

Документ подписан простой электронной подписью

Информация о владельце:

ФИО: Худин Александр Николаевич

Должность: Ректор

Дата подписания: 20.11.2021 12:11:23

Уникальный программный ключ:

08303ad8de1c60b987361de7085acb509ac7da143f415362ffaf0ee37e73fa19

Министерство науки и высшего образования Российской Федерации
Федеральное государственное бюджетное образовательное учреждение
высшего образования
«Курский государственный университет»

Колледж коммерции, технологий и сервиса

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

***ПМ 04 Организация и контроля текущей деятельности
сотрудников службы бронирования и продаж***

43.02.14 Гостиничное дело



Составила: преподаватель Агаева Т. А.

Курск

2021

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 ПМ 04 Организация и контроль текущей деятельности сотрудников службы бронирования и продаж 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

ПМ 04. Практическое занятие №1

Тема: Служба бронирования

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 maid to do the housekeeping chores. A hotel that prides 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

ПМ 04. Практическое занятие №2
Тема: Персонал службы бронирования

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

6.

ПМ 04. Практическое занятие №3

Тема: Виды бронирования

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

ПМ 04. Практическое занятие №4

Тема: Телефонные переговоры

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

It is possible that before long guest will be able to book their room, checks in and check out and receive room service from an automated kitchen without ever dealing with a hotel employee face to face. Not surprisingly, such investment in new technology will lead to higher room rates. The hotel room would most certainly be seen more as an office-away-from-the-office, rather than a home-from-home. Increasingly, the hotel room is viewed as a place to do business hence the move towards built-in work stations with modern point's good lighting and well-designed chairs. It is also indicated that business travelers had little interest in environmental initiatives such as fewer bathroom toiletries or towels, and all expected and increasing proportion of rooms and public areas to become no smoking. Hotels will change dramatically in what they offer their guests. The television console, for example, will become the central focus of the room for communications, entertainment, and interactive technology. Some hotels have rooms, where the bed becomes a couch at the touch of a button, giving the room a more business-like appearance. Some hotels have a tradition to leave the chocolate on the pillow at night. When a guest checks his room, he must make sure that there are enough hangers in the wardrobe. Then it is necessary to check that the mini-bar is full, there is always a list of what it's supposed to contain, and that the air-conditioning is fixed correctly. Almost all the rooms have the same equipment, so there are always one or two beds, and it means one or two bedside tables and armchairs as well. Then there is a dressing table, chest of drawers, and a TV. A guest must make sure, that the curtains and the blinds up before the guests come in. Never enter the room when there is "Do not disturb" sign on the door.

2. Ask five different questions according to this text.

3. Составьте предложения. **Words:** a. to deal with- иметь дело с; b. investment- вложение; c. increasingly-более того; d. hence- следовательно; e. indicate- указывать; f. couch- диван; g. pillow- подушка; h. hangers- вешалки; I. a chest of drawers- комод.

4. **Correct these statements:** 1. Investments in new technology will lead to lower room rates. 2. Some hotels have rooms, where the bed becomes a car at the touch of a button. 3. It is necessary to check, that the mini-bar is empty. 4. There are usually ten or more beds in a room. 5. A guest must make sure, that the curtains down before he comes in.

5. Подготовьте монологическое сообщение по теме

ПМ 04. Практическое занятие №5
Тема: Процедуры бронирования

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.**

ПМ 04. Практическое занятие №6
Тема: Взаимодействие с другими отделами

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

Список рекомендуемой литературы:

Основные источники

1. АНГЛИЙСКИЙ ЯЗЫК (A1-B1+) 13-е изд., испр. и доп. Учебное пособие для СПО Научная школа: Башкирский государственный педагогический университет имени М. Акмуллы (г. Уфа). Аитов В. Ф., Аитова В. М., Кади С. В. Год: 2019
2. ГРАММАТИКА АНГЛИЙСКОГО ЯЗЫКА. GRAMMAR IN LEVELS ELEMENTARY – PRE-INTERMEDIATE. Учебное пособие для СПО Буренко Л. В., Тарасенко О. С., Краснощекова Г. А. ; Под общ. ред. Краснощековой Г.А. Год: 2019
3. НЕМЕЦКИЙ ЯЗЫК. DEUTSCH (A1—A2). Учебник и практикум для СПО Миляева Н. Н., Кукина Н. В. Год: 2019
4. ГРАММАТИКА НЕМЕЦКОГО ЯЗЫКА 2-е изд., испр. и доп. Учебное пособие для СПО Катаева А. Г., Катаев С. Д. Год: 2019
5. АНГЛИЙСКИЙ ЯЗЫК. ГРАММАТИКА 2-е изд., испр. и доп. Учебное пособие для СПО Невзорова Г. Д., Никитушкина Г. И. Год: 2019
6. АНГЛИЙСКИЙ ЯЗЫК. ЛЕКСИКО-ГРАММАТИЧЕСКОЕ ПОСОБИЕ В 2 Ч. ЧАСТЬ 1 6-е изд., испр. и доп. Учебное пособие для СПО Куряева Р. И. Год: 2019
7. АНГЛИЙСКИЙ ЯЗЫК. ЛЕКСИКО-ГРАММАТИЧЕСКОЕ ПОСОБИЕ В 2 Ч. ЧАСТЬ 2 6-е изд., испр. и доп. Учебное пособие для СПО Куряева Р. И. Год: 2019

Дополнительные источники

1. НЕМЕЦКИЙ ЯЗЫК (B1) 2-е изд., испр. и доп. Учебное пособие для СПО Винтайкина Р. В., Новикова Н. Н., Саклакова Н. Н. Год: 2019
2. НЕМЕЦКИЙ ЯЗЫК 3-е изд., испр. и доп. Учебник и практикум для СПО Ивлева Г. Г. Год: 2019
3. АНГЛИЙСКИЙ ЯЗЫК ДЛЯ КОЛЛЕДЖЕЙ (A2-B2). Учебное пособие для СПО Изволенская А. С., Кожарская Е. Э. ; Под ред. Полубиченко Л.В. Год: 2019
4. СПРАВОЧНИК ПО ГРАММАТИКЕ НЕМЕЦКОГО ЯЗЫКА 2-е изд., испр. и доп. Учебное пособие для СПО Ивлева Г. Г. Год: 2019
5. АНГЛИЙСКИЙ ЯЗЫК. ПОСОБИЕ ДЛЯ САМОСТОЯТЕЛЬНОЙ РАБОТЫ УЧАЩИХСЯ (B1 — B2). Учебное пособие для СПО Иванова О. Ф., Шиловская М. М. Год: 2019
6. НЕМЕЦКИЙ ЯЗЫК ДЛЯ ГУМАНИТАРНЫХ СПЕЦИАЛЬНОСТЕЙ + АУДИО В ЭБС 4-е изд., пер. и доп. Учебник и практикум для СПО Катаева А. Г., Катаев С. Д., Гандельман В. А. Год: 2019

Интернет-ресурсы

1. http://www.dw-world.de/dw/article/0, , 268275, 00.html?maca=de-podcast_marktplatz-1374-xml-mrss обучающие лекции на немецкой радиоволне.

2. <http://www.hoteljob-international.de/> объявления с предложениями и запросами о работе в сфере гостиничного сервиса.

3. http://www.ciao.de/Erfahrungsberichte/Hotelfachmann_frau__137788
http://www.berufe-gastgewerbe.ch/d/hofa/img/I_hofa_08.pdf

<http://www.dehoga-nrw.de/262.html>

сайты с текстами-отзывами, описывающими производственную практику на различных позициях в отелях Германии и Австрии.

4. <http://www.gastgewerbe-magazin.de/>
<http://www.hotelier.de/hotellerie/>

ON-Line журналы, издаваемые для сферы гостиничного сервиса.

5. <http://www.weserbergland.net/>
<http://www.eggerts.de/>

<http://www.kaliebe.de/>

<http://www.bareiss.com/>

<http://www.schloss-doettingen.de/data/index.php>

<http://www.ostseelandhaus.de/Indexa.html>

<http://www.hotel-hoehenblick.de/>

домашние страницы гостиниц

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