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«Новгородский государственный университет имени Ярослава Мудрого»

ГУМАНИТАРНО-ЭКОНОМИЧЕСКИЙ КОЛЛЕДЖ

**МЕТОДИЧЕСКИЕ РЕКОМЕНДАЦИИ
ПО ОРГАНИЗАЦИИ И ПРОВЕДЕНИЮ ПРАКТИЧЕСКИХ ЗАНЯТИЙ**

**ОГСЭ.03 ИНОСТРАННЫЙ ЯЗЫК
В ПРОФЕССИОНАЛЬНОЙ ДЕЯТЕЛЬНОСТИ
(АНГЛИЙСКИЙ)**


Специальность: 43.02.14. Гостиничное дело
Квалификация выпускника: специалист по гостеприимству

ПРИНЯТО:

Предметной (цикловой) комиссией
профессионального цикла колледжа

Протокол № 8
от «31» августа 2022 г.


Председатель предметной
(цикловой) комиссии


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«30» августа 2022 г.

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Пояснительная записка

Методические рекомендации по организации и выполнению практических занятий, являющиеся частью учебно-методического комплекса по дисциплине ОГСЭ.03 «Иностранный язык в профессиональной деятельности (английский)» составлены в соответствии с:

1 Федеральным государственным образовательным стандартом по специальности 43.02.14 Гостиничное дело;

2 Рабочей программой учебной дисциплины;

3 Локальными актами НовГУ.

Методические рекомендации включают аудиторную работу студентов, предусмотренную рабочей программой учебной дисциплины в объёме 166 часов.

В результате выполнения практических заданий обучающийся должен уметь:

- общаться (устно и письменно) на иностранном языке на профессиональные и повседневные темы;
- переводить (со словарем) иностранные тексты профессиональной направленности
- самостоятельно совершенствовать устную и письменную речь, пополнять словарный запас.

В результате выполнения практических заданий обучающийся должен знать:

- лексический (1200-1400 лексических единиц) и грамматический минимум, необходимый для чтения и перевода (со словарем) иностранных текстов профессиональной направленности.

В Приложениях к Методическим рекомендациям по организации и выполнению практической работы студентов представлены:

Приложение № 1 Критерии оценки практической работы.

Приложение № 2 Основные виды практической работы.

Приложение № 3 Методические рекомендации по работе с текстами и выполнению текстовых заданий:

Приложение № 4. Памятка для студентов по работе со словарем.

Приложение № 5 Методические рекомендации по выполнению лексико-грамматических заданий.

2.2 Тематический план и содержание учебной дисциплины

Наименование разделов и тем	Содержание учебного материала, практические занятия, самостоятельная работа обучающихся.	Объём в часах	Коды компетенций, формированию которых способствует элемент программы
1	2	3	4
	Раздел 1 Основной раздел	74	
Тема 1.1 Индустрия гостеприимства	Практическое занятие № 1 Виды предприятий гостиничного сервиса и их отличительные особенности. Грамматический материал: The Present Simple Tense	10	OK.01 OK.02 OK.03 OK.04 OK.10
Тема 1.2 Работа в индустрии гостеприимства	Практическое занятие № 2 Персональный состав гостиниц и его функции. Грамматический материал: The Past Simple Tense The Future Simple Tense	10	OK.01 OK.02 OK.04 OK.05 OK.10
Тема 1.3 Фронт-офис, бэк-офис в отеле	Практическое занятие № 3 Описание и обязанности службы фронт офиса, бэк-офиса отеля. Грамматический материал: The Future-in-the Past Prepositions of Place	10	OK.01 OK.02 OK.03 OK.04 OK. 05 OK.10
Тема 1.4 Экстренные ситуации в отеле.	Практическое занятие № 4 Болезни. Лекарства. Медицинская помощь. Вызов полиции. Помощь при пожаре. Грамматический материал: The Present Continuous Tense	10	OK.01 OK.02 OK.03 OK.04 OK.10
	Самостоятельная работа №1 Составление памятки по безопасности для гостей отеля.	2	
Тема 1.5 Питание в отеле.	Практическое занятие № 5 Виды питания в зависимости от класса гостиницы. Еда. Напитки. Грамматический материал: The Past Continuous Tense	10	OK.01 OK.02 OK.03 OK.04 OK.10
	Самостоятельная работа №2	2	

	Традиционные национальные кухни в различных странах мира.		
Тема 1.6 Специализированные службы и услуги	Практическое занятие № 6 Виды предоставляемых услуг в зависимости от класса гостиницы. Грамматический материал: The Future Continuous Tense The Degrees of Comparison (Adjectives)	10	OK.01 OK.02 OK.03 OK.04 OK.10
Тема 1.7 Деньги. Валюта.	Практическое занятие №7 Деньги. Валюта. Правила осуществления расчетов в отеле. Грамматический материал: The Present Perfect Tense	10	OK. 05 OK.10
	Раздел 2 Профессионально-ориентированный раздел	98	
Тема 2.1 Сервис в гостинице.	Практическое занятие № 8 Бронирование номеров в гостинице. Прием и размещение гостей. Обслуживание номеров. Питание в отеле (бары, рестораны, заказ еды в номер). Грамматический материал: The Past Perfect Tense The Future Perfect Tense	16	OK. 01 OK. 03 OK. 04 OK. 05 ПК.2.2 ПК.2.3
Тема 2.2 Необходимые документы для приема на работу.	Практическое занятие № 9 Деловая документация. Правила написания резюме. Правила написания сопроводительного письма. Грамматический материал: Conditionals	10	OK. 05 OK.10
	Самостоятельная работа №3 Написание резюме и сопроводительного письма.	2	
Тема 2.3 Интервью с работодателем.	Практическое занятие № 10 Поиск работы. Объявления о приеме на работу. Правила поведения с работодателем. Интервью с работодателем. Резюме (CV). Грамматический материал: Complex Object	10	OK. 05 OK.10

Тема 2.4 Регистрация гостей в отеле.	Практическое занятие № 11 Регистрация гостей в отеле. Правила регистрации. Обязанности персонала службы приема и размещения. Грамматический материал: The Present Perfect Continuous;	10	ОК. 01 ОК. 03 ОК. 04 ОК. 05 ПК.1.1 ПК.1.3
Тема 2.5 Проведение конференций в отеле.	Практическое занятие № 12 Предоставление зала для проведения конференций в отеле. Оборудование для конференцзала. Прием заявок на участие в конференции. Бланк заявки (в электронном формате). Грамматический материал: Modal Verbs. Can. May. Must Have to .Could. Might;	10	ОК. 04 ОК. 05 ОК. 09 ОК. 10 ПК.1.1 ПК.1.3
Тема 2.6 Работа с жалобами и решение проблем	Практическое занятие № 13 Правила поведения персонала гостиницы в случае конфликтных ситуаций. Регламент рассмотрения жалоб гостей. Виды жалоб. Варианты решения проблем с клиентами. Варианты моральной компенсации за причиненные неудобства. Образцы писем-извинений. Грамматический материал: Indirect Speech	10	ОК. 04 ОК. 05 ОК. 10 ПК.1.3 ПК.2.2 ПК.2.3 ПК.3.1 ПК.3.3
Тема 2.7 Функции администратора отеля	Практическое занятие № 14 Профессиональные требования к администратору отеля. Должностные обязанности администратора отеля. Организация взаимодействия между службами отеля. Работа в команде. Многозадачность. Грамматический материал: General questions Special questions. Alternative questions. Tag questions	10	ОК. 04 ОК. 05 ОК. 09 ОК. 10 ПК.1.1 ПК.1.3 ПК.2.2 ПК.2.3 ПК.3.2 ПК.3.3

Тема 2.8 Управление отелем	Практическое занятие № 15 Структура управления гостиницей. Профессиональные требования к управляющему гостиницей и менеджерам. Должностные обязанности управляющего и менеджеров служб гостиницы. Современный тип управляющего. Правила делового этикета. Грамматический материал: Gerund and its functions. Participle I. Participle II.	10	ОК. 04 ОК. 05 ОК. 09 ОК. 10 ПК.1.1 ПК.1.3 ПК.2.2 ПК.2.3 ПК.3.2 ПК.3.3
Тема 2.9 Служба бронирования в отеле	Практическое занятие № 16 Персональный состав службы бронирования в гостинице. Функционал службы бронирования. Правила бронирования номеров в отеле. Способы бронирования гостиничных номеров (по телефону, в режиме on-line по Интернету). Грамматический материал: Complex Subject.	10	ОК. 04 ОК. 05 ОК. 09 ОК. 10 ПК.1.1 ПК.1.3
	Всего:	172	

СОДЕРЖАНИЕ ПРАКТИЧЕСКИХ ЗАНЯТИЙ

Раздел 1

Тема 1.1 Индустрия гостеприимства (Hospitality Industry)

Практическое занятие № 1 (10 час.)

Цель: совершенствовать устную и письменную речь; развивать навыки чтения и перевода; формировать способности студентов общаться на английском языке (устно и письменно) на повседневные и профессиональные темы.

Требования к знаниям и умениям:

Студент должен **уметь:** вести диалог в ситуациях официального общения; соблюдать логику и последовательность высказываний; речевого взаимодействия с партнером.

Студент должен **знать:** новые лексические единицы по теме; единицы речевого этикета, обслуживающих ситуации общения; грамматический минимум, необходимый для общения на английском языке: (The Present Simple Tense)

Перечень необходимых средств обучения: учебник, словарь, компьютер, рабочая тетрадь.

Содержание заданий:

- 1) контрольные вопросы по теме;
- 2) составление диалогов;
- 3) лексико-грамматические упражнения The Present Simple Tense.

Основные требования к результатам работы:

- 1) лексико-грамматическая грамотность высказываний;
- 2) максимальная наполняемость высказываний новой лексикой;
- 3) способность к коммуникативному партнерству.

Task 1. Test Questions:

1. Classification of the hotels.
2. Types of the hotel rooms.
3. Rights and duties of hotel guests.
4. 4. Structure of the hotel.
5. The main functions of the reception service.
6. Dealing with conflict situations.
7. The order of checking in and checking out.

Task 2. Translate and study the words and phrases “Arriving and check in “(Прибытие в отель и регистрация)

1. I'd like to check in.
2. When did they arrive?
3. Could I have your passport, please?
4. Do you have any form of identification?
5. Driving license will do.
6. Will you fill in this form, please?
7. How would you like to pay?
8. May I pay in dollars?
9. My company is paying for me.
10. May I have your payment agreement?
11. We need to make a registration for you.
12. Could you sign here, please?

13. Your signature here ,please.
14. Do you have any preferences about the room?
15. Your room is 655.
16. Here is your key.
17. Would you like some help with your luggage?
18. The porter will attend to it immediately.
19. The porter will show you to your room.
20. If you have valuable items, you should use safe deposit provision.
21. If you have some valuables, you can put them into the safe.

Staying at the hotel. (Пребывание в отеле).

1. What time is breakfast, lunch, dinner?
2. Where can I change some money?
3. How do I get to the nearest metro station?
4. How do I telephone to the USA?
5. What is the code of Great Britain?
6. How do I telephone room service?
7. Where is the lift?
8. Where can I rent a car?
9. What if I have a problem with the car?
1. What should I visit while I am staying here?
2. I'd like to eat some traditional local food.
3. What is a good present to the home?
4. Can I have an extra towel?
5. Could you book a table for three in the restaurant for me this evening?
6. How many for?
7. Could I have lunch in my room now?
8. Could you tell me your name and room number?
9. What time would you like a table for?
10. I could order a late supper for you? It could be brought to your room.
11. I'll contact the restaurant and have them prepare a supper for you for 11.00.
12. What would you like?
13. There is a choice of...
14. Could I book the tickets for the show?
15. This is John Smith from room No 65.
16. I am afraid I'm not feeling very well/ I have a headache.
17. Could you, please, send for the doctor?
18. Would you , please, ask someone send up some painkiller.
19. I don't have anything with me.
20. Would you like nurse to visit you?
21. I'll have room service send up some aspirin immediately.
22. Can I have a morning call at 5,05?
23. I'd like to have my trousers pressed.
24. I'd like to have my skirt cleaned.
25. I'd like to have clean shoes for the morning.
26. The concierge can arrange this for you.
27. You have collect the car from the garage.
28. You can take an excursion if you want.
29. If you have a problem with the car, it will be replaced.

Departure and checking out (Отъезд и выписка)

1. I'd like to check out, please.
2. I'll get your bill.
3. What room are you in?
4. One moment, Madam, I will work out the total.
5. Would you like to check it through?
6. I disagree with the charge .
7. I think you have overcharged me.
8. Can you tell me what this item is for?
9. That was the morning papers you had.
10. I didn't order any papers.
11. I didn't order anything from room service.
12. I hope you `ve enjoyed your stay with us.
13. Would you like a taxi to the airport?
14. We look forward to welcoming you back again in the future.
15. I hope you have a pleasant journey

Task 2. Complete the dialogue:

a) "Arriving and checking in "(Прибытие в отель и регистрация)

1.Receptionist: Good morning! Welcome to The Best Hotel!

Client: _____

2.Receptionist Yes, sir, we have several rooms available for that particular weekend. And what is the exact day of your arrival?

Client: _____

3.Receptionist:How long will you be staying?

Client: _____

4.Receptionist:How many people is the reservation for ?

Client: _____

6.Receptionist: And would you like a room with twin beds or a double bed?

Client: _____

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

Client: _____

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

Client: _____

9.Receptionist:Could you spell your last name for me,please?

Client: _____

10.Receptionist: IS THERE A PHONE NUMBER, WHERE YOU CAN BE CONTACTED?

Client: _____

10.Receptionist:GREAT! Now I need your credit card information to reserve the room for you.What type of card is it?

Client:_____

10.Receptionist:And what is the name of card holder?

Client:_____

10.Receptionist:Alright Mr QUAID. Your reservation has been made forthe 24-th of September for a room with a double bed and view of the ocen.Check in is at 2 o'clock/If you have any other questions, please do not hesitate o call us.

Client:_____

11.Receptionist: My pleasure. We ll see you in September. r QUAID Have a nice day!

Task 3. Compose and play dialogues:

- 1.Регистрация (check-in) администратором группы гостей на английском языке. Предварительное бронирование 3 одно-местных номеров с питанием по типу «завтрак» было сдела но турфирмой.
- 2.Выписка (check-out) администратором индивидуального гостя . Оплата услуг осуществляется гостем за счет кредитной карты.
3. Выписка(check-out) администратором группы гостей
4. Выписка (check-out) администратором вип-гостя .
5. Выписка (check-out) администратором молодой пары, бронировавшей свое проживание в отеле через турфирму.
6. Выписка группы гостей спортсменов, проживавших в отеле полностью за счет Спортивного Комитета .
7. Выписка (check-out) администратором индивидуального гостя. Оплата гостем осуществляется наличными денежными средствами.
8. Регистрация (check-in) администратором индивидуального гостя на английском языке. Предварительное бронирование сделано с питанием «полупансион».

Список рекомендуемой литературы:

а) Основная литература;

Рогова, В. Ю. Английский язык для гостиничного бизнеса. Задания : учебное пособие для вузов / В. Ю. Рогова. — Москва : Издательство Юрайт, 2023. — 43 с. — (Высшее образование). — ISBN 978-5-534-14564-9. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/520186> (дата обращения: 28.06.2022)

Тема 1.2 Работа в индустрии гостеприимства

(Персональный состав гостиниц и его функции (The personnel staff of aHotel and its Functions)

Практическое занятие № 2 (10 час.)

Цель: совершенствовать устную и письменную речь; развивать навыки чтения и перевода;

формировать способности студентов общаться на английском языке (устно и письменно) на повседневные и профессиональные темы.

Требования к знаниям и умениям:

Студент должен **уметь**: вести диалог в ситуациях официального общения; соблюдать логику и последовательность высказываний; речевого взаимодействия с партнером, осуществлять подбор и расстановку гостиничного персонала

Студент должен **знать**: новые лексические единицы по теме; единицы речевого этикета, обслуживающих ситуации общения; грамматический минимум, необходимый для общения на английском языке: (The Present Simple Tense), знать должностные инструкции старшего администратора.

Перечень необходимых средств обучения: учебник, словарь, компьютер, рабочая тетрадь.

Содержание заданий:

- 1) контрольные вопросы по теме;
- 2) работа с лексическим материалом;
- 3) составление диалогов;
- 4) деловая игра «Я-администратор» .Business game «I am an receptionist»
- 5) лексико-грамматические упражнения The Past Simple Tense, Future Simple Tense

Основные требования к результатам работы:

- 1) лексико-грамматическая грамотность высказываний;
- 2) максимальная наполняемость высказываний новой лексикой;
- 3) способность к коммуникативному партнерству.

Task 1. Test Questions:

1. What are the requirements to the reception service?
2. What are the functions of a receptionist, a concierge, a bellboy?
3. What are the duties of staff members??
4. How activities of reception service are planned?
5. Why is it necessary to follow the telephone call etiquette?

Task 2. Match the duties and personal requirements to the hotel staff with their Russian equivalents

1.to arrange car hire	a.приветствовать гостей
2.to welcome guests	b.регистрация и выселение
3.to verify their reservation	c.проверять забронированный номер
4.to check room availability,if they don't have one	d.проверять, какие номера свободны, если гости не забронировали комнату до приезда
5.to check in/out	e.проверять данные кредитной карты
6.to make a reservation for a room	f.забронировать гостиничный номер
7.booking confirmation	g.подтверждение бронирования
8.to get credit card information	h.отвечать на телефонные звонки
9.to give a guest the pass card to 10.enter the room	i.отдать гостю ключ-карту от номера
11.to cater	j.обслуживать
12.to take phone calls	k.достигать целей
13.to make up a room	l.убирать комнату
14. to achieve targets	m.общительный
15.to be good with people	n.ладить с людьми
16.communicative	o.навыки компьютера

17.to compile daily business figures	р.составлять ежедневные бизнес-планы
18.computer skills	q.иметь дело с запросами и жалобами
19.a creative person	г.творческая личность
20.to deal with emergencies	с.иметь дело с чрезвычайными ситуациями
21.to deal with queries and complaints	t.принимать решения
20.to do sales promotion	и.продвижение продаж
efficient	у.умелый, квалифицированный
21.to enter statistics into a database	w.увеличивать заселенность номеров
22.to handle pressure	W.справляться с давлением
23.highly-skilled	О.высококвалифицированный
24.to implement routine checks	у.выполнять ежедневные проверки
25.to make decisions	z,заносить статистические сведения в базу данных
26. to maximze room occupancy	Бронировать номера
27.to be motivated	@быть мотивированным
28.to organize schedules	%организовывать расписания
29.people skills	\$иметь навыки работы с людьми
30.to prepare costs	&готовить счета
31.to produce routine business figures)производить ежедневные бизнес расчеты
32.to reserve rooms	+руководить персоналом
33.to solve problems	-решать проблемы
34.to supervise staff	L.осуществлять прокат автомобилей
35.to take new calls	М.принимать звонки
36.to be well-organized	У.быть организованным
37.to be well-presented	Р.быть представительным
38.to write proposals	В.писать предложения

Task 3. Is the receptionist talking to a guest checking in or to a guest checking out?
Tick (•) the correct column.

receptionist	checking in	checking out
Here's your bill.		
How would you like to pay?		
Enjoy your stay.		
Thank you for staying with us.		
We hope you enjoyed your stay.		
Let me know if you need anything.		
Would you like an alarm call?		
Will you be visiting us again soon?		
Can I see your passport, please?		
Breakfast is served from 8 am to 9 am.		
You have to check out before 12 noon.		
Your room is on the third floor.		

We look forward to seeing you next month.		
-------------------------------------------	--	--

13 баллов

Task 4 Match the definitions with their meanings

1.What facilities do your rooms offer?	A.Прачечная самообслуживания
2.Smoking and non-smoking rooms	B.Номера для курящих и некурящих
3.Room service.	C.прачечная
4.Laundry service/valet service.	D.Ресторанное обслуживание номеров.
5.A self service laundry, launderette.	E.Экспресс-прачечная
6.Same-day laundry.	F.Чистка обуви
7.Dry cleaning.Химчистка.	G.Чистка обуви
8.Shoe-polishing service.	H.Подземный гараж
9.Shoe cleaning service.	I.Прокат машин.
10.Underground garaging.	J.Собственная парковка отеля
11.Hotel-owned car park.	K.Медицинская помощь.
12.Car park directly by the hotel.	L.Анимационные программы для гостей.
13.Car rental.	M.Услуги будильника /побудки.
14.Limousine service.	N.Парковка непосредственно рядом с отелем
15.Medical help.	O.Утренний кофе/закуска.
16.English-speaking staff	P.Прокат автомобиля с водителем
17.Well-organized entertainment.	Q.Англо-говорящий персонал.
18.Animated activities for guests.	A.Хорошо организованные развлекательные мероприятия
19.Evening entertainment.	S.Вечерние развлекательные мероприятия
20.Wake-up /early morning alarm calls.	T.Утренний чай.
21.Early morning teas.	U.Дистанционное управление светом и сигналами «Убрать номер» и «Не беспокоить» во всех номерах
22.Morning coffee/snacks.	V.Какие услуги предоставляет Ваш отель?
23.Breakfast for early risers.	W.Открытый терминал доступа в интернет
24.Ранний завтрак.	

25..Remote control of lighting and signs for “Make up room” and “Don` t disturb” in the rooms.	X.Системы климат-контроля
26.central heating	Y.Кондиционирование воздуха
27.air- conditioning	Z.Центральное отопление
28.Air- conditioning in public areas	
29.Air and temperature control system.	
30.climate control	
31.public internet terminal.	
.	

Основная литература:

а) Основная литература;

Рогова, В. Ю. Английский язык для гостиничного бизнеса. Задания : учебное пособие для вузов / В. Ю. Рогова. — Москва : Издательство Юрайт, 2023. — 43 с. — (Высшее образование). — ISBN 978-5-534-14564-9. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/520186> (дата обращения: 28.06.2022)

Мошняга, Е. В. Английский язык для изучающих туризм (A2-B1+) : учебное пособие для среднего профессионального образования / Е. В. Мошняга. — 6-е изд., испр. и доп. — Москва : Издательство Юрайт, 2023. — 267 с. — (Профессиональное образование). — ISBN 978-5-534-11164-4. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/517078> (дата обращения: 28.06.2022).

Тема 1.3 Фронт-офис, бэк-офис в отеле (Front Office and Back Office in a Hotel)

Практическое занятие № 3 (10 час.)

Цель: совершенствовать устную и письменную речь; развивать навыки чтения и перевода; формировать способности студентов общаться на английском языке (устно и письменно) на повседневные и профессиональные темы.

Требования к знаниям и умениям:

Студент должен **уметь:** вести диалог в ситуациях официального общения; соблюдать логику и последовательность высказываний; речевого взаимодействия с партнером.

Студент должен **знать:** новые лексические единицы по теме; единицы речевого этикета, обслуживающих ситуации общения;грамматический минимум, необходимый для общения на английском языке: (The Present Simple Tense) функционал фронт и бэк- офисов.

Перечень необходимых средств обучения: учебник, словарь, компьютер, рабочая тетрадь.

Содержание заданий:

- 1) контрольные вопросы по теме;
- 2) словарная работа с ключевыми понятиями структуры Front Office на базе текста;
- 3) письменная творческая работа :составление инструкции сотрудникам Front Office и Back Office.
- 4) лексико-грамматические упражнения The Future-in-the Past, Prepositions of Place.

Task 1.Test Questions:

What is a personnel staff of the Front Desk?
What are the duties of the Front Desk?
What are the responsibilities of the Front Desk?
What is a personal staff of the Back Desk?
What are the duties of the Back Desk?
What are the responsibilities of the Back Desk?
What are the main functions of Front Office in a hotel?

TEXT «FRONT OFFICE»

Front desk is a very important department in the hotel making direct contact with the guests.

The main function of this department is Reservation, Guest Service, Check in Check, Checkout, Telephone, Finance & Cashiering, Foreign Exchange, Room Assignment, Inquiry. The Front office is also called the nerve centre of a hotel. It can be defined as a front of the housing department located around the foyer and the lobby area of hospitality property. As this department is located around the foyer area of the hotel and is visible to the guests, patrons and visitors, they are collectively called “Front Office”.

A hotel back office is a room or space in a hotel that is set up to deal with some of the higher-level financial work and other issues facing this type of business. This section of the hotel also usually houses the offices of higher level personnel. Larger hotels or franchises in a chain may have more elements set up in the back office than smaller independently run hotels, which sometimes might not have a back office at all.

1. Significance of The Front Office Department in a Hotel

The front office department of the hotel has a special responsibility when it comes to creating the ideal guest experience. It is often seen as the hotel’s face. Performing smooth check-ins, handling queries in a prompt and helpful manner, and responding speedily to resolve any problems will all go a long way to making a guest’s experience more enjoyable and positive.

As you can see, your front office department plays a key role in creating a good impression. [Hotel trends](#) might change but a hotel’s front office must always maintain smooth and friendly interactions with customers.

2. Main Responsibilities of a Front Office Employee

The front office department in hotels has many duties on a daily basis. But it is essential to understand the main responsibilities of the employees to understand how the department functions. Below are three key duties of a front-office employee.

3.Planning Guest Experience

The clerks at the front desk play a very important role in presenting the hotel in its best light. They have continuous contact with the hotel’s guests throughout the working day. A clerk’s duties involve checking guests in and out, handling room payments and payments for services or food and other items.

It’s important that all these processes are handled smoothly. A front office clerk’s duties extend to other aspects of the guest experience: recommending local attractions, helping guests plan trips and activities, and making guests aware of the hotel’s services and any activities offered on-site.

4.Accommodating Guest Requests

Guests may make various requests during their stay, which will be handled by the front desk. They may need additional linen or toiletries or may wish to find out how to operate systems such as

heating, air conditioning, or entertainment systems. Guests may also need to report issues with their rooms, such as items that don't work properly or soiled items.

Front office staff may be able to take care of some of these themselves. In most cases, the front office will need to interact with other departments. For example, they might need to get in touch with housekeeping or speak to maintenance, then follow up.

5. Secretarial Duties

Front office department staff will also perform a range of secretarial and clerical duties. These include preparing spreadsheets, drafting letters, memos and other correspondence, and preparing presentations. They may also perform tasks such as making travel arrangements for senior team members or managing their calendars.

Front desk personnel are often tasked with photocopying documents, filing, handling correspondence via email or fax, and ordering stationery and other office supplies. For smaller hotels, front office staff may also handle some of the smaller accounting tasks, particularly those that relate to the department's finances and expenses.

6. Functional Management Roles of the Front Office Department in a Hotel

The front office department in a hotel has eight main management roles. Sometimes these are handled by the general front office staff rather than dedicated personnel, especially in smaller hotels.

◆a) Front Office Manager

A front office manager's role is to oversee the front desk staff. They are also tasked with ensuring a quality experience for every guest. Front office managers will prepare schedules to ensure full staffing at the front desk at all times. They may be involved in the hiring and training of new staff.

◆b) Guest Service Manager

In some hotels, particularly larger establishments, there may be a separate guest service manager to oversee the front office staff. This position may involve scheduling, staff training and development, managing the departmental budget, and maintaining good working relationships with the hotel's other departments.

◆c) Reservation Manager

The reservation manager's job is to handle reservation services, maximising efficiency in the front office department in the hotel. As well as dealing with cancellations and changes, the reservations manager will be tasked with ensuring that front desk staff are prepared to answer guests' questions. They may also coordinate with the sales and housekeeping departments.

◆d) Reception Manager

The reception manager will be the first point of contact for guests arriving at the hotel. It's their job to make guests welcome and ensure their comfort and satisfaction during their stay. Reception managers ensure that reception areas operate smoothly and efficiently. They may also oversee a reception team.

◆e) Revenue Manager

The revenue manager is tasked with ensuring that guests are charged at the appropriate room rate. They will also be responsible for periodically reviewing room rates and service charges, comparing them to other hotels in the area within a similar price bracket, and ensuring that rates remain competitive.

◆f) Night Audit Manager

In the evenings, the night audit manager is tasked with supervising auditing processes. These are in place to make sure that all of the day's financial transactions are properly accounted for and fully reconciled. They will make sure that all cash taken that day is counted and will check for any discrepancies.

◆g) Concierge

The concierge is responsible for running the front desk. A concierge will coordinate with various hotel departments to ensure that guests' needs are attended to. The concierge may also be involved with staffing the front desk, ensuring that there's always someone on hand to assist guests.

◆h) Housekeeping Manager

The housekeeping manager oversees the housekeeping staff. They are responsible for cleaning and sanitising rooms so that everything is ready for the next guest. They will also perform housekeeping tasks in the public areas in and around the hotel: cleaning bathrooms, vacuuming carpeted areas, etc.

7. What Is Required of a Front Office Employee?

[Hotel management](#) will be looking for several key qualities in their front desk employees. A friendly, hospitable demeanour is one of the more obvious traits. Perhaps more important are abilities like multitasking, remaining calm under pressure, and the ability to cope with long hours without flagging. Front desk employees also need a wealth of tact and consideration, as they may be called upon to handle delicate situations with diplomacy.

Conflict resolution is a vital skill, as is the ability to balance the needs of the guest with the best interests of the hotel. Tact and diplomacy involve striving to understand people, to empathise with their needs and feelings. It's not enough to simply be a people-pleaser, which can result in over-promising. Staff working in the front office department of a hotel must always be able to approach guests with courtesy, professionalism and integrity.

8. Tips to Run Your Front Office Department Smoothly

There are certain strategies you can employ to make sure your guests are getting the full experience of your hotel. The front office is an essential part of their stay, therefore you can ensure the department is providing all information possible. Here are our tips for exceeding your guests' expectations.

◆a) Bring Local Knowledge to Your Guests

When guests come to a hotel, they are usually in an unfamiliar area. While guide books and tourist information can be helpful, they're no substitute for genuine local knowledge. Every team member working in the front office department should be equipped with sufficient local knowledge to assist guests with questions about the local area.

They should be able to recommend restaurants, the best shopping, how to find local attractions and events, and what leisure activities are available. Creating a unique tourist guide for your guests is a good way to pass along suggestions. Hotels can also offer coupons and discounts, and offer to handle bookings for their guests.

◆b) Make Sure You Train Your Staff Continuously

Staff training and development should be an ongoing process. Staff will need to be prepared for a range of eventualities, and regular training will give them the tools they need. Ongoing training and support create empowered staff members who have the know-how and confidence to respond in a professional and effective manner to all events and challenges.

You will need a defined plan to train your staff on both their core skills and additional capabilities, such as communication skills and time management. The front desk should have an operations manual to hand that details roles and best practices.

◆9. Know Your Guests & Plan For Their Wishes

Getting to know your guests allows you to create excellent guest experiences. As well as noting the preferences of current guests, you should make an effort to track the preferences of repeat customers. It's useful to know if they have a specific room they prefer or small details such as wanting an extra blanket or a pillow.

It can also be helpful to learn small facts about the guests themselves, such as their profession and names of family or pets. A [hotel PMS](#) (property management system) allows you to store detailed information on each guest and offer a welcome with a personal touch.

Importance of the Front Office Department Software Technology

[Hotel technology](#) is increasingly sophisticated nowadays and offers a range of advantages.

Advanced technology is now indispensable for managing modern hotel. Software systems can streamline all kinds of functions, from handling incoming reservations to guest communication and tackling multiple distribution channels.

Without adequate software support, the operation of a hotel is unwieldy and errors are likely to occur. Front office technology allows you to automate many of the common tasks associated with processing a booking. A housekeeping app, digital concierge or other platforms also allows you to read messages from staff and guests in a single location.

Hotel Management Software Solutions

Software solutions for hotels are absolutely vital in the modern [hotel industry](#). Many hotels today make use of a range of software solutions to facilitate tasks such as handling bookings, review management, revenue management and tracking housekeeping. From PMS software to reputation management, there are technological solutions available for almost all of the challenges that a hotel business may face.

As hotel trends move towards the wider adoption of technology, it's more important than ever to be aware of the tools that exist to facilitate [hotel operations](#). In "[5 Hotel Management Software Solutions Every Hotel Needs](#)", you'll learn about some of the most important categories of hotel software.

Hotel Career Tips For Your Future

Whether you're just starting out in an entry-level position or looking to develop your existing hotel career, you'll need some inside information. Working in the hotel industry offers many varied and rewarding possibilities for those who are willing to work hard and develop their skills.

The industry is a competitive one and the right knowledge can help a great deal. In "[10 Valuable Tips to Manage Your Hotel Career](#)", you'll learn vital tips and tricks to get ahead in the industry. You'll find out about the training you'll need and the approaches that can help you succeed.

The Booking Extranet

Booking.com is one of the biggest and most widely used online travel agencies globally. Its management platform, the Booking Extranet, lets people in hotel management roles oversee reservations and manage other aspects of their listing on the Booking.com site. Making proper use of the Booking Extranet can really help boost reservations and increase your hotel's revenue.

In “[Booking Extranet: 10 Strategies to Increase Your Revenue on Booking.com](#)”, you’ll discover key methods and strategies for creating and managing a listing that will get your hotel noticed, as well as how you can use the system to make your job easier.

The hotel’s front office department is crucial to providing the ideal guest experience, as well as handling important data like guest information and room statuses. Proper organisation, staffing and training are vital for its smooth operation, as is implementing the right hotel technology.

A hotel [back office](#) is a room or space in a hotel that is set up to deal with some of the higher-level financial work and other issues facing this type of business. This section of the hotel also usually houses the offices of higher-level management [personnel](#). Larger hotels or franchises in a chain may have more elements set up in the back office than smaller independently run hotels, which sometimes might not have a back office at all.

One of the most important functions of a hotel back office is a setup to deal with long-term financial information. Software companies commonly sell back office software for hotels that will help provide annual accounting reports or organize long-term financial details. This is in contrast to the [front office](#), or front desk, of a hotel, where lower-level workers generally keep cash received from guests, and maintain current information on nightly or weekly financials, as well as [credit card](#) data for recent guests.

Often, larger hotels have a sophisticated database for guest information and archiving data. This is often housed in the hotel back office or considered part of a back office operation. This kind of information is important to be able to confirm past stays by a particular guest, and also to help in generating complex reports on rates of rooms filled, along with all practical expenses for the hotel, on an annual or long-term bases. A total long-term [budget](#) for a hotel would generally be generated in the back office.

Another comparison between the front desk or front office of a hotel and its back office is based on the ways that hotel workers are generally arranged. Usually, front desk associates handle current guest issues, and interact directly with guests. Guests managers may also work from behind the front desk. By contrast, a general [manager](#) for a hotel will usually work out of the hotel back office, and would rarely interact with the clientele. Special sales managers or others who do not commonly deal with current guests will also usually work out of the back office area or some other separate office, along with bookkeepers, and managers of the maintenance or housekeeping staff.

A different way to understand a back office for a hotel is through evaluating franchise hotels that are part of a larger chain. In these hotels, much of what gets reported to the corporate headquarters will be housed in the back office. Where the front desk or front office is devoted to [customer service](#); a back office may have a totally different style based on how the chain of hotels is run from th

Task 2. Compose Instructions for employees of Front office and Back office.

а) Основная литература;

Рогова, В. Ю. Английский язык для гостиничного бизнеса. Задания : учебное пособие для вузов / В. Ю. Рогова. — Москва : Издательство Юрайт, 2023. — 43 с. — (Высшее образование). — ISBN 978-5-534-14564-9. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/520186> (дата обращения: 28.06.2022)

Мошняга, Е. В. Английский язык для изучающих туризм (A2-B1+) : учебное пособие для среднего профессионального образования / Е. В. Мошняга. — 6-е изд.,

испр. и доп. — Москва : Издательство Юрайт, 2023. — 267 с. —
(Профессиональное образование). — ISBN 978-5-534-11164-4. — Текст :
электронный // Образовательная платформа Юрайт [сайт]. —
URL: <https://urait.ru/bcode/517078> (дата обращения: 28.06.2022).

Тема 1.4 Экстренные ситуации в отеле (Emergency Situations in a Hotel)

Практическое занятие № 4 (10 час.)

Цель: совершенствовать устную и письменную речь; развивать навыки чтения и перевода; формировать способности студентов общаться на английском языке (устно и письменно) на повседневные и профессиональные темы.

Требования к знаниям и умениям:

Студент должен **уметь:** вести диалог в ситуациях официального общения; соблюдать логику и последовательность высказываний; речевого взаимодействия с партнером, принимать правильные решения в экстренных ситуациях в отеле в соответствии с инструкциями

Студент должен **знать:** новые лексические единицы по теме; единицы речевого этикета, обслуживающих ситуации общения; грамматический минимум, необходимый для общения на английском языке: (The Present Simple Tense) функционал фронт и бэк- офисов, знать правила поведения и обязанности персонала в случае экстренных ситуаций в гостинице.

Перечень необходимых средств обучения: учебник, словарь, компьютер, рабочая тетрадь.

Содержание заданий:

1. контрольные вопросы по теме;
2. словарная работа с ключевыми понятиями экстренных ситуаций в гостинице (Emergency Situations in a Hotel) на базе текста «10 Types of Emergency Situations Encountered in Hotels»: Bomb Threat emergency situation, Fire Threat emergency situation, Death of an In-house Guests in the hotel, Accident emergency situation, Lost and Found, Theft emergency situation, Illness and Epidemics emergency situation, Vandalism, Damage to property by the guest, Handling drunken guest.
3. письменная творческая работа :разработатка памятки поведения сотрудников гостиницы в экстренных ситуациях приведенных в тексте.
4. лексико-грамматические упражнения The Present Continuous Tense

Основные требования к результатам работы:

- 1) лексико-грамматическая грамотность высказываний;
- 2) максимальная наполняемость высказываний новой лексикой;
- 3) способность к коммуникативному партнерству.

Task1. Read and translate the text « TYPES OF EMERGENCY SITUATIONS ENCOUNTED IN A HOTEL»

Types of Emergency Situations Encountered in Hotels



There are different types of emergency situations encountered in [hotels](#) during the day to day operations and functioning of the hotel. These unforeseen emergency situations which can come across anytime without any notice and the hotel staffs should be well trained to identify such emergency situation and to be able to act quickly on them.

The various types of emergency situations encountered in hotels are as explained under:

1. Bomb Threat Emergency Situation:

In case of any call received regarding the bomb threat, the hotel should tie-up with the local police authority and follow their instructions. The person [who](#) receives the call should take complete details of the situation and should even try to note down the voice and accent of the person calling regarding a bomb threat. Immediately the hotel should inform the anti-bomb squad and should defuse the bomb after locating the place where it is planted.

Signal the colleague to also listen in the call and try to find out the location through the exchange. Listen to the caller carefully and make it prolong and get all the information carefully like the place where planted, time of explosion and strength of explosives.

If possible this call may be taped and note the back noise and try to catch information from accent and police to be informed. Immediately after disconnection, the G M and [security](#) officer has to be informed. If the location is identified the department head should be also informed People from that suspected area have to be evacuated from that particular location. After “all clear” signal from the police, the normal process of the hotel can be continued.

2. Fire Threat Emergency Situation:

[Fire](#) is the most common emergency situation which could [break](#) in the hotel at any point in time. The most probable reason for a fire break in the hotels can be a kitchen or faulty wirings in the

hotel. The concerned staff should be immediately informed and fire [brigade](#) should be informed immediately.

Do not panic, If the hotel staff is well versed with the fire fighting equipment then immediately fire extinguisher should be used. The supply of electricity and gas should be immediately turned off whenever any news regarding fire comes to the hotel.

3. Death of an In-House Guest in the Hotel:

Whenever information comes regarding the death of an [in-house guest](#) the [Front Office Manager](#) should be reported directly who informs the [General Manager](#) and the Security Manager. Later on, the police authority is even told and the hotel doctor is summoned to confirm the death of the guest.

The residential address of the guests is also identified and the relatives are informed. Once the doctor has confirmed the death and the police has given the permission the dead body is removed by the help of a stretcher. In the meanwhile, if the deceased guest was under some other doctor consultation then that doctor is also enquired.

A death certificate is also prepared and a report is prepared to mention the time, room number and other details related to the deceased guest. The guest room is locked and sealed and after the permission and clearance of police the room is opened and spring cleaned and can be resold again after the approval of the local authority.

Read more [SOP for Handling Death and Medical Emergency In Hotels](#)

4. Accident Emergency Situation:

[Accidents](#) can take place in the hotels at any point of time due to faulty stairs, ramps, and balconies and even due to the parking places. The hotels should ensure that handrails, the non-slip surface should be used while framing the architecture [plan](#) for the hotels.

3. Lost and found:

This is a term used in hotel parlance to refer to any item which is left by the guest or temporarily misplaced by the guest but traced later by the hotel staff. Such articles to be handed over to the [housekeeping](#) department which maintained a special locker for this purpose.

If the item belongs to the guest who has already [checked out](#), then a letter has to be sent to the forwarding address left by the guest while checkout or which is there in the [registration card](#). If no reply is received by the hotel within a certain time limit, that may be auctioned to the hotel employees or take a decision as per the hotel policies and rules.

6. Theft Emergency Situation:

The [front desk](#) is having cash with them so there is also the possibility of theft. Also, there are belongings of in house guest. To discourage theft, the [front office](#) should inform the guest to deposit their valuables in the [safety](#) deposit locker.

7. Illness and Epidemics Emergency Situation:

There should always be a Doctor on call available for the hotel so that in case if any guest suffers from any kind of problem he /she can be given the concern treatment as soon as possible.

8. Vandalism:

The [front office staff](#) must call the hotel security and order the main door to be locked. If the situation gets out of the hand then the security manager should call the police immediately.

9. Damage to property by the resident guest:

The front office [cashier](#) is instructed to raise a [charge](#) for the value of the damages to property, a responsible guest will never argue but if he does the subject to be referred to the general manager.

10. Handling Drunken Guest:

A drunken guest may disturb another guest. In order to avoid this, the drunken guest should be escorted to an isolated area like a [back office](#). Hotel staff should calmly handle the situation by following the [SOP for Handling drunken guests](#).

Task 2 .Разработайте памятки поведения сотрудников гостиницы в экстренных ситуациях приведенных в тексте.

а) Основная литература;

Рогова, В. Ю. Английский язык для гостиничного бизнеса. Задания : учебное пособие для вузов / В. Ю. Рогова. — Москва : Издательство Юрайт, 2023. — 43 с. — (Высшее образование). — ISBN 978-5-534-14564-9. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/520186> (дата обращения: 28.06.2022)

Мошняга, Е. В. Английский язык для изучающих туризм (A2-B1+) : учебное пособие для среднего профессионального образования / Е. В. Мошняга. — 6-е изд., испр. и доп. — Москва : Издательство Юрайт, 2023. — 267 с. — (Профессиональное образование). — ISBN 978-5-534-11164-4. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/517078> (дата обращения: 28.06.2022).

Тема 1.5 Питание в отеле.(Nutrition in a Hotel).

Практическое занятие № 5 (10 час.)

Цель: совершенствовать устную и письменную речь; развивать навыки чтения и перевода; формировать способности студентов общаться на английском языке (устно и письменно) на повседневные и профессиональные темы.

Требования к знаниям и умениям:

Студент должен **уметь:** вести диалог в ситуациях официального общения; соблюдать логику и последовательность высказываний; речевого взаимодействия с партнером, использовать профессиональную терминологию службы питания, принимать заказы на доставку питания в номер по телефону, составлять меню, сервировать стол.

Студент должен **знать:** новые лексические единицы по теме; единицы речевого этикета, обслуживающих ситуации общения; грамматический минимум, необходимый для общения на английском языке: (The Past Continuous Tense) , типы питания в гостинице, функционал службы питания.

Перечень необходимых средств обучения: учебник, словарь, компьютер, рабочая тетрадь.

Содержание заданий:

- контрольные вопросы ;
- словарная работа с ключевыми понятиями укажите зоны службы питания в гостинице;
- составление диалогов;
- описание блюда по плану;
- пестовое задание 1 (5 минут);
- лексико-грамматические упражнения The Past Continuous Tense.

Основные требования к результатам работы:

- правильное произношение и беглость речи;
- литературный перевод текста без искажения передачи смысла написанного: лексико-грамматическая грамотность;
- максимальная наполняемость высказываний новой лексикой;
- способность к коммуникативному партнерству.

Task 1. Test questions:

1. What are the duties of Catering service in a hotel?
2. Give Russian equivalents Canteen, Café/ coffee shop, Takeout = take away food – заведение, готовящее еду на вынос, Doughnut bar – бар, торгующий пончиками, Pub, Diner – закусочная, придорожный ресторан (вагончик), Fast food restaurant).
3. What are the requirements to Luxury restaurant (The luxury class is characterized by elegance of services, a high level of comfort, great selection of original, elegance customized and specially dishes, products for restaurants, a wide selection of custom and branded drinks, or cocktails for bars.)?
4. What are specifications of the 1-st class catering services? (attractive and comfortable interior, polite and helpful personal staff, quality dishes, wide assortment to enable the majority of guests to choose what suits them.)

Task 2. Learn the vocabulary:

bar - это бар со стойкой, за которой будет стоять bartender и готовить beverage

hot kitchen - горячий цех кухни

cold kitchen - холодный цех

reception desk - стойка регистрации

cloakroom - гардеробная

pantry - буфетная или кладовая

waiter's station - столик или стойка для официантов

restrooms/WC - туалетная комната

staff room - комната для персонала

2) укажите персональный состав каждой зоне.

В ресторане обычно работают:

manager - менеджер, обычно его зовут если что-то идет не так. Разгневанный клиент будет кричать «I want to speak to the manager!», а тот в свою очередь сделает так, чтобы не дошло до жалоб в complaints book и клиенты возвращались еще и еще.

assistant manager - помощник менеджера, **head-waiter or maitre d-hotel** - главный официант

supervisor - captain, **waiter, waitress** - официант/официантка, **stewards** - стюарты, **cleaners** — уборщики, **hostess** - хостес, которая встречает гостей. Обычно хостес спрашивает про резерв и отвечает на общие вопросы.

На кухне обычно работают:

the executive chef - начальник производства, который разрабатывает меню, решает экономические вопросы и вопросы, касающиеся менеджмента

Chef de Cuisine - сам шеф-повар ресторана, **The Sous Chef** - су-шеф

The Line Cooks - шеф повара ответственные за свои зоны, **Commis Chef, Apprentice, commis** - вникающий в работу кухни поваренок, **Baker** — пекарь, **Confectioner** — кондитер, **Dishwasher** - мойщик посуды

Главным звеном между рестораном и посетителем (**customer**) является официант (**waiter**) одетый в **uniform** с названием ресторана. В его руках вы обычно видите либо notepad куда он записывает заказы, либо поднос с заказом (**tray with dishes**) или счет для оплаты (**bill holder**).

Официант должен знать наизусть меню **menu** и ингредиенты (**ingredients**) из которых изготовлены блюда (**dishes**).

Task 3 . Read and study the text “What are the Types of Meals?”



The most important meals of the day are:

(i) **Early morning tea [EMT]:** Most often these orders are placed with the room service and it consists of a choice of tea and coffee served with cookies or biscuits. Service is expected to be fast and timing of this meal is from 4.am to 6.am in the morning.

(ii) **Breakfast:** Breakfast, Elevenses, High tea and Supper are considered the subsidiary meals of the day. Whereas Lunch and Dinner are the two main meals. Although light (lite), the smaller meals fulfill nutritional requirements of and when required if properly planned, divide the day into even food breaks. Breakfast is considered as one of the most important meal nutritionally.

(iii) Brunch or elevenses: The word 'brunch' comes from a combination of lunch and breakfast. It refers to a heavy meal eaten around 11 am by guests who wish to skip lunch or those who hate missed breakfast. Today brunch has become very popular in coffee shops and multi-cuisine restaurants, especially marketed extensively on these days.

(iv) Lunch and Dinner: These are main meals of the day. All F&B outlets cater to these meals. The variety of service differs from buffet and pre-plated in coffee shops, silver service in multi-cuisine restaurants.

◆ **Types of food in hotels decoding AI, FB, HB, BB, OB, UAI. All-inclusive meals: what a tourist needs to know All-inclusive meals**

Any Russian tourist planning a trip to popular resorts in the world has heard more than once about the "All Inclusive" food system. This concept means the provision of all the necessary services for a previously agreed amount. The "All inclusive" system allows you to get rid of possible unforeseen costs. In other words, the tourist does not have to worry about paying for food, drinks, sun loungers on the beach, entertainment and much more.

The AllInclusive service is usually provided in 4 or 5 star hotels. Guests of such hotels have the opportunity to use free of charge not only the bar, but also beach accessories, related equipment and much more. It is worth noting that the All Inclusive service has several varieties. For example, many resort hotels in Turkey, Egypt and other countries offer the Ultra Allinclusive service. In such hotels, a huge number of additional services and services are available to the tourist. Also, hotels providing services, Mini, Imperial, Mega All inclusive, etc. are successfully operating in many countries. It should be noted that such a food and accommodation system is especially convenient for families with children.

Residence

In all-inclusive hotels, the main service is to provide guests with a comfortable stay. As a rule, the Allinclusive system provides for accommodation in comfortable rooms equipped with all the necessary infrastructure. In particular, all-inclusive 5-star hotels must have a bed, a bathroom in the room, a set of bed linen and things, a lounge chair, a hair dryer, a mini-bar, an air conditioner, a set of dishes, bathrobe, internet access, mini-safe, etc.

In addition, accommodation in 5-star Allinclusive hotels provides for a swimming pool with a sauna, a beauty parlor, several restaurants, etc. A guest planning to check into a hotel of this type should clarify in advance what services will be included in the price. Allinclusive often involves the provision of additional services for a surcharge. In any case, all-inclusive accommodation should be of the highest standard. This applies not only to the features of hotel rooms, but also to the quality of staff service. These hotels of this class should have a multilingual staff who is ready to assist guests at any time of the day.

Food

One of the key factors in choosing an Allinclusive hotel is the quality of food. In the terminology of the hospitality industry, "all inclusive" means that the price of a hotel stay includes breakfast, lunch and dinner. Most often, these meals are carried out according to the "Buffet" system. In addition, the rate also includes the possibility of ordering ice cream, desserts and drinks throughout the day. Some hotels may offer additional meals. For example, hotel guests can enjoy an afternoon snack, brunch or lunch.

As for the Ultra All Inclusive system, in this case hotel guests can count on a wider selection of dishes, drinks and desserts. Moreover, in many hotels operating on the UltraAllinclusive system,

meals are served almost around the clock. In addition, guests of these hotels can look forward to dining in restaurants, grill bars and night bars, which are served à la carte.

The above food options are most often found in modern hotels in Turkey, Egypt, Cyprus, UAE, Spain, Thailand and many other resort countries.

Service types

Any tourist, vacationing Allinclusive, knows perfectly well that hotels operating on this principle provide their guests with an almost unlimited number of services. First of all, it concerns the opportunity to enjoy delicious dishes, desserts and drinks around the clock. In addition, the range of services of such hotels includes the possibility of visiting SPA centers, gyms, beauty salons, etc. Some prestigious hotels may have a water park on their territory with a large number of water activities available to any guest. Speaking about the service in Allinclusive hotels, it is worth recalling such a service as animation. Guests of such a hotel will not be bored for a second, because they will have numerous contests, competitions and entertainment. All-inclusive hotels also provide the opportunity to relax in comfort on their own beach or around the pool. In order to ensure such relaxation, the hotel provides umbrellas and comfortable sun loungers. In addition, this accommodation system may include services such as ordering room service, free bar service, the possibility of visiting a sauna, training on tennis courts, entertainment in an amusement park, etc.

The drinks

One of the main advantages of Allinclusive is the possibility of free use of any drinks in the bars located on the territory of the hotel. Moreover, in most hotels this service is available throughout the day. In particular, the all-inclusive food system provides for the possibility of ordering such drinks as vodka, gin, white and red wine, tequila, mineral water, juice, Coca-Cola, Fanta and Sprite. In addition, tea and coffee are always available to hotel guests. Before booking a room at the Allinclusive Hotel, a tourist should definitely clarify the quality and country of production of alcoholic beverages. For example, Turkish and Egyptian hotels often serve locally produced alcohol. Unfortunately, in terms of its taste, such alcohol is significantly inferior to imported counterparts. By the way, in such hotels, as a rule, you can buy imported alcoholic drinks. However, this is usually done at an additional cost.

In conclusion, it should be said that in most hotels, drinking alcohol is possible only on the territory of specialized restaurants and bars. In addition, alcoholic drinks can be present in the minibar installed in the hotel room. This meat has an elastic structure, so it can be fried several times in a row.

Task 4. выберите правильные слова для завершения диалога. Underline the correct words to complete the dialogue.

- a) customer: Excuse me, could you explain the menu, please? (waiter: Yes, of course.
- b) customer: What are the smoked salmon blinis? (waiter: Well, this dish is a starter. It contains / consists of small pancakes with smoked salmon placed on top. The pancakes are made / served from flour, milk, and eggs.)
- c) customer: They sound delicious! And what's the lobster in mornay sauce? (waiter: This is lobster and mushrooms, served / contains in a béchamel sauce made with cheese).
- d) customer: And what's the grilled aubergine and red peppers? (waiter: This is a main course. The aubergine is grilled and it's made / served warm with peppers, olive oil, and herbs). d) customer: Hmm. What's in the mushroom and red wine pâté? (waiter: Well, it contains / consists mushrooms, red wine, herbs, and cheese. It's served / made cold with fresh bread.

Task 5. Study different abbreviations with the services "Nutrition in a hotel" . (Питание в отеле).

OB –only bed	без питания
B&B Bed and Breakfast (only breakfast)	только завтрак
HB –Half Board (breakfast and dinner)	полупансион ,(двухразовое питание (завтрак и ужин)
FB-Full Board (breakfast, lunch and dinner)	полный пансион (завтрак,обед,ужин)
CBF-Continental Breakfast	континентальный завтрак
ABF-American Breakfast	американский завтрак
BBF-Buffer Breakfast	шведский стол (на завтрак)
DNR	ужин по меню или в виде шведского стола.
FB-/ExtFB-extended Full Board (includes local drinks)	расширенное трехразовое питание (включает напитки местного производства)
HcALL/High Class All Inclusive (The price includes everything ,offered by the hotel except goods from shops, telephone, doctor`s, and hairdresser`s services and some sports,e.g.diving	Все включено, высший класс (в стоимость включено все, что предлагает отель, кроме товаров из магазина, телефона, услуг врача, и парикмахера, а также некоторых видов спорта , например, дайвинга.
AP-American Plan (the price includes bed, breakfast, lunch and dinner	Американский план (цена включает стоимость номера +трехразовое питани

Task 6.Описание блюда. План ответа:

- 1.Назовите блюдо.
- 2.Перечислите ингредиенты блюда и опишите способ приготовления.
is fried chicken...
is made with....
3. С чем подается данное блюдо.
served with white wine or garlic
comes with a salad
4. Используйте при описании блюда качественные прилагательные.
It served with a delicious white wine sauce.
The chicken is our house specialty.



We wash the sauce from the meat, and the next day we cook it with a new sauce. **Pike perch and squid in the kitchen are canned food.** These are canned food, previously soaked in beer. **Dishes with potatoes dominate the menu, as they are very high in calories and keep you feeling full for a long time.** In the kitchen where I work, three people are exclusively busy peeling potatoes all day. I add potatoes to at least 3 meals a day.

1. Назовите блюдо.

2. Перечислите ингредиенты блюда и опишите способ приготовления.
is fried chicken...
is made with....

3. С чем подается данное блюдо.
served with white wine or garlic
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4. Используйте при описании блюда качественные прилагательные.
It served with a delicious white wine sauce.
The chicken is our house specialty.



Usually, veal brisket, brisket and a lot of things that you don't like are put into cutlets, so try not to eat cutlets in hotels, but choose only whole cuts of meat. I repeat: it is better not to eat cutlets.

Let's figure it out. It takes 2 hours to cook 1 kg of "raw Turkish cutlets". Depending on the number of guests, at least 20 kg of cutlets must be prepared. All ingredients are kneaded in a large cauldron. To do this, the younger ones in the kitchen put plastic bags on their feet and climb into this very cauldron. The consistency is excellent, I don't know the taste, because I haven't tried it. But the guests like it.

◆ **Continental Breakfast (CBF)**

Continental breakfast - the breakfast that our tourists love least of all - it is a breakfast that leaves behind a feeling of lightness and flight - it consists of coffee / tea, juice, buns, butter and jam.

Such breakfast very often you can come across in France.

◆ **English breakfast**

An English breakfast usually includes scrambled eggs, toast, butter, jam and coffee (tea), juice.

◆ **ABF American Breakfast**

The American breakfast is more hearty than the continental CBF - you will be given additional cuts, salads, and hot dishes.

Everyone's favorite, richest breakfast:

◆ **Buffet - Buffet Breakfast**



Test 1. “Nutrition in a hotel” . (Питание в отеле). 5 (min)

◆ What does it mean?

1. OB –only bed

- a) полупансион ,(двухразовое питание (завтрак и ужин))
- b) без питания
- c) только завтрак

2.B&B Bed and Breakfast (only breakfast)

- a) шведский стол (на завтрак)
- b) без питания
- c) только завтрак

3.HB –Half Board (breakfast and dinner)

- a) шведский стол (на завтрак)
- b) полупансион ,(двухразовое питание (завтрак и ужин))

4.FB-Full Board (breakfast, lunch and dinner)

- a) шведский стол (на завтрак)
- b) без питания

с)полный пансион (завтрак,обед,ужин)

5.CBF-Continental Breakfast

а)полупансион ,(двухразовое питание (завтрак и ужин)

б)без питания

с)континентальный завтрак

6.ABF-American Breakfast

а)полупансион ,(двухразовое питание (завтрак и ужин)

б)американский завтрак

с)континентальный завтрак

7.BBF-Buffer Breakfast

а)полупансион ,(двухразовое питание (завтрак и ужин)

б)шведский стол (на завтрак)

с)континентальный завтрак

8.DNR

а)полупансион ,(двухразовое питание (завтрак и ужин)

б)ужин по меню или в виде шведского стола

с)континентальный завтрак

9.FB-/ExtFB-extended Full Board (includes local drinks)

а)полупансион ,(двухразовое питание (завтрак и ужин)

б)ужин по меню или в виде шведского стола

с)континентальный завтрак

д)расширенное трехразовое питание (включает напитки местного производства)

10.HcALL/High Class All Inclusive (The price includes everything ,offered by the hotel except goods from shops, telephone, doctor`s,and hairdresser`s services and some sports,e.g.diving

а)полупансион ,(двухразовое питание (завтрак и ужин)

б)ужин по меню или в виде шведского стола

с)Все включено, высший класс (в стоимость включено все, что предлагает отель, кроме товаров из магазина, телефона, услуг врача, и парикмахера, а также некоторых видов спорта , например, дайвинга.

d)расширенное трехразовое питание (включает напитки местного производства)

а) Основная литература;

Рогова, В. Ю. Английский язык для гостиничного бизнеса. Задания : учебное пособие для вузов / В. Ю. Рогова. — Москва : Издательство Юрайт, 2023. — 43 с. — (Высшее образование). — ISBN 978-5-534-14564-9. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/520186> (дата обращения: 28.06.2022)

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**Тема 1.6 Специализированные службы и услуги
(Hotel Specialized Services)**

Практическое занятие № 6 (10 час.)

Цель: совершенствовать устную и письменную речь; развивать навыки чтения и перевода; формировать способности студентов общаться на английском языке (устно и письменно) на повседневные и профессиональные темы.

Требования к знаниям и умениям:

Студент должен **уметь:** вести диалог в ситуациях официального общения; соблюдать логику и последовательность высказываний; речевого взаимодействия с партнером.

Студент должен **знать:** новые лексические единицы по теме; единицы речевого этикета, обслуживающих ситуации общения;грамматический минимум, необходимый для общения на английском языке: (The Future Continuous Tense, Degrees of Comparison (adjectives), виды специализированных услуг в гостинице.

Перечень необходимых средств обучения: учебник, словарь, компьютер, рабочая тетрадь.

Содержание заданий:

- 1) контрольные вопросы по теме;
- 2) словарная работа с ключевыми понятиями укажите типов специализированных служб в гостинице на базе текста;
- 3) творческая работа :составление памятки видов специализированных служб в гостинице.
- 4) лексико-грамматические упражнения The Future Continuous Tense, Degrees of Comparison.

Основные требования к результатам работы:

- 1) лексико-грамматическая грамотность высказываний;
- 2) максимальная наполняемость высказываний новой лексикой;
- 3) способность к коммуникативному партнерству.

Task 1. Teast questions:

Hotel Specialized Services

- ◆Last minute arrival – Emergency request
- ◆Custom on site Tailoring / Fittings

- ◆ French Laundry
- ◆ Hand finished / Custom packaged bed linen
- ◆ Deep Cleaning – Volume discounts available
- ◆ Bed Bug Service
- ◆ A Working Space
- ◆ Pick and Drop Services
- ◆ Event Management Facilities
- ◆ Offer a Jogging Area
- ◆ Free Traveling Options
- ◆ Personal Gym Equipment
- ◆ Custom-made Soaps & Toiletries
- ◆ Outdoor Dining
- ◆ Personalized Plant Setups

Task 1. Describe each type of specialized services:

Hotel Specialized Services

The hospitality industry is all about catering to the needs of your guests. Fluidity and flexibility are crucial in maintaining high standards and customer satisfaction year after year. Park City is growing into an international community and the demands on the hotel industry are increasing each season. At Park City Textiles, we understand those demands and are prepared to meet the needs of your guests with specialized hotel services and unmatched amenities designed to keep your guests returning to your hotel each season.

Last minute arrival – Emergency request

Have a guest arriving late with an emergency tailoring job that must be finished by dinnertime tomorrow? No problem. Last minute alterations and cleanings are welcomed at Park City Textiles. If it is important to your guests, we make it our top priority to get them exactly what they need, when they need it.

Custom on site Tailoring / Fittings

Our customized tailoring services are offered through the hotel to give guests an option to have repairs or alterations made to their current wardrobe, or new clothes bought in the area. From a lost button to a broken zipper or torn hem, we have a staff of professional tailors on hand to make sure your guests' look and feel their best.

French Laundry

French laundry is a term used to describe the art of washing and ironing fine linens and garments by hand. The handwork of French laundry surpasses the quality of most commercial laundries. This is especially used in association with white laundry or lace clothing that is easily damaged or spotted.

Hand finished / Custom packaged bed linen

To set your hotel apart from the rest, we provide hand finished and custom packaged bed linens. This added personalization and handcrafted touch gives your guests a sense of luxury with the finest linens available to ensure they are comfortable and cared for.

Deep Cleaning – Volume discounts available

Deep cleaning is essential to maintain a professional and beautiful appearance to the rooms and common areas of your hotels. Our deep cleaning services go beyond typical housekeeping to extend the life of your furnishings, appliances, and floor coverings.

Bed Bug Service

One bug and one bad review can ruin a hotel's reputation. We provide bed bug services for hotels throughout the area to ensure you do not become victim to a one of the worst possible problems to ruin the reputation and future of your hotel.

Types of Services in the Hotel Industry that Can Attract More Customers

In this article, we will be looking at some great [amenities and services](#) that you can offer to keep your guest more engaged and satisfied.

◆1. Personalized Greetings

Everyone loves personalization, be it when online shopping or when checking in on a hotel.

Can you imagine the surprise of your guest going into the room and finding a flower arrangement or a fruit basket with their name? That can change their day.

This is a very simple yet amazing habit to have in place. However, not many hotels do it.

Not only can you [welcome your guests](#) in this way, but you can also do it when they go for dinner or lunch.

For example, you can reserve a personalized table for them with their name and a flower bouquet. This would be a great gesture, and it will make your guest feel valued.

◆2. A Working Space

A lot of people work as freelancers, and many are working virtually. Working from home and its benefits are trending right now, and some people may need to check on their [email](#), manage a presentation, or conduct a call at any time.

So, it could be very helpful for your customers and guests if you have a laptop, printer, ring light, and the likes available in their room. If it is not possible to get all of these in the room, you can provide them in a specific working area with high-speed internet, and the above-mentioned [technology](#).

◆3. Pick and Drop Services

Pick and Drop is not very common among the types of services in the hotel industry. However, it is a fairly easy service to provide, and one that won't take a lot of your time or space to put in place.

Usually, a Pick and Drop consists of having drivers available to take guests where they want to go. It works similarly to a taxi cab or Uber, but it is provided by the hotel. To be competitive, you can always offer lower rates.

You can also offer guided tours to museums, art galleries, and cultural places around you. If done right, this service can be a game-changer for your hotel and your guests.

In this episode of Hotel Cast Podcast, hotel expert Pablo Torres explains the new segments in travel demand and how your hotel can benefit from them:

◆4. Event Management Facilities

A lot of companies are on the lookout for hotels to hold their events and formal meet-ups. You should have this space set up and be ready to manage all their responsibilities, make your [staff available](#) to help with the organization, and every other demand they may have.

You can also be in touch with local event organizers who can easily provide all the customization for a successful event.

◆5. Offer a Jogging Area

It might be difficult to get space around your hotel for your guest to walk in the morning, go jogging, or even cycle. However, a path around your property would be a great idea, and can be done without needing a lot of extra space.

All you need is to look for a 10 to 15 feet wide route around your hotel. It could be within the hotel boundary. It will not only provide your guests with a chance to go for a walk or go jogging, but it will give them a beautiful tour of your hotel as well.

Instagram is a great way of showing off your hotel to the world! Learn 5 tips for using this social media platform in your hotel marketing strategy! [[Top 5 Tips To Include Instagram Stories In Hotel Marketing](#)]

◆6. Free Traveling Options

Renting a vehicle when traveling can be a real challenge. Not only do people want to avoid dealing with paperwork when they're traveling, but the cost of it can also be off the charts and out of range for them.

However, some guests and customers love solo traveling in the city and often want to have a car or bicycle to move around. To provide this amenity to your potential guests, you can partner up with local vehicle rental stores to facilitate the process.

◆7. Personal Gym Equipment

Hotels usually have gyms and physical fitness areas. However, not everyone likes to share the space, especially now in an almost [post-covid world](#).

That said, you can attract more guests if you have personal gym equipment on demand.

You can provide them with an in-room yoga mat and other physical fitness equipment like dumbbells, rope, etc. This can allow your guests to perform their daily routine without having to worry about [covid protocols](#) and so on. You can even place some guides or books with exercising tips.

◆8. Custom-made Soaps & Toiletries

Why not surprise your guests with custom-made soaps and toiletries? If you get all the information on your guests when they make the reservation, you can personalize the shampoo and conditioner bottles, even wine glasses and towels.

Not many hotels do that, and it can for sure put a smile on your guest's face. Since the hospitality industry receives thousands of people per year, you can save this tip for [VIP guests](#), that usually like to be pampered a little bit.

◆9. Outdoor Dining

This is a must-have in the current state of the world. According to findings by [Assignment Assistance UK](#), more than 50% of people, look for a better environment for dining.

An open-air space takes care of that, and it also shows guests that you're following [hygiene protocol](#) by giving them a safe space to enjoy themselves.

Although it is necessary to have a proper area for dining, an open-air area would be an added facility loved by most of your guests.

? In this episode of Hotel Cast Podcast, Žana Usher, CEO & Founder of Žana Divine Hospitality, shares how you can drive sales through staff training, especially in restaurants: Types of Services in the Hotel Industry that Can Attract More Customers

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Although it is necessary to have a proper area for dining, an open-air area would be an added facility loved by most of your guests.

◆10. Free Books & Movies With Snacks

It's not a bad idea to have a reading space and promote movie sessions. People love to relax with a good book or while watching movies.

You can sell popcorn and other snacks, and even engage your future guests on [social media](#) by asking them what they want to watch. It will make them give [good reviews](#) about your hotel.

◆11. Personalized Plant Setups

While I was working with [Dissertation Assistance](#) two years back, we conducted a survey. We found that most people prefer personalized planting in their rooms and living places.

For this, you can add questions to your online survey before your guest checks in to your hotel. Get their room decorated with their favorite flowers and make them feel special.

Do you want to learn how hotels are performing in customer service, sales, and reservations? Asksuite's 2022 Report offers an insider's view with data shared by hoteliers worldwide. Download now. It's free!

Task 2 творческая работа :составление памятки видов специализированных служб в гостинице.

Основная литература:

а) Основная литература;

Рогова, В. Ю. Английский язык для гостиничного бизнеса. Задания : учебное пособие для вузов / В. Ю. Рогова. — Москва : Издательство Юрайт, 2023. — 43 с. — (Высшее образование). — ISBN 978-5-534-14564-9. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/520186> (дата обращения: 28.06.2022)

Мошняга, Е. В. Английский язык для изучающих туризм (A2-B1+) : учебное пособие для среднего профессионального образования / Е. В. Мошняга. — 6-е изд., испр. и доп. — Москва : Издательство Юрайт, 2023. — 267 с. — (Профессиональное образование). — ISBN 978-5-534-11164-4. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/517078> (дата обращения: 28.06.2022).

Тема 1.7 Деньги. Валюта. (Money and Currency)

Практическое занятие № 7 (10 час.)

Цель: совершенствовать устную и письменную речь; развивать навыки чтения и перевода; формировать способности студентов общаться на английском языке (устно и письменно) на повседневные и профессиональные темы.

Требования к знаниям и умениям:

Студент должен **уметь:** вести диалог в ситуациях официального общения; соблюдать логику и последовательность высказываний; речевого взаимодействия с партнером, использовать профессиональную терминологию платежных систем.

Студент должен **знать:** новые лексические единицы по теме; единицы речевого этикета, обслуживающих ситуации общения; грамматический минимум, необходимый для общения на английском языке: (The Past Continuous Tense) ,вилы иностранных валют, способы оплаты в гостинице.

Перечень необходимых средств обучения: учебник, словарь, компьютер, рабочая тетрадь.

Содержание заданий:

- контрольные вопросы ;

- словарная работа с ключевыми понятиями осуществления платежей
- SWOT analysis of hotel payment systems based on the given information;
- дополнение реплик диалога “Оплата счетов” (Paying Bills).
- лексико-грамматические упражнения The Past Continuous Tense.

Основные требования к результатам работы:

- правильное произношение и беглость речи;
- литературный перевод текста без искажения передачи смысла написанного: лексико-грамматическая грамотность;
- максимальная наполняемость высказываний новой лексикой;
- способность к коммуникативному партнерству.

Task 1 Test questions:

1. What is money?
2. What system was used in primitive societies?
3. In what way are goods in barter economy traded?
4. What objects did people use to serve as money?
5. How many functions does money perform?
6. What is the first function of money?
7. What is a medium of exchange?
8. What is the second function of money?
9. What is called currency?
10. What is the third function of money?
11. Why money is a store of value?
12. In what forms can people keep their wealth?
13. Why do we need money?
14. What determines the state of the economy?
15. What does the quantity of money affect?
16. What types of money do you know?
17. What new means of payment are introduced in the modern world?
- 18.. What rules the world?

Task 2 Describe each method of payment.

Cash payment

Some guests prefer to pay room charge by cash. Guests living for shorter periods of time have such tendency. They don't expect to extend their in-house credit by shopping or having food in a hotel.

If a guest wishes for cash payment, then in times of registration, the front desk agent should acquire full room rate, taxes and some anticipated usage amount (such as room service, in room phone etc) to avoid fraud. If any guest don't wish to pay anticipated amount in times of registration, then he will be charged and have to pay every time he purchase and use any service from hotel.

Different Methods of Guest Payments...



О видео



Смотреть позже



Поделиться

Credit Card Payment

1:54 / 4:40 • Credit Card Payment Method



YouTube



Different Methods of Guest Payments...



О видео



Смотреть позже



Поделиться

It is the most common method of payment. Some of the well-known brands are American Express, Diner's Club, Visa, Master Card, JCB etc. The agent obtains the card in times of registration and has an imprint.

2:08 / 4:40 • Credit Card Payment Method



YouTube



The agent obtains the card in times of registration and has an imprint. In all the hotel there is a computer system

Through the computer system, the agent can know whether the card is valid, or not, with sufficient amount of money. This is referred to as Card Approval. Computer automatically calculates, anticipated amount of money, to be charged by calculating room rate, and amount of stay.

Different Methods of Guest Payments...



О видео



Смотреть позже



Поделиться

Direct Billing

AMOUNT
\$0.87

5612

BY *Howard Gachinski*

VOID AFTER 60 DAYS

VOID AFTER 60 DAYS

Hospitality
School



3:15 / 4:40 • Credit Card Payment Method



YouTube



Task 3: Дополните реплики диалога “Оплата счетов” (Paying Bills).

Практические рекомендации по выполнению:

-Совместите реплики 1–9 с а–і для построения диалога.(Match phrases 1–9 with a–i to complete the sentences in the dialogue);

1.Guest: Excuse me, I’m leaving now.	a)	for you, Mr Devangelo. Here it is ,
2 Guest: Have you included the drinks from...	b)	the minibar and my dry cleaning?
3 Receptionist: Yes, sir. Everything...	c)	Mastercard, and American Express
4 Guest: And is..	d)	How would you like to pay?

Different Methods of Guest Payments...

О видео
Смотреть позже
Поделиться

Direct billing arrangement is made through guest or company and the front desk agent in advanced of the guest arrival. In this case, the guest needs to just sign in the bill in times of check in and check out.

3:29 / 4:40 • Credit Card Payment Method

YouTube

5 Receptionist: Yes, both service and VAT are included. How ...	e)	Could I have the bill please?,
6 Guest: Do you accept...	f)	Here's my card
7 Receptionist: Yes, we accept Visa, ...	g)	Thank you. Here's your receipt.
8 Guest: I have Visa.	h)	is itemized.
9 Guest: I have Visa.	i)	credit cards?

TASK 4 .Learn more about the hotel payments and compose SWOT analysis of Hotel payment systems bases on given information.

What is split payment and how it works

The split payment, also known as the **split of payments**, provides that the private supplier collects the invoice net of **VAT** to the debt, which will be paid directly by the Public Administration body to the Treasury.

The 2015 Stability Law commissioned by the Gentiloni government introduced the payment split system, in which for the sales of goods and services made to the Public Administration, VAT must no longer be paid to the supplier, but must be paid to the Treasury directly from the Public Body. The tax document (invoice) that is issued will report a dedicated item:

How a Hotel must operate to issue an invoice in split payments to the Public Administration

Even accommodation facilities such as **hotels** and **inns** are among the subjects obliged to apply the **VAT split payment** (provided for by article 17-ter of Presidential Decree 633/1972 as amended by Legislative Decree 50/2017 and Legislative Decree 148/2017).

To fill in and issue an invoice in SP, a hotel must first issue an [electronic invoice](#) which must necessarily include the **wording split payment**.

Below is a **facsimile** of an invoice issued in “split payment” mode which highlights the non-computed VAT component.

Subsequently, the hotelier will be responsible for sending the **electronic invoice to the SDI** which will carry out the relevant checks, the electronic invoice must therefore be sent to the interchange system as a **normal electronic invoice**.

It should be noted that invoices issued in paper form cannot be considered valid against the Public Administration.

The register of VAT payments will contain a dedicated section summarizing the amounts of VAT not collected because they belong to tax documents issued in the split of payments.

Manage split payment with Slope

Slope is able to respond to the need to issue an electronic invoice to the PA and **apply split payment**.

The functionality is very simple, it is perfectly integrated into the system and does not differ much from the issue of a very normal electronic invoice.

Once you have selected the reservation for which you want to proceed with the invoice issue, you will select the company registry, the items to be included in the tax document and finally you will mark the checkbox “**Apply splitting of VAT payments (Split payment)**”.

In this way, the Slope management will apply the split of payments, providing the summary that the customer must pay with the non-calculated VAT component and the total of the tax document.⁵ essential features of an automated hotel payment system

5 essential features of an automated hotel payment system

The possible **features of a hotel payment system** are endless. They range from security options to types of payment methods, pre-authorizations, multi-currency settlements, compliance, payment splitting and so much more.

While an automated system is key to avoid human error, it also helps provide a better first impression at your hotel because your front desk staff can focus on providing the best possible guest experience upon arrival instead of having to deal with the sensitive topic of money as soon as the guest arrives.

In this article, we'll help you understand what features to look for when choosing an automated payment system so that you can make the best possible decision when it comes time to set your hotel up for smooth payments.

What to look for when choosing an automated hotel payment system

Choosing an automated hotel payment system is no easy task, and that's why we're here to demystify your search. Keep reading to find out the must-have features and find out why these key functionalities will help set your hotel apart from the competition.

◆ Security

No feature of a [hotel payment processing](#) tool is more important than security. This is why you should look for special security features like those offered by Mews Payments.

Mews takes security seriously, allowing you to process electronic transactions with the highest security standards thanks to end-to-end encryption, which stores and processes guest data safely.

Since no raw data is stored in the Mews system, and with 3D secure authentication, the potential for fraud is reduced.

Security features like these allow peace of mind not only for your guests but also for your staff who don't have to worry about handling payments upfront.

With pre-authorization, there is no longer the awkward moment of when a guest's card is denied. Pre-screenings can ensure that the guest has the funds available to pay for their hotel stay before they even arrive at your hotel.

In a sector like the hospitality industry where sensitive data is handled on a daily basis, **it's important to make sure your guests and your hotel are protected from potential situations that would compromise your brand's reputation and your guests' identity**, and this is why security features are paramount.

◆ Diversity of payments

In a global economy, another key feature to look for is being able to offer diversity of payments.

This means being able to offer multi-currency settlements, or the right payment method in the right currency based on the guest's chosen channel.

This type of customization is fundamental to be able to offer the most personalized guest experience from the time they check in until the time they check out.

[The future of payments](#) is going in the direction of online payments that simplify the purchase process, offering Uber-like charges where once payment information is collected, you are automatically charged when you book a ride.

This "tap-and-go" experience creates added value to you and your customer. For your customers it's easier and quicker, and for you as a hotelier, ease of payments makes the possibility of upselling all the more likely.

It's important to understand these trends and changes in the way people are handling and diversifying payments so that your hotel can be up-to-speed with the most modern technology and current trends to make this possible.

You may also like:

[The best payment processing software](#)

[Benefits of hotel payment automation](#)

[Why should your hotel use a smart payment system?](#)

Accept PayPal, Apple Pay and Google Pay

With the future of the hospitality industry going more and more mobile, it's important to have a system in place to support popular mobile and cloud-based payments.

Google Pay, Apple Pay and PayPal. Google Pay and Apple Pay are smartphone-generated purchase methods, which make checking out in apps and websites easier while also streamlining in-person charges by simply holding up your smartphone to the charge terminal.

Customers can also unlock different cards saved to their different Google accounts, opening up more possibilities for your business. **This is why it's important to have your payment system integrated to accept these popular ways of paying, so as to unlock as many popular functionalities as possible that will stimulate the purchase.**

These types of payments are also more secure because they usually require double authentication such as a one time code, Face ID, Touch ID or a passcode. This way, your hotel staff don't have to handle sensitive data because there is no need to process a physical credit card.

[Learn more about the importance of mobile technology in the hospitality industry.](#)

◆Track payments and update inventory automatically

There are other interesting features to look for in an automated system, such as the ability to have a real-time view of all transactions being carried out at any given moment during the day, and then have your inventory be updated automatically once a transaction is processed.

Reporting that allows you to **track transactions and run customized reports** enable you to keep on top of your finances, thereby ensuring smoother operational efficiency.

◆Pay at different times during the guest journey

Another key feature to look for is the ability to offer guests the ability to pay during different phases of the customer journey.

Not all guests are created equal, and giving the flexibility to pay during different periods of the guest journey is paramount to ensure guest satisfaction.

Some guests might prefer to pay once they reserve, directly from the booking engine, while other guests might feel more secure paying at check-in or check-out through a classic countertop terminal (this is especially true of older guests).

With online check-in and check-out, you will also want to have a system that allows you to validate and settle the final bill from the comfort of their own room before check-out.

If your hotel decides to have a check-in kiosk, make sure that the tool allows you to accept payments directly from the kiosk.

Finally, another feature that provides flexibility is the ability to automate payment requests.

By having flexible payment options and different kinds of automations, by allowing guests to pay at different phases of their journey and making security a priority, you can ensure that your hotel has a smoother process towards converting one-time website visitors into regular loyal customers.

With a constantly-evolving digital world, **it's important to keep on top of the latest trends in order to ensure that your hotel offers the most state-of-the-art technology across all touchpoints.** Integrated payments are at the heart of successful hotel operations. By having a [payment terminal](#) that easily connects with your other hotel software, hoteliers can reduce the amount of manual tasks, which also reduces the possibility for human error. By connecting your payment process with special countertop and kiosk terminals, you can streamline your processes and ensure the smoothest possible check-ins and check-outs.

With so many transactions and payments being processed on a daily basis at a hotel, it's key that all operational components and the staff in charge of those processes work together like a well-oiled machine. In this article, we'll look at what integrated payments are, why your hotel needs an integrated payment terminal, and the six key benefits that it presents to your hotel.

What are integrated payments?

Integrated payments mean that payment processing can be easily connected with your hotel's PMS and other software in order to make it faster and easier to process payments and other vital services at your hotel. The more integrated your different processes are – especially when it comes to something as important as payments – the better you can serve your guests and provide a top-notch customer experience.

[Read ten simple ways to improve the customer experience.](#)

The more integrated your payments and the more streamlined processes are at your hotel, the easier it will be for you to [upsell and cross-sell](#) because you can encourage guests to purchase additional

services or upgrades and easily charge them with little or no extra effort on behalf of your guests or your front desk staff.

Why does your hotel need an integrated payment terminal?

An integrated payment terminal is the best way of optimizing hotel payment processing by connecting the process with special terminals and kiosks that make it easy to manage payments at any phase of the customer journey, whether it be at check-in, check-out, or throughout the guest's stay.

A terminal that is well-connected allows you to optimize your operations across the guest journey, with an enhanced point of sale system and the help of technology. In the case of a kiosk terminal, guests can check in or out at any time without having to wait in line and even without the help of any staff.

[Learn how to go contactless without sacrificing the guest experience.](#)

In the case of a countertop terminal, guests can simply touch their phone to the terminal and use the payment method of their choice, whether that be a major credit card, debit card, or a digital wallet like Apple Pay, Samsung Pay or Android Pay. **This also means that payments and transactions are automatically available within your payment or operations tool** if you choose the right product with integration possibilities.

6 benefits of an integrated payment terminal in hotels

Now that we've looked at the importance of an integrated payment tool and integrated payments in general, let's take a look at the five different benefits of the [best payment terminals](#) in hotels.

◆1. Integrate with your other software

If you choose an integrated payment terminal that's connected to your operations and payment software, **you have the chance to automatically access payments and connect with your operations** while taking the manual work away from your front desk.

You then have the information and data readily available in order to improve other areas of operations such as accounting, marketing and customer service.

◆2. Streamline your operations

With an integrated terminal, you can better serve your guests by automating otherwise time-consuming tasks like manually processing credit cards.

Furthermore, you can process payments more easily, making the lines at the front desk shorter and even giving guests the chance to check themselves in and out with a self-service kiosk. [Learn about the advantages of a self-service kiosk.](#)

◆3. Improve the guest experience

By automating processes related to payments and other operational tasks, the front desk has more time to focus on providing excellent customer service.

Not only are your front desk staff happier, leading them to provide better service, but a smoother check-out and shorter lines increases guest satisfaction and gives a good first impression. **First impressions are important in order to turn first time guests into regulars.**

You may also like:

1. [The biggest security threats to hotel payments](#)
2. [The best security methods for online payments in hotels](#)
3. [7 Best hotel payment tools](#)

◆ 4. Save time and money

Integrated terminals that automatically connect with your other hotel software save you time and money.

With a terminal for processing payments that connects to your other software, you can immediately access transactions at the time of sale, making accounting easier and more accurate. This allows you to better make decisions based on real time data about prices and other decisions that will affect your bottom line.

When processes are manual, you need more front desk staff in order to reduce wait time, but when you automate processes you can have fewer front desk staff dedicated to manual tasks, allowing them to spend more time on important tasks that will help improve your hotel's reputation.

Time is money and the more time invested in your guests, the **more opportunities you will have to serve more guests**, leaving a positive impression.

◆5. Reduce mistakes

When your front desk team is in a rush, this leads to errors, and errors cost you money. You have to spend time reconciling and making sure your expenses and charges add up. Whether you charge a guest too much or too little, either way, it looks bad on your hotel's reputation to make mistakes.

Integrated payments allow for peace of mind, eliminating the risk of potentially costly errors by automating processes.

◆6. Go contactless

More and more guests are looking for a contactless experience, and with integrated payments, this is possible.

Whether guests pay by simply holding their phone up to the countertop terminal, by going through a totally contactless check-in experience with a kiosk, or use mobile check-in that automatically syncs with your PMS, **giving guests the option of a contactless journey is great for increasing guest satisfaction.**

а) Основная литература;

Рогова, В. Ю. Английский язык для гостиничного бизнеса. Задания : учебное пособие для вузов / В. Ю. Рогова. — Москва : Издательство Юрайт, 2023. — 43 с. — (Высшее образование). — ISBN 978-5-534-14564-9. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/520186> (дата обращения: 28.06.2022)

Мошняга, Е. В. Английский язык для изучающих туризм (A2-B1+) : учебное пособие для среднего профессионального образования / Е. В. Мошняга. — 6-е изд., испр. и доп. — Москва : Издательство Юрайт, 2023. — 267 с. — (Профессиональное образование). — ISBN 978-5-534-11164-4. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/517078> (дата обращения: 28.06.2022).

Тема 2.1 Сервис в гостинице. Бронирование номеров. Прием и размещение. Рестораны, бары, обслуживание номеров. (Hotel services. Booking ,Cafe. Restaurants, Rooms.)
Лексический материал по теме.

Грамматический материал:

The Past Perfect Tense

The Future Perfect Tense

Практическое занятие № 8 Объем учебного времени: 16 часов.

Цель: совершенствовать устную и письменную речь; развивать навыки чтения и перевода; формировать способности студентов общаться на английском языке (устно и письменно) на повседневные и профессиональные темы.

Студент должен **уметь**: вести диалог в ситуациях официального общения; соблюдать логику и последовательность высказываний; речевого взаимодействия с партнером.

Студент должен **знать**: новые лексические единицы по теме; единицы речевого этикета, обслуживающих ситуации общения; грамматический минимум, необходимый для общения на английском языке: правила употребления артиклей (a/ the), исчисляемые и неисчисляемые существительные (**The Past Perfect Tense, The Future Perfect Tense**)

Перечень необходимых средств обучения: учебник, словарь, компьютер, рабочая тетрадь.

Содержание заданий:

- описание гостиницы;
- описание блюда по плану;
- решение ситуационных задач ;жалобы клиента, питание в гостинице,и т.д.
- диалоги
- выполнение лексико-грамматических упражнений.

Основные требования к результатам работы:

- правильное произношение и беглость речи;
- литературный перевод текста без искажения передачи смысла написанного;
- лексико-грамматическая грамотность;
- максимальная наполняемость высказываний новой лексикой;
- способность к коммуникативному партнерству.

Task 1. Memorize the meanings.

Inn -используется в английском для обозначения гостиничного бизнеса, синоним к hotel- a building where people stay for a short time, paying for rooms and meals.

WE stay in a hotel. (речь идет о здании)

WE stay at the HILTON (речь идет о местонахождении).

I work at a hotel as a concierge (если вы работник отеля).

Task 2. Describe a hotel according to the recommended plan and word combinations.

Название отеля. Категория отеля.

Месторасположение.

Описание внешнего вида отеля, а также интерьера.

Количество номеров разной категории.

Услуги, предоставляемые гостям в отеле.

Удобства в номерах. Описание обстановки номеров.

Вид из окна.

Стоимость номеров.

The name of the hotel is....

It's a three-star hotel.

It is located in a very convenient location....

It's in the centre of town.....

It's not far from.....

It's situated near.....

The exterior of the hotel is.....

The hotel offers unique interiors....

The hotel has got a stunning interior.....

The hotel staff provides excellent service.
 There aresingle rooms,double rooms androoms for more than two people.
 There is a swimming pool, a restaurant.....
 The rooms of the hotel are well-equipped.
 There is an air-conditioning.....in every room
 The rooms have got excellent furnishings.....
 The rooms of the hotel overlook.....
 The price of the room is about
 It's an expensive hotel. It's a deluxe hotel

TASK 3. Read the text about the hospitality industry and make your monologue using *italic* words.

The hospitality industry is made up of thousands of exciting organizations including hotels, restaurants, food service management, fast food, coffee shops and pubs, bars and nightclubs. It involves an array of *job roles* from waitressing to event coordination, and management positions too. It's an industry that offers a unique working environment, and as it is public facing it offers a sociable and dynamic working life. If you don't fancy a traditional 9 to 5 office job, then a career in hospitality can give you that variety you need. The industry rewards the hard-working and dedicated with wonderful opportunities, and career progression is often quicker than other industries. Check out the *industries* within hospitality to see what's on offer. With a total of 180,000 hospitality businesses in the UK, the hospitality industry is a workforce that offers variety. There are many sub *industries* within hospitality, from hotels to visitor attractions, as well as multiple vibrant *career paths* to choose from.

1.What facilities do your rooms offer?	А.Прачечная самообслуживания
2.Smoking and non-smoking rooms	В.Номера для курящих и некурящих
3.Room service.	С.прачечная
4.Laundry service/valet service.	Д.Ресторанное обслуживание номеров.
5.A self service laundry, launderette.	Е.Экспресс-прачечная
6.Same-day laundry.	Ф.Чистка обуви
7.Dry cleaning.Химчистка.	Г.Чистка обуви
8.Shoe-polishing service.	Н.Подземный гараж
9.Shoe cleaning service.	И.Прокат машин.
10.Underground garaging.	Ж.Собственная парковка отеля
11.Hotel-owned car park.	К.Медицинская помощь.
12.Car park directly by the hotel.	Л.Анимационные программы для гостей.
13.Car rental.	М.Услуги будильника /побудки.
	Н.Парковка непосредственно рядом с отелем

14.Limousine service. .	О.Утренний кофе/закуска.
15.Medical help.	Р.Прокат автомобиля с водителем
16.English-speaking staff	Q.Англо-говорящий персонал.
17.Well-organized entertainment.	А.Хорошо организованные развлекательные мероприятия
18.Animated activities for guests.	S.Вечерние развлекательные мероприятия
19.Evening entertainment. .	T.Утренний чай.
20.Wake-up /early morning alarm calls.	У.Дистанционное управление светом и сигналами «Убрать номер» и «Не беспокоить» во всех номерах
21.Early morning teas.	V,Какие услуги предоставляет Ваш отель?
22.Morning coffee/snacks.	W.Открытый терминал доступа в интернет
23.Breakfast for early risers.	X.Системы климат-контроля
24.Ранний завтрак.	Y.Кондиционирование воздуха
25..Remote control of lighting and signs for “Make up room” and “Don`t disturb” in the rooms.	Z.Центральное отопление
26.central heating	
27.air- conditioning	
28.Air- conditioning in public areas	
29.Air and temperature control system.	
30.climate control	
31.public internet terminal. .	

Task 4. Study different abbreviations with the services “Nutrition in a hotel” . (Питание в отеле).

OB –only bed	без питания
B&B Bed and Breakfast (only breakfast)	только завтрак
HB –Half Board (breakfast and dinner)	полупансион ,(двухразовое питание (завтрак и ужин)
FB-Full Board (breakfast, lunch and dinner)	полный пансион (завтрак,обед,ужин)

CBF-Continental Breakfast	континентальный завтрак
ABF-American Breakfast	американский завтрак
BBF-Buffer Breakfast	шведский стол (на завтрак)
DNR	ужин по меню или в виде шведского стола.
FB-/ExtFB-extended Full Board (includes local drinks)	расширенное трехразовое питание (включает напитки местного производства)
HcALL/High Class All Inclusive (The price includes everything ,offered by the hotel except goods from shops, telephone, doctor`s, and hairdresser`s services and some sports,e.g.diving	Все включено, высший класс (в стоимость включено все, что предлагает отель, кроме товаров из магазина, телефона, услуг врача, и парикмахера, а также некоторых видов спорта , например, дайвинга.

AP-American Plan (the price includes bed, breakfast, lunch and dinner	Американский план (цена включает стоимость номера +трехразовое питание
-----------------------------------------------------------------------	------------------------------------------------------------------------

Task 6.Study the vocabulary:

baked	печеный
beef	говядина
chef	шеф-повар
cuisine	кухня
a dessert	десерт
a dish	блюдо
to eat out	есть вне дома
eateries	закусочные
fried	жареный
garnished	с гарниром
to give a tip	давать чаевые
goat cheese	козий сыр
grilled	готовить на гриле
herbs	специи
herring	сельдь
lamb	ягнятина
a main course	основное блюдо
a menu	меню
moderately-priced	средняя ценовая категория
mushrooms	грибы
mussels	мидии
to offer the best value	предлагать лучшее качество
to order a meal	заказывать блюдо
oysters	устрицы
parsley	петрушка
poached	тушеный
pork	свинина

Task 7.Study the vocabulary:

baked	печеный
beef	говядина
chef	шеф-повар
cuisine	кухня
a dessert	десерт
a dish	блюдо
to eat out	есть вне дома
eateries	закусочные
fried	жареный
garnished	с гарниром
to give a tip	давать чаевые
goat cheese	козий сыр
grilled	готовить на гриле
herbs	специи
herring	сельдь
lamb	ягнятина
a main course	основное блюдо
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oysters	устрицы
parsley	петрушка
poached	тушеный
pork	свинина

Task 8. Описание блюда. План ответа:

1. Назовите блюдо.
is fried chicken...
2. Перечислите ингредиенты блюда и опишите способ приготовления.
is made with....
3. С чем подается данное блюдо.
served with white wine or garlic
comes with a salad
4. Используйте при описании блюда качественные прилагательные.
It served with a delicious white wine sauce.
The chicken is our house specialty.

Task 9. Жалобы клиента:

It is too hot
It is too cold
They are overdone
The service is too slow
It is too expensive

В соответствии с ситуациями используйте следующие выражения разрешения конфликтов в ресторане:

Thank you for bringing this matter to my attention.
I'm (very/terribly) sorry.
I do apologies for the inconvenience.

What seems to have happened is that.....
There's been a misunderstanding.
There has been a mistake
There seems to have been a problem/ a mix-up.
We'll look into the matter.
I suggest that we.....
I'll see to it straight away.
I will check the bill
We will deduct it from the bill
I will be with you in a minute
I will deal with it right away

Официант:

What can I do for you?
Can I help you?
Can I take your coat?
Have you booked a table?
How many are you?
Would you follow me, please?
Can I take your order, sir/madam?
What would you like to start with?
What would you like to drink?
What would you like for dessert?
How would you like your steak? (rare, medium,
well done)
Do you want a salad with it?
What kind of dressing?
Anything to drink?
Do you want a dessert?
The burgers are very good.
Sorry, the hamburgers are off.
Is everything all right?
Did you enjoy your meal?
Are you paying together?
May I show you to a table?
If you wait, there'll be a table for you free in a
minute.
Do you want vegetables with it?
Why don't you try the pizza?
It'll take about 20 minutes.

Посетитель:

A table for two, please.
May we sit at this table?
The menu, please.
What's on the menu?
Do you want fish?
What's Irish Stew like?
We're not ready yet.

The steak for me, please.
 Can you bring me the ketchup, please?
 A salad, please.
 I'll have the same.
 That's all, thank you.
 Can I have the bill (AE: check), please?
 This is on me.
 Here you are.
 The rest is for you.
 Have you got wine by the glass?
 I'd prefer red wine.
 Please bring us another beer.
 Could I have chips (AE: French Fries) instead of salad?
 What can you recommend?
 Please bring me the bill (AE: check) with my coffee.
 I think you've made a mistake.

Task 10. Learn dialogues:

Dialogue 1. Booking a room in a hotel

- Good afternoon. Queen's Hotel.
- Hi. This is Joanna Stewart from Madrid calling. I would like to arrange accommodation for our company's visiting professors. And I am going to learn a bit about the facilities that your hotel offers.
- I see, Miss Stewart. Well, Queen's Hotel is a 4-star hotel and we are located 10 minutes from the centre of London.
- Does this mean that the hotel is too crowded and noisy?
- Not quite because the guests' rooms are on the quiet side of the building.
- That's fine. And is there a restaurant in the hotel? Do you serve any food there?
- Sure. There is a small restaurant here which caters our residents. We also have a bar and a snack-bar.
- I see. And do you have a swimming pool or a sauna?
- Yes, the sauna is rather popular with our guests. Unfortunately there isn't a swimming pool here.
- Well, thank you for the information. Can I make a booking for 2 people then, for the 10th of June, please?
- Ok. How long are they going to stay?
- I hope, for 3 nights. But they may stay a bit longer.
- Would you like a double or a twin room? With a bath or a shower cabin?
- A twin room with a bath and an air-conditioner will be fine. And how much is the room? Is breakfast included?
- Our hotel offers half board or bed and breakfast. Which variant do you prefer?
- Bed and breakfast will do. And I hope there is a TV set, a fridge, a kettle and a hair-drier in the room.

- Oh, it goes without saying. So the room number 355 is available on the third floor. You can see the room on our web-site and in case you decide to change it, please, let us know as soon as possible. So price of the room is 150 dollars per night. The price is inclusive.
- OK. We'll take it. Can we pay by a credit card?
- Certainly. May I have the names of the visiting persons, please?
- That's Mr. Manuel Alonso and Mr. Antonio Solana.
- OK. Our check-in time is at 1 p.m. and our guests should come to the reception desk to fill in the forms and get the keys. Thank you for choosing the Queen's Hotel. Good bye.

Dialogue 2. Talk with Administrator

Administrator: Hello, how can I help you?

Guest: Hello. I would like to stay at your hotel.

A: Have you booked the room in advance?

G: No, but I hope you will find something for me.

A: Now I'll look. So ... We have several free rooms. There is a suite, there is a single standard and a double economy.

G: And what is the cost of the rooms?

A: The suite costs \$ 30 per night, the "Standard" room - \$ 20 per night, and the "Economy" for two - \$ 15 per person.

G: I would like to have a single room. I do not want to live with a stranger. I'll take the room for \$ 30.

A: Good. We have a room with mountain view, and there is one with a view of the park. Which one would you prefer?

G: I really like greenery. I have a beautiful view of the forest from my window at home. And the mountains are not mine. I'm afraid of heights. Give me a room with a view of the park.

A: All right.

G: What about food?

A: Breakfast is included in the room price. Standard continental breakfast.

G: And where can I have lunch and dinner here?

A: There is a small restaurant on the 1st floor of the hotel. There you can eat at any time.

G: Great.

A: If everything suits you, please fill in the application form and write down all the data.

G: Here you are. Is it all right?

A: Yes, all is well. Here are the keys to your room. You will be taken to the room and shown how to use the devices.

G: Is there a mini bar in the room?

A: Yes, there is. But you need to pay extra for everything there.

G: I see. And another question. I need to send a few emails today. Do you have the opportunity to do this?

A: Our hotel has free Wi-Fi. Moreover, we have a business center where you can not only send letters, but also print out everything that you need.

G: Great. Thanks for the info.

A: Have a nice rest.

Dialogue 3. Can I help you?

- Good morning. This is room 365. Could you send breakfast to my room, please?
- Certainly, madam. What would you like to have?
- A glass of orange juice, one serving of bacon and eggs, a toast with some butter and marmalade and a cup of black coffee, please. How long will it take?
- Well, about 15 minutes.
- That would be fine. I'm going to take a nap after breakfast. So is it possible to get a wake-up call at noon, please?
- Sure. I'll call you at 12 o'clock. Would you like anything else?
- Yes. I'd like to know which floor the swimming-pool is here.
- The swimming-pool, the sauna and the gym are on the first floor.
- Great. Thanks. And do you have laundry service? Could you send someone to pick up the laundry from my room?
- Sure. I'll ask the housekeeping staff to pick it up right now.
- Sounds good. And another thing is - my room is quite messy. Could you, please, clean it and change the bed sheets?
- OK. We shall do it after lunch then.
- Thank you very much. Is it possible to have an extra blanket, please? It was quite cold at night.
- No problem, madam. I'll send it to your room right now.
- Thanks a lot. I appreciate your help.
- You are welcome.

Dialogue 4 Sunny Hotel

Welcome to the Sunny Hotel. How can I help you?

- Good morning! We'd like to check in. Our names are Sam and Rita Gordon. We have a reservation for a double room at your hotel.
- OK. Let me check the record of your booking... Yes. We have a double room for you reserved for 2 nights. Is that right?
- Yes. A room with a balcony facing the Central Square.
- Absolutely right. Could I see your passports, please?
- There you are.
- OK. You need to fill in these registration forms and put your signatures here, at the bottom of the guest cards.
- Sure thing. Here you are. Shall we pay now or at checkout?
- Don't worry. You have already paid a deposit on the first night. The rest must be paid at checkout.
- Fine. By the way, what is the checkout time?
- 11.30 a.m. If you need any assistance, please, feel free to call the front desk or you can find a concierge on your floor.
- Thank you. What time is the restaurant open for lunch?
- It will be open in half an hour.
- I see. Is it possible to have lunch in our room today, please? We are too tired after the flight.
- Certainly. Our room service is available 24 hours. Your food will be delivered in about an hour then.
- Thank you very much. And what time do you serve breakfast here?
- We serve breakfast from 7.30 till 9.30 a.m. Do you need a wake-up call

tomorrow?

- Yes, please. At 7 in the morning would be fine.
- OK. No problem. So, here is your room key. Your room is on the third floor.
- Where are the lifts?
- They are over there, on your left. When you get off the lift, turn right. Your room is at the end of the corridor.
- Sorry. The last question. Does the hotel have a wireless internet connection?
- Yes, sure. The wi-fi is free here. Here is your password. Do you need anything else? Would you like the bellboy to help with your luggage?
- The thing is that my wife's luggage was lost at the airport. So it must be delivered to your hotel.
- I'm sorry to hear that. And of course we'll let you know about the delivery as soon as possible.
- Thanks again.
- Enjoy your stay at our hotel!

Dialogue 5 Hello. Pizzeria Tricolore

Hello. Pizzeria Tricolore. Can I help you?

- Hello. I would like to book a table, please.
- What day and what time do you want to come?
- Tomorrow evening at 7 p.m. Do you have any free tables?
- Yes, we do. We have a couple of tables available for tomorrow. And how many people are there in your party?
- I hope there will be five or six of us.
- Would you like to reserve a private dining-room?
- No, thanks.
- OK. A table for six then. Would you like smoking or non-smoking?
- Non-smoking, please.
- Right. Can I get your name, sir?
- Bond. James Bond.
- Is there anything else I can do for you, Mr. Bond?
- Well, we have a couple of vegetarians in our group, but I don't think that would be a problem, wouldn't it?
- You're right. We can offer a special vegetarian menu with a wide selection of food in our restaurant.
- Fine. That's all I think.
- So you have a reservation for tomorrow at 7 p.m. If there's anything else you need, you can let us know. Just phone the same number and ask for me. My name's Helen.
- Sure. Thank you, Helen.
- Thank you for calling. See you tomorrow.
- Good bye!

Dialogue 6 Finding address

Excuse me, could you tell me how can I find this address?

- Let me have a look... Yes, of course, I know this house.
- Oh, I have luck! I can't find it for two hours.
- Aren't you a native dweller? Have you come here recently?
- Yes, I've come on a mission and I really have to carry out a personal

charge.

-This house is not far from mine, that's why it's familiar to me. You need take bus number 201.

-Will it take a lot of time to get there?

-No, only four stops. You will get off at "Park Avenue" stop.

-And where shall I do then?

-You will be in front of the crossroad. Go straight along the main road for another two blocks and then turn to the right.

-Shall I cross the road?

- No. Keep always the right side. Next you will see a large store. This is a supermarket. By the way, if you need to buy something, you can surely go there. This is the best shop in that area.

- Thanks for advice. I will certainly do it.

-So, passing by the store, you will see a two-storey grey building. This is the house you need. If I'm not mistaken, the entrance is directly opposite the store.

- Thanks a lot! Now I will surely find the address I need!

-Not at all. Can I help you with anything else?

- Yeah, if you can, just tell me where the nearest pharmacy is.

-Are you unwell? Shall I call an ambulance?

- No, thank you, you are so kind. I was a little cold yesterday and today I feel sick. I want to buy some pills for the cold.

-Of course, there's a very good pharmacy not far from here. You will find there everything you need. Just turn left the corner and go for one block. The pharmacy can't be missed. It's a small colorful building with a beautiful sign on it.

- Thank you a lot for the help. Good bye.

- Good bye. Good luck.

Dialogue 7. Passport control.

Good morning, sir. Can I have your valid passport and your landing card, please?

- Good morning. Here they are.

- OK. Sorry but you are not allowed to use your mobile phone or your camera in this area.

- Sure. No problem.

- Thanks. So... what is the purpose of your visit to the United Kingdom, Mr. Vronsky?

- Tourism and visiting my friends here during my vacation.

- Are you travelling alone?

- Yes.

- Are your friends meeting you?

- Yes. They are waiting outside.

- Do you have a girlfriend here?

- No. They are just my friends.

- How long will you be staying in the UK?

- For two weeks.

- Where will you be staying? Do you have any hotel reservations?

- I'm going to stay at my friend's place. He lives in an apartment. This is his address in Brighton.

- Are you going to work here?

- No. Just tourism, sightseeing and visiting my friends.
- Do you have a return ticket?
- Yes. It's for August 15th.
- May I see it?
- Sure. Here it is.
- Thank you. What's your job?
- I'm a wholesale trader at a building materials warehouse.
- How much money are you bringing?
- I have 3000\$ in cash and my credit cards as well. I'm going to cover all my expenses in the country.
- Do you have your recent bank statement with you? May I see it?
- OK. Here you are, sir.
- Have you visited the United Kingdom before?
- No. this is the first time I've arrived here.
- Fine. Welcome! And enjoy your stay!

control

Hello! Is this the Lost Luggage Office?

- Yes, that's right, sir. What can I do for you?
- Well... My bag hasn't arrived. And I don't know what I should do now.
- Please, calm down, sir. Where was your flight from?
- I have arrived from Delhi, India.
- OK. Are you sure that your luggage isn't on the carousel?
- Yes, of course. I've been waiting for an hour there. All the other passengers have already gone. And there are no more bags coming out.
- I see. Well, I need some personal details, please, to fill in the report. Could I have your surname and first name?
- I'm Nicholas. And my surname is Patterson.
- OK. May I see your boarding pass and your baggage ticket, please?
- Sure. Here they are.
- Thank you. And I need the description of your suitcase. Could you tell me what it looks like?
- It's quite small. And it's dark green.
- Is it all dark green? And the handle as well?
- Mmmm ... I really can't remember. I think the handle is made of black plastic.
- All right. Anything else? Is the bag with trolley wheels?
- Oh, yes. It's got two wheels. And there must be an orange label on the bag with my surname.
- OK. Is that all?
- Yes, that's everything I suppose. Look! I really need that bag. I've got some necessary papers and my pills inside.
- Don't worry, sir. I'm sure we'll find it. Now you should wait a couple of minutes while I'm making some phone-calls. Please, fill in this lost luggage form now.
- OK, sir.
- And please, be sure to write down your home address or the hotel address, and your correct telephone number.
- Why?
- Well, it's just in case if we aren't able to find your bag right now. So when it finally arrives we'll deliver it to your address.
- Thank you so much. Please, do your best. Hope to get my suitcase back soon.

- We're really sorry about this problem, Mr. Patterson.

а) Основная литература;

Рогова, В. Ю. Английский язык для гостиничного бизнеса. Задания : учебное пособие для вузов / В. Ю. Рогова. — Москва : Издательство Юрайт, 2023. — 43 с. — (Высшее образование). — ISBN 978-5-534-14564-9. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/520186> (дата обращения: 28.06.2022)

Мошняга, Е. В. Английский язык для изучающих туризм (A2-B1+) : учебное пособие для среднего профессионального образования / Е. В. Мошняга. — 6-е изд., испр. и доп. — Москва : Издательство Юрайт, 2023. — 267 с. — (Профессиональное образование). — ISBN 978-5-534-11164-4. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/517078> (дата обращения: 28.06.2022).

Тема 2.2 Необходимые документы для приема на работу (Necessary document for Hiring) (Деловая документация. Правила написания резюме. Правила написания сопроводительного письма.

Грамматический материал:

Conditionals

Практическое занятие № 9 Объем учебного времени: 10 часов.

Цель: совершенствовать устную и письменную речь; развивать навыки чтения и перевода; формировать способности студентов общаться на английском языке (устно и письменно) на повседневные и профессиональные темы.

Умения:- вести диалог в ситуациях официального общения;- соблюдать логику и последовательность высказываний; речевого взаимодействия с партнером.

Знания:

- знание новых лексических единиц по теме;- единиц речевого этикета, обслуживающих ситуации общения;
- грамматического минимума, необходимого для общения на английском языке: (модальные глаголы can, may, must, need, have to, should, to allow, to be able to.) Present Perfect Tense.

Содержание заданий:

- описание гостиницы;
- описание блюда по плану;
- решение ситуационных задач ;жалобы клиента, питание в гостинице,и т.д.
- написание деловых писем;
- правила написания резюме;
- правила написания сопроводительного письма.

Основные требования к результатам работы:

- правильное произношение и беглость речи;
- литературный перевод текста без искажения передачи смысла написанного;
- лексико-грамматическая грамотность;
- максимальная наполняемость высказываний новой лексикой;
- объем письма – не более одной страницы формата А4.
- соответствие содержания письма установленным международным стандартам написания деловой документации, структуре и рекомендациям написания деловых писем (резюме, сопроводительное письмо).
- соответствие содержания писем требуемому объёму.

- Соблюдение стилистических особенностей.

Task 1 .Study the active vocabulary and useful expressions for writing a Curriculum vitae (CV:

personal details
 date of birth,place of birth
 nationality
 objective
 to obtain a full time position
 to offer experience in a high standard of customer care
 education
 qualification
 employment history
 to present date
 additional information
 references
 available on request

Task 2.Read the CV and translate it. Pay attention to the structure of the letter.

Curriculum Vitae

Carla Hennessy

Personal details

131 Nelson Court, London W16, UK.

Telephone: +44 (0) 20 7946 0002

Email: clhennessy@mhp.uk

Date of birth: 13/3/1982

Place of birth: Hammersmith, London.

Nationality: British

Objective

To obtain a full-time position as waiter on a cruise liner that offers experience in a high standard of customer care.

Education and qualifications

1998: GNVQ Leisure and Tourism Diploma, Acton Tertiary College, London.

1996: 4 GCSEs – English, French, math and biology, Acton Comprehensive School.

Employment history

1999 to present date: cocktail waiter, Magpie Hotel, Ealing, London.

1998: aerobics instructor, Acton Vale Youth Club, London.

1996 to 1998: shoe shop assistant (Saturdays only), Beta Shoes, Ealing, London.

Additional information

Active member of an amateur theatre group. Excellent computing skills.

References

Available on request.

Task 3. Highlight the active vocabulary and useful expressions in the letter.

Task 4. Study the following writing tips of writing a CV.

Use wide margins and leave lots of white space.

Use a clear, easy-to-read typeface. Don't use italics or a small type size. Be consistent with the typefaces you use.

Make the section headings clear and leave a clear space between sections.

Separate each part of your work experience and education clearly.

Don't assume the reader will know what some abbreviations and acronyms mean. If in doubt, use the full name.

Don't exaggerate your talents but don't underestimate them either. Remember to sell yourself by using positive adjectives.

Watch out for grammar and spelling mistakes. Do a spell and grammar check on your computer when you finish your CV and ask someone else to check it for you.

Task 5. Study the following structure of composing a CV.

Heading

Begin your CV with Personal details including your name, address, telephone, email address and date of birth. Some people also include their place of birth, nationality and identity number. Your CV can also include an objective, describing the type of work you are hoping to do.

Body

The middle section of your CV gives details of your work experience and education. List your training, qualifications and work experience in reverse chronological order.

It's difficult to know what to write early in your career. If you don't have a lot of work experience, concentrate on your relevant free-time activities or unpaid experience.

Conclusion

End with other relevant information and your references. For example your special skills, free-time activities, any experience in voluntary organizations or participation in sports. Offer references, although it is optional to give names and addresses. People often write References available on request.

Task 6. Imagine that you are going to apply to a particular kind of job. Use the given recommendations, the structure of a CV, the information below and compose your own CV.

Cruise ship vacancies

Royal Mediterranean International are looking for staff to work on our newest and largest ship afloat due to be launched in July. Interested?? Well, so are we!

Positions available:

Gift shop sales assistants, waiter, youth staff, casino cashier, assistant purser, shore excursion manager, disc jockey, bartender, fitness staff. We are looking for highly motivated, energetic, outgoing, friendly and professional employees with a positive attitude. We need people committed to customer service excellence. Send us your CV today!

Task 7 .Study the guidelines for writing a formal letter.

Avoid expressing a date numerically as it can lead to confusion (03/04/02 is 3 April in the UK and 4 March in the USA).

The opening salutation is Dear + title and name of the person. Use Mr for a man (never Mister). Mrs for a woman and Ms (which does not reveal marital status) if the woman has already used this title when writing to you.

When you don't know the name of the person write Dear Sir/Madam.

If you begin the letter with the name of the person end Yours sincerely. If you begin Dear Sir/ Madam end with Yours faithfully.

Pp is used when the letter is signed by someone different from the person who wrote the letter. The letter below was typed for Emily White and signed by Patricia Hughes in the absence of Emily White.

Enc. means that a document is enclosed with the letter.

Task 8.Read the letter and translate it. Highlight the active vocabulary and useful expressions in the letter.

The letter of complaint

Arthur Grundy

41, Sefton Road

Manchester

M19 8 RU

15th April, 2002

Dear Sir/ Madam

I am writing to complain about the terrible organization of a holiday recently booked with Med Tours.

My wife and I had chosen to stay in Bugibba, Malta from 19-26 June (ref: BMT 532) in order to celebrate our wedding anniversary together in peaceful and relaxing surroundings.

Our troubles began at the airport where our outward flight was delayed for over four hours. The check-in staff was unhelpful and there was no representative from Med Tours present to help deal with the situation. We finally took off at 3.15 pm and eventually arrived at the hotel in the evening, tired and frustrated with having wasted the first day of the holiday.

The hotel was reasonably comfortable but the food lacked variety and the service was poor. Although advertised as 'a stone's throw from the beach', the hotel is in fact situated on the other side of a busy main road and is at least 20 minutes' walk away. The shops in the resort were crowded and expensive and there were a lot of noisy road works in the town.

Last but not least, the return flight was scheduled for 9.10 am which meant having to leave the resort at dawn to get to the airport on time. As a result, the stay is certainly not seven days as advertised and certainly cannot be described as 'a haven of peace and tranquility' I am therefore looking for compensation for the inconvenience and distress of a ruined holiday.

Yours faithfully,

Arthur Grundy

Task 9. Study the active vocabulary and useful expressions.

I'm writing in reply to your advertisement in the (name of newspaper).

I would like to apply for the position of (job title).

I have experience in (types of duties and responsibilities).

I'm a (positive adjectives to describe you) person.

I am available for interview (days and times).

I look forward to hearing from you.

Task 10. Read the covering letter and translate it. Pay attention to the structure of the letter.

Charles Piper

41, Sefton Road

Manchester

M19 8RU

chazpiper@hotmail.com

15TH April, 2002

Dear Sir/Madam

I am writing in reply to your advertisement in the Manchester Evening Times on Wednesday 12 April. I would like to apply for the position of assistant Purser with Royal Mediterranean International.

I am an outgoing and motivated person and I also have strong communication and organizational skills. I have not worked on board a cruise ship before but I have experience as a hotel receptionist and I have the GNVQ Diploma in Leisure and Tourism.

Please find enclosed a copy of my CV. I am available for interview at any time. I look forward to hearing from you.

Yours faithfully,

Charles Piper

Task 10 . Study the following structure of writing a covering letter:

Say where you saw the advertisement

Say what job you are interested in

Emphasize what makes you the right person for the job

Say when you can attend an interview

Write a concluding sentence

Task 11. Study the following writing tips:

In a personal letter you can put your name, address, telephone number and email on the right-hand or left-hand side of the letter.

There are different ways of writing dates: 15 April 2002, or 15/4/2002 but in US English the month comes first, e.g. 4/15/2002

If you don't know the name of the person you are writing to, start with Dear Sir/Madam.

Write in short paragraphs so that the letter is well organized and easy to read.

When you don't know the name of the person you are writing to, close with Yours faithfully, followed by a comma.

Remember to write your full name clearly after your signature.

Task 12. Imagine that you are going to apply to a particular kind of job. Use the given recommendations and the structure of a covering letter. Compose your own covering letter.

Task 13. Study the active vocabulary and useful expressions given below.

The letter of complaint.

I'm writing to complain about terrible organization

I am looking for compensation

Our trouble began...

I want to complain about...

A number of things went wrong. To start with....

What's more....

Another complaint I have is....

Another problem we had was.....

I believe I 'm entitled

flight was delayed

staff were unhelpful

there was no representative

food lack variety

service was poor

uncomfortable

dissatisfied

disappointed

noisy road works

ruined holiday

busy roads, streets

Task 14. Study the structure of the letter.

address – обратный адрес отправителя

date – дата подготовки письма

addressee – адрес получателя

reference (Ref) – ссылка

salutation – приветствие

regarding (Re)/ subject – тема

problem – суть проблемы

closing – заключительная часть

ending – конец письма

signature – подпись

position – должность отправителя

enclosure (Enc) – приложения

Task 15. Answering to the letter - request

Useful expressions:

Thank you for your letter/ fax of (date)...

In reply to your letter/ fax of (date)...

We specialize in catering for...

Please find enclosed...

If you need any further help or information please do not hesitate to contact us.

I look forward to hearing from you.

requesting information

touring holiday

to enclose a brochure

a wide selection of tours

a coach tour

a self-drive tour

to look in particular at...

round trip

deluxe air-conditioned tours

major sites

holiday of your choice

travel consultant

to be delighted to help you

to answer any queries

look forward to welcoming you...

to be available to connect with...

guarantee

surcharge

to be sure of real value for money

а) Основная литература;

Рогова, В. Ю. Английский язык для гостиничного бизнеса. Задания : учебное пособие для вузов / В. Ю. Рогова. — Москва : Издательство Юрайт, 2023. — 43 с. —

(Высшее образование). — ISBN 978-5-534-14564-9. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/520186> (дата обращения: 28.06.2022)

Мошняга, Е. В. Английский язык для изучающих туризм (A2-B1+) : учебное пособие для среднего профессионального образования / Е. В. Мошняга. — 6-е изд., испр. и доп. — Москва : Издательство Юрайт, 2023. — 267 с. — (Профессиональное образование). — ISBN 978-5-534-11164-4. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/517078> (дата обращения: 28.06.2022).

Тема 2.3 Интервью с работодателем (Interview with the employer).

Лексический материал по теме. Грамматический материал: Образование и использование глаголов в Present Perfect Tense.

Практическое занятие № 10 Объем учебного времени: 10 часов.

Цель: совершенствовать устную и письменную речь; развивать навыки чтения и перевода; формировать способности студентов общаться на английском языке (устно и письменно) на повседневные и профессиональные темы.

Студент должен **уметь:** вести диалог в ситуациях официального общения; соблюдать логику и последовательность высказываний; речевого взаимодействия с партнером.

Студент должен **знать:** новые лексические единицы по теме; единицы речевого этикета, обслуживающих ситуации общения; грамматический минимум, необходимый для общения на английском языке: (Complex Object)

Содержание заданий:

- изучение плана диалогического высказывания;
- фонетическая отработка фраз используемых в интервью;
- монологическое высказывание на тему «Идеальная работа для меня»;
- изучение образца наиболее удачного интервью с работодателем с последующим использованием на практике.
- выполнение лексико-грамматических упражнений по теме **Complex Object**.

Основные требования к результатам работы:

- правильное произношение и беглость речи;
- литературный перевод текста без искажения передачи смысла написанного;
- лексико-грамматическая грамотность;
- максимальная наполняемость высказываний новой лексикой;
- способность к коммуникативному партнерству.

Task 1.Собеседование при приеме на работу. Interview with employer.

План диалогического высказывания.

- ◆Приветствие.
- ◆Описание вакантной должности и организации в целом.
- ◆Вопросы работодателя о профессиональной подготовке соискателя, предыдущем опыте работы и навыках работы в сфере туризма.
- ◆Вопросы работодателя о слабых и сильных сторонах соискателя, а также мотивация

устройства именно на предлагаемую должность.

- ◆ Вопросы соискателя работодателю о содержании будущей работы.
- ◆ Завершение собеседования. Уточните сроки получения ответа.

Task 2. Translate the situational phrases used in interviews with employer and give possible answers.

Can you tell me about yourself?

Why do you want to work in the travel industry?

Do you have any previous work experience?

What kind of salary are you looking for? When would you like to start?

Where would you like to work?

How many languages can you speak?

How did you find out about the job?

How soon will you let me know?

What about the salary? How big is it

Will I be provided with a salary package?

What are my duties?

What are the other benefits working here?

What can you offer me?

I'd prefer to work in catering.

Task 3. Compose a monological expression:

An ideal job for me is a job . . .

- that suits my personality
- with prospects of promotion
- that gives independence
- well-paid
- risky
- exciting
- that encourages thinking and developing
- calm and steady
- which is connected with communication
- prestigious
- part-time
- without long business trips
- with educational opportunities
- with good work conditions

Task 4. Complete the sentences (My future profession)

1. There are many professions in the world. It's hard to choose the one that you want to pursue.

When I was a child, I wanted to be _____.

2. I always knew that my mom was an economist, but for some reason that sounded

3. Now I'm _____.

4. I've learned that it's economy that rules _____.

5. I'm interested in the way markets _____

6. I decided that I want to be an economist, just like _____.
7. There is a lot of competition in that field, because an economist's career is very _____!
8. Without hard work and patience you can't _____!
9. Your profession is what shows your way of _____.
10. Understanding economy makes it easier to understand _____.
11. I need to study and work a lot to become an economist, but I know _____.
12. My dream is to study at a top university, so I can have a successful _____.
13. Becoming a well-known and respected hotel manager is my life _____.

Task 5. Study the successful interview.

1. Tell me about myself.

A. I'd describe myself as a goal-oriented and hardworking person with good organizational skills and strategic thinking.

Furthermore, I'm a good speaker and even a better listener — that's why I've always been able to get along with different types of people. I have over six years of experience in sales. After working the past four years as a sales manager, I've developed a number of important skills, including decision-making and multitasking. That background will help me achieve all goals you have set for this position.

In my free time I enjoy reading and bicycling. It provides me with a good balance in my life.

2. What are your strengths?

A. My strengths are excellent written and verbal communication skills. I can usually win people over to my point of view. Also, I'm competitive and like to excel at everything I do. My goal is to achieve results beyond the expectations of my supervisor. And last but not least, I'm very flexible and adaptable to new situations. Regardless of the situation I have the ability to adapt and work under any circumstances. These skills seem to be directly related to the job.

3. What are your weaknesses?

A. I admit being a bit of a perfectionist. Sometimes when I'm working on a big project, I focus too much on the details. But I've learned that it's not always possible or even practical to try to perfect your work.

4. Why should we hire you?

A. My years of experience in this industry make me sure I can do this job and bring added value. I've gained a reputation as a key player when it comes to negotiations. In my last job I was able to negotiate profitable business deals. I know this business from the ground up, and you can be assured that I know what I'd be getting into as a sales manager here.

5. Why should you leave your job?

A. My potential for growth in this area is limited at AAA because of the size of the company and the fact that expansion is not a part of its current strategic plan.

2. I am interested in a position with a stable company where I will have room for growth and an opportunity for advancement.
3. I relocated to this city due to family circumstances that is why I had to leave my previous position.
4. I wanted a new challenge. There wasn't room for growth with my previous employer.
5. This job seems like an excellent match for my experience and skills. I was not able to fully utilize them in my previous position.
6. I look forward to a position that offers more opportunities to work with corporate clients. I have had a few opportunities to do this with my current (previous) employer. I've read about the company's future projects that are designed to move the company forward towards

achieving its mission. I want to be a part of this company because I believe I can be of assistance in its growth.

7. Why do you want this job?

- I see the next few years here at BBB as an opportunity to gain the skills and knowledge to run one of the departments in this company. If I continue working in the department where this position is, I hope to be a senior manager and participate in shaping the strategic plans for development in B2B sales and marketing.

7.What are your goals for the future?

A.I am interested in finding a position where I can use my professional skills and abilities and build a good career. I'm sure that you're offering a salary which is competitive in the market.

8.What are your salary expectations?

A. According to my experience, I think that \$30000-45000 per year is a typical salary in the market. I would need to know more about your salary structure and how often you review salaries as well as your entire package before I could discuss salary ranges. Could you provide me with more information before we discuss this subject?

9.Tell me about an accomplishment you are most proud of.

A.I improved the inquiry management system at the company where I previously worked. I decided to set up a system grouping inquiries according to region. This approach enabled the entire marketing team to come up with more efficient solutions to our distribution problems.

10. Do you have any questions?

- How many employees work for the organization?
- Please tell me a little about the people with whom I'll be working most closely .
- Will I work independently or in a team?
- Where I'll be working?
- How advanced is the hardware and software I will be expected to use?
- How did this job become available?

а) Основная литература;

Рогова, В. Ю. Английский язык для гостиничного бизнеса. Задания : учебное пособие для вузов / В. Ю. Рогова. — Москва : Издательство Юрайт, 2023. — 43 с. — (Высшее образование). — ISBN 978-5-534-14564-9. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/520186> (дата обращения: 28.06.2022)

Мошняга, Е. В. Английский язык для изучающих туризм (A2-B1+) : учебное пособие для среднего профессионального образования / Е. В. Мошняга. — 6-е изд., испр. и доп. — Москва : Издательство Юрайт, 2023. — 267 с. — (Профессиональное образование). — ISBN 978-5-534-11164-4. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/517078> (дата обращения: 28.06.2022).

Тема 2.4 Регистрация туристов в отеле (Tourist registration in the hotel).

Лексический материал по теме. Грамматический материал: Present Perfect Continuous

Практическое занятие № 11 Объем учебного времени: 10 часов.

Регистрация гостей в отеле.

Грамматический материал:

The Present Perfect Continuous;

Цель: совершенствовать устную и письменную речь; развивать навыки чтения и перевода; формировать способности студентов общаться на английском языке (устно и письменно) на повседневные и профессиональные темы.

Уметь: - вести диалог в ситуациях официального общения; - соблюдать логику и последовательность высказываний; речевого взаимодействия с партнером.

Знать: новые лексические единицы по теме; единицы речевого этикета, обслуживающих ситуации общения; правила регистрации. обязанности персонала службы приема и размещения.

- грамматического минимума, необходимого для общения на английском языке: The Present Perfect Continuous Tense;

Содержание заданий:

- правила регистрации в отеле;
- чтение и перевод текста;
- составление диалогов на базе речевых клише;
- написание письма – жалобы;
- выполнение лексико-грамматических упражнений.
- Контрольная работа 4.

Основные требования к результатам работы:

- правильное произношение и беглость речи;
- литературный перевод текста без искажения передачи смысла написанного;
- лексико-грамматическая грамотность;
- максимальная наполняемость высказываний новой лексикой;
- способность к коммуникативному партнерству.

Task 1. Memorize the information from the Text A.

Different Ways of Greeting People Americans tend to be more casual than people in a lot of other countries when it comes to greetings. This informality of greetings appears to stem from the sense of equality Americans generally felt, as immigrants to the country were not judged on family status but, rather, on their achievements and hard work. Other countries also have casual greetings between friends, family and co-workers of equal status but may be more formal in dealing with employers and those who appear to be of a higher status or who are strangers.

The Casual Verbal Greeting Examples of a casual verbal greeting include "Hi," "Hello" or colloquialisms such as "Howdy" or "Yo." Sometimes the casual greeting can begin with a short question such as "What's up?," "How's it going?" or "How are you?" A person giving one of these question greetings does not usually expect an accurate answer. A simple "Fine," "Not too bad" or another neutral answer usually suffices, before the second greeter then returns the question. Usually the greeters also incorporate a smile that reaches to the eyes as part of a casual greeting. This is to indicate to the other person that the greeter is pleased to see him. A casual verbal greeting may also be prefaced by a casual nonverbal greeting.

The Casual Verbal Greeting Examples of a casual verbal greeting include "Hi," "Hello" or colloquialisms such as "Howdy" or "Yo." Sometimes the casual greeting can begin with a short question such as "What's up?," "How's it going?" or "How are you?" A person giving one of these question greetings does not usually expect an accurate answer. A simple "Fine," "Not too bad" or another neutral answer usually suffices, before the second greeter then returns the question. Usually the greeters also incorporate a smile that reaches to the eyes as part of a casual greeting. This is to indicate to the other person that the greeter is pleased to see him. A casual verbal greeting may also be prefaced by a casual nonverbal greeting.

Nonverbal Greeting Sometimes people give each other nonverbal greetings. This can be due to the fact that the two people are too far away from each other to hear a spoken greeting but still wish to acknowledge each other. Sometimes a person will give a nonverbal greeting to another person if she is devoting a lot of attention to a task. For example, someone who's on the phone may not wish to interrupt the conversation by saying hello, so she gives the newcomer a nonverbal sign of greeting. Examples of nonverbal greetings include a wave of the hand with the palm facing out, a hand wave with the fingers moving down repetitively to the palm and back (usually given to young children), a wink of the eye or a simple smile and eye contact. Other nonverbal signs that greeters perform are part of the greeting ritual. For example, men commonly shake hands with each other or give each other a pat on the back. Women may give each other a hug and a kiss on the cheek. Women greeting men and men greeting women may also hug and kiss each other on the cheek, especially if they are related. Adults greeting children may give them a hug, or even pick them up and swing them around.

Global Greetings Different cultures may use other greeting styles. For example, the French kiss each other on both cheeks. Japanese people bow to each other. Indians and Nepalis touch the palms of both hands together with the fingertips pointed upward and bow slightly to show respect.

Task 2. Translate and study the words and phrases “Arriving and check in “(Прибытие в отель и регистрация)

- 1.I'd like to check in.
- 2.When did they arrive?
- 3.Could I have your passport ,please?
- 4.Do you have any form of identification?
- 5.Driving license will do.
- 6.Will you fill in this form, please?
- 7.How would you like to pay?
- 8.May I pay in dollars?
- 9.My company is paying for me.
- 10.May I have your payment agreement?
- 11.We need to make a registration for you.
- 12.Could you sign here, please?
- 13.Your signature here ,please.
- 14.Do you have any preferences about the room?
- 15.Your room is 655.
- 16.Here is your key.
- 17.Would you like some help with your luggage?
- 18.The porter will attend to it immediately.
- 19.The porter will show you to your room.
- 20.If you have valuable items, you should use safe deposit provision.
- 21.If you have some valuables, you can put them into the safe.

Staying at the hotel. (Пробывание в отеле).

- What time is breakfast, lunch, dinner?
- Where can I change some money?

- How do I get to the nearest metro station?
- How do I telephone to the USA?
- What is the code of Great Britain?
- How do I telephone room service?
- Where is the lift?
- Where can I rent a car?
- What if I have a problem with the car?
- What should I visit while I am staying here?
- I'd like to eat some traditional local food.
- What is a good present to the home?
- Can I have an extra towel?
- Could you book a table for three in the restaurant for me this evening?
- How many for?
- Could I have lunch in my room now?
- Could you tell me your name and room number?
- What time would you like a table for?
- I could order a late supper for you? It could be brought to your room.
- I'll contact the restaurant and have them prepare a supper for you for 11.00.
- What would you like?
- There is a choice of....
- Could I book the tickets for the show?
- This is John Smith from room No 65.
- I am afraid I'm not feeling very well/ I have a headache.
- Could you, please, send for the doctor?
- Would you , please, ask someone send up some painkiller.
- I don't have anything with me.
- Would you like nurse to visit you?
- I'll have room service send up some aspirin immediately.
- Can I have a morning call at 5,05?
- I'd like to have my trousers pressed.
- I'd like to have my skirt cleaned.
- I'd like to have clean shoes for the morning.
- The concierge can arrange this for you.
- You have collect the car from the garage.
- You can take an excursion if you want.
- If you have a problem with the car, it will be replaced.

Departure and checking out (Отъезд и выписка)

1. I'd like to check out, please.
2. I'll get your bill.
3. What room are you in?
4. One moment, Madam, I will work out the total.
5. Would you like to check it through?
6. I disagree with the charge .
7. I think you have overcharged me.
8. Can you tell me what this item is for?
9. That was the morning papers you had.
10. I didn't order any papers.
11. I didn't order anything from room service.

12. I hope you've enjoyed your stay with us.
13. Would you like a taxi to the airport?
14. We look forward to welcoming you back again in the future.
15. I hope you have a pleasant journey.

Task 3 Learn the following words and phrases:

A telephone
 A mobile phone
 A smartphone
 An iPhone
 A ringing phone
 A phone conversation
 A phone call
 A phone number
 Telephoning
 Telephony
 To phone
 To answer the phone
 To be on phone
 To make a phone call
 To callback
 To speak by phone
 To communicate by phone
 To chat on the phone
 To ring
 To hang up
 To dial a number
 To switch on the phone
 To switch off the phone

Task 4. Agree or disagree with the statements below. Pay attention to the following pattern.

It's tactless to talk on the phone during lessons.

It's true.

All mobile phones models are expensive.

It's false.

1. It's dangerous to talk on the phone when you are driving a car.
2. A loud phone conversation in public places doesn't annoy other people.
3. Some people use a mobile phone not only for communication but also for entertainment.
4. People don't become dependant on mobile phones.
5. As a rule hotel receptionists receive a lot of calls during a day.
6. For some people a mobile phone is a working tool.
7. A working mobile phone is harmful to a baby's health.

Task 5. Match the questions with their Russian equivalents.

1. How can I make a reservation?

You can make a reservation through the agency.

2. You can reserve through Hilton.com.

3. You can contact hotel reservation directly at 456 09 27.

4. You can send an e-mail to reservation @savoy.com.

a) Вы можете бронировать через агенство.

b) Как можно забронировать номер?

- c)Вы можете забронировать номер на сайте Hilton.com.
- d).Вы можете напрямую связаться с отделом бронирования по телефону по телефону....
- e).Вы можете отправить электронное письмо по адресу reservation @savoy.com.

Task 6. Match the questions to their answers.

- 1.Good morning !What can I do for you?
 - 2.Are there any rooms available?
 - 3.Could you give me some information about accommodation?
 - 4What about the facilities in/within the room?
 - 5.What`s the charge/rate?
 - 6.Does the rate include breakfast?
 - 7.Do you accept credit cards?
 - 8.How long are you going to stay?
 - 9.What suite are you going to reserve?
 - 10.Which way do you prefer to pay?
-
- a.I`d like to make a reservation, please.
 - b.I`d like to book a room ,please.
 - c.I`d like to reserve two singles.
 - d.I`d like to reserve a single room for 6 nights from the 1-st of May.
 - e.I`d like to book a room from Monday 12-th to Friday 18-th.
 - f. I`d like a room for the night.
 - g. I`d like two reserve two doubles for December 9 th.
 - h.The rooms are for John smith and Peter Jackson.
 - i.I would be interested in booking.
 - g.I am not sure of the exact days yet, so I`d like to make a booking for the 21-st to 27.
 - k.I want to come on the 3-d of April and stay for six nights.
 - l.We are three, two adults and a child,
 - m.If you have no vacancies....
 - n.If you have no accommodation available....
 - o.I`m looking for a suitable hotel near the airport.
 - p.I`d like to reserve luxury /presidential suite.
 - q.I don`t need anything luxurious- just a private bathroom.
 - r.I would like to know what your charge for....
 - s.I would be grateful for indication of your rates.
 - t.Please ,send me your price list.
 - u.I will be paying by Visa card.

Task 7. Learn useful expressions

- 1.May I have your name and telephone number please.
- 2.Could you please fill in this registration form?
- 3.What type of room do you prefer?
- 4.Do you want to have your breakfast included?
- 5.Breakfast is served from 6 to 9 a.m/ in the dining area.
- 6.Now we don't have any doble rooms, but there is a tripple one available.
- 7.You have to pay in advance.
- 8.There are no advance rooms at the moment.
- 9.The rate includes sauna, gym,parking,safe deposit box
10. We require your credit card number for a deposit.
- 11.Could I see your passport?
- 12.Could you please sign at the bottom of the form?

13. Could I have your room number and key, please.
14 Your total is \$222222. How will you be paying with cash or credit card?
15 Enjoy the rest of your vacation!

Task 8. Learn Dialogues

1. Booking a room in a hotel

- Good afternoon. Queen's Hotel.
- Hi. This is Joanna Stewart from Madrid calling. I would like to arrange accommodation for our company's visiting professors. And I am going to learn a bit about the facilities that your hotel offers.
- I see, Miss Stewart. Well, Queen's Hotel is a 4-star hotel and we are located 10 minutes from the centre of London.
- Does this mean that the hotel is too crowded and noisy?
- Not quite because the guests' rooms are on the quiet side of the building.
- That's fine. And is there a restaurant in the hotel? Do you serve any food there?
- Sure. There is a small restaurant here which caters our residents. We also have a bar and a snack-bar.
- I see. And do you have a swimming pool or a sauna?
- Yes, the sauna is rather popular with our guests. Unfortunately there isn't a swimming pool here.
- Well, thank you for the information. Can I make a booking for 2 people then, for the 10th of June, please?
- Ok. How long are they going to stay?
- I hope, for 3 nights. But they may stay a bit longer.
- Would you like a double or a twin room? With a bath or a shower cabin?
- A twin room with a bath and an air-conditioner will be fine. And how much is the room? Is breakfast included?
- Our hotel offers half board or bed and breakfast. Which variant do you prefer?
- Bed and breakfast will do. And I hope there is a TV set, a fridge, a kettle and a hair-drier in the room.
- Oh, it goes without saying. So the room number 355 is available on the third floor. You can see the room on our web-site and in case you decide to change it, please, let us know as soon as possible. So price of the room is 150 dollars per night. The price is inclusive.
- OK. We'll take it. Can we pay by a credit card?
- Certainly. May I have the names of the visiting persons, please?
- That's Mr. Manuel Alonso and Mr. Antonio Solana.
- OK. Our check-in time is at 1 p.m. and our guests should come to the reception desk to fill in the forms and get the keys. Thank you for choosing the Queen's Hotel. Good bye.

Dialogue 2. Talk with an Administrator

- Administrator: Hello, how can I help you?
Guest: Hello. I would like to stay at your hotel.
A: Have you booked the room in advance?
G: No, but I hope you will find something for me.
A: Now I'll look. So ... We have several free rooms. There is a suite, there is a single standard and a double economy.
G: And what is the cost of the rooms?
A: The suite costs \$ 30 per night, the "Standard" room - \$ 20 per night, and the "Economy" for two - \$ 15 per person.

G: I would like to have a single room. I do not want to live with a stranger. I'll take the room for \$ 30.

A: Good. We have a room with mountain view, and there is one with a view of the park. Which one would you prefer?

G: I really like greenery. I have a beautiful view of the forest from my window at home. And the mountains are not mine. I'm afraid of heights. Give me a room with a view of the park.

A: All right.

G: What about food?

A: Breakfast is included in the room price. Standard continental breakfast.

G: And where can I have lunch and dinner here?

A: There is a small restaurant on the 1st floor of the hotel. There you can eat at any time.

G: Great.

A: If everything suits you, please fill in the application form and write down all the data.

G: Here you are. Is it all right?

A: Yes, all is well. Here are the keys to your room. You will be taken to the room and shown how to use the devices.

G: Is there a mini bar in the room?

A: Yes, there is. But you need to pay extra for everything there.

G: I see. And another question. I need to send a few emails today. Do you have the opportunity to do this?

A: Our hotel has free Wi-Fi. Moreover, we have a business center where you can not only send letters, but also print out everything that you need.

G: Great. Thanks for the info.

A: Have a nice rest.

Task 8. Read tourist role cards and study the complaints made by tourists.

Study writing tips and the following structure of writing a letter of complaint.

You, your wife / husband and your two-year-old daughter have just come back from this resort and it was the worst holiday of your life. You are going to complain to the tour operator and try to get some compensation. Here are some of the problems you had:

You were not collected from airport. You had to pay \$50 for a taxi to take you to the hotel.

The room overlooked the swimming pool and bar. You only had a partial view of the ocean.

The swimming pool was unsuitable for children: it was crowded and there was no lifeguard.
The spa wasn't working.

The local beaches were all private. The nearest public beach was a 20-minute walk from the hotel.

The outside bar was open all night and very noisy. You and your family couldn't sleep.

For two nights the restaurant only provided local food which your daughter couldn't eat.

All the excursions were fully booked when you arrived.

Task 6. Study the following writing tips. And compose the letter of complaint.

Use headed paper with the phone number, email address, etc. when writing on behalf of your hotel or company.

Remember to include the date. This is very important when filling correspondence.

You can include the address of the recipient on the left hand side of the letter.

You can include a reference number, code or title at the top of the letter.

When you know the name of the person, start with Dear and the correct title and name of the person followed by a comma.

Always make sure your letter is formal and polite. Use words like please, thank you. etc.

Organize your letter in short paragraphs.

When you know the name of the person, close with Yours sincerely.

Write your job position after your signature and name.

Основная литература;

Рогова, В. Ю. Английский язык для гостиничного бизнеса. Задания : учебное пособие для вузов / В. Ю. Рогова. — Москва : Издательство Юрайт, 2023. — 43 с. — (Высшее образование). — ISBN 978-5-534-14564-9. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/520186> (дата обращения: 28.06.2022)

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Тема 2.5 Проведение конференций в отеле. (Hotel Conferences)

Практическое занятие № 12 (10 час)

Цель: совершенствовать устную и письменную речь; развивать навыки чтения и перевода; формировать способности студентов общаться на английском языке (устно и письменно) на повседневные и профессиональные темы.

Требования к знаниям и умениям:

Студент должен **уметь:** вести диалог в ситуациях официального общения; соблюдать логику и последовательность высказываний; речевого взаимодействия с партнером, принимать и заполнять заявки на участие в конференции.

Студент должен **знать:** новые лексические единицы по теме; единицы речевого этикета, обслуживающих ситуации общения; грамматический минимум, необходимый для общения на английском языке: (Modal Verbs. Can. May. Must Have to .Could. Might;), оборудование для конференц-зала.

Перечень необходимых средств обучения: учебник, словарь, компьютер, рабочая тетрадь.

Содержание заданий:

- 1) контрольные вопросы по теме;
- 2) описание конференц-зала;
- 3) порядок запроса информации для проведения конференции;
- 4) ответ на письмо-запрос
- 5) создание и заполнение бланка регистрации на конференцию, семинар.

Task 1 Test questions:

- 1.What is needed for conference facilities in hotels?
- 2.Why is it necessary to install small board/Projection screen?
- 3.What is WIFI and how you can use it?
- 4.What is good quality Audio equipment?
- 5.What can you say about proper seating arrangement?
6. What is videoconferencing system?
- 7.What are the requirements for efficient staff?
- 8.Why is an accessible location important?
- 9.Fully air-conditioned.
10. Tea/coffee breaks.
- 11.What are the benefits of conference facilities in the hotel?
- 12.What is on-site business centre?

Task 2. Describe a Conference Hall in the Hotel

- 1.The seating capacity of our conference room is 100 seats
2. Conference rooms are equipped with
3. audiovisual conference equipment.
4. multimedia projector to show presentation materials.
5. lecterns and flipcharts..
6. hospitality room..
7. I think this suite is going to be the most suitable for your conference.
8. This suite contains four rooms..
9. You need a large room for opening and closing meetings with all the delegates..
- 10.It can take up to 90 people.
11. We usually have it set out in school-room style.
12. We need to confirm exact numbers.
13. They want the meeting to be followed by an excursion
- 14.We have already received the name badges.

Task 3. Require information concerning arrangement of conferences in a hotel according to the plan.

- При выборе отеля для организации конференции запросите следующую информацию.
- Месторасположение отеля.
- Обеспеченность отеля необходимым оборудованием и помещениями для проведения конференций и деловых встреч.
- Наличие дополнительных услуг для деловых клиентов.
- Общая информация об отеле.
- Питание.
- Отдых гостей. Посещение достопримечательностей.

Useful expressions:

- Where is the hotel located?
- Is there a transfer to the hotel from the airport?
- How do the delegates get to the hotel?
- What conference facilities does the hotel provide?
- Are there any supportive services?

- Is there modern equipment for arranging conferences and business meetings at the hotel?
- Could you provide the information about guest rooms?
- What about catering at the hotel? Are there any restaurants and bars?
- What cuisine do they serve?
- Are there any places of interest near the hotel?
- What entertainment is provided in the hotel?

Task 4. Answering to the letter - request

Useful expressions:

Thank you for your letter/ fax of (date)...

In reply to your letter/ fax of (date)...

We specialize in catering for...

Please find enclosed...

If you need any further help or information please do not hesitate to contact us.

I look forward to hearing from you.

requesting information

touring holiday

to enclose a brochure

a wide selection of tours

a coach tour

a self-drive tour

to look in particular at...

round trip

deluxe air-conditioned tours

major sites

holiday of your choice

travel consultant

to be delighted to help you

to answer any queries

look forward to welcoming you...

to be available to connect with...

guarantee

surcharge

to be sure of real value for money

Образец ответа на письмо-запрос.

Atlantic House, Hazelwick Avenue, Haywards Heath, West Sussex HH10 1 NP

Mrs. McSweeney

44 Cedar Avenue

London

N3 1 SR

6 November 199

Dear Mrs. McSweeney,

I am delighted to enclose a Skyways Holiday Golf brochure for next season.

This brochure offers the widest selection of golf holidays available today. Choose between a holiday near to home in Portugal, Spain or Madeira, or fly further afield to exotic destinations such as the Caribbean, the USA, Kenya or even Thailand.

Free Skyways UK Flights to Heathrow or Gatwick are available to connect with many holidays, and you will find a host of bonus offers at selected hotels throughout the brochure. Will guarantee no surcharges, you can be sure of real value for money. I do hope that this new brochure will help you find the holiday of your choose. Our specialist Golf Reservations Team on 01293

487725 will be delighted to help you with your booking, or alternatively visit local ABTA Travel Agent or Skyways Travel Shop. If you have any specific questions, please call our Golf Advance Helpline on 01293 890572.

We look forward to welcoming you on a Skyways Holiday soon.

Yours sincerely,

Avril Sinclair

Golf manager

PS Our Golf Reservation Team on 01293 487725 will be happy to check availability on any holiday for you.

Task 5 FAX

Useful expressions:

- With reference to your phone call today...
- I/We are writing to confirm me changes to your booking.
- The tour is for five days, departing from on ...
- **What is needed for conference facilities in hotels?** We hope you enjoy your tour with...
- We are pleased to confirm the changes to your booking.
- I have included all the necessary tour details.
- If any of this information is incorrect, please contact us immediately.
- If you have any additional questions...
- Thank you for choosing out travel agency.

1 Give a contact phone number it is not on the letterhead.

2 Salutation -include the title (Mrs, Miss, Ms, Dr, and so on) and copy the name exactly as that person writes it, If you don't know the name or whether the person is a man or woman, put Dear Sir or Madam.

3 Reference line – this describes the main purpose of the fax or letter.

4 If you are responding to a letter, fax or email, refer to its subject and date in the first paragraph or sentence.

5 State the main reason for the fax in the first sentence. Remember that the recipient may have to read a lot of business correspondence.

6 The paragraphs of business letters and faxes can be short, usually between three and eight lines long. This helps the recipient to read and remember the important facts.

7 Yours sincerely is the most frequently-used closing expression. Only the first letter is capitalised.

8 Write your signature and type your name below the closing expression. Whenever possible, include your job title below your name.

Structure of the fax message:

Heading

- addressee (to) – адрес получателя
- fax number – номер факса получателя
- address (from) – обратный адрес отправителя
- fax number – номер факса отправителя
- date
- number of pages

Content

1.salutation (Dear Mr. Brown) ;

2.subject (confirmation the changes to the booking);

Name of tour

Number of people

Number of days

Accommodation

Excursions

Payment details

Method

Card number

Expiry date

Conclusion

- closing ;

- ending ;

- signature;

- position ;

Read the fax and translate it.

To Mr. Louis Fuller

Fax no. (940) 284 3423

From Miss Silvia Roth, Reservations Department, Wilton Hotel

Fax no. (090) 784 1005

Phone no. (090) 784 1003

Date November 26, 2009

Number of pages I of 1

Dear Mr. Fuller,

Confirmation of reservation

In reply to your fax of today's date, we are pleased to confirm your reservation. I have included the information you will need to make your check-in as simple as possible.

Your confirmation number: BF015H

Arrival date: January 10, 2010

Departure date: January 12, 2010

Room type: Double

Rate: \$ 80.00

Your room will be ready for occupancy after 12 noon.

If any of this information is incorrect, please contact us immediately. If you have any additional questions, or need to make changes to this information, please fax us or call our phone number at the of this fax. Thank you for choosing our hotel and I hope you enjoy your stay.

Yours sincerely,

Silvia Ruth

Reservations Manager

Please note: Reservations cancelled without 24 hours' notice will be subject to a charge of one night's stay.



What is needed for conference facilities in hotels?

◆ SmartBoard/ Projection Screen

When choosing a venue for the conference, make sure that the room is installed with a whiteboard and projection screen that has a multi-touch feature, and mouse-hover functionality that can be used by multiple users at a time.

This would bring out more interaction in the meeting and the members could work out flexibly. What more? It could also be connected with a printer to print a hand-out of the session to the participants in real-time.

◆ WIFI

This is a requirement for conferences of this age. The high-speed connection and bandwidth will allow multiple users to work alongside during the meeting.

Now browse the net and surf for important things on the internet with the Wi-Fi facilities provided by them.

◆ Good quality Audio Equipment

A surround sound speaker system, microphone,... are among the list fundamentals while you are organizing a **conference**. For the smooth conduct of your meeting, you need to be able to communicate precisely with your attendees.

And if yours is a conference of 100 people, then a good audio system is required to reach every member. Just have a thorough checking of the equipment before initiating your session.

◆ A Proper Seating Arrangement

There are several types of seating arrangements that can be set up as per the members of your meeting. Whether you want a U-shape setup, Boardroom-style seating, Hollow Square, or a classroom-style arrangement, it all depends on the type of conference it is. But a table is a must.

Thus, as one of the unique ideas of corporate events choose a chair-table seating plan according to the nature of the meeting. A simple meet and greet can happen within a U-shaped arrangement but a classroom-style would be better when organizing a workshop. Decide on the type and plan your seating layout with the venue manager.

◆Video Conferencing System

It might be possible that you are compelled to make some international calls. Thus, a **video conference** is due in such situations wherein you have to converse with the person online. This is mostly a preferred mode of communication for most companies who want to cut down the travel cost.

Make a connection where you could have full access to the internet while your conference is going in full flow. This will give you immense flexibility during the meeting session. Make sure that such an arrangement is available within the venue.

◆Digital Projectors

Projectors have seen an update since their evolution and these days rather than using the traditional Fresnel lens to project the image on your laptop or desktop, it uses video cameras to give a 3D image of the documents or image making it easier for the participants to learn about the matter.

◆It should be at an Accessible Location

While out the venue for the conference, be assured that its location is easily accessible from the airport or railway station since some of your members could be from outstation. Keeping convenience in mind, choose a venue that is easily reachable, recognizable, and has [accommodation](#) facilities if the need arises there.

◆Fully Air-conditioned

You cannot let your employees or members sweat over during the session! This would turn into some poor planning. Make sure that the venue or **meeting room** that you have chosen is properly air-conditioned. Furthermore, the venue should have a supply backup facility in case of any mishap. Try to choose a room that is well-lit as well as well-ventilated. This would create a bright atmosphere even if it turns out to be a gloomy session.

◆Tea Room/Common Room

It is not humanly possible to attend a meeting for 6 hours at a stretch. Thus, during venue selection, it becomes important for you to check whether they have an adjoining break room where the delegates can relax and enjoy a brief tea time among themselves. This kind of refreshment is a requirement while choosing a venue. Your members will highly appreciate your efforts towards their comfort.

◆An Efficient Staff

Proper and diligent staff is always required while you are hosting a **conference**. The basic requirements of your members will be taken care of by the staff members at the venue. Choose the one who is experienced in handling such types of events.

Benefits of conference facilities in the hotel

◆Help with Event Management

After holding numerous events of different types and sizes, The Events Team has become highly experienced with the ins and outs of **meeting room** rental. They can help you to avoid or manage any challenges you might run into during your conference, convention, or special event.

◆ **Friendly, Professional Staff**

Most **conference facilities** require you to provide your staffing at every level. They offer on-site access to wait for staff, concierge, assistance, and much more.

◆ **Access to Meeting and Conference Must-Haves**

Conference facilities can provide the necessary tables, chairs, podium, projector, or video equipment you might need to outfit the room perfect for your event. We will strive to accommodate your special requests.

◆ **An On-site Business Centre**

They have an on-site business center that allows web access, print services, and basic office tools just in case you forgot something. Conference presenters and exhibitors will be especially grateful for this amenity.

◆ **A Convenient Lodging Option**

Visiting attendees and speakers will have a convenient place to stay during a multi-day event. Blocks of rooms with reduced rates for large conferences can often be negotiated and reserved. Speak to one of our friendly Events Team members for further details.

◆ **Hotel Guest Amenities**

Staying at the hotel which has **conference facilities** gives you access to the hotel's additional perks like access to a fitness facility, laundry services, and much more.

◆ **Access to Adelaide**

Hosting your next meeting or conference at them offers access to the city's vibrant highlights as well as the central business district. There are plenty of entertainment, shopping, and restaurant options for attendees within walking distance.

◆ **On-Site Catering and Dining**

A major benefit to hosting your conference or meeting at them is the convenience of our in-house restaurant and catering facilities, allowing for a convenient full-service experience. The hotel offers an award-winning restaurant and bar on the premises.

◆ **You get to Partner with a Pro**

When renting a standalone conference facility, you're pretty much left on your own to figure out all details and logistics. Partnering with the hotel means you have access to insights, assistance, and advice related to your event on matters both large and small.

◆ **Plenty of Space and Options**

The hotel offers a variety of **meeting rooms** in a range of styles and sizes. For example, some [hotels in Phnom Penh](#) have **meeting rooms** of varying sizes that can hold anywhere from 12 to 330 guests.



Task 2. Create a registration form used information given below.

◆How can I create a Conference Registration Form?

You can use 123 Form Builder to build the [registration form](#) you need to collect the contact details and other personal information of your attendees. Start by using our conference registration form template, customize it in the way you need in our form editor, and publish it on your website or social media page. You can drag and drop fields such as Google maps, text boxes, and checkboxes. If you're not the only one managing the booking process, you can add multiple email recipients to the form, as well as create logic that sends emails based on certain conditions on the form. Learn more about our [event registration forms](#) if you're new to 123 Form Builder.

◆What information can I collect from my guests?

You can use our [online registration form](#) template to collect the guest's name, email address, phone number, organization name, as well as special requirements such as preferred panel, and accommodations. And these are just a few because you can obviously ask for more info if you need it. But keeping it simple might improve your registration rates. You can also [limit the total number of seats](#) at your conference on your conference registration form. And, if you're using a CRM or other tools, you can integrate your form with either one of them. Just check our [form integrations](#) for more info.

Can I collect registration fees on my form?

Yes, you can integrate your conference registration form with a payment gateway such as [PayPal](#) to sell tickets and get paid after each completed registration. Not only that, but you can add several payment methods and payment gateways to the same form if needed.

Seminar Registration Form Template | Jotform - Mozilla Firefox

↑ ↓ En 11:17:08

Seminar Registration Form X

https://www.jotform.com/form-templates/seminar-form

your form with a secure payment gateway — Jotform offers more than 30 processing apps, including PayPal and and energy by

ESC

Seminar Registration Form

Use Template

FORM PREVIEW

Server Time

11 27 2022 11 20 AM

Month Day Year Hour Minutes

PARTICIPANT REGISTRATION FORM

2ND INAFOR 2013 AUGUST 27 - 28, 2013

I would like to register for conference participation of the 2nd INAFOR 2013, which will be held on August 27 - 28, 2013.

Title

Name

First Name Last Name

Full Academic Title

Professional Position

Shared by libfora in Conference Registration Forms

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FORM PREVIEW

Organisation/Company *

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Department

© 2006 The Authors
Journal compilation © 2006 Blackwell Publishing Ltd

Address

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Street Address

Street Address Line 2

© 2007 The Authors

[illegible]

City

State / Province

© 2006 The Authors

Postal / Zip Code

Please Select

Please select

Phone Number

Area Code

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Phone Number

Fax Number

Area Code

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Phone Number

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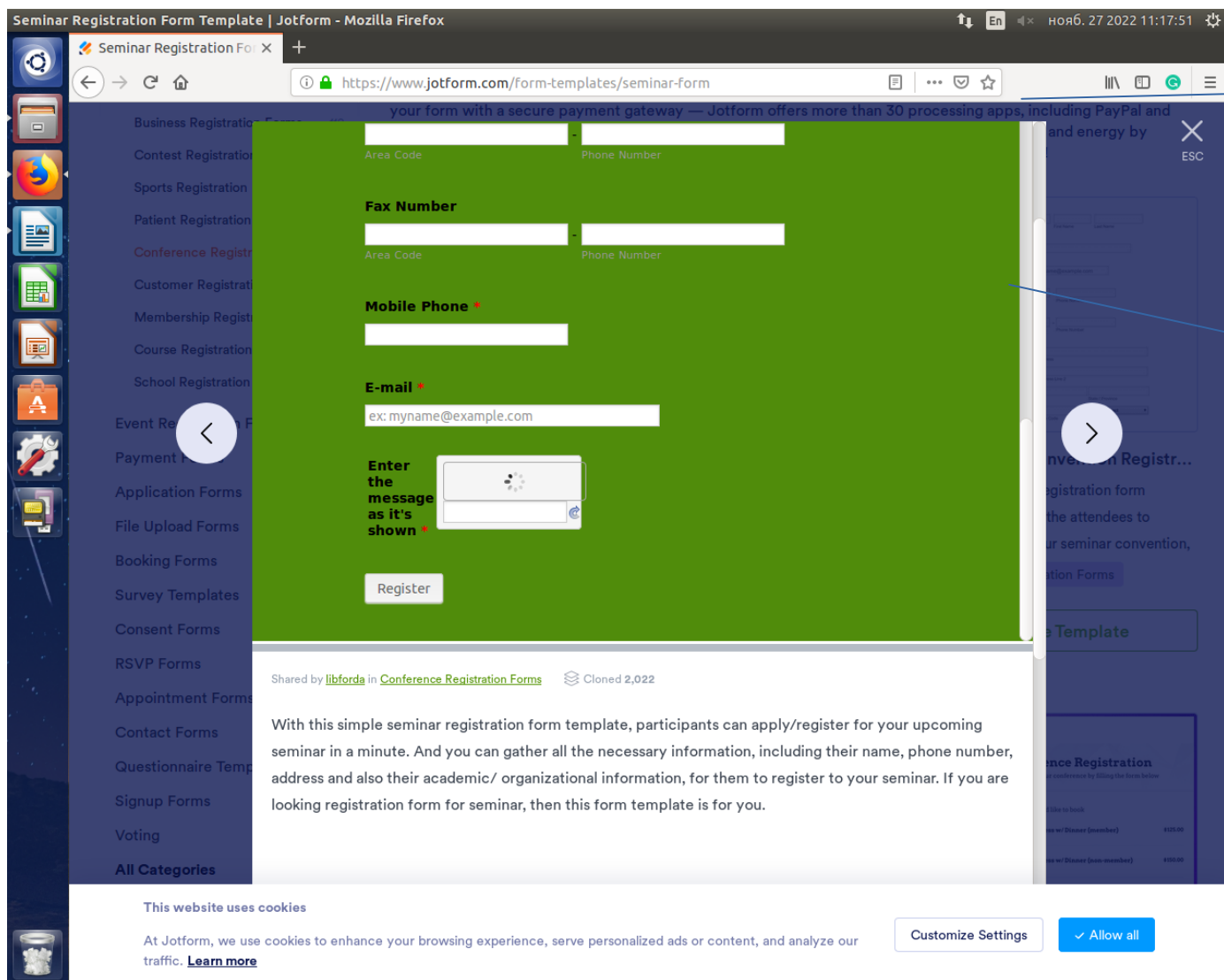
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а) Основная литература;

Рогова, В. Ю. Английский язык для гостиничного бизнеса. Задания : учебное пособие для вузов / В. Ю. Рогова. — Москва : Издательство Юрайт, 2023. — 43 с. — (Высшее образование). — ISBN 978-5-534-14564-9. — Текст : электронный // Образовательная платформа Юрайт [сайт]. —

URL: <https://urait.ru/bcode/520186> (дата обращения: 28.06.2022)

Мошняга, Е. В. Английский язык для изучающих туризм (A2-B1+) : учебное пособие для среднего профессионального образования / Е. В. Мошняга. — 6-е изд., испр. и доп. — Москва : Издательство Юрайт, 2023. — 267 с. — (Профессиональное образование). — ISBN 978-5-534-11164-4. — Текст : электронный // Образовательная платформа Юрайт [сайт]. —

URL: <https://urait.ru/bcode/517078> (дата обращения: 28.06.2022).

Тема 2.6 Работа с жалобами и решение проблем(Dealing with complaints)

Практическое занятие № 12 (10 час)

Цель: совершенствовать устную и письменную речь; развивать навыки чтения и перевода; формировать способности студентов общаться на английском языке (устно и письменно) на повседневные и профессиональные темы.

Требования к знаниям и умениям:

Студент должен **уметь:** вести диалог в ситуациях официального общения; соблюдать логику и последовательность высказываний; речевого взаимодействия с партнером, писать письма-извинения за принесенные неудобства клиентам.

Студент должен **знать:** новые лексические единицы по теме; единицы речевого этикета, обслуживающих ситуации общения; грамматический минимум, необходимый для общения и переписки на английском языке (The Indirect Speech), правила поведения персонала гостиницы в случае конфликтных ситуаций, виды жалоб, варианты решения проблем с клиентами, варианты моральной компенсации за причиненные неудобства.

Перечень необходимых средств обучения: учебник, словарь, компьютер, рабочая тетрадь.

Основные требования к результатам работы:

- 1) лексико-грамматическая грамотность высказываний;
- 2) максимальная наполняемость высказываний новой лексикой;
- 3) способность к коммуникативному партнерству.

Содержание заданий:

- 1) варианты решения проблем с клиентами;
- 2) правила поведения персонала в конфликтных ситуациях;
- 3) правила решения проблемных ситуаций;
- 4) наиболее часто встречающиеся виды жалоб клиентов;
- 5) последствия за отсутствие ответ на жалобы клиентов;
- 6) диалоги решения проблем;
- 7) лексико-грамматические упражнения на The Indirect Speech

Task 1. Study the Recommendations of dealing with complaints in a Hotel.

How to Deal with Angry Guests and Their Complaints in a Hotel?

1. Apologize. ...
2. Care to listen. ...
3. Avoid arguments, remain calm, and be polite. ...
4. Make sure your body language is not aggressive. ...
5. Empathize and acknowledge their frustrations. ...
6. Never pass on the guest to another department. ...
7. Comfort with best offerings.

Handle in-person guest complaints in five steps:

1. Stay calm and listen.
2. Identify the type of guest to whom you are speaking.
3. Find the real source of the complaint.
4. Find and offer a solution.
5. Follow up to confirm that the problem was resolved.
6. Respond to all complaints as quickly as possible.

How to respond to negative hotel reviews

1. Thank the guest by name. ...
2. Apologize for the guest's poor experience. ...
3. Highlight any changes you have made or intend to make. ...
4. Evaluate the need for follow up-procedures.

A 5-step process for handling customer complaints

- Step 1: Dig deeper by asking the right questions. ...
- Step 2: Identify the type of customer you're dealing with. ...
- Step 3: Respond to the customer quickly. ...
- Step 4: Present a solution, and verify that the problem is solved. ...
- Step 5: Log the complaint so you can track trends.

7 Steps for Handling Customer Complaints

- Listen carefully to the person who is angry. ...
- Let your customer vent for a few minutes if necessary. ...
- Show empathy for your customer's concerns. ...
- Thank your customer for complaining. ...
- Sincerely apologize even if you are not the cause of the problem. ...
- Get the facts. ...
- Offer a solution.

Task 2. Study RULES of Handling Complains

A negative [hotel customer experience](#) has the potential to affect a property's success in a variety of ways. Whether by raising alarm while on the property or by harming your ranking with a poor online review, a hotel guest with a complaint can leave a lasting mark. Successful hoteliers and hospitality professionals understand how an unresolved guest issue can affect a hotel's performance, and they place significant value on handling guest complaints smoothly.

In this guide, we are covering the ins and outs of hotel guest complaints — dealing with displeased guests in person, [responding to online feedback](#), and so much more. We discuss why guests complain, different strategies for handling guest complaints, and which techniques can help your team turn problems into praises.

Uncover must-know tips and strategies for handling guest complaints

There are endless reasons that a hotel guest may make a complaint. Some complaints are based on physical concerns, such as hotel cleanliness or maintenance problems, while other complaints may pertain more to the guest experience.

[Tools to help maximize your hotel's reputation management](#)

One guest may complain about the service they received at your property. Another traveler may arrive and be surprised to find they did not book the room type they expected from a third-party site. You may even encounter a guest who feels they were misled by the sales team, an online offer, or a confusing promotion. Certain critiques, however, tend to pop up more often than others.

◆Common hotel guest complaints

Familiarize your staff with the most common complaints hotel guests make and take proactive steps to address potential concerns before they arise. Research [common hotel mistakes and how to avoid them](#) and train hotel staff to recognize and respond to common guest complaints, such as:

- In-room cleanliness concerns

- Unpleasant odors (e.g., smoke, pets)
- Problems with the temperature (too hot or too cold)
- Trouble with the Wi-Fi
- A lack of free services or amenities
- The hotel is too noisy
- Too much traffic near guest rooms
- Lack of customer service
- In-room amenities not working
- Broken elevators or other maintenance issues
- Other guests not respecting hotel rules
- Displeased with the food/food and beverage service

While a fair number of guest complaints are the product of hotel service or an issue with the property, others arise out of problems that are out of the hotel's control entirely. Experiencing issues with a third-party site, not receiving an expected package, or getting stranded due to weather complications could cause a guest to complain. While those issues would be out of your control, the negative experiences could still lead to an unsatisfactory guest stay and a resulting complaint.

◆ Locating guest complaints

Certain guests are comfortable speaking up and are prepared to notify a team member if they're unhappy with an aspect of their stay. They may speak to the front desk staff, request a manager, or make a complaint to another staff member directly. But hoteliers cannot count on every guest to vocalize a complaint. Not all guests are comfortable with confrontation, and some would prefer not to make a complaint during their stay at all. In fact, hotels often receive post-stay feedback from guests who didn't bring up a concern during their stay, but who made a complaint in a [feedback survey](#) or review after departure.

Regularly check the following places for recent guest complaints:

- Social media pages
- Your website
- Branded survey responses
- Online review sites (TripAdvisor, Yelp)
- Third-party booking sites (Hotels.com, Booking.com, Kayak.com)
- Front desk/departamental notes, logs, or "pass-alongs"

Keep your eyes and ears open for guest complaints so that you can respond to them as soon as possible.

[Take your hotel's online presence to unprecedented heights](#)

◆ The consequences of unanswered hotel guest complaints

Failing to respond to guest complaints in a suitable and timely manner can hinder a hotel's performance in a variety of ways. For example:

- **Failing to oversee guest complaints can lead to revenue loss.** While correcting a guest issue could mean reducing the room rate, or comping a guest stay, failing to manage a guest complaint could cause a guest to choose not to return to your property. Losing revenue from one guest may not seem significant at first, but the cost of pushing guest after guest away can add up quickly. On average, it's [five times more expensive to attract a new customer](#) than to retain a current one. Putting effort into pleasing current guests can go a long way toward building [hotel customer loyalty](#).
- **Unanswered guest complaints can damage a hotel's reputation.** Dissatisfied guests may share their feedback on hotel social media pages, review sites, online booking sites, or

within the community. Guests who had a poor experience at your property, or verbalized an issue that wasn't addressed by staff, may feel compelled to share their experience with others. When guests address their complaints online, their feedback could lead to lower online scores, a scorched community reputation, and a lower hotel ranking. Incorporate handling guest complaints into your [hotel reputation management](#) strategy.

- **Negative online reviews can affect a hotel's SERP placement.** Online guest complaints and negative reviews can damage your [hotel's SEO](#) ranking and placement on SERPs (search engine result pages). The algorithms used by major search engines take reviews, ratings, and rankings into account when compiling search results. When search engines find guest reviews flagged with negative industry phrases (e.g., "lost reservation") regularly attached to your business, they will start to associate your business with those phrases, negatively impacting [your hospitality SEO](#).

Responding to in-person complaints in 5 steps

Preparation is one of the best tools a hotel employee can have at their disposal when handling guest complaints face-to-face. When it comes to in-person guest complaints, however, any staff member could quickly be caught off guard and forced to think on their feet. Practice and preparation can ease the stress of responding to an unfortunate situation with an in-house guest. Handle in-person guest complaints in five steps:

1. Stay calm and listen.

Depending on a guest's disposition when they approach you with a complaint, you may find it difficult to remain calm and not respond with emotion. As trying as it may be at times, the first step to effectively handling guest complaints is to listen calmly. Do not enter the conversation with arrogance or make assumptions about what is upsetting the guest. If a guest is coming to you with a problem, it's usually because they want to be heard. Hear them out.

2. Identify the type of guest to whom you are speaking.

There are [different types of hotel guests](#) that hospitality professionals inevitably encounter throughout their career. For example, there are guests who only complain about serious matters, others who are notoriously difficult to satisfy, and unfortunately there are even hotel guests who complain regularly to avoid paying full-price — or any price — for their stay. When dealing with a complaint, identify the guest's energy, personality type, and choose a problem-solving strategy that fits the specific situation.

3. Find the real source of the complaint.

Sometimes, what we complain about isn't really what's bothering us. Consider why a specific issue may be so important to a particular guest. Dig deeper. Ask the right questions and look for the root cause of the guest's dissatisfaction. If you are having a challenging time getting the information you need from a guest, try a prompting question: "Could you give me an example?" or "Would you mind expanding further?"

4. Find and offer a solution.

After you identify the type of guest you're working with and the true cause of their complaint, find the most appropriate solution. Work to find a resolution that addresses the actual problem as well as the guest's feelings about the issue. Guest complaints can often be resolved with a simple acknowledgment followed by an apology and a commitment to doing better next time. Other complaints, however, may require a monetary adjustment to their bill or a one-on-one conversation with a hotel manager. An important part of handling guest complaints is deciding which solutions are reasonable and appropriate for the situation at hand. [Setting up a refund policy](#) could help avoid employee confusion when offering potential solutions.

5. Follow up to confirm that the problem was resolved.

Always follow up with hotel guests who have made a complaint. For in-room issues, such as a broken TV or stained comforter, touch base with the guest soon. After maintenance, housekeeping, or the department overseeing the complaint has addressed the issue, give it a few minutes, and then check in with the guest to make sure the problem has been resolved.

When a guest makes a complaint during departure, or after they have left the hotel, look to see if the guest has any upcoming or future reservations. If so, make a note in their next reservation to remind staff of the recent complaint. Double-check their reservation details and room prior to arrival to ensure that everything is in tip-top shape. Leaving a brief note that thanks the guest for giving your hotel another opportunity is a small gesture that can go a long way. Acknowledging appreciation for customer loyalty is a thoughtful [way to impress hotel guests](#).

◆ Responding to written guest complaints

Responding to written guest complaints, whether on paper or online, is similar to handling an in-person complaint. The primary difference is that responders have time to contemplate and craft their answers with care.

When managing written guest complaints, try:

- Responding with respect and sincerity.
- Acknowledging guest concerns and taking responsibility.
- Offering a solution and your commitment to improvement.
- Asking for the chance to provide a better experience in the future.
- Keeping your tone professional and consistent across all platforms.

Successful hoteliers can turn a guest complaint or negative experience into an uplifting opportunity. They understand the powerful positive impact that effectively handling a guest complaint can have on a hotel's success. Experts also know that regularly responding to online feedback is an [effective way to use guest reviews for hotel sales](#), as it can improve your property's search result ranking.

◆ Turning a guest complaint into a rave review

On-site guest complaints present a unique opportunity for hotel employees to “turn things around” while the guest is in-house, potentially building a strong relationship with a new loyal customer. [This phenomenon is called the “service recovery paradox.”](#)

The service recovery paradox is an idea that refers to the way some customers react after a perceived problem is corrected in an outstanding or especially pleasing manner. In this paradoxical situation, the customer is happier with a business after fixing an issue with their service (or product) than they would have been with the business had no issue occurred. Like other customers, hotel guests who experience the paradox are more satisfied after a negative experience has been resolved in a positive manner than they were before the negative experience took place.

Create a “service recovery” box and have it available for hotel staff to use at their discretion. Include gift certificates, tickets to local attractions, headphones, neck pillows, coloring books, and other items that could help please distraught guests. Log items as they are used, note which service recovery methods are the most requested, and make sure that the box is always full of unique resources or [amenities that will wow your guests](#).

Pleasing guests with major complaints may require rate-related service recovery options. Significant inconveniences may justify offering a discounted or complimentary stay, a room upgrade, complimentary service packages, in-house credits, or other “olive branches” attached to hotel revenue. [Every hotel marketing plan should include](#) a service recovery strategy. Outline specific situations when service recovery may be warranted, and which employees are authorized to use service recovery when handling guest complaints.

◆10 tips for handling guest complaints

1. Respond to all complaints as quickly as possible.

Whether in-house or online, all guest complaints should be addressed with speed and determination. Letting a problem linger can allow it to snowball — potentially turning a minor inconvenience into the reason a loyal guest decides not to return. Responding to a complaint quickly shows commitment to guest satisfaction and a dedication to quality customer service.

2. Create a logbook to track guest complaints.

Task each department head with maintaining a log of guest complaints. Note the time and date that complaints were made and the guest's name and room number. Detail the guest complaint, the proposed solution, and whether the issue was resolved. Keep track of the status of guest complaints to help ensure that the proper team members are notified and that the complaint is resolved.

Logging complaints and [analyzing customer feedback](#) can help identify trends such as cleanliness concerns or a lack of consistent customer service. Use the logbook to identify repair needs, [hotel front desk training](#) opportunities, and operational areas of improvement.

3. Pre-tackle negativity.

A guest may not like the solution to their issue — especially if it's seen as an inconvenience, such as moving rooms or waiting a long time to check-in. Point this out prior to offering a solution to help prevent further objection or negativity that could stem from your response.

4. Explain why you chose the solution that you did.

Let guests know why you're managing their complaint in a specific manner. Taking a moment to explain your response can help make a dissatisfied guest feel heard. A simple conversation explaining your thought process can help prevent a guest from feeling like you're trying to brush off their concern and instead confirm that you chose the best solution for the guest.

5. Practice handling guest complaints with hotel staff.

Practice will boost confidence and help make your team more comfortable tackling guest issues. Ideally, we want hotel employees to be on the same page, but not acting like hospitality robots responding to guest complaints as if they were reading from the same exact script. Ask staff members to provide examples of real guest complaints they've encountered. Roleplay different scenarios and allow hotel staff to practice how they would respond to a guest regarding a similar complaint. Practicing situational scenarios in training is helpful because employees can see examples of others interacting with a complaining guest. In addition, taking part in preparatory training exercises can help put team members more at ease when unusual complaints arise.

6. Be prepared to overcome guest objections.

Seasoned hospitality professionals know that some guests are simply difficult to please. No matter what solution is offered, there always seems to be an objection —*too late, too little, not good enough*. Work common guest objections, such as anger, negativity, or even irrational responses, into training scenarios. Brainstorm as a team to find a variety of diverse ways to overcome the guest's objection. Discuss what worked and what didn't in each scenario. Point out best practices, “aha!” moments, and identify what could have been done differently to produce a better outcome.

7. Thank the guest.

Show gratitude to guests who take the time to bring a problem to your attention. Let them know that you appreciate the honest feedback, as it gives you the opportunity to improve hotel service, rework problematic policies, or find gaps in employee training.

8. Strike a balance between the good and the bad.

Sharing guest complaints can put staff members on the lookout for repeat issues and encourage them to handle problems when they occur. Reviewing too much negative feedback, however, is sure to weigh team spirits down. Collect and share positive guest feedback with hotel team members. Highlight feedback that individual employees get, as well as singular departments and the entire hotel.

9. Always follow up, even if virtually.

Follow up with guests who make a complaint, even if they do not have foreseeable plans to return to your area. Reach out via email after departure or invite them to discuss their experience with you in more detail on a video call. Hoteliers who didn't get an opportunity to speak with a disgruntled guest personally can discuss the original complaint, how it was handled, and whether the guest left with a positive or negative opinion of the hotel.

10. Never take guest complaints personally.

Whether you're facing an upset guest who is displeased with the condition of the property or trying to deescalate a lobby of upset guests after an overbooking fiasco, remember not to take guest complaints to heart. Always [take care of yourself personally and professionally](#). Remind yourself and your team members that upset guests are expressing their displeasure at the situation, not the person. Even when a guest's emotions feel directed right at you, do your best to separate their response from yourself as an individual.

◆ Handling guest complaints as a team

Hospitality-focused hoteliers with a “service first” mindset understand the importance of training all staff members to manage customer complaints — not just those who work in forward-facing positions. While front desk team members may receive the most vocal complaints, guests will often express their displeasure to other hotel employees nearby.

Team members from the housekeeping, maintenance, food service, and laundry departments may also encounter guests with negative feedback, such as a leak in their room or a cleanliness issue. Providing all team members with complaint management training will help guarantee that any guest complaint that gets reported will be addressed promptly and respectfully.

Task 3 Look at some of the main “rules” for handling complaints and match them with the additional sentences below.

- a) Listen carefully to the complaint.
- b) Do not interrupt.
- c) Wait until the person has completely finished.
- d) Apologize.
- e) Speak normally.
- f) Summarize the complaint.
- g) Explain what action will be taken, and how quickly.
- h) If the guest is angry, aim to remove the scene to somewhere private.
- 1) If you repeat the main points of a complaint, you make sure that there is no misunderstanding about the reason for the complaint, and saying the main points calmly helps to cool down the situation.
- 2) Before saying anything at all, be certain that the guest has completely finished talking and is not just pausing for breath.
- 3) A short clear apology should be the first thing you offer the guest. This must come before any explanations or reasons.
- 4) Do not let your voice rise to match the voice of the guest. This will only lead to more argument.

- 5) Make clear what you will do. Give the guest a definite time so that he understands that his complaint will be attended to.
- 6) An interruption will cause the guest to carry on louder and longer.
- 7) It is important to show that you are giving the guest full attention.
- 8) This could be an office, or an empty lounge. Try to find a place where there is no barrier (table or desk) between you and the guest.

Think and answer:

Which of these rules are most important? Decide on the three most important rules.

Which rule is most difficult to follow? Why?

Do you think the staff in Russian hotels are trained according to these rules? Give your examples.

4. Read out another example of a complaint and answer the questions below:

G — Guest

DM — Duty Manager

G. Can't you do something about the service in this hotel?

DM. I'm sorry, madam. What's the problem, exactly?

G. My breakfast, that's the problem!

DM. Yes?

G. I ordered breakfast from Room Service at least half an hour ago...

DM. Yes?

G. I've telephoned Room Service three times, but my breakfast still hasn't come...

DM. I see...

G. I've got an important meeting at nine o'clock and now it seems I'll have to go there without breakfast! Really, I don't think this is good enough!

DM. I'm very sorry about this madam. You ordered breakfast half an hour ago, and you've phoned three times since then?

G. That's right.

DM. I really must apologize. You should have received the breakfast no later than five or ten minutes after you ordered it.

G. That's what I thought.

DM. The problem may be that they've been rather short-staffed in the kitchens recently. But I'll look into this, and I'll make sure that the breakfast is sent to you immediately. Full English breakfast, was it?

G. Full English breakfast, with corn flakes.

DM. Very well, madam. I'll deal with this myself, and I'll have it sent up to your room right away.

Answer the questions:

What is the guest's complaint?

While listening to the complaint, does the Manager speak at all? What does he say? What is the first thing he says after hearing the complaint? How does he check that he understood the complaint? He apologizes several times during the conversation. What does he say? What explanation does he give? What action does he promise?

5. Give replies to the complaints below. Use any suitable phrase of apology, and any suitable phrase promising action.

Example : We've been waiting half an hour for our suitcases.

You: — I'm sorry about that, sir. I'll have them sent up right away

a) This tablecloth is filthy! Can't you give us another one? (replace)

b) Why is it taking so long to make our bill up? (make up)

- c) I paid the parking attendant to wash my car, but nobody has washed it. (wash)
- d) I'm sure the sheets on the bed haven't been changed after the last guest. (change)
- e) There's a mistake in the bill. We didn't have dinner here last night. (check)
- f) We arranged for an extra bed to be put in the room for our young son. But there's only one double bed here. (attend to)

Useful prompts :

I'm sorry, I'll have (it sent up right away)
 I'm very / extremely sorry (about this / that)
 I'll get it (attended to immediately)
 I really must apologize, I'll make sure (it's brought to you immediately)
 I do apologize, I'll deal with this myself
 I'll look into this...
 I'll sort out (this mistake, etc.)
 What I'm going to do now is...
 The first thing I'm going to do is...

6. Imagine that you are a manager of the hotel and you must reply to unhappy guests. You don't want to make excuses but you know there were reasons why the things promised in the advertisement did not happen.

Use the notes below:

Problem

- a) swimming-pool closed - essential maintenance due to damage to pump system
- b) incomplete restaurant service - head chef had to go to hospital suddenly
- c) noisy building work - building new recreation centre (and this is least busy time of year)

In your reply follow this structure:

Paragraph 1 : Thank writer for letter. Make general apology.

Paragraph 2 : Make specific apology and give explanation / reason for each complaint.

Paragraph 3 : Offer some compensation (if you want).

Paragraph 4 : Repeat general apology and make closing remarks.

Task 4. Write a letter to one of the guests apologizing for the difficulties they had and explaining the reasons. If you want to, you can offer some compensation.

а) Основная литература;

Рогова, В. Ю. Английский язык для гостиничного бизнеса. Задания : учебное пособие для вузов / В. Ю. Рогова. — Москва : Издательство Юрайт, 2023. — 43 с. — (Высшее образование). — ISBN 978-5-534-14564-9. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/520186> (дата обращения: 28.06.2022)

Мошняга, Е. В. Английский язык для изучающих туризм (A2-B1+) : учебное пособие для среднего профессионального образования / Е. В. Мошняга. — 6-е изд., испр. и доп. — Москва : Издательство Юрайт, 2023. — 267 с. — (Профессиональное образование). — ISBN 978-5-534-11164-4. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/517078> (дата обращения: 28.06.2022).

Тема 2.7 ФУНКЦИИ АДМИНИСТРАТОРА ОТЕЛЯ (HOTEL ADMINISTRATOR'S DUTIES

Практическое занятие № 12 (10 час)

Цель: совершенствовать устную и письменную речь; развивать навыки чтения и перевода;
формировать способности студентов общаться на английском языке (устно и письменно) на повседневные и профессиональные темы.

Требования к знаниям и умениям:

Студент должен **уметь:** вести диалог в ситуациях официального общения; соблюдать логику и последовательность высказываний; речевого взаимодействия с партнером, взаимодействовать с коллегами и клиентами.

Студент должен **знать:** новые лексические единицы по теме; единицы речевого этикета, обслуживающих ситуации общения; грамматический минимум, необходимый для общения и переписки на английском языке (General questions, Special questions, Alternative questions.

Tag question), обязанности администратора отеля.

Перечень необходимых средств обучения: учебник, словарь, компьютер, рабочая тетрадь.

Основные требования к результатам работы:

- 1) лексико-грамматическая грамотность высказываний;
- 2) максимальная наполняемость высказываний новой лексикой;
- 3) способность к коммуникативному партнерству.

Содержание заданий:

- 1) контрольные вопросы;
- 2) описание обязанностей менеджера;
- 3) маркетинг гостиничных услуг;
- 4) диалоги администратора с клиентами;
- 7) лексико-грамматические упражнения на General questions, Special questions, Alternative questions, Tag question).

Task 1. Answer the following questions:

What titles are used for the head of a hotel?
What is the manager of a hotel responsible for?
What skills and knowledge are essential for the [hotel manager](#)?
Why do hotel managers need business education?
Where can you get specialized education for hotel management?
How does the personal influence of the manager vary?
What is the role of the manager in hotel business?
How does the manager ensure the smooth running of a hotel?
What responsibilities are vital for the smooth functioning of a hotel?
Why are in-house training programmes so important for the business?
What do training programmes usually include?
How are the duties of assistant managers arranged?
Where do they usually have a desk? Why?
How do they deal with more serious problems?
What is the dual responsibility of the hotel management?
What makes hotel business financially successful?

Task 2. Describe a Hotel manager`s duties

Planning, organization, work with personnel, management and control are the main functions of the manager. The *Hotel* manager who works in a hotel company usually runs some hotel business. He supervises all kinds of operations in a hotel and company's stuff. The hotel manager plan the hotel business, he provides hotel operations, developing of new hotel services and obtaining profits. He is charge of the results.

He decides on development and promotion of new packages, advertising and sales. One of his duties is to decide on prices and discounts. The manager deals a lot of negotiating with supplies representatives of other hotels. The hotel manager is responsible for hiring the employees and their works and how much each person earns. When the hotel manager is just the heard of some department in a large hotel, he then reports to the general manager about hotel management.

Task 3 Find in the text words or phrases which correspond to the following definitions:

- 1) The people who collectively perform the function of establishment and carrying out policies for an organization are known as the _____. An individual involved in this activity is a _____.
- 2) A French word for "hotelman" that is frequently used in English. In other words, a _____ is a professional in the hotel business.
- 3) A business enterprise that operates at least several outlets. The Hilton, Sheraton and Holiday Inn enterprises are examples of worldwide _____.
- 4) A work period, often for eight hours. Because hotels operate twentyfour hours a day, many jobs are scheduled on a morning, evening or night _____ basis.
- 5) The process of making the public aware of an enterprise. Advertising is paid _____, while publicity is usually unpaid.
- 6) The means of mass communication and information: newspapers, magazines, radio and television.
- 7) Knowledge and experience in a particular area of activity / business.
- 8) The person who invites and receives guests and is in charge of all the necessary arrangements for that.
- 9) Good manners, politeness and readiness to help customers in any circumstances.
- 10) Method of control which is carried out on a regular basis but without prior warnings to the people under supervision.

Task 4. A hotel is a product and hotel management should be able to sell the product — to talk about the hotel, rooms, facilities, etc., so that guests want to stay in the hotel and use its facilities. What are the most important selling points in hotels? Put the items below in order of importance.

- a) Public areas (knowing about lounges, reading rooms, toilets);
- b) Food and eating facilities (knowing about restaurants and bars, when they are open and what they serve);
- c) Rooms (knowing individual rooms, their location, equipment and facilities);
- d) People (knowing the people in charge of different departments of the hotel);
- e) The hotel (knowing room rates, management, full postal address, transport connections);
- f) General facilities (knowing about laundry, car hire, hotel shops, sports facilities);
- g) Rules (knowing rules about payment, check out times, last orders);
- h) The competition (knowing what other hotels in the same area offer);
- i) Location and environment (knowing about the resort where hotel is situated, its facilities and areas of interest nearby).

Task 5. Translate into English using modal verbs:

- 1) Менеджер должен определить политику отеля и пути ее осуществления. Ему приходится проводить спонтанные проверки, чтобы убедиться в том, что все службы гостиницы исправно функционируют.
- 2) Поскольку любой руководитель гостиницы является коммерсантом, ему следует принимать во внимание условия развития рынка, на котором он работает.
- 3) В прежние времена менеджерам не нужно было получать специальное образование, поскольку главным фактором успеха считался опыт работа в гостиничном бизнесе.
- 4) В гостиницах, входящих в сеть, руководители должны работать в жестких рамках специфически определенных правил. Они не могут нарушать общепринятые нормы функционирования всей сети.
- 5) Управляющий отдельной гостиницей может намного свободнее действовать в определении общей политики гостиницы, в установлении правил и норм функционирования своей гостиницы, а также в осуществлении кадровой политики.
- 6) Управляющему следует помнить, что именно он является хозяином, принимающим гостей, и он должен соответствовать всем ожиданиям, которые есть у людей, выбравших его отель.
- 7) Учетливость должна стать отличительной чертой персонала любой гостиницы, которая стремится к высокому профессионализму и коммерческому успеху.
- 8) Обучение основам гостиничного бизнеса может распространяться на всех работающих, если руководство гостиницы действительно заинтересовано в высоком качестве обслуживания постояльцев.
- 9) Опыт и знание своего дела не могут заменить чуткого и вежливого отношения к людям, поэтому при отборе персонала и найме менеджер должен учитывать не только профессиональные, но и личностные качества претендента на вакансию.
- 10) Заместители менеджера не должны выходить за рамки своих полномочий при решении сложных проблем.
- 11) Заместителям приходится работать в разные смены и заниматься такими рутинными проблемами как распределение номеров и превышение лимита бронирования.
- 12) Управляющие должны заработать прибыль для владельца гостиницы и должны обеспечить постояльцам качественное обслуживание.

Task 6. Read out the dialogue .

1.W. Yes! There were photos of it plastered all over the paper. The hotel owner had killed his wife after a row and hidden the body in one of the bedrooms. But a guest was given the wrong key by mistake and found the body by chance.

F. Oh, no, that's horrible!

W. And worst of all: guess which room the body was hidden in.

F. Oh, not yours. I don't believe it.

W. Yes, number 107!

Notes:

1. popped out внезапно выглянул
2. and off we went и мы отправились восвояси; удалились
3. Dinner was a disaster Обед был кошмарным. disaster бедствие; несчастье
4. appalling ужасный, отталкивающий
5. vile food отвратительная еда
6. so far so good пока все хорошо
7. it must be to do with the water pipes должно быть, это было как-то связано с водопроводными трубами
8. he eventually backed down в конечном счете, он отступил

2. Read out the dialogue again and say if these statements are true (T) or false (F) :

- a) The woman had seen an advertisement for the hotel in a shop window.

- b) The couple went to the hotel to celebrate a birthday.
- c) The man at the front desk had probably been arguing.
- d) They were given the key to room 106.
- e) The woman complained about the size of the bathroom.
- f) They didn't complain in the restaurant.
- g) They didn't sleep very well because they heard a screaming noise.
- h) They quite enjoyed the breakfast.
- i) They went to another hotel after checking out.
- j) The murder took place in room 107.

а) Основная литература;

Рогова, В. Ю. Английский язык для гостиничного бизнеса. Задания : учебное пособие для вузов / В. Ю. Рогова. — Москва : Издательство Юрайт, 2023. — 43 с. — (Высшее образование). — ISBN 978-5-534-14564-9. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/520186> (дата обращения: 28.06.2022)

Мошняга, Е. В. Английский язык для изучающих туризм (A2-B1+) : учебное пособие для среднего профессионального образования / Е. В. Мошняга. — 6-е изд., испр. и доп. — Москва : Издательство Юрайт, 2023. — 267 с. — (Профессиональное образование). — ISBN 978-5-534-11164-4. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/517078> (дата обращения: 28.06.2022).

Тема 2.8 Управление отелем.(Hotel Management).

Практическое занятие № 15 (10 час)

Цель: совершенствовать устную и письменную речь; развивать навыки чтения и перевода;

формировать способности студентов общаться на английском языке (устно и письменно) на повседневные и профессиональные темы.

Требования к знаниям и умениям:

Студент должен **уметь:** вести диалог в ситуациях официального общения; соблюдать логику и последовательность высказываний; речевого взаимодействия с партнером, взаимодействовать с коллегами и клиентами.

Студент должен **знать:** новые лексические единицы по теме; единицы речевого этикета, обслуживающих ситуации общения; грамматический минимум, необходимый для общения и переписки на английском языке (Gerund and its functions. Participle I. Participle II., принципы управления отелем .

Перечень необходимых средств обучения: учебник, словарь, компьютер, рабочая тетрадь.

Основные требования к результатам работы:

- 1) лексико-грамматическая грамотность высказываний;
- 2) максимальная наполняемость высказываний новой лексикой;
- 3) способность к коммуникативному партнерству.

Содержание заданий:

- 1) чтение и перевод текстов HOTEL MANAGEMENT, “Management as a profession;
- 2) составление аннотаций по текстам;
- 3) работа с лексикой;
- 4) лексико-грамматические упражнения;

Task 1. Read the text. HOTEL MANAGEMENT

The head of a hotel may go by any of a variety of different titles, such as general manager, managing director, or resident manager. We will refer to this person as the manager.

The manager is responsible for establishing the policies and procedures of operation for the hotel and for seeing that they are carried out. In other words, he is the boss. In a small hotel, he may be the owner or co-owner; in a large hotel, he is probably a professional hotelman, or hotelier, to use a French word that is popular among hotel people.

A [hotel manager](#) is a business executive and this means that he must have a knowledge of accounting, tax and business law, sales and promotion, public relations, as well as a command of the traditional services and functions of the hotel itself. In earlier times, experience alone was considered the appropriate background to attain the position of manager. Today, however, many universities and special schools give courses in hotel management and administration.

The first specialized hotel schools were located in Switzerland, a country with a long tradition both of tourism and of superior hotels. Swiss hotel schools still provide education that emphasizes work experience rather than theory and business administration.

The personal influence of the manager varies from hotel to hotel according to the policies of the owners.

In a chain-operated hotel, for example, the manager usually must work within a specific, tightly coordinated framework. In other hotels, he may exercise much greater control, not only in carrying out policies, but also in setting them. Many hotels become famous because of the distinctive personality that is given to them by their managers. In a very real sense, the manager is the host who offers the hospitality of this establishment to his guests.

In seeing that all the activities of the hotel run smoothly and efficiently, the manager carries out routine spot checks, often on a daily basis, of different aspects of the hotel's operation. He also deals with unusual problems as they occur.

In a large hotel, the manager coordinates the work of the department heads who supervise housekeeping, advertising and promotion, food services, and the rest of the operation. The manager's working relationship with these people contributes significantly to the smooth functioning of the hotel.

Hiring and training are two other vital responsibilities of the manager. The personality, experience and expertise of every employee in a hotel is a matter of importance in a business where courtesy is one of the major services. The reference given by job applicants must be carefully checked, and a watchful eye must be kept on their performance after they have been hired.

Continuing in-house training programmes, either formal or informal, are customary in large hotels in order to maintain the standards of the establishment.

Training in the fundamentals may extend to all the employees, especially in new hotels.

The great increase in tourism in recent years has resulted in the construction of many hotels which are located in areas where local customs differ greatly from those of the hotel's expected customers. In such cases, it is essential to give intensive training to employees in every job category in the hotel before it opens.

This training usually includes a course in the languages of the expected customers.

In addition to the manager, many hotels also include one or more assistant managers on the staff. When there are several, they are often assigned to different shifts: one for the morning and early afternoon, one for the late afternoon and evening, and one for the late evening and early morning hours. The assistant managers frequently have a desk in the lobby near the reception area, since they deal with routine problems such as unsatisfactory room assignments or overbookings. They refer more serious problems to the manager or the appropriate department head. The assistant managers are usually in training for more responsible jobs in hotel management.

The management and administration of a hotel have a dual responsibility. First, they must return a profit to the owners who are often themselves the managers in a small hotel. Second, they must deliver the services and quality that the guests expect. Fortunately, these two responsibilities usually work together, that is, the greater satisfaction the guests receive, the greater the prospects that the establishment will be financially successful.

Vocabulary list

1. title, n название должности; титул
2. be responsible for отвечать за что-либо; руководить; быть главным (syn. to be in charge of)
3. owner, n владелец, хозяин
4. executive [g'zeku:tv], n высшее должностное лицо; руководитель высокого ранга
5. experience, n опыт
6. appropriate [ˈɹɹəʊpiət], adj подходящий; соответствующий
7. attain, v достигнуть, добиться
8. vary, v меняться, изменяться; разниться, расходиться; разнообразить, варьировать
9. chain-operated hotel гостиница, входящая в сеть гостиниц с одинаковыми принципами управления
10. tightly, adv строго, жестко
11. framework, n структура; рамки
within framework в рамках
12. exercise, v осуществлять; использовать, пользоваться (правами); выполнять (обязанности)
13. carryout выполнять; проводить (политику)
14. distinctive, adj отличительный, особый
15. host, n хозяин (принимающий гостей)
host, v принимать гостей; устраивать у себя мероприятие
16. occur, v случаться, происходить
17. routine [ru:'ti:n], n заведенный порядок; установившаяся практика, определенный режим
18. spot checks выборочные проверки; внезапная проверка без предварительного предупреждения
19. supervise, n контролировать; осуществлять руководство непосредственно на местах
20. smooth, adj гладкий; ровный; спокойный; бесперебойный
21. expertise [ˈɛkspɜ:ˈti:z], n (фр .) знания и опыт (в данной области); компетенция; знание дела
22. courtesy [ˈkɜ:tsi], n учтивость, обходительность; вежливость;
23. a job applicant кандидат на должность; претендент на вакансию
24. in-house (training, magazine) внутри организации; внутриведомственный
25. extend to, v распространяться на...
26. customary, adj обычный; привычный; основанный на опыте
27. employ, v нанимать на работу
employer, n работодатель; руководитель
employee, n работник; сотрудник
28. assign, n назначать; поручать (задание работу); определять на должность
29. shift, n смена
30. room assignment, n распределение комнат
31. overbookings превышение количества забронированных номеров

32. dual [ˈdjuːəl], adj двойственный; двойной; состоящий из двух частей

33. profit, n прибыль

Task 2. Read the text “Management as a profession”.

VOCABULARY

appreciate – принимать во внимание

making and carrying out decisions - принятие и исполнение решений

to communicate – сообщать

entirely scientific – всецело научный

proposition - утверждение

to put management techniques into practice – осуществлять техн. методы руководства

outstanding – выдающийся

administrator – распорядитель, руководитель, управляющий

(non)profit-making organizations – (не) коммерческие организации

board of directors – совет директоров

shareholders – акционеры

managing director - директор-распорядитель, управляющий [исполнительный] директор
(член совета директоров, занимающийся повседневным руководством компанией)

assistant general managers – помощник генерального директора [менеджера] (главного менеджера организации)

a deputy – заместитель

sales manager – коммерческий директор

marketing manager – менеджер по маркетингу; менеджер по продажам

So you fancy yourself as a manager? You are not alone in having that ambition. What does it mean to be a manager? The first thought that comes to mind is that a manager gives orders and tells other people what to do. That is partly true. But it is not quite as simple as that.

In fact management demands much knowledge of economics and business. The role of the manager today is much different from what it was one hundred years, fifty years or even twenty-five years ago. At the turn of the century, for example, the business manager's objective was to keep his company running and to make a profit. The modern manager must now consider the environment in which the organization operates, that is, the manager must have a good understanding of management principles, must **appreciate** the current issues of the total economic, political, social, and ecological system in which we live, and must possess the ability to analyze complex problems.

General functions of any managerial system at any managerial level are planning, organizing, directing and controlling. Managers are those people who are responsible for **making and carrying out decisions** within the system, they directly supervise people in an organization. A manager sets objectives and decides what has to be done to achieve these objectives. He makes the objectives effective **by communicating** them to the people who are responsible for various jobs. Managers are expected to get results of one sort or another, in one way or another, but they get their results through people.

Some basic characteristics seem to apply to managers in all types of organizations; they include hard work on a variety of activities, preference for active tasks, direct personal relationships. The top manager manages other managers, chooses and trains them, plans their operations, and checks the results. Managing is a hard work, for there is a lot to be done and little time to do it.

Although the tasks of a manager can be analyzed and classified in this fashion, management is not **entirely scientific**. It is a human skill. Business professors obviously believe that intuition and 'instinct' are not enough; there are management skills that have to be learnt.

P. Drucker, for example, wrote over 20 years ago that “Altogether this entire book is based on the **proposition** that ‘the days of the “intuitive” manager are numbered,” meaning that they were coming to an end. But some people are clearly good at management, and others are not. Some people

3. Пересказать текст.

4. Составить аннотацию к тексту.

а) Основная литература;

Рогова, В. Ю. Английский язык для гостиничного бизнеса. Задания : учебное пособие для вузов / В. Ю. Рогова. — Москва : Издательство Юрайт, 2023. — 43 с. — (Высшее образование). — ISBN 978-5-534-14564-9. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/520186> (дата обращения: 28.06.2022)

Мошняга, Е. В. Английский язык для изучающих туризм (A2-B1+) : учебное пособие для среднего профессионального образования / Е. В. Мошняга. — 6-е изд., испр. и доп. — Москва : Издательство Юрайт, 2023. — 267 с. — (Профессиональное образование). — ISBN 978-5-534-11164-4. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/517078> (дата обращения: 28.06.2022).

Тема 2.9 Служба бронирования в отеле Hotel booking Service.

Практическое занятие № 16 (10 час)

Цель: совершенствовать устную и письменную речь; развивать навыки чтения и перевода;

формировать способности студентов общаться на английском языке (устно и письменно) на повседневные и профессиональные темы.

Требования к знаниям и умениям:

Студент должен **уметь:** вести диалог в ситуациях официального общения; соблюдать логику и последовательность высказываний; речевого взаимодействия с партнером, принимать заявки на бронирование номеров по телефону, в режиме онлайн и при личном присутствии клиентов.

Студент должен **знать:** новые лексические единицы по теме; единицы речевого этикета, обслуживающих ситуации общения; грамматический минимум, необходимый для общения и переписки на английском языке (General questions, Special questions, Alternative questions.

Tag question), обязанности администратора отеля.

Перечень необходимых средств обучения: учебник, словарь, компьютер, рабочая тетрадь.

Основные требования к результатам работы:

- 1) лексико-грамматическая грамотность высказываний;
- 2) максимальная наполняемость высказываний новой лексикой;
- 3) способность к коммуникативному партнерству.

Содержание заданий:

- 1) контрольные вопросы;
- 2) типы бронирования;
- 3) преимущества и недостатки прямого бронирования номеров;
- 4) диалоги с клиентами при бронировании номеров;
- 7) лексико-грамматические упражнения

Test1. Online hotel reservations are popular methods for booking hotel rooms. Travelers can book rooms on a computer by using online security to protect their privacy and financial information and by using several online travel agents to compare prices and facilities at different hotels.

What is the meaning of hotel reservation?

A reservation is a bilateral contract between a hotel and a guest, according to which the hotel must provide the specified room type to the guest and the guest must agree to pay all relevant charges. This is also known as contract of booking.

What is the benefits of online booking?

An online booking system works all the time. This gives freedom to potential visitors to book a room any time they want.

It also maximizes your sales because you are not limited to your working hours. In fact studies show that 24/7 online reservation system greatly increases the number of hotel bookings. Can you book hotel online?

For most travelers, booking a hotel room often comes down to one important variable: price. Online travel agencies (called OTA in the industry) like EXPEDIA and PRICELINE, have been the go-to-booking sites for the cheapest rates.

How to create a Hotel Booking WEBSITE?

1. Conduct market research. When it comes to hotel booking WEBSITES, we mostly talk about the market of online travel agencies

2. Step 2 : Choose USP for your Hotel Booking WEBSITE

3. Step 3: Choose inventory sources

Step 4: Plan your hotel booking website development.

There are two core types of bookings:

Direct bookings and indirect bookings.

Within these different types of bookings there are also multiple variations including instant booking (guaranteed booking) and pending bookings.

What are direct bookings?

Direct bookings can be defined as those bookings you have generated through your own channels.

For example direct bookings are those that have been made through your website, over your phone or walk-ins.

These bookings often come from your own marketing and sales tactics.

The benefits of direct bookings:

By taking direct bookings you build up less of a reliance on others to send you bookings.

They often have lower fees (paid directly to the booking system provider).

However no booking is free.

If you are getting direct bookings it will be as a result of

- 1) Your money into advertising your website or creating booklets or other marketing campaigns
- 2) Your time you invest in meeting people, pushing your business on social media or building up reviews and word of mouth.

The disadvantages of direct bookings.

It can be time-intensive to drive direct bookings, often requiring lots of sales and marketing across different channels.

Depending on the channel used, it can be easy to waste a lot of money if you don't have expertise in some channels such as PPC advertising. But it is critical that business can drive their own booking to avoid a reliance on other platforms.

Different types of direct bookings:

Instant booking(guaranteed bookings)

Customer can select the date, number of attendees, and pay immediately

You're then set up to deliver the experience without any admin.

Pending bookings (nonguaranteed bookings): Until now, most online booking systems cater for instance booking only. There is a system that allows you to check bookings before you finally accept the booking (at which point the payment is taken automatically) This helps you to avoid overbooking by being able to take your availability before you accept the booking.

Importantly it also locks in customer commitment, preauthorizing their card so that when you accept, their booking is then confirmed. This is the best solution for taking online bookings for those who still want the flexibility of no online booking
Форма контроля: устный опрос.
Dialogue of the Hotel Receptionist with the Guest

Task 2. Learn Dialogues

1. Booking a room in a hotel

- Good afternoon. Queen's Hotel.
- Hi. This is Joanna Stewart from Madrid calling. I would like to arrange accommodation for our company's visiting professors. And I am going to learn a bit about the facilities that your hotel offers.
- I see, Miss Stewart. Well, Queen's Hotel is a 4-star hotel and we are located 10 minutes from the centre of London.
- Does this mean that the hotel is too crowded and noisy?
- Not quite because the guests' rooms are on the quiet side of the building.
- That's fine. And is there a restaurant in the hotel? Do you serve any food there?
- Sure. There is a small restaurant here which caters our residents. We also have a bar and a snack-bar.
- I see. And do you have a swimming pool or a sauna?
- Yes, the sauna is rather popular with our guests. Unfortunately there isn't a swimming pool here.
- Well, thank you for the information. Can I make a booking for 2 people then, for the 10th of June, please?
- Ok. How long are they going to stay?
- I hope, for 3 nights. But they may stay a bit longer.
- Would you like a double or a twin room? With a bath or a shower cabin?
- A twin room with a bath and an air-conditioner will be fine. And how much is the room? Is breakfast included?
- Our hotel offers half board or bed and breakfast. Which variant do you prefer?
- Bed and breakfast will do. And I hope there is a TV set, a fridge, a kettle and a hair-drier in the room.
- Oh, it goes without saying. So the room number 355 is available on the third floor. You can see the room on our web-site and in case you decide to change it, please, let us know as soon as possible. So price of the room is 150 dollars per night. The price is inclusive.
- OK. We'll take it. Can we pay by a credit card?
- Certainly. May I have the names of the visiting persons, please?
- That's Mr. Manuel Alonso and Mr. Antonio Solana.
- OK. Our check-in time is at 1 p.m. and our guests should come to the reception desk to fill in the forms and get the keys. Thank you for choosing the Queen's Hotel. Good bye.

Dialogue 3. Talk with an Administrator

Administrator: Hello, how can I help you?
Guest: Hello. I would like to stay at your hotel.
A: Have you booked the room in advance?
G: No, but I hope you will find something for me.
A: Now I'll look. So ... We have several free rooms. There is a suite, there is a single standard and a double economy.
G: And what is the cost of the rooms?
A: The suite costs \$ 30 per night, the "Standard" room - \$ 20 per night, and the "Economy" for two - \$ 15 per person.
G: I would like to have a single room. I do not want to live with a stranger. I'll take the room for \$ 30.
A: Good. We have a room with mountain view, and there is one with a view of the park. Which one would you prefer?
G: I really like greenery. I have a beautiful view of the forest from my window at home. And the mountains are not mine. I'm afraid of heights. Give me a room with a view of the park.
A: All right.
G: What about food?
A: Breakfast is included in the room price. Standard continental breakfast.
G: And where can I have lunch and dinner here?
A: There is a small restaurant on the 1st floor of the hotel. There you can eat at any time.
G: Great.
A: If everything suits you, please fill in the application form and write down all the data.
G: Here you are. Is it all right?
A: Yes, all is well. Here are the keys to your room. You will be taken to the room and shown how to use the devices.
G: Is there a mini bar in the room?
A: Yes, there is. But you need to pay extra for everything there.
G: I see. And another question. I need to send a few emails today. Do you have the opportunity to do this?
A: Our hotel has free Wi-Fi. Moreover, we have a business center where you can not only send letters, but also print out everything that you need.
G: Great. Thanks for the info.
A: Have a nice rest.

Dialogue 4. "Arriving and checking in" ("Прибытие в отель и регистрация)

1.Receptionist: Good afternoon! Welcome to The Volkhov Hotel!

What can I do for you?

Доброе утро! Добро пожаловать в гостиницу "Волхов"

Чем я могу Вам помочь?

Guest: We would like to check-in. I and my daughter have a reservation room.

Мы бы хотели заселиться. У нас с дочерью забронирован номер.

2. Receptionist: What are your names?

Как Вас зовут?

Guest: Anna Ivanona and Natalya Ivanova.

Анна Ивановна и Наталья Ивановна.

3.Receptionist: Yes, Madam Ivanova. A double room was booked for you for two nights. Is it right?

Да, госпожа Иванова. Для Вас забронирован двухместный номер на две ночи., верно?

Guest: Yes, everything is correct.

Да, все верно.

4.Receptionist:Will you fill in the registration form, please? Thank You. It is necessary for us to look at your and your daughter`s identification documents.

Пожалуйста, заполните регистрационную форму. Спасибо. Также нам необходимо увидеть документы, удостоверяющие Вашу личность и личность вашей дочери.

Guest: Sure. Here you are.

Да, конечно -подает документы.

5.Receptionist:Thank you. Your room number is 234. Here is your key. Enjoy staying in the hotel "Volkhov"! Do you need help with your luggage?

Спасибо. Ваш номер 234. Вот Ваш ключ. Приятного пребывания в гостинице "Волхов"!!! Вам нужна помощь с багажом?

Guest: No thanks ,we have only one suitcase. We can handle ourselves.

Нет, спасибо, у нас только один чемодан. Мы справимся сами.

1.Receptionist: Good afternoon! Welcome to The Volkhov Hotel!

What can I do for you?

Доброе утро! Добро пожаловать в гостиницу "Волхов"

Чем я могу Вам помочь?

2. What are your names?

Как Вас зовут?

3.Receptionist:Yes, Madam Ivanova. A double room was booked for you for two nights. Is it right?

Да, госпожа Иванова. Для Вас забронирован двухместный номер на две ночи.,верно?

4.Receptionist:Will you fill in the registration form, please? Thank You. It is necessary for us to look at your and your daughter`s identification documents.

Пожалуйста, заполните регистрационную форму. Спасибо. Также нам необходимо увидеть документы, удостоверяющие Вашу личность и личность вашей дочери.

5.Receptionist:Thank you. Your room number is 234. Here is your key. Enjoy staying in the hotel "Volkhov"! Do you need help with your luggage?

Спасибо. Ваш номер 234. Вот Ваш ключ. Приятного

а) Основная литература;

Рогова, В. Ю. Английский язык для гостиничного бизнеса. Задания : учебное пособие для вузов / В. Ю. Рогова. — Москва : Издательство Юрайт, 2023. — 43 с. — (Высшее образование). — ISBN 978-5-534-14564-9. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/520186> (дата обращения: 28.06.2022)

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1. Журнал «Иностранные языки в школе». Учрежден Министерством образования и науки РФ

2. 1 сентября English. Приложение к газете «1 сентября». Учрежден Министерством образования и науки РФ.

Интернет-источники:

<http://www.learn-english.ru>
<http://www.englishforbusiness.ru>
<http://www.homeenglish.ru>
<http://www.belleenglish.com>
<http://www.english-at-home.com>
 6. [http:// www. travel.dk.com](http://www.travel.dk.com)
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 13. [http:// www.engl.1september.ru](http://www.engl.1september.ru)
 14. [http:// www.longman.ru](http://www.longman.ru)
 15. [http:// www.bbcrussian.com](http://www.bbcrussian.com)

КРИТЕРИИ ОЦЕНКИ

Грамматика		
1.Совершенно не знает правил грамматики	2	неудовлетворительно
2.Большое количество ошибок	3	удовлетворительно
3.Допускает незначительное количество ошибок	4	хорошо
4.Отсутствие практических ошибок	5	отлично
Свобода общения на английском языке		
1.Не может говорить, не понят	2	неудовлетворительно
2.Общается с трудом	3	удовлетворительно
3.Хорошо общается	4	хорошо
4.Общается свободно	5	отлично
Произношение		
1.Русское	2	неудовлетворительно
2.Артикулирует с ошибками	3	удовлетворительно
3.Артикулирует без ошибок	4	хорошо
4.Артикулирует на уровне носителя языка	5	отлично
Грамматика		
1.Совершенно не знает правил грамматики	2	неудовлетворительно
2.Большое количество ошибок	3	удовлетворительно

3.Допускает незначительное количество ошибок	4	хорошо
4.Отсутствие практических ошибок	5	отлично
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Произношение		
1.Русское	2	неудовлетворительно
2.Артикулирует с ошибками	3	удовлетворительно
3.Артикулирует без ошибок	4	хорошо
4.Артикулирует на уровне носителя языка	5	отлично

Творческие письменные работы оцениваются по пяти критериям:

- Содержание (соблюдение объема работы, соответствие теме, отражены ли все указанные в задании аспекты, стилевое оформление речи соответствует типу задания, аргументация на соответствующем уровне, соблюдение норм вежливости).
- Организация работы (логичность высказывания, использование средств логической связи на соответствующем уровне, соблюдение формата высказывания и деление текста на абзацы);
- Лексика (словарный запас соответствует поставленной задаче и требованиям данного года обучения языку);
- Грамматика (использование разнообразных грамматических конструкций в соответствии с поставленной задачей и требованиям данного года обучения языку);
- Орфография и пунктуация (отсутствие орфографических ошибок, соблюдение главных правил пунктуации: предложения начинаются с заглавной буквы, в конце предложения стоит точка, вопросительный или восклицательный знак, а также соблюдение основных правил расстановки запятых).

Критерии оценки творческих письменных работ

Оценка	Критерии оценки	Кол-во вариантов
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		заданий
5 «отлично»	<p>1. Содержание: коммуникативная задача решена полностью. 2. Организация работы: высказывание логично, использованы средства логической связи, соблюден формат высказывания и текст поделен на абзацы.</p> <p>3. Лексика: лексика соответствует поставленной задаче и требованиям данного года обучения.</p> <p>4. Грамматика: использованы разнообразные грамматические конструкции в соответствии с поставленной задачей и требованиям данного года обучения языку, грамматические ошибки либо отсутствуют, либо не препятствуют решению коммуникативной задачи.</p> <p>5. Орфография и пунктуация: орфографические ошибки отсутствуют, соблюдены правила пунктуации: предложения начинаются с заглавной буквы, в конце предложения стоит точка, вопросительный или восклицательный знак, а также соблюдены основные правила расстановки запятых.</p>	1
4 «хорошо»	<p>1. Содержание: коммуникативная задача решена полностью.</p> <p>2. Организация работы: высказывание логично, использованы средства логической связи, соблюден формат высказывания и текст поделен на абзацы.</p> <p>3. Лексика: лексика соответствует поставленной задаче и требованиям данного года обучения. Но имеются незначительные ошибки.</p> <p>4. Грамматика: использованы разнообразные грамматические конструкции в соответствии с поставленной задачей и требованиям данного года обучения языку, грамматические ошибки незначительно препятствуют решению коммуникативной задачи.</p> <p>5. Орфография и пунктуация: незначительные орфографические ошибки, соблюдены правила пунктуации: предложения начинаются с заглавной буквы, в конце предложения стоит точка, вопросительный или восклицательный знак, а также соблюдены основные правила расстановки запятых.</p>	1
3 «удовлетво-	<p>1. Содержание: Коммуникативная задача решена.</p> <p>2. Организация работы: высказывание нелогично, неадекватно использованы средства логической связи,</p>	1

рительно»	<p>текст неправильно поделен на абзацы, но формат высказывания соблюден.</p> <p>3. Лексика: местами неадекватное употребление лексики.</p> <p>4. Грамматика: имеются грубые грамматические ошибки.</p> <p>5. Орфография и пунктуация: незначительные орфографические ошибки, не всегда соблюдены правила пунктуации: не все предложения начинаются с заглавной буквы, в конце не всех предложений стоит точка, вопросительный или восклицательный знак, а также не соблюдены основные правила расстановки запятых.</p>	
2 «неудовлетв о-рительно»	<p>1. Содержание: Коммуникативная задача не решена.</p> <p>2. Организация работы: высказывание нелогично, не использованы средства логической связи, не соблюден формат высказывания, текст не поделен на абзацы.</p> <p>3. Лексика: большое количество лексических ошибок.</p> <p>4. Грамматика: большое количество грамматических ошибок.</p> <p>5. Орфография и пунктуация: значительные орфографические ошибки, не соблюдены правила пунктуации: не все предложения начинаются с заглавной буквы, в конце не всех предложений стоит точка, вопросительный или восклицательный знак, а также не соблюдены основные правила расстановки запятых.</p>	1

а) Монологическое высказывание

Устные ответы оцениваются по пяти критериям:

1. Содержание (соблюдение объема высказывания, соответствие теме, отражение всех аспектов, указанных в задании, стилевое оформление речи, аргументация, соблюдение норм вежливости).
2. Взаимодействие с собеседником (умение логично и связно вести беседу, соблюдать очередность при обмене репликами, давать аргументированные и развернутые ответы на вопросы собеседника, умение начать и поддерживать беседу, а также восстановить ее в случае сбоя: переспрос, уточнение);
3. Лексика (словарный запас соответствует поставленной задаче и требованиям данного года обучения языку);
4. Грамматика (использование разнообразных грамматических конструкций в соответствии с поставленной задачей и требованиям данного года обучения языку);

5. Произношение (правильное произнесение звуков немецкого языка, правильная постановка ударения в словах, а также соблюдение правильной интонации в предложениях)

Объем высказывание 15-20 предложений.

Оценка	Критерии оценки	Кол-во вариантов заданий
5 «отлично»	Соблюден объем высказывания. Высказывание соответствует теме; отражены все аспекты, указанные в задании, стиливое оформление речи соответствует типу задания, аргументация на уровне, нормы вежливости соблюдены. Адекватная естественная реакция на реплики собеседника. Проявляется речевая инициатива для решения поставленных коммуникативных задач. Редкие грамматические ошибки не мешают коммуникации. Речь звучит в естественном темпе, нет грубых фонетических ошибок.	1
4 «хорошо»	Не полный объем высказываия. Высказывание соответствует теме; не отражены некоторые аспекты, указанные в задании, стиливое оформление речи соответствует типу задания, аргументация не всегда на соответствующем уровне, но нормы вежливости соблюдены. Коммуникация немного затруднена. Лексические ошибки незначитель но влияют на восприятие речи учащегося. Грамматические незначительно влияют на восприятие речи учащегося. Речь иногда неоправданно паузирована.В отдельных словах допускаются фонетические ошибки (замена, английских фонем сходными русскими). Общая интонация обусловлена влиянием родного языка.	
3 «удовлетворительно»	Незначительный объем высказывания, которое не в полной мере соответствует теме; не отражены некоторые аспекты, указанные в задании, стиливое оформление речи не в полной мере соответствует типу задания, аргументация не на соответствующем уровне, нормы вежливости не соблюдены.Коммуникация существенно затруднена, учащийся не проявляет речевой инициативы. Учащийся делает большое количество грубых лексических ошибок. Коммуникация затруднена в значительное мере, отсутствует речевая инициатива Учащийся делает большое количество грубых лексических ошибок влиянием родного языка.	
2 «неудовлетворительно»	Незначительный объём высказывания, которое не соответствует теме; не отражены многие аспекты, указанные в задании, стиливое оформление не соответствует типу задания, отсутствует аргументация, нормы вежливости не соблюдены.Коммуникация затруднена в значительной мере,отсутствует речевая инициатива Учащийся делает большое количество грубых лексических ошибок под влиянием родного языка. Речь воспринимается с трудом из-за большого количества фонетических ошибок.	

	Интонация обусловлена влиянием родного языка.	
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б) Тестовые задания

При выполнении тестовых заданий необходимо обращать внимание на то, что возможен только один правильный вариант ответа. Время на выполнение тестовых заданий ограничено.

Оценка «2» 49% и менее

Оценка «3» от 50% до 69%

Оценка «4» от 70% до 90%

Оценка «5» от 91% до 100%

Критерии оценки	Кол-во вопросов	Кол-во вариантов заданий
Правильность ответа на вопросы	19	2
Знание профессиональных терминов		

с) Контрольная работа

При выполнении контрольной работы необходимо обращать внимание на правильность профессиональной терминологии, логичность и фактическую точность в формулировании ответа (в случае заданий, на которые требуется дать развернутый ответ), на последовательность в изложении материала. Ответы необходимо давать с опорой на теоретические знания, полученные во время изучения дисциплины.

За письменные работы (контрольные работы, тестовые работы, словарные диктанты) оценка вычисляется исходя из процента правильных ответов:

Оценка «2» 49% и менее

Оценка «3» от 50% до 69%

Оценка «4» от 70% до 90%

Оценка «5» от 91% до 100%

Критерии оценки	Кол-во заданий	Кол-во вариантов заданий
Количество правильных ответов	4	5
Знание профессиональных терминов		

Методические рекомендации по работе с текстами

Чтение иностранного текста – сложный процесс, который предполагает не только владение техникой и приемами чтения, но и способность понимать мысль, выраженную на другом языке.

При переводе на другой язык потери неизбежны, то есть возможна неполная передача значений слов в тексте подлинника, поэтому текст перевода никогда не может считаться абсолютным эквивалентом текста подлинника; задача переводчика заключается в том, чтобы

сводить потери до минимума и научиться передавать не только смысл отдельных слов или даже предложений, а всего текста в целом.

Для отработки навыков последовательного перевода работу с текстом целесообразно осуществлять следующим образом:

1. прочесть текст целиком, не пользуясь словарем (просмотровое чтение);
2. работать с каждым предложением, выписывая слова из словаря и подбирая необходимые значения (анализирующее чтение);
3. прочесть текст еще раз, последовательно переводя его на русский язык, останавливаясь на местах, трудных для чтения и перевода (синтезирующее чтение);
4. для отработки соответствующих навыков целесообразно подготовить письменный перевод текста.

1. Типы чтения

Просмотровое чтение служит для определения общего содержания текста. Это очень важный этап, которым не стоит пренебрегать. Он дает общее представление о характере текста, его направленности и стиле и облегчает поиски правильного перевода.

Например, в тексте, где речь идет о мебели, **chair**–стул, предмет обстановки; в тексте про администрацию университетских факультетов **Chair**–кафедра, а в тексте про парламентские дебаты **Chair**–председатель.

Анализирующее чтение служит непосредственно для определения содержания текста. На этом этапе обращается внимание на чтение незнакомых слов, так и на их перевод. при этом следует пользоваться словарем.

Синтезирующее чтение помогает воспринять текст как общее целое с учетом информации, почерпнутой в словаре. На этом этапе создается целостный устный перевод текста.

2. Принципы работы со словарем при работе с текстами

Для того, чтобы работа со словарем была наиболее продуктивной, словарь должен включать **не менее 45 тыс. словарных статей**. Лексикографические принципы описаны в начале каждого словаря. Авторы рекомендуют ознакомиться с ними, а также с системой специальных помет, используемой в данном словаре. Тогда будет значительно проще ориентироваться во всем многообразии словарных значений и находить те, которые нужны для данного контекста. Наряду с традиционными печатными изданиями рекомендуется также пользоваться электронными словарями, такими как **Multitex** или **Lingvo**, так как помимо общеупотребительной лексики они содержат специальные юридические термины и понятия. Однако не следует увлекаться портативными электронными словарями-переводчиками, так как их словарный запас весьма ограничен и переводы не всегда адекватны. Например, значения могут даваться в алфавитном порядке, тогда как обычный словарь выделяет первое, второе и т.д. значения слов.

3. Работа с незнакомыми словами

При поиске незнакомых слов в словаре следует:

- определить часть речи и морфологический состав слова (значения некоторых слов следует искать без приставок); выписать в свой «словарик» начальную форму слова;
 - найти слово в словаре, выписать транскрипцию данного слова (включая ударение);
 - выбрать из словарной статьи подходящее по контексту значение и выписать его.
- Если нет перевода, который бы в точности соответствовал смыслу данного предложения, выписать ближайший по значению, а также записать свой вариант контекстуального перевода. При устной презентации перевода рекомендуется пользоваться записями, сделанными в ходе работы с текстом, при чтении, так и при переводе;

- наиболее полному пониманию текста при работе индивидуально или в учебных группах способствует выполнение следующих видов работы: постановка вопросов к тексту и ответы на вопросы по содержанию текста.

4. Постановка вопросов к тексту:

1. Общий вопрос – General question / ‘Yes – No’ question
2. Альтернативный вопрос – Alternative question / ‘Or’ question
3. Разделительный вопрос – Disjunctive question / ‘Tag’ question
4. Специальный вопрос – Special question / ‘Wh-’ question
5. Вопрос к подлежащему - Question referring to the subject of the sentence / Who – What question

Вопросы рекомендуется задавать к разным предложениям. Вопросы должны иметь смысловую и стилистическую законченность.

Приложение 3

Памятка для студентов по работе со словарем:

Приступая к работе со словарем, необходимо, прежде всего познакомиться с его структурой. Несмотря на то, что существует множество различных типов словарей, большинство из них состоит из нескольких основных разделов:

- 1) предисловие;
- 2) о пользовании словарем;
- 3) о фонетической транскрипции;
- 4) список помет и условных сокращений;
- 5) алфавит (например, английским в англо-русском словаре);
- 6) собственно словарь;
- 7) приложение.

В результате анализа структуры словаря студент должен:

- знать объем словаря (т.е. количество слов);
- знать, где находятся в словаре алфавит, краткий фонетический справочник, список помет и условных сокращений;
- ознакомиться с приложением к словарю (это может быть список географических названий, наиболее употребительных сокращений, таблица неправильных глаголов и т. д.).

Для успешной работы со словарем необходимы следующие знания и умения:

1. Твердое знание английского алфавита.

Слова в словаре расположены строго в алфавитном порядке, последовательность алфавита соблюдается также и внутри слова.

2. Умение поставить слово в исходную форму.

Слова в словаре даются в их исходной форме:

- существительное - в общем падеже, единственном числе: **country**;
- глагол – в неопределенной форме, то есть в инфинитиве: **send**;
- прилагательное – в положительной степени: **good**;
- наречие – в положительной степени: **well**.

Однако в предложениях слова не всегда стоят в исходной форме, поэтому ее необходимо уметь образовывать.

Следует помнить:

- 1) у в конце слова и с предшествующей согласной меняется на **i** при образовании:

- множественного числа существительных: **city – cities**;
- степеней сравнения прилагательных и наречий: **easy – easier**;
- 3-го лица единственного числа в Present Simple: **study – studies**, а также при образовании Past Simple and Past Participle;

2) в односложных прилагательных и глаголах с кратким гласным при образовании различных форм конечная согласная удваивается:

big – bigger – biggest;

to stop – stopped;

3) слова, оканчивающиеся на – **ing**, образованные от глаголов, следует искать в словаре, отбросив окончание – **ing**;

Discovering – ing = discover;

Reading – ing = read;

4) для неправильных глаголов формы Past Simple and Past Participle даются в словарях в круглых скобках: take v (took; taken).

3. Знание правил словообразования.

Многие новые слова могут быть образованы с помощью префиксов и суффиксов, знание которых значительно облегчают самостоятельную работу над текстом с использованием словаря.

4. Умение различать различные обозначения при словах в словаре:

- следует помнить, что каждое слово (в том числе и сложное слово, пишущееся через дефис или раздельно) со всеми относящимся к нему материалом образует самостоятельную словарную статью;

- при словах иностранного происхождения, сохранивших свое написание и иногда происхождение, дается указание на происхождение слова. Например: **vice versa** (лат.) *наоборот, напротив*;

- слова в словаре помечаются сокращениями.

5. Умение выбрать в словаре нужное для данного контекста значение слова.

Следует помнить, что поиску слова в словаре должен предшествовать анализ предложения. Чтобы уметь анализировать предложение, необходимо знать:

- структуру предложения в английском языке;
- формальные признаки различных частей речи.

При переводе текста с помощью словаря **ПОМНИТЕ:**

1. Перевод текста не является переводом всех слов в предложении подряд. Необходимо понять смысл данного предложения.

2. Поискам слова в словаре должно предшествовать определение его грамматической функции в предложении.

3. Не следует брать из словаря первое значение слова, не прочитав всю словарную статью.

4. Если в словаре нет значения слова, соответствующего контексту, следует выбрать наиболее близкий синоним или, исходя из общего содержания, самому подобрать наиболее подходящее значение.

5. Если в словаре нет нужного слова, его значение можно установить по строевым элементам на основе правил английского словообразования.

6. При переводе текстов по специальности старайтесь запоминать встречающиеся в них термины, что впоследствии значительно облегчит работу над текстом.

Методические рекомендации по выполнению лексико-грамматических заданий.

Задания по лексике и грамматике включают:

1. Восстановление пропущенного слова в связном тексте;

а) заполнение пропусков в связном тексте нужной формой глагола, который дан в скобках в начальной форме;

б) заполнение пропусков в связном тексте однокоренными словами.

2. Заполнение пропусков нужной формой глагола.

Чтобы выполнить это задание правильно, нужно знать грамматические правила и уметь их применять.

При выполнении задания:

- прочитайте текст, чтобы понять, о чем этот текст;
- прочитайте первое предложение, где есть пропуск и определите время, к которому относится ситуация;
- найдите в предложении слова-определители времени, указывающие на выбор той или иной грамматической структуры, если в предложении нет слов-определителей, прочитайте предыдущее предложение, в нем может быть подсказка;
- заполните пропуски;
- прочитайте снова весь текст снова, чтобы проверить, правильно ли вы употребили глаголы.

Заполнение пропусков в связном тексте однокоренными словами.

Задание представляет собой связный текст с пропущенными словами. Параллельно тексту даны однокоренные слова, которые нужно изменить прежде, чем заполнить пропуск. Чтобы выполнить это задание правильно, нужно знать правила словообразования в английском языке.

При выполнении задания:

- быстро прочитайте текст, чтобы понять, о чем идет речь в тексте;
- для того, чтобы понять, к какой части речи относится пропущенное слово, следует обратить внимание на смысл остальных слов предложения;
- подумайте, как изменить слово, используя правила словообразования;
- сначала заполните пропуски словами, в которых вы уверены;
- подумайте о типичных суффиксах и префиксах, относящихся к той или иной части речи;
- помните, что некоторые слова следует превратить в противоположные по смыслу;
- прочитайте текст снова, чтобы убедиться, что вставленные слова делают текст осмысленным.

**5 Лист внесения изменений к методическим рекомендациям по
практическим занятиям**

№	Номер и дата распорядительного документа о внесении изменений	Дата внесения изменений	Содержание изменений	Ф.И.О. лица, ответственного за изменение	Подпись