**ВОПРОСЫ ДЛЯ ПОДГОТОВКИ К ЭКЗАМЕНУ**

**ПО УЧЕБНОЙ ДИСЦИПЛИНЕ**

**Иностранный язык в сфере профессиональной коммуникации**

для студентов 3 курса по специальности

43.02.11 «Гостиничный сервис»

Роспшер Н.В.

**Раздел 1 Гостиничный сервис и повседневная жизнь.**

**Практические задания:**

1. Прочитать и перевести текст профессиональной направленности. Ответить на вопросы по тексту.

**HOTEL SERVICES**

**THE FRONT OFFICE**

When hotel guests arrive, they expect the front office clerks to offer them a nice welcome. They will want someone to help them in checking-in.

The front office is in the lobby of a hotel. It consists of the reservation department and the reception desk or the front desk.

The reservation department provides booking of the hotel rooms.

The front desk provides sales of rooms, guest registration, key service, message and mail service, guest accounts.

Each employee in the front office has got a specific task.

The booking clerk will help the guest to arrange a booking. The receptionist or the room clerk will help the guest to check in. When the receptionist or watches the guest arrive, he meets and greets him. The receptionist asks the guest to fill in a registration form and assigns a room to him. Before the receptionist assigns a room, he or she will check the guest's booking and the available accommodations. Most hotels offer single, double and twin-bedded rooms. There are also some fine suites. A guest may ask the receptionist to provide an extra bed in a double room for his family member.

A hotel guest often wants someone to deliver messages and mail for him. The front deck performs this duty. There is always a rack with message boxes behind the counter.

A hotel guest always wants someone to take care of his room key. The front deck will do it. There is often a key drop at the deck.

When the guest checks out, he wants someone to help him with accounts. The cashier at the front deck will do it.

Every hotel manager relies on his front office to provide brief and convenient checking-in and checking-out.

**THE BELL SERVICE**

When hotel guests check in, they expect someone to show them to their rooms. They also want someone to help them with their luggage. Often guests would like some employee to run errands for them with. These are duties of the bell service.

At the head of the bell service is the bell captain. The bell captain's post is next to the front desk. The bell captain directs bellmen.

The room clerk gives the guest's room number and the key to the bellman. The bellman escorts the guest to his room. He escorts the guest to the elevator first and then to the floor. There the bellman shows the guest his room. He must show where the light switches are. He must also explain how to use the room appliances: the room TV-set, telephone, air-conditioning. The guest may want him to explain some other hotel services: room service, laundry or dry-cleaning.

In many hotels the bellman also carries the guest's luggage. But some hotels have got porters who must carry the luggage. Very often the bellman or porter uses a cart to move the luggage.

The bellmen also run errands for the guests. They can even page guests in the hotel. You can see a bellman carry a sign with the name of the guest whom he is paging. Or you can hear a bellman call out the name while he is carrying the sign.

  **THE HOUSEKEEPING**

When guests stay at the hotel they expect somebody to clean their rooms. The housekeeping department does it.

At the head of the housekeeping service is the housekeeper. He supervises the chambermaid.

Chambermaids prepare the rooms before the guests check in.

The housekeeper tells the maids to general clean the rooms or to make up the rooms. He may ask the maids to scrub down the bath-rooms or just change the bed linen and the towels. Generally the maids air the rooms, make the beds, dust the furniture, vacuum clean the floor, wash the bathroom, and empty the waste baskets.

Chambermaids use carts to carry supplies of toiletries: shampoos, soaps, tissues, shower caps as well bed and bath linens. There are containers for dirty linen and rubbish on those carts.

Chambermaids use master keys to provide security for the hotel rooms.

If the guests need extra bedding or rollways, the housekeeping service will do it. The housekeeping service provides hair-dryers and irons if the guests need them.

When guests check out, the housekeeper insects the rooms. The housekeeper informs which rooms are occupied and which rooms are vacant.

1. Написать письмо-подтверждение бронирования для VIP гостя, в котором представить разработанный для него VIP тур, соблюдая правила написания делового письма.
2. Разыграть предложенную ситуацию.

**Раздел 2 Гостиничный сервис и научно-технический прогресс.**

**Практические задания:**

1. Прочитать и перевести текст. Ответить на вопросы по тексту.

**TYPES OF RESTAURANTS**

There are eight different types of places where people can eat and drink. There are very luxurious restaurants, formal luxury restaurants, informal restaurants serving national dishes, coffee-shops, snack-bars, fast-food restaurants, bars and night clubs.

 At the luxurious restaurants dinner is à la carte. Such restaurants are usually famous for their haute cuisine. They have sophisticated atmosphere. They service is impeccable.

 At the formal luxury restaurants serve typical local dishes. They offer a lot of home-made dishes. They make bread and pasta themselves. These restaurants have two sorts of dinner menu: à la carte and three-course fixed price menu. The atmosphere is cozy and relaxed and the meals are reasonably priced there.

 At the coffee-shops the surroundings are modest and the atmosphere is friendly. The customers can have quick snacks with drinks there. These places serve sandwiches, salads, cakes and beverages. They may offer table service, counter service or self-service.

 The snack-bars have a very relaxed atmosphere and very modest surroundings. They offer self- catering as a rule. The customers can have some snack with their drink.

 The fast-food restaurants offer a very quick counter service. The choice of food and drinks is fixed but limited. Such places provide a drive-in and take-out service.

The bars offer different kinds of drinks, mixed drinks, beer, juices, soda. They can also serve nuts and crisp biscuits to go with the drinks.

At the night clubs the customers can have excellent wine and delicious dishes and dance to a band. Such places have a floor show. The customers can catering if they like. They are very expensive but provide overnight catering and entertainment until 4 a.m. as a rule.

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**Раздел 3 Гостиничный сервис и страны изучаемого языка.**

**Практические задания:**

1. Прочитать и перевести текст. Ответить на вопросы по тексту.

**Tourist Places in England**

London is no doubt the most popular tourist destination in the United Kingdom, though there is more to England than Buckingham Palace and Big Ben! Below, I have compiled a mini-list of the best museums, historic landmarks and other tourist sights worth seeing in England such as the Olympic stadium in London, along with my top pick attraction in London:

**British Museum, City of London**

The British Museum in London is without a doubt, one of the most popular tourist places to visit in England and one of the [top attractions to visit in Europe](http://www.mytravelguideposts.com/2011/09/top-10-tourist-attractions-in-europe.html). The British Museum is a huge place where you can easily spend 2-3 hours viewing interesting world artifacts such as Greek vases, Egyptian mummies, Anglo-Saxon gold buckles and much more.

The British Museum also offers cool activities for children, guided tours and free handling sessions where you get to hold objects from the museum’s collection. Also, you won’t have to pay a penny to get to see most of what the British Museum has on offer, which is one of the reasons it's my top pick attraction in London!

**York Minster, North Yorkshire**

The York Minster is another of the popular tourist places in England and one of the most beautiful medieval cathedrals you can visit in the UK.

York Minster is located in Deangate in York, and it's a visually stunning church with gorgeous stained-glass windows and interesting objects on display. When visiting the church, be sure to visit York Minster’s underground chamber and the tower to enjoy fantastic views of York.

**Museum of the Jewellery Quarter**

The Museum of the Jewellery Quarter is easily one of the most underrated museums in England and definitely worth adding to the list of tourist places in England. The Museum of the Jewellery Quarter is located in Vyse Street in Birmingham and it’s housed in one of the oldest jewelry factories in Britain.

If you’re a history buff, you’ll find that the Museum of the Jewellery Quarter is a great place to learn about Britain’s Jewellery industry during the 1800’s, as well as seeing the original tools and machinery that workers used back then. During the visit you can also get to see a live demonstration of how a snake bracelet is made.

**The Beatles Story, Merseyside**

The Beatles Story exhibition is located in Liverpool and it’s one of the most enjoyable tourist places in England to visit. The Beatles Story boasts plenty of Beatles memorabilia on display (including wax statues of the fab4) and it’s definitely a popular place among the Beatles die-hard fans.

If you aren't a Beatles fan but are interested to know about England's music scene during the 60’s and 70’s you’ll enjoy learning about one of the most iconic English bands that the world has ever seen!

**Royal Pavilion, East Sussex**

The Royal Pavilion is located in Brighton and it’s another fascinating place worth adding to the list of tourist places in England as you won't find another landmark quite like this one in the United Kingdom. the Royal Pavilion was built in the Indo-Saracenic style so, it somewhat resembles India’s Taj Mahal only with more domes.

The Royal Pavilion is a true architectural wonder with a grand exterior and lavish rooms and a splendid center-piece chandelier that will simply take your breath away!

**Paultons Family Theme Park, Romsey**

England boasts its fair share of amusement parks, though none are more brilliant and outstanding than Paultons Family Theme Park in Southampton. If you’re looking for fun tourist places in England to visit with kids, you won’t find a more enjoyable amusement park to go to than Paultons Park.

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**Раздел 4 Оформление документации.**

**Практические задания:**

1. Прочитать и перевести текст. Ответить на вопросы по тексту.

**CATERING AT THE HOTEL**

There are a lot of different eating and drinking places available for visitors at the hotel. They are luxurious restaurants, formal luxury restaurants, informal restaurants, coffee shops, snack bars, fast food restaurants, night clubs and bars. Not all the hotels have this range of catering facilities. The superdeluxe and deluxe hotels have a wide range of restaurants and bars of different types and cuisines. Some of them are open round the clock. All expensive hotels have a round-the-clock room service when food and drinks are served into a guest´s room. Other hotels may have one restaurant, one coffee shop and one bar.

At the head of the food and beverage department is the food and beverage manager. The food and beverage department includes a kitchen, a pantry, dining-halls, bars and cocktail lounges.

The food and beverage department serves individuals and small groups of customers. When it serves individuals it serves a la carte menus. When a restaurant serves groups it provides table d´hôte menus.

A hotel restaurant may prepare all kinds of meals. It may serve light meals such as a continental breakfast and full meals such as full English breakfast, lunch or dinner. It may also serve brunch that means late breakfast or early lunch. The food and beverage department is in charge of room service too.

The catering department of the hotel deals with preparing and serving big parties. It also supplies food and drinks. It provides special catering personnel.

The catering department comes in when there is a banquet, a reception, a presentation, a convention or an exhibition. It serves refreshments during meetings, between seminars, at presentations. It arranges tea and coffee breaks.

The catering department handles all kinds of banquets: both public and private. Public banquets are company dinners, business receptions, press conferences or fashion shows. Some of the private banquets are wedding receptions, birthday parties or dinner dances. The catering department has got special function rooms with facilities to seat any number of guests and to arrange the tables in any order. Those may be banqueting rooms or banqueting suites.

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2. Разыграть предложенную ситуацию

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