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«Курский государственный университет»

**Колледж коммерции, технологий и сервиса**

***Методические рекомендации по выполнению  
практических занятий***

**ОГСЭ.03 Иностранный язык в профессиональной деятельности**

**43.02.14 Гостиничное дело**



Составила: преподаватель Агаева Т. А.

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### **Пояснительная записка**

Государственные и социально-экономические преобразования оказывают существенное влияние на российское образование, обеспечивая многообразие образовательных учреждений и вариативность образовательных программ.

В связи с этим нельзя не отметить необходимость изучения иностранных языков и их использование в общении с представителями других стран.

В современных условиях постоянно возрастает уровень требований к подготовке будущих специалистов. Успешность сформированности навыков и развития умений иностранного общения у обучающихся во многом зависит от учебно-методического обеспечения.

Данные методические рекомендации по выполнению практических занятий составлены в соответствии с учебным планом и рабочими программами изучаемой дисциплины. Они содержат лексический и текстовый материал, практические задания, список рекомендуемой литературы и могут быть рекомендованы к использованию на учебных занятиях дисциплины ОГСЭ.03 Иностранный язык в профессиональной деятельности по специальности 43.02.14 Гостиничное дело

### **Практическое занятие №1**

**Тема: Описание человека (внешность, национальность, образование, личные качества, род занятий, должность, место работы и др.)**

**1. Прочитайте и переведите текст 2 « My friends»**

**2. Найдите в тексте следующие слова и выражения, изучите их:**

technical school-техническое училище

to study hard-усердно трудиться

diligent-прилежный, старательный

to make friends-подружиться

appearance-внешний вид

rather-довольно

tall-высокий

well-built-хорошо сложен

oval-овальный

face-лицо

straight-прямой

to move-переехать

common-общий

slim-стройный (ая)

pretty-красивая (о женщине)

blonde-блондин (ка)

fair hair-светлые волосы

to ride a bike-ездить на велосипеде

faithful-верный

**3. Найдите в тексте предложения с активной лексикой и переведите их на русский язык.**

**4. Прочитайте и переведите текст «My friend»**

**5. Найдите в тексте предложения со следующими словами и выражениями.**

**Прочитайте и переведите их:**

former-бывший

classmates-одноклассники

strong-сильный

grateful-благодарный

dark-brown-темно-коричневый

both-оба

intelligenty-умный

well-read-начитанный

honest-честный

kind-добрый

complexion-цвет лица

sense-чувство

**6. Ответьте на вопросы:**

1. Is it easy for you to make friends?

2. Who is your best friend?

3. How did you make friends?

4. Where does your friend study?

5. How does your friend look like?

6. What kind of sport does your friend like?

7. Do you like to spend your free time with your friends?

8. What are the hobbies of your friends?

9. Can you call all your friends faithful?

10. Is the sense of humor important in friendship?

**Домашнее задание: Напишите рассказ о внешности и характере своего друга.**

**Используйте дополнительный словарь:**

handsome-красивый (о мужчине)

short-маленького роста

stout-приземистый, коренастый

fat-полный, тучный

plump-полный

brunette-брюнет (ка)

gray hair-седые волосы

bold headed-лысый

short sighted-близорукий

smart, clever, bright-умный (ая)

stupid-глупый

boring-скучный

guile-спокойный

impulsive-порывистый, импульсивный

aggressive-агрессивный

rude-грубый, невежливый

shy-застенчивый, робкий, стеснительный

active-активный

talkative-разговорчивый

enthusiastic-полный энтузиазма, энергии

## **Практическое занятие №2**

**Тема: Межличностные отношения (отношения между полами, семейные отношения, отношения между представителями разных поколений, социальные отношения, межконфессиональные отношения, расовые отношения).**

### **1. Прочитайте и переведите текст «My family»:**

Our family is neither big nor small. It consists of my father, my mother, my brother and me. My father, a tall man with dark short hair, is 40 years old. He works as a manager at the firm. He likes his work and spends a lot of time there. My mother, a tall and thin woman with big blue eyes and fair hair, is younger than my father, she is 38. My mother is a teacher at the secondary school. She teaches her students pupils foreign languages: German and English. She also spends a lot of time at school, but she finds time to cook, sew, knit, and even to help my brother and me with our homework. My brother is only 10, and he is a schoolboy.

I am 14. I am a student of the college. My college is far from our house, and it takes me half an hour to get there by bus. We are studying different subjects there, but my favorite ones are History and English. As to my appearance, I am slim and slender. My hair is fair, my eyes are blue, I look like my mother. I like to dress in a modern style. Music is my hobby. I am fond of dancing at the disco. I like to buy and read English books too. Twice a week I go to the swimming pool.

We live in Rostov-on-Don, the biggest city not only in the North Caucasus, but in the entire South of Russia. It is located on the right high bank of the Don River. We have a three-room flat in a new block of flats. There is a nice green park near our house, where we spend a lot of our free time. There are many different shops not far from our house. My brother and I often go shopping.

Our family is nice, and everybody is easy to get along with. We take care of each other. We spend much time together. Recently we have bought a car, and now we often go down to the country to have a rest on weekends. In the evening, all members of our family watch TV, discuss everyday problems. Sometimes we go to the theatre or to the concert.

### **2. Найдите в тексте предложения, в которых используются следующие слова и словосочетания: Переведите их на русский язык:**

- Neither big nor small
- is younger than
- far from our house
- as to my appearance
- in a modern style
- twice a week
- go shopping
- easy to get along with
- take care of
- go down to the country
- it is a great pity

### **3. Найдите в тексте английские эквиваленты к следующим словам и словосочетаниям:**

- она состоит
- много времени
- светлые волосы
- находит время готовить, шить, вязать
- похожа на маму
- легко ладят
- ездим за город

### **4. Замените подчеркнутые слова, на слова со сходным и противоположным значением:**

1. This girl is thin
2. We do not spend much time together
3. Our flat is large
4. She is fond of dancing
5. This thick carpet is nice

**5. Заполните пропуски необходимыми словами. Первая буква каждого слова поможет вам это сделать.**

1. Our family is n... big nor small
2. He works a... a manager at a firm
3. My mother is a tall woman wit: blue eyes and f... hair
4. She is y... than he
5. She finds time e... to help me with my homework
6. It takes me h... an hour to get to the college
7. I look l... my mother
8. I am f... of dancing
9. I go to the swimming pool t... a week
10. Everybody is easy to get a... with

**Домашнее Задание: Подготовьте небольшой рассказ о своей семье.**

### **Практическое занятие №3**

#### **Тема: Повседневная жизнь**

#### **1. Прочитайте и переведите текст « My working day»**

#### **2. Изучите активную лексику к тексту:**

Weekdays- рабочие дни

Alarm clock- будильник

To comb hair- причесывать волосы

To turn on (off) - включать (выключать)

To get dressed- одеваться

Successfully- успешно

Special- особенно

To share- делить(ся)

Have to be back- должны вернуться

Report- доклад

Practical classes- практические занятия

Canteen- столовая

It takes me ... minutes to get to the college by bus- у меня уходит ... минут, чтобы добраться до колледжа на автобусе

To miss classes- пропускать занятия

To pass exams- сдать экзамены

To do well- делать успехи, хорошо учиться

To get ready- подготовиться

As a rule- как правило

To get tired- уставать

To fall asleep- засыпать

#### **3. Найдите в тексте предложения с активной лексикой. Прочитайте и переведите их.**

#### **4. Переведите на английский язык следующие слова и словосочетания:**

- я хочу рассказать вам

- быть студентом

- по будним дням (рабочим дням)

- просыпаться

- принимать душ

- чистить зубы

- одеваться

- у меня уходит час, чтобы добрать до

- ездить на трамвае ( троллейбусе, автобусе)

- опаздывать на занятия

- заканчиваться поздно вечером

- пропускать занятия

- сдать экзамены успешно

- время от времени

- подготовиться к занятиям

- как правило

- уставать

- свободное время

#### **4. Прочитайте и переведите следующий диалог:**

A working day.

-Hello, Helen! Nice to see you! How's life?

-Hello, Max! I am glad to see you. I'm well. What about you?

-Thanks, everything is all right. Can't complain. Let's go somewhere together.

-Oh, sorry. But I'm short of time. I have much of work to do. Today is a working day, and not a day off.

-You are so busy. And what are your plans for today?

-You see, first, I am going to the library to prepare for a report. Second, I have to do some shopping, and, moreover, I wish to do my homework properly.

-Sorry for interrupting you. They say, that you are a student of a college now, aren't you?

-Yes, I am. That is why I am very busy on weekdays. I have to get up very early in the morning because my college is far from my house.

-How much does it take you to get to the college?

-Well, it takes me half an hour to go by bus. Sometimes, I'm in a hurry and even -take a taxi.

-Oh, Helen, I see. But let's keep in touch. I'll call you some time. Bye!

-You are welcome. Bye!

**5. Прочитайте и письменно выполните перевод текста « My working day»**

**6. Ответьте на следующие вопросы:**

1. When do you usually get up? Do you get up early?
2. Is it easy for you to get up early?
3. Does your alarm clock wake you up or do you wake up yourself?
4. Who usually makes breakfast for you? I
5. What do you usually have for breakfast?
6. When do you usually leave your house? 7. How long does it take you to get to your college?
8. Do you go there by bus/trolley-bus or walk?
9. How many lectures do you usually have every day?
10. Where do you usually have lunch (dinner)?
11. What time do you come back home?
12. How long does it take you to do your homework?
13. How do you usually spend your evenings?
14. Do you have much free time on weekdays?
15. What time do you usually go to bed?

**Домашнее задание: Расскажите о своем распорядке дня.**



**Практическое занятие №4**

**Тема: Новости, средства массовой информации.**

**1. Прочитайте и переведите текст Mass Media**

**2. Изучите активную лексику к тексту:**

Mass media- средства массовой информации

Society- общество

To entertain- развлекать

To influence- влиять

Events- события

View- точка зрения

Spare time- свободное время

Current events- новости

Audience- аудитория

Detailed review- подробный обзор

Subscribers- подписчики

Advertising- реклама

To own- владеть

Satellite- спутник

**3. Найдите в тексте предложения с активной лексикой. Прочитайте и переведите их:**

1. What is mass media?

2. How does mass media influence people?

3. What is the difference between radio and TV programmes?

4. Does the audience of TV and radio differ?

5. Do you think that advertising is useful?

**4. Домашнее задание: подготовьте монологическое сообщение по теме**

### **Практическое занятие №5**

**Тема: Россия, государственное устройство, правовые институты, символы власти**

- 1. Прочитайте и переведите текст**
- 2. Найдите в тексте предложения с активной лексикой по теме.**
- 3. Ответьте на вопросы по теме**
- 4. Составьте эссе по тексту 2**
- 5. Составьте 10 предложений, употребив активную лексику.**
- 6. Определите основную мысль текста 3**
- 7. Прочитайте по ролям и переведите диалоги**
- 8. Раскройте скобки, используя герундий.**

1. The soil in the flower-pot is very dry, it needs (water).
2. You don't need (put on) your coat because it's very warm outside.
3. My flat wants (repair).
4. Famous actors needn't (un)introduce themselves.
5. The blackboard is dirty, it needs (wipe).
6. The shoes need (polish).
7. Your shirt has a hole, it wants (mend).
8. Your room needs (tidy).
9. The room needed (clean).
10. Learning foreign languages is very useful.

**9. Найдите в предложениях герундий:**

1. Smoking costs a lot of money.
  2. I will call you after arriving at the office.
  3. Please have a drink before leaving.
  4. I am looking forward to meeting you.
  5. Do you object to working late?
  6. Mary always dreams about going on holiday.
  7. Please excuse us for waiting too long.
  8. My favourite occupation is reading.
4. Заполните пропуски подходящими по смыслу герундиями:
1. I dislike ... to the movies by myself.
  2. We started ... dinner without you.
  3. I can't imagine ... my own house.
  4. I used ... that television show all of the time.
  5. I always eat breakfast before ... to school.
  6. When do you practice ... English?
  7. My grandmother prefers ... science fiction books.
  8. You need ... harder this year.
  9. I am used to ... her in a bad mood.
  10. Have you talked to the dentist about ... your teeth?

**Домашнее задание: Подготовьте монологическое сообщение по теме.**

**Практическая работа № 6.**

**Тема: Великобритания. Зарубежные страны**

**1. Прочитайте и переведите текст «Text 2 Great Britain».**

**2. Изучите активную лексику по тексту**

**3. Найдите в тексте предложения со следующими словами и выражениями:**

to be situated - быть расположенным

surface - поверхность

to vary - отличаться

plain - равнина

to occupy - занимать

density - плотность

to develop - развивать

chemical - химический

textile - текстиль

government - правительство

chamber - палата

ruling – правящий

**4. Ответьте на следующие вопросы по тексту:**

1. What is the official name of Great Britain?

2. Where is it situated?

3. What parts does it consist of?

4. What is the territory and the population of Great Britain?

5. What city is the capital of Great Britain?

6. What is the surface of the country?

7. Are there any big rivers and lakes in Great Britain?

8. What is the climate on the British isles like?

9. Is Great Britain a highly developed industrial country?

10. What goods does the British industry produce?

11. What big industrial cities are there in Great Britain?

12. What outstanding people of Great Britain do you know?

13. Are there any big educational establishments in Great Britain?

14. Is Great Britain a constitutional monarchy?

15. What is the name of the Queen of Great Britain?

16. How many chambers does the British Parliament consist of? What are they?

17. What are the main political parties in Great Britain?

**5. Прочитайте и переведите текст «London»**

**6. Изучите активную лексику к тексту**

**Домашнее задание: Подготовьте сообщение по следующим темам (10-15 предложений). Устно:**

1. London.

2. Great Britain.

3. Climate in Great Britain.

4. British Economy.

5. British Political System.

6. Westminster Abbey.

7. The Houses of Parliament.

**Практическая работа № 7.**

**Тема: США. Зарубежные страны**

**1. Прочитайте и переведите текст: The USA**

**2. Придумайте 5 вопросов к тексту**

**3. Вставьте to be в нужной форме:**

1. There ... a telegram on the table?
2. ... there any telegrams from Moscow?
3. There ... much snow last winter.
4. There ... a lot of stars and planets in space.
5. Some years ago there ... many old houses in our street.
6. ... there a lamp over the table?
7. ... there any interesting stories in this book?
8. Soon, there ... a new film on.

**4. Поставьте вопросы к следующим предложениям:**

1. There are some new pupils in our group.
2. There is no book on the table.
3. There were many old houses in our street.
4. There are 4 seasons in a year.
5. There will be a conference next week.
6. There are many large cities in our country.

**5. Образуйте отрицательную форму следующих предложений.**

1. There was a boy in the room.
2. There are 7 cups on the table.
3. There is something on the table.
4. There are many places of interest in London.
5. There are many beautiful flowers in our garden.
6. There was much work last week.

**6. Напишите следующие предложения в прошедшем и будущем временах:**

1. There is much snow in winter.
2. There are 5 theatres in our city.
3. There is no lift in our house.
4. There any many new books in our library.
5. There is little milk in the bottle.
6. There are 3 rooms in our flat.
7. There is a map on the wall.

**Домашнее задание: Выучить правило «Обороты there is/there are».**

## **Практическое занятие №8**

**Тема: Образование в России и за рубежом, среднее профессиональное образование.**

**1. Прочитайте и переведите текст « Education in Great Britain»**

**2. Изучите активную лексику к тексту:**

- nursery school- подготовительная школа
- kindergarden- детский сад
- junior school- младшая школа
- to attend- посещать
- comprehensive school- грамматическая школа
- abilities- способности
- secondary education- среднее образование
- grammar school- грамматическая школа
- secondary school- средняя школа
- public school- привилегированное частное учебное заведение
- eleven-plus examination- экзамен, принимаемый у детей в возрасте 11 лет
- minority- меньшинство
- secondary modern school- средняя современная школа
- personality- личность
- fee- плата за обучение
- to afford- позволить себе

**3. Найдите в тексте предложения с активной лексикой, прочитайте и переведите их на русский язык.**

**4. Ответьте на вопросы:**

1. When does the pre-school education begin in England?
2. When does the education begin in England?
3. What are public schools?
4. What are the most famous public schools in England?
5. What are Grammar and Comprehensive schools?

**5. Прочитайте текст « English Universities»**

**6. Составьте предложения со следующими словами и словосочетаниями. Прочитайте и переведите их на русский язык:**

- faculty- факультет
- department- кафедра
- arts- гуманитарные науки
- science- естественные науки
- to admit- принимать
- to provide- предоставлять
- hostel- студенческое общежитие
- college- колледж
- practice- практика
- scholar- ученый

**7. Ответьте на вопросы:**

1. What is the difference between faculties and departments of a university?
2. Who is at the head of each faculty?
3. Do all universities admit both men and women?
4. What are the types of colleges in England?

**8. Составьте небольшое сообщение о своем учебном учреждении (10-15 предложений).**

**9. Домашнее задание: подготовьте монологическое сообщение**

## ***Практическая работа №9***

***Тема: Компьютер и интернет.***

### **1. Прочитайте и переведите текст Internet**

#### **2. Изучите активную лексику к тексту:**

Global network- глобальная сеть

To link- соединять, связывать

Exchange- обмен

Host-хост (компьютер, подключенный к сети интернет)

To gain, get access- получить доступ

Remote terminal- дистанционный (удаленный) терминал

Server- сервер

Formatted- форматированный

Hypertext document- гипертекстовый документ

Markup- разметка

HTML (Hyper Text Markup Language)- язык, используемый для создания страниц WWW.

URL (Universal Resource Locator)- универсальный указатель информационного ресурса (стандартизированная строка символов, указывающая местонахождение документа в сети Internet)

Application- приложение, прикладная программа

Browser (Web browser)-Web- браузер (программы для просмотра Web-страниц в сети Internet)

As long as- пока, до тех пор, пока

### **3. Прочитайте текст What is ISP? и переведите его на русский язык**

#### **Ответьте на вопросы:**

1. What is Internet?

2. What is e-mail?

3. What is World Wide Web?

4. What is Web browser?

5. What is Internet provider?

6. What are the types of domain names?

**Домашнее задание: Подготовьте пересказ текста.**

## **Практическое занятие №10**

### **Тема: Виды услуг индустрии гостеприимства**

#### **1. Прочитайте и переведите текст: Rating of the hotels**

A system for rating hotels according to quality is widely used in France, and other countries. This system puts the top hotels in a special “deluxe” category, with others receiving from five stars to one star or “A’s”. The standard features include private bathrooms, room telephones, and recreational facilities and so on. The difference in quality between hotels is not entirely a matter of equipment or furnishing. The proportion of employees to guests and/or guest rooms is also a matter of prime importance. In general, the accommodations industry is labor-intensive, that is, it employs a large number of people to perform its services. In a luxury hotel, there may be three employees for every guest room. In a large commercial hotel in a big city, the ratio is usually closer to one employee per guest room. A small motel, family owned and operated, may have only three employees per ten rooms, and hire a made to do the housekeeping chores. A hotel that pride itself on its quality of service also maintains high standards of performance. The American Automobile Association (AAA) classifies hotels by diamond award, and the Mobile Travel guide offers a five-star award. The AAA has been inspecting and rating the nation’s hotels since 1977. Less than two percent of the 19, 500 properties inspected annually throughout the United States, Canada, and Mexico earned the five diamond award, which is the association’s highest award for excellence. One-diamond properties have simple roadside appeal, and the basic lodging needs two-diamond properties have average roadside appeal, with some landscaping and a noticeable enhancement in interior décor. Three diamonds carry a degree of sophistication through higher service and comfort. Four diamonds have excellent roadside appeal and service levels that give guests what they need before they even ask for it. Five- diamond properties have the highest service levels, sophistication, offerings. The Mobile Travel Guide in the USA offers a five-star award. The guide currently gives the five-star award to thirty-five lodging properties.

#### **2. Ask five different questions according to this text.**

**3. Составьте предложения. Words:** a. quality- качество; b. feature- черта; c. furnishing- меблировка; d. ratio-пропорция, соотношение; e chores (chairs)- домашняя работа; f. appeal-привлекательность; g. lodging- жилище; h. enhancement- увеличение; I. sophistication- усовершенствование; j. properties- свойства (собственность).

**4. Correct these statements:** A. A system for rating hotels according to quantity puts the top hotel in a special “deluxe” category. B. The standard features include common (общие) bathrooms, telephones, and e. t. c. C. A small family motel usually has three employees for every guest. D. The American Automobile Association classifies hotels by star award. E. One- diamond properties have the highest service levels.

#### **5. Подготовьте монологическое сообщение по теме**

## **Практическое занятие №11**

### **Тема: Профессии**

#### **1. Прочитайте и переведите текст: Jobs in the hotel**

A hotel is a complex operation. It includes places for people to sleep, to eat, to shop. That's why there are a wide variety of different careers in the hotel industry. The top people in the hotel industry are managers. The principal function of management is to coordinate all the different activities that take place in a hotel. One of the most important divisions of the hotel's administrative staff is the accounting department. All charges that a guest incurs must be posted, in addition there may also be charges resulting from the use of telephone, laundry service, the restaurant, and so on. The executive staff of a hotel includes many people with special skills. The promotion staff, for example, must know not only the hotel field, but also advertising, and public relation techniques. The head housekeeper runs a complex organization with many employees. The members of the engineering, and maintenance staffs need education, experience which in a large hotel may be very diverse. The chefs and cooks are important to the success of a hotel. Sometimes food and beverage department in some hotels brings in more income than room rentals. Most of the remaining workers in the hotel world can be classified as skilled, semi-skilled or unskilled. The carpenters, upholsterers, the plumbers, and electricians, gardeners are among the workers classified as skilled. Examples of unskilled workers are the helpers, dishwashers, or the laborers. At the head of the hotel there is General Manager. He runs the hotel and controls the whole work. Assistant Manager is responsible for all the departments. Head Receptionist controls the work of the Front Desk. He has some assistant whose duty is to book rooms, to check in, and check out the guest. They work with computers and hotel documents. The Head Housekeeper gives orders to the chambermaids, whose job is to see that all rooms are clean and everything is in order. There are also bellboys, porters, concierges. They first meet people, help them with their luggage, and show to their rooms.

#### **2. Ask five different questions according to this text.**

- 3. Correct these statements:** A. A hotel includes places for people to pass exams. B. The top people in the hotel industry are room cleaners. C. The chefs and cooks are not important to the success of a hotel. D. Examples of unskilled workers are top managers. E. Assistant Manager is responsible only for the work of the Front Desk.

#### **4. Составьте предложения. Words:** incur- подвергать; upholsterer- драпировщик; plumber- водопроводчик; laborer- чернорабочий.

#### **5. Подготовьте монологическое сообщение по теме**



## **Практическое занятие №12**

### **Тема: Функциональные обязанности персонала**

#### **1. Прочитайте и переведите текст : Cleaning the room**

It should be noted that cleaning is a necessary thing for hotel management. Cleaning the rooms is also one of the hotel's services to please the guest, because when it is clean in the room people are sure, that they were being looked forward to arrive. Cleanliness is mortgage of health, that's why it is necessary to maintain cleanliness, especially in the places where people have a rest and sleep. The head housekeeper runs a complex organization with many employees including the hotel cleaners. The members of housekeeping staff must help to make their guests stay enjoyable. As a member of the Housekeeping team they may be given responsibility for one of the bedroom areas. After the guests have checked out, they will then change beds, towels, etc, and generally ensure that everything is clean and tidy. Housekeeping, however, is not just about cleaning bedrooms, but also keeping every public area pleasant, clean and tidy for others to relax, and work in. They may find them have to arrange flowers, displays of materials, publications and be responsible for ensuring stocks are up to- date whether in a linen room or a mini-bar. Other duties they may be involved in could be vacuuming, polishing, and tidying other areas in the building. They will certainly need to spend time checking everything is in place. Whether they work at a hotel, or a motel, bed and breakfast, conference or holiday centre, or a tourist attraction, their guests will judge their accommodation by its appearance. Clean rooms and good service enhance any accommodation, and make your guests return. No previous experience is required for cleaners, and most of their training will be in the job, with extra in-house training given by the company's training personnel. Because guests and visitors expect everything to work perfectly, maintenance and support staff must be available 24 hours a day. This means cleaners will probably have to work shifts and some weekends. The actual work of cleaning is performed by the chambermaids. In most hotels these employees are women. Their duties include making or changing beds, dusting furniture, sweeping or cleaning floors and carpets, washing bathrooms, replacing and washcloths, and supplying the rooms with the items that are specified by management or custom. Depending on the type of operation, a chambermaid should be able to clean between ten and twenty rooms a day. Chambermaids have a limited amount of contact with guests. A guest may ask the chambermaid to make up his room at certain time, or indicate he doesn't want to be disturbed at all. In addition, guests frequently ask chambermaids for items that are supplied by the housekeeping department such as matchbooks, irons, special pillows or pitchers of cold water. In some hotels chambermaids pick up and deliver clothing for the laundry, and valet service. Heavier chores are performed by men who are usually called housemen. Their work involves window-washing, shampooing carpets, removing and cleaning draperies, cleaning the public areas of the hotel, polishing metal, and many other tasks that might be considered beyond the physical capacities of women.

#### **2. Ask five different questions according to this text.**

#### **3. Составьте предложения. Words: a. mortgage- залог; b. responsibility- обязанность; c. display-демонстрация (показ); d. Ensuring stocks- обеспечение запасами; e. linen-белье; f. judge accommodation- следить за помещением; g. pitchers- кувшины; h. draperies-шторы.**

#### **4. Подготовьте монологическое сообщение по теме.**

**Практическое занятие №13**  
**Тема: Телефонные переговоры**

**1. Прочитайте и переведите текст:**

The primary job of the front desk personnel is to take care of the check-in and check-out procedures, and to provide helpful information to the guest in order that their stay in the hotel may be comfortable and convenient. The guests are requested to warn the receptionist in advance about the day and hour of signing out so that he could have the bill ready for them in time. The guest must be sure that the bill is ready one day before leaving. The staff of a hotel can do a great deal to make the last hours of any guests staying in their hotel more pleasant. The hotel business is a service industry, and one of the services that it sells is a pleasant atmosphere. The employees of any hotel service must create that atmosphere. If the guest gets good service by any of the hotel, he will come here again, and he will advise his friends and relatives to visit this hotel. For the convenience of the guests, the front desk is located near the hotel's main entrance. In a large hotel it is divided into sections. One of the sections is the cashier's desk. The cashiers usually receive payment from the guest, and they may offer transportation services. There the guests may get advice, or help with their travel plans. The cashiers are accounting office employees who have direct contact with the guest. In addition to settling accounts, they also make change, cash traveler's checks or regular bank checks, exchange foreign currencies. Posting on the room accounts are kept up-to-date in order to expedite the check-out procedure. The cashiers usually ask departing guests if they have incurred any last-minute charges for the telephone or the food and beverage service. If the answer is affirmative, the cashier must verify the charge before presenting the final bill. The procedure of checking out is as following: The cashier asks the guest what he can do for him. The guest answers that he would like to check out. The cashier asks the guest what his name and room number is. Then the cashier draws up the guest's bill. The guest pays for the phone calls if he made them from his room, and for the in-house movies. The cashier gives him his receipt. Then the guest may ask for leaving his luggage until he is ready to leave later to do shopping. In the eyes of many customers, the front desk employees are the representatives of the hotel. Their ability to work smoothly is an important factor in the success of the hotel.

**2. Ask five different questions according to this text.**

**3. Составьте предложения. Words:** a. procedure- процедура; b. warn- предупреждать; c. Entrance- вход; d. setting account- предоставить отчет; e. expedite- контролировать; f. incur charges-осуществлять затраты; g. affirmative- утвердительный; h. verify- проверить,подтвердить; I. draw up- составлять; j. movies- кино; k. receipt- расписка в получении; l. smoothly- ровно, бесперебойно.

**4. Correct these statements:** a. The primary job of the front desk is to clean the rooms. B. The guest must be sure that the bill is ready two days after leaving. C. The cashiers usually show the guests around the hotel. D. The cashier asks the guests what his profession is. E. In the eyes of many customers, the front desk employees are the representatives of shops.

**5. Подготовьте монологическое сообщение по теме**

**Практическое занятие №14**

## ***Тема: Процедура бронирования***

### **1. Прочитайте и переведите текст: Checking- in**

The employee who checks in arriving guests, and assigns them to their rooms is the room clerk. When the guest arrives, the room clerk checks his reservations or the availability of the accommodation, the guest fills in a registration card with his name, home address, and any other required information. The room clerk fills in the room number, and the rate the guest will pay. All of these steps, which take only a few moments in a smoothly functioning system, make up the check-in, or registration procedure. For the convenience of guests, the front desk is always located near the hotel's main entrance. In a large hotel, it is divided into sections. One section is the registration desk, where guests register, or sign in. The front desk is located in the lobby. Lobby is the public entrance area that gives access to the guest rooms, restaurants, bars, shops, and other facilities in the hotel. So when a traveler arrives at a hotel, the porter usually helps the guest with his luggage. If a traveler hasn't a reservation, a receptionist will check the availability of rooms for tonight. He asks to give him a guest's passport, address, and a telephone, or some form of identification. If a traveler has a driving license, he shows it. A traveler usually asks a room with a shower, or a bath, and with a sea view. Then a traveler fills in a form, signs where it is necessary, gets a room number, takes a key, and goes to his room.

### **2. Ask five different questions according to this text.**

### **3. Correct these statements:** A. The employee who checks in arriving guests is the room cleaner. B. For the convenience of guests, the front desk is always located on the second floor. C. Lobby is a restaurant where guests eat. D. When a traveler arrives at a hotel, a clerk usually helps him with his luggage. E. A receptionist asks a guest to give him his luggage.

### **4. Составьте предложения. Words:** assign- назначать; reservation- заказать заранее; availability- наличие; smoothly- спокойно, гладко; procedure- процедура; access- доступ; identification-установление подлинности; license- водительские права; required- требуемый.

### **5. Подготовьте монологическое сообщение по теме**

**Тема: Помощь гостям**

**1. Прочитайте и переведите текст: Description of the hotel**

I want to describe the Golden Ring hotel. It is located in the very heart of the city. The hotel has a modern building down town Moscow in the historical centre only minutes away from the Red Square, and Kremlin museums. It isn't far from foreign embassies, and foreign company's offices, just across the road from the Ministry of Foreign Affairs. Friendly staff, high international standards of service, and unique interior design will make you stay in the "Golden ring" hotel pleasant and enjoyable. The hotel has 247 spacious comfortably furnished apartments, including double and single rooms, 80 suites, and 2 luxurious Presidential suites. You will feel at home while staying in the "Golden Ring" hotel. The hotel offers 24-hour room service, and the most sophisticated security system. The guests are provided with in-room safety-deposit boxes, satellite TV, and telephone lines, and air conditioners. Comfortable furniture and unique design of the suites give you the atmosphere of luxury, comfort and style. The "Golden Ring" hotel offers the best views of Moscow. The hotel restaurant located on the 23<sup>rd</sup> floor, offers exquisite Mediterranean cuisine, and luxurious atmosphere for its guests. You can spend a pleasant evening, and see Moscow from the height, while enjoying the culinary art of the restaurant chef. The restaurant is the best place to taste various dishes of Russian cuisine, and experience genuine Russian traditions of dining. It is the ideal place for birthday parties and banquets. There are 6 banquets rooms, and a theatre-style Conference Hall in the hotel. They provide services for 10 to 250 persons. The Health Club and saunas are the best way to relax. There the guests can have a relaxing massage. They can use dry saunas and gym. The hotel has also a hairdresser's shop, a service bureau, currency exchange desk, and beauty barber's saloon, a laundry, shoes repairs, and dry cleaning.

**2. Ask five different questions according to this text.**

**3. Составьте предложения. Words:** a. embassy- посольство; b. staff- штат; c. interior- внутренний; d. spacious-просторный; e. sophisticated- сложный, усовершенствованный; f. safety- deposit boxes- сейфы для хранения; g. satellite- спутник; h. exquisite- изысканный; i. height- высота; j. genuine- истинный; k. currency exchange desk- пункт обмена валюты.

**4. Подготовьте монологическое сообщение по теме**

**Практическое занятие № 16**

**Тема: Информация о туристических объектах**

**1. Прочитайте и переведите текст: Types of accommodation**

A hotel is a temporary home for people, who are traveling. In a hotel the traveler can rest, and have meals, either on the premises, or nearby. The hotel may also offer facilities for recreation, such as a swimming pool, a golf course, or a beach. Very often the hotel also provides free space for the traveler's means of transportations. The word motel was created by combining "motor", and "hotel". Motel or motor hotels provide parking facilities for cars. For the accommodation industry resort hotels are very important. A resort is a place to which people travel for recreation. It may offer mountain scenery, the combination of sun, and sea, or features that are entirely man-made, like Disneyland in California. The commercial hotels provide services essentially for transients, many of them travelling on business. A third type of hotels aims its services largely at the convention trade. Conventions are meetings, usually held yearly. The fourth category is resident hotels. People who don't wish to keep house themselves can rent accommodations in a hotel. In large cities there are tourist centers. Even a small hotel may have banquet rooms and meeting rooms in addition to its accommodation for transients. At the top are the luxury hotels, which generally offer the greatest comfort. At the bottom are those that provide merely a place to sleep. The top hotels are put in a special deluxe category. Generally the problems and opportunities in all hotels are comparable, since all provide shelter, food, and other services for the travelling public.

**2. Ask five different questions according to this text.**

**3. Составьте предложения. Words:** a. accommodations industry- гостиничное хозяйство; b. premises- дом с прилегающими постройками; c. Recreation- восстановление сил, отдых; d. Resort-курорт; e. entirely- полностью, совершенно; f. resident hotels- гостиницы для постоянного проживания; g. luxury hotels- гостиницы высшей категории; h. merely- только, просто.

**4. Correct these statements:** a. A hotel is a permanent home for people. b. The word motel was created by combining "motto", and "hotel". c. A resort is a place to which people travel for business. d. Conventions are concerts, usually held yearly. e. At the bottom are the luxury hotels.

**5. Подготовьте монологическое сообщение по теме**

*Практическое занятие №17*

*Тема: Экстраординарные и неожиданные ситуации*

### **1. Прочитайте и переведите текст: Restaurants in the hotel**

Food and beverage service is a major factor in hotel operations, that's why there is always a restaurant in a hotel. 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. A major chain hotel generally has two restaurants. A signature or upscale formal restaurant, and a casual coffee-shop type restaurant. These restaurants cater to both hotel guests, and to general public. Hotel restaurants are run by restaurant managers. Restaurant managers are generally responsible for the following: 1. Exceeding guest service expectations. 2. Hiring training and developing employees. 3. Setting and maintaining quality standards. 4. Marketing. 5. Room service, mini bars, or the cocktail lounge. 6. Presenting annual, monthly and weekly forecasts, and beverage director. Hotel restaurants present the manager with some interesting challengers, because hotel guests are not always predictable. Sometimes they will dine out, because of poor service. The number and type of hotel guests should also be considered in estimating the number of expected restaurant guests for any meal. This figure is known as the capture rate. Most hotels find it difficult to coax hotel guests into the restaurants. Progressive hotels ensure that the hotel restaurants look like free-standing restaurant with separate entrances. They also charge the restaurants rent, and make them responsible for their own profit, and loss statements. Compared with other restaurants, some hotel restaurants offer greater degrees of service sophistication. They usually are open from early morning until late at night. The food and beverage manager's staff includes a store keeper, the executive chef, and the kitchen helpers who peel potatoes, cut up vegetables and bring food from the storeroom, dishwashers. The person who seats the guests is called a captain or a hostess, if a woman. The meals are served by waiters or waitresses.

### **2. Ask five different questions according to this text.**

- 3. Составьте предложения. Words:** a. signature- предназначенный для обслуживания состоятельных лиц; b. Cater (to smb)—заботиться (о ком- л); ухаживать (за кем- л.); c. Challenger—человек, признанный решать определенные задачи; d. A store keeper- кладовщик; hostess- сотрудница, встречающая и усаживающая гостей; e. Draught- разливное пиво; f. Casual- случайный.
- 4. Подготовьте монологическое сообщение по теме**

**1. Прочитайте и переведите текст: Meeting people**

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 are very unusual. Most of the nationalities just shake hands, and say "Hello". In Afghanistan people say 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 call them by name, be friendly and helpful. Never forget that we don't have a second chance for the first impression. All hotel managers should know such expressions as: How do you do? Good morning. Good afternoon. Good evening. Hello or Hi (for friends). Will you follow me? I'll show you to... Fine, thank you, and you? How are you? Not bad, thanks.

**2. Ask five different questions according to this text.**

**3. Correct these statements:** A. Travelling all over the world gets more difficult. B. If we see a close friend, the first thing we do is talking. C. In Afghanistan people say for at least half an hour. D. At a formal meeting people immediately buy their business cards. E. You should remember that if you give people a bad impression when you first meet them it is easier to deal with them further.

**4. Составьте предложения. Words:** inhabit- населять; bow- кланяться; exchange- обменяться; impression-впечатление; to deal with- иметь дело с; clasp- пожимать.

**5. Подготовьте монологическое сообщение по теме**

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домашние страницы гостиниц

<http://www.hotelsterne.de/> классификация немецких отелей.