

1. ставьте пропущенные предложения. Запишите диалог о бронировании.

- Hello, Reservation. 1) _____
- I'd like to make a reservation.
- 2) _____
- From the 10th to the 15th of October.
- 3) _____
- I'd like a suit. 4) _____
- It's \$100 per night.
- 5) _____
- What is your name, please?
- 6) _____
- Well, Mr. Greenland, your room is 305. 7) _____
- Oh, but my train arrives very late.
- Don't worry. 8) _____

- a) We'll hold the room until midnight
- b) We are waiting for you on the 10th of October.
- c) How much is it?
- e) When for?
- f) OK, what kind of room would you like?
 - g) My name is Mr. Greenland.
 - h) What can I do for you?
 - i) That's fine.

2. Прочитайте, переведите текст и выполните задание к нему

How to register a guest

The receptionist greets the guest who approaches the Front desk with a pleasant smile, the greeting should express a warm, friendly greeting to the guest – the purpose is to make him feel welcome and at home. The small talk that takes place during the greeting and registration should be brief and informal.

A registration card must be filled out for each person occupying a room except for couple. When there is a child he may be registered on the parents card by adding “and a child”.

According to the law the registered guest is charged for extra person in his room though he can stay only one night.

Before the guest leaves the Front desk, the receptionist should try to sell him services the

hotel provides.

The receptionist must match the hotel's policy and facilities to guest's needs. Thus families with small children should be assigned rooms where a baby's cries will least disturb the other guests and the rooms should be not recently redecorated, usually near the elevators. During low season the guests are usually concentrated on as few floors as possible to allow cutting down the staff and saving time going from one floor to another.

Elderly people, stout persons or handicapped guest should be roomed near the elevators, because they do not like to do much working.

Two friends registering at the same time and asking for the same type of the room should be given rooms as nearly alike as possible.

When there are some undesirable guests the best policy seems not to have any room available.

Concerning pets, the clerk should quote to the registering guest definite regulations and fill a complete registration form requiring the pet's name and owner's signature and address.

Decide if these statements are true or false:

1. The registration card must be filled for every person
2. The receptionist does not offer the hotel services.
3. There are no rules for taking animals into the hotel.
4. Undesirable guests are always welcome to the hotel.
5. Elderly people are roomed far from the elevators
6. The child is not registered with the parents

Тема 1.2. Технология взаимодействия сотрудников службы бронирования и продаж

1. Найдите перевод английских слов в колонке справа.

1. reservation	1. аннулирование
2. availability	2. бронирование по телефону
3. single	3. номер люкс
4. cancellation	4. заявка на бронирование
5. confirmation	5. выезд
6. notification	6. одноместный номер
7. pre-payment	7. прибытие
8. deposit	8. правила отмены бронирования
9. reservation number	9. цена

10. telephone booking	10. бронирование физических лиц
11. reservation amendment	11. номер для семьи
12. no-show	12. официальное уведомление
13. suit	13. перспективный график
14. extra bed	14. корпоративный тариф
15. cancellation policy	15. предоплата
16. arrival	16. авансовая сумма
17. to secure the reservation	17. ванная комната, расположенная в номере
18. price	18. наличие свободных номеров
19. reservation diary	19. гарантийное письмо
20. face-to-face booking	20. номер брони
21. booking request	21. бронирование
22. guarantee letter	22. изменение в бронировании
23. double room	23. дополнительная кровать
24. bath en suit	24. подтверждение
25. reservation form	25. бронирование при личном контакте
26. corporate rate	26. неявка
27. reservation chart	27. обеспечить бронирование
28. individual booking	28. журнал регистрации заявок на бронь
29. family room	29. двухместный номер
30. departure	30. бланк заявки на бронирование

2. Составьте диалог, расположив предложения в правильном порядке.

1. How long are you going to stay?
2. Well. I book a room with sea view.
3. It is \$90 per night.
4. When will you arrive here?
5. Yes, that`s right. What can I do for you?

6. Thank you very much. And what is the charge?
7. Four nights.
8. I will arrive a day after tomorrow in the early morning. I think I'll be at the hotel at about six a.m.
9. Good morning! Is that the Chester Hotel?
10. Fine, thank you.
11. I would like to book a double room with air conditioner, bath and phone.
12. All right. And do you mind a view from the window?
13. I'd like a room with sea view.

3. Составьте словосочетания из предложенных слов.

1. to pay	1. cancellation penalty
2. to confirm	2. losses
3. to check	3. reservation
4. to solve	4. the door
5. to reserve	5. reservation
6. to send	6. a problem
7. to incur	7. a deposit
8. to charge	8. a guarantee letter
9. to amend	9. a room
10. to lock	10. availability

4. Составьте диалог.

You want to book a room for yourself and your wife. You would like a room with a bathroom and a shower. You would like to stay for three nights, from the 14th of June.

5. Прочитайте текст о профессиях в индустрии гостеприимства и задайте вопросы по его содержанию.

People in hospitality

The **receptionist** works in the front office of a hotel. The receptionist is in charge of checking in and checking out. He/she meets and greets guests, registers guests and assigns rooms to them. The receptionist must ensure that the check-in procedure is brief and convenient. The receptionist helps guests do the hotel formalities. The receptionist must send the signed registration card to the cashier's office. The receptionist answers the phone. She answers questions of visitors who have come to see the hotel guests.

The **conciierge** works at a hotel's information desk. The concierge must speak a few languages because she has to help guests from other countries. The concierge must help guests in all ways. She can give orientations in the city, arrange taxis and sightseeing tours. She can offer entertainment. She can make theatre bookings, as well.

The **hotel manager** is the head of a hotel. He may have the name of the general manager or the managing director. In a small hotel the manager may be the owner of the hotel. There may be different management positions in a hotel: the assistant manager, the resident manager, the night manager. The assistant manager helps the manager and manages the hotel when the manager is not present. The resident manager is the manager who permanently lives in the hotel. The night manager is on duty during the night.

The **chef** works in a restaurant or in the food and beverage department of a hotel. A restaurant may have different chefs. At the head of them is the head chef. The head chef is the kitchen supervisor. He manages the kitchen of a restaurant. He has to select menus and to plan the meals. He has to taste the dishes. In a big restaurant there may be different specialist chefs: the soup chef, the sauce chef, the vegetable chef, the pastry chef and others. The reputation of the chef may increase its business.

As a rule, the **restaurant manager** runs a restaurant but he doesn't own it. Sometimes the restaurant manager may own and run his small restaurant. The restaurant manager is in charge of the restaurant policy and operations. He has to decide on the image of his restaurant. He has to plan its business. He has to decide on purchases and sales. He hires the restaurant staff and provides their training. He must see that the guests are happy with the service and have no complaints.

6. Разыграйте следующие ситуации:

1

Student A: Telephone a hotel to make a reservation. Be ready to give details of the dates and the type of room you need. Find out what the Reservations Clerk can offer you. Decide whether to make a firm reservation or not.

Student B: You are a Reservations Clerk. You are unable to give the client exactly what he/she wants, but you can offer an alternative. For example, you can offer:

- a) the dates he/she wants, but with a different type of room, or
- b) the room type he/she wants, but for different dates

You might say:

„I'm sorry. We don't have a double room from the first to the fifth of June, but we do have a twin room at ... a night.“

„I'm sorry. We don't have a double room from the first to the fifth of June, but we do have one available from the second to the fifth of June, and we can offer you a twin room for the first night.“

2

Student A: You want to book a room for yourself, your wife and your son, aged eight. You would like a room with bathroom en suite, but you would not like to pay more than \$ 200 per night. You would like to stay for four nights.

Student B: You're a reservation clerk in a hotel. Rooms are available as

follows: Tonight and tomorrow night you have only a double room with toilet but without bathroom, rate \$180 per night, or an extra-large 'family' room with four beds at \$210 per night. This room has a bathroom en suite.

3

Student A: You're going to New York on business with colleagues. Call the Pacific Hotel and reserve rooms. Use this information.

- Names: (your name), Mr and Mrs Mertins, Ms Kari
- Arrival: Wednesday 14 th June
- Departure: Friday 16 th June
- Rooms: three
- Room types: a single for you, a double for Mr and Mrs Mertins, a single for Ms Karin
- Mobile number: 08885 928 3847
- Credit card details: card number 0088 4848 2323, expiry date 10/17, security number 234

Call the hotel again to change your reservation. You are now arriving on Tuesday 13 th June and staying until Friday 16 th June. Mr and Mrs Mertins cannot go now.

Student B: You work on reception at the Pacific Hotel. You have rooms available. Answer the call from the guest and take the details for the reservation. Answer the second call from the guest and make any changes to the reservation.

Тема 1.3. Организация и технология работы службы бронирования и продаж с гостями.

1. Прочитайте диалог по ролям и переведите его. Составьте аналогичный диалог о бронировании номера по телефону.

- Good morning! Is that the Chester Hotel?
- Yes, that's right. What can I do for you?
- I would like to book a double room with air conditioner, bath and phone.
- How long are you going to stay?
- Four nights.
- When will you arrive here?
- I will arrive a day after tomorrow in the early morning. I think I'll be at the hotel at about six a.m.
- All right. And do you mind a view from the window?
- I'd like a room with sea view.
- Well. I book a room with sea view.
- Thank you very much. And what is the charge?
- It is \$90 per night.
- Fine, thank you.

2. Переведите вопросы о бронировании номера.

1. Do you have any preferences?
2. How long are you going to stay?
3. Do you mind a view from the window?
4. Could I have your name, please?
5. What type of room would you like?
6. When are you going to come?
7. What is the price of the room?
8. What is the cancellation policy in your hotel?
9. Could you send me a confirmation of the booking?
10. Let me just check our reservation.

3. Составьте реплики администратора, поставив слова в правильном порядке.

1. Preferences/ have /any/ do/ you ?
2. Going/ to/ long/ how/ stay/ you/ are?
3. View/ the/ you/ a/ window/ do/ from/ mind?
4. Name/ please/ I/ your/ have/ could?
5. Rooms/ would/ what/you/ type/ of/ like?
6. Come/ you/ to/ going/are/ when?
7. Price/ what/ the/ room/ of/ is/ the?
8. Cancellation/ in/ hotel / is/ what/ the /policy/ your?
9. Booking/ of/ me / the/ could /send/ you/ confirmation?
10. Our/ just/ me/ let/ reservation/ check.

4. Прочитайте и переведите предложения, составьте диалоги.

- 1 What type of rooms would you like?
- 2 Let me just check our reservations.
- 3 So one double, one twin and for ... nights ...
- 4 Can I take your name, please?
- 5 Please make the reservation in my name.
- 6 Can I have a contact number, please?
- 7 Could I take a credit card number to secure the reservation?
- 8 If you wish to cancel your reservation, you must do so before ...

5. Переведите на английский язык.

1. У вас есть свободные номера с ванной на 5 марта?
2. У вас есть в гостинице президентский люкс?
3. Можно забронировать двухместный номер с дополнительной кроватью для ребенка?
4. Мне нужно два одноместных номера, расположенных рядом.
5. Я хотел бы забронировать номер для деловых людей с выходом в Интернет.
6. Подождите одну минуту, пожалуйста, я проверю наличие свободных номеров.
7. Мы можем забронировать для вас люкс-апартамент.
8. У нас есть свободный номер повышенной комфортности. Он дороже стандартного, но намного удобнее.

9. Какова полная цена номера?

10. Не могли бы вы сказать, в стоимость включены налоги и обслуживание?

6. Прочитайте и переведите диалог. Составьте аналогичный.

A: I'd like to reserve a room for Wednesday the twenty third of April, please.

B: Yes, madam. For how many?

A: For two adults. A double room with bathroom if possible, please.

B: Two nights – that's the nights of the twenty third and twenty fourth of April, a night including breakfast. Would that be suitable?

A: Yes, that would be fine.

B: And the name, please?

A: Simons – Mrs. Mary Simons

B: Thank you. And do you know what time you'll be arriving, madam?

7. Закончите предложения.

1. Yes, madam. Single, double or ____?

2. And how many ____ are you planning to stay, madam?

3. We can give you a twin room with ____ en suite for \$150 a ____, ____ breakfast. Would that be ____?

4. And the ____, please?

5. Do you know what ____ you'll be arriving, madam?

Раздел II. Технология взаимодействия сотрудников с клиентами при бронировании и продажах.

Тема 2.1. Организация взаимодействия сотрудников с гостями при приеме, размещении и выписке.

1. Заполните бланк бронирования номера.

10						
11	Date of birth:		Passport/ID:		VIP	Room Number
12						
13	Arrival:		Departure:		Nights:	ETA:
14					0	
15	Adult:		Child:		Age:	
16						
17	Room Type					
18	STANDART		JUNIOR SUITE	LUX		
19	Standart room sngl/double	Standart room twin/double 2	JUNIOR SUITE twin/double 2	Lux		
20	5 800,00 P	6 800,00 P	12 700,00 P	16 700,00 P		
21						
22	Extra bed		Baby crib		Special requests	
23	2 000,00 P		FREE			
24						
25						
26	Packages			Notes:		
27	BB	HB	FB			
28	500,00 P	700,00 P	1 400,00 P			
29						
30						
31	Method of payment					
32	Cash	Visa	MIR	Maestro	UnionPay	Master Card
33						AMEX
34	Offers					
35	discount 15%		discount 17%			
36	Total Rate:		Date:	25 09 23	Reservation No:	20160303
37	0,00 P					
38						
39						
40						
41						
42						

Reservation form
Availability
Arrival list
HSK status 02
Guests in house

2. Сопоставьте диалоги в двух колонках.

- | | |
|---|---|
| 1. Do you have rooms for tonight? | a. Only a driving license |
| 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. Изучите информацию бланка и заполните его.

Ministry of State for Foreign Affairs
CONSULAR DEPARTMENT

Photo

VISA APPLICATION FORM

1. Surnames					
1.1 Surnames (as appears in passport)	1.2 Other surnames used (maiden, married, etc.)				
2. Names					
2.1 First and middle names (as appears in passport)	2.2 Other names used (religious, professional, alias, nicknames, etc.)				
3. Birth and nationality information					
3.1 Country of birth	3.2 Province/State	3.3 Locality/City/District			
3.4 Date of birth (dd/mm/yyyy)	3.5 Primary nationality	3.6 Secondary nationality (if applicable)			
4. Sex, occupation and education					
4.1 Sex	4.2 Highest academic degree attained	4.3 Occupation			
5. Current location (residence)					
5.1 Country	5.2 Province/State	5.3 Locality/City/District			
5.4 Street name (address)	5.5 No.	5.6 Floor	5.7 Staircase	5.8 Door	5.9 Post/Zip code
5.10 Home telephone number	5.11 Mobile telephone number (cellphone)	5.12 Work telephone number	5.13 Fax Number		
5.14 Personal e-mail	5.15 Professional / Work e-mail				

4. Закрепите лексический материал в процессе ведения диалогов, связанных с процедурой бронирования:

- 1) иностранный гость хочет индивидуально забронировать себе номер;
- 2) иностранный гость хочет забронировать несколько номеров для себя и своих друзей в процессе осуществления экскурсионной поездки;
- 3) представитель иностранной компании хочет забронировать номер категории VIP для своего руководителя;
- 4) заезжает иностранный гость, который бронировал себе номер индивидуально;
- 5) заезжает группа иностранных гостей, которые бронировали себе номера самостоятельно;
- 6) заезжает руководитель иностранной компании, для которого организация забронировала номер категории VIP.

5. Прочитайте телефонные разговоры сотрудников с гостями и закончите фразы.

1

(This call is made on 28 th June.)

- Good morning. I'd like to make a reservation from the eighth of July to the twelfth of July.
- Yes, sir... what kind of room would you like?

- Oh, a single room.
- With bathroom, sir? The rate is \$400 a night with bathroom and \$300 without.
- Oh, without bathroom will do.
- And the name is ...?
- The name is Nixon – William Nixon.

2

(This call is made on 4 th July)

- My name is Stone – Miss Betty Stone, and I'd like to book a room from the eighth to the tenth of July – that's two nights only.
- Very good, madam. Is that a single room?
- No, a twin room with bathroom, if you have one. I'll be arriving with my sister, Miss Lilian Stone.
- Yes ... so that's a twin room with bathroom from the eighth to the tenth. And the rate for the room is \$300 a night.
- Yes, well that's OK.

6. Подготовьте сообщения на следующие темы:

- Checking in expected guests
- Checking in chance guests
- Checking in tour groups
- Registering foreign guests
- Methods of payment
- Assigning rooms

Раздел III. Стандарты качества обслуживания гостей в процессе бронирования и продаж.

Тема 3.1. Взаимодействие службы бронирования и продаж с другими службами гостиницы.

1. Прочитайте диалог и выполните задание к нему.

In a Hotel

Hotel Clerk: Welcome to the *Home Again Hotel*, sir. How may I help you?

Mr. Edwin: Hello. I would like a non-smoking room with a double bed.

Hotel Clerk: Do you have a reservation?

Mr. Edwin: No, I'm afraid I don't.

Hotel Clerk: Hmmm. Let me see. We don't seem to have any rooms with double beds right now. We are very full tonight. We've got a large conference going on.

Mr. Edwin: I see. So what do you have available?

Hotel Clerk: Well, not much. It seems we have a small corner room on the 5th floor. It has a single bed and a bathroom with a shower.

Mr. Edwin: And is it a non-smoking room?

Hotel Clerk: No, the 5th floor is a smoking floor. But that is the only room we have at this time. Would you be interested in it?

Mr. Edwin: Wow. That's terrible. I didn't realize... I knew I should have made a reservation before I left home.

Hotel Clerk: Yes, you never know if we will have vacancies or not.

Mr. Edwin: I guess I'll have to take that room, then. I don't have time to look for another hotel.

Hotel Clerk: Great. First, let me just have your name...

Questions and Answers

Check True or False. Check your answers below by clicking on the arrow.

1. Mr. Edwin would like a single bed in a non-smoking room.

True False

2. There is a large conference at the hotel right now.

True False

3. It's easy to know if the hotel has vacancies without making a reservation.

True False

4. The hotel has only one room available.

True False

5. Mr. Edwin made a reservation before leaving home.

True False

6. Mr. Edwin is going to look for another hotel.

True False

7. The hotel clerk was polite to Mr. Edwin.

True False

2. Прочитайте и переведите диалог.

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.

3.Подберите правильный вариант ответа.

1. - Hello, I have a _____. My name is Matthew Jones.
 - a) Reserve
 - b) Reservation
 - c) Reserving
 - d) reserved
2. - Beach equipment is _____ to all of our guests, free of charge.
 - a) Avail
 - b) Available
 - c) Advantage
 - d) average
3. - We only have one _____ left, and it's for a single room. The rest of the hotel is full.
 - a) Vacancy
 - b) vacation
 - c) vaccination
 - d) vagrant
4. - I'd like to order room _____ please. I'd like a bottle of red wine sent up to room 407.
 - a) staff
 - b) standard
 - c) stuff
 - d) service
5. - Can I _____ my stay for another day please?
 - a) Extension
 - b) Express

- c) Exit
 - d) extend
6. - I'm leaving tomorrow. What time do I have to check ___ by?
- a) Up
 - b) Over
 - c) Out
 - d) through
7. - The ___ for a single room is \$60 a night.
- a) rate
 - b) hire
 - c) rent
 - d) pay
8. - Could you give me a ___ up call at 6 o'clock in the morning please?
- a) Start
 - b) sleep
 - c) wake
 - d) morning

4. Прочитайте телефонные разговоры в процессе бронирования номеров, закончите предложения.

3

(This call is made on 30 th June)

- Have you got a room for the whole of the second week in July? A single room with a bath?
- The second week of July. Let me see... I'm sorry sir, I'm afraid a single room with bath would only be available from the eighth to the twelfth. Would that be any use to you? The rate is \$250 a night.
- Yes... yes, I think that would probably be long enough for me.
- Very good, sir. Could I have your name, please?
- The name is John Bird.
- That's fine then, Mr. Bird. I've made a note of your reservation, single room with bath, from 8 th -12 th July.

4

(This call is made on 7 th July)

- I was wondering if you would have a room for tomorrow night for me and the wife.
- Tomorrow night ... that's the eighth of July. We have a nice double room with bathroom en suite. Would that be suitable? The rate is \$450 a night.
- Yes, that would be fine.
- And how long would you be staying, sir?
- Oh, we'd be staying till the eleventh – that's three nights.
- Very good, sir. And the name?

- The name is Peters ... Mr. and Mrs. J. Peters.
- Thank you. And do you know what time you'll be arriving?
- Well, we've quite a long way to drive. We may not arrive till around 9 o'clock at night. Is that OK?
- Yes, that's fine, sir, so long as we know ... I'll just make a note of it ... arriving 9 o'clock...

Тема 3.2. Речевые стандарты, используемые при бронировании и продажах на иностранном языке.

1. Составьте ответы на письменные запросы.

Write the letters of reply to the reservation requests. You can accept these bookings.

a)

	Mr. Ken Smith
	9034 Commerce Street
	Detroit, Michigan
	USA, 90345
<p>Parkinn Hotel</p> <p>7834 17th Street</p> <p>Tampa, Florida</p>	
<p>June</p>	<p>28th</p>
<p>Dear Sir or Madam,</p> <p>I would like to book a single room in your hotel from August 1 till August 10. Could you please tell me the price per night including breakfast and dinner if possible? Do you have airport transfer and car rent service?</p> <p>I am looking forward to your reply,</p>	
<p>Yours faithfully,</p> <p>Andrew Thompson</p>	

b)

Ms Sally Swift
9034 Cooper Street
Fresno, California

Four Seasons
9034 Main Street
London, UK

July 06, 2005

Dear Sir,

I booked a room in your hotel last week. My booking is for the period of September 16 to October 1. Could you please send me confirmation of this reservation? I need it to be provided to get my visa. I am looking forward to your reply.

Kind regards,

Sally Swift

Useful phrases:

- Thank you for your letter...

- We have pleasure to confirm your booking (as follows...)
- Room type...
- Arrival...
- Departure...
- Confirmation number....
- Room rate....
- We look forward to your visit...
- Yours sincerely...

2. Составьте ответы на письменные запросы иностранных гостей в ситуациях:

- иностранный гость пишет, что хочет индивидуально забронировать себе номер;
- иностранный гость пишет, что хочет забронировать несколько номеров для себя и своих друзей в процессе осуществления экскурсионной поездки;
- представитель иностранного туристического агентства пишет, что хочет забронировать несколько номеров для своих клиентов.

3. Выполните следующие задания.

A) For your ideal hotel make a booklet for travel agencies. Include name, location, facilities and services and as many details as possible in the booklet. Present your booklet to your group.

B) Write an advertisement of your hotel for the travellers' magazine. Make the advertisement compact and attractive. Present your advertisement to your group.

2.2. Задания для проведения промежуточной аттестации (дифференцированного зачета) по МДК 04.02. Иностранный язык в сфере профессиональной коммуникации для службы бронирования и продаж
Форма проведения промежуточной аттестации дифференцированный зачет

Вариант 1

Задание 1. Fill in the gaps with the words and expressions:

- a. migration cards e. credit card imprint i. chance-guest
- b. receptionist f. room assigning j. guest card
- c. group leader g. key cards k. registration card
- d. original voucher h. guest's folio l. rooming list

1. A 1) _____ should be filled in for every foreign guest. 2. When the payment is made by credit card it is necessary to have a 2) _____. 3. Foreign guests are registered upon presentation of visas, 3) _____ and identification documents. 4. When checking in the 4) _____ the room clerk gives him all the information about the hotel. 5 In modern hotels magnetic 5) _____ are used instead of metal keys. 6. When large tour groups are checked in it's useful for the 6) _____ to deal with registration cards and hand them over to the receptionist together with a 7) _____ of the group. 7. If the guest has a travel agency booking, the receptionist should get the 8) _____ and check it against the hotel's copy. 8. After payment clarification the receptionist gets down to 9) _____. 9. Then the receptionist completes a 10) _____ and hands it over along with the room key. 10. The guest's data are entered into a 11) _____. 11. Then the 12) _____ should check all the reservation details.

Задание 2. Match the words on the left with definitions on the right.

- | | |
|-------------------------|--|
| 1. open round the clock | a. a person in charge of a tour group |
| 2. room status | b. place to which a person is going |
| 3. hotel voucher | c. open 24 hours a day |
| 4. legibly | d. place where passport was obtained |
| 5. tour leader | e. in a way that is easily read |
| 6. destination | f. next to each other |
| 7. adjoining | g. way of showing who you are (a passport) |
| 8. place of issue | h. form issued by travel agent reserving hotel accommodation |
| 9. identification | i. condition and availability of each room. |

Вариант 2

Задание 1. Fill in the gaps with the words.

- a. deposit e. reservation chart i. available
- b. no-show f. confirmed j. guaranteed reservation
- c. reservation number g. reservation diary k. corporate rates
- d. cancellation h. amend l. booking requests

1. The hotel payment is guaranteed even in case of the client's 1 _____. 2. All advance reservations are recorded on a 2 _____. 3. Then the information is entered into a computer under the 3 _____. 4. The reservation is considered 4 _____ if the client gets a special notification from the hotel. 5. We'll send you confirmation of the booking as soon as you pay a 5 _____. 6. I can put you on the waiting list and ring you if there's a 6 _____. 7. The client can 7 _____ the dates of arrival and departure, the number of guests, the room type etc. 8. All the amendments are recorded in an amendment card or in the 8 _____. 9. The 9 _____ is a reservation with a registered confirmation. 10. Are there any honeymoon rooms 10 _____? 11. Fax written 11 _____ are usually sent by companies and travel agencies. 12. We offer 12 _____ to groups only.

Задание 2. Match the words on the left with definitions on the right.

- | | |
|-------------------------|--|
| 1. identification | a. a person in charge of a tour group |
| 2. room status | b. place to which a person is going |
| 3. hotel voucher | c. open 24 hours a day |
| 4. legibly | d. place where passport was obtained |
| 5. tour leader | e. in a way that is easily read |
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| 8. place of issue | h. form issued by travel agent reserving hotel accommodation |
| 9. open round the clock | i. condition and availability of each room. |

3. Критерии оценки

Работа содержит два задания на знание и практическое применение профессиональных лексических единиц.

«5» (отлично) – за глубокое и полное овладение содержанием учебного материала; за умение практически применять профессиональную лексику. Оценка «5» (отлично) предполагает грамотное и логичное изложение ответа.

«4» (хорошо) – если студент полно освоил учебный материал, ориентируется в изученном материале, осознанно применяет его, грамотно излагает ответ, но содержание и форма ответа имеют отдельные неточности.

«3» (удовлетворительно) – если студент обнаруживает знание и понимание основных положений учебного материала, но излагает его неполно, непоследовательно, допускает неточности.

«2» (неудовлетворительно) – если студент имеет разрозненные, бессистемные знания, допускает ошибки в определении базовых понятий, искажает их смысл; не владеет профессиональной лексикой.