with English)
навчальний рік	academic year
наукові дослідження	research
студентське містечко	university campus
перенести іспит (на пізніше)	to postpone the exam

VI. What's the English for?

складати іспити, стипендія, записатися в бібліотеку, читати книги в оригіналі, загальноосвітня школа, пропускати заняття без поважної причини, склад викладачів, готуватися до іспиту, відстати від групи, зробити доповідь на науковій конференції, робити успіх, ступінь бакалавра, магістр гуманітарних наук, здібний учень, студентський гуртожиток, староста групи, кафедра.

UNIT II. HOTEL

Text 1

At the hotel

When you arrive at a hotel, you must **check-in** at the **reception** or front desk. The check-in process can take awhile since the receptionist has to find your reservation, request payment for the room, and then inform you about the hotel's policies and procedures. You are also given a **key** to your room at this time.

Hotels often distinguish themselves by the services they offer. Fancy hotels often have a **concierge** or **porter** to help you with a variety of tasks. They can help you get a taxi, make reservations at restaurants or plays for you, and give you advice about the city. Often, this person is also in charge of the **bellboys**, who carry your **luggage** or **baggage** up to the room for you.

In smaller and cheaper hotels, the job of concierge is done by the receptionist and a **doorman**, who opens the hotel doors and car doors for you.

These are nice services, especially after you've been traveling, but they're not free. It is common courtesy **to tip** the concierge and bellboys each time they help you.

Other features that are generally found in hotels are a **lift** or **elevator** to take you up to the floor your room is on; a **lounge area** or lobby where you can wait if you arrive before the check-in time; and a **safe** where you can store valuables.

In your room, there may be a single or **double bed**, depending on how many people are staying there. There may even be two single beds, or **twin beds**. Also in the room are a desk, a dresser to store your clothes in, a nightstand with a lamp beside the bed, a television with cable, heating and air conditioning.

If you're lucky, there may even be a **mini-bar** in your room. This is a small refrigerator that has tiny bottles of alcohol, as well as snacks. But beware: these are not free. In fact, they typically cost two to three times as much as they do in a grocery store. But many people pay the exuberant price for the convenience of not having to leave the hotel.

Another convenience that hotels offer is **room service**. To order room service, you call down to the reception and ask for a food item listed on the hotel's menu. The food is then brought to your room for you to enjoy. Remember, this is another service that deserves a tip.

Many hotels also have restaurants attached where breakfast is served in the morning. A hotel breakfast can range from a **Continental buffet**, which consists of you helping yourself to food that has been laid out for you and other hotel **guests**. The Continental breakfast is not very elaborate and is often included in the price of the room. However, you can also order prepared food from the restaurant's menu.

At the proper **check-out** time, which is often early, you must vacate the room so that the **maids**, or cleaning staff, can clean the rooms and make the beds. If you don't leave on time, **charges** may apply and you will have to pay extra money.

Fortunately, you can ask for a **wake-up call** from the front desk so you won't sleep through check-out

To get to your next destination, you can take an **airport shuttle**, which will take you directly to the airport. If a hotel doesn't have its own shuttle, it can usually arrange for one to pick you up at the hotel.

I. Read and translate the text.

II. Read the gapped definition and complete it with the following words:

bathroom, available, paid, bedded, meals

Hotel

an establishment that provides 1. _____ accommodation, usually on a short-term basis, where 2. _____ and other guest facilities such as a swimming pool, childcare, conference services are often 3. _____; with a minimum of ten bedroom, most of which are single- and double – 4. _____; some of them must have attached (en suite) private 5. _____ facilities; classified into 'Star' categories.

III. Answer the questions:

1. What is a bellboy?
 - a) A boy who sounds like a bell
 - b) Someone who carries your bags to the hotel room
 - c) Someone who opens the door
 - d) A boy who serves you food
2. What is another name for a concierge?
 - a) Receptionist
 - b) Consierje
 - c) Porter
 - d) Doorman
3. What is the opposite of check-in?
 - a) check-out
 - b) check-off
 - c) check-it-out
 - d) check on
4. Another name for two single beds is _____.
 - a) bunk beds
 - b) twin beds
 - c) two beds
 - d) bad beds
5. If you want to make a reservation, you should call _____.
 - a) the doorman
 - b) the bartender
 - c) the receptionist
 - d) the police

6. The selection of alcoholic drinks in your hotel room is called _____.
 - a) the mini-bar
 - b) the mini-bottles
 - c) the mini-booze
 - d) the mini-drinks
7. When you make a reservation you usually need to leave a _____.
 - a) bond
 - b) deposit
 - c) invoice
 - d) balance
8. If you want a meal from the hotel delivered to your room you ask for _____.
 - a) the chef
 - b) food centre
 - c) the kitchen
 - d) room service
9. When you are not ready to check-out early in the morning you can request a _____.
 - a) late check-out
 - b) later check-out
 - c) long check-out
 - d) extended check-out
10. A standard breakfast, consisting usually of cereal and toast with jam is referred to as _____.
 - a) a continental breakfast
 - b) a buffet breakfast
 - c) an English breakfast
 - d) an American breakfast
11. Sometimes hotels offer a transportation service to and from the airport. This is called _____.
 - a) taxi service
 - b) van service
 - c) shuttle service
 - d) aero service
12. The main entrance hall of a hotel is called _____.
 - a) the pool
 - b) the lobby
 - c) the restaurant
 - d) the sauna
13. The people that clean your room are called _____.
 - a) tidiers
 - b) nannys
 - c) maids
 - d) dirt technicians

14. Some more up-market hotels offer a car-parking service. This is called ____.
- a) park service
 - b) car porters
 - c) car stowing
 - d) valet
15. In some circumstances the hotel offers you a more expensive room for the same price as a standard room. This is called ____.
- a) an up-grade
 - b) an elevation
 - c) an extension
 - d) a raise
16. In many countries porters expect a ____ when they serve you.
- a) tip
 - b) pat on the back
 - c) smack
 - d) kiss
17. What is an example of a tip?
- a) Turn the light off
 - b) Three dollars
 - c) a business card
 - d) Five hours
18. If you specifically request a room where no smoking is permitted you ask for a ____ room.
- a) anti-smoking
 - b) contra-smoking
 - c) stop-smoking
 - d) non-smoking
19. Many hotels take a copy of your ____ details when you check in.
- a) personification
 - b) credit card
 - c) waist size
 - d) shoe
20. You can usually store your valuable items in the hotel ____.
- a) register
 - b) cloakroom
 - c) safe
 - d) mattress

- IV. Label the photos with the appropriate words:
RV Park and Campground, Youth Hostel, Resort Hotel, Motel, Motel,
Farmhouse, Guest House, Bed & Breakfast Inn (B&B), Apartment Hotel





- V. Read the definitions and try to match them with the hotel types from the previous exercise. Write the names of hotel types in each definitions:

1. _____

type of accommodation that offers suites in apartment-style instead of rooms and uses a hotel style booking system; the length of stay is from a few days to months or even years, and prices tend to be cheaper than hotels.

2. _____
accommodation intended to provide short-term lodging and automotive services for travelling motorists, usually situated close to a motorway or ring road, with rooms accessible from the parking area.
3. _____
a small hotel or private home that offers rooms to paying guests, larger than 'bed and breakfast', with a minimum of seven rooms, typically offering breakfast included in room rate but not licensed to serve alcoholic beverages; it ranges from low-budget rooms to luxury apartments.
4. _____
type of hotel for people with recreational vehicles providing facilities for tent camping and a place to park the vehicle for overnight or several days, with some facilities such as showers, toilets, and a store.
5. _____
a style of vacation, normally on farms; this may include the chance to help with farming tasks during the visit; often practiced in wine growing regions, as in Italy and Spain. Tourists can pick fruits and vegetables, ride horses, taste honey, learn about wine, and much more.
6. _____
inexpensive and simple accommodation for travellers, especially young people, where guests can rent a bed, sometimes a bunk bed in a dormitory, and share a bathroom, kitchen and lounge; rooms can be mixed or single-sex.
7. _____
provides short-term lodging in a private home or a small building converted for this purpose and is characterized by highly personalized service and inclusion of breakfast in the room rate.
8. _____
offers luxurious surroundings with a variety of recreational facilities, such as swimming pools, golf courses, tennis courts, game rooms, and health spas, as well as planned social activities and entertainment; typically located in vacation destinations or natural setting, such as mountains, seashores, theme parks, or other attractions.

VI. Without looking at the definitions above, complete the sentences with the appropriate hotel type.

1. The _____ is a dormitory-style hotel offering cheap and simple accommodation, especially for young travellers who don't mind sharing bathroom facilities.
2. The _____ is an ideal accommodation for people who want to spend time in the open air and enjoy being close to nature.
3. In the _____ breakfast is always included in the room rate.
4. The _____ is an option for people who enjoy recreational

- camping at moderate prices.
5. The _____ is a larger version of the B&B.
 6. The _____ is the best choice for holidaymakers looking for various sport and leisure possibilities.
 7. If you stay at the _____, you can have your car parked directly in front of your room.
 8. The _____ always offers a living or sitting room in addition to a bedroom.

Text 2

Hotel Rating System

Hotel star ratings are systems that rank hotels according to quality. Star rating systems are intended to serve as guidelines for guests who are making hotel reservations. While star ratings can be helpful when booking hotels rooms, there is no standardized star rating system. In Europe, hotels are usually ranked on a scale from one to four stars, with four stars being the highest rating possible. In the United States, hotels are generally ranked on a scale from one to five stars, sometimes using half star increments.

Star ratings in Europe are determined by local government agencies or independent organizations, and they vary greatly from country to country. In fact, star ratings in Europe can also vary from city to city within the same country, and even between hotels in the same city. In other words, there is no uniform measure that determines a hotel's star rating. Each hotel is rated based on details that often don't matter to consumers, such as the amount of tax a hotel pays annually.

Similarly, in the United States, star ratings are conferred upon hotels by several organizations. National consumer travel organizations and guidebooks assign star ratings to hotels, but each one uses its own set of criteria to determine the rating.

Additionally, travel websites, consolidators and reservation services often rate hotels as well. Most U.S. websites and organizations that rate hotels provide an explanation of their rating system so that consumers can decode the rating. The bottom line, however, is that a hotel may be given different ratings from different organizations, so it's important to inquire about what the rating means.

Even though star ratings can seem arbitrary, they can still be beneficial and can help to inform you about a hotel. For instance, a four or five star hotel is always going to be more luxurious than a one or two star hotel. And there are some basic inferences you can make about American star ratings. A one star hotel is going to be an economy motel and a two star hotel will be a higher end motel or budget hotel. Even one and two star hotels will usually have all of the amenities you require for a night's sleep.

However, if you're seeking higher end amenities such as room service, Internet access, movies, plush linens, fitness center access and the like, you'll probably want to look at hotels that are rated three stars and above. Three star hotels are moderately priced hotels that are comfortable and absolutely adequate places to stay, but may

lack some of the luxury of four star hotels. A five star rating is reserved exclusively for the country's highest end chain and boutique hotels. Expect to pay a premium for five star luxuries.

5-Star Rating: A luxurious hotel, offering the highest degree of personal service. Elegance and style abound, and rooms are equipped with quality linens, VCR, CD stereo, jacuzzi tub and in-room video. There are multiple restaurants on site with extensive, gourmet menus, and room-service is also available 24-7. A fitness center, valet parking and concierge service round out the experience.

4-Star Rating: Formal, large hotels, with top-notch service. There will usually be other hotels of the same caliber clustered nearby, as well as shopping, dining and entertainment. Above-average service, beautifully furnished rooms, restaurants, room service, valet parking, fitness center and a concierge are some amenities to expect.

3-Star Rating: Usually located near a major expressway, business center and/or shopping area, these hotels offer nice, spacious rooms and decorative lobbies. On-site restaurants may be average in size but will offer breakfast, lunch and dinner. Valet and room service, a small fitness center and a pool are often available.

2-Star Rating: These hotels are generally part of a chain that offers consistent quality and limited amenities. They are small or medium in size and rooms will have a phone and TV. While you will not have the convenience of room service, there should be a small restaurant on site.

1-Star Rating: Expect a small hotel managed and operated by the owner. The atmosphere will be more personal and the accommodations basic. Restaurant service should be within walking distance, as well as nearby public transportation, major intersections and entertainment that is reasonable in price.

I. Read and translate the text.

II. Fill in the gaps with the words from the text:

1. Hotel star ratings are systems that rank hotels according to _____.
2. Star rating systems are intended to serve as guidelines for guests who are making hotel _____.
3. In the United States, hotels are generally _____ on a scale from one to five stars, sometimes using half star increments.
4. Three star hotels are _____ priced hotels that are comfortable and absolutely adequate places to stay.
5. A one star hotel is going to be an _____ motel and a two star hotel will be a higher end motel or _____ hotel.
6. A five star rating is reserved exclusively for the country's highest end chain and boutique hotels.

III. Match each word on the left with the correct definition on the right:

1. motel	a) the amount of money that you have to pay in order to buy something
2. resort	b) someone who is paying to stay at a hotel or eat in a restaurant
3. guest	c) a building where you pay to stay in a room and have meals
4. criteria	d) a place that many people go to for a holiday
5. casino	e) a prize or other reward that is given to someone who has achieved something
6. price	f) a hotel for people who are travelling by car
7. manager	g) a set of rooms at a hotel
8. award	h) a place where people risk money in the hope of winning more by playing card games, roulette, or slot machines
9. suite	i) someone whose job is to organize and control the work of a business or organization or a part of it
10. hotel	j) standards that are used for judging something or making a decision about something

IV. Write the correct word to complete each of the following sentences. Choose from the following options: ***changed, upfront, views, exchange, bring, noisy, free, mini, locked, reception.***

1. Can you get someone to _____ our bags to our room?
2. Are the sheets _____ every day?
3. We didn't take anything from the _____ -bar.
4. I _____ my key in my room.
5. Do I leave the key at the _____ desk?
6. Do I have to pay _____ (= in advance) ?
7. Is there somewhere I can _____ money around here?
8. The fan is really _____. Can I turn it off?
9. Is this service _____, or do I have to pay for it?
10. The _____ is fantastic. We can see the whole city!

V. Write the correct word to complete each of the following sentences. Choose from the following options: ***sheets, cost, maker, service, included, room, control, safe, call, comfortable.***

1. Can I get a wake-up _____ at 6:30 AM?
2. Our (bed) _____ are dirty. Could you please change them?
3. How much does it _____ to make a call to Brazil?
4. The coffee-_____ doesn't work.

5. Is breakfast _____ in the price?
6. Do you have room _____?
7. The remote _____ doesn't work.
8. What's the combination for the _____?
9. This _____ is too noisy.
10. Our bed is very _____.

Text 3

Chain hotels worldwide

What is/are the advantage(s) of chain hotels in relation to non-chain hotels?

There is no standard method of assigning star ratings around the world. Consequently, an American hotel with a certain rating, for example, may look very different from European or Asian hotel within the same category, and may provide a different level and range of facilities and quality of service. On the other hand, there are hotel chains which guarantee uniform standards around the world. They offer their guests a high level of customer quality and a distinctive style. That is why they are the most popular types of accommodation. Here are a few short descriptions of some widely known chain hotels.

Best Western is the biggest hotel brand in the world, and offers quality accommodation at good prices.

Crowne Plaza are part of the InterContinental hotel groups, which also includes Holiday Inn, Holiday Inn Express, Staybridge Suites and Candlewood Suites; these brands combined have over 3600 hotels in nearly 100 countries. Crowne plaza offer quality lodgings for business travellers.

Hilton hotels provide quality accommodation at leading airport, resort, and business destinations worldwide. They pride themselves on the warm welcome they afford their guests.

Marriott is trusted for service and quality. They operate under the banners 'Courtyard', 'Fairfield Inn', 'Residence Inn' and 'Renaissance' amongst others they provide a wide range of accommodation in over 80 countries.

Radisson are a global company dedicated to providing the personal touch and good facilities at each of their hotels.

Sheraton is part of the Starwood group and has more than 400 hotels in 700 countries. They serve both leisure and business travellers with their range of quality and luxury lodgings.

- I. Project task (individual or pair work).
Choose two different hotel chains. Do an Internet research to discover their most characteristic features, and find the most striking differences between them. Prepare a presentation for your classmates.

II. Choose the correct words/phrases to tell someone that you LIKE or DON'T LIKE something:

1. I love this room. It's very _____.!
a) pretty b) dirty
2. I don't like this room. It's _____.!
a) very clean b) filthy
3. I love this view. It's really _____.!
a) boring b) beautiful
4. I like this restaurant. The food is very _____.
a) tasty b) bad
5. I don't like the way he behaves. He's very _____.!
a) rude b) nice
6. I love the service here. It's very _____.
a) rude b) professional
7. I'll pass on (= I won't take) the room. It's too _____.
a) noisy b) quiet
8. I don't like this room. It doesn't seem _____.
a) safe b) dangerous

III. Match the words with their definitions:

1. business hotel	a) provides beds at a cheap rate; typically used by students and travelers looking for a discount
2. conference hotel	b) a type of hotel offering luxurious accommodation in a relaxing environment
3. efficiency	c) an inexpensive roadside hotel primarily used by travelers on their way to another final destination
4. hostel	d) a type of hotel with services catering to professionals; usually offering 24-hour access to conference rooms, WI-FI, computers, printers, copy machines, coffee, and refreshments
5. motel	e) a hotel room which includes a small kitchen and dining area; a good choice for families or guests staying more than a week
6. resort hotel	f) a type of hotel used primarily for big meetings; these cater to large groups and sometimes offer packages that come with meeting rooms

IV. Find English equivalents for the following words and word combinations:

- a) отже, в результаті
- b) спектр послуг
- c) гарантувати єдині стандарти
- d) якісні житла
- e) привітний прийом
- f) надати широкий вибір місць проживання

V. Choose the correct variant:

1. If you've never been to this city, you should take a look at our _____.
a) menu b) brochures c) front desk d) inn
2. We do not have a _____ service. You'll have to park your car yourself.
a) room b) dinner c) dinner d) valet
3. The room has a pull _____ coach, so it will sleep an extra person.
a) off b) over c) out d) on
4. We don't have any vacancies. We are completely _____.
a) vacant b) booked c) complimentary d) closed
5. After your long conference you can relax in the _____.
a) kitchenette b) parking lot c) hot tub d) front desk
6. I'll call housekeeping and ask them to bring you some fresh _____.
a) milk b) dinner c) linen d) ice
7. If you need to do your workout we have a _____ on the third floor.
a) weight room b) restaurant c) library d) telephone
8. I'll let you voice your complaint about the rate to the _____.
a) housekeeper b) valet driver c) hotel manager d) chef
9. Please put your used _____ in the basket and leave unused ones hanging on the rack.
a) dishes b) towels c) menus d) keys
10. If you need a midnight snack there's a _____ full of potato chips on your floor.
a) bellboy b) kitchenette c) cot d) vending machine

Text 4

Hotel plans

The European Plan, sometimes abbreviated as EP in hotel listings, indicates that the quoted rate is strictly for lodging and does not include any meals. All food provided by the hotel is billed separately. Taxes and tips are usually additional as well.

Some hotels offer guests the option of being on the American Plan, a Modified American Plan, a Continental Plan, or the European Plan. The advantage of the European Plan is that it encourages guests to try a variety of restaurant experiences, and they can often save money by eating at establishments that charge less than the hotel dining room.

The American Plan, sometimes abbreviated as AP in hotel listings, means that the quoted rate includes three meals a day, i.e. breakfast, lunch, and dinner. In the American plan, the meals are provided by the hotel kitchen.

Some hotels offer guests the option of being on the American plan or paying a la carte for food consumed in their facility. Travelers choosing a hotel in a remote location where there are not many restaurants — or none at all — need to stay at a hotel that offers an American plan.

In Europe and some other countries the American Plan is referred to as Full Pension or Full Board.

The Modified American Plan, sometimes abbreviated as MAP in hotel listings, means that the quoted rate includes two meals a day, including breakfast and either lunch or dinner. In the Modified American plan, these meals are provided by the hotel dining room.

Travelers choosing a hotel in a remote location where there are not many restaurants — or none at all — need to stay at a hotel that offers at least a Modified American plan.

In Europe and some other countries the Modified American Plan is referred to as Half Pension or Half Board.

The Continental Plan, sometimes abbreviated as CP in hotel listings, indicates that the quoted rate includes a continental breakfast.

A continental breakfast normally consists of coffee or tea, juice, and bread. The bread may be as simple as a loaf or as appealing as a basket of freshly baked croissants, scones, and muffins. At some facilities, yogurt and fresh fruit may also be available. The Continental Plan breakfast does not include cooked foods, such as pancakes or eggs.

Under the continental plan, diners often find breakfast is self-serve, although many hotels have a waiter available to pour and refill beverages.

Although there is no fee for breakfast when you stay in a hotel on this plan, it's considerate to leave a small tip if you've been served by a waiter. Aside from breakfast, all other food provided by the hotel is billed.

I. Read and translate the text.

II. Match the plan on the left with its definition on the right.

American plan	bed only
Demi-pension	bed and breakfast
European plan	bed, breakfast, lunch or dinner
Continental plan	bed, breakfast, lunch and dinner

III. Use the clues to fill in the missing letters in these words:

1. Guests can buy newspapers and magazines here. k _ _ _ _
2. Here you can sit outside your bedroom in the sun. b _ _ _ _ _
3. Bedding and clothes are cleaned here. l _ _ _ _ _
4. The entrance hall. l _ _ _ _
5. Guests can enjoy a long drink here. c _ _ _ _ _ b _ _ _
6. Guests can leave suitcases here. l _ _ _ l _ _ _ _ _
7. A cool, dark room where the wine is kept! c _ _ _ _ _
8. Here guests can eat and drink outside. t _ _ _ _ _
9. Guests can sit comfortably and relax here. l _ _ _ _ _
10. Climbing these to the top floor is tiring. s _ _ _ _ _
11. A quick way to reach the top floor. l _ _ _
12. Food is cooked here. k _ _ _ _ _

IV. Choose the correct variant:

1. Your room hasn't been (*clean/cleaned*) yet.
2. You can check (*in/on*) from 11:00 AM.
3. Check out (*schedule/time*) is 12:00 PM.
4. Let me know if you need anything else = Let me know if you (*require/request*) anything else.
5. I can't (*see/seem*) to find your reservation.
6. Did you make your reservation (*online/internet*)?
7. Everything is in (*good/order*) = everything is alright (= especially when talking about formal matters).
8. Do you have a restaurant on (*promises/premises*) (= in or attached to the hotel).
9. We hope you (*enjoy/please*) your stay.
10. How long will you be (*staying/stay*)?

Text 5

Hotel reservations

I. Fill in the gaps in the dialogue with the following words:

Spell, night, forward, reserve, unless, computer, fine, suite, tax, cheaper

#1

Hotel Clerk: Hello. Sunnyside Inn. May I help you?

Man: Yes, I'd like to 1. _____ a room for two on the 21st of March.

Hotel Clerk: Okay. Let me check our 2. _____ here for a moment. The 21st of May, right?

Man: No. March, not May.

Hotel Clerk: Oh, sorry. Let me see here. Hmmm.

Man: Are you all booked that 3. _____?

Hotel Clerk: Well, we have one 4. _____ available, complete with a kitchenette and sauna bath. And the view of the city is great, too.

Man: How much is that?

Hotel Clerk: It's only \$200 dollars, plus a 10% room 5. _____.

Man: Oh, that's a little too expensive for me. Do you have a 6. _____ room available either on the 20th or the 22nd?

Hotel Clerk: Well, would you like a smoking or non-smoking room?

Man: Non-smoking, please.

Hotel Clerk: Okay, we do have a few rooms available on the 20th; we're full on the 22nd, 7. _____ you want a smoking room.

Man: Well, how much is the non-smoking room on the 20th?

Hotel Clerk: \$80 dollars, plus the 10% room tax.

Man: Okay, that'll be 8. _____.

Hotel Clerk: All right. Could I have your name, please?

Man: Yes. Bob Maexner.

Hotel Clerk: How do you 9. _____ our last name, Mr. Maexner?

Man: M-A-E-X-N-E-R.

Hotel Clerk: Okay, Mr. Maexner, we look 10. _____ to seeing you on March 20th.

Man: Okay. Goodbye.

#2

Receptionist: Good morning. Welcome to The Grand Woodward Hotel.

Client: Hi, good morning. I'd like to make a reservation for the third weekend in September. Do you have any vacancies?

R: Yes sir, we have several rooms available for that particular weekend. And what is the exact date of your arrival?

C: The 24th.

R: How long will you be staying?

C: I'll be staying for two nights.

R: How many people is the reservation for?

C: There will be two of us.

R: And would you like a room with twin beds or a double bed?

C: A double bed, please.

R: Great. And would you prefer to have a room with a view of the ocean?

C: If that type of room is available, I would love to have an ocean view. What's the rate for the room?

R: Your room is five hundred and ninety dollars per night. Now what name will the reservation be listed under?

C: Charles Hannighan.

R: Could you spell your last name for me, please?

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

R: And is there a phone number where you can be contacted?

C: Yes, my cell phone number is 555-26386.

R: Great. Now I'll need your credit card information to reserve the room for you. What type of card is it?

C: Visa. The number is 987654321.

R: And what is the name of the cardholder?

C: Charles H. Hannighan.

R: Alright, Mr. Hannighan, your reservation has been made for the twenty-fourth of September for a room with a double bed and view of the ocean. Check-in is at 2 o'clock. If you have any other questions, please do not hesitate to call us.

C: Great, thank you so much.

R: My pleasure. We'll see you in September, Mr. Hannighan. Have a nice day.

II. Read the second dialogue.

III. Match the two columns:

1. single room	a) a room used for showing merchandise
2. double room	b) a sitting room not used as a bedroom (sometimes called a salon)
3. twin room	c) two or more rooms side by side with a connecting door between them
4. studio room	d) a room occupied by one person
5. suite	e) a two-story suite connected by a stairway

6. junior suite	f) a room with two single beds for two persons
7. parlor	g) a room with one bed and a convertible sofa. Can be used as a single or as a twin
8. duplex	h) a room with one large bed for two persons
9. hospitality room/function room	i) a sitting room connected to one or more bedrooms
10. exhibition room/display room	j) a room used for entertaining (cocktail parties etc.)
11. connecting rooms	k) two or more rooms with private, connecting doors. You can move from one room to another without going to the corridor.
12. adjoining rooms	l) a large room with a partition separating the bedroom furnishings from the sitting area.

IV. What type of customer would usually book :

- a twin room?
- a suite?
- a function room?
- an exhibition room?

V. Read and translate the words from the text:

Before I go on відпустка, I always make hotel reservations in advance so I have a place to stay. I usually look online for cheap hotels or other accommodations. Sometimes, I реєструватися a nice hotel that has a number of зручності like a swimming pool, exercise room, or kitchenette. These rooms often come furnished with a microwave oven and a small холодильник. If I eat at a restaurant at the hotel, I just have the meal billed to the room and pay for the room charge and meals at the same time. Other times, I just look for cheap hotels or motels that забезпечувати the basic necessities. If I really want to відкласти гроші, I reserve a bed at a молодіжна турбаза. The price is cheaper, but I have to share a room with other patrons, which doesn't bother me at all.

VI. What are the main factors that determine where you choose to stay on your vacation (e.g., price, location, hotel amenities, room decor, hotel reputation, etc.)? Rank these things from highest to lowest and discuss your reasons.

- VII. Let's suppose you are going on a week vacation to the destination of your choice. Use the Internet and find the most expensive and cheapest place to stay in that city and compare the advantages and disadvantages of each accommodation.

Text 6

Hotel facilities

- I. You are going to read part of a brochure advertising a hotel. Before you read, decide what the three most important things you look for are when staying in a hotel? Now read the brochure and try an activity on hotel facilities.

Columbia Towers Hotel

Situated in the centre of town, next to the National Bank, Columbia Towers is right at the heart of things, minutes away from the Avenues, the city's main shopping and restaurant district. There is easy access from the airport, which is twenty minutes by taxi, and Corniche Metro station (Green Line) is right outside the door.

Our 155 rooms (90 doubles, 50 singles and 15 executive suites) cater for the business traveller and the tourist alike, and the upper floors offer spectacular panoramic views over the bay. All rooms are fully air-conditioned, with en suite bathrooms and satellite television as standard. Executive rooms have free internet access, mini bar and video-conferencing facilities (ask at reception for your operating code and instructions). We pride ourselves on our prompt and courteous room service.

There are two restaurants: the Palm Grove on the ground floor offers fusion fare, while the Oasis on the first floor specialises in traditional dishes cooked using local ingredients. Both offer fresh bread from our in-house bakery. There are three bars, one with adjoining games room and four lounge areas all offering wifi connections and a range of complementary refreshments. The Columbia Towers Casino on the first floor, open until 4 a.m., is for the exclusive use of our guests. Formal dress is required.

The fitness centre on the Ground Floor West offers a full range of state-of-the-art exercise machines and weight-training equipment and our friendly and professional staff, including five experienced fitness trainers, are at your service to offer advice at all times. Please see our Whole-Body Solutions programme for details of short, personalised training regimes. Massage and complementary therapies are also available for your relaxation needs.

The fully-heated indoor pool, jacuzzi, sauna and steam baths are open from 5 a.m. to midnight every day. In addition there are two squash courts and a bowling alley. Regular guests are invited to take advantage of our exclusive National Stadium Hospitality Scheme which offers free use of the nearby Olympic athletics track.

Columbia Towers is happy to cater for large groups with sufficient prior notice and regularly hosts conferences, congresses and other corporate events. Our 300-seat

lecture theatre, equipped with projector, interactive whiteboard and personal address system has proved very popular over the years. Please contact our Corporate Events Manager for further details.

You can book a variety of city tours from reception or hire your own personal guide at very competitive rates. Car rental is also available from the desk in reception and we offer a 24-hour-turn-around translation service in seven languages for those last-minute business documents. At the Columbia Towers gift shop, you will find that special souvenir to remind you of your stay, along with the full range of national and international newspapers and weeklies.

We would like to remind patrons that Columbia Towers operates a strict no-smoking policy throughout the premises in accordance with current local and national legislation.

Columbia Towers is part of the Columbia Ventures Group Inc.

- I. Complete the sentences using the words from the box to make a true statement about the hotel.

smoke, business, paying, hotel, reception, running, transport, up-to-date, morning

1. The Columbia Towers hotel is well-located for shopping, eating and _____.
2. The _____ hotel offers accommodation for people on holiday or on _____.
3. In an executive room, you can use the internet without _____.
4. The bread served in the restaurant is actually made in the _____.
5. You can gamble in the casino until four o'clock in the _____.
6. All the hotel's exercise equipment is _____.
7. The sport you can do outside the hotel is _____.
8. You can hire a tour guide or a car from _____.
9. The hotel does not allow anyone to _____ inside.

- II. What are the three most important things you look for when you are staying in a hotel? Read the brochure and find out which of the things from the list below are mentioned in the article.

	yes	no
1. sports facilities		
2. conference facilities		
3. satellite TV		
4. view		
5. free drinks		
6. restaurant		
7. location		

8. swimming pool		
9. price		

III. Match the hotel collocations:

1. indoor	a) shop
2. room	b) view
3. panoramic	c) bathroom
4. corporate	d) event
5. fitness	e) pool
6. gift	f) service
7. en suite	g) centre

IV. Complete the sentences with the following words:

fitness centre, room service, indoor pool, corporate event, panoramic view, en suite bathroom, gift shop

1. I wanted to buy a souvenir. What time does _____ open?
2. Your room is on the 9th floor, so you have a _____ over the city.
3. When I'm travelling, I always like to work out in the _____ for an hour before breakfast.
4. She'll be very busy for the next ten days, organizing a _____. I'll get to phone you after you.
5. I'm surprised you had to go down the corridor. I thought all hotel rooms these days had _____ as standard.
6. Is it possible to have an extra towel? I'd like to use the _____.
7. Hello, is that _____? Could you come and have a look at the television, the picture isn't very good.

V. Find English equivalents for the following words and word combinations:

- a) номери люкс
- b) швидке і ввічливе обслуговування номерів
- c) супутникове телебачення
- d) безкоштовні закуски
- e) сучасні тренажери
- f) повністю критий басейн з підігрівом
- g) скористатися чимось
- h) корпоративні заходи
- i) найняти особистого гіда
- j) приміщення

k) 24-годинні перекладацькі послуги

Text 7

Check in

Front Desk Receptionist

What name is the reservation under?

- How long will you be staying?
- Are you planning on checking out tomorrow?
- I'm afraid you can't check in until/after 4:00 pm.
- What type of vehicle are you driving?
- Do you know the license plate number of your vehicle?
- Complimentary breakfast is served in the lobby between 8 and 10 am.
- I'll give you two room keys.
- The dining room is on the main floor at the end of the hall.
- The weight room and sauna are on the top floor.
- Just call the front desk if you need any extra towels or pillows.

Guest

- We have a reservation under Jill McMann.
- Do you have any vacancies?
- Is the hotel booked, or can we get a room for tonight?
- How do we get to our room from here?
- Is it okay to park out front?
- What time is the pool open until?
- What time is breakfast served at?
- Is it too early to check in?
- Can we get a wake-up call?
- When is check out time?

I. Read the dialogues:

1

A: My name is John Sandals, and I've got a reservation.

B: May I see some identification, sir, please?

A: Sure. Here you are.

B: Thank you so much. Have you got a credit card, Mr. Sandals?

A: I sure do. How about American Express?

B: Unfortunately, at the present time we take only MasterCard or VISA.

A: No American Express? Okay, here's my VISA.

B: Thank you, sir. You'll be in room 507, nonsmoking, with a queen-size bed. Do you approve, sir?

A: Yes, that'll be fine.

B: That's great. This is your key, sir. If you need anything at all, anytime, just dial zero.

2

Front Desk: Welcome to the Wyatt Hotel. How may I help you?

Traveler: I'd like a room please?

Front Desk: Would you like a single or a double?

Traveler: I'd like a double, please?

Front Desk: May I have your name, please?

Traveler: Timothy Findley.

Front Desk: Could you spell that please?

Traveler: F-I-N-D-L-E-Y.

Front Desk: How many are in your party?

Traveler: Just two.

Front Desk: How many nights would you like to stay?

Traveler: Just tonight.

Front Desk: How will you be paying?

Traveler: Is Visa OK?

Front Desk: That'll be fine. Would you like a wake-up call?

Traveler: Yes, I'd like a wake-up call for 6:30. Do you have a pool?

Front desk: Yes, we do. On the 2nd floor. Here's your key. That room 405 on the fourth floor.

#3

Hotel: 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.

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

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

Hotel: 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.

Hotel: 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!

Hotel: 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 dime. What's included in this cost anyway?

Hotel: 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?

Hotel: 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?

Hotel: 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.

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

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

Hotel: At midday, sir.

Guest: Ok, thanks.

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

II. Find English equivalents for the following words and word combinations:

Безкоштовний сніданок; ключі від номера; стійка реєстрації; їдальня; тренажерний зал; кредитна картка; вимовляти ім'я по буквам; на жаль; одномісний або двомісний номер; ми приймаємо MasterCard або VISA; номер для осіб, що не палять з двоспальним ліжком; ось вам ключі; я б хотів, щоб мене розбудили о 6 ранку; коли час виїзду?; сауна знаходиться на верхньому поверсі, безкоштовний трансфер до аеропорту, підписати квитанцію, доступний інтернет в лобі 24 години на добу.

III. Fill in each blank with the correct word. If both words can be used, choose the one that sounds more *natural* in each situation:

1. I'm sorry, we don't have any rooms (*available/rentable*) that weekend.
2. Would you like me to check another (*date/schedule*) for you?
3. I'm sorry, we're all- (*books/booked*) (= we have no free rooms) because of a big conference.
4. I'll need to see your passport, or some other form of (*identity/identification*).
5. We don't have room (*servants/service*). (= We don't bring food, etc. to your room)
6. The concierge will (*show/carry*) you to your room.
7. There's a (*tiny/mini*)-bar in every suite.
8. Let me know if I can be of further (*assistance/assistant*) = Let me know if there's anything else I can do to help.
9. Before you arrive = (*Prior/Previous*) to your arrival.
10. We also have a gym which you can use at your (*dispersal/disposal*).

IV. Choose the word which best completes each sentence.

1. One of the jobs of a receptionist is to _____ complaints.
a) manage b) deal with c) organize d) regret

2. People who often use the same hotel are called _____.
a) normals b) returners c) regulars d) usuals
3. Customers with valuable items should use the _____ provision.
a) safe deposit b) secure c) savings d) lock-up
4. The customers of particular hotel are known as the _____.
a) guest list b) long stays c) clientele d) usuals
5. When guests arrive the receptionist usually asks them to sign the _____.
a) register b) bookings form c) ledger d) guest bill
6. Each day the _____ list shows the names of the guests expected.
a) stop-go b) records c) arrivals d) room
7. If guests lose their room keys, a member of staff can open their room door with a _____ key.
a) main b) passage c) pass d) card
8. People who have booked but don't arrive are known as _____.
a) delays b) no comers c) failures d) shows
9. In order to be successful, a hotel must try to maximize room _____.
a) availability b) turnover c) status d) occupancy
10. Guests entering the hotel will find the reception desk in the _____.
a) scullery b) foyer c) back office d) corridor

Text 8

Check out

Front Desk Receptionist

- Are you ready to check out?
- What room were you in?
- How was your stay?
- Was everything satisfactory?
- Will you be putting this on your card?
- And how will you be paying for this?
- Would you like to speak to the hotel manager on duty?
- I'll just need your room keys, please.
- Enjoy the rest of your holiday.
- Have a safe trip home.

Guest

- We're checking out of room 401.
- Sorry we're a bit late checking-out.
- I'm afraid we overslept/slept in.
- We really enjoyed our stay.
- We have a few complaints.

I. Read and translate the dialogue 1

Receptionist: Hi there. Are you checking out now?

Guest: Yes, sorry. I know we're a few minutes late.

Receptionist: That's no problem. It's always really busy at check out time anyway.

Guest: Oh, really. The last hotel we stayed in charged us for a late check out.

Receptionist: The hotel isn't booked this week, so it's not a problem. How was everything?

Guest: The room was great. The beds were really comfortable, and we weren't expecting our own fridge.

Receptionist: I'm glad you liked it.

Guest: The kids were disappointed that the pool wasn't open this morning, though.

Receptionist: I apologize for that. We can't get a cleaner in any earlier than 10 am.

Guest: Well we had a nice swim last night anyhow.

Receptionist: Will you be putting this on your credit card?

Guest: No. I'll pay cash.

Receptionist: OK. So the total comes to \$123.67, including tax.

Guest: I thought it was \$115 even. That's what they said yesterday when we checked in.

Receptionist: Yes, but there is an extra room charge on your bill.

Guest: Oh, I forgot. My husband ordered a plate of nachos. Sorry.

Receptionist: No problem. So...from \$140, here's your change. Now, I'll just need to ask you for your room keys.

II. Choose the correct answer:

1. Why does the guest apologize when she arrives at the front desk?
 - a) She forgot to pay.
 - b) She is late checking out.
 - c) Her kids used the pool when it was closed.
 - d) Her credit card is not working
2. Which of the following did the woman's family NOT like about the hotel?
 - a) The pool hours
 - b) The room
 - c) The beds

- d) The rate
- 3. What was the woman charged for besides the room rate?
 - a) telephone use
 - b) room service
 - c) pool towels
 - d) a late fee

#2

Hotel: Did you enjoy your stay with us?

Guest: Yes, very much so. However, I now need to get to the airport. I have a flight that leaves in about two hours, so what is the quickest way to get there?

Hotel: We do have a free airport shuttle service.

Guest: That sounds great, but will it get me to the airport on time?

Hotel: Yes, it should. The next shuttle leaves in 15 minutes, and it takes approximately 25 minutes to get to the airport.

Guest: Fantastic. I'll just wait in the lounge area. Will you please let me know when it will be leaving?

Hotel: Of course, sir. Oh, before you go would you be able to settle the mini-bar bill?

Guest: Oh yes certainly. How much will that be?

Hotel: Let's see. The bill comes to \$17.50. How would you like to pay for that?

Guest: I'll pay with my Visa thanks, but I'll need a receipt so I can charge it to my company.

Hotel: Absolutely. Here we are sir. If you like you can leave your bags with the porter and he can load them onto the shuttle for you when it arrives.

Guest: That would be great thank you.

Hotel: Would you like to sign the hotel guestbook too while you wait?

Guest: Sure, I had a really good stay here and I'll tell other people to come here.

Hotel: That's good to hear. Thank you again for staying at The Grand Woodward Hotel.

I. Find English equivalents for the following words and word combinations:

виїзд з готелю, зручні ліжка, платити готівкою, ось ваша задача, як найшвидше дістатися до аеропорту?, щоб дістатися до аеропорту потрібно близько 25 хвилин, мені потрібна квитанція, це здорово, рахунок, скарга, завантажити сумки

II. Choose the best variant:

- 1. What's the rate for a double room?
 - a) 10 a.m.
 - b) \$250.00
 - c) Per hour
 - d) very fast
- 2. How can I get to the airport?

- a) By snuffle
 - b) By shackle
 - c) By shuffle
 - d) By shuttle
3. Does the lobby have internet?
- a) Yes, every other Friday.
 - b) Yes, at 11 a.m.
 - c) Yes, 24 hours a day, every day.
 - d) Yes, in room 209.
4. What type of breakfast is included in my room rate?
- a) In the sauna
 - b) Continental
 - c) Certainly. I'll call concierge
 - d) At 10.30am
5. Do you have an airport shuttle service?
- a) Yes, there are maps at the information desk
 - b) Certainly. We also have a transportation service to the train station
 - c) I will need you credit card details
 - d) You will need to call the restaurant for that
6. What time is check-out?
- a) At 10.30am
 - b) Every day
 - c) Three weeks ago
 - d) Three weeks ago
7. How would you like to pay for your meal Sir?
- a) It was excellent thank you!
 - b) Another round please
 - c) The steak was overdone I think
 - d) Charge it to my room please
8. Does the hotel have a personal laundry service?
- a) The maids clean the rooms every day
 - b) Yes, the gym is free to all guests
 - c) Yes, however personal dry cleaning comes at an additional charge
 - d) \$10.00 per item
9. What floor is the pool on?
- a) Yes, we do have a pool
 - b) The pool's open between 8am and 9 pm
 - c) We have 24 floors in the hotel
 - d) It's on the 23rd floor
10. How much does late check-out cost?
- a) The charge is an additional \$55.00
 - b) Yes, no problem
 - c) Late check-out is until 4pm
 - d) We offer a full buffet breakfast

11. Hello, I'd like to make a reservation for dinner tonight.
 - a) Certainly Sir, for how many people?
 - b) The restaurant is delicious
 - c) We have a buffet and a la carte menu
 - d) At 7.30pm
12. Excuse me, do you have an information desk?
 - a) \$10
 - b) There is a phone in your room
 - c) The menu lets you know all the room service items available
 - d) Yes we do, it's around the corner from the lift

III. Complete the sentences with one of these verbs. Use each verb once only.

calculate, check out, dispute, incur, issue, itemize, liaise, overcharge, return, settle, sign for, vacate

2. At the end of their stay, guests _____ at reception.
3. During their stay at hotel, guests will _____ charges for the services which they use in the hotel.
4. When a hotel guest eats in the hotel restaurant, she will be asked to _____ meal before leaving.
5. Some hotels _____ a luggage pass to show that payment has been received and the guest is free to leave.
6. The hotel should _____ the bill so that guests can see the cost of each item.
7. Most hotels ask guests who are leaving to _____ their rooms before lunchtime.
8. The computer will automatically _____ any discount.
9. The reception will ask the guests to _____ their bills before leaving the hotel.
10. The receptionists will _____ any valuables which have been deposited for safe keeping.
11. Guests may _____ a charge if they disagree with it.
12. Good teamwork means that the receptionist will _____ with the other departments in the hotel.
13. The hotel must be careful not to _____ the guests; they will be very unhappy if they have to pay more than they should.

IV. Translate the following sentences into English:

1. Я збираюся відвідати Чикаго наступного місяця.
2. Ви не могли б порекомендувати хороший готель?
3. Я хотів би зупинитися в спокійному недорогому готелі недалеко від центру.

4. Готель Роуз. Можу я вам допомогти? Добрий день! Я хотів би зарезервувати одномісний номер на шість днів, починаючи з шостого травня.
5. Я хотів би зарезервувати невеликий номер люкс.
6. Ви хотіли б номер для курців чи некурців, Містер Росс? Для некурців, будь ласка.
7. Які розцінки на одномісний номер? Сімдесят доларів за ніч плюс податок.
8. Будь ласка, заповніть реєстраційний бланк.
9. Ось ваш ключ. Номер 735 на сьомому поверсі. Сподіваюся, вам у нас сподобається.
10. Нажаль, у нас немає вільних місць.

V. Pair work- Role Play

The situation: At a hotel

Working with a partner, role play the situation, using the information below

The roles: guest, hotel employee

<u>A. Making reservation</u>	
The clerk should get the following information:	The guest should ask about the following:
● name	● price
● kind of room	● services available
● number of beds required	● whether shuttle bus is available to/from airport
● credit card number	
● length of stay	
● number of guests	
● date of arrival	
<u>B. Checking-in, with reservation</u>	
The clerk should:	The guest should:
● have guest complete the registration form	● ask about check out time
● ask if guest needs assistance with luggage	● request non-smoking floor
● get credit card or cash	● request room with view of pool
● give key to guest	
<u>C. Room service- ordering meals</u>	
The clerk should:	The guest should:
● ask name and room number	● place the order
● ask what the order is	
● ask when to deliver	

● say thank you	
<u>D. Wake up call</u>	
The guest should:	The clerk should:
● call to leave a wake up call	● say hello
● give name and room number	● ask the time of the wake up call
<u>E. Check out</u>	
The guest should:	The clerk should:
● inform the clerk you want to check out	● inform guest of additional charges for room service- mini-bar, etc.
● give the clerk the key	● get final payment
	● get the key from the guest
	● ask guest if he needs any help with his luggage

Text 9 Telephone English

There may be times when hotel staff may have to talk on the telephone with a guest. Some staff may spend the majority of their day on the phone and other staff maybe only on rare occasions. The reason for being on the phone will vary as well. Some staff may be booking rooms, some may be taking orders for room service, and some may be taking a reservation for dinner at a restaurant.

Expressions- Telephone Use

Whatever you're doing, there are some expressions that are commonly used.

Hello

Goodbye

Is Mr. _____ there (in)?

May I speak to Ms. _____?

I would like to speak to Mr. _____.

Hold please.

I'll transfer you.

I'll put you through.

May I help you?

I'll call back.

I got your message.

I'm returning your call.

Dialogue- Telephone Use

Staff: VIP Lounge. How can I help you?

Guest: Yes, this is Mrs. Turner in room 2110. I'd like to arrange an elephant ride for my daughter.

Staff: Certainly ma'am. When would you like to go?

Guest: How about 10:00 AM?

Staff: Would you also like me to arrange transportation to and from the ride?

Guest: That would be great, if it's not too much trouble.

Staff: No trouble at all ma'am. If you could meet me in the VIP Lounge at 10:00 I'll escort you to the taxi.

Guest: Sounds great. I'll see you then.

Staff: See you at 10:00 Goodbye.

Staff: Room Service, how can I help you?

Guest: Yes, could you send up a BLT, a bag of chips, and an ice tea.

Staff: Of course sir, could I have your room number?

Guest: It's 1515.

Staff: OK, your order will be there in about 15 minutes.

Guest: Thank you, goodbye.

Staff: Housekeeping, how can I be of assistance?

Guest: Could I have a couple more blankets sent up to my room please.

Staff: Of course ma'am. Could I have your room number.

Guest: I'm in room 777.

Staff: They will be there in 10 minutes.

Guest: Thanks. Bye.

Staff: You're welcome, have a good night.

- I. Practice using the above expressions by having a dialogue similar to the ones above with a partner, one partner taking the role of the guest and the other the role of the staff. For additional practice, switch roles. Practice the dialogue several times, trying to use all of the expressions noted above.
- II. Role play the following situations with a partner, one person taking the role of the guest and the other person taking the role of a hotel staff.

Arrange a tennis game

Arrange a golf lesson

Request first aid kit

Request immediate ironing of dress

Request information about hot night spots

Request information about a scenic tour

Make a dinner reservation at a restaurant
Getting a message to husband in lounge about a sick child
Taking messages

- III. At times, you will find that you may have to leave or take a message because the person being called is not in. The expressions below can be used in these situations.

Expressions- Leaving Messages
A caller's request

May I leave a message?
Could you give her a message please?
Do you mind taking a message?

A callee's request

May I take a message?
Would you like to leave a message?
I can leave him a message if you like.

Other common expressions used when talking about messages are below.

He's not in at the moment.
Do you know when he might return?
May I ask who's calling?
Could I have your name and number (or room number)?
How do you spell your name please?

Dialogue- Messages

Caller: May I speak to Mr. Morrison please?
Staff: He is not in at the moment. Can I take a message?
Caller: Yes, could you tell him that Julie Anderson called.
Staff: Could I have your number please?
Caller: Yes, it's 555- 6709.
Staff: I'll give him the message.
Caller: Thanks, bye.

Staff: Is this the Gillett room?
Guest: Yes, it is.
Staff: May I speak to Mr. Gillett?
Guest: He's not here, he's at the pool. Call I have him call you back?
Staff: Yes please, have him call the front desk. It's about the change in his departure flight.
Guest: I'll give him the message.
Staff: Thanks, bye.

Text 10

Hotel jobs

According to the United States Bureau of Labor Statistics, hotel, motel and other travel accommodation workers held 1.9 million jobs in 2008. Working in the hospitality industry is an exciting career where you'll meet people from around the world. There is also opportunity for advancement. Most entry-level jobs in this field don't require specific training. Rather, a good personality and the ability to work with people is held in high regard.

Working Conditions

For employees who have to care for children or family members, working in a hotel may be advantageous. Hotel shifts can be early morning, late at night and everything in between because the hotel is open 24 hours and must have staff available. During the holidays and high season, the hotel may be very crowded. This can create a lively energy where employees are constantly on the go, solving problems and turning over rooms for new guests.

Housekeeping

According to the United States Bureau of Labor Statistics, service workers, which include housekeepers, make up the largest workforce in hotels. Housekeeping staff ensures the rooms, lobby and grounds of the hotel are clean. The staff changes the bed sheets and towels, vacuums, dusts and empties trash cans in the rooms throughout a guest's stay and then does a larger cleaning, such as scrubbing the bathrooms, once the guest has left. This prepares the room for new guests.

Food Workers

Many hotels have on-site restaurants or offer room service. Food worker--such as chefs, waiters, hostesses, dining managers and room service attendants--are in charge of all functions of the restaurant's food service. Like a traditional restaurant job, this job can include preparing the food in the kitchen and serving and seating guests at the restaurant. Room service attendants are responsible for bringing the guest's food to the room, sometimes setting up a dining area for the guest in her preferred location in the room and then retrieving the plates when the guest is done with the meal.

Baggage Helpers

When guests arrive and depart from the hotel they may need help with their baggage. A bellhop or baggage porter, as the position is also called, will assist the guest with luggage. This may include retrieving the bags from the vehicle, storing the bags for the guest until the room is ready or bringing the luggage to the room for the guest. Some luxury hotels may offer guests the option of having the bag unpacked and clothes put away, as well.

Office Staff

The office staff at a hotel, including the bookkeepers, accountants, check-in staff and phone operators, account for almost 20 percent of hotel workers, according to the United States Bureau of Labor Statistics. These employees ensure that the correct room is ready for the guest, the bill for the guest is in order and, in the case of the phone operators, that the communication process at the hotel goes smoothly.

Hotel Management

Although most hotels have a general manager who oversees all aspects of a hotel's operations, each department usually has a manager. In housekeeping, this may be called the executive housekeeper. With food workers, it may be the executive chef or dining room manager. With baggage helpers, it could be the lead porter and, with the office staff, it could be the director of sales and marketing. Management is usually responsible for handling guest complaints, setting the price of the food, beverage and room as well as authorizing and special discounts. Many hotel managers go to a hospitality management school where there are specific management and operations classes for those who want to work in a hotel.

I. Read and translate the text

II. Match the two columns:

1. front office manager	2. arranges tickets for sight-seeing, theatre, cinemas and other events. Assists with table reservations and other hotel services.
2. receptionist	3. carries customers' luggage
3. room clerk/key clerk	4. is in charge of the stores
4. concierge	5. is in charge of the reception area
5. front office cashier	6. takes care of registration, in some hotels also receives room reservations and keep them up to date
6. night clerk/night porter	7. is responsible for the elevators/lifts
7. maintenance man	8. hands out the keys and gives information to the guests about various hotel services
8. bellboy	9. is responsible for the accounts and billing. Sometimes also exchanges foreign currency
9. porter	10. cleans the guest rooms
10. doorman	11. takes care of the reception area during the night shift
11. cloakroom attendant	12. shows customers to their rooms, delivers messages and mail and carries luggage
12. lift boy	13. takes care of the technical equipment in a hotel
13. housekeeper	14. takes care of customers' coats, hats etc.

14.floor attendant	15. is in charge of linen, decorations and general cleanliness of the hotel
15.chambermaid/room maid	16. is in charge of the sauna section
16.sauna attendant	17. is responsible for the cleanliness and often also room service of a special floor
17.storekeeper	18. receives guests, opens the door, orders taxi-cabs etc.

III. Fill in the missing words:

- _____ works during the night shift.
- A _____ shows guests to their rooms.
- A _____ counts bills and changes currency.
- _____ are responsible for registration.
- _____ take care of keys.
- A _____ carries suitcases and bags.
- A _____ orders taxi-cabs.
- _____ take care of flowers, linen etc.
- _____ clean guest rooms.
- A _____ is responsible for the guests' coats.

Text 11

Complaints

There will be inevitable times when guests have a problem about something and will complain about it. Sometimes these complaints will be justified, such as being brought the wrong order in a restaurant or not getting the kind of room that was booked or being over charged for a service. Sometimes the complaints will be unreasonable, such as a guest demanding an up graded room at no extra cost or becoming angry over a short delay. Whether the problem or complaint is justified or not, it must be handled with dispatch and professionalism.

The kinds of problems and complaints that hotel employees are likely to encounter are as varied as the guests themselves. Look at a few of these examples.

Possible problems or complaints

There are not enough towels in my room.

The sink is leaking in the bathroom.

This tread mill doesn't seem to be working properly.

How did my child get so dirty?

I seem to have misplaced my tennis racket. Has one been turned in?

I specifically requested an ocean view, but the room I was given has a view of the pool.

This soup is not warm enough.

This fish tastes like sour milk.

Why is our order taking so long?

We have no ketchup at this table.

Responses to problems or complaints

I'll see to that right away ma'am.

I'll correct the situation immediately, sir.

I'm so sorry sir; that should never have happened.

I'll take care of that right away sir.

I'll see to it immediately.

I'll see what I can do about it and get back to you.

Dialogue

Guest: When I first arrived I was assured that a bottle of Chivas Regis would always be in the mini-bar. Well I'm here now and the bottle isn't. What kind of hotel are you running here anyway!

Staff: I sincerely apologize for the oversight sir. We have been exceedingly busy today because of the convention. I'll have a complimentary bottle delivered immediately. Please accept it with our compliments.

Guest: Well, I should hope it would be complimentary. Thank you. Good bye.

Guest : This tea is sweetened, and I specifically wanted unsweetened tea.

Staff: I'm sorry ma'am. I'll bring an unsweetened tea immediately. Please excuse the mistake.

Guest: No problem, things happen.

Staff: Here's your tea ma'am. Let me know if I can be of further assistance. Enjoy the rest of your meal.

Guest: Thank you.

Guest: I had reserved a tennis court, but it has has been taken over by someone else.

Staff: Yes sir, I understand. But we have a policy that if a party is more than 15 minutes late for a starting time, we schedule the courts for other waiting guests. I'm so sorry for the inconvenience. Would you like to reschedule?

Guest: I requested the eggs over hard, these are over easy.

Guest: Sorry about that sir, let me make you some more right away.

Guest: We ran out of toilet paper. Is it possible to get more?

Staff: Of course, ma'am. I'll send more up immediately. Is there any thing else you require?

Guest: Now that you mention it, could you also bring up a six pack of Heineken?

Staff: Yes ma'am, I'll notify room service and have them send some to your room.

Guest: That would be great, thanks.

- I. Practice using the above expressions by having a dialogue similar to the ones above with a partner, one partner taking the role of the guest and the other the role of the staff. For additional practice, switch roles. Practice the dialogue several times, trying to use all of the expressions noted above.
- II. Role play the following situations with a partner, one person taking the role of the guest complaining about the items listed below and the other person taking the role of a hotel staff.

No soap in the changing room

An exercise machine that does not work properly

A room not being cleaned yet

The room air conditioner is not working properly

The guest next to him is playing music too loud

The room smells like smoke

A side of garlic toast has not arrived

There's a bug in the salad

- III. What would you say to the person in question when dealing with the following situations?
 1. A person arrives at the nightclub wearing only a tee-shirt and jeans.
 2. A famous pop star is disturbing other guests by having a noisy party in his room.

3. A guest insists on taking a lady friend, who is not registered at the hotel, into his room.
4. A businessman from the Far East wants his bill sent to his firm in Indonesia for settlement.
5. A guest is complaining about the slow service behind the bar.

ADDITIONAL TEXTS FOR READING

#1

Hospitality industry

The hospitality industry is major service sector in the world economy. The industry encompasses an extensive variety of service industries that include food service, tourism and hotels. Hospitality industry suffers from fluctuations within an economy every year.

Hospitality industry can be empirically divided into two parts: entertainment areas like clubs and bars, and accommodation. Accommodation takes the form of public houses, resorts, inn, campgrounds, hotels, hostels, serviced apartments, and motels. The clubs and bars category include restaurants, fast foods, and nightclubs.

The hospitality industry also includes tourism support commercial activities like airline cabin staff and travel agents. Travel technology like applied information technology (IT) and its workers in hospitality, travel and tourism are included in the hospitality industry. Corporate entertainment is also a very thriving activity amongst corporation.

A hotel is an establishment that renders lodging in lieu of payment. This lodging is usually given in exchange for a specified predetermined amount of money. Modern hotel rooms come equipped with climate control and attached bathrooms. Higher end hotels offer guests internet connectivity within rooms and also throughout the premises. A combination of meals and accommodation comes as a package in most hospitality establishments. Hotels are usually managed by professionally qualified managers. Junior workers usually maintain the hotel. Functions like cooking is usually done by professionally trained chefs.

Nightclubs are entertainment venues where dancing is accompanied by light snacks and drinking. Apart from service personnel like waiters and cooks, nightclubs employ disc jockeys (DJs) and stand up comedians as part its varied attractions.

Fast-food restaurants now form a major part of the hospitality industry. These restaurants employ an optimal number of personnel for providing customer service. Food may also be sold from kiosks.

Corporate entertainment refers to private events held by companies for clients, stakeholders or staff. It can be in the form of conventions or conferences where a large audience is involved. Or it can be small and more private affairs like company annual parties, away days and concerts etc.

Hospitality industry is characterized by a large number of employees. Both white collar employees and blue collar workers may find gainful employment. Entry level jobs usually require no formal education. Professionals in the hospitality sector are usually qualified with trade certificates and college degrees. Many hospitality schools offer specialized courses of study in one particular aspect of the industry.

A career in hotel management

To be successful in Hotel Management, you need more than just a good knowledge of the hotel industry. You need to develop excellent management, time management, interpersonal and research skills, and good interpersonal skills. A good hotel manager knows how to delegate, but always keeps a close eye on every aspect of the business - kitchen, service, cleaning, maintenance, front desk etc. - and is always moving, always in touch with staff and guests. To succeed in this career, you need to become a good communicator and to actively seek information about what's going on in the hotel, the industry, and in the wider society. As a good hotel manager, you will keep a very close eye on every aspect of the business - kitchen, service, cleaning, maintenance, front desk etc. - and you will talk with staff in all areas. You will continually monitor guest satisfaction, and deal with the many problems that arise in this business. You will also establish and maintain relations with others working in hospitality, tourism, the media and the community in order to promote your business and also, to keep abreast of issues, trends, and possibilities that can affect your business. This makes hotel management an exciting, challenging career, with much opportunity for personal and professional growth and social interaction.

Hotels vary widely in size, clientele, business structure, services, and style. Some aim at meeting specific needs (such as providing basic services and neat rooms close to an airport for business people or visitors in transit), while others aim to appeal to a wider market to encourage greater occupancy and to ensure more even occupancy through seasonal or other changes (such as low tourist seasons).

Given the differences in kinds and sizes of hotels, hotel managers may be assigned different roles and tasks by different employers. Some may manage only one section of a hotel, coordinating their activities with those of managers in other sections. For instance, one person might manage the food areas and another might manage housekeeping. In other hotels, the manager is in charge of all areas. If you are a hotel owner, you may manage the entire business on your own, or hire managers for some areas.

Therefore, one can enter this field of work by developing skills and knowledge in one main area (such as housekeeping, food and beverage management, marketing and sales, or maintenance), or by developing a broad range of generic and transferable skills in hospitality and management.

Job opportunities might also be found in other accommodation and tourism businesses, such as resorts, health farms, cruise ships, inns or motels. Any of these can also provide a pathway to a position in a large hotel, if that's where you want to go. Other opportunities may exist in the non-profit sector: hospitals, aged care centres, orphanages, women's refuges or refugee centres, for example.

One common career path in this industry is through education, such as a qualification in hospitality or sometimes, in management. This can start you off with sound skills and knowledge that you can apply while gaining necessary experience. You might later go in a completely different direction, with suitable qualifications

and experience. You can find work in any area of a hotel and work your way up by demonstrating your commitment, abilities and personal qualities.

The key roles of a hotel manager are:

- to ensure that their business meets the needs of its users or clients
- to ensure that the hotel and its services (e.g. function rooms, restaurant) are marketed and promoted
- to ensure that booking, reservation and other selling processes are efficient and effective
- to ensure that the hotel is well-maintained, safe, clean and generally meets expected standards
- to ensure the care, comfort, satisfaction and goodwill of the guest or customer
- to plan and manage the business for present, short term and long term success.

Tasks (some or all) that a hotel manager may be required to do are:

- recruit, induct staff
- train staff
- delegate and schedule tasks and responsibilities
- supervise staff
- control quality, which includes regular inspections
- establish and monitor procedures
- establish and communicate standards
- ensure staff and client safety and wellbeing
- select supplies or suppliers (linens, equipment, food etc)
- increase staff productivity
- promote the business and its services
- update, renovate or redecorate the building or rooms
- plan and budget.

A hotel manager might be self-employed (the business owner). Otherwise, hotel managers are employed by small, medium and large accommodation business. These may or may not be hotels, for hotel management skills are applicable to a range of accommodation businesses, such as bed & breakfast establishments, guesthouses, trailer parks, motels, inns, resorts, school camps, and so on. Small establishments are often family-run businesses, where your job may be to supervise operations or one area, or to manage the whole business for owners to whom you report. Larger businesses tend to hire managers for one area, such as front desk operations, housekeeping, maintenance, kitchen or marketing.

A hotel is like a small kingdom, and running it is hard work, requiring attention to detail in many areas. Yes, it is stressful work, and you need a degree of psychological and physical stamina to maintain it. All aspects of hospitality and tourism are affected by so many factors that are simply out of your control: weather, political situations of unrest or calm, economic trends, social issues and trends, and so on. A dangerous situation in the region can bring tourism, even business travel to the area, to a virtual standstill overnight. Other things that can cause high stress are visits by important persons (politicians, entertainers, royalty etc.), most of whom have very special requirements and an entourage to be tended to, plus special safety

and privacy needs; incorrect bookings of groups, or late or early arrivals of large groups; bookings that do not provide accurate or complete information about guest requirements; unexpected shortages of supplies or food items; transportation problems; staff absences, errors or laxness; interpersonal conflicts; irate or offended customers and so on. This is by no means a boring job, yet the excitement and challenge can be addictive.

As you build your career in this field, focus on developing and consistently reflecting a high degree of professionalism. Pay attention to your dress, hair, makeup (all of which should be understated, simple and neat) at all times; do your job (whatever it is) to the best of your ability at all times; be polite, respectful and truthful to colleagues, superiors and guests; be scrupulously honest; listen carefully, and do not be afraid to suggest improvements or to identify areas needing improvement; greet guests, colleagues and superiors by name where possible; and let the manager and/or owner know that you want to prove yourself and advance. Take every opportunity to learn and develop new skills, and to help out in other areas to gain further skills and exposure.

#3

How to deal with hotel guest complaints

When you are working in a hotel in any position, it is important to know how to deal with hotel guest complaints. Complaints from a hotel guest can be dealt with and rectified but only if the hotel employee is prepared to react in a professional manner. Often a hotel guest will be agitated and loudly lodge their complaint in front of other guests. The most important thing in the beginning is to bring the guest into a private area away from the public area. Let the guest explain the problem without interrupting or commenting. Remember to remain calm and concerned and to establish a feeling that you are in control and can alleviate the problem. Here are some tips for dealing with hotel guest complaints.

Give the guest your complete attention. If possible, sit down with your guest and make sure to give your undivided attention to what they are telling you.

Ask your guest in what way you can rectify the problem, unless of course there is an obvious solution such repairing a room defect. Take notes and confirm the actions you will take when the conversation is complete.

Never argue with a guest when they are giving you their complaint, keep a pleasant expression on your face and nod in agreement. The guest is upset and the worst thing you can do is to minimize their feelings by disagreeing.

Determine the exact problem by asking pertinent questions in a polite and quiet manner. Again, taking notes and repeating the guests answers will indicate that you are taking this seriously with the intention of rectifying the problem.

Indicate to the guest that you would feel the same if this had happened to you. If possible, relate an incident that happened to you that was similar and turned out well after some intervention.

Deal with the hotel guest complaint immediately while they are with you. Find a solution and let them know of your concern for their satisfaction. Pick up the phone

and make the call to the department that can solve the problem or let the guest know that you will be dealing with this yourself immediately.

Make sure to check back with the guest after dealing with their complaint to make sure they are satisfied. This will leave a positive feeling for your guest about the management at your establishment. This will also spell "return guest" which is good for business.

According to the Cornell School of Hotel Hospitality the preferred method of a guest conveying a complaint is to speak directly to first, a manager of the hotel and second to an employee of the hotel. Writing a letter or using a comment card are the least preferred methods. Training should be given to all hotel employees on the proper way to deal with a hotel guest with a complaint. Caring and concerned employees can calm an irate guest just by being a good listener. Acting on the complaint can turn a complaining guest into someone who sing the hotels praises to their friends.

HOTEL GLOSSARY

American Plan (AP) - A type of room rate which includes the price of the room, breakfast, lunch, and dinner. Also known as full pension.

Apartment Hotel - Accommodation in apartment-style units rather than rooms: with minimum or expanded in-suite cooking facilities. Defined by legislation for licensing and classification purposes.

Available Rooms (suites, beds) - The number of rooms normally available on a day to day basis, LESS those permanently used for some purpose other than guest occupancy.

Average Daily Rate (ADR) - The total room revenue for a given period (day, month to date, month, year to date), divided by the number of rooms occupied for the same period. Frequently used as a measure of economic performance.

Bed and Breakfast (B&B) - A type of room rate which includes the price of the room and breakfast. Also known as Continental Plan.

Boutique Hotel - Historical, classic buildings, remodeled into boutique hotels with usually have less than 30 rooms.

Central Reservation System (CRS/CRoS) - The ability of guests to make a reservation for one out of a number of hotels by contacting one agency, contracted by the hotels acting as a group, to operate this "central" reservation service.

Complimentary Room - An occupied guest room for which no price is charged. This may include a room occupied by a hotel employee.

Condominium Hotels - Customers purchase fee-simple equity in the units - the hotel's guestrooms. Unit owners may live in the hotels permanently or use them as second and third homes. Depending on the hotel's policy, unit owners may rent their units independently or through the management company's rental program and derive income through a revenue-sharing arrangement. Unit owners also incur budgeted maintenance and operating expenses. Depending on the management company, unit owners have varying degrees of access to their hotel's amenities and services.

Credit Card Commissions - A fee paid to credit card companies based upon a contracted percentage of credit card charges accepted.

Destination Clubs - The newest entrant to lodging, this niche most closely resembles country clubs in ownership structure. While developers of destination clubs expect to branch out into other price segments, for now this niche targets the most affluent of travelers. Customers pay initiation fees that can run as high as \$500,000 and annual dues running as high as \$25,000. In return, customers get to stay

for weeks at a time in multi-million dollar residences and villas in prime urban and resort locations and enjoy a full range of amenities and services.

Facilities - Core physical features: accommodation, restaurants, bars, and meeting rooms.

Frequent Independent Traveler (FIT) - Designation which applies to visitors who arrive on their own as opposed to being a part of an organized group.

Franchise - The right to market a service and/or product often exclusive for a specified area, as granted by the manufacturer, developer or distributor in return for a fee: prevalent in the fast food industry but increasingly adopted within the hotel community.

Front Office - An office usually situated in the lobby, always located inside the main entrance, whose primary function is to control the sale of guest rooms, provide keys, mail, information service for guests, maintain guest accounts, render bills, receive payments as well as providing information to other departments within the hotel.

Guest Account - An itemized record of a guest's charges and credits, which is maintained in the front office until departure. Also referred to as a guest bill, guest folio, and/or guest statement.

Guest Amenities - Not to be confused with "amenities", this is the term given to the range of disposable items provided in guest room bathrooms and includes such items as shampoo, lotion, conditioner, soap, toothpaste, toothbrush, shower caps, etc... The cost of these items are built into room rate.

Guest Check (Restaurant) - The invoice presented to restaurant and bar patrons for food and beverage consumed during a visit. Also referred to as a waiter's check or restaurant check.

Guest History - A record maintained for each guest who has stayed at the hotel with a separate entry for each visit and details of pertinent preferences. This is a valuable reference tool for reservations, marketing, and credit departments. Guest histories are now more readily available through the increased utilization of computers and technology.

Guest House - A personal residence with a small amount of overnight accommodation sometimes limited by legislation and residence constraints. Typically provides breakfast which is included within the room rate but no other meals. Not licensed to provide alcoholic beverages commercially.

Guest Service Directory - A documented listing of all of the features of a hotel together with general and pertinent information about the community within which the property is located. Directories are usually provided within each guest room.

High (Peak) Season / Shoulder Season - The period of consecutive months during which optimum revenues, room/suite occupancy and average room rates are generated. In the Rajasthan this is generally October through March.

Hotel - Minimum number of available rooms, services, and amenities, usually defined by legislation for licensing and classification purposes as well as eligibility for fiscal incentives in some jurisdictions. May provide food and beverage services on site but not always within the accommodation building(s): usually by in-house staff but occasionally through an outside food and beverage contractor. May or may not provide a range of recreation and other amenities on site or by arrangement with others off site. Includes motor hotel, resort hotel or resort, and commercial hotel.

Hotel Representative - An individual or firm with the responsibility to facilitate market accessibility to the hotel property by the travel trade.

Intelligent Hotels - Hotels that are identified because they have state of the art technology systems for their operations. These hotels have replaced the traditional systems to reduce their energy cost and usually have integrated systems which join analog and digital systems to achieve an effective communication in their hotels. The return on investment is reflected in the energy-cost savings and the comfort they provide to their guests.

Limited Service Hotels - Brand hotels with franchise memberships of recognized hotels, built within limited areas without a restaurant. These hotels are located near business areas such as industrial parks, cities, and airport terminals.

Low (off-peak) Season - The consecutive months during which the lowest revenues, room/suite occupancy and average room rates are generated. In the Rajasthan this is generally April to September.

Mini Bar - A specially designed small floor mounted refrigerator containing a variety of beverages and snacks located in guest rooms, with individual guest room key access. This amenity serves as a more credible and profitable substitute for room service.

M.O.D. - Manager On Duty.

Motel - Overnight accommodation originally targeted to automobile travelers and therefore, situated at roadside locations. A more contemporary definition would be the provision of accommodation only, with no other amenities and services provided by the motel.

Night Manager - Evening Manager.

Occupancy (Occ. %) (Occ Rate) - The percentage of available rooms occupied for a given period of consecutive time. This figure is calculated by dividing the number of rooms occupied for a period by the number of rooms available for the same period and is expressed as a percentage.

Overbooking - A situation in which more room reservations have been taken by a hotel than what the hotel is able to accommodate. Hotels that use overbooking as a policy are increasingly being targeted by tour wholesalers and operators in an attempt to better control and minimize the serious adverse marketing effects which overbooking has for all stakeholders.

Package - The name given to an assembly of components under a one price system. Typically, the core package price would include: return transportation, ground transfers, baggage handling, accommodation, one or more meals per day, and applicable taxes. Car rentals, recreation and entertainment and gratuities may also be included, but are more often supplementary to the core package price.

Rack Rate - The full, undiscounted published room rate (price).

Registration Card (Reg. Card) -A form on which arriving guests record their names, addresses, and other details including mode of transportation used, nationality, purpose of visit (usually business or pleasure), method of payment, and length of stay. A space is also provided for signature, room rate and room number. Additional questions may be included as a part of the hotel's market research platform.

Resort Hotels & Spas - A hotel that caters primarily to vacationers and tourist and typically offers more recreational amenities and services, in a more aesthetically pleasing setting, than other hotels. These hotels are located in attractive and natural tourism destinations and their clientele are groups and couples that like adventure with sophistication and comfort. The attractions vary depending on the region and some might offer golf, tennis, scuba diving and, depending on the natural surrounding, may also arrange other recreational activities.

Revenue Per Available Room (REVPAR) - Revpar is the key measure in the performance of the core business of hotels-selling rooms. Revenue per available room (revpar) is the key indicator of performance for hotels and can be broken down into two parts reflecting occupancy and rates:

Revpar = occupancy (percentage of available rooms occupied) × average room rate per night.

Room Block - A predetermined number of rooms reserved in advance for group (conference, tour) use.

Room Service - Food and beverage delivered and served in a guest room.

Safety Deposit Boxes - Individual boxes provided for the safekeeping of guest valuables. Located either in a central, secure, and supervised location or in individual guest rooms.

Shoulder Season - The period between peak and low season.

Five Star Hotel - Luxury hotels; most expensive hotels/resorts in the world; numerous extras to enhance the quality of the client's stay (for example: some have private golf courses and even a small private airport).

Four Star Hotel - First class hotels; expensive (by middle-class standards); has all of the previously mentioned services; has many "luxury" services (for example: massages or a health spa).

Three Star Hotel - Middle class hotels; moderately priced; has daily maid service, room service, and may have dry-cleaning, Internet access, and a swimming pool.

Two Star Hotel - Budget hotels; slightly more expensive; usually has maid service daily.

One Star Hotel - Low budget hotels; inexpensive; may not have maid service or room service.

No Category Hotels - These hotels include motels, cottages, bungalows and others with limited services. Nevertheless, these hotels represent 41% of the total hotel market share.

Tour Operator - An organization or individual who actively manages and escorts tours and tour packages to FIT and group visitors.

Traditional Lodging - Guests pay nightly rates for single rooms or suites and have full access to the hotels' range of amenities and services. Rates begin at "rack," but vary widely, based on time of week and season and nearby events and attractions.

Transfer - This refers to the transportation of visitors between their point of arrival and selected hotel, and back again on departure day.

Wake Up call - A call made by front office, usually by telephone, to a guest room at the time requested by a room guest to be wakened.

Walk In Guest - Who checks-in without an advance reservation.

Walked Guests - When a hotel is overbooked and a guest room is not available for a confirmed guest, the hotel has "walk the guest" to a nearby hotel. This usually includes paying for transportation to the hotel and covering any difference in the room rate at the hotel the guest was "walked" to.

A LA CARTE MENU - A food and beverage menu in which each item is listed and priced separately.

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