

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
ХАРКІВСЬКИЙ НАЦІОНАЛЬНИЙ УНІВЕРСИТЕТ
МІСЬКОГО ГОСПОДАРСТВА імені О. М. БЕКЕТОВА

ЗБІРНИК ТЕКСТІВ І ЗАВДАНЬ
ДЛЯ ПРАКТИЧНОЇ РОБОТИ
з дисципліни

«ІНОЗЕМНА МОВА»
(ЗА ПРОФЕСІЙНИМ СПРЯМУВАННЯМ)
(англійська мова)

(для студентів 2 курсу денної форми навчання
за напрямом підготовки 6.140101 «Готельно-ресторанна справа»)

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Збірник текстів і завдань для практичної роботи з дисципліни «Іноземна мова (за професійним спрямуванням)» (англійська мова) (для студентів 2 курсу денної форми навчання за напрямом підготовки 6.140101 «Готельно-ресторанна справа») / Харк. нац. ун-т міськ. госп-ва ім О. М. Бекетова; уклад.: Л. М. Писаренко. – Х. : ХНУМГ, 2014. – 31 с.

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Рекомендовано для студентів 2 курсу денної форми навчання.

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UNIT 1

THE FOOD AND BEVERAGE DEPARTMENT

Task 1. Match the word combinations with their definitions.

1. a la carte menu	a) hotel department that provides catering for guests
2. cocktail lounge	b) Level of quality
3. food and beverage department	c) a menu where multi-course meals with only a few choices are charged at a fixed total price
4. hotel rate	d) to make available
5. pantry	e) a menu having individual dishes listed with separate prices
6. table d'hote menu	f) to provide (guests, customers, etc) with food, drink, etc:
7. to provide	g) a room or closet, usu. near a kitchen, in which food, silverware, dishes, etc., are kept.
8. to serve	h) a public room, as in a hotel, where alcoholic drinks are served

Task 2. Read the text.

THE FOOD AND BEVERAGE DEPARTMENT

Most hotels have got some kind of food and beverage department. It includes a kitchen, a pantry, dining-halls, bars and cocktail lounges. If the hotel's kitchen has gained a reputation, it may increase the hotel's business.

A hotel restaurant may serve individuals or groups. When a restaurant serves individuals it usually offers a la carte menus. When a hotel restaurant serves groups it provides table d'hote menus.

A hotel restaurant may prepare light meals, such as a continental breakfast. A continental breakfast includes juice, rolls, butter, jam and tea or coffee. A hotel restaurant may prepare a full English breakfast. It is a meal of juice, cereals, bacon and eggs, toast and marmalade, tea or coffee. The rate, when the hotels offer accommodation and breakfast, has got the name of «bed & breakfast».

A hotel restaurant may prepare both breakfast and one full meal: lunch or dinner. The rate, when the hotels offer accommodation, breakfast and one full meal, has got the name of «half board».

A hotel restaurant may prepare breakfast, full lunch and full dinner. The rate, when the hotels offer accommodation and three meals, has got the name of «full board».

A hotel restaurant may also serve brunch and linner. Brunch is late breakfast or early lunch. Linner is late lunch or early dinner. The terms «brunch» and «linner» have recently appeared. «Brunch» is made up of two words «breakfast» and «lunch» while «linner» is made up of «lunch» and «dinner».

The food and beverage department is in charge of room service, too. When the hotel guests want to have their food and beverages in their rooms, the hotel provides this service.

Task 3. Answer questions according to the text.

1. What does the food and beverage department include?
2. How may the hotel's kitchen increase the hotel's business?
3. What kind of customers does a hotel restaurant serve? What kind of menus are there?
4. What types of breakfast can a restaurant serve? How do they differ?
5. What does the hotel rate «bed & breakfast» include?
6. What does the hotel rate «half board» include?
7. What does the hotel rate «full board» include?
8. What do the words «brunch» and «linner» mean?
9. What is room service?

Task 4. Read the text. While reading match the hotel rate with services provided there.**Hotels catering types. What does mean RO, BB, FB, HB +, HBS, AI, UAI, etc?**

When traveling with the family or choosing a vacation for kids, parents always anxious that the children are fed and hearty. When booking the hotel pay attention to many things – number of stars, the distance to the sea and do not forget catering, because it is very important. So would like to remind catering types of hotels labeling.

1. RO (Room only)	a) breakfast and dinner (cold buffet). Local production of alcoholic and non-alcoholic beverages for breakfast and dinner – for free
2. BB (Bed & Breakfast)	b) breakfast, lunch and dinner (cold buffet) with food – free drinks
3. HB (Half Board)	c) breakfast (cold buffet), tea, coffee, water – for free
4. HB+ (Half Board Plus)	d) breakfast and dinner, champagne on arrival, breakfast, brunch (buffet, freshly squeezed juices, tea, and coffee); lunch (snacks, coffee, tea); dinner (cold buffet in the main restaurant, and a restaurant lacarte, limited alcoholic and soft of drinks of local production); late dinner
5. HBS (Half Board Superior)	e) breakfast, lunch and dinner, alcoholic and non-alcoholic drinks of local production. Some hotel bars can be ordered alcoholic drinks depends on the hotel. Some hotels coffee, ice cream, freshly squeezed juice may incur additional charges

6. FB (Full Board)	f) everything is for free, except for: shops, telephone, doctor and barber services, some of the water sports and scuba diving
7. FB+ (Full Board Plus) = EXTFB (Extended Full Board)	g) breakfast and dinner (cold buffet), free drinks: coffee, tea (or other non-alcoholic beverages) at breakfast. At dinner, all drinks – for an extra charge
8. AI (All inclusive)	h) self catering
9. UAI (Ultra All Inclusive) = SAI (Superior All Inclusive) = EXTAI (Extended All Inclusive) = ELGAI (Elegance All Inclusive) = VIPAI (VIP All Inclusive)	i) breakfast, lunch and dinner (cold buffet). During lunch and dinner, all drinks for an extra charge
10. HCAI (High Class All Inclusive) = DAI – (Deluxe All Inclusive)	j) imported alcoholic beverages and extra services – discretion of the Administration. Imported alcoholic drinks range provides administration of the hotel. Some hotels coffee, ice cream, freshly squeezed juice may cost extra

Please note:

All the drinks and ancillary services rules are provided on arrival at the hotel. Necessarily contact your Information at Administration.

According to systems AI, UAI and AI luxe all drinks are served only in glasses. If you want to pick up, for example a bottle of wine – need to pay additionally. Usually for breakfast, lunch and dinner – buffet, sometimes a la carte, or portions.

In many hotel area is prohibited carry city or anywhere else bought food and drinks. Consult for your breakfast or dinner, if will not make on time to return from tours whether there are other unforeseen reasons, which will not be able to come to eat.

Task 5. What do you think these expressions mean? Try to explain them in your own words.

Bringing Home the Bacon on the Gravy Train

Bob works hard to *bring home the bacon*¹, and *put bread and butter*² on his family's table. Every morning, he drags himself to his desk at the bank and faces his tedious 10-hour-a-day job. His boss, Mark, is a *bad egg*³ but has somehow taken a liking to Bob so he always speaks well of Bob in front of Mr. Davies, the owner and *big cheese*⁴ of the company. Mark tells Mr. Davies that Bob's *the cream of the crop*⁵ and is one *smart cookie*⁶ who uses his *noodles*⁷. Mark likes to *chew the fat*⁸ with Bob during coffee break and discusses *half-baked*⁹ company plans with him because he

trusts Bob and knows that Bob won't *spill the beans*¹⁰ behind his back. On these occasions, Bob tries to avoid any *hot potatoes*¹¹ and, even if Mark isn't his *cup of tea*¹², Bob makes an effort to *butter him up*¹³ by leading Mark into discussions about electronic gadgets which Mark *is nuts about*¹⁴. Bob really thinks that Mark is *out to lunch*¹⁵ and *nutty as a fruitcake*¹⁶, but *in a nutshell*¹⁷, if he *polishes the apple*¹⁸, his job could become *a piece of cake*¹⁹ and maybe one day he will find *his gravy train*²⁰.

This is definitely an exaggerated use of idiomatic expressions. But you can see how these expressions make spoken informal language much more colourful and jovial.

Task 6. How good is your food-idiom intuition?

Here are some non-food idiom expressions which you can use to substitute the food idioms in Task 5. Check answers with your teacher.

	NON-FOOD EXPRESSIONS	FOOD IDIOMS
A	boss	4 - big cheese
B	food	
C	very easy	
D	on the table but still unofficial	
E	the best	
F	continues to be servile and brown-nose his boss	
G	scoundrel	
H	make a living	
I	is an intelligent person	
J	show admiration	
K	basically	
L	share confidential information	
M	means to a big income with little effort	
N	chat	
O	thinks	
P	a little out of touch with reality	
Q	problematic issues	
R	a little crazy	
S	really likes	
T	the type of person he likes	

LANGUAGE USE

Task 1. 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. We're looking for someone to cater our wedding (*reception/fest*). (= the party after a wedding)
2. To put together a temporary kitchen = To (*assemble/assume*) a temporary kitchen
3. Do you have a general (*budget/cost*) in mind? (= how much money are you willing to spend?)
4. Our company has been catering large- (*scale/scaled*) events for over 15 years.
5. Many catering companies cook on (*site/sight*) (= at the location where the food is served/on-premise).
6. We've unloaded all the (*supplies/supplements*) (= items needed to cook) from the truck, so we can begin to set everything up. (= organize everything to start cooking)
7. Will this be an indoor event or an (*outdoor/outer*) one?
8. I'm assuming you would like the food served (*buffet/buffed*) style?
9. No, we would like it to be a (*seat/seated*) dinner.
10. All of our servers have a good (*command/comment*) of the English language. (= speak/understand English well)

Task 2. 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. Make sure that you (*service/serve*) the food from the left.
2. What if someone wants (*seconds/double*)? = What if someone wants more food (after they finish eating)?
3. The second (*course/court*) (= part of the meal) will be served soon.
4. All of the food has to be meat- (*free/out*). We're vegetarians.
5. Our staff will make sure that the tables are (*set/sit*) before the guests arrive.
6. I'll have to hire 10 (*extra/added*) (= additional) people to help serve food at this event.
7. In English, the term "Hors d'oeuvres" (= appetizers) is pronounced "or-" (*devries/derves*).
8. We have a wide (*selection/collection*) of items for you to choose from.
9. All servers have to follow these rules of (*etiquette/ticket*).
10. A (*feast/fest*) is a large, elaborately prepared meal.

Task 1. Match the word combinations with their definitions.**RESTAURANT**

A restaurant is a retail establishment that serves prepared food to customers. Service is generally for eating on premises, though the term has been used to include take-out establishments and food delivery services. The term covers many types of venues and a diversity of styles of cuisine and service.

Restaurants are sometimes a feature of a larger complex, typically a hotel, where the dining amenities are provided for the convenience of the residents and, of course, for the hotel with a singular objective to maximise their potential revenue. Such restaurants are often also open to non-residents.

Restaurants range from unpretentious lunching or dining places catering to people working nearby, with simple food and fixed menu served in simple settings at low prices, to expensive establishments serving expensive speciality food and wines in a formal setting. In the former case, customers usually wear casual clothing. In the latter case, depending on culture and local traditions, customers might wear semi-casual, semi-formal, or even in rare cases formal wear. Typically, customers sit at tables, their orders are taken by a waiter, who brings the food when it is ready, and the customers pay the bill before leaving. In class or porche restaurants there will be a host or hostess or even a maître d'hôtel to welcome customers and to seat them. Other staff's waiting on customers include busboys and sommeliers.

CLASSIFICATION OF RESTAURANTS

Restaurants can be classified by whether they provide places to sit, whether they are served by wait-staff and the quality of the service, the formal atmosphere, and the price range. Restaurants are generally classified into three groups:

Restaurant

1. Quick Service - Also known as fast-food restaurants. They offer limited menus that are prepared quickly. They usually have drive-thru windows and take-out. They may also be self-service outfits.

2. Mid scale - They offer full meals at a medium price that customers perceive as "good value." They can be of full service, buffets or limited service with customers ordering at the counter and having their food brought to them or self service.

3. Upscale - Offer high quality cuisine at a high end price. They offer full service and have a high quality of ambience.

TYPES OF RESTAURANTS

Restaurants often specialize in certain types of food or present a certain unifying, and often entertaining, theme. For example, there are seafood restaurants, vegetarian restaurants or ethnic restaurants. Generally speaking, restaurants selling "local" food are simply called restaurants, while restaurants selling food of foreign origin are called accordingly, for example, a Chinese restaurant and a French restaurant.

Depending on local customs and the policy of the establishment, restaurants may or may not serve alcoholic beverages. Restaurants are often prohibited from selling alcohol without a meal by alcohol sale laws; such sale is considered to be activity for bars, which are meant to have more severe restrictions.

Some restaurants are licensed to serve alcohol ('fully licensed'), and / or permit customers to 'bring your own' alcohol.

Cafeterias

A cafeteria is a restaurant serving mostly cooked ready to food arranged behind a food-serving counter. There is little or no table service. Typically, a patron takes a tray and pushes it along a track in front of the counter. Depending on the establishment, servings may be ordered from attendants, selected as ready-made portions already on plates, or self-serve of food of their own choice. In some establishments, a few items such as steaks may be ordered specially prepared rare, medium and well done from the attendants. The patron waits for those items to be prepared or is given a number and they are brought to the table. Beverages may be filled from self-service dispensers or ordered from the attendants. At the end of the line a cashier rings up the purchases. At some self-service cafeterias, purchases are priced by weight, rather than by individual item.

The trays filled with selected items of food are taken to a table to eat. Institutional cafeterias may have common tables, but upscale cafeterias provide individual tables as in sit-down restaurants. Upscale cafeterias have traditional cutlery and crockery, and some have servers to carry the trays from the line to the patrons' tables, and/ or bus the empty trays and used dishes.

Cafeterias have a wider variety of prepared foods. For example, it may have a variety of roasts (beef, ham, turkey) ready for carving by a server, as well as other cooked entrées, rather than simply an offering of hamburgers or fried chicken.

Fast-Food Restaurants

Fast-food restaurants emphasize speed of service and low cost over all other considerations. A common feature of newer fast-food restaurants that distinguishes them from traditional cafeteria is a lack of cutlery or crockery; the customer is expected to eat the food directly from the disposable container it was served in using their fingers.

There are various types of fast-food restaurant: •

- one collects food from a counter and pays, then sits down and starts eating (as in a self-service restaurant or cafeteria); sub-varieties: •
 - one collects ready portions •
 - one serves oneself from containers •
 - one is served at the counter a special procedure is that one first pays at the cash desk, collects a coupon and then goes to the food counter, where one gets the food in exchange for the coupon.
- one orders at the counter; after preparation the food is brought to one's table; paying may be on ordering or after eating.

- a drive-through is a type of fast-food restaurant without seating; diners receive their food in their cars and drive away to eat

Most fast-food restaurants offer take-out: ready-to-eat hot food in disposable packaging for the customer to eat off-site.

Casual Restaurants

A casual dining restaurant is a restaurant that serves moderately-priced food in a casual atmosphere. Except for buffet-style restaurants, casual dining restaurants typically provide table service. Casual dining comprises of a market segment between fast food establishments and fine dining restaurants.

Fast Casual-Dining Restaurants

A fast casual restaurant is similar to a fast-food restaurant in that it does not offer full table service, but promises a somewhat higher quality of food and atmosphere. Average prices charged are higher than fast-food prices and non-disposable plates and cutlery are usually offered. This category is a growing concept that fills the space between fast food and casual dining.

Counter service accompanied by handmade food (often visible via an open kitchen) is typical. Alcohol may be served. Dishes like steak, which require experience on the part of the cook to get it right, may be offered. The menu is usually limited to an extended over-counter display, and options in the way the food is prepared are emphasized.

Many fast casual-dining restaurants are marketed as health-conscious: healthful items may have a larger number of items than normal portion of the menu and high-quality ingredients such as free-range chicken and freshly made salsas may be advertised. Overall, the quality of the food is presented as a much higher class than conventional factory-made fast food. An obvious ethnic theme may or may not be present in the menu.

Other Restaurants

Most of these establishments can be considered subtypes of fast casual-dining restaurants or casual-dining restaurants.

i) Café

Cafés and coffee shops are informal restaurants offering a range of hot meals and made-to-order sandwiches. Cafés offer table service. Many cafés are open for breakfast and serve full hot breakfasts. In some areas, cafés offer outdoor seating.

ii) Coffeehouse

Coffeehouses are casual restaurants without table service that emphasize coffee and other beverages; typically a limited selection of cold foods such as pastries and perhaps sandwiches are offered as well. Their distinguishing feature is that they allow patrons to relax and socialize on their premises for long periods of time without pressure to leave promptly after eating.

iii) Pub

A pub (short for public house) is a bar that serves simple food fare. Traditionally, pubs were primarily drinking establishments with food in a decidedly

secondary position, whereas the modern pub business relies on food as well, to the point where gastropubs are known for their high-quality pub food. A typical pub has a large selection of beers and ales on tap.

iv) Bistros and Brasserie

A brasserie is a café doubling as a restaurant and serving single dishes and other meals in a relaxed setting. A bistro is a familiar name for a café serving moderately priced simple meals in an unpretentious setting. Especially in Paris, bistros have become increasingly popular with tourists. When used in English, the term bistro usually indicates either a fast casual-dining restaurant with a European-influenced menu or a café with a larger menu of food.

v) Family Style

"Family style restaurants" are restaurants that have a fixed menu and fixed price, usually with diners seated at a communal table such as on bench seats. More common in the 19th and early 20th century, they can still be found in rural communities, or as theme restaurants, or in vacation lodges. There is no menu to choose from; rather food is brought out in courses, usually with communal serving dishes, like at a family meal. Typical examples can include crabhouses, German-style beer halls, BBQ restaurants, hunting lodges, etc. Some normal restaurants will mix elements of family style, such as a table salad or bread bowl that is included as part of the meal.

vi) BYO Restaurant

BYO Restaurant are restaurants and bistros which do not have a liquor license.

vii) Delicatessens Restaurant

Restaurants offering foods intended for immediate consumption. The main product line is normally luncheon meats and cheeses. They may offer sandwiches, soups, and salads as well. Most foods are precooked prior to delivery. Preparation of food products is generally simple and only involves one or two steps.

viii) Ethnic Restaurants

They range from quick-service to upscale. Their menus usually include ethnic dishes and / or authentic ethnic foods. Specialize in a particular multicultural cuisine not specifically accommodated by any other listed categories. Example: Asian Cuisine, Chinese cuisine, Indian Cuisine, American Cuisine etc.

ix) Destination Restaurants

A destination restaurant is one that has a strong enough appeal to draw customers from beyond its community. Example: Michelin Guide 3-star restaurant in Europe, which according to the restaurant guides is "worthy of a journey".

Task 3. Choose the right word from the list to fill in the gaps.

fast food, cookbook, recipe, dish, menu, take-away, bill, ingredients, service, wait person, tip, dessert, bar, lounge, restaurant, order

I really hate _____. I prefer to go to a good _____ that serves everything, including the _____, using the best _____. Sometimes, I like to _____ something that

I have tried at home. First, I look up the _____ in the _____ and then I cook the _____. Next, I go to the restaurant, and when the _____ comes to my table I ask for the _____ and order what I have already cooked at home! Sometimes, I like to go out for a _____. You can have a drink in either a _____ or a _____, which are usually nicer. At the end of the evening, it's time to ask for the _____ and, usually, if the _____ has been good, it's a good idea to leave a 15%-20% tip.

LANGUAGE USE

Task 1. 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. Are you (*prepared/ready*) to order?
2. The soup of the (*day/special*) is "Cream of Broccoli."
3. Our (*specials/deals*) are listed on the board.
4. I (*recommend/request*) the vegetarian chili.
5. We can (*substitute/subtract*) the bacon for cheese, if you like. (= We can give you cheese instead of bacon)
6. I'll be right (*back/return*) with your drinks.
7. This meal consists of three courses - soup, the (*main/prime*) course, and dessert.
8. The chicken (*comes/arrives*) with your choice of rice or potatoes.
9. I'm sorry, we're fully/completely (*booked/baked*) (= we have no free tables) right now.
10. If you would like, you can wait at the bar until a table (*opens/comes*) up. (= becomes available)

Task 2. 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 for the (*tardiness/delay*). Your food will be right out.
2. Are you paying together, or would you like separate (*bills/receipts*)? (= Americans say "checks")
3. There's an automatic 15% (*grace/gratuity*) added to parties of 8 or more.
4. We accept all (*primary/major*) credit cards.
5. The bread is free-of- (*charging/charge*). (= You don't have to pay for it)
6. The drinks are in the (*back/rear*) of the menu.
7. We have (*plenty/plentiful*) of (= many) vegetarian options as well.
8. Follow me, please - I'll (*show/seat*) you to your table.
9. You can get the salad on the (*side/separate*). (= not on the same dish as the main meal)
10. It'll (*take/last*) about half an hour to prepare.

Task 3. Do the crossword.

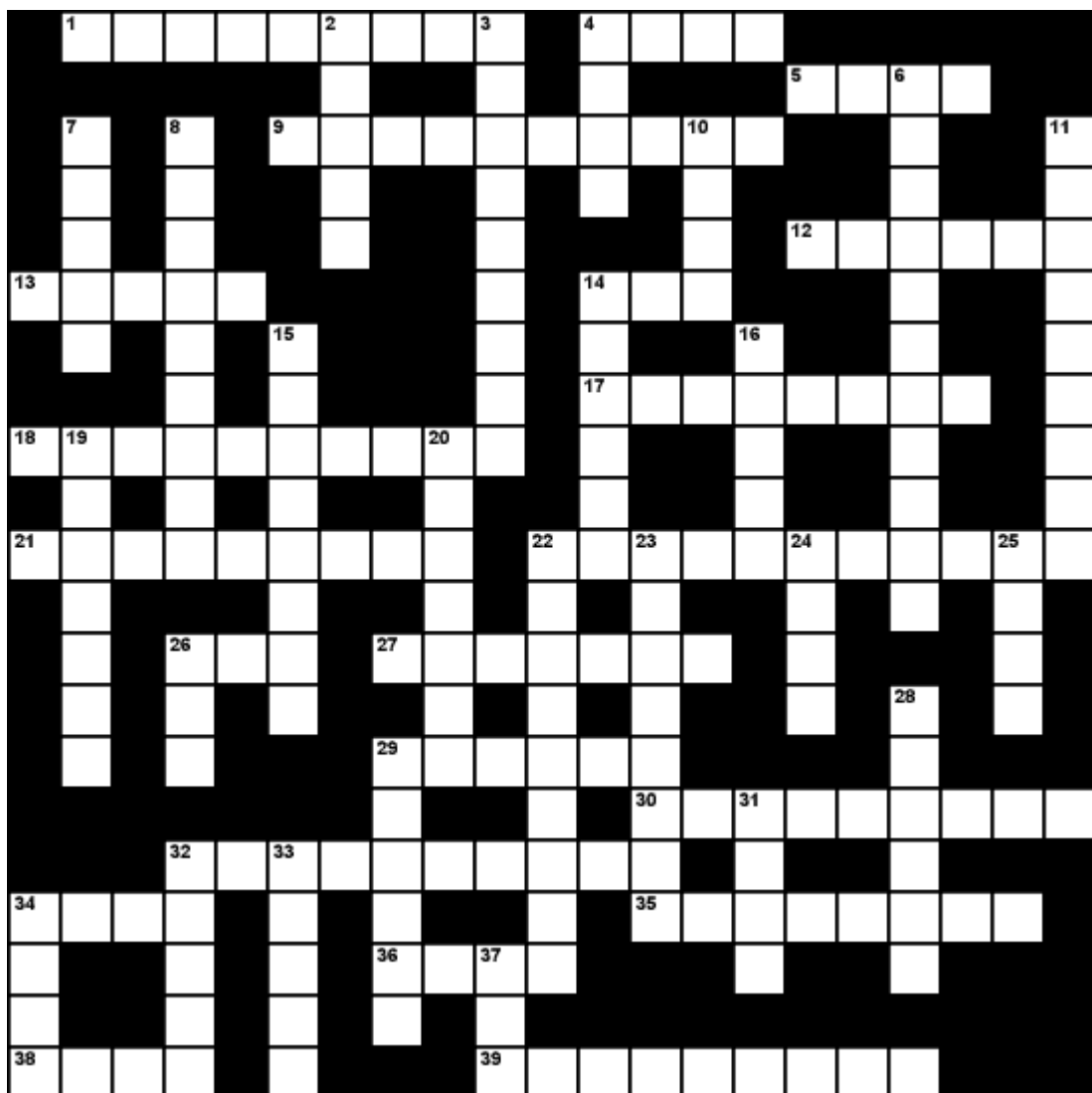
Across

1. a thick, white, semisolid food made from milk or cream, used in cooking, esp. in soups, sauces, and on baked potatoes
4. a dish with upward curved sides
5. any of a variety of water birds with short, plump bodies, rounded beaks, and webbed feet
9. a large, green, oval-shaped fruit with a sweet, juicy, pink interior
12. a fish with reddish-pink flesh
13. a V-shaped tool used to hold and lift things
14. small, roundish bread
17. a Mexican bread of corn meal made in a thin layer and cooked on a grill
18. a round melon with rough skin and sweet, light-orange insides
21. a shallow pan with a handle used for frying food
22. a soft, white, smooth cheese made of milk and cream
26. a small, round, green seed that grows in long pods and is eaten as a vegetable
27. a round section of seasoned meat
29. grain, like wheat and oats, or food made of it
30. a green plant with long stems that are cooked and eaten
32. a large spoon used for measuring and eating food
34. to let flow, make s.t. stream out
35. a spoon holding approx. 1/3 of a tablespoon or 1/4 fluid ounce
36. a grain of the cereal grass family of ancient origin that is used for food and grows in watery areas
38. a small green citrus fruit
39. a tropical plant with a fruit that is brown and rough on the outside and has a sweet, yellow, juicy flesh on the inside

Down

2. to cook at a high temperature, as in an oven
3. a substitute for butter made from vegetable oils
4. the meat of cattle
6. plant in the cabbage family whose white, densely flowered head is eaten as a vegetable
7. salted, smoked meat from a pig's side
8. long, thin pasta, usu. eaten by winding it around a fork
10. any usu. box-shaped device used for cooking, baking, and heating food and other things
11. a small, sweet orange
14. yellowish fat made from milk or cream and used in cooking
15. 1,000 grams, or 2.2 pounds (lbs.)
16. gas in the air made by heated water under pressure
19. a small, peach-like fruit
20. a flat, round cake cooked until brown and made of flour, milk, eggs, and butter
22. food contents of a casserole

23. a plant with edible fruit shaped like a pear, usu. with purple skin
 24. in the USA, a tall green plant with large, yellow seeds on long ears, fed to cattle or eaten cooked by people
 25. to move s.t. (such as a spoon) in a circular motion through a liquid or mixture
 26. a food dish of fruit, meat, or other foods cooked in a pastry crust
 28. to add spices or flavoring to food
 29. a small, round, usu. dark-red fruit that grows on a tree
 31. a sweet, juicy fruit with a green, yellow, or brownish skin that is narrow at the top and wide at the bottom
 32. the lining of a cow's stomach
 33. to cook (meat, fish) with direct heat
 34. to take the skin off a piece of fruit or vegetable
 37. a measure of 8 fluid ounces or 16 tablespoons



UNIT 3.

Jobs in hospitality industry

Task 1. What jobs do the people in the pictures do? Choose from the list

Bar tender

Doorman

Housekeeper/Chambermaid

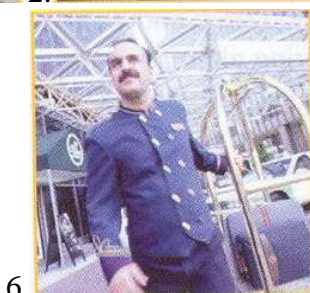
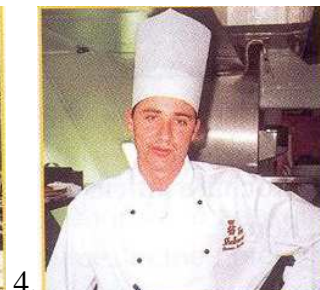
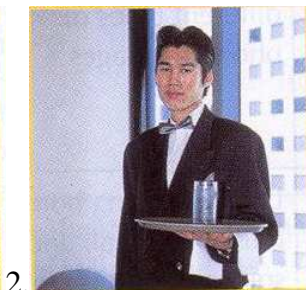
Potrer

Receptionist

Sous-chef

Waiter

Waitress



Task 2. What is the best job in tourism in your opinion?

Task 3. What is your idea of a good job? Put the following ideas in order of importance. Discuss your choices with your partner.

a chance to travel

friendly colleagues

teamwork

a good salary

flexible working hours

long holidays

job stability

opportunity to meet people

responsibility for other staff

benefits (commission, cheap holidays)

Task 4. Adjectives for job skills

With a partner, look at the adjectives for describing people.

Find six pairs of opposite adjectives.

Calm

Nervous

disorganized

scruffy

friendly

lazy

creative

practical

flexible

smart

confident

organized

extrovert

shy

hardworking

unfriendly

Task 5. Careers questionnaire

1 What is your working style? Look at the questionnaire and tick (/) the qualities and skills which describe you.

Questionnaire			
QUALITIES			
I am			
smart	hardworking	organized	creative
extrovert	flexible	practical	confident
SKILLS			
I enjoy meeting new people.			
I enjoy working as part of a team.			
I like working independently.			
I am good at explaining things.			
I am good at dealing with people.			
I can make people relax.			
I am able to do more than one thing at the same time.			
I like working under pressure.			
I know how to use computers and technology.			
I feel confident about dealing with money.			
I am willing to work long hours.			
I am good at languages.			

2. Which three skills are most important for a career in tourism?

Task 6. Describing job skills

Look at the sentences for describing job skills and abilities.

+ infinitive

I can make people relax.

I know how to use

I am willing to work long hours

I am able to do more than

money

one thing at the same time,.

+ -ing or noun

I enjoy meeting new people.

I like working independently, computers.

I am good at languages.

I feel confident about dealing with

1 Complete the paragraph. Choose from the words in the list.

be / being

understand / understanding

smile / smiling

use / using

speak / speaking

work / working

So you want to work in tourism'

What do you have to do? What do you need to know?

In most tourism jobs you have to enjoy _____¹ with people-not just the customers but your colleagues as well. You have to be able to _____² as part of a team. You have to know how to _____³ even if you're having a bad day. It's also important to be able to _____⁴ clearly on the phone. in many jobs you need to be good at _____⁵ people with different languages and cultures,

and you need to be confident about _____⁶ the languages that you know. Sometimes, especially if you work in an office, you have to know how to _____⁷, computers. It's also important to be flexible, and you often have to be willing to _____⁸, long or unusual hours. But most of all you have to like _____⁹ with people.

Task 7. Read the hotel newsletter, and then mark the following statements as true (T) or false (F).

- 1 _ Tom Yarborough rents rooms to guests.
- 2 _ The night auditor's job is to tell guests about the city.
- 3 _ The maintenance workers fix problems with the hotel rooms.

Employee of the Month

Tom Yarborough - **Front Desk Clerk**

What do you do on a regular day at work? I work with the **doorman**, **valet** and **elevator operator** to make guests feel welcome. Then I **check in** the guest. Finally, I ask the **bellhop** to take the guest's bags to the guest's room.

Do you think that teamwork is important? Yes. **Teamwork** is a big part of my job. I talk to the **night auditor** every morning. She shares important guest information with me. Sometimes guests have questions about the city. So I tell them to speak to the **concierge**. Other times, there are problems with the rooms. The **housekeepers** and **maintenance workers** fix those problems.

Task 8.

1. Match the jobs (1-8) with the duties (A-H).

- A a person who parks cars for guests
- B a person who rents rooms to guests.
- C a person who handles guests and financial matters at night.
- D a person who waits at the hotel entrance and greets new guests.
- E a person who fixes broken items in the hotel
- F a person who cleans the hotel.
- G a person who tells hotel guests about local entertainment.
- H a person who carries bags to rooms for guests.

2. Complete the word or phrase that is similar in meaning to the underlined part.

- 1 The act of working together with others helps the hotel staff provide great service. t _ _ _ w _ _ k.
- 2 Allison arrives at the hotel and goes to the front desk to rent a hotel room. _ _ e _ k _ _ .
- 3 The person who cleans hotel rooms cleaned my room this morning. h _ _ s _ k _ _ _ er.

3. Do you know the words for the following jobs?

The person responsible for the cooking in the kitchen.

The person who looks after guests' reservations.

The person in charge of service to guests in the restaurants.

The person who looks after all money paid in to or by the hotel.

Task 9. Read out the interview with a Hotel Manager describing his hotel organization to a reporter:

R. So you are the person who's in overall charge of the hotel?

M. That's right. But in fact, the Assistant Manager is responsible for the day-to-day running of the hotel. You see, most of my time is taken up with negotiation with travel agencies, planning, meetings, that kind of thing.

R. I see. And then, under the Assistant Manager there are all the departments of the hotel...

M. Yes. You'll find much the same departments in every hotel, but the actual details of organization always differ somewhat. In our case we have three main divisions — the restaurant staff, the housekeeping staff, and the reception staff. Reception is what the public see. And in our case we have three receptionists who work under the Head Receptionist.

R. And do the porters come under reception too?

M. In this hotel, yes. Here, the Head Porter reports to the Head Receptionist. And the Head Porter in turn has two porters under him.

R. And housekeeping is a separate department?

M. That's right. The Head Housekeeper is in charge of the chambermaids and the cleaners.

R. What about the bars? Where do they fit in?

M. Well, we have four bar operatives looking after the bars in the hotel. But the bars and the restaurants all come under the responsibility of the Restaurant Manager. The restaurant section includes both restaurant and bar service.

R. I see. And under the Restaurant Manager you also have the waiters and the kitchen staff?

M. Yes. As regards the waiters, the Head Waiter supervises three Station Waiters and a part-time waiter. And then there are the chefs. Under the Head Chef we have the Second Chef and two trainee chefs. And there are several part-time kitchen assistants — the numbers vary. !

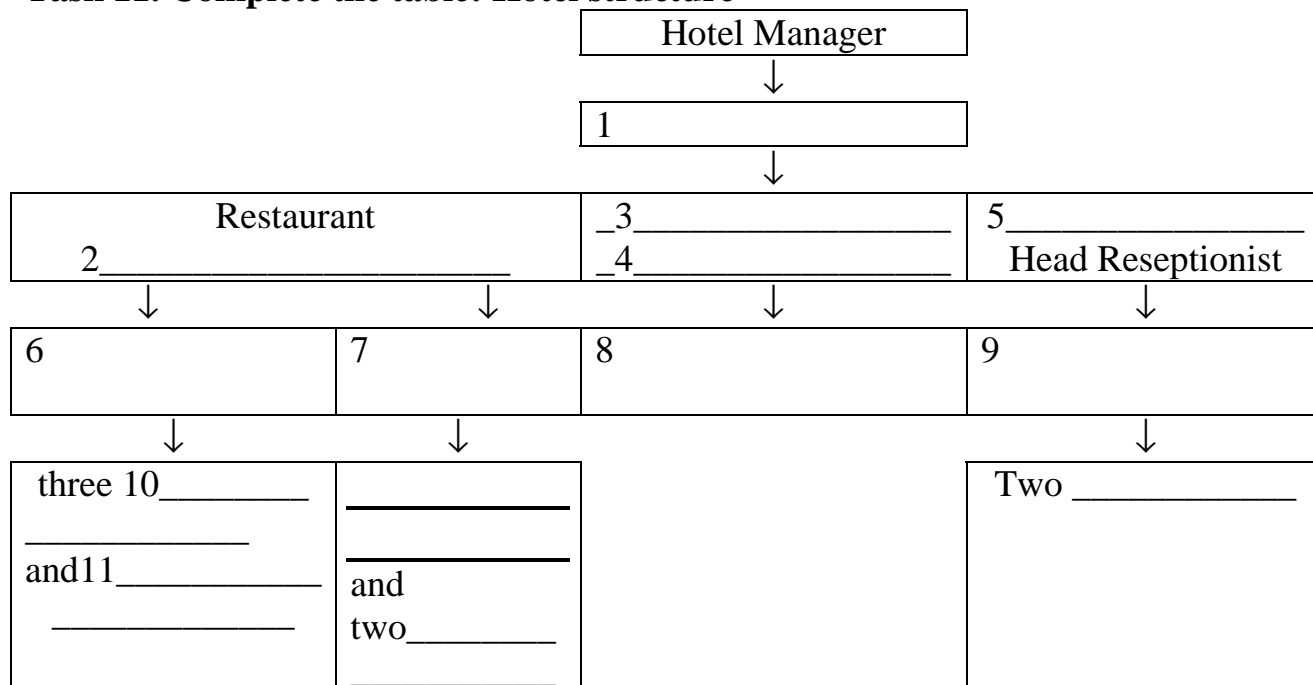
Task 10. Complete these sentences from the interview using the words in the box:

responsible	charge	includes	to
	under (x 3)	after	supervises

- 1) The Assistant Manager is _____ for the day-to-day running of the hotel.
- 2) We have three receptionists who work _____ the Head Receptionist.
- 3) In this, hotel, the Head Porter reports _____ the Head Receptionist.
- 4) The Head Housekeeper is in _____ of the chambermaids and cleaners.
- 5) We have four bar operatives, looking _____ the bars in the hotel.

- 6) The bars and the restaurants all come _____ the responsibility of the Restaurant Manager. The Restaurant Section _____ both restaurant and bar service.
- 7) The Head Waiter _____ three Station Waiters, and two part-time waiters.
- 8) _____ the Head Chef we have the Second Chef, and two trainee chefs.

Task 11. Complete the table: Hotel structure



Project Work

Task 1

Imagine that one of you is a reporter making an overlook of a hotel and the rest are members of the hotel staff. Make a presentation of your hotel.

Task 2

In this activity you must work in pairs to decide who is going to get the position of Concierge (Head Hall Porter) in a busy hotel. One of you is the Front-of-House Manager and the other is the General Manager of the hotel.

Look at the interview notes on the following page and decide who is the best candidate for the job.

MOUNT ROYAL HOTEL	
SAN FRANCISCO	
INTERVIEW NOTES	
<i>Concierge (Head Hall Porter) July 19th</i>	
Name	<i>Sandra Boero</i>
Age	<i>32</i>
Education	<i>Completed High School</i>
Languages	<i>English and Spanish</i>
Present Job	<i>Concierge desk clerk (here at Mount Royal)</i>
Skills	<i>Typing</i>
Previous Work	<i>Bell person</i>
Personality	<i>Quiet and shy</i>
Comments	<i>Was late for interview but seemed knowledgeable. Good work record</i>
Name	<i>Joe Lanfranchi</i>
Age	<i>58</i>
Education	<i>Didn't complete school</i>
Languages	<i>English</i>
Present Job	<i>Concierge for the past three years</i>
Skills	<i>Computer skills</i>
Previous Work	<i>Porter, bell person, cashier, desk clerk</i>
Personality	<i>Loud but friendly and cheerful</i>
Comments	<i>Good at paperwork, according to references</i>
Name	<i>John Waterman</i>
Age	<i>38</i>
Education	<i>Didn't complete catering college</i>
Languages	<i>English and intermediate Japanese</i>
Present Job	<i>Porter/desk clerk in Mount Royal, New York</i>
Skills	<i>Typing and driving</i>
Previous Work	<i>Three years in Japan as international courier, but previously unemployed for 5 years</i>
Personality	<i>Calm but not very confident</i>
Comments	<i>Didn't seem sure what the job entails</i>

Extra Activity

What qualities and qualifications do you think are needed to work in (a) the Housekeeping section and (b) the Maintenance section of a hotel?

Divide into two groups, A and B. Group A should read text 1. Group B should read text 2.

As you read, make notes about the following:

a qualities needed b duties c experience and training

When you have finished, exchange information with a member of the other group.

Which job would you prefer?

Text 1

Are you smart? Intelligent? Don't mind hard work? Interested in looking after guests and helping to make their stay enjoyable? You could be just who we're looking for, to join our hotel housekeeping staff.

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

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

Whether you work at a hotel, motel, bed and breakfast, conference or holiday centre, or a tourist attraction, your guests will judge their accommodation by its appearance. Clean rooms and good service enhance any accommodation and make your guests return.

No previous experience is required and most of your training will be on the job, with extra In-house training given by the company's training personnel.

Text 2

Just think how many things need doing around the house. Now imagine how many more there are in a large hotel - or a leisure theme park! Lighting, heating, plumbing, carpentry, even gardening needs taking care of. Courtesy cars and staff buses need driving and many large hotels need grounds staff to look after their golf-courses and keep them in tip-top condition. Whilst some smaller hotels use outside contractors, most larger hotels, motorway sites, and leisure parks employ their own specialized support staff. Because guests and visitors expect everything to work perfectly, maintenance and support staff must be available 24 hours a day. This means you will probably have to work shifts and some weekends.

Many people start in these jobs by applying direct. To get a job as a plumber, carpenter, or electrician you can start as an apprentice, no experience is needed, and you will be trained on the job.

If your interest is in gardening or green-keeping, again no experience is necessary to start, but you will need to have a real love of horticulture, and enjoy working out of doors.

Whenever people travel on long journeys they need to stop for a break. At the sites where they stop, more specialist support staff are needed to look after them - car and coach parks need to be controlled, cloakrooms supervised, and all amenities kept clean and tidy. Obviously, every one of these jobs is different, but they all have one thing in common - looking after the customer!

UNIT 4.

Types of catering

Task 1. Match the words and word combinations with their definitions

1. Banquet	a) Crew or staff employed on board cargo ships
2. Bewildering	b) Elite or top class or special segment
3. Cargo crew	c) Food prepared and served at the place where the function is held
4. Catering	d) Food prepared in a place away from the place where it is served
5. Commissary	e) Free standing kitchen facility used to prepare food for off-premises catering
6. Niche	f) Grand function including food served for the invited dignitaries
7. Off-premises	g) Incomprehensible
8. On-premises	h) Providing food and services
9. Punjabi daba	i) Restaurant which specializes in Punjabi food

Task 2. Read the text and answer the following questions.

1. True or False

(i) Food service industry is different from catering industry.

(ii) Party food caterers supply only the food for an event.

(iii) Full service caterers do not supply food.

(iv) Provision of food to passengers is termed as transport catering.

2. Classify food service industry.

3. What are the two main types of catering?

4. What is off-premises catering?

5. What is leisure catering?

6. Name five examples for the non-commercial catering segments.

7. What is transport catering?

TYPES OF CATERING

There are two main types of catering on-premises and off- premises catering that may be a concern to a large and small caterer. On-premise catering for any function - banquet, reception, or event - that is held on the physical premises of the establishment or facility that is organizing / sponsoring the function. On-premise catering differs from off-premise catering, whereby the function takes place in a remote location, such as a client's home, a park, an art gallery, or even a parking lot, and the staff, food, and decor must be transported to that location. Off-premise catering often involves producing food at a central kitchen, with delivery to and service provided at the client's location. Part or all of the production of food may be executed or finished at the location of the event.

Catering can also be classified as social catering and corporate (or business) catering. Social catering includes such events as weddings, bar and mitzvahs, high school reunions, birthday parties, and charity events. Business catering includes such events as association conventions and meetings, civic meetings, corporate sales or stockholder meetings, recognition banquets, product launches, educational training sessions, seller-buyer meets, service awards banquets, and entertaining in hospitality suites.

On-Premise Catering

All of the required functions and services that the caterers execute are done exclusively at their own facility. For instance, a caterer within a hotel or banquet hall will prepare and cater all of the requirements without taking any service or food outside the facility. Many restaurants have specialized rooms on-premise to cater to the private-party niche. A restaurant may have a layout strategically designed with three separate dining rooms attached to a centralized commercial food production kitchen. These separate dining rooms are available at the same time to support the restaurant's operation and for reservation and overflow seating. In addition, any of the three dining rooms may be contracted out for private-event celebrations and may require their own specialized service and menu options. Other examples of on-premise catering include hospital catering, school, University/ college catering.

Off-Premise Catering

Off-premise catering is serving food at a location away from the caterer's food production facility. One example of a food production facility is a freestanding commissary, which is a kitchen facility used exclusively for the preparation of foods to be served at other locations. Other examples of production facilities include, but are not limited to, hotel, restaurant, and club kitchens. In most cases there is no existing kitchen facility at the location where the food is served. Caterers provide single-event foodservice, but not all caterers are created equal. They generally fall into one of three categories:

Party Food Caterers:

Party food caterers supply only the food for an event. They drop off cold foods and leave any last-minute preparation, plus service and cleanup, to others.

Hot Buffet Caterers:

Hot buffet caterers provide hot foods that are delivered from their commissaries in insulated containers. They sometimes provide serving personnel at an additional charge.

Full-Service Caterers:

Full-service caterers not only provide food, but frequently cook it to order on-site. They also provide service personnel at the event, plus all the necessary food-related equipment—china, glassware, flatware, cutlery, tables and chairs, tents, and so forth. They can arrange for other services, like décor and music, as well. In short, a full-service caterer can plan and execute an entire event, not just the food for it.

Outdoor Catering

This catering includes the provision of food and drink away from home base and suppliers. The venue is left to the peoples' choice. Hotels, restaurants and catering contractors meet this growing demand. The type of food and set up depends entirely on the price agreed upon. Outdoor catering includes catering for functions such as marriages, parties and conventions.

Retail Store Catering

Some retail stores, apart from carrying on their primary activity of retailing their own wares, provide catering as an additional facility. This type of catering evolved when large departmental stores wished to provide food and beverages to their customers as a part of their retailing concept. It is inconvenient and time consuming for customers to take a break from shopping, to have some refreshments at a different location. Thus arouse the need for some sort of a dining facility in the retail store itself. This style of catering is becoming more popular and varied nowadays

Club Catering

Club catering refers to the provision of food and beverages to a restricted member clientele. Some examples of clubs for people with similar interests are turf clubs, golf clubs, cricket clubs etc. The service and food in these clubs tend to be of a fairly good standard and are economically priced.

Night clubs are usually situated in large cities that have an affluent urban population. They offer entertainment with good food and expensive drinks.

Welfare Catering

The provision of food and beverages to people to fulfil a social obligation, determined by a recognised authority, is known as welfare catering. This grew out of the welfare state concept, prevalent in western countries. It includes catering in hospitals, schools, colleges, the armed forces and prisons.

Industrial Catering

The provision of food and beverages to 'people at work,' in industries and factories at highly subsidised rates is called industrial catering. It is based on the assumption that better fed employees at concessional rates are happy and more productive. Catering for a large workforce may be undertaken by the management itself, or may be contracted out to professional caterers. Depending on the choice of the client.

Transport Catering

The provision of food and beverages to passengers, before, during and after a journey on trains, aircraft and ships and in buses or private vehicles is termed as transport catering. These services may also be utilised by the general public, who are in the vicinity of a transport catering unit. The major forms of modern day transport catering are airline-catering, railways catering, ship catering and surface catering in coaches or buses which operate on long distance routes.

Airline Catering

Catering to airline passengers on board the air craft, as well as at restaurants situated at airport terminals is termed as airline catering. Modern airports have a variety of food and beverage outlets to cater to the increasing number of air passengers. Catering to passengers en route is normally contracted out to a flight catering unit of a reputed hotel or to a catering contractor or to the catering unit operated by the airline itself as an independent entity.

Railway Catering

Catering to railway passengers both during the journey as well as during halts at different railway stations is called railway catering. Travelling by train for long distances can be very tiring; hence a constant supply of a variety of refreshment choices helps to make the journey less tedious. On-board meal services are also provided on long distance trains.

Ship Catering

Ship catering is catering to cargo crew and passenger ship passengers. Ships have kitchens and restaurants on board. The quality of service and facilities offered depends on the class of the ship and the price the passengers are willing to pay.

There are cruises to suit every pocket. They range from room service and cocktail bars to speciality dining restaurants.

Surface Catering

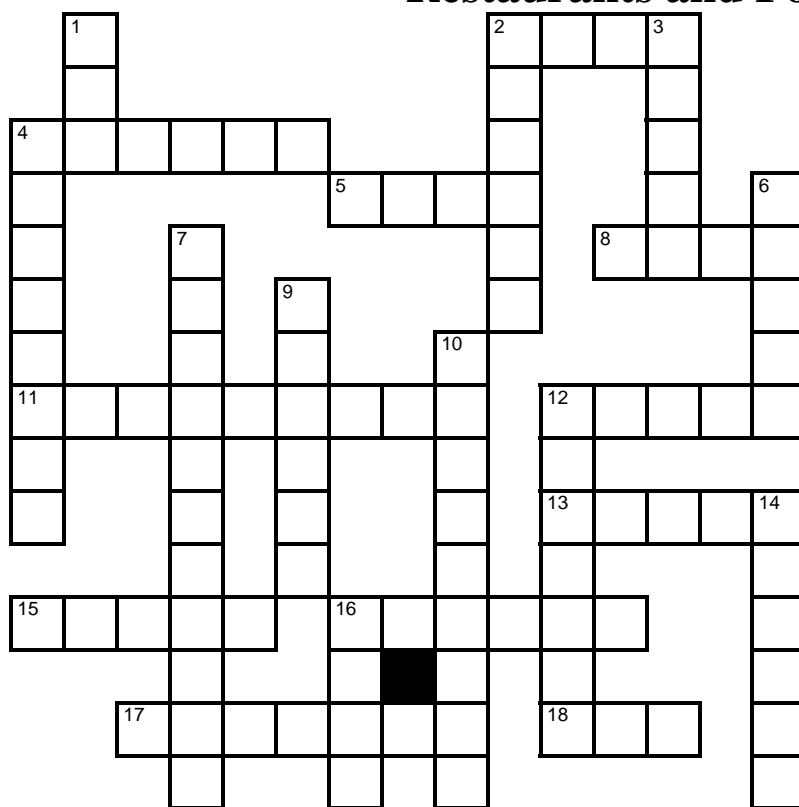
Catering to passengers traveling by surface transport such as buses and private vehicles is called surface catering. These eating establishments are normally located around a bus terminus or on highways. They may be either government run restaurants, or privately owned establishments. Of late there has been a growing popularity of Punjabi style eateries called dhabas on the highways.

Task 2. Questions for discussion

1. What do you mean by catering management?
2. Briefly describe about the on-premise catering.
3. Give a brief note about catering establishments.
4. Explain in your own words about the catering segments.
5. Give a brief note about the relationship between the catering industry and all other industries.

Task 3. Do the crossword

Restaurants and Food



Across

- 2 Someone who makes food in a cheap restaurant. (4)
- 4 A meal between breakfast and lunch. (6)
- 5 Someone who makes food in an expensive restaurant. (4)
- 8 This describes what you can eat at a restaurant. (4)
- 11 Something you eat before the main meal. (9)
- 12 If everybody pays for their own food then you go _____. (5)
- 13 A side dish with lettuce and other vegetables. (5)
- 15 What the cook places your food on. (5)
- 16 A meal where you help yourself from a table with a variety of dishes. (6)
- 17 Long, stringy food. (7)
- 18 Something you give your waiter if the service is good. (3)

Down

- 1 A place where people can sit around and drink alcoholic beverages in a restaurant. (3)
- 2 A drink that many people have with dessert. (6)
- 3 Something you use to cut meat. (5)
- 4 Another word for a drink. (8)
- 6 The noon meal. (5)
- 7 Something you might need to get into a busy restaurant. (11)
- 9 Someone who serves you food. (6)
- 10 The morning meal. (9)
- 12 Something, usually sweet, that you eat after dinner. (7)
- 14 The evening meal (6)
- 16 The total amount that you have to pay for a meal. (4)

LANGUAGE USE

Task 1. Fill in each blank with the proper (best) response from the list:

get	parts
glasses	potent
pitcher	creation
tap	part
call	serve
sure	

1. Try this drink. It's my own .
2. Buying beer by the is cheaper than buying it by the glass.
3. What kind of beer do you have on ? (= on draught)
4. I'm not really how to make that drink.
5. When the bartender says "Last !", it means that it's the last chance for customers to order drinks before the bar closes.
6. I'm warning you. This drink is really ! (= strong)
7. It's two orange juice and one vodka.
8. I'm sorry but I can't you since you're intoxicated (= drunk).
9. I've broken 5 today.
10. What can I you? = What would you like?

Task 2. Fill in each blank with the proper (best) response from the list:

allowed	cut
special	be
mix	water
round	disturb
bottled	shooters

1. Our happy hour is 2-for-1 draft *draught* beer.
2. Would you like another of drinks?
3. If a customer is " off", it means that he/she is not allowed to order any more drinks (because of drunkenness, bad behavior, etc.)
4. That'll \$5.50.
5. We don't have any draught beer. We only have beer.
6. Shots of hard liquor (vodka, Jagermeister, etc.) are commonly referred to as .
7. I would never down a drink. I would lose my job if I did.
8. It's a bad idea to vodka with wine.
9. Smoking is not anywhere inside the bar. You'll have to go outside to smoke.
10. Sir, please don't the other customers.

Task 3. Fill in each blank with the proper (best) response from the

listsurcharge

uniform

birthday

head

spill

appetizers

customize

pour

quote

venue

1. The location of an event is also called a .
2. You can any of our packages by adding (or taking away) food items.
3. I'll have a (= estimate) for you by tomorrow.
4. All staff member have to wear a .
5. We're looking for someone to cater our son's party.
6. We will provide 8 items at £12.00 per . (= per person)
7. For bookings of 10 people or less, a £30 may apply. (= you might have to pay £30 more)
8. Canapés are small bite-size .
9. Be careful not to soup on the guests!
10. When you the wine, do it from the right side.

Additional texts

Types of Catering Operations: The Pros and Cons

Author: Eleanor Frisch

When they hear the word “catering,” most people think of the last buffet they went through at a wedding or conference, or picking hors d’oeuvres off of a tray at a recent party. However, there are many other types of foodservice operations that fall under the domain of “catering.” If you are thinking of starting a catering company or expanding an existing one, learn about the pros and cons of different types of catering operations to determine what is right for you.

In this article you will learn about:

- Special event catering
- Business catering
- Mobile catering
- Industrial catering

Special Event Catering

Special event catering provides food for weddings, anniversaries, receptions and large-scale parties. It often involves the presentation and service of the food as well as different aspects of event planning. Some event caterers specialize in one kind of event, while others do them all.

Pros:

- In addition to using your chef's skills, you can use other forms of creativity for decorating and planning for the event, and you can contract with musicians, rental companies, florists and venues to increase your profits.
- It is a good space to form a solid word-of-mouth reputation. For example, when one wedding is catered well, the bride and groom's friends are likely to contract with you at future weddings or events.

Cons:

- If you do not enjoy this kind of work, it can be time-consuming and stressful. Many talented chefs are hesitant to go into event catering because the event-planning aspects do not appeal to them.
- Since you are catering an event that is probably very close and personal for your clients, a single mistake on your part can send clients into a fit.

Business

Catering

Business caterers provide food for business meetings, lunches, training sessions, conferences and corporate parties. This is one form of catering that is in high demand, but there is also a lot of competition in the market.

Pros:

- As opposed to many mobile caterers and special event caterers, who make most of their profits during the summer or holiday season, business catering is in demand year-round.
- If your corporate clients like what you have done for them, they may ask you to cater another meeting, a corporate party or even a personal social event.

Cons:

- Since corporate meetings and events usually try to please everyone, you are limited in your cuisine to types of food that are widely popular.
- Many fast-casual chain restaurants offer drop-off catering for lunches and meetings and often take a big share of the business catering market. You will have to compete with them.

Mobile

Catering

Mobile catering is not done through contract, but rather moves from place to place in a van or truck designed to carry food and equipment. Examples of mobile caterers are vendors at festivals, fairs and farmers' markets, meals-to-go services and parking-lot vendors. If you are interested in mobile catering, you may want to learn more about concessions, since these two areas often overlap.

Pros:

- Mobile caterers enjoy low start-up costs due to the small scale and part-time nature of their operation.

- This type of catering operation can be easily managed alongside a standard event catering business or restaurant operation.

Cons:

- Much of the equipment needed to cool, cook, warm and sell the food must fit in a small, confined space, like a van, truck or booth.
- Since mobile caterers operate at multiple locations or venues – often even in multiple cities – it is difficult to gain brand awareness and develop a loyal customer base.

Industrial

Catering

Industrial caterers provide meals for schools, hospitals, prisons, factories, universities, airlines and other institutions. The most popular example would be Aramark, which actually started out as a peanut vending business and grew into industrial catering, food supply, career apparel and even facility management.

Pros:

- Industrial caterers usually sign annual or semi-annual contracts, so they are guaranteed payment for a long period of time.
- Service is out of the picture. Most facilities and institutions provide their food in a cafeteria-style service, or, in the case of airlines, through flight attendants.

Cons:

- It is very difficult to start out as an industrial caterer. Most caterers grow into this business or have some pre-existing connections at facilities or institutions.
- Because industrial caterers provide massive amounts of food, it is often difficult to maintain a high standard of food quality.

Each type of catering operation has its own appeal and drawbacks. You do not need to limit yourself to one type of operation. In fact, the majority of business caterers will also cater weddings or parties, and many special event caterers will offer mobile food vending at fairs and festivals. However, when you first start out, you should choose a single type of operation to specialize in. This will give you a focus for your marketing efforts and limit the amount of start-up capital you need. Once you have made your mark in this area, if things are going well, you can begin to expand into other types of catering.

Навчальне видання

ЗБІРНИК ТЕКСТІВ І ЗАВДАНЬ
ДЛЯ ПРАКТИЧНОЇ РОБОТИ
з дисципліни

**«ІНОЗЕМНА МОВА»
(ЗА ПРОФЕСІЙНИМ СПРЯМУВАННЯМ)
(англійська мова)**

*(для студентів 2 курсу денної форми навчання
за напрямом підготовки 6.140101 «Готельно-ресторанна справа»)*

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