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«Курский государственный университет»

Колледж коммерции, технологий и сервиса

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

***ПМ 02 Организация и контроль текущей деятельности службы
питания***

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 ПМ 02 Организация и контроль текущей деятельности сотрудников службы питания 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 02. Практическое занятие №1
Тема: Организация питания гостей

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 challenges, 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

**ПМ 02. Практическое занятие №2
Тема: Персонал кухни**

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

**ПМ 02. Практическое занятие №3
Тема: Встреча, обслуживание гостей**

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

Тема: Заказ столов и мероприятий в ресторане

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

Тема: Организация службы Room Service

1. Прочитайте и переведите текст: Hospitality Industry

The hotels and catering industry is often treated separately from the tourist industry. Its primary function is to provide tourists with accommodation, and food. The hospitality and, leisure industries have become very important in terms of economics, and employment. In Europe, and America, inns, and taverns were spaced along the roads. People travelled at the distance for a long time on horse - back or in a coach. The old-fashioned inns provided food and shelter for both men and horses. Nowadays a hotel is a temporary home for people who are travelling. In a hotel the traveler can rest and have meals, very often the hotel also provides free space for means of transport. When automobiles were first used for travelling motels appeared. In terms of clients hotels are categorized as the commercial hotels, which provide services for transients. Resort hotels provide recreational facilities. The third type hotel aims its services at the convention trade. The fourth category is resident hotels. People who do not want to keep their house themselves can rent accommodations on a seasonal basis, or even permanently in many hotels. There is no firm distinction between the different kinds of hotels, because they differ only in their quality of service they offer. A system for rating hotels according to quality is widely used, for example in France, and other countries. This system puts the top hotels in a special 'deluxe' category, with others receiving from 5 stars to one star or 'A's'. The quality service means to offer a wide range of service and comfort. The accommodations industry is labor-intensive when it employs a large number of people to perform its services. In a luxury hotel may be three employees for every guest room, but in a small hotel may be for example 3 employees for many guest rooms. A hotel can pride itself on its quality of service when it maintains high standards of performance.

2. Ask five different questions according to this text.

3. Correct these statements:

A. In Europe, and America, inns and taverns were spaced in the centre of a city. B. Nowadays a hotel is constant home for people who are travelling. C. The third type hotel provides its services for transients. D. People who do not want to keep their house themselves usually stay at the commercial hotels. E. The quality service means to offer a few services and comfort.

4. Составьте предложения Words: catering industry- пищевая индустрия; accommodation- помещение, приют; transients- проезжий; recreational- восстанавливающий силы; facilities-удобства; convention- собрание, съезд; maintain- поддерживать, содержать.

5. Подготовьте монологическое сообщение по теме

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