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INTRODUCTION TO HOSPITALITY AND TOURISM

Ижевск 2009

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INTRODUCTION TO HOSPITALITY AND TOURISM

Методическое пособие

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УДК
ББК

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**Introduction to hospitality and tourism: Метод. пособие по
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Основная цель пособия – познакомить студентов с основными аспектами индустрии гостеприимства, научить их общаться с иностранными гостями в различных ситуациях, возникающих при обслуживании. Пособие состоит из 18 уроков. В начале каждого урока предлагаются объяснения некоторых трудных для первокурсников слов и словосочетаний. Представленный спектр заданий включает упражнения для закрепления лексики и грамматики, расположенные по принципу от простого к сложному, ситуативные диалоги, тексты для чтения и обсуждения. В конце каждого урока – творческое задание: ситуация – проблема для самостоятельного решения.

Данное пособие предназначено для студентов колледжа первого курса специальности 100201 «Социально-культурный сервис и туризм» Института социальных коммуникаций, а также для студентов, продолжающих изучение английского языка и проявляющих интерес к индустрии гостеприимства и туристическому бизнесу. Пособие также может быть использовано на курсах профессиональной подготовки, повышения квалификации (при условии наличия базовых знаний) и для самостоятельной работы.

УДК
ББК

Е. А. Калач Е. Г. Кабанова, 2009
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Введение

Учебное пособие по практическому курсу английского языка «Introduction to hospitality and tourism», предназначено для студентов колледжа первого курса специальности 100201 «социально-культурный сервис и туризм».

Предполагается, что к началу работы с данным пособием обучающиеся владеют навыками чтения, письма и основами грамматики. Авторы не ставят задачи глубокого изучения грамматики, и основное внимание уделяется усвоению лексического материала.

Основная цель пособия – познакомить студентов с основными аспектами индустрии гостеприимства, научить их общаться с иностранными гостями в различных ситуациях, возникающих при обслуживании, как то: бронирование столика или номера в гостинице, регистрация гостя, ответ на жалобу, информация об удобствах в гостинице, обсуждение меню и описание блюд, подаваемых в ресторане, возможности провести досуг, разъяснение счета и т.д.

Учебная работа со студентами первого курса сопряжена с рядом трудностей: различием в возрасте, в уровне языковой подготовки, большим разнообразием интересов, незнанием друг друга. Вследствие этого не следует, на наш взгляд, ограничивать преподавателя иностранного языка в выборе учебного материала. Именно поэтому каждая тема представлена несколькими текстами.

Пособие состоит из 18 уроков. В начале каждого урока предлагаются объяснения некоторых трудных для первокурсников слов и словосочетаний. Представленный спектр заданий включает упражнения для закрепления лексики и грамматики, расположенные по принципу от простого к сложному, ситуативные диалоги, тексты для чтения и обсуждения. В конце каждого урока – творческое задание: ситуация – проблема для самостоятельного решения.

Упражнения, представленные в пособии, учитывают основные требования, предъявляемые к образовательному процессу в рамках лично-ориентированной парадигмы, и направлены на развитие ключевых компетентностей (общеязыковой, коммуникативной, когнитивной, специальной и социальной), составляющих основу при формировании профессиональной квалификации студентов в учебных заведениях. Это является достаточно важным, так как именно данные ключевые компетентности определяют универсальность, социально-профессиональную мобильность специалистов и позволяют им успешно адаптироваться в разных социальных и профессиональных сообществах.

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Unit 1. Meeting people

Greetings.

Discuss: What do you usually say when you meet your friends/ when you first meet people? What do you ask them about?

Read the text below and say how people greet each other in your country.

Hi, I'm from Colombia, in South America. Here we are so friendly between us. When a woman greets to other woman or man, they give a kiss in cheek, it's no matter if person is not a friend. When someone introduce to other, is common to greet in this way. But it doesn't work for men. Men only greet with a kiss in cheek to women, no between men. With friends and family, mainly between women or man – woman, is common greets with hugs. Between men are not frequently, but sometimes they do that. In work sometimes is more polite, but it depends on the people that work in each company. When people are very serious, they only give the right hand and that's enough.

Assalam Alykoum, I'm from United Arab Emirates. In most of the Islamic country we start our greeting by saying: Assalam Alykoum Wa Rahmat Allah Wa Barakatuh. It means peace be upon you and God's mercy and blessings. Men can't touch the women only if he knows her. The greeting between the men is by handing and nose in my country. Between women are the same too. Except the young lady who greets with a kiss in cheek and a hug from an old woman we have to reply her in a kiss in her forehead.

Good afternoon, I'm from Ukraine. It was very interesting to read about traditions of greetings in your countries. They differ with traditions in Ukraine. In my country we greet each other mostly with words, which differ very much between different people in different situations, and smiles. It depends upon age and gender too. Men often shake hands but not women. We kiss or hug each other only if we are relatives or very close friends. And even then it depends on characters of the persons and traditions of the family. For example in my family it is usual to kiss each others when we greet. But my elder daughter doesn't like to kiss from her childhood so she does it very seldom. She must be in an extremely good temper. But it's not a problem for anybody. It's usual for our people to feel and respect feelings of another person when we greet.

Hi, I live in Germany. We don't hug or kiss foreign people, business partner and so on. When we meet a person, we introduce us by shaking hands. Meeting friends is something different: we hug each other or kiss in cheek. Avowed people, but not really good friends we welcome by shaking hands/ or kiss the cheek, too. But most the time it's just shaking hands. German people often attach importance to a certain kind of distance between not well -known-people.

I believe "Comistas" isn't a Latin's greeting. Maybe you confused it with "¿Cómo estás?", this is a common greeting to people who talk Spanish. Its meaning is "How are you?"

New words and useful expressions:

To be late – опоздать

To be married/ single - быть женатым/холостым

To be on time – быть вовремя

Will you follow me? – Идите за мной!

Call me..... – Зовите меня.....

I'll phone for..... – Я распоряжусь (позвоню) насчет
Not at all – Ничего страшного (to answer to an apology)
I'll show you to..... – Я провожу вас к.....

1. Match the greetings with their responses.

Example: 7-e

- | | |
|-------------------|------------------------------|
| 1. How do you do? | a. Good evening |
| 2. Good morning | b. Hello |
| 3. Good afternoon | c. Hi |
| 4. Good evening | d. Good morning |
| 5. Hello | e. Fine, thank you, and you? |
| 6. Hi | f. Good afternoon |
| 7. How are you? | g. How do you do. |

2. Put the sentences in the correct order to make a dialogue.

- Fine, thanks, and you?
- Hello, Kate.
- Not bad, thanks.
- Hi, Nick. How are you?

Now practise greetings with your partner.

3. Answer the questions about yourself.

1. What is your name?
2. What is your surname?
3. Where are you from?
4. What are you?
5. What's your address?
6. Are you married?

4. Complete the sentences to make a dialogue.

- a) — Hello, my ... is Pete. What's ... name?
— ... Ann, Ann Smith.
- b) — Good afternoon Paul, ... are you?

— ..., thanks, and... ?

- c) — Mike, this is our Manager, Paul. Paul, this ... Mike.
— Hello, Paul.
— ..., Mike, nice to meet you.

5. You meet people. Read and practise saying the dialogues in pairs.

- 1) — Excuse me.
— Yes?
— Good morning, my name is Mr. Black.
— Good morning, Mr. Black. How can I help you?
— Could I see your manager, please?
— Sure, will you follow me, please?
— Thank you.
- 2) — Mr. Black! How do you do?
— Fine, thanks, and you?
— Oh, very well, Mr. Black.
— Please, call me Nick.
— OK, and I am Pete. Take a seat, Nick, I'll phone for coffee.
- 3) — I am sorry, I am late.
— Not at all, don't worry. How is the weather in your city?
— The weather is terrible. But next time I'll be on time.

6. Translate the dialogues.

- 1) — Привет. Это Николай Смирнов, мой друг.
— Привет, а меня зовут Анна, как дела?
— Прекрасно, но зовите меня Коля.
- Хорошо, присаживайтесь. Вы вовремя. Я позвоню насчет билетов.
- 2) — Здравствуйте. Что я могу сделать для вас?
— Здравствуйте. Я Рик. Могу я поговорить с управляющим?
— Да, пожалуйста. Идите за мной. Вот наш управляющий, господин Петров.
— Как дела, Рик?
— Хорошо, но погода сегодня ужасная.
- 3) — Здравствуйте.

—Здравствуйте, меня зовут Ник, а это мой помощник, Пол. Но простите, мы опоздали.

— Ничего страшного. Присаживайтесь.

Discuss: How do people all over the world greet each other?
Do you think there are any differences?

7. Read and translate the text.

Our planet is great. Billions of people inhabit it. All of them are different and so are their habits. Travelling all over the world gets easier and easier. Though we don't understand each other well sometimes, when we meet a foreigner at the airport or railway station, in a hotel or restaurant, if we see a close friend, the first thing we do is greeting. In different countries the rules of greeting are different, sometimes very unusual. Most of the nationalities just shake hands and say "Hello". In Afghanistan people say "Hello" for at least five minutes. In Thailand they clasp hands together and bow, when greeting someone. At a formal meeting people immediately exchange their business cards. If you work in the field of any service, a restaurant or a hotel, the way you meet people is very important. You should remember that if you give people a pleasant impression when you first meet them it is easier to deal with them further. So always try to smile to people, call them by name, be friendly and helpful. Never forget that we don't have a second chance for the first impression.

Answer the questions on the text.

Do you shake hands?
 smile and say hello?
 kiss on the cheek?
 say "Good evening" and bow?

Find the equivalents in the text:

путешествовать становится легче; понимать друг друга; иностранец; близкий друг; люди и их обычаи различны; необычные правила; по крайней мере; кивать; официальная встреча; обмениваться карточками; приятное впечатление; сфера обслуживания; общаться (иметь дело) с людьми;

называть человека по имени; быть готовым прийти на помощь.

Find out the rules of behaviour with guests.

Activity: Work in pairs. Somebody comes to your manager, but he is late for the meeting. Find out the guest's name and where he is from. Show him the way to your manager, introduce him and phone for coffee.

Unit 2. Giving and getting information

Facilities.
Places to stay

Discuss: What do people usually want to know about your hotel/ restaurant?

Read the advertisement of the Russian hotel “Vatutinki”, pay attention to the facilities of this hotel.

"Vatutinki"

Guest house "Vatutinki" is located in 14 km on southwest

from MKAD, near to it is forest tract on a cost of scenic Desna river, total area 146 hectares. A great location and rich choice of facilities make sanitary complex “Vatutinki” an



ideal place as for those who like to spent weekends outside of Moscow and for organization business arrangements.

Rooms:

17 standard rooms, 69 deluxe, 17 luxe and 7 apartments are always ready to welcome you in our 4 stars hotel.

Cases :main hotel, 30 furniture cottages in the woods. (300m. from

hotel).

- double room with all convenience, bathroom
- double deluxe room, with all convenience, bathroom, TV, refrigerator, phone.
- triple luxe room, with all convenience, bathroom, TV, phone, refrigerator, café, bar, restaurant.

Hotel facilities: swimming pool, sauna, Russian baths, gym, tennis, billiard, night club, beauty parlour, game room, conference hall, taxi, business center, laundry, cinema hall, excursion programs, parking, children play room, medical sector.

Address: Leninskaya area «Vatutinki -1»

How to get:

- By bus : from underground Teplyi stan taxi № 110,122 или bus № 508,512,515,532 till the bus stop 34 km.
- By car : 36 km on Kalugskoe road, further till index «Vatutinki »

New words and useful expressions:

extra bed — дополнительная кровать

to solve a problem — решить проблему

The child is free. — Ребенок бесплатно.

The hotel is very modern/old fashioned. — Отель современный/в старинном стиле.

Our hotel is in the city centre. — Отель находится в центре города.

Our hotel is located within easy reach of the airport. — Отель расположен недалеко от аэропорта.

Within walking distance. — Можно дойти пешком.

There are two restaurants. — Есть два ресторана.

We are fully equipped for that. — Мы оборудованы полностью для этого.

We have a baby-sitter on request. — У нас есть няня.

We've got a same-day laundry. — У нас есть экспресс-прачечная.

I'm sorry, we haven't got... — Простите, но у нас нет...

What's the price of...? How much is...? What's the charge for...?

— Сколько стоит...?

The cost (price) is... — Цена — ...

It's \$50 per person per night. — Это стоит 50 долларов с человека в сутки.

Would you like us to send you a brochure? — Хотите ли вы, чтобы мы выслали вам брошюру?

Rooms

single room — одноместный номер

double/ twin room — двухместный номер

family room — номер для семьи

suite [swi:t] — номер люкс

1. Match the facilities with their symbols. One has been done for you.

1. parking	
2. conference facilities	
3. swimming pool/indoor/outdoor	
4. disabled facilities	
5. bar	
6. telephone	
7. dogs allowed	
8. laundry	

9. sauna	
10. children welcomed	
11. night porter	
12. family room	
13. roof garden	
14. TV in bedroom	
15. air-conditioning	

2. Put the words in the correct order.

Example:

near/a/here/is/There/restaurant

There is a restaurant near here.

1. there/swimming pool/Is/a?
2. is/exchange bureau/and/There/telephone/a/an
3. a/there/laundry/Is/same-day?
4. there/conference/Are/facilities/any?
5. are/two/There/tennis/courts.

3. Match the question in A with the answer in B.

A

B

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. Is there baby-sitting? 2. Is there a swimming pool 3. Are there any conference facilities? | <ol style="list-style-type: none"> a. And also a solarium. b. A lot of. Our hotel is in the city centre. c. Sure. We are fully |
|---|---|

equipped for that.

4. Is there any concert hall or cinema near here? d. On request
5. Are there any restaurants? e. Only outdoor
6. Is there a sauna? f. Of course. There are two
and one of them with live music

4. Think of a possible reply. The question is given. If necessary use words: of course/ sure/ certainly.

Example: — *Are there any places I could eat at?*
— *Yes, of course. There is a restaurant and a coffee*

shop.

1. What kind of rooms do you have?
-
2. Is there a car park?
-
3. Where can I change money in your hotel?
-
4. How could I spend my time in the evening?
-
5. Who can help me with my child?
-
6. Is there a fitness centre?
-

7. Are there any conference facilities?

-

8. Have you got a swimming pool?

-

9. What's the charge for a suite?

-

5. Read and practise saying the dialogue.

Receptionist: Hello, Reception. What can I do for you?

Guest: Hello, I want to stay for a weekend, so I'd like to get some information about your hotel.

R: Yes, please. What would you like to know?

G: First of all, is it far from the city centre?

R: No! Our hotel is located in the city centre. And there are a lot of cinemas and clubs near here.

G: Well, and what about restaurants? Are there any?

R: Of course, there are two bars, a coffee shop and a restaurant with excellent music.

G: Is there a sauna?

R: Sure, solarium and gym, too.

G: OK, but you see the problem is that I have a small child. Is there anybody to stay with him?

R: Don't worry, we'll solve your problem, we have a baby-sitter on request and there is a children's playground.

G: That's great! And the last thing I want to know, how much is a family room?

R: That's \$50 per person, per night and the child is free. There is an extra bed in a family room. But would you like us to send you a brochure?

G: That'll be fine, thank you very much!

6. Translate the dialogues.

1) — Не мог бы я получить информацию о вашем отеле?

- Да, пожалуйста, что бы вы хотели узнать?
— Могу ли я оставить где-нибудь свою машину?
- Да, конечно. У нас есть автостоянка возле отеля
- 2) — Мы с мужем хотим пройтись по магазинам. Но проблема в том, что у нас маленький ребенок. Есть ли кто-нибудь в гостинице, чтобы помочь нам?
— Это не проблема. Если нужно, у нас есть няня, и кроме того, есть детская площадка.
- 3) — Скажите, пожалуйста, где я могу провести время вечером?
— У нас есть прекрасный ночной клуб, бар и ресторан. И если вы хотите отдохнуть, у нас два бассейна, сауна, солярий и спорт зал.

Read the text about possible places to stay during your journey. Answer the questions below.

PLACES TO STAY

You can get information about places to stay and accommodation from the BTA (British Travel Agency). Many guidebooks have advice on this too. It's wise to book accommodation in London before you come, especially at busy times like the summer.

If you arrive in London without anywhere to stay, you can use the Accommodation Service at the TICs at Heathrow and Victoria. Selfridges and Harrods can also provide such information and addresses to try. The most popular places are motels, hotels, hostels and bed and breakfast (B&B).

Hotels are much the same in all countries. They are the places to go if you are looking for comfort and extra services, though of course they're the most expensive kind of accommodation. They often have more facilities for food than

other places to stay, offering main meal and also snacks and room service.

Motels (also called motor hotels and motor inns) are hotels especially for drivers. Often they're near motorways or main roads, and there's always lots of parking space. Some have rooms like hotel entrance, a bathroom and a place to cook or make tea or coffee (self-catering).

Guesthouses are usually smaller and cheaper than hotels and are often pleasant and friendly. Apart from the bedrooms, there will be a dining room for meals and a living room that guests can use.

A popular place to stay is "B&B" — a private house or farm which takes a few guests. They are actually like guesthouses, but they're smaller and may give you the opportunity to meet some British people at home.

Inns are pubs with accommodation and meals, though these may be more like pub food than restaurant meals. Many inns are interesting old buildings which have been used for centuries by travellers, and they're often cheaper than hotels.

1. What places can we stay at when in Britain?
2. Are there any similar places to stay in your country?
3. Which accommodation would you choose for yourself if you happened to be in Britain?
4. Why have you chosen this particular place to stay? Give your reasons.

Activity: Work in pairs. A family/ a businessman/ a newly married couple want to stay in your hotel. What sort of information do you think they would like to get?

Unit 3. Getting information

At the
restaurant

Discuss: Your guest wants to eat somewhere in your hotel. What will you recommend? What would the guest like to know about your restaurant?

New words and useful expressions:

children's menu — детское меню

coffee break — перерыв

from 9 a.m. to 9 p.m. — с 9 утра до 9 вечера

from Monday to Friday — с понедельника по пятницу

Italian/Russian/Chinese cuisine —

итальянская/русская/китайская кухня

a la carte menu — меню со свободным выбором блюд

table d'hote [tabl'dout] **menu** — комплексное меню

Are you open every day? — Вы открыты каждый день?

What time do you serve breakfast/lunch? — Когда вы подаете завтрак/ланч?

Fast Food

Fast food restaurant isn't like an ordinary restaurant. There aren't any waiters. You order your food at the counter and pay for it at the same time. You get your food in a bag or a box. There are no plates. There aren't any knives, forks or spoons. You eat with your fingers. Drinks are all in paper or plastic cups. There are no saucers. You eat your meal. Then you throw all the bags, boxes and cups away.

1. Find out the jumbled word.

Example: *I like eating in sauret drtns. I like eating in restaurants.*

1. Do they have a foe e ef k b e a r ?
2. What time do you r e v s e breakfast?
3. We are n o e p every day.
4. How much is a b e a t l e t h o d ' menu?
5. There is a ' s e n d r h c i l u m e n at lunch time.
6. Do you like h C e n i s e cuisine?
7. Our restaurants serve Italian u n i s e c i.

2. Match the question in A with the answer in B.

- | A | B |
|--|--------------------------------|
| 1. What time do you serve lunch? | a. Yes, we do. Only in the bar |
| 2. How much does it cost? | b. Russian |
| 3. What (kind of) cuisine does your restaurant have? | c. We open daily |
| 4. Do you have beer? | d. \$ 20 |
| 5. Does your manager speak Italian? | e. Yes, he does |
| 6. Do you work on Monday? | f. From 11 a. m. to 2 p. m. |

3. Read and practise saying the dialogue.

- Could you tell me about your bar and restaurant?
—Yes, of course. Our restaurant is on the first floor. It is a traditional Russian cuisine restaurant. They have a children's menu. There are a lot of special dishes for children.
—Well, and when do they serve lunch?
—From 11 a.m. to 2 p.m. daily.
—What's the price for it?
—It is \$5.
—And is your coffee shop open every day?
—They are all open very day except Monday.
—OK, thank you.

4. Translate the dialogues.

- 1) — Не могли бы вы сказать, где бы я мог пообедать сейчас?
— Да, конечно, у нас есть ресторан.
— Он сейчас открыт?

—Да, он работает ежедневно, без перерыва с 10 утра до последнего гостя.

—Замечательно, и какая у них кухня?

—Европейская.

2) — Есть ли в гостинице место, где я мог бы поесть с ребенком?

—В нашей кафетерии есть специальное детское меню во время ланча.

—А когда они подают ланч?

—Обычно с 11 утра до часу дня.

—Вы не знаете, сколько он стоит?

—К сожалению, нет.

—А у них есть пиво?

—Нет, пиво только в баре и ресторане.

What's the time?

Time

2.30 — It's half past two

8.50 — It's ten to nine

3.15 — It's quarter past three
5.00 — It's five o'clock

Remember: at 5 o'clock, on Monday, in the evening, at the weekend.

5. Say the time: 7:40, 9:30, 6:05, 11:45, 12:15, 2:00.

**Read the text. Study the information about the hotels below.
Which hotel would you advise each family to stay at?**

HOTEL FACILITIES

The three families below are going to Amsterdam on a weekend break.

1. Mr. And Mrs. Mills: a young couple on their honeymoon. They would like somewhere quiet and romantic, with a good restaurant. They would prefer a room with a bathroom rather than a shower.

2. Mr. and Mrs. Gordon-Brown: an elderly couple who want somewhere as central and as cheap as possible.

3. Mr. and Mrs. Henderson: a couple in their midthirties, with a son aged 11 and a daughter aged 12. They have friends in Amsterdam so they won't often be eating in the hotel. Mr. Henderson likes to go jogging in the morning. Their children want a hotel where there will be other young people.

Bergman ***

A small hotel of only 16 rooms. Situated in a quiet, residential area behind Vondel Park, it overlooks a small canal and the park itself. The bedrooms have their own shower, TV, and radio. Twin rooms with bath are available at a supplement. Although the hotel does not have a restaurant or bar, the dining room is very pleasant and drinks are served on request.

We recommend early booking because of the limited accommodation available.

NO ROOM CHARGE for 1 child under 12 sharing room with 2 adults. (Meals payable direct.)

Supplements per person per night:

Twin with Bath £4.00

Single with Shower £8.00

ONE NIGHT FREE in stays of 3 nights or more

1 Jan-26 Feb, 1-27 Jun & 15 Nov-28 Dec

Embassy ** (superior)

Once a private house with a rich history, this hotel is highly recommended for the standard of its accommodation.

Because of the nature of the building all rooms are different, each with its own character, and they are on a number of levels. There are larger, superior rooms with a view of the canal (available at a supplement).

Downstairs you will find a quiet little bar and a small breakfast room. The hotel has no lift and some of the stairs are quite steep so please request a downstairs room if the stairs could be a problem. All rooms have private showers.

Supplements per person per night:

Superior Twin with Canal View £7.00

Single Room £11,00

ONE NIGHT FREE in stays of 4 nights or more

1 Jan - 15 Mar & 1 Nov - 31 Dec

Empire ** (de luxe)**

An international deluxe hotel in one of Amsterdam's most fashionable areas. The Empire has 250 guest rooms and suites which either overlook the canal or the gracious treelined Apollolaan. All the bedrooms have telephone, mini-bar, colour TV and hairdrier.

The hotel has 2 restaurants, "The Veranda", which serves international cuisine, and "The Santori", an elegant Japanese restaurant. The bar overlooking the canal, a discotheque, and a casino complete this wonderful hotel.

NO ROOM CHARGE for 1 child under 12 sharing room with 2 adults. (Meals payable direct.)

Single Room Supplement £24.00 per night

Activity: Work in pairs. The guest wants to know about all places where he can eat in your hotel. Give him the whole information.

Unit 4. Restaurant. Staff

Reservations

Discuss: What sort of information do you need when the guest wants to reserve a table or book a room in your hotel?

New words and useful expressions:

chef, head chef, chef de cuisine — шеф-повар

cook — повар

manager — управляющий

waiter — официант

head waiter — администратор

wine waiter — сомелье

waitress — официантка

in advance/beforehand — заблаговременно

to book a room — забронировать номер

to reserve a table — заказать столик

to work in shifts — работать посменно

What date/day/time? — На какое число/день/время?

When for? — Когда?

How many for? — На сколько персон?

Your name, please. — Ваше имя, пожалуйста.

Could I have your name, please? — Вы не могли бы назвать ваше имя?

I'd like to speak to the manager. — Я бы хотел поговорить с управляющим.

What kind of room would you like? — Какую комнату вы бы хотели?

Would you like to sit closer to the band/entrance/window?
— Вы хотите сидеть ближе к оркестру/входу/окну?

How long are you going to stay? How long will you be staying? — На сколько вы хотите остановиться?

When are you going to come/arrive? — Когда вы придёте?

We'll hold the room until... — Мы подержим комнату до...

Read the text and describe the work of the system of personal service establishments in your native city adding more information from your personal experience.

MULTIPLE SERVICE ESTABLISHMENT

In many Belarusian cities we have what we call multiple service establishments. They are tailor shops, shoemaker's, barber's, hairdresser's, dyer's, dry cleaner's, watch repair and other service shops combined in one. Service is generally good, but sometimes it leaves much to be desired. Such service establishments are an excellent arrangement for the busy man, especially when all the little things (minor services) are done while you wait. The tailor shop will take care of major and minor alterations and repairs: lengthen or shorten the sleeves, patch trousers and set them right for you, press clothing and even sew on buttons.

At these service establishments they also have a dyer's and cleaner's shop (dyeing and cleaning service). If you have any stains you want to be removed, the dry cleaner's will take care of them. Nowadays they have ways of removing stains without leaving any traces. The dyer's will make a neat job of dyeing material from one colour to another.

One of the services available is the photographer's. You can have your photo taken there, and if it's urgent they'll do it in a few hours. They will also develop and print snapshots taken by amateur photographers.

Then you will find a watchmaker at your service. He will set your watch, if it is slow or fast, put a new glass in, or clean it, if it needs cleaning. As a rule a watch keeps perfect time after the watchmaker's hands.

A busy place is the shoemaker's. They have a wide choice of leather and rubber soles and heels. And they don't charge much, prices are quite reasonable.

Another service establishment that we frequently visit is the barber's shop for men and the hairdresser's (or beauty parlour) for women. At the barber's you can get a shave, haircut and shampoo. The services you would expect to find at the hairdresser's are: permanent wave, manicure, skin treatment (massages both hand and electric) with all sorts of creams. They will do your hair to the latest fashion.

Answer these questions:

- 1 What services does a multiple service shop offer its customers?
- 2 Why is it convenient to have all services combined in a multiple service establishment?
- 3 Is a multiple service centre an excellent arrangement for a busy man?
- 4 Are you a regular customer at the local multiple service establishment?
5. What kind of people are most likely to use services of the tailor's and dressmaker's? Do the British use services more frequently than people in our country? How do you account for it?
6. In what season of the year is the shoemaker's an especially busy place? Why?
7. Where do you usually have your footwear repaired?
8. Why do people change their walking shoes for slippers when they come home?
9. Do you press your clothes or do you have them pressed

for you?

10. Who are usually more clever with the needle, men or women? Why?

11. If a watch keeps perfect time, would you have it cleaned?

12. If your watch gains (or if it is slow), could you set it right yourself?

13. What services are available at the dry cleaner's?

14. How often do you usually have a haircut? A shave?

15. Which is a more busy place, a barber's or a hairdresser's?

Why?

16. Would you like to wear your hair long or short, combed back or parted on the side?

17. Are you good at photography? Is it your hobby?

18. Why do people like taking photographs?

19. Would you like to be taken in full face or in profile?

20. What type of photograph do you prefer: landscape, portrait or still life?

1. Match the question in A with the answer in B.

A

1. What kind of room would you like?
2. How many for?
3. When for?
4. When are you going to come?
5. Your name, please?
6. Where would you like to sit?

7. How long are you going to stay?
8. Would you like to reserve a table?
9. What time?

B

- a. tonight
- b. at 8 p.m.
- c. a single
- d. closer to the band.
- e. next Monday
- f. for a week.

- g. for 8 persons.
- h. Mrs. Mew.
- i. Yes, please, if possible

2. Find out the jumbled word.

Example: *ine Wretaiw* — *Wine waiter*

1. n t E c e n a r
2. f C e h
3. s a i t W r e s
4. f e B r e o n h a d
5. n e s e t R a v o i r
6. a l e b T
7. r A r i e v
8. g a M e n a r

3. Put the sentences in the correct order to make a dialogue.

- a) a. — My name is Doorway.
b. — Yes, sure. How many for?
c. - I'd like a table for three.
d. - That's OK, a table for 3 at 7 p.m. And could I have your name, please?
e. - Good evening. "Jolly dolls". How can I help you?
f. - At 7 o'clock, if possible.
g. — Thank you, Mrs. Doorway. Goodbye. See you tonight.
h. — A table for 3? Well, what time would you like?
i. — Good evening, could I reserve a table for tonight?
- b) a. — You are welcome.
b. - Hello, the "Palace Hotel". What can I do for you?
c. — Thank you very much, goodbye.
d. — I'd like to book a room.
e. — OK, Mrs. Window, your double room is No. 289 from the 5th to 7th of May.
f. — What kind of room would you like?

- g. □ — Well, could I have your name, please?
- h. □ — You see, I am with my husband, so — a double room.
- i. □ — I'm Window.
- j. □ — For three nights.
- k. □ — On the 5th of May.
- l. □ — When are you going to arrive?
- m. □ — How long are you going to stay?

4. Complete the dialogues. The guests answers are given.

- 1)- ...
- Hello, I'd like to reserve a table.
 -
 - Tonight.
 -
 - At 7 p.m.
 -
 - For three persons.
 -
 - Mr. Reddish.
 -
 - Near the entrance if possible.
 -
 - That's OK, thank you.
 -

- 2)- ...
- Good morning, I'd like to book a room.
 -
 - Single.
 -
 - On the 1st of September.
 -
 - For three nights.
 -

—My full name is Grek Woodway.

—

—Yes, that's correct, but could you hold the room until midnight. My train is sometimes late.

5. Put the verbs in brackets in the correct form.

Example: *She (want) to stay in a hotel. - She **wants** to stay in a hotel.*

1. The train (*arrive*) on time.
2. I usually (*go*) on foot.
3. Nick (*work*) in the restaurant.
4. All my friends (*study*) English.
5. They often (*come*) home late.
6. We (*like*) our job.
7. Our manager (*speak*) German and French.
8. The lesson (*begin*) at 9.
9. She sometimes (*have*) lunch in the restaurant.
10. Tourists (*book*) rooms in advance.

6. Read the text.

My name is Helen. I work in a restaurant in the city centre. We offer traditional Russian cuisine, so our restaurant is very popular with foreigners. It is always full and people usually reserve tables in advance for a special occasion party or for the weekend. Our restaurant opens at 10 o'clock and works till the last guest. I have a break from 3 p.m. to 4 p.m. but the restaurant continues working. I get up early, at 7 o'clock, and as I live far from the centre, I travel to work by underground. So it takes me an hour. The waiters work in shifts. The morning shift starts at 9.1 usually work in the morning. We serve about 200 meals a day. By the evening I am usually very tired. So when I come home I just relax, chat on the phone, do some work about the house and go to bed at 11 o'clock.

Answer the questions:

1. What is the girl's name?
2. Where does she work?
3. Where is the restaurant located?
4. What sort of menu do they offer?
5. Is the restaurant popular? Why?
6. Why and when do people reserve tables in advance?
7. When does the restaurant open and close?
8. Does she have a break?
9. Where does she live?
10. How does Helen travel to work?
11. How long does it take her to get there?
12. Do the waiters work in shifts?
13. When does the morning shift begin?
14. How many meals do they serve a day?
15. What does she do in the evening?
16. Does she go to bed late?

Now ask each other questions about your day, life, etc.

7. Fill in the gaps with the prepositions (*on, in, at, with, from, till, to, by*).

1. The restaurant doesn't work ... Monday.
2. She works ... shifts.
3. They are open ... 10 ... the last guest.
4. Helen gets up ... 7 o'clock.
5. She goes ... work ... underground.
6. People book rooms ... advance.
7. The restaurant is ... the city centre.
8. Russian cuisine is popular ... the foreigners.
9. She lives ... from the centre.
10. ... the evenings she relaxes.

8. Read and practise saying the following dialogues.

- 1) — Hello, Reception. What can I do for you?

—I'd like to book a room.
—When for?
—From the 10th to the 15th of October.
—OK, what kind of room would you like?
—I'd like a suite. How much is it?
—It's \$100 per night.
—That's fine.
—What is your name, please?
—My name is Mr. Greenland,
—Well, Mr. Greenland, your room is 305. We are waiting for you on the 10th of October.
—Oh, but my train arrives very late.
—Don't worry, we'll hold the room until midnight.

2) — Hello, how can I help you?
—I'd like a table in your restaurant.
—When would you like to come?
—On Saturday, if it is possible.
—For weekends we reserve tables beforehand, these are our busy days. What time would you like?
—At 9 o'clock.
—How many for?
—For two. It's our wedding anniversary.
—Well, could I have your name please?
—We are Mr and Mrs Black.
—So, Mr Black, a table for two on Saturday at 9 o'clock. Is that right?

—That's OK, but we'd like to sit closer to the window, and could you decorate our table with flowers?

No problem, you are welcome, Mr Black

Activity: Work in pairs. Your guest wants:

I. to reserve a table: Saturday, 8 p.m., 4 persons, birthday party.

II. to book a room: from 1st to 3rd of May, one person.

Remember to confirm the reservation.

Unit 5. Checking in

Ordinal numbers.

Calendar. Types of hotels

- Discuss:**
1. Have you/your relatives/friends ever stayed in a hotel?
 2. What kind of hotel did they stay in?
 3. What documents are necessary for it?

New words and useful expressions:

luggage — багаж

a porter — портье, носильщик

How can I help you?/What can I do for you? — Чем помочь?/Я могу сделать что-нибудь для вас?

Do you have a reservation? — У вас есть бронь?

I'll check the availability... — Я проверю наличие...

Is it just for tonight? — Только на сегодня?

Could I have your passport/address/telephone, please? — Не могли бы вы дать свой паспорт/адрес/телефон, пожалуйста?

Can I see your passport, please? — Могу я взглянуть на ваш паспорт?

Do you have any form of identification, please? — У вас есть какое-нибудь удостоверение личности?

Driving licence will do. — Водительское удостоверение подойдет.

Do you have any preferences? — У вас есть какие-нибудь пожелания?

Would you like a room with a shower or a bath?/with a sea view? — Вы хотите номер с ванной или с душем?/с видом на море?

Do you mind a view from the window? — Вам все равно, какой вид из окна?

Will you fill in this form, please? — Заполните этот бланк, пожалуйста.

Could you sign, please? — Вы не могли бы расписаться здесь?

Your signature here, please. — Вашу подпись, пожалуйста.

Your room number is... — Ваша комната номер...

Here is your key. — Вот ваш ключ.

Read the text and answer the questions.

Types of hotels

Hospitality is a generally hotels, motels, inns, hostels, camping grounds and so on and so forth. Hotels can be inexpensive (is also called the 1-star hotel according to the European classification), the moderate (2-star), the expensive (3-star), the deluxe (4-star), and the superdeluxe hotel (5-star). **The inexpensive hotel** is modestly furnished. However, rather good facilities are provided for the guests. There are no phones in bedrooms, but the use of telephone is arranged. Not every room is fitted with a radio and a TV-set. **The moderate hotel** has 20 per cent of bedrooms, which contain a private bathroom or a shower with a lavatory. A bar and a restaurant are not available in every moderate hotel. **The expensive hotels** (many of them) offer private parking, dogs and other pets are admitted. **The deluxe hotel** – a private bathroom or a shower with a lavatory are provided in all bedrooms. They offer a 24-hour access and a lounge service to the guests until midnight. **The superdeluxe hotel** – extremely comfortable and luxurious guestrooms are offered to the guests. All guestrooms are fitted with up-to-date equipment and amenities: room telephones, color TV-set, home videos, backgrounds music, mini-bars, excellent furniture. Limousine service is available, too.

Questions:

1. What kind of facilities are provided in inexpensive hotels?
2. How is the moderate hotel also called?
3. How is the 5-star hotel called?

1. Put the words in the correct order to make a sentence.

Example: *can/How/help/you/I?* — *How can I help you?*

1. can/I/What/you/for/do?
2. long/How/going/are/to/you/stay?
3. room/kind/you/like/What/of/would?
4. like/Would/room/a/sea view/with/you?
5. I/passport/Can/your/please/have?
6. a/you/reservation/Do/have?
7. form/Will/fill/you/please/in/this?
8. you/Could/me/your/name/tell/please?
9. sign/Will/here/you?
10. breakfast/want/Do/you/room/in/your?

2. Match the line in A with the line in B.

A

B

- | | |
|--|--|
| 1. Do you have rooms for tonight? | a. Only a driving licence |
| 2. Do you mind a view
from the window? | b. Yes, I like large rooms |
| 3. Do you have any
form of identification? | c. A room with a sea view, if
possible. |
| 4. Would you like a room
with a shower or a bath? | d. Yes, we do. |
| 4. Do you have any preferences? | e. Here you are |
| 5. Can I see your passport, please? | f. A shower will be OK |

3. Think of possible guests replies. Your questions are given.

Example: — *Do you have a reservation?*

— *Yes, I do. A table for three.*

1. — What can I do for you?

—

2. — Would you like a single or a double room?

—

3. — How long are you going to stay?

—

4. — Could I have your name, please?

—

5. — Do you mind a view from the window?

—

6. — Would you like a room with a shower or a bath?

—

7. — Will you give me your passport, please?

—

8. — Shall I ask the porter to help you with your luggage?

—

4. Change the sentences using polite forms.

Example: *Show me the passport!*

Could you show me your passport, please!

1. Sign here!
2. Give me the key!
3. Help me with the luggage!
4. Open the window!
5.a single or a double room?
6. Your name! Your address!
7.a room with a shower or a room?

Calendar **The 1st** (first) of May.
 May the 2nd (second)
 The 3rd (third) of May is Sunday

Days	Months	
1. Monday	1. January	7. July
2. Tuesday	2. February	8. August
3. Wednesday	3. March	9. September
4. Thursday	4. April	10. October
5. Friday	5. May	11. November
6. Saturday	6. June	12. December
7. Sunday		

Remember: in July, on the 31st (thirty first) of March, **in 2001** (twenty o one).

5. Say the dates.

1.01, 23.02, 4.04, 18.07, 22.10, 30.12

6. Answer the questions using the calendar.

May						
------------	--	--	--	--	--	--

Mo	Tu	We	Th	Fr	Sa	Su
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Example: *Is the 29th Tuesday? — No, the 29th is Wednesday.*

1. What day is the second of May?
2. Is the third Friday?
3. What date is the last Monday?
4. What date is the fourth Wednesday?
5. What day is the fifth of May?
6. Is May the first month of the year?
7. What is the sixth day of the week?

7. Match the line in A with the line in B.

A

B

- | | |
|------------------------------|-------------------------------------|
| 1. Victory day | a. the 7 th of January |
| 2. International Women's day | b. the 14 th of February |
| 3. St. Valentine's day | c. |
| 4. My birthday | d. the 8 th of March |
| 5. Christmas | e. the 9 th of May |

Read the dialogue and practise saying it.

Receptionist: Good afternoon, can I help you?

Guest: Yes, please. Do you have any rooms starting tonight?

R: Yes, we do. What kind of room would you like?

G: A room for two persons and a child. We are three. Is it possible?

R: Sorry, I'll check the availability... Well, I can offer you a double room with an extra bed for a child.

G: That's great.

R: How long would you like to stay?

G: For three nights, till the second of June.

R: That's OK. Could I have your names, please?

G: Sure. We are Mr and Mrs Christie.

R: Let me see your passports, please.

G: Here they are.

R: Well, Mr Christie, will you fill in this form and sign here?

G: Yes, please.

R: So, Mr and Mrs Christie, your room number is 478. It's on the fourth floor. Here is your key. Shall I ask the porter to help you with your luggage?

G: Yes, please. Our luggage is really very heavy.

R: This way, please. Enjoy your stay.

Read the texts and enrich your general knowledge of the places to go out for a meal in Great Britain. What can you say about eating out in your city?

EATING OUT

Many housewives in Britain have nice kitchens in their apartments. But they have neither time nor desire to cook. They

often buy ready-made food at the supermarkets or go to restaurants.

A very popular pastime is eating out in a restaurant. In most towns there is a wide variety of restaurants serving different types of food at different prices. Most British towns now have Chinese or Indian restaurants which serve quite cheap food; Italian restaurants are also popular and French restaurants are famous for expensive high quality cooking. Here are some examples of restaurant names, and the kind of food they serve:

The Steak Bar — English dishes

The Bistro — International/English dishes

Mandarin — Chinese dishes

Indus Curry — Indian dishes

Isola Bella — Italian dishes

Acropolis — Greek dishes

Pizzaland — pizzas

Bar-B-Que — hamburgers, chicken, chips

Wimpy Bar — hamburgers, chicken, chips

Chip Shop — fish and chips, pies, sausage and chips

When you have looked at the menu and chosen what you want to eat, the waiter will come and take your order. Normally, you tell him what you want for the first two courses. He will take your order for dessert and coffee later.

In some places you can dance to disco music between the courses of your meal. "Dine and dance" is offered by the restaurants of large hotels and clubs.

While having your drink or a meal you may enjoy a cabaret. This can be any kind of show: music, singing, dancing, or people telling stories and jokes.

When you finish eating, ask the waiter to bring you the bill. In most restaurants a service charge (10—15 %) is added into the total sum that's why it's not necessary to give the waiter a tip.

According to the restaurant etiquette you don't shout "Waiter" loudly across the room if you want to call him. You raise your hand and try to catch the waiter's eye without shouting or waiving your arms. It's not easy to get the waiter's attention, but it's much more polite than shouting — which would make you very unpopular.

As well as restaurants most towns have a number of bars and cafes where you can get sandwiches and other snacks. There are also hamburger restaurants specializing in cheap meals — especially hamburgers. Many pubs now have restaurants or grill rooms too. In some you can get a full range of dishes, in others the choice is more limited.

A fairly recent development is the growth of take-away restaurants. Here you can buy cooked meals to take home. Fish and chip shops have been and still are very popular. You can have some meal there (fish, but sometimes chicken or sausage too) or take it away to be eaten somewhere outside. Now there are takeaway Chinese and Indian restaurants in many towns and special take-away restaurants serving fried chicken are also popular. Your order is packed in special containers particularly because you don't have to pay V.A.T. on it.

Agree or disagree with the following statements:

1. Eating out in a restaurant is beyond the means of an Englishman. Only some people can afford it.

2. The British are very conservative. You can't find any other restaurants except British as well as no other food except traditional English cooking.

3. Fish and chip shops provide food in commodious containers to be eaten at home or elsewhere.

4. I don't see the point of take-away food. It's as expensive as eating in a restaurant.

5. Don't go to take-away restaurants unless you like chicken. That's all you can get there.

Activity: Work in pairs. The guest wants to stay in your hotel. Ask all questions necessary for checking in.

Unit 6. Apologizing

Apologies. At the
pub

Discuss: What should you do if you refuse your guest? How do you apologize?

New words and useful expressions:

What a pity! — Какая жалость!

Never mind. — Ничего страшного.

I wonder if it is possible to... — Интересно, можно ли...

Pm afraid I don't know... — Боюсь, я не знаю...

I'm not quite sure. — Я не совсем уверен.

I'm sorry, but I really don't know. — Простите, но я действительно не знаю.

Just one moment, please, I'll ask the manager. — Одну минутку, я спрошу управляющего.

I'm sorry about that, madam... — Сожалею об этом, мадам...

I'm sorry, we are fully booked. — Простите, но все места полностью забронированы.

I'm afraid we haven't any ... left. — Боюсь, у нас больше не осталось...

Unfortunately, we have nothing left. — К сожалению, у нас ничего не осталось.

I'm really very sorry but we are closed on Mondays. — Мне действительно очень жаль, но мы закрыты в понедельник.

There is no answer. — Нет ответа.

1. Match the questions with the answers.

1. Could I speak to your manager?
2. Can I reserve a table for two at the weekend?
3. Can I book a single room for tonight?

4. Can I have lunch at the moment?
5. Could you translate that?
6. Could I have a family room for Christmas?
 - a. I'm afraid we haven't any tables left this weekend.
 - b. I'm awfully sorry but I really didn't know a word in Spanish,
 - c I'm afraid we have nothing left for Christmas.
 - d. I'm sorry he is not here at the moment.
 - e. I'm really very sorry, but we are fully booked for tonight.
 - f. Excuse me, but it is impossible. We don't serve lunch before 12

2. Think of possible questions, the replies are given.

Example: — *Can I speak to your manager?*
 — *I'm sorry, he is not here at the moment.*

- 1) - ...
— I'm sorry, but I really don't know.
- 2) - ...
— Just one moment, I'll ask the manager.
- 3) - ...
— I'm awfully sorry, there is no answer.
- 4) - ...
— I'm afraid, we are fully booked that weekend.
- 5) - ...
— Excuse me, but we are not open on Mondays.
- 6) - ...
— I'm afraid we don't have any single rooms left for tonight.
- 7) - ...
— I'm really very sorry, but we have nothing left.

3. Put the words in the correct order to answer the question.

1. — Could I speak to the manager?
— the/me/Excuse/moment/but/is/not/he/at/here.

2. —Do you have tables for tonight?

— pity/is/a/It.

We/have/tables/don't/any/tonight/for/left

3. — Can I book a room?

—sorry/am/I/we/but/booked/fully/are.

4. — Are you open on Sundays?

—I/sorry/not/am/but/really/don't/I/know.

5. — Could I have lunch in my room now?

—afraid/am/I/don't/lunch/we/serve/11 a.m./before.

6. — Is it possible to sit closer to the window?

—impossible/it/sorry/really/I'm/very/but/is.

7. — Could I speak to Mrs Barn from Room 305?

—answer/is/but/I'm/no/there/sorry.

8. — Could I book the tickets for the show?

—I/left/have/afraid/we/nothing/am.

4. Read and practise saying the dialogues.

1) **Receptionist:** Good evening, what can I do for you?

Guest: I'd like to book a room.

R: When for?

G: I want to come on the 3rd of May and stay for three nights.

R: I'm really very sorry, but we are fully booked at that period.

G: Well, what about next week?

R: Oh, next week is OK, but what kind of room would you like?

G: A double, if possible.,

R: I'm not quite sure, just one moment. Oh, I'm afraid we don't have any vacant double rooms for that moment, but never mind, I can offer you two nice single rooms.

G: What a pity! Let it be two single rooms but on one floor.

2) **Headwaiter:** Hello, how can I help you?

Guest: I'd like to reserve a table for two.

H: When would you like to come?

G: I wonder if it is possible to come on Wednesday evening.

H: Oh, I'm awfully sorry, but we don't open on Wednesday.

G: It is really very bad. Well, then could you reserve me a table for

tonight?

H: I'm afraid we don't have any tables left for tonight.

Today is our busy day. Come tomorrow and we'll reserve the best table for you!

3) **Waiter:** Good morning. What can I do for you?

Guest: Could I speak to your manager, please?

W: I'm not sure that he is here, but just one moment, I'll ask the Headwaiter.

G: Does your Headwaiter speak French?

W: I'm sorry but I really don't know.

Read the text and answer the questions

AT THE PUB

Pubs (short for public houses) are an important part of British life. They are as a rule quiet, rather private places, large or small, new or old, in cities or in the countryside, with a friendly atmosphere where local people meet in the evening for company and conversation.

You can find every kind of person there: doctors, schoolteachers, workers. They come to relax, talk, play games like darts or billiards and have their usual drink or a meal. You can buy many kinds of drinks in pubs, alcoholic and non-alcoholic. The typical drink is beer. There are many different types of beer both draught and bottled, which is served in pints

(0.57 of a litre) or half pints. You never ask for a pint of *beer*, ask always for a pint of *bitter*, *lager*, *keg* or other particular name of the beer. You can also buy spirits (e. g. whisky, gin, vodka) and usually wine, by the glass, but not by the bottle.

There are also a lot of soft drinks, e. g. coca-cola (coke), fruit juice or lemonade. A very refreshing drink on a hot day is a shandy (lemonade mixed with beer).

The pub is the place where you meet people. You get to know other "regulars", you buy drinks in turn, which is called "to stand a round" and you talk. You talk about the weather or how the English cricket team is doing in the Test Match against Australia. And although the regulars see each other almost every night for years, they never go into each others homes.

People may want to sing in the pub. Then they ask someone to play the tunes on the old piano. The pianist has free drinks as long as he plays. That is the custom.

Some pubs have two bars (the saloon bar and the public bar) and a restaurant. The saloon is better decorated and more comfortable (but the drinks are more expensive). The games and music are in public bars. In the restaurants you can get a complete meal.

It's normal to buy one's own drinks at the bar and the barman is not tipped unless he brings drinks to your table. Each order is paid for separately, and not at the end of the evening like in restaurants.

There are strict laws regulating opening times and those allowed into pubs.

The times vary in different parts of the country but most of them are open from 11 a.m. to 2.30 p.m. and from 6 p.m. to 11 p.m. on weekdays. Children under 14 are not allowed to get into a pub, and young people under the age of 18 are not allowed to buy alcoholic drinks. Many today's pubs have tables outside, sometimes in the well-tended gardens. It's quite normal for

women to go into pubs in Britain, but like everybody else they must follow the licensing laws.

Questions for discussion:

1. What is a pub/a bar?
2. Is it more popular than a restaurant in Britain?
3. Why do English people go to a pub?
4. What drinks do they normally have there?
5. Is alcohol forbidden in the pubs/bars?
6. Are there such places as pubs in our country?
7. What drinks can you order there?
8. Is there a great variety of beer in British pubs? In our country?
9. Which of them are the best?
10. Is it customary to stand around in our country?
11. What are the drinking habits in our country?
12. Is alcoholism a social problem in many countries?

Activity: Work in pairs. Your guest wants to get information/to book a room/to reserve a table/to speak to your manager. You have to refuse. Try to be polite.

Unit 7. At the restaurant. Ordering drinks

Beverages.
Telephone
etiquette

Discuss: What drinks are the most popular in our country? Do you know countries which produce the best wines?

New words and useful expressions:

Are you ready to order? — Вы готовы сделать заказ?

What would you like to begin with? What would you like as a starter? — С чего бы вы хотели начать?

Here is the menu and the wine list. — Вот меню и карта вин.

Would you like an aperitif while you are looking at the menu? — Вы хотите аперитив, пока просматриваете меню?

Shall I put ice/lemon into your whisky? — Положить лед/лимон в виски?

What can I get you? — Что вам принести?

Could I have a glass/a bottle/a carafe [kə'raef] of wine, please? — Не могли бы вы принести фужер/бутылку/графин вина?

I'll show you to your table. — Я провожу вас к столику.

1. Put the words in the correct order.

Example: *you/reservation/Do/have/a ? — Do you have a reservation ?*

1. you/to/Are/ready/order?
2. like/you/Would/aperitif/an?
3. can/What/get/I/you?
4. would/What/like/you/drink/to?
5. put/I/Shall/in/ice/whisky/your?
6. What/you/like/would/starter/as/a?
7. table/show/I'll/you/your/to?

2. Translate.

Example: — **Вы любите** ходить в рестораны ?

- Do you like going to restaurants?*
- Вы хотели бы поесть в ресторане?*
- Would you like to eat in a restaurant?*

1. Вы любите холодное пиво?
2. Вы бы хотели лимон в виски?
3. Вы любите сидеть близко к оркестру?
4. Вы бы не хотели сидеть у окна?
5. Вы любите фрукты?
6. Что бы вы хотели сейчас?
7. Какое вино вы любите?
8. Вы хотите бутылку или только бокал вина?
9. Вы любите танцевать?
10. Вы бы не хотели потанцевать?
11. Я очень люблю соки.
12. Я бы выпил сейчас яблочного сока.

3. Choose the correct words to complete the dialogues.

Example: *Would you like/want lemon ?*

1) **Waiter:** Good evening, sir. *Would/do* you like a table for two?

Guest: Yes, please.

W: Do you *like/have* a reservation?

G: Yes, I do. *My/our* name is Tulip.

W: Ah, yes. A table *for/on* two *in/at* 7 o'clock.

G: That's right.

W: Where *would/are* you like to sit?

G: Closer to the band, if possible.

W: Come this way, please. I'll show you *to/with* your table

2) **Waiter:** Here *is/are* the menu for this evening.

Guest: Thank you. Could you give me the wine *menu/list* first.

W: Yes, please, here you are. Would you *like/have* to order a drink while you are looking at the menu?

G: Yes, please. I'd *want/like* a glass of beer, and a martini *for/with* my wife.

3) **Waiter:** Here are *you/your* aperitifs. Are you ready *to order/to offer* now?

Guest: Yes, please.

W: What would you like *as/in* a starter?

G: We'd like to begin *with/from* a prawn cocktail and a green salad, please.

- Discuss:**
1. What is the difference between the menu and the wine list?
 2. Who serves drinks in the restaurant?
 3. Who makes cocktails?
 4. How can we serve wine/beer?

New words:

beverages — напитки

white coffee — кофе с молоком

strong/weak tea — крепкий/некрепкий чай

still/fizzy **mineral** **water** —

негазированная/газированная минеральная вода

bottled/canned/draught

beer — бутылочное/баночное/разливное пиво

lager/bitter — светлое/темное пиво

spirits — крепкие напитки

table/fortified wines — столовые/крепленые вина

(semi-)dry/sweet — (полу-)сухое/сладкое

sparkling wine — игристое вино

to please — доставить удовольствие, угодить

full-bodied wine — полнотелое вино

variety — разнообразие

4. Read and translate the text.

When people staying in a hotel are hungry or just want to relax and have good time listening to music and having a drink, they go to a restaurant or a bar. There is usually a wide choice of beverages there to please everyone. A barman or a wine waiter offers the wine list where the guests can find any drink they like. For those who don't drink alcohol there are soft (or long) drinks such as juice, lemonade, Coke, mineral water — still or

fizzy. Beer is very popular and it can be served bottled, draught or canned. For people who want something stronger there is a great variety of alcoholic (or short) drinks. For example, spirits: rum, vodka, whisky, brandy, cognac. Then come fortified wines: liqueur, port, sherry, vermouth; and table wines dry or sweet, white, red or rose. Guests can also order a cup of tea; coffee, black or white, hot chocolate.

Find out the categories of beverages and give the examples.

Find the equivalents in the *text*:

быть голодным, широкий выбор напитков, провести приятно время, угодить каждому, предложить карту вин, можно заказать, алкогольные/безалкогольные напитки, газированная/негазированная минеральная вода, разливное пиво, большое разнообразие, подавать (обслуживать), крепленые/столовые вина, кофе с молоком, горячий шоколад.

What do you drink for breakfast/lunch/when it is hot/at the party? What is your favourite drink?

5. Read and practise saying the dialogue "Ordering drinks".

1) Head Waiter: Good evening, madam. Do you have a reservation?

Guest: No, I don't but I'd like a table for one, please.

HW: Smoking or non-smoking?

G: Non-smoking, please, and not too close to the band if possible. I don't like loud music.

HW: This way, please, madam. I'll show you to your table. Your waiter will be with you in just one moment.

G: Thank you.

2) Wine Waiter: Good evening, madam, my name is Bob. I'm your waiter for today. Would you like a drink while you are looking at the menu?

G: Yes, please. Could I see the wine list?

WW: Certainly, madam, here you are.

G: Could I have the California Blush?

WW: Yes, madam. A glass or half a carafe?

G: Just a glass, please.

WW: Right away, madam.

G: Oh, and could I also have a glass of mineral water?

WW: Sure. Still or fizzy?

G: I'd like still, please.

WW: Shall I put lemon in it?

G: It would be fine! Thank you.

Read a text.

TELEPHONE ETIQUETTE

The techniques of telephoning are very much the same in all countries. Only remember your good telephone manners:

1. When talking on the telephone — speak clearly, not too fast but not too slowly either. Take your cigarette out of your mouth, and do not shout. If it's a casual or a business talk you need to sound friendly. A smile will make your voice pleasant, friendly, accommodating, and attending

2. Make sure that your conversation with a busy person is as brief as possible. List key points you want to make in note form before you place the call. Check off each point as the call moves along. Then you will never forget what you wanted to say and will not keep another person on the phone too long.

3. When calling a friend or a person who knows you but does not recognize your voice — don't play a guessing game: "Guess who?". Announce yourself promptly.

4. When you get a wrong number don't ask: "What number is this?" It is a good manner to ask: "Is this two-three-four-five-six?" If not — apologize.

5. If a wrong-number call comes through don't lose your

temper. Simply say: "Sorry, wrong number" — and hang up. Don't bang the receiver.

6. Always identify yourself when making a call, especially if you are calling on business, e. g. "This is Mr Smith from the *Wonderland Travel Agency*. Could I speak to Mr Jones?"

7. If you have a visitor, do not carry on a long chat while your visitor tries hard to avoid listening to your conversation. The best thing to do is to say you are busy at the moment and...

Activity: Work in pairs. Meet guests (a group of young people, an elderly couple, a family with a child). Choose a table and discuss an order for drinks.

Unit 8. Explaining dishes

Methods of cooking; meat,
vegetables
City transport in Great Britain

- Discuss:**
1. How many times a day do you have meals?
 2. What do you usually have for breakfast/lunch?
 3. What is your favourite dish?

New words and useful expressions:

consists of... — состоит из...

filled with... — начиненный...

looks like... — похожий на...

made of/from... — сделан из...

served with... — подается с..

thinly sliced — тонко нарезанный

How would you like it cooked? — Как вы хотите, чтобы это было приготовлено?

It's a kind of... — Это вроде...

I'll have some... — Я буду немного...

I'm afraid we haven't any... but... — Боюсь, у нас нет..., но...

Methods of cooking — Виды обработки

assort(ed) — ассорти

bake — запекать

boil — варить

fry — жарить (на сковороде и т. п.)

grill — жарить в гриле

mash(ed) — толченый

medium — средний

mince(d) — рубленый

poach — варить яйцо без скорлупы

smoke — коптить

steam — готовить на пару

stew — тушить

stuff(ed)/fill(ed) with — фаршированный

rare — с кровью

roast — жарить (в духовке или над огнем)

well-done — хорошо прожаренный

soft/hard boiled egg — яйцо всмятку/вкрутую

sunny side up/turned over — яичница-
глазунья/перевернутая желтком вниз

butter/oil — сливочное масло/растительное масло

sour cream ['sauə'kri:m] — сметана

Meat, Poultry and Game — Мясо, домашняя птица
и дичь (относится также к рыбе и диким животным,
на которых охотятся, чтобы употребить в пищу)

beef — говядина

chicken — цыпленок

duck — утка

goose — гусь

hazel grouse ['heizl'graus] — рябчик

lamb [laem] — барашек

pork — свинина

partridge ['pa:trid] — куропатка

pheasant ['feznt] — фазан

turkey — индейка

veal — телятина

Vegetables and herbs — Овощи и зелень

aubergine ['oubʒɪ:n]/**egg plant** — баклажан

beans — фасоль

cabbage — капуста

carrot ['kærət] — морковь
cauliflower ['kɒli'flaʊə] — цветная капуста
cucumber ['kju kəmbə] — огурец
dill — укроп
garlic — чеснок
leek — лук-порей
lettuce ['letɪs] — салат
marrow — кабачок
mushroom ['m ʃu:m] — гриб
onion ['njən] — лук
parsley ['pɑ:sli] — петрушка
peas [pi:z] — горох
potato — картофель
radish — редис
tomato — помидор

How do you prefer your: eggs, chicken, vegetables, potatoes?
 — Как вам приготовить яйца, курицу, овощи, картофель?

1. Fill in the chart with all vegetables you know. They are:

Under the ground	Above the ground
potato	tomato

2. Answer the questions.

1. What vegetables are grown in your region?
2. What is the difference between poultry and game?
3. What do we call the meat of a cow/young cow/pig/young sheep?
4. What animals and birds can be found in your region?

3. How various foods can be prepared? Match the line in A with the line in B.

A

1. egg
2. potato
3. chicken
4. fish
5. cauliflower
6. bread
7. beef
8. apple

B

- a. fry
- b. grill
- c. boil
- d. bake
- e. steam
- f. stew
- g. smoke
- h. poach

4. Ask the guests how they want their food cooked. Use the polite form "How would you like...?"

Example: — *How would you like your steak, rare or medium ?*

— *I'd like it medium, please.*

1. egg (hard or soft boiled)
2. egg (turned over or sunny-side up)
3. salad (sour-cream or mayonnaise)
4. coffee (black or white)
5. potatoes (fried or mashed)
6. potatoes (with butter or sour-cream)
7. vegetables (steamed or stewed)
8. tea (strong or weak)

5. Fill in the gaps with *a, the* or nothing.

Example: *Every spring they travel to ... Paris and stay in a hotel near **the** River Seine.*

1. Can I have ... cup of tea?
2. Do you like ... Chinese food?

3. I usually have ... breakfast at home.
4. Could I have ... apple, please?
5. Do you have ... reservation?
6. Would you like ... aperitif?
7. Could I speak to ... manager?
8. Will you bring me ... menu, please?
9. I like ... steamed vegetables.
10. We are not open on ...
Monday.

6. Fill in the gaps with *any* or *some*.

Example: *Could you bring me some salt, please ?*

1. I'm sorry, but we haven't... draught beer left. Only bottled.
2. Could you give me ... salad?
3. Do you have ... soup?
4. I'd like ... sugar in my tea.
5. Would you like ... mineral water?
6. I'm afraid we haven't... stewed beef left, but we have ...
fried pork. It is excellent.

7. Read the sentences, choose the correct preposition and translate.

Example: *The pie is filled **with**/at mushrooms. Этот пирог фарширован грибами.*

1. Lasagna looks *as/like* a pie.
2. Mixed green salad is made *from/of* tomatoes, cucumbers, onion and herbs, dressed *in/with* olive oil.
3. Soup Solianka consists *of/I from* many different ingredients: smoked meat, olives, pickled cucumber, cabbage.
4. The duck is stuffed *on/with* apples or cabbage.
5. Pheasant is served *from/with* wild berries.

Read the texts and say in what way the transport system in Britain and America differs from that in our country.

CITY TRANSPORT IN BRITAIN

Britain has a well-developed transport service. It includes buses, coaches, trains, planes, etc.

Most buses in Britain are operated by the local Council. Others are owned by companies which often receive financial help from the Government.

On many routes you will see both single-decker and double-decker buses. There is often only one man in charge of the bus and you pay him the fare when you get on. Some buses have a conductor as well as a driver.

If you want to catch a bus, you wait at a bus stop. Here there's a board with the routes, numbers and times of buses. But be careful. Sometimes there's a sign "Request stop" which means that buses only stop if you put out (hold out) your hand.

If there are other people waiting at the bus stop you must queue behind them and allow them to get on the bus first. (Some people believe that the British habit of queuing first began with the introduction of public transport.)

Taxis in London are usually big black vehicles. Sometimes they may be ordinary cars with a "Taxi" sign on top. You can find taxi ranks (places where taxis wait) at airports, stations, and in the centre of town. You can also telephone for a taxi or stop one in the street.

A taxi can be cheaper than the bus fares for two or more people. However, long journeys by taxi are expensive — be careful at ports and airports. You can ask the driver to give you an idea of the cost before you leave. Drivers must charge the metered fare for all journeys within London (including Heathrow) regardless of duration and distance. Taxi drivers expect to be tipped for all journeys.

CITY TRANSPORT IN NEW YORK

Like every big city, New York has its own traffic system. Traffic jams can be terrible, and it's usually the quickest way to go by subway. The New York subway is easy to use and quite cheap. It goes to almost every corner of Manhattan. But be careful. It's better not to go by subway late at night. You see more, of course, if you go by bus. New York buses are also easy to use. The "Shoppers Shuttle" (Monday to Friday) and the "Cultural Loops" (Saturdays and Sundays) stop at some of the best-known stores and tourist places. You can get on and off as many times as you like in one day with only one ticket.

There are more than 30,000 taxis in New York. They are easy to see, because they are bright yellow and carry large TAXI signs. Taxis do not go outside the city but they will go to the airports. People give the taxi driver a "tip" of 15% extra.

If you really have to drive in New York, remember that nearly all the east-west streets and most of the north-south streets are one way only. This can be difficult for the visitor who does not know his way. Try to get a map that shows the direction of the traffic, and — good luck!

Activity: Work in pairs. Your partner wants you to explain to him the dishes he doesn't know (Chicken Kiev, Beef Stroganov, omelette, Borsh, white coffee).

- Example: — *What is Moussaka?*
— *It's a kind of pie.*
— *What does it consist of?*
— *It consists of lamb and aubergine.*

Describe your favourite dish.

Unit 9. Taking orders

Fish and seafood. Fruit Types of restaurants.

- Discuss:**
1. What fruit and berries are grown in your region?
 2. What are the favourite children's dishes?
 3. When and what is served for dessert?

New words and useful expressions:

What would you like to follow? — Что затем?

Will you have a salad? — Вы будете салат?

What main dish would you like? — Какое основное блюдо вы хотите?

Have you ever tried the house wine? — Вы когда-нибудь пробовали домашнее вино?

I can recommend... — Я могу порекомендовать...

Anything else? — Что-нибудь еще?

Would you like a dessert? — Вы будете десерт?

What have you got? — Что у вас есть?

What about...? — Как насчет...?

Will that be all? - Это все?

Enjoy your meal! — Приятного аппетита!

Fish and seafood — Рыба и морепродукты

caviar ['kæviɑ:] — икра

cod — треска

crab — краб

crayfish — рак

eel [i:l] — угорь

halibut — палтус

herring ['herɪŋ] — сельдь

lobster — омар

mussels — мидии

pike-perch — судак

prawn ['pro:n]/**shrimp** — креветка

salmon ['sæmən] — лосось

sturgeon. [,'stɜ:dʒ(ə)n] — осетрина

trout [traut] — форель

tuna — тунец

Fruit, berries — Фрукты,
ягоды

apple — яблоко

banana — банан

blackberry — ежевика

cherry — вишня

cranberry — клюква

currant — смородина

gooseberry — крыжовник

grapes — виноград

lemon — лимон

melon — дыня

orange — апельсин

peach — персик

pear — груша

pineapple — ананас

plum — слива

prune — чернослив

raspberry ['rɑ zberi] — малина

strawberry — клубника

watermelon — арбуз

Nuts — Орехи

almond ['ɑ:ɪmnd] — миндаль

hazelnut — фундук, лесной орех

walnut ['wɒlnt] — грецкий орех

Read a text.

Types of restaurants

There are bars and restaurants in many hotels. There are 8 different types of places where people can eat and drink. They are very luxurious restaurants, formal luxury restaurants, informal restaurants serving national dishes, coffee-chops, snack-bars, fast-food restaurants, bars and night clubs. At the very **luxurious restaurant** dinner is a la carte. Such restaurants are usually famous for their haute cuisine. They have a sophisticated atmosphere. Their service is impeccable. At **the formal luxury restaurants** the surroundings are elegant and the cuisine is superb. They are appropriate for business lunches and romantic dinners. **The informal national 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: a la carte and a three-course fixed price menu. The atmosphere is cosy 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 gamble if the like. They are very expensive but provide overnight catering and entertainment until 4 a. m. as a rule.

Most hotels have got some kind of food and beverage department. It includes a kitchen, a pantry, dining-hall, bars and cocktail lounges. When the hotels offer accommodation and breakfast has got the name of “bed & breakfast” (B&B). When the hotels offer accommodation and three meals has got the name of “full board” (FB).

Questions:

1. What are the eight different types of places where people can eat and drink?
2. What kind of places are the informal national restaurants?
3. What kind of places are coffee -shops and snack-bars?
4. What kind of places are the night clubs?

1. Odd one out.

Example: *cranberry, gooseberry, **walnut**, blackberry* —
walnut is out, others are berries.

1.	peach	currant	pear	apple
2.	trout	sturgeon	cod	almond

3.	lemon	banana	melon	pineapple
4.	shrimp	mussel	eel	crayfish
5.	cherry	grapes	strawberry	orange
6.	caviar	halibut	salmon	tuna
7.	crab	watermelon	lobster	prawn

2. Put the waiter's words in A into the correct order to make a sentence. Then find the guest's reply in B to make a dialogue.

Example: *I/ Shall/ice/in/whisky/put/your?*

Shall I put ice in your whisky? — That'll be fine

1. order/Are/to/ready/you?
 2. What/a/you/like/as/would/starter?
 3. salad/Will/have/a/you?
 4. like/would/dish/What/main/you?
 5. Would/dessert/like/a/you?
 6. variety/We've/got/a/ice-creams/of/pies/and.
 7. Else/anything?
 8. meal/your/Enjoy.
- a. Fried trout.
 - b. I'll have a piece of apple pie and a cup of cotee.
 - c. Yes, I'm ready, please.
 - d. What have you got?
 - e. I'd like some vegetables.
 - f. No, I don't want any salad, just fresh vegetables assorted.
 - g. No, that is all.

We can describe things using the words:

a bit (a little) — a bit salty — солоноватый

enough — sweet enough — достаточно сладкий

rather - rather sweet — довольно (слишком) сладкий

very/extremely/too - extremely hot - очень острый

3. Describe the taste of these dishes.

herring, peach, dry wine, strawberry, vodka, caviar, chocolate, mustard, pepper, liqueur, cherry, ice-cream, lemon

Use words: sour, sweet, salty, spicy (hot), bitter, delicious.

Example: *Pineapple is delicious.*

4. Translate.

1. This wine is rather dry.
2. Trout is tender enough.
3. Caviar is extremely expensive here.
4. Banana is not very sweet.
5. Cherry is a bit sour.
6. Smoked eel is very tasty.
7. The tea is too hot.

5. Make sentences.

Example: *Smoked salmon/delicious/herring — Smoked salmon is **more delicious than** herring.*

1. Indian food/spicy/English food.
2. Hotels in capital cities/expensive/small towns.
3. Saturday/good/day of the week.
4. Strawberry/tasty/cranberry.
5. Whisky/strong/wine.
6. A good souffle/difficult/to make/apple pie.
7. July/hot/month.

6. Think of possible questions. The guests answers are given.

Example: — *Shall I bring a bottle of it?*

— *No, just a glass.*

1. - ...
— Smoked halibut.

2. - ...
—No, fresh vegetables assorted.
3. - ...
—I'll have some caviar.
4. - ...
—Steak with potatoes.
5. - ...
—I'd like it well done.
6. - ...
—Fizzy, please.
7. - ...
—A glass of orange juice.
8. - ...
—White, please.
- 9.-...
—Some vanilla ice-cream and a piece of a blueberry pie.
10. - ...
— No, that's all, thank you.

7. Look at the menu. What are the sections of the menu? Try to guess the meaning of the unknown dishes and add yours.

Menu

I. Starters/Appetizers

- Prawn cocktail under hot tomato sauce.
- Mussels in white wine.
- Grilled sardines with lemon juice and garlic.
- Smoked pork roll.
- Cold ham with green peas.
- Vegetables assorted.
- Olives black and green.
- 8.....
- 9.....
- 10.....

II. Soups

1. French onion soup.
2. Chicken Bouillion with egg.
- 3.....
- 4.....

III. Main dishes

1. Fried liver in sour-cream.,
2. Minced turkey cutlets.
3. Pork stewed in beer served with new potatoes.
4. Sturgeon with paprika and herbs.
5. Duck fillet served with baked apples under orange juice.
6. Lamb chops.
- 7.....
- 8.....
- 9.....

IV. Desserts

1. Profiteroles in chocolate sauce.
2. Apple mousse.
3. Berries with whipped cream.
4. Fresh fruit salad.
- 5.....
- 6.....

8. Read and practise saying the dialogue.

Waiter: Are you ready to order, sir?

Guest: Yes, I'd like some fish as a starter, but what can you recommend?

W: Take a plate of smoked fish assorted, it is really very tasty.

G: And what fish is there?

W: There is smoked salmon, halibut, sturgeon and some caviar.

G: Sounds delicious!

W: What would you like to follow?

G: I'd like Grilled Rumpsteak.

W: I think you'll enjoy it. It's our most popular dish. And what about soup?

G: I'll have soup-cream of mushrooms.

W: Anything else?

G: No, thank you. Will you bring me a bottle of cold beer for my fish?

W: I'm sorry, sir, but we haven't any cold bottled beer left, but I can offer you some cold draught beer.

G: Thank you.

W: Well, sir, a plate of fish assorted, cream of mushrooms, Grilled Rumpsteak and a pint of beer.

9. Translate the dialogue.

—С чего бы вы хотели начать?

—Я бы хотел овощной салат, но заправленный оливковым маслом, если можно.

—Хорошо, как насчет супа?

—Куриный бульон с яйцом.

—И что потом?

—Я бы хотел свиную отбивную с жареными баклажанами.

—Как вам приготовить?

—Хорошо прожарьте, пожалуйста.

—Что вы будете пить?

—Что вы порекомендуете?

—Со свиной хорошо красное или розовое сухое вино.

—И принесите мне хлеба, пожалуйста.

—Да, конечно. Итак, овощной салат, заправленный оливковым маслом, куриный бульон с яйцом, свинья отбивная с жареными баклажанами, хлеб и бутылка красного сухого вина. Что-нибудь еще?

—Нет, спасибо.

10. Read and practise saying the dialogue.

Waiter: What will you have for dessert?

Guest: What have you got?

W: Oh, we've got a great choice of ice-cream and fruit.

G:- What is fruit salad made from?

W: There«small pieces of peach, pineapple, banana and apples dressed with whipped cream there.

G- Fine' And what about pies or cakes/

W- I can offer you a cherry cake or a strawberry pie. They are delicious.

G: Well, I'll have some fruit salad and a cherry cake, please.

W: Anything else?

G: A cup of strong black coffee, please

11. Translate the dialogue.

Официант: - Вы будете десерт?

Гость — Да конечно. Я люблю сладкое.

—Я могу предложить вам мороженое, профитроли под шоколадным соусом, ежевичный пирог и фрукты.

—Какое мороженое вы порекомендуете.

—Клубничное или персиковое — очень вкусное.

—Замечательно. Я возьму персиковое и кусочек пирога.

—Что-нибудь еще?

—Вишневый ликер, пожалуйста.

—Итак, персиковое мороженое, ежевичный пирог и вишневый ликер. Правильно?

Read the extracts from a guide book. If you had a free afternoon in Paris and you only had time to go to one place which would you visit? Why?

MUSEUMS IN PARIS

Musee d'Orsay

This wonderful museum was opened in 1986. It displays works of art from the second half of the 19th century (1848 — 1910). The original building designed by Victor Laloux was a railway station, which was no longer used. Rather than demolish it, the French government decided to restore the exterior and alter the interior to accommodate paintings and sculptures in an unusual and impressive setting.

Must see:

Paintings by the French Impressionists, including famous works by: Vincent Van Gogh, Pierre-Auguste Renoir, Claude Monet, Edgar Degas and Paul Cezanne.

Edouard Manet's *Le dejeuner sur l'Herbe*, showing a group of artists and young women having a picnic in a forest.

Opening Times

April - Oct 09:00 - 18:00

Nov - Mar 10:00 - 18:00

Sundays 09:00 - 18:00

The best time to visit is early on a weekday or on Thursday evening (open till 21:45).

While you 're in the area

Cross the river by the footbridge and walk upstream along the bank of the Seine towards Notre Dame. If you make a short detour, you will be able to see Claude Monet's famous paintings of water lilies, which are displayed in the Orangerie Museum.

Pompidou Centre

Parisians call this amazing building the *Beaubourg*. It was designed by Renzo Piano, Richard Rogers and Gianfranco Franchini and opened in 1977. The building is like an inside-outside building, with all the pipes, lifts and escalators on the outside — green water pipes, yellow electricity cables, blue ventilation tubes, red escalators, lifts and walkways.

At the front of the building is a huge piazza where you can enjoy street performers. The building contains a museum, a library, exhibition areas and an unpretentious restaurant, which has a lovely view over the old buildings of the area.

Must see:

National Museum of Modern Art on the 5th floor. This museum has 30,000 works of art but only 800 on display at any one time. Works by Henri Matisse, Joan Mird, Rene Magritte, Salvador Dali — and an ever-changing display of surprising controversial modern art from Europe and America.

Opening times (Museum)

Mon, Wed — Fri noon — 22:00

Sat — Sun 10:00 — 22:00

Closed Tuesdays

The best time to visit is in the evening.

While you 're in the area

Take a stroll around the area to see the historic buildings, and have a drink in one of the pavement cafes and watch the people walking past.

Visit the Picasso Museum nearby, which has an impressive display of works by Pablo Picasso housed in an old palace.

At the front of the building is a huge piazza where you can enjoy street performers. The building contains a museum, a library, exhibition areas and an unpretentious restaurant, which has a lovely view over the old buildings of the area.

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Take a stroll around the area to see the historic buildings, and have a drink in one of the pavement cafes and watch the people walking past.

Visit the Picasso Museum nearby, which has an impressive display of works by Pablo Picasso housed in an old palace.

Notre Dame Cathedral

This Gothic cathedral was built in the heart of Paris between 1163 and 1330, on the site of a Roman temple. It dominates the He de la Cite, the island in the River Seine from which Paris expanded over the centuries. There are 387 steps to the top of the tower, but the climb is worth it.

Must see:

The interior, including the three beautiful rose windows.

The view from the tower (and the famous gargoyles at the top).

Opening times

Cathedral: 08:00 - 19:00

Tower: 10:00- 17:00

The best time for a visit is early in the morning.

While you 're in the area

Allow yourself plenty of time to stroll around He de la Cite and He St Louis to see the historic buildings, squares and gardens.

Walk around the island on the bank of the river.

Take a river cruise from near the Pont Neuf (the oldest and longest bridge in Paris).

Eiffel Tower

The Eiffel Tower is the symbol of Paris but when it was built for the Universal Exhibition in 1889, it was meant to be a temporary building. It was designed by the engineer Gustave Eiffel. It was the world's tallest building until the Empire State Building was completed in New York in 1932.

There are lifts to take visitors to each of three levels, but if you feel energetic you can take the stairs to the First level (360 steps), Second level (700 steps) or even the Third level (1652 steps). At busy times it may take 2 hours to reach the top by lift because of the queues.

One of the best restaurants in Paris is the Jules Verne.

Restaurant (Second level), where you can enjoy panoramic views and eat excellent food.

Must see:

Cinemax museum — interesting film showing the history of the Tower and famous people visiting it, including Adolf Hitler and Charlie Chaplin.

The view from the Third level (274 m high).

Opening Times

Apr — Oct 09:00 — 23:00 (to midnight in July & August)

Nov - Mar 09:30 - 23:00

The best times to go up are early in the morning and before sunset.

While you're in the area

Walk along the river to Les Invalides to see the Dome Church and the tomb of Napoleon Bonaparte.

Also visit the Rodin Museum nearby, which displays famous sculptures by Auguste Rodin including *The Thinker* and *The Kiss*.

Answer these tourists' questions about the places:

1. Is Tuesday evening a good time to go to the Pompidou Centre?
2. Is there a nice restaurant in the Pompidou Centre?
3. Where is the best place to see paintings by Picasso?
4. Where are the impressionist paintings?
5. What kind of building is the Musee d'Orsay?
6. What's the best time to go up the Tower of Notre Dame?
7. Where can I board a boat cruise on the River Seine?
8. Can I enjoy the view from the top floor of the Eiffel Tower in the evening?
9. How long does it take to get to the top of the Eiffel Tower?
10. What else is there to do near the Eiffel Tower?

Make a list of four of the most popular tourist attractions in your own region.

What does each have to offer?

Suggest a day's excursion to the guest.

Write a one-page description of your recommended day out including a paragraph about each place that will be visited.

Example: If you have a day to spare, and you'd like to find out more about our region you might like to try....

Activity: Work in pairs. Using the menu, take the order for the whole dinner. Give recommendations. Apologize if you don't have a dish and offer another. Don't forget to confirm the order and be polite.

Unit 10. Telephoning I

Telephone

- Discuss:**
1. How often do you speak over the phone?
What do you phone for?
 2. What do you enjoy/dislike about using the phone?
 3. What are the advantages/disadvantages of using the mobile phone?

Telephone numbers should be said as follows:

Remember 57702 – five, double seven, oh, two.

1. Say the telephone numbers.

9430016; 783311; 2070503

Now ask your partner about his/her telephone numbers and write them down.

Read the article and answer the questions.

Phoning in the United Kingdom.

Using the telephone in the UK is a matter of timing: different parts of the day cost different amounts, so you have to be careful not to pay the full price. Using the phone in the evening and at night is the cheapest, but during the day the prices are much higher. There are also different tariffs for different distances, even though Great Britain is quite small. “Local calls” refer to the close area around where you are calling, and

“distance calls” are when you are calling to another country or part of Britain.

Mobile phones are very common in the UK now, and most people carry them at all times. Young people use them to write text messages and call their friends, as they are more convenient than land lines. Don't forget to turn them off during concerts or at the cinema – English people do not like that!

Questions:

1. When is the most expensive time to call?
2. What is a “local call”?
3. How is called the call to another part of Britain?
4. Do many people in the UK have mobile phones?
5. What do young people use them for?
6. Where should you turn off the mobile phone? Why?

New words and useful expressions:

country code — код страны

extension — добавочный (коммутатор)

local call — местный звонок

long-distance call — междугородный звонок

telephone book/directory — телефонный справочник

telephone number — номер телефона

to dial — набирать номер

to press the button — нажать кнопку

pay phone — телефон-автомат

The line is busy. — Линия занята.

I'll call you back. — Я перезвоню.

I'm sorry, there is no answer. — К сожалению, нет ответа.

Can I speak to...? — Могу я поговорить с.?

This is a receptionist speaking. — Говорит администратор.

Hello, is that hotel/restaurant? — Здравствуйте, это отель/ресторан?

Hold the line. — Не кладите трубку.

I'll put you through. — Я соединю.

Just a moment, I'll check it for you. — Минутку, я проверю.

2. Fill in the missing words.

Example: *What is your **telephone** number, please?*

1. If you want the laundry ... the button!
2. Could I have a long ... call?
3. There are a lot of... phones in the street.
4. Hold the ..., I'll put you through.
5. Do you know the ... code for France?
6. Dial first 3480755 and then ... 142.
7. You can easily find his phone number in a ...
8. This telephone is only for ... calls!

3. Put the words in the correct order.

Example: *5/Press/button.* — *Press button 5.*

1. the/Hello/Astoria/is/hotel/that?
— Yes, it is. What can I do for you?
2. — Can I speak to Mr. Brighton from Room 123?
— afraid/I'm/he/out/is/moment/at/the.
I/Can/back/call/you?

3. — I'm sorry, but I can't find the telephone book. Is the country code for Germany 42?

— moment/a/Just. you/it/I'll/check/for.

4. I'd like to reserve a table for tonight.

— line/Hold/the. put/through/I'll/
you/to/restaurant/the.

5 - I'd like to make a long-distance call.

— busy/I'm/is/but/sorry/line/the/moment/the/at.

4. Read and practise saying the dialogues.

1) — Reception. How can I help you?

—It's Mrs. Monroe from Room 305. Can I make a long-distance call? I'd like to phone to France.

—No problem, dial "1", then the country code "33" and the phone number you need.

—Thank you very much.

2) — Reception. What can I do for you?

—I'd like to know the phone number of the Railway booking office. Is it possible?

—Of course it is! Just a moment, I'll check it for you. It's 3250701.

—Thank you very much.

—Not at all.

3) — Alice is speaking. What can I do for you?

—Hello, I'd like to speak to the manager, please.

—I'm very sorry, but he is not here at the moment. Could you phone back later?

—

—Yes, I'll phone in the evening.

Doctor Lennox is a telephone doctor. She answers patients' questions about their medical problems. Read their questions and match them with her answers. Act out similar dialogues.

TELEPHONE DOCTOR

1. — Hello, Doctor Lennox. Well, three days ago I fell over and cut my arm. There was a little blood, but it soon stopped bleeding and I forgot about it. Now the wound is painful and red. It hurts when I touch it. I also think I may have a temperature. I feel a little hot and quite weak. Do you think I should see my doctor?

2. — Doctor Lennox, I am a 63-year-old woman. A few months ago, I was walking upstairs when I suddenly became very faint and almost fell over. Now, whenever I do just a little exercise I get out of breath very quickly. Even when I'm sleeping I have breathing problems. I wake up in the middle of the night and can't get back to sleep. I'm really worried, because I have never had insomnia in my life before. I don't have a pain in my chest, so I don't think I have heart problems. I'm very worried. What do you think?

3. — For the last two days, Doctor Lennox, I have been feeling absolutely terrible. My whole body aches. I have a backache and all my muscles ache. I have a terrible headache too. But the worst thing is the vomiting. Food just won't stay in my stomach for more than a few minutes. And the diarrhea — I'm in the bathroom every half an hour. I telephoned my doctor and asked for a prescription for some medicine, but she said there wasn't much she could do for me. She said I should stay in bed and drink a lot. Is that right?

4. — I hope you can understand me all right, doctor, but I can't talk very well because of my sore throat. I've had it a few months now. And a cough, too, even though I don't smoke. And I seem to be tired all the time, but I'm never so ill that I can't go to work. I've been to the doctor and had some tests, but they can't find anything wrong with me. What do you think I should do now?

Answers:

a) — You should see a doctor as soon as possible. Your

doctor will arrange for you to have a complete series of tests. I'm afraid you really could be very seriously ill, you know.

b) — You've probably got a minor infection. Sometimes they take a long time to go away. The important thing is to get plenty of rest. Take some time off work and you'll probably be back to normal in a few weeks' time.

c) — It sounds as if you have got an infection. You'll have to see your doctor, who will probably write you a prescription for an antibiotic and some medicine to put on your skin as well.

d) — You have what is commonly called stomach flu. It's most important that you drink a lot. You should feel better soon, but if it continues much longer you should see your doctor.

Activity: Work in pairs and practise telephone conversations using different names, room and telephone numbers.

Unit 11. Telephoning II

Letters and faxes

Discuss: How do you have to speak on the phone, when the telephone line is bad?

Remember: When the telephone is out of order or it is difficult to understand a word, you ask the partner to spell the word like this: "Anny" will be spelt: "A", "double n", "Y".

1. Pronounce the English alphabet.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

2. Spell the words.

Example: *Brugge*- "b", r, "u", double "f", "e". St Petersburg, Australia, Brussels, Zagreb, California, Spain, Brugge, Norway.

Now ask your partner to spell his/her name and address and write them down.

New words and useful expressions:

We seem to have a bad line. — Кажется, плохая линия (соединение).

Can you speak up? — Вы можете говорить громче?

I'm sorry, I didn't catch that. — Простите, я не уловил.

Did you say...? — Вы сказали...?

Could you repeat? — Не могли бы вы повторить?

Could you spell that? — Не могли бы вы сказать по буквам?

3. Put the words in the correct order to make a sentence.

Example: *up/you/speak/Can?*— *Can you speak up?*

1. you/Did/Smith/say?
2. a/seem/very/have/We/to/line/bad.
3. that/Could/please/you/spell?
4. I/catch/didn't/name/your!
5. repeat/you/Could/please.

4. Read and practise saying the dialogue. Imagine that the telephone is broken.

Receptionist: Good morning, "The Palace Hotel". What can I do for you? Oh, we seem to have a bad line! Could you speak up a little?

Caller: Hello, I phone from Germany! I'd like to...

R: That's better. Could you repeat what you want?

C: I'd like to book a room for me and my wife.

R: So you need a double room. When for?

C: From the 1st of July, for 5 nights.

R: Oh, I'm sorry, but the line is really very bad. I didn't catch the number of nights.

C:... for 5 nights!

R: That's OK, and could I have your name, please?

C: My name is Schwarzkopf.

R: Excuse me, could you spell your name, please?

C: S-c-h-w-a-r-z-k-o-p-f.

R: Well, Mr Schwarzkopf, a double room from the 1st of July, for 5 nights. Is that right?

C: Yes, I'll come on the 1st of July.

R: And could I have your phone number, please?

C: I call from Germany. The code is 49 and then 3007469.

R: Did you say 45 for the code?

C: No, the country code is 49!

R: Thank you. We'll hold the room for you till 6 p.m. Your reservation number is 353.

Now, using the information from the dialogue, fill in this reservation card:

The Palace Hotel	Reservation card
Name	
Arrival date	
No. of nights	
Room type	
Contact telephone	
Reservation No.	

Discuss: What will you do if your telephone is absolutely out of order or you don't have it on hand, but you have to send information? How do you think you should compose your letter? Are there any peculiarities in writing formal letters?

GOLDEN RULES

- Decide what to say before you start to write. If you don't, the sentences are likely to go on and on before you can think of a good way to finish the message. In other words, make sure that you plan ahead.
- Put each separate idea in a separate paragraph.
- Use short sentences.
- Use short words that everyone can understand. You may be writing to people whose English isn't as good as yours.
- Think about your reader. Your letters should be:
Clear – make sure the reader knows exactly what you mean.

Complete – make sure you give the reader all the necessary information.

Courteous – write in a sincere, polite tone.

Correct – the reader may be confused if there are too many mistakes in grammar, punctuation, or spelling.

•Check your letter through before you print it – and correct any mistakes you find.

5. Read the two letters. Compare the organization of an informal and formal letter.

An informal letter

There are short forms
in informal letters

An informal letter
sounds more like
spoken English.

74 Baron Close
Meadowfield
Durham DR35P
17/3/2009

Can I....? and
Can you....? are not
as formal as *Could....?*

There are lots
of examples
of informal English.

Dear Jan and Robin,
How are you both? Well, I hope.
We're OK working hard, as usual.
Can I ask you a favour? I'm in
London for a couple of night next
week, Thursday and Friday.
Can you give me a bed?
I'd be really grateful. Give me a
ring if there's a problem. Book
that Greek restaurant again! It's
my turn to pay! Love to the kids.
See you soon.

Peter

A formal letter

17 Blundell Road
Cromer
Norfolk MP25QR

Always write the post code
at the end of the address.

The Receptionist
Clifton Hotel
Loughborough Road
Leicester LE7 9PO

Write Dear Sir or
Madam if you do
not know the name
of the person you are
writing to.

Dear Sir or Madam,

Remember! There are
no short forms in a
formal letter.

I would like to book a single room
at your hotel for the nights of 12,
13 and 14 April.

Could I and *Could you*
are more polite than *Can...*

Could I possibly have a quiet
room with a bath?

I understand you have a restaurant
Could you tell me what time the
restaurant closes?

Please let me know if you need a
deposit or a credit card number.

This is the usual ending
if we want a reply a letter.

Thank you very much.
I look forward to hearing from you

Yours faithfully,

Peter West
Peter West

If you do not know the name of the person you are writing to, write *Yours faithfully*, not *Yours sincerely*

6. Look at the letter. What is wrong? How would you write it?

Mrs Barat

I'm sending you this letter to confirm your telephone booking for a double room from June 12 to 15 (3 nights). Your room, with a balcony, is on the first floor. The price is \$90 per person per night, but I don't remember if you wanted a room with a sea view. Can you let us know the time of your arrival?

Yours faithfully

Karolina Great.

Make questions.

Example: *The guest spoke to the manager. – Who did the guest speak to?*

1. They went to Italy. — Where...?
2. My sister stayed in a hotel. — Where...?
3. He telephoned yesterday. — When...?
4. We booked a single room. - What...?
5. The train arrived at 5 o'clock. — When...?
6. She bought flowers. — What...?
7. We ordered a bottle of dry wine. — What...?
8. They reserved a table for two. — How many.

7. Now make the above sentences negative.

Example: *He wanted to reserve a table. – He didn't want to reserve a table.*

Read this extract from a letter of Mr. Cross, a client, and then read the two replies below. Which reply would you prefer to receive if you were the client? Why? (If neither letter seems satisfactory, why not?)

WE ARE VERY SORRY...

The fire alarm went off in the middle of the night and we followed the indicated escape route. But the back stairs were blocked with boxes and we had to go back to the main stairs. In a real emergency this would have been very dangerous.

We all had to stand in the street, which was cold and dark. The hotel staff did not seem to know what had happened. We were allowed back in after about an hour. Only later did we find out (from another guest) that there had been a minor fire in the boiler room.

There was no heating the next day because of the boiler fault. We asked the housekeeper for extra blankets but none came.

The next morning we complained about the blocked fire stairs at the front desk and they apologized, but in the evening the boxes were still there.

1. Your letter of 3 November regarding your stay with us in October was forwarded to me. The situation is being looked into and I hope to resolve it quickly. When I have my investigation finished, I will write or call you with a response.

I assure you that your complaint is being taken seriously. You are a valued guest, and any dissatisfaction on your part indicates an opportunity for improvement on our part.

If I need more information from you to help me resolve this matter, I will contact you.

Thank you for your patience.

Yours sincerely,...

2. Thank you for your letter of 3 November. I am very sorry that there were problems during your stay with us in October. It will take me a few days to look into this matter because I need to talk to all the members of staff who were involved. I will telephone you as soon as I can with my response.

I would like you to know that we are taking your complaint very seriously. You are a valued guest. If you are dissatisfied with our service, this gives us a chance to make any improvements necessary.

I will contact you if I need to know more from you to help me resolve this matter.

Thank you for being so patient.

Yours sincerely,...

Activity: Work in pairs: a person wants to reserve a table in your restaurant, but the line is very bad. Try to find out all the details: day, time, number of persons, name and contact number. Make a reservation: fill in the reservation chart while you are speaking.

The Polar Bear Restaurant	Reservation card
Name Date/day Time Number of persons Contact Telephone No	

Unit 12. Room Service

Taking
messages

Discuss: In the hotel the guests have food and drinks in the bar, in the coffee shop, in the restaurant, but sometimes they order food and drinks by telephone. What is the name of this Service? What else can a guest order by phone?

Room service



Are you tired? Do you want to relax and have dinner without leaving the room?

Why don't have a romantic dinner with elite cousin and champagne right in your own room?

Room service does it for you!

This service is available twenty-four hours a day

Services:

- “Welcome cocktail” with varied presentation and different drinks for adult and young guests.
- “Complement in the room”

New words and useful expressions:

answerphone — автоответчик

appointment — деловая встреча

American breakfast — американский завтрак

Continental breakfast — континентальный завтрак

to be available — быть к услугам

Anything else? — Что-нибудь еще?

Could I have breakfast in my room, please? — Могу я позавтракать в номере?

What room number, please? — Номер вашей комнаты?

When for? - На какое время?

I'll be with you immediately/in a minute. — Я немедленно/сейчас буду к вашим услугам.

Can I leave/take a message? — Я могу оставить/принять сообщение?

There is a message for you. — Для вас есть сообщение.

1. Complete the dialogue.

Reception: Good morning.

Guest: Hello!... Service?

R: N6, sir, this is Reception. One moment and I'll... to the Room Service.

Room Service: Good morning, Room Service. Can I..... ?

G: Yes, I'd ... breakfast, or am I late?

RS: No. The Room Service menu is available the whole day. Would you like ... or American breakfast?

G: Continental, please.
RS: Would you like ... or grapefruit juice, sir?
G: I think I'll have orange.
RS: ... else?
G: No, thanks, that is all.
RS: Your ... please?
G: 743.
RS: When for?
G: I want it immediately.
RS: Well, I'll... in a minute

2. Read and practise saying the dialogue.

Guest: Hello, this is Room 226. We'd like to order breakfast for tomorrow.

Room Service: Yes, madam, what would you like?

G: We'd like to start with fruit juice. Orange for me and grapefruit for my husband. Fresh juice, please.

RS: Well, madam, one fresh orange and one fresh grapefruit.

G: Well, two soft-boiled eggs for me and bacon, egg and tomato for my husband.

RS: What about tea or coffee?

G: Tea, please, with lemon, no milk.

RS: Very well, when for?

G: At about 7.30.

RS: OK, could I have your name, please?

G: My name is Sand.

Look at this Menu for American and Continental Breakfast.

AMERICAN BREAKFAST

Juice	<input type="checkbox"/> Orange	<input type="checkbox"/> Tomato	<input type="checkbox"/> Grapefruit
Eggs	<input type="checkbox"/> Fried		
	<input type="checkbox"/> Scrambled		
	with	<input type="checkbox"/> Ham	<input type="checkbox"/> Bacon
			<input type="checkbox"/> Sausage
	<input type="checkbox"/> Poached		
	<input type="checkbox"/> Boiled	<input type="checkbox"/> Minutes	
Breakfast Rolls with Jam & Marmalade ['ma mə, leid]			
Beverage	<input type="checkbox"/> Coffee		
	<input type="checkbox"/> Tea with	<input type="checkbox"/> Milk	<input type="checkbox"/> Lemon
	<input type="checkbox"/> Milk.		

CONTINENTAL BREAKFAST

Juice	<input type="checkbox"/> Orange	<input type="checkbox"/> Tomato	<input type="checkbox"/> Grapefruit
Breakfast Rolls with Jam & Marmalade			
Beverage	<input type="checkbox"/> Coffee		
	<input type="checkbox"/> Tea with	<input type="checkbox"/> Milk	<input type="checkbox"/> Lemon
	<input type="checkbox"/> Milk		

What is the difference?

3 Choose the correct word:

Example: I want a **quick**/ quickly snack. Just a sandwich.

1. I had breakfast *quick* /*quickly* because I was late for work.
2. She is very *slow* /*slowly* worker.
3. When you are taking an order be very *attentive* /*attentively*.
4. Listen to the guest *attentive* /*attentively*.
5. He spoke *loud* /*loudly* into the phone, as it was a bad

- line.
6. Could I have breakfast *immediate/immediately*, please?
 7. When the restaurant is full, the waiters work *hard/hardly*.
 8. Bread is always *fresh/freshly* here.
 9. "The Palace" is a very *well/good* hotel.
 10. Our Chef cooks *well/good*.

- Discuss:**
1. When do we leave a message?
 2. What are the main things which the receptionist should write down while taking a message?

4. Read the text.

When we haven't got a chance to speak face to face and it is necessary to get or send urgent information we deal with a telephone. But if the person we need is out at the moment we can leave a message on the answerphone. The message is a short summary of the whole conversation containing the most essential information. That is why you should be especially careful about numbers, dates, times and names. Speak slowly and clearly. Make notes while you are taking messages, don't rely on your memory, and read all the important details back to the caller. Don't interrupt the person you speak to, let him finish what he wants to say. Speak in a polite voice.

Find the equivalents in the text:

иметь возможность, срочная информация, необходимо получить, говорить с глазу на глаз, иметь дело с ..., другие способы, человек, который нам нужен, самая важная информация, краткое изложение, вот почему.

Find the adjectives and adverbs in the text and complete the chart:

Adverbs	Adjectives

Find the rules for taking messages.

5. Read the dialogues and practise saying them. Fill in the chart.

	For	From	Message
1			
2			
3			

1) **Reception:** Hello, Reception.

Caller: This is Mr. Brown. Could I speak to Mrs. Black from Room 562?

R: I'm very sorry, but the line is busy at the moment. Could you leave a message for her?

C: OK, tell her, please, that I'm waiting for her at 9 o'clock in the theatre.

2) **Reception:** Good morning, what can I do for you?

Caller: I'd like to speak to your manager.

R: I'm afraid, he is not here.

C: Well, can I leave a message for him?

R: Of course, I'm listening to you.

C: You see, I have an appointment with your boss, but I'll be an hour late.

R: Anything else?

C: No, thank you.

R: But who is it speaking?

C: Oh, my name is Voronov.

3) **Reception:** Hello, Reception, who is speaking?

Caller: This is from Travel Agency. Could you put me through to Mr White?

R: I'm really very sorry, but he went out two hours ago. Can I take a message?

C: Tell him that we reserved two tickets for Frankfurt.

R: Anything else?

C: I'll phone him back at 10 a.m. tomorrow to discuss the details

6. Make a dialogue back from the message.

The Palace Hotel
Date: <i>8 June</i> Time: <i>10:40</i> Message for: <i>Room 211, Irene</i> From: <i>Mike</i> <i>wants to change the time of his arrival He wants to come on Sunday, not Friday. Call him.</i>

Read this advice for tourists. Which are the three most important pieces of advice that you'd give to a visitor to your country?

What would you say to someone who asked you why they should follow each tip?

TRAVELLER SAFETY TIPS

1. Don't answer the door in a hotel or motel room without verifying who it is. If a person claims to be an employee, call the

front desk and ask if someone from their staff is supposed to have access to your room and for what purpose.

2. When returning to your hotel or motel late in the evening, use the main entrance of the hotel. Be observant and look around before entering parking lots.

3. Close the door securely whenever you are in your room and use all of the locking devices provided.

4. Don't needlessly display guest room keys in public or carelessly leave them on restaurant tables, at the swimming pool, or other places where they can be easily stolen.

5. Do not draw attention to yourself by displaying large amounts of cash or expensive jewellery.

6. Don't invite strangers to your room.

7. Place all valuables in the hotel or motel's safe deposit box.

8. Do not leave valuables in your vehicle.

9. Check to see that any sliding glass doors or windows and any connecting room doors are locked.

10. If you see any suspicious activity, please report your observations to the management.

Activity: Pretend you're leaving a message on an answerphone for your friend. You should think quickly and speak very clearly.

Rules for using the answerphone

Introduce yourself Hello, this is.....

my name is.....

Give the time and day/ date Tuesday, 5 o'clock

Reason for phoning I'm ringing to.....

find out if.....

because I need/ want to know.....

tell you that....

Request

Could you phone me back?
help me?

Give your contact number

My number is.....
You can find me.....
I'm at home until.....

Finish

Thank you. Goodbye.

Unit 13. Asking for directions. Giving directions

Hotel objects
Prepositions

Look at this information desk in The Palace Hotel. What would you say if you were at the Reception and someone asked you these questions:

1 .Where is the restaurant?

Floor 6

Restaurant

Roof Garden

2.Where is Room 305?

Floors 2—5

3.Where is the gym?

Guests' rooms 200—540

4.Where are the shops?

First Floor

Manager's Office

Conference Centre

5.Where is the manager's office?

Ground Floor

Reception

Coffee Shop

Lobby Bar

Hotel Shops

Basement

Disco

Fitness Centre

New words and useful expressions:

at the bottom — внизу

at the end — в конце

at the top/upstairs — наверху

basement — цокольный этаж

facing you — перед вами

on the other side — на другой стороне

I'm looking for... — Я ищу...

Excuse me, can you tell me where... is? — Скажите, где...?

Could you tell me how I can find...? — Не могли бы вы сказать, как мне найти...?

Could you tell me the way to...? — Не подскажете, как пройти к...?

I'm trying to find... — Я пытаюсь найти...

It is on this floor. — Это на этом этаже.

Walk along/Go down the corridor. — Идите по коридору.

When you come out of the lift... — Когда вы выйдете из лифта...

Take the lift to... — Поезжайте на лифте до...

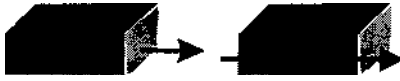
Turn left/right... — Поверните налево/направо...

Go past the... — Пройдите мимо...

Go across... — Пересеките...

Prepositions

through



past



along

at the top of



at the bottom

across



at the end of

behind



in front of



round

over



under

into

out of

onto



inside

outside



1. Match the sentence in A with the reply in B.

B

- | | |
|---|--|
| 1. I'm trying to find a place where I can eat now. | a. You can make a long distance call from your room. |
| 2. I'm looking for your manager. | b. I'm afraid, the coffee shop is closed, but the restaurant on the top floor works till the last guest. |
| 3. Could you tell me how I can find the dancing hall? | c. It is in the fitness centre, at the bottom. |
| 4. Where is the telephone? | d. His office is on the first floor, but unfortunately he is out at the moment. |
| 5. Can you tell me the way to the swimming pool? | e. We have a disco in the basement, it starts at 10 p.m. |

2. Read the words and underline prepositions.

after, on, thought, the, at, into, along, pass, why, in, out, alone, past, through, an, inn

3. Choose the correct word.

1. Take the lift *to/for* the basement.
2. Go *past/pass* the flower shop and then *turn/take* left.
3. The beauty saloon is *at/in* the end of the corridor, you will see it *front/facing* you.
4. Come out *of/in* the lift and turn *right/to right*
5. You will find the conference room on your *left/with the left*.
6. The sauna is *on/in* the basement, it is *in/at* the bottom.

4. Read and practise saying the dialogues. Make sure that you understood the direction.

- 1) — How can I find Mr Free?

- He is in Room 123.
 —Where is 123?
 —Go upstairs to the first floor, turn right, walk along the corridor and you will see it on the left.
- 2) — Excuse me, where is the coffee shop?
 —It's on this floor. Just go across the hall and then down the corridor.
 You will see it at the end of corridor, facing you.
- 3) — Can I buy a present for my daughter in your hotel?
 — Yes, Madam, in the gift shop on the ground floor. It's at the bottom of the main staircase opposite the reception desk.

5. Translate the dialogues.

- 1) — Я ищу ресторан.
 —Это на верхнем этаже. Когда вы выйдете из лифта, поверните направо, пройдите мимо лестницы, ресторан будет справа от вас.
- 2) — Вы не подскажете, как найти сауну?
 —Это в цокольном этаже. Идите через ту дверь на другой стороне холла, а затем вниз по лестнице. Поверните налево вдоль по коридору, сауна будет прямо перед вами.
- 3) — Я пытаюсь найти офис управляющего.
 —Это на втором этаже. Поднимитесь по главной лестнице, пересеките холл, вы увидите конференц-зал, его офис напротив.

Read the texts and say which of the described banking services you usually apply for Do you need a bank if you go abroad?

SERVICES IN A BANK

1. Banks offer their customers different services mostly connected with organizing money. When you are a visitor to country you'll probably go there for two reasons: to exchange currency or to put your money on a deposit or savings account.

When you're exchanging foreign currency in a bank, look for a sign saying "Foreign Exchange" or if you have travellers' cheques in Britain simply "Change". If you have pounds, however, you can cash them in the main part of a bank. Each time you exchange money you'll have to pay a small charge called commissions. Because of this it's cheaper to exchange several notes together than to exchange them one at a time.

If you came to Britain for more than a few weeks you can open a current account at a British bank. In this case the bank may ask you for a reference (the name and address of a person who knows you) from someone who has a bank account in Britain.

Another way to keep your money safe is in an account for saving money — called either a savings account or a deposit account. Instead of a cheque book, you usually get a small book which you use to pay money in and to take it out. All banks and the Post-office have accounts like this and they'll be happy to tell you about them.

3. In a bank you usually have a current account, which is one where you pay in your salary and then withdraw money to pay your everyday bills. The bank sends you a regular bank statement telling you how much money is in your account. You may also have a savings account where you deposit any extra money that you have and only take money out when you want to spend it on something special. You usually try to avoid having an overdraft or you end up paying a lot of interest. If your account is overdrawn, you can be said to be in the red (as opposed to in the black or in credit).

Sometimes the bank may lend you money — this is called a bank loan. If the bank (or building society) lends you money to buy a house, that money is called a mortgage.

The money that you pay for services, e.g. to a school or a lawyer, is usually called a fee or fees; the money paid for a journey is fare.

Activity: Work in pairs. Ask and give directions about objects in your school (teacher's room, library, gym, cafe, etc.).

Unit 14. Directions. Outside

City objects Prepositions

Discuss: What places of interest can you advise your guest to visit in your city? Where do people buy medicine/clothes/food? Where do they send telegrams from, or borrow books? How can you travel around the city?

New words and useful expressions:

art gallery — галерея искусств

bridge — мост

cathedral [кэθi дрəl] — собор

castle [кэ:sl] — замок

chemists ['kemist]/**drugstore** — аптека

church [tʃ ə:tʃ] — церковь

cinema — кинотеатр

circus — цирк

crossroads — перекресток

department store — универсам

embankment — набережная

get on/off the bus — войти/выйти из автобуса

library — библиотека

main road/street — главная дорога/улица

museum — музей

pavement — тротуар

shopping centre — торговый центр

theatre — театр

traffic lights — светофор

Underground/Metro/subway — метро

Zoo — зоопарк

by bus — на автобусе
by car — на машине
by plane — на самолете
by train — на трамвае
But: on foot — пешком

Change the line. — Перейдите на другую линию в метро.

Cross the street. — Пересеките улицу.

Go straight ahead. — Идите прямо вперед.

It's about a five-minute walk/It's about 5 minutes on foot. — Это приблизительно в пяти минутах ходьбы.

It's not far/rather far. — Это недалеко/довольно далеко.

It's two stops by bus. — Это две остановки на автобусе.

Take a taxi. — Возьмите такси.

Take the first/second/left turn. — Ваш первый/второй поворот налево.

Turn left after the bus station. — Поверните налево после автобусной остановки.

1. Match the word in A with the word in B

A	B
art gallery	money
bank	icon
theatre	picture
cinema	film
zoo	book
circus	.walk
chemist's	car
embankment	clown

traffic lights

cathedral

library

pavement

road

balley

green

animals

aspirin

river

3. Tell about yourself, how do you get to different places and how long does it take you?

Example: *I go to the shop on foot It's not far. It takes me 5 minutes. I get to school by bus. It is rather far. It's 5 stops.*

4. Read and practise saying the dialogues. Make sure that you understood directions.

1) **Guest:** Excuse me, could you tell me the way to the main post office, please?

Receptionist: Well, it's in the city centre in Pushkinskaya street.

G: Is it far to walk?

R: Yes, you'd better take a bus. It's about 5 stops.

G: Where's the bus stop?

R: Turn left outside the hotel and go straight ahead until you get to the main road. There you will see traffic lights. Don't cross the street. The bus stop is on your left.

G: Thank you very much.

2) **Guest:** How can I find the market?

Receptionist: The Underground station is round the corner, but you will have to change the line on "Sadovaya" and then two stops to the market station. When you go out of the station cross the square, and you will see the entrance facing you.

3) **Guest:** I'm looking for the chemist's.

Receptionist: It's about five minutes on foot. When you go outside the hotel, turn left, go along the street, take the first right and you will find it around the corner.

Read a text

METHODS OF PAYMENT

More and more people are using credit cards to pay for tickets, holidays, etc. Do you know the procedure for accepting credit card payments? What would you do in the following situations?

1. A man wants to pay for a holiday by credit card. You notice that the card has no signature.

2. A woman tries to use her credit card to pay for some tickets. You notice that the card expired the previous day.

3. Someone wishes to make a credit card payment by telephone.

Discuss your answers with a partner. Then read the procedures below to see if you were right.

MEMORANDUM

1. Always ensure that the credit card is valid. The expiry date appears on the card. Note that some cards also carry a "Not valid before" date. If the card is invalid, you must obtain authorization from the appropriate credit card company.

2. The card holder's signature must appear on the card. Holders of unsigned cards must produce proof of identity and signature, then sign the card in front of a staff member.

3. Check that the credit card is not on the blacklist of the issuing company.

4. The amount to be charged must not exceed the limit set by the credit card company. For amounts above the limit, authorization is necessary.

5. Cards that are damaged or defaced in any way are invalid.

6. In the case of telephone sales, make sure you note the following details:

—name of the card holder;

—credit card type;

- card number;
- expiry date;
- address of the card holder (to which credit card statement is usually sent);
- contact telephone number.

Activity: Work in pairs. Explain to your partner how to get to the city library/central bank/nearest shop/railway station.

Unit 15. Offering help and advice

Problems

Discuss: What kind of problem might happen to the guest while he is staying at the hotel? How can you help?

New words and useful expressions:

ambulance — скорая помощь

fire brigade — пожарная команда

dentist — стоматолог

diarrhea — диарея

doctor — врач

dressing — повязка

nurse — медсестра

optician — окулист

police — полиция

a painkiller — болеутоляющее

wound — рана

X-ray — рентген

in case of emergency — в экстренном случае

heart attack — сердечный приступ

to lose the filling/heel/keys — потерять

пломбу/каблуки/ключи

to prescribe — выписать рецепт

to relieve the pain — облегчить боль

I've got a bad cold. — Я простудился.

I feel sick and dizzy. — Меня тошнит и кружится голова.

I've got a terrible stomachache/toothache/headache. — У меня ужасно болит желудок/зуб/голова.

Do you have anything for a sore throat/runny nose/cough?
— У вас есть что-нибудь от боли в горле/насморка/кашля?

My handbag is stolen. — У меня украли сумку.

I think you should... — Я думаю, вам следует...

You'd better stay in bed. — Вам лучше бы оставаться в постели.

The only thing I can do is... — Единственное, что я могу сделать, это...

I don't think we need the police. — Не думаю, что нам нужна полиция.

Read the text and discuss it.

Security Department

When guests stay at the hotel, they expect someone to protect them. The hotel security department must protect the guests from all dangers: robbery and burglary, fire or flood. At the head of the hotel security department is the security officer. The guests may keep their valuables in a safe-deposit box. The security department is in charge of it. The security department employees are prepared to protect the guests in case of any crime. Often the guests lose their stuff in the hotel. They may leave their purses and wallets, hand-bags and umbrellas, hats and coats in bars or restaurants, restrooms or lobbies. The security department is in charge of the lost and found office. The security department employees are trained for emergencies. They are prepared to help the guests in case of fire or other danger. They are in charge of smoke detectors and fire extinguishers throughout the hotel. The security department provides fire drills for all hotel employees. Each hotel employee knows all emergency exits. In case of an injury there are first aid kits throughout the hotel. The security department is in charge of them too.

1. Match the problem in A with a possible treatment in B.

A

Bad headache

B

emergency ambulance

Wound	dentist
Broken glasses	painkiller
Heart attack	dressing
Smoke in the room	optician
Stolen handbag	fire brigade
Broken shoe heel	after-sun lotion
Sun burn	aspirin
Broken leg	shoemaker
Sore throat	police
Lost filling	X-rays

2. Put the words of comments in the correct order.

- Someone has stolen all my money!
—right/police/the/away/phone/I'll.
- I'm late for my airplane.
—phone/for/only/The/can/to/is/taxi/thing/I/do.
- I've cut my finger.
—wound/dressing/Your/needs.
- There is smoke coming out of that room!
—brigade/a/fire/We/need.
- I've got a terrible toothache.
—You/painkiller/take/should/a.
- My shoe heel is broken.
—is/There/shoemaker/a/here/near.
- My husband has got a heart attack.
— I/think/emergency/for/we/phone/the/ambulance/should/
immediately!

3. What symptoms do you have when you:

- catch a cold;
- have food poisoning;

c) lose a filling.

4. Think of a possible problem if the comment is:

1. - ...
—You'd better stay in bed.
2. - ...
—The only thing I can do is to phone the police.
3. — ...
—You should visit an optician.
4. - ...
—Take a painkiller, it will relieve the pain.
5. -...
—I don't think you should worry.
6. -...
—You need an X-ray.

5. Translate.

—**I cannot** move!

Your leg **might** be broken, and your wound needs dressing. We **must** call the doctor, but now you **should** stay in bed. We **have to** wait till the doctor comes. You **may** take a painkiller, it will relieve your pain

6. Match the line in A with the line in B.

A

B

- | | |
|--|------------------------------------|
| 1. He is good at languages | a. So I don't have to get up early |
| 2. I'm sorry I'm late | b. You should have a rest |
| 3. The discipline in the hotel is strict | c. We must wear a uniform |
| 4. I don't work on Sundays | d. It might rain |
| 5. The weather is terrible | e. He can speak English and German |
| 6. You look tired | f. May I come in? |

7. Choose the correct sentence.

Example: + *We phoned for a taxi an hour ago.*
- *We have phoned for a taxi an hour ago.*

1. a. The guest has lost his keys.
b. The guest have lost his keys.

2. a. Have you phoned the police yet?
b. Have you phone the police yet?
3. a. I had already have breakfast.
b. I have already had breakfast.
4. a. My sister hasn't never stayed in an expensive hotel.
b. My sister has never stayed in an expensive hotel.
5. a. I haven't seen that film yet.
b. I didn't see that film yet.
6. a. In my childhood my mother has often cooked me pancakes.
b. In my childhood my mother often cooked me pancakes.
7. a. He has already gone home
b. He went home already.
8. a. Has she ever been to Paris?
b. Was she ever to Paris?

8. Read and practise saying the dialogues.

1) **Fairfax:** Hello. Reception? This is Mrs Fairfax from 219. We have an urgent problem. Is there a doctor in the hotel?

Receptionist: No, I'm afraid there isn't. But we can call one quickly in an emergency. Aren't you feeling well?

F: It's not me. It's my husband. He has very bad pains in his chest.

R: I'll call the doctor at once. Can you describe any more symptoms?

F: Yes, his breathing is weak, but he doesn't seem to be running a temperature. It looks as if he's had a heart attack.

R: Right. I'll get in touch with the doctor immediately and pass that information on to him. I'll call you back as soon as I know what he can do.

2) **Receptionist:** Hello, Mrs Fairfax. The doctor said that he'd be here within twenty minutes. He said your husband should be kept warm.

Fairfax: Yes, I'll do that. Will you send the doctor up as soon as he comes?

R: Yes, of course I will, Mrs Fairfax.

3) **Fairfax:** This is Mrs Fairfax from 219 again. Thank you for getting the doctor so quickly. He gave my husband some drugs and he seems much better now. He also left a prescription, and said that the medicine should be taken three times a day. The problem is that I can't leave my husband.

Receptionist: We'll take care of the prescription, Mrs Fairfax. I'll send a porter up to your room. He'll collect the prescription and take it to the chemist's straight away.

F: That's very kind of you. Thank you,

4) **Receptionist:** Good morning, Mrs Dupont. Is everything all right?

Guest: No, it's not. Someone's stolen some of my valuables — two rings and a gold watch.

R: I'm very sorry to hear that, madam. Where were they?

G: In my room. And the door was locked. It can be only one of your staff. I want my things back. And fast.

R: Well, I can certainly understand that you're upset about losing them and we'll do all we can to help. If they really are missing, it's a matter for the police.

G: What do you mean, "if they are missing"? I told you they were.

R: Yes, madam, but first I'll have one of the Housekeeping staff look through your room in case they're still there. But I must say we are not responsible for your valuables. You should have deposited the valuables with the Reception. It says so on the Key Card.

G: That's not good enough. I want to see the manager. Immediately.

R: I'll be glad to call the manager for you, madam, but he'll certainly say the same. We have very clear instructions about valuables and we must follow them.

Read the text and add some information to what you have had about travelling by air in Britain.

AIRLINE TRAVELLING

There are three international airports in London: Heathrow, Stansted and Gatwick. Flights inside Britain are called domestic flights, so if you want to travel inside the country go to domestic Departures. At the airline desk you show your ticket and give them your luggage in the usual way.

There is also a fast, frequent plane service — the shuttle — between London Heathrow and Manchester, Glasgow, Edinburgh and Belfast. For services to other cities you should ask the airline or travel agents. Families, young people, students and other people can get some tickets cheaper (for train tickets ask about a "Railcard"). Students also have some special offers.

If you've arrived by plane, the next thing to do is to get your luggage. Follow the signs to Baggage Reclaim and wait until you see your flight number. Keep your luggage with you till you are asked the label.

Go through the Customs. This is the place where officials may search your luggage. There are two channels (passages) for travellers. Those who have more quantity of things than it is allowed to bring must go through the red channel. They have to pay duty (special tax). People with no things to declare go through the green channel without paying duty. You can also buy some things at dutyfree shops which are not taxed.

Activity: Hotel guests have a wide variety of needs. There is a list of possible problems. How should you deal with each of them? Work in pairs and make short dialogues.

A guest wants:

1. some drinks in his room
2. some soap
3. to stay at the hotel again
4. his shirts cleaned
5. some writing paper
6. to leave a message

7. to extend her stay
8. some theatre tickets
9. medical attention
10. to hire a car
11. to change her room
12. an early call
13. a newspaper in his room
14. his baggage moved

Unit 16. Dealing with complaints

Room equipment

Discuss: Have you ever had to complain about anything in the restaurant, department store, hotel? What happened? Do you agree with the statement "The customer is always right"?

New words and useful expressions:

Room equipment

- air-conditioning** — система кондиционирования
- alarm clock** — будильник
- armchair** — кресло
- bedside table** — прикроватная тумба
- blinds** — жалюзи
- bulb/light bulb** — лампочка
- carpet** — ковер
- chest of drawers** — комод
- curtains** [kəʊtɪnz] — шторы
- "Do Not Disturb" sign** — табличка «Не беспокоить»
- dressing table** — туалетный столик
- fridge** — холодильник
- (full-length) mirror** — зеркало (во весь рост)
- hanger** — вешалка
- (king-size) bed** — (большая) кровать
- lamp** — светильник
- mini-bar** — мини-бар
- shelf** — полка
- stool** — банкетка
- television** — телевизор
- wardrobe** [wɔːdrəʊb] — платяной шкаф

Bed equipment

- bedspread** — покрывало
blanket — одеяло
mattress — матрац
pillow — подушка
pillow case — наволочка
sheet — простыня

Bathroom equipment

- bath** — ванна
bath mat — коврик
dressing gown — халат
shampoo — шампунь
shower — душ
shower cap — шапочка для душа
slippers — тапочки
soap — мыло
taps — краны
toilet paper — туалетная бумага
towel — полотенце
waste-paper basket — мусорное ведро
- maintenance** — отдел по обслуживанию
to make a wake up call — позвонить, чтобы разбудить
to mend — чинить
to repair — ремонтировать
- My room hasn't been cleaned.** — Мою комнату не убрали.
The noise is awful. — Шум ужасный.
The bathroom hasn't been touched. — До ванной не дотрагивались.
- It should have been done.** — Это должно было быть сделано.
I'll send someone up right away. — Я сейчас же кого-нибудь пришлю.
I'll speak to... — Я поговорю с...

1. Odd one out and explain the reason;

Example: *armchair, stool, bed, **mirror** — Mirror is to look in. Others are to sit on.*

1	bedspread	blanket	pillow	blind
2.	mend	fix	repair	break
3.	shower cap	dressing gown	dressing table	slippers
4.	hanger	towel	curtain	sheet
5.	shelf	carpet	chest of drawers	wardrobe
6.	air-conditioning	fridge	television	alarm clock

2. Match the line in A with the line in B.

A

- Bed
- Carpet
- Lamp
- Room
- Mini-bar
- TV
- Service
- Next door room
- Water

B

- cold
- broken
- unmade
- empty
- slow
- noisy
- dirty
- untidy
- out of order

Discuss: What furniture do you think should be in a hotel room? Is there a difference between the furniture in a suite and a standard room?

3. Read the Housekeeper's recommendations. Put the letters into the correct order. The first letter is in the correct position.

Example: *C p eatr* — *carpet*

...When you check the room, make sure that there are enough *hnegsar in the wdraebor*. Then check that the *maibinr* is full, you have a list of what it's supposed to contain, and that the *aricindoigniton* is fixed correctly. Almost all the rooms have the same equipment, so there are always one or two *bse*d which means one or two *bde-desi* tables and *ahmcraris* as well. Then there is a *dserngisablet*, a *cesht fo srewrad* and a TV. Make sure that the *cruatishn* are open and the *bdslin* up before the guests come in. Never enter the room when there is a "Do not disturb" *sngi* on the door.

Now pretend that you give the instructions to the chambermaid.

4. Match the complaints with the replies.

A

1. My room is in a terrible state
2. My cases haven't been brought to my room.
3. The bulbs in the bathroom have burnt out.
4. I ordered two breakfasts in my room half an hour ago.
5. The shirts and trousers haven't come back.
6. The shower in the bathroom doesn't work.
7. My coffee is cold.

B

- a. I'm sorry, madam. I'll make sure it is brought up immediately.
- b. I'll send someone up to repair it straight away.
- c. I'll send an electrician up at once.
- d. I'm terribly sorry about that, sir, I'll talk to the porter right away.
- e. I'll contact the Laundry service.
- f. I'm sorry, sir, I'll bring you another one at once.

- g. It should have been cleaned. I'll contact the Housekeeping straight away.

5. Make short dialogues using these words:

Example: *room/dirty— clean.*
—My room is dirty.
—It should have been cleaned. I'll contact Housekeeping straight away.

1. shower/doesn't work — repair.
2. carpet/dirty — vacuum.
3. nightstand lamp/burnt out — fix.
4. mini-bar/empty — fill up.
5. air-conditioning/doesn't work — fix.
6. waste-paper basket/full — empty.

6. Make the sentences negative.

Example: *The cases are still in the lobby, (bring)*
*The cases **haven't been brought** to my room.*

1. The mini-bar is empty, (*fill up*)
2. The TV doesn't work, (*repair*)
3. The lamp has burnt out. (*change*)
4. The wine is corked, (*open*)
5. The shoes are dirty, (*clean*)
6. The waste-paper basket is full, (*empty*)
7. There are no clean towels, (*give*)
8. The carpet is dirty, (*vacuum*)

7. Read and practise saying the dialogues.

1) Reception: Reception.

Guest: This is Room 112. Our room isn't ready for us. There are no towels, soap and toilet paper in the bathroom.

R: Oh, I'm sorry, madam. These things should have been ready for you. I'll contact the Housekeeping straight away.

G: Oh, and the noise in 113, next door to me, is awful. Can you do something about it?

R: Of course, madam. I'll speak to the people there immediately.

2) **Guest:** Hello, front desk?

Reception: Yes.

G: This is Ann Tudor from Room 504.

R: How can I help you, Mrs Tudor?

G: I want to take a shower and there is no hot water.

R: I can't understand that. Have you turned the handle all the way to the right?

G: I've been trying to get hot water for ten minutes! It's cold.

R: Well, a lot of people take showers before breakfast. Maybe if you wait a while, it'll be warm again.

G: Wait! I have three appointments this morning and I want to wash and dry my hair.

R: Are you sure that there is absolutely no hot water?

G: Of course!

R: I'll contact the Maintenance and they will send someone up right away.

G: Who will that be?

R: The engineer.

G: Who is the engineer?

R: The engineer is the person who looks after all building maintenance. He will be there in two minutes.

G: OK, but don't send anyone for five minutes, I'm still in my nightdress.

8. Translate the dialogues.

1) — Я звонил вам три раза, но завтрак так и не принесли.

- Простите, я поговорю с официантом немедленно.
- 2) — В моей комнате разбито окно!
—Я пришлю кого-нибудь сейчас же.
- 3) — Ковер в моей комнате ужасно грязный.
—Я попрошу горничную пропылесосить.
- 4) — Я не могу открыть шкаф.
—Я пришлю кого-нибудь помочь вам немедленно.
- 5) — У меня в номере нет горячей воды!
—Инженер будет у вас через пару минут.

Read the text and add some more information to what you have had about train services in Britain.

TRAVEL BY TRAINS

In Britain railways are owned by the state. In general train services are very good, especially on express inter-city lines. Trains are comfortable, clean, frequent and fast, and often have food. They are often quicker than the coach, especially on direct routes. However, they are quite expensive unless you can get a reduction. The easiest way to get a reduction is to get a return ticket. If you can buy a day-return (so that you go and come back on the same day) you can save 45% of your fare. Other train tickets are available for travel at weekends or mid-week. If you can't buy for travel a return, you must buy a single. In Britain tickets (except some special reduced fares) are valid on all trains. It is not necessary to pay a supplement to travel on an express.

If you want to find out details you can go to the platform at British stations. The ticket collector will want to check your ticket and will sell you a platform ticket if you don't want to travel but only want to say goodbye to a friend. You must keep your ticket safe during the journey because it will be checked when you arrive, and probably during the journey as well by the guard. All trains in Britain have first and second

class carriages; if you want to travel first class you have to pay about 50% extra for your ticket.

Activity: Work in pairs. You are a receptionist. Somebody phones the front desk and complains about:

- 1) no hangers in the wardrobe;
- 2) TV out of order;
- 3) room service breakfast late;
- 4) noisy neighbours;
- 5) insects in the bathroom;
- 6) problem with a fridge/lamp.

Try to solve these problems and calm the guest.

Unit 17. Jobs in the hotel

Jobs and
responsibilities

Discuss: What job in the hotel would you like to do and what position to have? Why? Would you like to be a manager?

New words and useful expressions:

assistant manager — заместитель директора

bellboy — коридорный, посыльный

chambermaid [tʃeɪmbəmeɪd] — горничная

concierge [kɒnsjɛrʒ] — консьерж

department — отдел

front desk/reception — служба приема

general manager — генеральный директор

head housekeeper — старшая службы горничных

head receptionist [ri 'sepʃənɪst] — старший

администратор

receptionist — администратор службы приема

responsibility — ответственность

to be answerable — нести ответственность

to be at the head of... — быть во главе...

to be closely connected — быть тесно связанным

to be in order — быть в порядке

to be profitable — быть прибыльным

to be responsible for... — быть ответственным за...

to control — контролировать

to depend on/upon... — зависеть от...

to give orders — давать указания

to have one's own duty — ИМЕТЬ СОБСТВЕННЫЕ
ОБЯЗАННОСТИ

to look after... — ЗАБОТИТЬСЯ О...

to run — УПРАВЛЯТЬ

1. Choose the hotel jobs:

conductor, porter, shop assistant, chambermaid, shoemaker, bellboy, housewife, receptionist, assistant manager, bell-ringer, receiver, concierge, housekeeper, painter.

Discuss: Is there more important or less important job in the hotel?

2. Read the text and choose the proper word.

A lot of people work in a hotel. The main task of all personnel is to look *at/after* guests, and each member of the staff has its own duty and responsibility.

In/at the head of the hotel there is General Manager. He *runs/goes* the hotel and controls the whole work of it. He must see to it that the hotel is *profitable/permanent*. Then comes Assistant Manager, he is answerable *to/for* General Manager and responsible *for/in* all the departments. The departments are: Front Desk or Reception, Food and Beverages Department, Housekeeping, Purchasing Department and so on. The number of departments and staff depends *on/of* the hotel. All departments are closely connected. Head Receptionist controls the work of the Front Desk. He has some assistants whose duty is to book rooms, to check *in/on* and check *out/off* the guests, as well as to deal *at/with* their complaints. They work with computers and hotel documents. The Head Housekeeper gives orders to the chambermaids whose job is to see to it that all rooms are clean and everything is *in/ out of* order. There are

also bellboys, porters, concierges. They first meet people, help them *for/with* their luggage and show *in/to* their rooms.

3. Are the sentences false or true?

1. All the staff looks after guests.
2. The Head Receptionist is at the head of the hotel.
3. The Assistant Manager is answerable to the Head Housekeeper.
4. There are two departments in each hotel.
5. All departments are closely connected.
6. Chambermaids check in and check out guests.
7. A bellboy shows guests to their rooms.
8. The General Manager must see that the hotel is profitable.
9. The concierge is responsible for the keys.
10. The receptionist deals with complaints.

4. Answer the questions.

1. What is the main task of the hotel staff?
2. All members of the hotel staff have their own duties, don't they?
3. Who is at the head of the hotel?
4. What does the Assistant Manager do?
5. Who is responsible for the Front Desk work?
6. How many departments are there in the hotel? What are they?
7. Does the Receptionist work with computer and documents?
8. Whose duty is it to help guests with the luggage?
9. What is the chambermaid's responsibility?

5. Answer the questions.

1. Who runs the hotel?

2. Who controls the work of the Reception?
3. Who gives orders to the chambermaids?
4. Who helps people with their luggage?
5. Which department deals with food?

6. Translate.

1. Кого ты встретил у входа?
2. Кто первый встретил тебя?
3. Кто выдает ключи?
4. Кому ты отдаешь ключ?
5. Кто работает в службе приема?
6. Где ты работаешь?
7. Кто заботится о гостях?
8. О ком заботишься ты?
9. Кто заказал завтрак в номер?
10. В какую комнату ты отнес завтрак?

7. The General Manager shows a student-trainee the hotel and describes the duties of the staff. Translate the dialogue and then practise saying it.

General Manager: Здравствуйте, рад вас видеть.

Student: Здравствуйте.

GM: Пойдемте, я хочу вам показать нашу гостиницу и познакомить с персоналом.

S: Интересно, сколько людей работает в вашей гостинице?

GM: У нас большой штат и каждый имеет свои обязанности. Это зависит от того, в каком отделе он работает.

S: У вас много отделов?

GM: Да, это служба приема, отдел кадров, ресторан, отдел по обслуживанию и многие другие. Итак, я во главе и контролирую всю работу. Гостиница должна быть прибыльной.

S: А в чем заключаются обязанности вашего заместителя? Он ведь отвечает перед вами?

GM: Да, он в ответе за все отделы все они тесно связаны. Пожалуйста, познакомьтесь со старшим администратором. Он и его помощники бронируют номера, регистрируют гостей, разбираются с жалобами.

S: Что должны делать те люди у входа в отель?

GM: Это портье, они первые встречают гостей и помогают с багажом, если необходимо.

S: Как называется отдел, который следит за чистотой в гостинице?

GM: Это служба горничных. Старшая горничная дает указания остальным, и они смотрят, чтобы все было в порядке. А теперь пойдете в ресторан.

S: Кто работает в ресторане?

Continue the dialogue.

Read the text

APPLYING FOR JOBS

In order to apply for a job you usually have to send a curriculum vitae [ke'nkjulem'vital] (CV) [si:vi:] — in the USA called a resume ['rezju.mei] — and a covering letter. These documents are very important because they are the first impression you give.

Discuss these questions:

- a. How do you find out about job vacancies?
- b. How do you apply?
- c. Have you ever applied for a job? What did you have to do?

Work in groups. Read the statements about CVs and covering letters. On the basis of your knowledge and experience, decide if you agree with them.

- a. A curriculum vitae is more acceptable if it is handwritten.

- b. A covering letter should be handwritten.
- c. You should always include a photograph.
- d. The longer is the CV the better.
- e. A CV should list experience in chronological order.
- f. It's best to explain foreign qualifications and give an approximate equivalent used in the country to which you are applying.
- g. There is no point in mentioning outside activities, hobbies, etc.
- h. Each CV should be customized for the job you are applying for.
- i. Perfect prose isn't expected; note form is perfectly acceptable.
- j. Use space constructively; don't mention failures or irrelevant experience.
- k. Don't include your previous salary expectations, unless requested.
- l. You can lie in your CV: they'll never find out anyway
 - m. Any gaps in the dates should be explained.
 - n. It's best not to send the CV by fax unless requested to do so.
 - o. Always make a follow-up phone-call a few days after sending off your CV.

HOW TO WRITE A CV

When applying for a job you'll be in competition with a number of other candidates. So your CV is important — interviewers will decide whether or not to see you on the strength of what you have written. Don't just think of it as a list of facts; it should sum up your personal, educational and career history, as well as being an indication of your strengths and weaknesses. Here are a few suggestions:

Presentation

- Always type your CV. Use a good typewriter or word processor. If a CV is hand-written, it goes into the wastepaper

basket.

- Use good quality paper. Don't give the impression this is just another photocopy.
- Never send a CV without a covering letter explaining what kind of post you're looking for.
- Don't fax a CV unless you're asked to. It's a confidential document.

Content

- Write a list of important headings. These should include your name, date of birth, your address (and your e-mail address, if you have one), phone number (at work and at home), your work record and so on.
- Start with your most recent job and work backwards.
- Don't leave out any vital information. If you spent a year or two travelling, say so. Years that are unaccounted for will seem suspicious.
- Don't include any negative information, such as exam failures or lost jobs. Be positive about yourself from the start.
- Don't ask for your CV to be returned; many companies keep CVs on file for future reference.

Look at Mike Mortimer's CV and answer these questions.

1. What was his first post?
2. What is his most recent post?
3. What kind of experience has he had?
4. How has his career progressed?
5. In your opinion, is his CV well written? If not, what changes would you make?

CURRICULUM VITAE

(an

example)

Name	Mike
Mortimer	
D.O.B.	12.06.72
Address	157 rue des Laboueurs, Moissy, 77550

Tel. No. 64886341

Marital status Single

Education

09/93 - 02/94 Certificate of Theme Park

Management: Miami

University, Florida, USA

05/92 — 02/93 Diploma in Hospitality

Management: Neath

College, Wales

09/90 — 04/92 Higher National Diploma in

Tourism and

Recreation Management: Swansea
Institute of

Higher Education, Wales

09/88 — 06/90

BTEC National Diploma in Business

and Finance:

Fermanagh College of Further
Education,
Enniskillen, Northern

Ireland

09/83 - 07/88

8 GCSEs Grade B

St Joseph's School, Enniskillen,

Northern Ireland

Langua

ges

English, mother tongue French,
fluent Spanish, elementary

Employment Experience

Bienvenue Theme Park

Merville, France

12/96 — present

Attractions Lead Coordinator

Pre-opening, supervised the personal development of staff on standards of customer care.

Compiled and arranged Safety Operating Procedures for Attractions
Managed employees' daily schedule and delegation of tasks
Monitored safe operation of major attractions in the Park
Coordinated the show quality, ensured high standards of maintenance

SUPERWORLD THEME PARK

Miami, Florida

2/95-12/96

Intern Supervisor

Implemented the Intern Program
Planned and presided over Special VIP Events
Supervised the training of new employees on operating procedures
Participated in leadership development and trainer classes
03/94—02/95

International cultural representative

Greeted guests and answered questions
Took inventory of stock, organized shop displays
Organized international cultural exchange events
The Newbern Grotto
Newbern, Northern Ireland
06/90-09/90

Tourist Information Assistant/Grotto Tour Guide

Provided tourist information for local area
Guided international parties in one of the largest caves in Europe
Trained new employees on all aspects of cave guiding

Interests

Folk music, judo, water sports.

Additional Information

1990—1993 Sports club treasurer

1987—1990 Youth group leader

Referees

Christophe Allain
23, rue de la Paix
Moissy 77550
France

Anne Jones
Director, The Newbern Grotto
14 Rodney Drive
Newbern
Northern Ireland
BT74 8 DF

Activity: Work in pairs. Ask each other questions about the job you had to do during the training period in the hotel, about departments and staff.

Unit 18. Checking out

Paying and explaining bills.
Farewells

Discuss: What do we call the moment when the guest leaves the hotel? What do the receptionist and the guest discuss at the front desk then? What methods of payment do you know? What are the advantages and disadvantages of different ways of payment?

New words and useful expressions:

to pay: *in cash/by credit card/with traveller's cheque* — платить наличнымими/кредитной картой/чеком путешественника

to settle a bill — оплатить счет

How would you like to pay?/How are you paying? — Как вы будете оплачивать?

How much did you say that was? — Сколько, вы сказали?

That is \$500 altogether/in total. — Все вместе/общая сумма составляет 500 долларов.

The average price is... — Средняя цена...

Here is your bill/cheque/receipt/change. — Вот ваш счет/чек/квитанция/сдача.

Keep the change. — Сдачу оставьте себе.

Do you accept Visa? — Вы принимаете «Визу»?

Service and Tax are included. — Обслуживание и налог включены.

We give discounts at weekends. — По выходным скидки.

expiry date — дата истечения срока действия

The card is valid. — Карта действительна.

exchange rate — курс обмена валют

I'm afraid there is a mistake. — Боюсь, здесь ошибка.

Let me explain. — Позвольте мне объяснить.

What is this charge/item for? — За что этот пункт?

Read the text and answer the questions

Methods of Payment.

Cash is a commonplace and simple method of payment. It's easy to use – customers don't need any special knowledge to pay in cash. It's ready for use any place any time – customers don't need any cashing facilities. In tourism and hospitality it's convenient to pay in cash when you owe small amounts. Cash is fine when you leave tips to porters and waiters, pay for taxis or buy gifts. It's not convenient to pay in cash when you buy wholesale or purchase expensive goods or services. When a customer purchases a tour package at a travel agency he will be generally expected to pay by credit card.

Cards are also referred to as plastic money. A credit card is a plastic card with which the card holder borrows money from the bank or another credit company and purchases goods and services up to a certain limit without immediate payment. Nowadays when a card is used, it will be verified to make sure that the card is valid and the customer has enough credit to pay for the purchase. The cardholder will be asked to sign a receipt with a record of the card details and the amount to be paid. Normally when a card is used for payments, its holder will be asked for his or her passport or other identification document. Together with the chip, magnetic stripe, security code and signature this helps to prevent a card fraud.

A traveller's cheque is a bank draft for personal use of the purchaser. It is signed by the purchaser at a time of purchase from the national bank. With the introduction of euro as a single European currency in 2002, traveller's cheques are available in euro. A 1 per cent commission will be charged by the bank on sales of traveller's cheques.

A cheque is a note to the bank where the customer has his or her account asking the bank to pay money from his or her account to the account of the company or the person whose name will be written by the customer on the cheque.

E-money or electronic money is also known as electronic cash or digital currency. As the name suggests, it can be exchanged electronically or used for electronic payments only. In travel and tourism e-money and e-payments are traditionally connected with the travel technology which was originally associated with the airlines computer reservations system (CRS). Almost all methods of payment will be replaced by e-money in future.

Questions:

1. What is understood by cash?
2. In what way is cash easy to use?
3. What is a credit card?
4. What does the term “e-money” mean?
5. What does the travel technology involve?

1. Find out the ways in which the guest can pay the bill.

Example: *rucceny* — **currency**

queech

shac

ditcer drac

vartleelrs cquehe

2. Fill in the missing words.

Example: ... *here, please*,— **Sign** *here, please*,

1. Most guests pay by ...
2. A guest who comes from another country wants to change foreign...
3. Does it... breakfast?

4. Service and Tax are not...
5. The ...price is \$1050.
6. What is the ... for a single room?
7. Check the ... date to make sure that the card is ...
8. What is this ... for? I didn't order any magazines or newspapers! There is a...
9. I'm leaving today, so I'd like to ... a bill.

10. Do you have ... at weekends for families?
11. Do you ... Visa?
12. Let me ... The next item is for the Room Service.

3. Think of your possible answer if the guest's reply is:

Example: — *Is the service included?*

— *Yes, it is. The Service and Tax are included.*

1. — Do you accept Master Card?
—.....
2. — How much is it altogether?
—.....
3. — Is it all right, if I pay tomorrow?
—.....
4. — What is this item for?
—.....
5. — I'd like to settle the bill.
—.....
6. — I'm afraid I've got only dollars, not local currency.
—.....
7. — I seem to have left my wallet in the room.
—.....
8. — I was expecting a 25 percent discount on my bill, but you haven't given me any discount.
—.....

9. — I'm afraid the bill is wrong. There is a mistake. I didn't make any long-distance calls!

—.....

4.1, Put the words in the correct order to make a sentence.

Example: *We/give/will/a/discount/you. — We' ll give you a discount*

1. certainly/I/you/will/phone.
2. moving/next/We/a/flat/new/are/week/to.
3. will/The/give/computer/us/data/the.
4. going/He/is/check out/to/tonight.
5. to/We/going/in/are/pay/cash.
6. sister/My/tomorrow/arrives.
7. 1/to/in/a/am/hotel/work/going.
8. will/I/the/settle/now/bill.

4.2. Now make the above sentences negative.

Example: *We'll give you a discount — We won 't give you a discount*

5. Answer the questions about yourself.

1. What are you doing tonight/this weekend/next holiday?
2. When will you graduate from your college?
3. Are you going to work in a restaurant or in a hotel?
4. What position are you going to get?
5. How much, do you think, you will earn there?

6. Underline the correct word to make a dialogue. The first one has been done for you.

Guest: I'd like to check out/*depart* now, please.

Receptionist: Certainly, madam. May I *have*/*know* your room number?

G: Yes, it's 429 and the name is Ann Debt.

R: *I'll/I'm going to* get you the bill straight *up*/*away*.

G: Thank you.

R: *Here/Here you are*, madam. Would you like to *know*/*check* it?

G: What are these items *from*/*for*?

R: Room Service, I think, but *I'll/I'm going to* check, if you like.

G: No, don't *mind*/*worry*, that *can/must be* right. Everything *appears/ seems* fine.

R: How would you like to *pay*/*buy*!

G: Do you *accept*/*give* Visa?

R: Yes, *we do/it is*.

G: Here you are.

7. Read and practise saying the dialogues.

1) Guest: I'd like to settle my bill now, please.

Receptionist: Here you are, madam.

G: What's this item for, please?

R: That's for telephone calls.

G: It can't be right. I didn't make many calls. It seems too much money.

R: Just a moment, madam. I'll check it for you. Oh, it is really 126 dollars. I'm afraid there is no mistake.

G: And what about this? You've got me down for dinner on four nights. But I wasn't here the night of the 6th.

R: I beg your pardon, that's a mistake. I'll just put it through the computer again.

2) **Receptionist:** Your bill, sir.

Guest: Thank you. Can I pay in Marks?

R: Yes, sir. That'll be OK, we take all foreign currency.

G: Oh, I think the bill is wrong. We didn't have laundry service.

R: One moment, sir, I'm sorry, this isn't your bill. I confused you with another room. I'll get you the right bill. I'm sorry about that.

Discuss: How should you see off your guests? Are there any special words for that?

8. Imagine that you are seeing off your guest/friend/business partner.

Say goodbye to each other using these words to help:

See you again

So long

See you soon/on Monday

Would you like my card?

May I have your card?

It's been nice/good to meet you.

I hope you enjoyed your stay.

I hope the room was OK.

I'm in a hurry, I have to go.

Take care.

Goodbye.

Bye-bye.

9. Read and practise saying the dialogues.

1) Receptionist: Here is your receipt, sir. I hope you enjoyed your stay.

Guest: We did very much, thank you. We are flying to Florida tonight. We are going to see our daughter there.

R: Shall I ask the porter to help you with your luggage?

G: No, thank you. I think we can manage.

R: Ah, this looks like your taxi now.

G: If we are in your city again we'll certainly stay here.

R: Have a pleasant trip and safe journey.

G: Goodbye.

2) Guest: Well, we'll certainly stay here next time we are passing through.

Receptionist: Good, do let us know in advance and we'll try to get you the same room.

G: That would be lovely. It may be quite soon in fact.

R: Give us a ring if you decide to. I hope you have a pleasant trip.

Activity: Work in pairs. Your guest wants to check out. There is a mistake in his bill. Explain all items in the bill and see off the guest. Be polite!

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