

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ  
Донецький національний університет  
економіки і торгівлі  
імені Михайла Туган-Барановського

Кафедра іноземної філології, українознавства та соціально-правових  
дисциплін

**Г. М. Удовіченко**  
**Д. В. Фурт**  
**М. О. Куц**

## **МЕТОДИЧНІ РЕКОМЕНДАЦІЇ З ВИВЧЕННЯ ДИСЦИПЛІНИ**

### **ІНОЗЕМНА МОВА**

Ступінь: бакалавр  
І рік навчання

Кривий Ріг  
2020

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Затверджено на засіданні  
кафедри іноземної філології,  
українознавства та соціально-  
правових дисциплін  
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Ф 95

**Фурт Д. В.**  
**Удовіченко Г. М.**  
**Куц М. О.**

**Ф 95** Методичні рекомендації з вивчення дисципліни «Іноземна мова», ступінь бакалавр, 1 рік навчання / уклад. : Д. В. Фурт, Г. М. Удовіченко, М. О. Куц. 2-ге вид., випр. і допов.. Кривий Ріг: ДонНУЕТ, 2020. 224 с.

Дисципліна «Іноземна мова» вивчається 4 семестри. Дані методичні рекомендації охоплюють матеріал першого року навчання: 1 семестр – модуль І, 2 семестр – модуль ІІ.

Запропонована методична розробка містить вправи за темами, передбачених програмою дисципліни, та має за мету сприяти розвитку лексичних навичок, навичок аналізу текстів та комунікативній діяльності студентів.

Зміст посібника викликає зацікавленість, пов'язану з актуальністю розроблених тем. Завдання складені на основі сучасних вимог до викладання іноземних мов з урахуванням розвитку комунікативної компетенції.

**ББК 81.2 Англ: 65.43 р**

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Михайла Туган-Барановського, 2020

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## ВСТУП / INTRODUCTION

«Іноземна мова» є навчальною дисципліною, що забезпечує підготовку студентів ступеня «бакалавр».

**Мета курсу** - формування необхідної комунікативної спроможності у сферах професійного та ситуативного спілкування в усній і письмовій формах; вдосконалення вмінь та навичок читання, перекладу, реферування спеціальної літератури за фахом; вироблення навичок читання та реферування наукової інформації з фаху, ведення бесіди з професійної тематики, ділового листування та роботи з комерційною документацією.

**Завданнями дисципліни** «Іноземна мова» є:

- набуття навичок практичного володіння іноземною мовою в різних видах мовленнєвої діяльності в обсязі тематики, зумовленої професійними потребами; одержування новітньої фахової інформації через іноземні джерела;
- користування усним монологічним та діалогічним мовленням у межах побутової, суспільно-політичної, загальноекономічної та фахової тематики;
- переклад з іноземної мови на рідну текстів загальноекономічного характеру;
- формування основних вмінь використання знань на практиці під час ведення ділової бесіди або спілкування по телефону в ділових цілях з урахуванням конкретних умов;
- ознайомлення з найбільш відомими зразками мовленнєвої поведінки під час проведення ділових зборів, презентацій та переговорів;
- навчання підготовці до участі у наукових конференціях, семінарах, дебатах, тощо;
- ознайомлення з особливостями оформлення найбільш вживаних паперів.

У результаті вивчення навчальної дисципліни студент повинен

**знати:**

- лексику, граматику, фонетику і орфографію іноземної мови;
- правила усного ділового спілкування;
- основні вимоги до культури мовлення.

**вміти:**

- конструювати параграфи для організації думок в єдину інтелектуальну структуру;
- читати та перекладами текст з побутової та професійної тематики середньої складності;
- спілкуватися іноземною мовою на побутові, суспільно-політичні та професійні теми в межах вивченої лексики та граматики;
- писати короткі повідомлення та есе іноземною мовою дотримуючись правил орфографії та граматики;

- складати ділові документи на задану тему, дотримуючись міжнародних стандартів;
- одержувати новітню фахову інформацію через новітні джерела.
- грамотно спілкуватися в межах усного мовлення;
- вести презентації згідно вимог ділового мовлення.

Дані методичні рекомендації мають за мету набуття студентами навичок читати та перекладати тексти з побутової та професійної тематики середньої складності, спілкуватися іноземною мовою на побутові, суспільно-політичні та професійні теми в межах вивченої лексики та граматики, писати короткі повідомлення та есе іноземною мовою дотримуючись правил орфографії та граматики.

Методичні рекомендації складаються з шістнадцяти тем (Units), передбачених робочою програмою дисципліни. Кожен розділ містить вправи на розвиток усіх видів мовленнєвої діяльності: аудіювання, читання, говоріння та писемного мовлення, виконання яких сприяє розвитку комунікативної компетенції студентів першого рівня вивчення іноземної мови.

**ЧАСТИНА 1.  
ЗАГАЛЬНІ РЕКОМЕНДАЦІЇ ЩОДО ВИВЧЕННЯ ДИСЦИПЛІНИ**

**PART 1.  
GENERAL STUDY GUIDE**



## 1. Опис дисципліни

Найменування показників	Характеристика дисципліни
Обов'язкова (для студентів спеціальності "назва спеціальності") / вибіркова дисципліна	<b>Обов'язкова</b>
Семестр (осінній / весняний)	<b>осінній, весняний</b>
Кількість кредитів	<b>5/5</b>
Загальна кількість годин	<b>150/150</b>
Кількість змістових модулів	<b>4</b>
Лекції, годин	-
Практичні / семінарські, годин	<b>70/80</b>
Лабораторні, годин	-
Самостійна робота, годин	<b>80/70</b>
Тижневих годин для денної форми навчання:	
аудиторних	<b>5</b>
самостійної роботи студента	<b>5,7</b>
Вид контролю	<b>1 семестр – залік 2 семестр – екзамен</b>

## 2. Програма дисципліни

**Ціль** – формування необхідної комунікативної спроможності у сферах професійного та ситуативного спілкування в усній і письмовій формах; вдосконалення вмінь та навичок читання, перекладу, реферування спеціальної літератури за фахом; вироблення навичок читання та реферування наукової інформації з фаху, ведення бесіди з професійної тематики, ділового листування та роботи з комерційною документацією.

**Завдання:** набуття навичок практичного володіння іноземною мовою в різних видах мовленнєвої діяльності в обсязі тематики, зумовленої професійними потребами; одержування новітньої фахової інформації через іноземні джерела;

користування усним монологічним та діалогічним мовленням у межах побутової, суспільно-політичної, загальноекономічної та фахової тематики;

переклад з іноземної мови на рідну текстів загальноекономічного характеру;

формування основних вмінь використання знань на практиці під час ведення ділової бесіди або спілкування по телефону в ділових цілях з урахуванням конкретних умов;

ознайомлення з найбільш відомими зразками мовленнєвої поведінки під час проведення ділових зборів, презентацій та переговорів;

навчання підготовці до участі у наукових конференціях, семінарах, дебатах, тощо;

ознайомлення з особливостями оформлення найбільш вживаних паперів.

**Предмет:** іноземна (англійська) мова.

**Зміст дисципліни розкривається в темах:**

Тема 1. Професії у готелі

Тема 2. Зустріч гостей

Тема 3. Комфортний відпочинок

Тема 4. Робота ресторану

Тема 5. Особливі пропозиції ресторану

Тема 6. На кухні

Тема 7. Приготування їжі

Тема 8. Гості з особливими запитами

Тема 9. Робота з клієнтами

Тема 10. Клієнт завжди правий

Тема 11. Безпека в готелі

Тема 12. Фінансові питання

Тема 13. Меню ресторану

Тема 14. Командна робота ресторану

Тема 15. Чистота кухні

Тема 16. Банкети та процедура замовлення продуктів

### 3. Структура дисципліни

Назви змістових модулів і тем	Кількість годин				
		У тому числі			
		л	п/с	лаб	срс
1	2	3	4	5	6
<b>Модуль 1</b>					
<b>Змістовий модуль 1: Готелі</b>					
Тема 1. Професії у готелі	25		10		15
Тема 2. Зустріч гостей	25		10		15
Тема 3. Комфортний відпочинок	25		8		17
<b>Разом за змістовим модулем 1</b>	<b>75</b>		<b>28</b>		<b>47</b>
<b>Змістовий модуль 2: У ресторані</b>					
Тема 4. Робота ресторану	25		10		15
Тема 5. Особливі пропозиції ресторану	25		10		15
Тема 6. На кухні	10		10		-
Тема 7. Приготування їжі	15		12		3
<b>Разом за змістовим модулем 2</b>	<b>75</b>		<b>42</b>		<b>33</b>
<b>Разом модуль I</b>	<b>150</b>		<b>70</b>		<b>80</b>
<b>Модуль 2</b>					
<b>Змістовий модуль 3: Клієнт завжди правий</b>					
Тема 8. Гості з особливими запитами	16		8		8
Тема 9. Робота з клієнтами	16		8		8
Тема 10. Клієнт завжди правий	18		8		10
Тема 11. Безпека в готелі	12		8		4
Тема 12. Фінансові питання	13		8		5
<b>Разом за змістовим модулем 3</b>	<b>75</b>		<b>40</b>		<b>35</b>

<b>Змістовий модуль 4: Особливості роботи кухні та ресторану</b>					
Тема 13. Меню ресторану	14		10		4
Тема 14. Командна робота ресторану	17		10		7
Тема 15. Чистота кухні	22		10		12
Тема 16. Банкети та процедура замовлення продуктів	22		10		12
<b>Разом за змістовим модулем 4</b>	<b>75</b>		<b>40</b>		<b>35</b>
<b>Разом модуль 2</b>	<b>150</b>		<b>80</b>		<b>70</b>
<b>Усього годин</b>	<b>300</b>		<b>150</b>		<b>150</b>

#### **4. Теми семінарських/практичних/лабораторних занять**

<b>№ з/п</b>	<b>Вид та тема заняття</b>	<b>Кількість годин</b>
	Модуль 1	
1	Практичне заняття Професії у готелі. Множина іменників.	2
2	Практичне заняття Обов'язки робітників готелю. Множина іменників.	2
3	Практичне заняття Інтерв'ю з робітником місяця. Present Simple.	2
4	Практичне заняття На реєстрації. Present Simple.	2
5	Практичне заняття Послуги камердинера. Present Continuous.	2
6	Практичне заняття Зустріч гостей. Present Continuous.	2
7	Практичне заняття Поради молодому працівнику. Present Simple. Present Continuous.	2
8	Практичне заняття Процедура реєстрації. Present Simple. Present Continuous.	2
9	Практичне заняття Вирішення проблем при реєстрації. Артикаль.	2
10	Практичне заняття Додаткові послуги у готелі. Артикаль.	2
11	Практичне заняття Гості з дітьми. Способи вираж. майб. дій.	2
12	Практичне заняття Брошура. Способи вираж. майб. дій.	2
13	Практичне заняття Типи кімнат у готелі. Умовні речення.	2
14	Практичне заняття Обладнання кімнат. Умовні речення.	4
15	Практичне заняття Професії у ресторані. Past Simple. Past Continuous.	2
16	Практичне заняття Обов'язки робітників ресторану. Past Simple.	4
17	Практичне заняття Особливості бронювання у ресторані. Past Continuous.	2

18	Практичне заняття Прийом броні. Past Continuous and Past Simple.	2
19	Практичне заняття Сніданок. Past Continuous and Past Simple.	2
20	Практичне заняття Види напоїв. Present Perfect.	2
21	Практичне заняття “Happy Hours”. Present Perfect.	2
22	Практичне заняття Робота готельного бару. Present Perfect Continuous.	2
23	Практичне заняття Працівники кухні. Past Perfect.	1
24	Практичне заняття Завдання працівників кухні. Past Perfect.	1
25	Практичне заняття Знаряддя шеф-повара. Past Perfect Continuous.	2
26	Практичне заняття Посуд для щоденного вжитку. Present Perfect. Past Perfect.	2
27	Практичне заняття Види кухонного обладнання. Modal verbs.	2
28	Практичне заняття Інструкції щодо експлуатації кухонного обладнання. Modal verbs.	2
29	Практичне заняття Види нарізок. Modal verbs. Ступені порівняння прикметників.	4
30	Практичне заняття Складання меню. Ступені порівняння прикметників.	4
31	Практичне заняття Робота організатора свят. Future Tenses.	4
	Разом модуль 1	<b>70</b>
<b>Модуль 2</b>		
32	Практичне заняття Гості, які подорожують по справах. Future Tenses.	4
33	Практичне заняття Додаткові послуги у готелі. Прислівник.	4
34	Практичне заняття Вирішення проблем клієнтів. Прислівник.	4
35	Практичне заняття Проблеми у кімнаті. Passive voice.	4
36	Практичне заняття Скарги. Passive voice.	8
37	Практичне заняття Безпека клієнтів. Passive voice.	8
38	Практичне заняття Фінанси. Непряма мова.	8
39	Практичне заняття Надання рекомендацій у ресторані. Непряма мова.	4
40	Практичне заняття Скарги щодо їжі. Непряма мова.	4
41	Практичне заняття Розрахунок у ресторані. Інфінітив.	4

42	Практичне заняття Командна робота працівників ресторану. Інфінітив.	4
43	Практичне заняття Чистота на кухні. Інфінітивні конструкції.	4
44	Практичне заняття Умови зберігання продуктів. Інфінітивні конструкції.	4
45	Практичне заняття Особливі місця для зберігання продуктів. Дієприкметник.	4
46	Практичне заняття Організація банкетів. Дієприкметникові конструкції.	4
47	Практичне заняття Заказ продуктів. Герундій.	4
48	Практичне заняття Постачальники продуктів. Герундіальні конструкції.	4
	Разом модуль 2	<b>80</b>
<b>Всього</b>		<b>150</b>

### 5. Розподіл балів, які отримують студенти

Відповідно до системи оцінювання знань студентів ДонНУЕТ рівень сформованості компетентностей студента оцінюється у випадку проведення екзамену: впродовж семестру (50 балів) та при проведенні підсумкового контролю - екзамену (50 балів).

### Оцінювання студентів протягом семестру (очна форма навчання)

№ теми практич- ного заняття	Аудиторна робота					Позааудитор- на робота	Сума балів
	Тестові завдання	Виконання практичних завдань теми	Обговорення теоретичних питань теми	Індиві- дуальне завдання	ПМК	Завдання для самостійного виконання	
Модуль 1							
Змістовий модуль 1							
Тема 1		0,6		1		0,6	2,2
Тема 2	2	0,6		1		0,6	4,2
Тема 3		0,6		1		0,6	2,2
Тема 4	2			3			5
Тема 5		0,6		1		0,6	2,2
Тема 6	2	0,6		1		0,6	5,2
Тема 7		0,6		1		0,6	2,2
Тема 8	2	0,6		1		0,6	5,2
Тема 9		0,6		1		0,6	2,2
Тема 10	2	0,6		1		0,6	5,2
Тема 11		0,6		1		0,6	2,2
Тема 12	2	0,6		1		0,6	5,2
Тема 13		0,6		1		0,6	2,2
Тема 14	2	0,6		0,4		0,6	4,6
Разом змістовий модуль 1	14	7,8		15,4	5	7,8	<b>50</b>

Змістовий модуль 2							
Тема 15		0,8				0,8	1,6
Тема 16	2			2			4
Тема 17		0,8				0,8	1,6
Тема 18	2	0,8				0,8	2,6
Тема 19		0,8				0,8	1,6
Тема 20	2	0,8				0,8	3,6
Тема 21		0,8				0,8	1,6
Тема 22	2	0,8				0,8	3,6
Тема 23		0,8				0,8	1,6
Тема 24	2	0,8		0,6		0,8	4,2
Тема 25		0,8				0,8	1,6
Тема 26	2	0,8				0,8	3,6
Тема 27		0,8				0,8	1,6
Тема 28	2	0,8				0,8	3,6
Тема 29		0,8				0,8	1,6
Тема 30	2	0,8		2		0,8	5,6
Тема 31		0,8				0,8	1,6
Разом змістовий модуль 2	16	12,2		4,6	5	12,2	<b>50</b>
<b>Разом модуль 1</b>							<b>100</b>
Модуль 2							
Змістовий модуль 3							
Тема 32		0,3		1		0,2	1,5
Тема 33	2			2,5			4,5
Тема 34		0,3		1		0,2	1,5
Тема 35	2	0,3		1		0,2	3,5
Тема 36	2	0,3		1		0,2	3,5
Тема 37	2			3			5
Тема 38	2	0,3		1		0,2	3,5
Разом змістовий модуль 3	10	1,5		10,5	5	1	<b>28</b>
Змістовий модуль 4							
Тема 39		0,8				0,2	1
Тема 40	2	0,3		2		0,2	4,5
Тема 41		0,3		0,5		0,2	1
Тема 42	2	0,8				0,2	3
Тема 43		0,3				0,2	0,5
Тема 44		0,3		0,5		0,2	1
Тема 45	2	0,3				0,2	2,5
Тема 46		0,3				0,2	0,5
Тема 47		0,3		0,5		0,2	1
Тема 48	2						2
Разом змістовий модуль 4	8	3,7		3,5	5	1,8	<b>22</b>
<b>Разом модуль 2</b>							<b>50</b>

**Оцінювання студентів протягом семестру  
(заочна форма навчання)  
Осінній семестр**

Поточне тестування та самостійна робота				Сума в балах
Змістовий модуль 1	Індивідуальне завдання 1	Змістовий модуль 2	Індивідуальне завдання 2	
15	5	20	10	

**Весняний семестр**

Поточне тестування та самостійна робота				Підсумковий тест (екзамен)	Сума в балах
Змістовий модуль 3	Індивідуальне завдання 3	Змістовий модуль 4	Індивідуальне завдання 4		
20	5	15	10		

**Загальне оцінювання результатів вивчення дисципліни**

Оцінка		
100-бальна шкала	Шкала ECTS	Національна шкала
90-100	A	5, «відмінно»
80-89	B	
75-79	C	
70-74	D	
60-69	E	
35-59	FX	
0-34	F	

**ЧАСТИНА 2.  
ЗМІСТ ПРАКТИЧНИХ ЗАНЯТЬ**

**PART 2.  
PRACTICAL TRAINING SUBJECT MATTER**



## UNIT 1. MEET OUR STAFF

### *Get ready*

#### **Exercise 1. Talk about these questions.**

- 1) What kinds of job are available in hotels?
- 2) What do hotel employees do?

### *Reading*

#### **Exercise 2. Read the hotel newsletter, and then mark the following statements as true (T) or false (F).**

1. Tom Yarborough rents rooms to guests.
2. The night auditor's job is to tell guests about the city.
3. The maintenance workers fix problems with the hotel rooms.

#### **Employee of the Month**

##### **Tom Yarborough - Front Desk Clerk**

*What do you do on a regular day at work?* I work with the **doorman, valet** and **elevator operator** to make guests feel welcome. Then I **check in** the guest. Finally, I ask the **bellhop** to take the guest's bags to the guest's room.

*Do you think that teamwork is important?* Yes. **Teamwork** is a big part of my job. I talk to the **night auditor** every morning. She shares important guest information with me. Sometimes guests have questions about the city. So I tell them to speak to the **concierge**. Other times, there are problems with the rooms. The **housekeepers** and **maintenance workers** fix those problems.

### *Vocabulary*

#### **Exercise 3. Match the jobs (1-8) with the duties (A-H).**

- 1) Bellhop;
- 2) Doorman;
- 3) Concierge;
- 4) Front desk clerk;
- 5) Valet;
- 6) Night auditor;
- 7) Maintenance worker;
- 8) Housekeeper.

A a person who parks cars for guests

B a person who rents rooms to guests.

C a person who handles guests and financial matters at night.

D a person who waits at the hotel entrance and greets new guests.

E a person who fixes broken items in the hotel

F a person who cleans the hotel.

G a person who tells hotel guests about local entertainment.

H a person who carries bags to rooms for guests.

#### **Exercise 4. Complete the word or phrase that is similar in meaning to the underlined part.**

1. The act of working together with others helps the hotel staff provide great service.
2. Allison arrives at the hotel and goes to the front desk to rent a hotel room.
3. The person who cleans hotel rooms cleaned my room this morning.

### *Listening*

**Exercise 5. Listen to an interview with the employee of the month at the Royal Point Hotel.**

**Exercise 6. Choose the correct answers.**

1. The interview is mostly about the employee's...
  - A opinions about his job.
  - B feelings about his co-workers.
  - C previous work experience.
  - D goals for the future.
2. What is his position at the hotel?
 

A front desk clerk      B doorman      C bellhop      D concierge

**Exercise 7. Listen again and fill in the blanks.**

**Interviewer:** Mr. Huxley, what's your 1 \_\_\_\_\_ about your job?

**Employee:** Every day is a new experience. I meet new people and work with a great 2 \_\_\_\_\_.

**Interviewer:** Oh, so your 3 \_\_\_\_\_ help you do your job?

**Employee:** Yes. I work with the doorman and the 4 \_\_\_\_\_ every day.

**Interviewer:** I see. Tell me, what's your goal as a 5 \_\_\_\_\_?

**Employee:** My goal is to make the guests happy.

**Interviewer:** I think you're a great choice for 6 \_\_\_\_\_ Congratulations.

**Employee:** Thank you. I'm very happy about it.

### *Reading*

**Exercise 8. Read and retell the text.**

#### **Staff Tree of a Medium-Sized Hotel**

The medium-sized hotel has the complex structure. The General Manager is at the top of the hotel. He has control over the whole of operation. He must make sure that the hotel and business outlets fulfill the overall vision of the company. Their aim is to make money.

The company structure works like this. The House Manager is directly answerable to the General Manager. He is responsible for all 6 In-house departments of hotel. They are: Personnel, Sales Purchasing, Accounts, Restaurant and Residence. The House Manager's job is to keep good information flows between various departments, because they cannot work in isolation of each other. All departments must make sure that hotel stays profitable. They have great deal of freedom to make decisions about day-to-day issues. The House Manager can use his discretion about when to contact the General Manager.

The Resident Manager is responsible for Front-of-House and Housekeeping sectors. The Front Office Manager reports the Resident Manager on a regular basis. He has a lot of responsibilities because he has to supervise the operation of Front-of-House; to deal with costumers and public. They are busy with daily operational issues such as guest comfort and security; training and staff development.

Another sector is headed by the Head Housekeeper. His tasks are to give orders to chambermaids and cleaners personality. He should also be pretty good at planning and training.

### *Speaking*

**Exercise 9. With a partner, act out the roles below, based on the dialogue from Exercise 6. Decide who Student A and Student B are. Then switch roles.**

*Use Language such as:*

What's your favorite part of your job? Do your co-workers help you do your job?  
What's your goal as ...?

Student A:

You are an interviewer for a monthly newsletter. Ask Student B questions to find out:

- What his / her job is;
- Which employees he / she works with;
- What his / her goals are at work.

Make up a name for the employee of the month.

Student B: You are a hotel employee. Answer Student A's questions. Make up a job and a goal for your job.

### *Discussing*

**Exercise 10. Answer the next questions.**

- 1) Where do people put their cars at a hotel?
- 2) What services do hotels offer to help guests with cars?

### *Reading*

**Exercise 11. Read the pamphlet about a hotel's valet service, and then mark the following statements as true (T) or false (F).**

#### **Relax and Leave the Parking to Us**

##### **After All, You are on Holiday!**

The Royal Point hotel is happy to offer all guests **convenient valet parking**.

To use the service, follow these steps:

- **Park** your car in front of the hotel.
- Be sure to take any **valuables** out of the car.
- Give your **car keys** to one of the parking **attendants**. Just look for the employees in the blue **uniforms**.
- Take the **valet ticket** that the parking attendant gives you.
- Know that your car is **safe** in our **parking garage** until you need it.
- To **pick up** your car, give the valet ticket to the parking attendant. Please pay at this time.

1. The hotel offers valet service for free.
2. The hotel advises guests to remove expensive items from their cars.
3. Guests need their valet tickets in order to pick up their car

### *Vocabulary*

#### **Exercise 12. Complete the sentences with words from the word band**

*uniform    park    valuables    convenient    parking attendant    valet parking*

1. There are not a lot of places to \_\_\_\_\_ a car downtown.
2. The Wilsons use the hotel's valet service because it is more \_\_\_\_\_ than looking for a parking space.
3. Mrs. Peters puts her jewelry and other \_\_\_\_\_ in a drawer where nobody else can find them.
4. The \_\_\_\_\_ took the car keys and parked the guest's car.
5. Allen wears a \_\_\_\_\_ to work so people will know he is an employee.
6. James uses \_\_\_\_\_ instead of driving around for a parking space.

#### **Exercise 13. Choose the correct word or phrase in bold.**

1. The parking attendant gives Mr. Wilson a (**valet ticket / parking attendant**) so that he can get his car back easily when he returns.
2. Gertrude uses the (**car keys / parking garage**) to unlock her car and turn the car on.
3. James puts his car in the garage so it will be (**valuable /safe**). He doesn't want anything bad to happen to his car.
4. The hotel's (**uniform / parking garage**) is very large and can fit many cars inside.
5. Laura (**parks / picks up**) her car, pays for the valet service, and leaves.

### *Listening*

#### **Exercise 14. Listen to a conversation between a hotel guest and a parking attendant. Then choose the correct answers.**

1. What does the hotel guest want?
  - A help finding her valuables
  - B for the attendant to park her car
  - C directions to the parking garage
  - D instructions for picking up her car
2. What item does the parking attendant need from the guest?
 

A the valet ticket    B the parking fee    C the room number    D the car keys

#### **Exercise 15. Fill in the blanks.**

**Hotel Guest:** Excuse me, do you work here?

**Parking Attendant:** Yes, ma'am. I'm a 1 \_\_\_\_\_

**Hotel Guest:** Perfect! I'd like to use the 2 \_\_\_\_\_ - \_\_\_\_\_.

**Parking Attendant:** I can help you with that. May I have your 3 \_\_\_\_\_ ?

**Hotel Guest:** Sure, 4 \_\_\_\_\_ . Do you need anything else?

**Parking Attendant:** No, but please make sure to remove any 5 \_\_\_\_\_ from your car.

**Hotel Guest:** Of course. I have my purse and cell phone with me.

**Parking Attendant:** Okay, here's your 6 \_\_\_\_\_. You need that in order to pick up your car.

**Speaking**

**Exercise 16. With a partner, act out the roles below.**

*Use Language such as:* Welcome to the Royal Point Hotel! Mau I take your bags? Why don't you check in at the front desk?

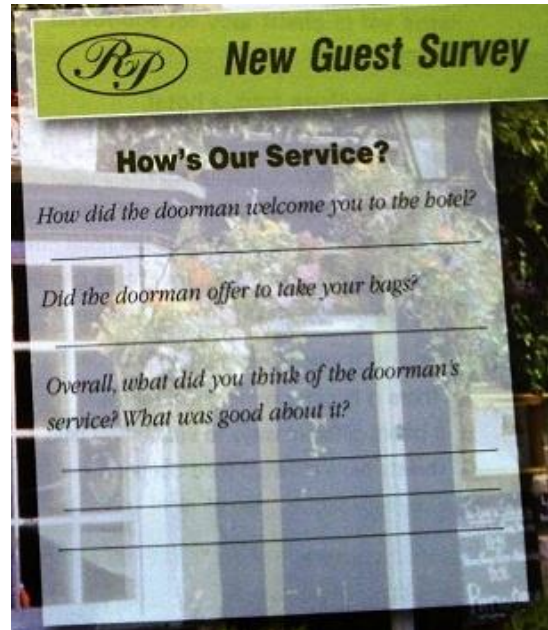
Student A:

You are a doorman for the Royal Point Hotel. Make Student B feel welcome at the hotel. Be sure to:

- Introduce yourself;
- Offer to take his / her bags;
- Direct him / her to the front desk.
- Student B: You are a guest at the Royal Point Hotel. Respond to Student A's statements and questions.

**Writing**

**Exercise 17. Use the previous conversation to complete a survey about hotel service.**



## UNIT 2. WELCOME!

### *Get ready*

#### **Exercise 1. Discuss the next questions.**

- 1) What makes people feel welcome during hotel stays?
- 2) How do you make people feel welcome?

### *Reading*

#### **Exercise 2. Read the training manual for new employees, and then choose the correct answers.**

#### **New Employee Training Manual**

##### Welcoming Our Guests

Why do people from all over the world choose the Royal Point Hotel? Because of our friendly **atmosphere**. How can you make guests feel welcome? Here are some tips:

Greet new guests with a friendly "**welcome**". Also, be sure to **introduce yourself**. Begin your introduction with the phrase, "Allow me to introduce myself."

**Address** all guests as "sir" or "ma'am." The **title** "Mr." or "Ms." followed by the guest's last name is also appropriate.

Is a guest having trouble carrying his or her luggage? Offer to **take his or her bags**. A guest may have **additional baggage** in his or her **car trunk**. Don't forget to ask!

1. What is the main idea of the training manual?
  - A how to welcome new hotel employees
  - B ways to make guests comfortable at the hotel
  - C steps to introducing people who don't know each other
  - D how to improve communication between employees
2. According to the passage, which of the following is true about employees at the Royal Point Hotel?
  - A They rarely speak to hotel guests.
  - B They allow guests to introduce themselves first.
  - C They are responsible for learning guests' addresses.
  - D They sometimes refer to guests by their last names.
3. What is probably true about guests?
  - A They stay at the same hotel each time they travel.
  - B They use their car trunks to store extra bags.
  - C They don't share their first names with employees.
  - D They pay employees to carry their luggage.

### *Vocabulary*

#### **Exercise 3. Match the words or phrases (1-9) with these definitions (A-I)**

1. atmosphere
2. welcome
3. introduce yourself
4. address

5. title
  6. luggage
  7. take his/her bags
  8. additional baggage
  9. car trunk
- A more or extra luggage  
B to talk to someone  
C the mood of a place  
D the bags that you take with you when you travel  
E a space in the back of a car that is for storing things  
F a word used before a person's name to show respect  
G to help carry someone's belongings  
H to make guests feel comfortable in a new place  
I tell someone your name when you meet them

**Exercise 4. Complete the word or phrase that is similar in meaning to the underlined part.**

1. Give me permission to help you carry your bags.
2. The guest takes a lot of bags on her trip.
3. The doorman says his name to the guest.

### ***Reading***

**Exercise 5. Read, translate and retell the text about the checking-in procedure.**

We have to follow several steps for the registration process. The guest registration process begins with the pre-registration activities which accelerate the registration process, guests can verify personal data and the time of the check-in the guests have only to sign the registration form. When the guests arrive we greeting and welcoming them and after we create the registration record and verify the guest's identity name, the permanent address and the telephone number, the date of arrival and the departure, number of registered persons, method of payment, passport and signature. After this process we assign the room rate and we establish the method of payment. We continue by issuing the room key and ask the guests for any special requests. When all these finish we escort the guest to his/her room.

The guest registration is important because by completing this form let us know who stays in our hotel, especially during in an emergency situation. With guest registration we can also learn if a guest is a repeater, if he has already visited another hotel of our company. Also with this form we can find some information about the guest needs (in case that he is repeater), such as smoking or non-smoking room, allergies, any special requirements that he use to have.

### ***Listening***

**Exercise 6. Listen to a conversation between a doorman and a guest. Then mark the following statements as true (T) or false (F).**

1. The guest's luggage is in her car trunk.

2. The guest prefers to carry her own bags.
3. The doorman checks in the guest at the front desk.

**Exercise 7. Fill in the blanks.**

**Doorman:** 1 \_\_\_\_\_ to the Royal Point Hotel!

**Guest:** Thank you. I'm 2 \_\_\_\_\_ to be here.

**Doorman:** And we're 3 \_\_\_\_\_ you. Allow me to introduce myself. My name is Roland Hayes. I'm the doorman.

**Guest:** It's nice to meet you, Mr. Hayes.

**Doorman:** It's nice to meet you, too. May I 4 \_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_?

**Guest:** Sure. My luggage is in my 5 \_\_\_\_\_

**Doorman:** Okay. I'm happy to unload your luggage. In the meantime, why don't you check in at the 6 \_\_\_\_\_?

**Guest:** All right. Thank you very much.

*Speaking*

**Exercise 8. With a partner, act out the roles below, based on the dialogue from Exercise 7. Decide who Student A and Student B are. Then switches roles.**

*Use language such as: Welcome to the Royal Point Hotel! May I take your bags? Why don't you check in at the front desk?*

Student A: You are a doorman for the Royal Point Hotel. Make Student B feel welcome at the hotel. Be sure to:

- Introduce yourself;
- Offer to take his or her bags;
- Direct him or her to the front desk.

Make up a name for yourself.

Student B: You are a guest at the Royal Point Hotel. Respond to Student A's statements and questions.

*Writing*

**Exercise 9. Use the conversation in Task 8 to complete a survey about hotel service.**

*Discussing*

**Exercise 10. Answer the following questions.**

- 1) How do people rent hotel rooms?
- 2) What questions do hotel employees ask at check-in?



*Reading*

**Exercise 11. Read this training guide for hotel employees.**

**Guide to Checking in and Welcoming guests  
to the Royal Point Hotel**

**Step 1: Find an available room**

*For Walk-in guests:*



Ask the guest about the following information:

- Preferred room type:  
single      double  
smoking   non-smoking
- Number of guests
- Length of stay

Use the information to look for a vacancy.

*For guests with reservations:*

Ask the guests about the following information:

Name of reservation number

### **Step 2. Room assignment and registration**

Assign a room to the guest. Ask the guest to complete a registration form.

### **Step 3. Damage deposit**

Collect credit card information or cash for the damage deposit

### **Step 4. Issue room key**

Give the guest the room key and wish him or her a nice stay at our hotel.

## **Exercise 12. Choose the correct answers.**

1. What is the purpose of the document?  
A to show employees how to look for room damage  
B to explain how guests make reservations  
C to teach the steps of renting a room to guests  
D to explain how guests complete registration forms
2. What happens after employees collect the damage deposit?  
A the guest returns the registration form  
B the guest receives a key to the room  
C the employee asks for payment  
D the employee finds an available room
3. According to the passage, what is NOT true about guests with reservations?  
A They fill out a registration form.  
B They state the number of guests.  
C They receive a room key.  
D They pay a damage deposit

## ***Vocabulary***

### **Exercise 13. Match the words (1-6) with the definitions (A-F).**

- |            |                |           |
|------------|----------------|-----------|
| 1. double  | 2. non-smoking | 3. single |
| 4. smoking | 5. Vacancy     | 4. assign |
- A to give a guest a room
  - B a room with a bed for one person
  - C a room with beds for two people
  - D a room where smoking is not okay
  - E a room where smoking is okay
  - F an available room

**Exercise 14. Fill in the blanks with the correct words:**

*reservation number, registration form, walk-in, room key, damage deposit, reservation.*

1. The hotel does not accept \_\_\_\_\_ guests when there are no rooms available.
2. Mr. Formiga makes a(n) \_\_\_\_\_ to stay at a room at the Royal Point Hotel.
3. Penny uses a \_\_\_\_\_ to open the door of her hotel room.
4. The guests left a stain on the carpet. The hotel used the \_\_\_\_\_ to pay for the cost of replacing the carpet.
5. Ms. Johnson tells the front desk clerk her \_\_\_\_\_. Then the front desk clerk finds the details of Ms. Johnson's stay.
6. James wrote his home address and phone number on the \_\_\_\_\_.

***Listening***

**Exercise 15. Listen to a conversation between a hotel employee and a guest. Then mark the following statements as true (T) or (F) false.**

1. The man is a walk-in guest.
2. The man tells the employee his reservation number.
3. The man wants a non-smoking room.

**Exercise 16. Fill in the blanks.**

**Employee:** Welcome to the Royal Point Hotel. How 1 \_\_\_\_\_ you today?

**Guest:** Hi. I want to 2 \_\_\_\_\_.

**Employee:** Do you have a(n) 3 \_\_\_\_\_ ?

**Guest:** Yes, I do.

**Employee:** Okay. What name is the reservation 4 \_\_\_\_\_ ?

**Guest:** Edward Green.

**Employee:** All right, Mr. Green. Your reservation is for a single 5 \_\_\_\_\_ - \_\_\_\_\_ room. And you're staying for two nights. Is that correct?

**Guest:** Yes, 6 \_\_\_\_\_.

***Reading***

**Exercise 17. Read and translate the text.**

**What Documents Do You Need at Hotel Check-In?**

If you've been traveling and are finally arriving at your hotel after a long day, the last thing you want to do is deal with a hassle during check-in, so it's best to arrive prepared. The first thing to pay attention to is the specific time for check-in and check-out (in most cases, check-in will begin after 3:00 or 4:00 p.m.). Early check-in times will be at the discretion of the hotel and is based on the availability of the room, so if this is something you will need, it's recommended that you call the hotel ahead of time. In addition to arriving on time, it's a good idea to make sure you have all of your documents in order to make the check-in process as fast and as easy as possible. Here's a quick review of the documents you will most likely need to have at hotel check-in.

When checking into a hotel, you'll need to present proof that you are the person who made the reservation and that you are over eighteen years. This can be anything from a driver's license to a state ID card or passport. Hotels require identification for two main security reasons. The first is to protect customers from fraudulent credit card use and theft. Requiring identification upon check-in is a way that hotels can ensure that a hotel room was not booked with a stolen credit card. The second reason that hotels check identification is to protect the safety of their guests. Requiring an ID for check-in is a way to make sure that only registered, paid guests are admitted to hotel rooms, and prevents strangers or criminals from compromising the personal safety of those staying in the hotel.

When you check into a hotel, you may also need to present a reservation confirmation (although this is becoming less and less common). If you book a hotel room online, you will usually be e-mailed a confirmation statement with a special confirmation number that guarantees your reservation. If you book over the phone, through a travel agent, or in person, you'll often be given a printout with your confirmation number on it. Presenting this document when checking in shows proof of your reservation and guarantees you a room.

Most hotels require that you present the credit card you used to make your reservation. Not only is this considered an additional security but the hotel will keep the card on file for any incidental charges you might accrue during your stay (for room service, movie rental, and the like). Many hotel chains have loyalty rewards programs and other programs where you have the opportunity to earn a discounted room rate. If this is the case, be sure to present the discount card or paperwork at check-in.

In general, the check-in process at most hotels is simple, quick, and hassle-free. Hotel clerks are friendly and ready to assist guests with any concerns they might have, so don't be afraid to ask if you have questions or need assistance.

### *Speaking*

**Exercise 18.** With a partner, act out the roles below, based on the dialogue from Exercise 16.

*Φ Use language such as: Do you have a reservation? What name is the reservation under? Your reservation is for a ... room.*

**Student A:** You are an employee at the Royal Point Hotel. Ask Student B questions to find out reservation information. Make up some room details.

**Student B:** You are a guest at the Royal Point Hotel. Answer Student A's questions. Create personal information about yourself.

### *Writing*

**Exercise 19.** Use the dialogue in Exercise 16 to fill out the registration form.

The image shows a 'Guest Registration' form with the following fields and content:

- Header: **Rp** Guest Registration
- Guest Name: Maria Smith
- Reservation     Walk-in
- Room Type: double, smoking
- Length of Stay: three nights
- Guest Name: \_\_\_\_\_
- Reservation     Walk-in
- Room Type: \_\_\_\_\_
- Length of Stay: \_\_\_\_\_

## UNIT 3. COMFORTABLE HOLIDAYS

### *Get ready*

#### **Exercise 1. Discuss the next questions.**

- 1) What activities do hotels offer guests?
- 2) What places can you find inside the hotel?

### *Reading*

#### **Exercise 2. Read the brochure from a hotel, and then choose the correct answers.**

#### **Amenities**

*Welcome to the Royal Point Hotel.*

*We offer more than just a place to sleep.*

**Relax** in the **heated pool** or **work out** in the **fitness center** Want to **check your email** or **surf the web**? It's not a problem **WiFi Internet** access is available throughout the hotel.

Feeling hungry? Visit our **hotel restaurant**. It is open from 7am to 10pm. Or use the **vending machines** and **ice machines** when you want a snack or a cold drink. They are available anytime on every floor.

Need anything else? Ask the clerk at the front desk. He or she always happy to help you!

1. What is the brochure mostly about?
  - A how the front desk clerk can help guests
  - B the different kinds of services the hotel offers
  - C the kinds of equipment in the fitness center
  - D how to use the hotel's Internet service
2. Which is NOT true about the hotel?
  - A There is Internet in the guest rooms.
  - B It offers different ways to spend free time.
  - C Guests have different food options.
  - D The restaurant is open all night.
3. What is probably true about the fitness center?
  - A It is open 24 hours a day.
  - B It has an area to do work.
  - C It has a vending machine inside.
  - D It has Internet access available inside.

### *Vocabulary*

#### **Exercise 3. Put the phrases from the word bank under the correct heading.**

*surf the web*

*vending machine*

*hotel restaurant*

*fitness center*

*check email work out*

*ice machine*

Food and Drink

Exercise Activities

Computer

**Exercise 4. Complete the word or phrase that is similar in meaning to the underlined part.**

1. George works hard all year long. On vacation, he wants to spend time not working.
2. Guests with laptop computers take advantage of the wireless communication service.
3. Frannie swims in the large hole filled with warm water.

*Listening*

**Exercise 5. Listen to a conversation between a hotel guest and an elevator operator. Then choose the correct answers.**

1. What is the guest looking for?  
A a vending machine  
B the hotel restaurant  
C the swimming pool  
D the fitness center
2. What will the guest probably do first?  
A go to the ground floor  
B pass the front desk  
C use the ice machine  
D visit the fitness center

**Exercise 6. Fill in the blanks.**

**Guest:** Excuse me, can you direct me **1** \_\_\_\_\_?

**Operator:** Of course! First, take the elevator to the **2** \_\_\_\_\_.

**Guest:** That's what I thought! Then what?

**Operator:** Go right as you leave the **3** \_\_\_\_\_.

**Guest:** Do I pass the **4** \_\_\_\_\_?

**Operator:** Yes, you do. And **5** \_\_\_\_\_ down the hall. Turn right again at the ice machine.

**Guest:** Oh, I think I took a **6** \_\_\_\_\_ the last time.

**Operator:** Just look for the fitness center. The swimming pool is not far from there.

*Speaking*

**Exercise 7. With a partner, act out the roles below, based on the dialogue from Exercise 6. Decide who Student A and Student B.**

*Use language such as:*

*Where is the...?*

*Take the elevator.*

*Turn left at...*

**Student A:** You are a hotel guest, and you want to find something in the hotel.

Ask Student B questions to find out:

- How to get the place you want
- What is nearby
- What floor you need to go to

**Student B:** You are an elevator operator. Answer Student A's questions.

## *Discussing*

### **Exercise 8. Discuss the next questions.**

- 1) Is it hard to travel with children?
- 2) What activities do families do on vacation?

## *Reading*

### **Exercise 9. Read the text on a hotel website.**

#### **Family-friendly lodging**

Looking for a vacation that's fun for the entire family? Visit the Royal Point Hotel where family vacations are easy.

Our guest rooms are perfect for families. Order **kid-friendly** movies on **pay-per-view**. Watch the newest hit movies on the TV in your room. And remember, we provide **cribs** upon request.

What about entertainment beyond your hotel room? Visit our hotel restaurant. It has a **children's menu** that satisfies **picky** eaters. Or rent a **stroller** from the front desk and explore the nearby attractions.

Do mom and dad want a quiet evening together? Let us do the **babysitting**. With our professional **childcare specialists** and a fun **playroom**, you don't have to worry.

### **Exercise 10. Then choose the correct answers.**

1. What is the main idea of the website?
  - A how to set up childcare at the hotel
  - B how to choose a kid-friendly hotel
  - C why the hotel is good for guests with children
  - D ways to make family vacations less expensive
2. Which of the following is NOT true?
  - A The hotel offers a babysitting service.
  - B Guests have access to movies in rooms.
  - C All guest rooms come with cribs.
  - D Kids have a place to play at the hotel.
3. According to the passage, what is special about the hotel's restaurant?
  - A It has toys.
  - B It features a playroom.
  - C It offers meals for children.
  - D It has televisions for kids to watch.

## *Vocabulary*

### **Exercise 11. Match the words and phrases (1-7) with the definitions (A-G).**

1. playroom
2. kid-friendly
3. childcare specialist
4. pay-per-view
5. crib

6. babysit

7. upon request

A a special bed for babies

B something that is done or made for children

C a place with toys and games

D a person who knows how to take care of kids

E something done or provided when someone asks for it

F a system of billing for movies that people watch on TV

G to take care of children when the parents are away

**Exercise 12. Complete the sentences with words from the word bank.**

stroller

children's menu

picky

1. Michael is very \_\_\_\_\_ and only eats certain foods.

2. Put the baby in the \_\_\_\_\_ when you go outside.

3. The restaurant has many choices available on its \_\_\_\_\_.

### *Listening*

**Exercise 13. Listen to a conversation between a front desk clerk and a guest.**

**Exercise 14. Mark the following statements as true (T) or false (F).**

1. The parents want to take the kids to a show.

2. The childcare service is free of charge.

3. Toys are provided for the children.

**Exercise 15. Fill in the blanks.**

**Clerk:** Good afternoon, Mr. Clark. How can I **1** \_\_\_\_\_ ?

**Guest:** My wife and I want to go to a show tonight. But we don't want **2** \_\_\_\_\_ our kids.

**Clerk:** Well, we offer free **3** \_\_\_\_\_.

**Guest:** How does that work?

**Clerk:** You just leave your children in the **4** \_\_\_\_\_ office. It's on the second floor.

**Guest:** Is there anything for the kids to do there?

**Clerk:** Yes. There's a playroom with a lot of **5** \_\_\_\_\_.

**Guest:** Good! The babysitting **6** \_\_\_\_\_ sounds perfect!

### *Speaking*

**Exercise 16. With a partner, act out the roles below, based on the dialogue from Exercise 15. Decide who Student A and Student B are.**

Use language such as:

*How can I help you?*

*How does that work?*

*It's on the ... floor.*

**Student A:** You are a guest. You want to go out for the evening without your children. Ask Student B questions to find out about:

- \_\_\_\_\_ hotel childcare

- \_\_\_\_\_ what the kids get to do
- \_\_\_\_\_ how much it costs

Make up somewhere you want to go.

Student B: You are a clerk at the front desk of the hotel. Answer Student A's questions. Make up a name for your guest.

### *Discussing*

**Exercise 17. Discuss these questions.**

- 1) What items are usually in a hotel room?
- 2) What items do you like to have in a hotel room?

### *Reading*

**Exercise 18. Read this brochure from a hotel.**

#### **The Royal Point Hotel has the perfect room for you**

At the Royal Point Hotel, we offer everything a modern traveler needs. Stay with us and you feel at home.

#### Rooms and Suites

The Royal Point Hotel offers 180 deluxe rooms and 20 luxury suites.

Our deluxe rooms include one king or two double beds.

Our luxury suites include a bedroom, a living-room, a dining-room and a kitchen.

All of the rooms at the Royal Point Hotel include the following:

- TV
- desk
- mini-bar
- coffee maker
- hair dryer
- iron and ironing board

**Exercise 19. Choose the correct answers.**

1. What is the main idea of the brochure?
  - A the availability of hotel rooms
  - B the reasons why guests choose luxury suites
  - C what items come in different hotel rooms
  - D where guests can find different items in their rooms
2. According to the passage, what is NOT included in each room?
  - A a hairdryer
  - B a bed
  - C a living room
  - D a mini-bar
3. According to the passage, what is true about the suites at the hotel?
  - A They include three beds.
  - B They have four separate rooms.
  - C There are as many suites as deluxe rooms.



D There are suites that don't have kitchens.

### **Vocabulary**

**Exercise 20. Match the words and phrases (1-6) with the definitions (A-F).**

- |               |             |                |
|---------------|-------------|----------------|
| 1. suite      | 2. mini-bar | 3. coffeemaker |
| 4. hair dryer | 5. Iron     | 6. deluxe      |

A a machine that prepares a hot beverage

B a machine that gets very hot and makes clothes smooth and flat

C several rooms that are connected

D high-quality and expensive

E a small fridge in a hotel room with snacks and drinks inside

F a machine that blows hot air

**Exercise 21. Complete the sentences with words and phrases from the word bank.**

*feel at home ironing board luxury dining room desk living room*

1. Kate pays extra to stay in a \_\_\_ hotel because she enjoys the extra services there.
2. The clean rooms and comfortable beds make guests \_\_\_\_\_ at the hotel.
3. The hotels asks that guests only eat at the table in the \_\_\_\_\_, not on the sofa or bed.
4. I sit at the \_\_\_\_\_ to write postcards.
5. Use the \_\_\_\_\_ when you get the wrinkles out of your clothes.
6. Sara sits on the sofa and watches television in the \_\_\_\_\_.

### **Listening**

**Exercise 22. Listen to a conversation between a booking agent and a guest.**

**Exercise 23. Mark the following statements as true (T) or false (F).**

1. The guest would like to book three rooms.
2. No luxury suites are available.
3. The guest chooses to stay in the deluxe room.

**Exercise 24. Fill in the blanks.**

**Agent:** Thank you for calling the Royal Point Hotel 1 \_\_\_\_\_ Department. My name is Sam. How may I help you?

**Guest:** Hello. I'd like to 2 \_\_\_\_\_ a room.

**Agent:** We offer two room types: the deluxe room and a 3 \_\_\_\_\_ suite.

**Guest:** What's the difference between the deluxe room and a suite?

**Agent:** For one, the suite is very large. In addition to a bedroom, it has a kitchen, 4 \_\_\_\_\_ and dining room.

**Guest:** But is it more 5 \_\_\_\_\_ ?

**Agent:** Yes, it is.

**Guest:** It sounds nice. But I think a 6 \_\_\_\_\_ is enough for me.

### *Speaking*

**Exercise 25.** With a partner, act out the roles below, based on the dialogue from Exercise 24. Decide who Student A and Student B are.

*Use language such as:*

*I'd like to book a room.*

*We offer two room types.*

*What's the difference between the deluxe room and a suite?*

Student A: You are a guest, and you would like to book a hotel room. Ask Student B questions to find out:

- The types of hotel rooms available
- The difference between the rooms

Student B: You are a booking agent at the Royal Point Hotel. Answer Student A's questions. Make up a name for yourself and what types of rooms are available.

### *Writing*

**Exercise 25.** Use the picture below and the conversation in Exercise 24 to complete the feedback form. Make up a guest name.

*Rp* Royal Point Hotel  
**Guest Feedback**

Guest Name: \_\_\_\_\_

Room type: \_\_\_\_\_

What did you like about your room? \_\_\_\_\_

What items were in your room? \_\_\_\_\_

## UNIT 4. MEET THE RESTAURANT STAFF

### *Get ready*

#### **Exercise 1. Discuss the next questions.**

1. What jobs are available in restaurants?
2. Which job in a restaurant seems most difficult?

### *Reading*

#### **Exercise 2. Read the job posting for the Post Meridian Restaurant.**

##### **The Post Meridian Restaurant**

##### **NOW HIRING**

Are you friendly? Do you work well with other people? Then join the **front-of-house** team at the Post Meridian Restaurant. We are currently hiring wait staff. Servers are responsible for the following duties:

- working with the **host** or **hostess** to help customers to their seats
- Put ting **utensils** and napkins on tables before customers arrive
- explaining the different dishes on the menu to customers
- taking food orders
- bringing orders to kitchen staff
- delivering food from the kitchen to customers
- helping **bussers clear tables** during busy **shifts**
- following directions from the **head waiter**

For more information, call Jim Paisley at 555-1907.

#### **Exercise 3. Mark the following statements as true (T) or (F) false.**

1. Servers give directions to bussers.
2. Hosts and hostesses are assisted by servers.
3. Many employees bus tables on busy nights.

### *Vocabulary*

#### **Exercise 4. Match the words (1-5) with the definitions (A-E).**

1. busser
2. server
3. hostess
4. head waiter
5. host

**A** a female restaurant employee who greets customers and takes them to open tables

**B** a restaurant employee who takes orders and delivers food

**C** a restaurant employee who takes used plates and glasses from tables

**D** a male restaurant employee who greets customers and takes them to open tables

**E** a restaurant employee who gives directions to and organizes all wait staff

**Exercise 5. Complete the word or phrase that is similar in meaning to the underlined part.**

1. After customers eat, an employee takes the dirty plates away.
2. There are no tools that people use to eat food on table five.
3. The customer has a question about one of the meals listed on the menu.
4. The employees who work in the public area of the restaurant have excellent communication skills.
5. Danielle wipes her mouth with her piece of cloth that is used to clean oneself while eating.
6. Robert works on the morning eight-hour period of work.
7. The restaurant is hiring more people who take food orders and deliver meals.

**Listening**

**Exercise 6. Listen to a conversation between a head waiter and a job applicant.**

**Exercise 7. Choose the correct answers.**

1. What is the conversation mostly about?  
A the duties of Riley Cafe hostesses  
B the responsibilities of a head waiter  
C the woman's experience in restaurants  
D the benefits of working at the Post Meridian
2. Why does the woman want a new job?  
A She needs more shifts.  
B She expects higher pay.  
C She wants more experience.  
D She dislikes her current job.

**Exercise 8. Fill in the blanks.**

**Head Waiter:** Hi, Rebecca. I'm Jim, the 1 \_\_\_\_\_ . Thanks for coming.

**Applicant: 2** \_\_\_\_\_ The Post Meridian seems like a great place to work.

**Head Waiter:** It really is. So, you work at another restaurant right now?

**Applicant:** Yes. I'm a server at the Riley Cafe. But I need 3 \_\_\_\_\_ .

**Head Waiter:** Well, experience as a server is good. What are your 4 \_\_\_\_\_ there?

**Applicant:** I 5 \_\_\_\_\_ , deliver food and set out napkins and utensils.

**Head Waiter:** I see. Sometimes we need our wait staff to help the hosts, too.

**Applicant: 6** \_\_\_\_\_ I also have experience as a hostess.

**Speaking**

**Exercise 9. With a partner. Act out the roles below, based on the dialogue from Exercise 8. Decide who Student A and Student B are.**

*Use language such as:*

*You work at another restaurant now?*

*Yes, I'm a server at...*

*Sometimes we need our wait staff to ...*

Student A: You are a head waiter. You are interviewing someone for a server position. Talk to Student B about:

- Current job
- Extra duties
- Responsibilities

Create personal details for you and the person being interviewed.

Student B: You are interviewing for a server position. Answer Student A's questions. Create a place where you are currently employed.

### ***Reading***

#### **Exercise 10. Read and retell the text.**

Restaurants vary widely in size and sophistication, and their staffing requirements are just as variable. In a small restaurant, a single chef/owner might perform all the roles, from chief cook to bottle-washer, with no more than one or two part-time staff. In more sophisticated operations there might be dozens of employees, and a great deal more specialization. However, all restaurants have similar operational needs and job titles are often consistent from one to another.

**Management.** The management team of a restaurant begins with its owner, whether an individual or a corporation. The owner might set the restaurant's overall direction, or hire others and let them do so. Large restaurants might have a business manager or overall manager to handle the administrative side of operations. In other cases, the executive chef might handle the business and administrative work. If the executive chef is primarily a manager, there is often a chef de cuisine or executive sous-chef to take day-to-day responsibility for food production.

**Kitchen.** Within the kitchen itself, daily operations are usually overseen by a sous-chef, who manages the work of the cooks and is personally responsible for the quality of the food produced on his or her shift. The sous-chef might also be responsible for ordering and inventory, or might only report inventory levels to the chef or executive sous-chef. Line cooks are responsible for most food production, with the assistance of cook's helpers or apprentice cooks. Large kitchens also often employ prep cooks to do basic food preparation such as chopping vegetables, freeing the line cooks for more skilled work. Pastry chefs prepare desserts and baked goods.

**Dining Room.** The dining room, or "front of the house," is often supervised by a dining room manager or, in more formal restaurants, a maitre d' hotel. The dining room manager or maitre d' oversees the service staff and usually the bartenders as well, scheduling and maintaining inventory. Large restaurants might have a head waiter to specifically manage the servers. Servers take the diners' orders and deliver their food. Assistants or bus persons clear the dishes between courses and help attend to the diners' needs. Restaurants with extensive wine lists often have a sommelier or wine waiter to help diners choose a bottle. There might also be a host or hostess to seat guests.

**Other Staff.** Large and busy restaurants might employ additional staff for a variety of purposes. Some have a receptionist specifically to maintain the restaurant's

reservation book. This might be a physical ledger or, in more modern establishments, a computerized database. Some restaurants require administrative assistants and a full-time bookkeeper or accountant to maintain financial records. The dishwashing staff and night cleaners are also essential. An efficient dishwashing crew reduces the need for tablewares and dishes, while the cleaning and maintenance staff help the restaurant present itself well to potential diners.

**Discussing**

**Exercise 11. Talk about these questions.**

1. What kind of restaurants requires reservations?
2. How do you make reservation?

**Reading**

**Exercise 12. Read the page from a restaurant log.**

**The Post Meridian Restaurant**

*Friday, April 2nd*

	Time	Party size	Contact person	Phone number	Notes
1	6:00	4	Jason Ginsburg	383-1292	Has child, needs booster seat
2	6:00	2	Gina Dearborn	316-0442	Requested al fresco seating
3	6:15	2	Jim McDonnell	380-0124	Celebrating birthday (provide free dessert)
4	6:15	3	Kurt Channing	381-9642	May have one extra guest: seat at table for 4
5	6:30		Opening		
6	6:30	10	Jean Dorton	316-8291	Seat in party room # 2

Reminders:

- always check for open tables before booking
- update the log after cancellations
- set out high chairs before guests arrive (when applicable)
- review the details of the reservation before hanging up

**Exercise 13. Choose the correct answers.**

1. What is the purpose of the document?
  - A teaching the steps of taking a reservation
  - B showing the booking details at a restaurant
  - C informing customers of available tables
  - D describing the restaurant's seating policies
2. What is true about the restaurant?
  - A It makes arrangements for young children.
  - B It has a limit of 10 people per party.
  - C It does not provide outdoor seating.

- D It charges a fee for cancelled reservations.
3. According to the document, which is NOT true about the restaurant customers?
- A One of them is having a birthday.  
B They have reservations before 7 o'clock.  
C One of them is not sure about the party size.  
D They are arriving within ten minutes of each other.

### *Vocabulary*

**Exercise 14. Choose the correct meaning of the underlined word or phrase.**

1. Janie rents a party room at her favorite restaurant to celebrate her birthday.
- A a place in a restaurant for special events  
B a place where employees write details about a period of time  
C a place where young children sit
2. The host informs me that there is no opening at the restaurant until 8pm.
- A decision to not do something you agreed to do earlier  
B availability or space at a place  
C outdoor eating area
3. Dario places his son in the booster seat and orders his food.
- A tall chair that small children sit in to eat  
B group of people who visit a restaurant  
C private part of a restaurant where groups meet for parties

**Exercise 15. Choose the correct word or phrase to complete each sentence.**

1. The host shows the **(log/party)** to their table.  
2. There is now a table available because of a **(booking/cancel lotion)**.  
3. Ms. Rogers provides a **(high chair/party room)** for the customer's baby.

### *Listening*

**Exercise 16. Listen to a conversation between a hostess and a restaurant patron.**

**Hostess:** Thank you for calling the Post Meridian Restaurant. This is Natalie. How can I help you?

**Patron:** Hi. I'd like to reserve a table for tonight.

**Hostess:** Of course. May I have your name, sir?

**Patron:** It's Mark Billings.

**Hostess:** Okay, Mr. Billings. I don't have any openings until 8 o'clock. Is that okay?

**Patron:** Yes, that works.

**Hostess:** Great. How many people are in your party?

**Patron:** Three – that's two adults and one toddler. Do you provide high chairs?

**Hostess:** Yes, sir, we can arrange that.

**Exercise 17. Mark the following statements as true (T) or false (F).**

1. There are no tables available before 8pm.  
2. Mr. Billings requests a table for two.

3. The restaurant has chairs for children.

**Exercise 18. Fill in the blanks.**

**Hostess:** Thank you for calling the Post Meridian Restaurant. This is Natalie. How can I help you?

**Patron:** Hi. I'd like to 1 \_\_\_\_\_ a table for tonight.

**Hostess:** Of course. May I have your 2 \_\_\_\_\_, sir?

**Patron:** It's Mark Billings.

**Hostess:** Okay, Mr. Billings. I don't have any 3 \_\_\_\_\_ until 8 o'clock. Is that okay?

**Patron:** Yes, 4 \_\_\_\_\_.

**Hostess:** Great. How many people are in your 5 \_\_\_\_\_ ?

**Patron:** Three - that's two adults and one toddler. Do you provide 6 \_\_\_\_\_?

**Hostess:** Yes, sir, we can 7 \_\_\_\_\_ that.

*Speaking*

**Exercise 19. With a partner, act out the roles below, based on the dialogue from**

**Exercise 18. Decide who Student A and Student B are.**

*Use language such as:*

*I'd like to reserve a table.*

*I have an opening at 8 o'clock.*

*How many people are in your party?*

Student A: You are an employee at a restaurant. A customer wants to reserve a table. Ask Student B questions to find out name and number of people. Make up your personal details.

Student B: You are a restaurant customer. You want to reserve to reserve a table. Answer Students A's questions. Create your requirements and personal details.

*Writing*

**Exercise 20. Use the conversation in Exercise 18 to complete the reservation. Write reminders to the person taking reservations at the restaurant. Make up a phone number for the contact.**

The Post Meridian Restaurant  
\*\*\*\*\*

	Time	Party size	Contact Person	Phone number	NOTES
1	7:30	4	Quentin Marshall	380-1921	table by window
2					

Reminders:



## UNIT 5. HOTEL SPECIAL SERVICES

### *Get ready*

#### **Exercise 1. Talk about these questions.**

1. What do people in your country eat in the morning?
2. What foods do people eat in the morning in other countries.

### *Reading*

#### **Exercise 2. Read the document from a hotel restaurant.**

The Post Meridian Restaurant *at the Royal Point Hotel*

Breakfast **Voucher**

(\$10 for **brunch** upgrade)      No: 247895

**Continental breakfast**

- Includes a **pastry, toast, or bagels**
- Free **refills** on beverages (including coffee, juice, or tea)

**Buffet breakfast**

*a la carte* menu (\$25 limit)

- Choose from **pancakes, eggs (over easy, scrambled or fried)**. See menu for more options.

Hours: 7:30 am to 11:30 am

Name: Wes Doherty

Room No.: 315

Date: 3 JUNE

Issued By: Carol Baker (front desk associate)

-----  
Please give this **coupon** to the employee at the restaurant

No cash value    Excludes **gratuities**

#### **Exercise 3. Choose the correct answers.**

1. What is the purpose of the document?
  - A providing hotel guests a morning meal
  - B informing employees about meal options
  - C notifying hotel guests of nearby restaurants
  - D giving customers information about lunch prices
2. According to the document, the continental breakfast...
  - A is not available after 11:30am.
  - B is worth twenty-five dollars.
  - C includes scrambled eggs.
  - D does not come with drinks.
3. What is probably true about Mr. Doherty?
  - A He decides to have lunch.
  - B He has to pay a tip for the meal.
  - C He drinks coffee with breakfast.
  - D He gives the voucher to a front desk clerk.

**Vocabulary**

**Exercise 4. Put the words and phrases in the word bank under the correct heading.**

*fried eggs    eggs over easy    pastry    pancakes    toast    scrambled eggs    bagels*

Continental Breakfast Items	A la carte Menu Items

**Exercise 5. Match the words (1-5) with the definitions (A-E).**

1. voucher                      2. Brunch                      3. refill  
 4. buffet                        5. Gratuity

- A a paper that allows people to get items for free  
 B money given as a reward for a service  
 C a meal that's between breakfast and lunch  
 D a meal in which guests serve themselves as much as they want  
 E another serving of a drink

**Listening**

**Exercise 6. Listen to a conversation between a hostess and a customer.**

**Hostess (W):** Good morning, and welcome to the Post Meridian Restaurant.  
**Customer (M):** Good morning. I have a breakfast voucher. Here you go.  
**Hostess:** Thank you, Mr. Doherty.  
**Customer:** I see there's a buffet. Is that where I get my food?  
**Hostess:** Actually, you have the a la carte option.  
**Customer:** What does that mean?  
**Hostess:** It means you choose exactly what you want from the menu.  
**Customer:** Great! May I look at the menu?  
**Hostess:** Certainly. A server will be here to take your order shortly.

**Exercise 7. Then mark the following statements as true (T) or false (F).**

- Mr. Doherty gets his food from the buffet.
- Mr. Doherty asks to see what his options are.
- The woman takes the customer's order.

**Exercise 8. Fill in the blanks.**

**Hostess:** Good morning, and welcome to the Post Meridian Restaurant.  
**Customer:** Good morning. I have a 1 \_\_\_\_\_ Here you go.  
**Hostess:** Thank you, Mr. Doherty.  
**Customer:** I see there's a 2 \_\_\_\_\_ Is that where I get my food?  
**Hostess:** Actually, you have the 3 \_\_\_\_\_ option.  
**Customer:** What does that mean?  
**Hostess:** It means you choose exactly what you want 4 \_\_\_\_\_ .  
**Customer:** Great. May I look at the 5 \_\_\_\_\_ ?

**Hostess:** Certainly. A server will be here to 6 \_\_\_\_\_ shortly.

### *Speaking*

**Exercise 9. With a partner, act out the roles below, based on the dialogue from**

**Exercise 8. Decide who Student A and Student B are.**

*Use language such as:*

*I have a breakfast voucher.*

*You have the ... option.*

*What does that mean?*

Student A: You are an employee at the restaurant. Talk to Student B about:

- What menu option he or she has
- How to order breakfast with that option

Make up details for Student B. Answer Student B's questions.

Student B: You are a restaurant customer. Ask questions about your breakfast.

### *Reading*

**Exercise 10. Read and retell the text.**

#### **WHY ARE CONTINENTAL BREAKFASTS CALLED THAT?**

Many hotels offer guests a free breakfast consisting of muffin, coffee, cereal and milk, toast, juice, bagel, and, at some, even scrambled eggs and make-your-own waffles. Born in the Gilded Age, today's continental breakfasts reflect the West's transition from a mostly agrarian culture to an industrial (and today, service) society. Over the latter part of the 19th, and early quarter of the 20th, centuries, the West (and in particular) America increasingly became urbanized. From 1870 to 1920, the population of American cities grew from 10 million to 54 million, and many of these people were a part of the growing middle class.

While these shopkeepers, dentists, accountants and merchants may have put in long hours, they certainly weren't exerting the same physical energy as their agrarian forebears. Needing fewer calories, the traditional American heavy breakfast eventually fell out of fashion.

Also at this time, continental Europeans were traveling the world and bringing their taste preferences with them. This brings us to the British and the traditional British fry up. Alternately known also as the "fry," "full English," and even the "Full Monty," a traditional English breakfast has both sausage and bacon, eggs, fried bread (literally, a slice of bread fried in either lard, butter or bacon fat), sliced fresh tomato and baked beans (yes, like Heinz' baked beans). In addition, many purveyors of this Matterhorn of breakfasts also offer optional "pudding" (not JELLO, but rather a sausage made from oats and pork fat, with or without pig's blood), kidneys (beef or lamb), kippers (smoked herring), sautéed mushrooms, and, of course, fried potatoes.

Appalled by the heavy British breakfast, the Europeans (think the French and their petit déjeuner) helped the British create a modest first meal, frequently

consisting merely of coffee or tea, pastry and fruit. By 1855, this was being referred to as the continental breakfast.

Europeans were also touring America and staying in her hotels. Frequently the primary (if not only) source of meals for a tourist, American hotels soon began adjusting their fare to meet the tastes and expectations of their European customers. The American middle class (some of whom also toured Europe and were exposed to the practice over there, as well) soon also preferred the smaller meal, and, thus, the continental breakfast became an American staple.

The term “continental” referred to more than just the dishes served, it also described its pricing. Traditional American hotels were more like boarding houses where meals were included in the price of a room. On the other hand, European hotels offered rooms and meals à la carte. As Europeans toured America, (and Americans toured Europe), soon hotel patrons in the U.S. were opting out of most hotel meals, although breakfast was still desired. To accommodate these changing tastes, the ‘continental’ model of room pricing, where breakfast was included with the cost of the room, came about.

### *Discussing*

**Exercise 11. Talk about these questions.**

1. What are some drinks at a bar?
2. What kind of drinks do you order?

### *Reading*

**Exercise 12. Read the flyer from a bar.**

#### **Happy Hour at Post Meridian**

*Daily 5 p. m. to 7 p. m.*

Imported and domestic beers on tap are half-price. Finish two pitches of beer, get the third free.

House wines by the glass are 5 \$. Get half off when you order any bottle of red wine or white wine on our wine list.

And well drinks and cocktails are 4 \$.

Happy hour pricing does not apply to our top shelf liquors.

Please note, we don't serve minors and our bartenders ask for ID.

**Exercise 13. Mark the following statements as true (T) or false (F).**

1. The restaurant has a Happy Hour every day.
2. Bartenders check ID to see customers' ages.
3. Top shelf liquors are on sale during Happy Hour.

### *Vocabulary*

**Exercise 14. Put the words and phrases in the word bank under the correct heading.**

*cocktail   imported   red   well drink   white   on tap   house   domestic*

Types of Wine	Types of Beer	Beverage With Liquor
_____	_____	_____
_____	_____	_____

**Exercise 15. Complete the word or phrase that is similar in meaning to the underlined part.**

- Paul orders the best and most expensive liquor at the bar.
- The bar has several beers that come in and are served from a large container,
- The worker at a place that serves alcohol took our drink order.
- Janie and Marissa share a container of juice.
- Rita shows the worker her card that shows her identity and picture before buying alcohol.
- The team went to the bar during a time with special pricing on alcoholic drinks to enjoy a drink.
- The bar does not allow people under the legal age to enter.
- Tim asks to see the menu of wines available before he orders.

### *Listening*

**Exercise 16. Listen to a conversation between a bartender and a customer.**

**Exercise 17. Choose the correct answers.**

- What is the dialogue mostly about?
  - A what type of drink to order at a bar
  - B forms of acceptable identification
  - C the differences between red and white wine
  - D special pricing on certain drinks at the bar
- What is probably true about the bar?
  - A It does not serve beer on tap.
  - B It doesn't have a happy hour.
  - C It is open until midnight.
  - D It sells single servings of wine.

**Exercise 18. Fill in the blanks**

**Bartender-** Good evening. What 1 \_\_\_\_\_ to drink?

**Customer:** I'm not sure if I feel like a 2 \_\_\_\_\_ or a glass of wine. Can I see the wine list?

**Bartender:** Sure. We have red wine and white wine 3 \_\_\_\_\_

**Customer:** I think I'll have a glass of the 4 \_\_\_\_\_

**Bartender:** Good choice. Can I see 5 \_\_\_\_\_ ?

**Customer:** Sure, here you go.

**Bartender:** Thank you. Enjoy your wine.

**Customer:** 6 \_\_\_\_\_.

*Speaking*

**Exercise 19.** With a partner, act out the roles below, based on the dialogue from

**Exercise 18.** Decide who Student A and Student B are.

*Use language such as:*

*What can I get you to drink?*

*I'll have a...*

*Can I see some ID?*

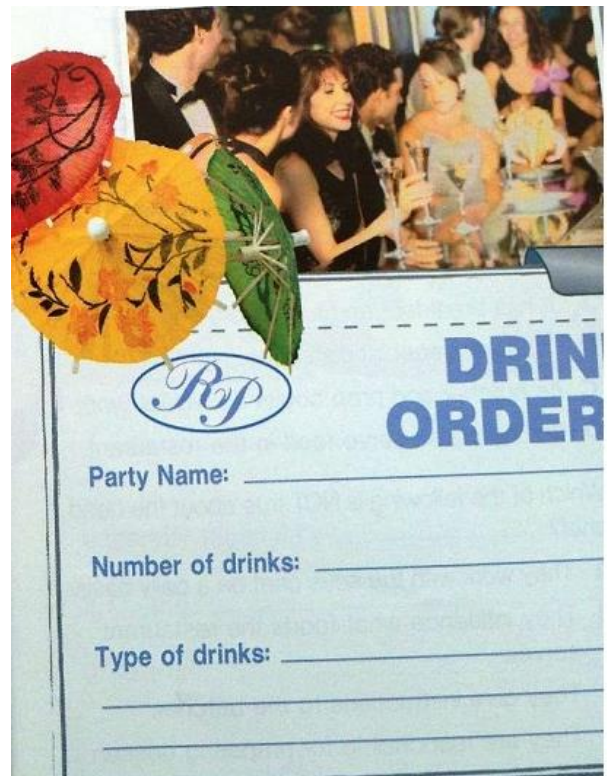
Student A: You are a bartender. Student B is a customer. Talk to Student B about:

- Drink order
- Types of drinks
- Identification

Student B: You are a customer, and you want to order a drink. Ask about some drinks.

*Writing*

**Exercise 20.** Use the flyer and the pictures below to complete the order that the bartender receives from a large group of customers. Create details for the party.



## UNIT 6. AT THE KITCHEN

### *Discussing*

#### **Exercise 1. Discuss the next questions.**

- 1) Who works in a restaurant kitchen?
- 2) What tasks must different employees do?

### *Reading*

#### **Exercise 2. Read the article from a travel magazine.**

##### **Behind the Scenes**

Customers know that the service at the Post Meridian is great. But few people know what happens **behind the scenes**.

Every morning, the **head chef** and the **sous chef** choose the day's **specials**. Then they tell the **butcher** which meats they need. And they also give directions to **prep cooks**.

At 6 o'clock, the restaurant opens. **Line cooks** Read the **caller** to find out what foods to cook. On busy nights, a **swing cook** helps the line cooks at different food **stations**. Finally, the **pastry chef** prepares desserts. Everyone in the kitchen works together to make sure that customers have a great meal!

#### **Exercise 3. Choose the correct answers.**

1. What is the main idea of the article?  
**A** who creates the menu at the restaurant  
**B** the people who work in the kitchen at a restaurant  
**C** what makes the kitchen staff at the restaurant special  
**D** the most important customer service positions at a restaurant
2. According to the article, what is true about the restaurant?  
**A** It has breakfast and lunch service.  
**B** It offers a special dish every night.  
**C** Its butcher and prep cooks do similar work.  
**D** Its chefs also serve food in the restaurant.
3. Which of the following is NOT true about the head chef?  
**A** They work with the sous chef on a daily basis.  
**B** They influence what foods the restaurant serves.  
**C** They give instructions to the butcher.  
**D** They are responsible for preparing dessert.

### *Vocabulary*

#### **Exercise 4. Match the job positions (1-8) with the descriptions of the job (A-H).**

- |                |                  |
|----------------|------------------|
| 1. _ head chef | 5. _ swing cook  |
| 2. _ sous chef | 6. _ butcher     |
| 3. _ prep cook | 7. _ pastry chef |
| 4. _ line cook | 8. _ caller      |

**A** generally cooks one type of food all night, such as sauces, fish or vegetables

**B** is in charge of all activities in the kitchen

- C works at more than one food station when other cooks need help
- D cuts up large pieces of meat
- E helps the head chef and is in charge if the head chef is not there
- F tells the kitchen staff what food customers ordered
- G makes desserts
- H prepares food before the restaurant opens

**Exercise 5. Complete the word or phrase that is similar in meaning to the underlined part.**

1. All of the fish is prepared at the fish place in a kitchen where a specific type of food is cooked. s \_ \_ t \_ o \_ .
2. The server described the restaurant's meals that are only available on certain days to the customers. \_ \_ e \_ i \_ \_ s.
3. Janie got a job as a dishwasher and learned what happens in the part that is not visible in restaurants. \_ e \_ \_ n \_ \_ \_ \_ s \_ en \_ \_ .

### *Listening*

**Exercise 6. Listen to a conversation between a line cook and a sous chef. Then mark the following statements as true (T) or false (F).**

**Exercise 7. Listen to a conversation again and mark the following statements as true (T) or false (F).**

1. \_The restaurant opened 15 minutes early.
2. \_The line cook is responsible for preparing the special.
3. \_The line cook needs help from the swing cook.

**Exercise 8. Fill in the blanks.**

**Sous Chef:** How long until we **1** \_\_\_\_\_ the restaurant?

**Line Cook:** It's a **2** \_\_\_\_\_ , so we have fifteen minutes before opening.

**Sous Chef:** Is all the **3** \_\_\_\_\_ done?

**Line Cook:** Yes, ma'am.

**Sous Chef:** What **4** \_\_\_\_\_ are you working tonight?

**Line Cook:** I'm in charge of the **5** \_\_\_\_\_

**Sous Chef:** Excellent. Our **6** \_\_\_\_\_ for tonight is salmon.

**Line Cook:** So I'll probably need some help. Is there a **7** \_\_\_\_\_ available tonight?

**Sous Chef:** Yes. And he's great with fish.

### *Speaking*

**Exercise 9. With a partner, act out the roles below, based on the dialogue from Exercise 8. Decide who Student A and Student B are. Then switch the roles.**

**Use language like:**

*Is all the prep work done?*

*I'm in charge of the fish station.*



*Our special for tonight is ...*

Student A. You are a sous chef. Talk to Student B about:

- when the restaurant opens;
- the day's special;
- if the food prep is done.

Student B. You are a line cook at the Post Meridian Restaurant. Answer Student's A questions and say what station you will work at.

### *Writing.*

**Exercise 10.** Use article and conversation to make a list of the kind of duties that the line cook needs to complete before the restaurant opens.

### *Discussing*

**Exercise 11.** Talk about these questions.

1. What items do people use to prepare food?
2. What can you do with a chef's knife?

### *Reading*

**Exercise 12.** Read the article about chef's tools.

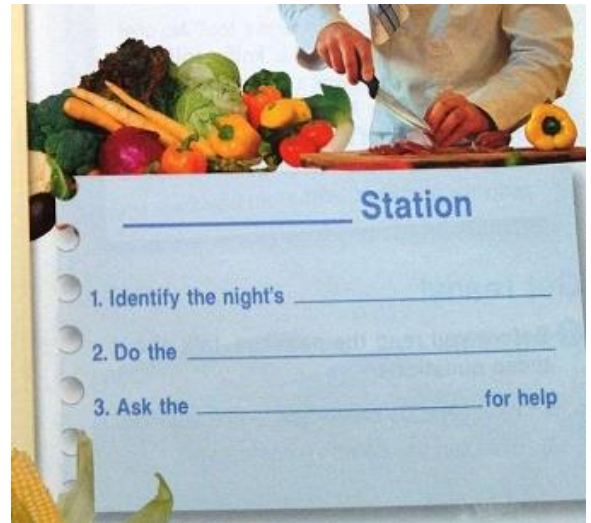
#### **A Chef's Tool**

What are some tools that no chef can live without? No kitchen is complete without a **cutting board**, **grater**, **vegetable peeler** and **can opener**. Chefs use these items before they start cooking. And even small kitchens have **spoons** and **whisks**. These are for mixing food. After food is done, chefs use **spatulas** or **ladles** to serve food.

What is a chef's most important tool? No chef enters a kitchen without a **knife roll**. This contains all of the knives a chef needs during a restaurant service. The most important knife in that set is a **chef's knife**. Many cooks like using one of these knives because it can perform a number of tasks.

**Exercise 13.** Choose the correct answer.

1. What is the main idea of the article?
  - A** ways to care for cooking equipment
  - B** the items that cooks commonly use
  - C** the uses for different types of spoons
  - D** how chefs prepare their tools
2. According to the passage, chefs' knives are popular because they...
  - A** are inexpensive.
  - B** come with a knife roll.
  - C** do many things.
  - D** are easy to clean.



3. According to the passage, which of the following items is NOT used to prepare food before cooking?

- A vegetable peeler
- B knife
- C spatula
- D whisk

### *Vocabulary*

**Exercise 14. Choose the word or phrase closest in meaning to the underlined part.**

1. Helen uses the kitchen tool with a flat side to pick up the piece of cake and set it on the plate.

- A spatula                      B ladle                      C whisk

2. Roger chops the fruit on a piece of wood used to cut foods on.

- A can opener                      B knife roll                      C cutting board

3. Paulina takes the skin off of the carrots by using a kitchen tool that strips the outside of foods off.

- A vegetable peeler      B spoon                      C grater

**Exercise 15. Match the words or phrases with the blanks.**

**1. ladle / spoon**

A Ricky uses his \_\_\_\_\_ to eat his cereal.

B The chef gets the \_\_\_\_\_ and serves the soup.

**2. chef's knife / cutting board**

A I crushed the garlic and cut it into small pieces with my \_\_\_\_\_.

B It damages the surface to cut directly on the counter, so I always use a \_\_\_\_\_.

**3. can opener / knife roll**

A Jack keeps his knife collection in his \_\_\_\_\_

B Lisa opens the tuna can with a \_\_\_\_\_

**4. whisk / grater**

A Olivia uses the \_\_\_\_\_ to mix the eggs.

B Sam cuts the cheese into small pieces with a \_\_\_\_\_

**Exercise 16. Listen and read the article again. Which utensils are used to combine different types of food?**

**Exercise 17. Read and retell the text.**

#### **Restaurant Kitchen Stations**

A typical restaurant kitchen is composed of different stations. A station is the area where a certain type of food is prepared. Stations help keep a restaurant kitchen running smoothly. The number of stations is dictated by what is on the restaurant's menu. A restaurant may have several stations with specialized equipment or just one or two areas that are designated for cooking certain menu items.

Budget and space are the two biggest factors in determining how many stations are in your restaurant kitchen. Many of these stations can be combined to save space and money.

*The Sauté Station.* The most experienced cooks work the sauté station, since this is where the most complicated dishes are prepared. An experienced sauté cook is also necessary because they usually cook several dishes at one time during the dinner rush. Typically a sauté station is equipped with a multiple burner gas range, sauté pans and tongs. A sauté station usually has its own prep area, with all the cook's ingredients, cutting board, cooler, and seasonings.

*The Grill Station.* The grill station consists of the grill, which can be a char broiler or a flattop, a cooler for grill items (chicken, beef, kebabs, etc...) tongs, grill brush and whatever house seasoning you use. The grill cook needs to have a good degree of experience. Like the sauté cook, the grill cook is cooking several dishes at once. He also needs to know how to properly cook beef to well, medium and rare temperatures.

*The Fry Station.* The fryer is for fried foods, such as chicken wings, onion rings and French fries. Because a great deal of food that goes into a fryer is a frozen, most fry stations have their own freezer. Other equipment needed includes fry baskets, tongs, and bowls for breading. The fry station is a good entry level cooking position, ideal for someone just starting out in a restaurant kitchen.

*Pizza Station.* If pizza plays a prominent role on your menu than a pizza station is a good idea. A combo reach-in cooler with prep area is a good choice for a pizza station. And of course you will need an oven for cooking. You can invest in a specialty pizza oven or use the ovens in your gas range. Again, if you plan on serving a lot of pizza having a large oven that can cook several pies at once is your best bet. Besides an oven, a well stocked pizza station should have pizza screens for cooking and serving, a pizza paddle, pizza cutter and sheets of wax paper.

*Other Kitchen Stations.* Restaurants with enough space may have a salad station and / or a dessert station. Or these might be incorporated into the wait station. A well stocked salad station includes a cooler for lettuce, vegetables, salad dressing and plates. A dessert station needs to have cooler for deserts and space for plates, desert forks and an area to assemble desserts.

*The Kitchen Line.* Last, but certainly not least is the kitchen line. The line is the area where the servers pick up their food. Sometimes "the line" refers to the line of stations in a kitchen. The line is often manned by the expeditor – the person who sends the dishes to the dining room looking great. The line should have garnish, plates, a spindle for order tickets and heating lamps, to keep waiting food hot.

### *Listening*

**Exercise 18. Listen a conversation between a line cook and a dishwasher. Then mark the following statements as true (T) or false (F).**

1.  There are no clean spatulas in the kitchen.
2.  The man gives the woman a grater.
3.  The woman plans to wash the utensils.

**Exercise 19. Listen again and fill in the blanks.**

**Line Cook:** Hi, Kevin. I need your help.

**Dishwasher:** 1 \_\_\_\_\_, Kathy?

**Line Cook:** I need a spatula, but I think we're 2 \_\_\_\_\_ clean ones.

**Dishwasher:** Yes, there's a 3 \_\_\_\_\_ of them at the sink. Do you need me to wash a few for you?

**Line Cook:** Yes, please. And can you wash the 4 \_\_\_\_\_ for me, as well?

**Dishwasher:** Sure, I'll do that 5 \_\_\_\_\_

**Line Cook:** Thanks a lot! Please leave the 6 \_\_\_\_\_ at my station.

**Dishwasher:** No problem.

*Speaking*

**Exercise 20. With a partner, act the roles below, based on the dialogue from Exercise 19. Decide who Student A and Student B are. Then switch the roles.**

Use the language such as:

*I need your help.*

*I need a...*

*Do you want me to wash them for you?*

Student A. You are a line cook. Tell Student B:

- what utensils you need;
- where to put the clean utensils.

Student B. You are a dishwasher. Listen to Student A and ask about:

- how you can help him or her;
- where to put the clean utensils.

*Writing*

**Exercise 21. Use a conversation to complete the instructions from the line cook to the dishwasher.**



## UNIT 7. FOOD PREPARATION

### *Discussing*

#### **Exercise 1. Talk about these questions.**

1. What tools do chefs use to cook?
2. What items are in the kitchen?

### *Reading*

#### **Exercise 2. Read the letter from a supplier.**

Com Kitchen Industries

THE FINEST FOOD SERVICE EQUIPMENT IN THE WORLD!

John Gibson, Executive Chef,

June 13

Post Meridian Restaurant

Dear Mr. Gibson,

Thank you for your recent order. Based on your previous orders, I have put together a list of new products that you may enjoy:

Fire It Up **Gas Range**

45 cm **griddle**      2 open burners

Chasey **Oven**

temperature range 65<sup>6</sup>-260°C

**automatic timer**

Mix-A-Lot-**Mixer**

3 speeds

Milton Countertop Deep Fryer

two **fry baskets**

Bake It **Oven Rack**

Fits 12 **sheet pans**

Moiller Stockpot

**stainless steel**

Visit our website for other great deals. To order these products, please call one of our sales representatives today!

Sincerely,

Gillian Watkins, Director of Sales, Com Kitchen Industries

#### **Exercise 3. Read the letter again and choose the correct answers.**

1. What is the purpose of the letter?
  - A** to list the delivery items
  - B** to identify problems with an order
  - C** to tell the customer about new products
  - D** to inform the customer about a sale
2. Customers place an order by...
  - A** sending an order form to the director of sales.
  - B** contacting the company's sales representatives.
  - C** calling the executive chef of the restaurant.
  - D** visiting the company's website on the Internet.
3. According to the letter, what is probably true about Mr. Gibson?
  - A** He has never purchased anything from Com Kitchen Industries.
  - B** He does not own a commercial gas range.
  - C** He is responsible for purchasing kitchen equipment.
  - D** He is a sales representative for the Post Meridian Restaurant.

## Vocabulary

### Exercise 4. Choose the correct word or phrase in bold.

- 1 The line cook lifted the (**fry basket / griddle**) from the hot oil and took out the onion rings.
- 2 Shelly makes a soup in the (**stockpot / oven rack**).
- 3 Chef Madsen uses a(n) (**automatic timer / gas range**) to heat food.
- 4 Kevin owns a (**countertop / stainless steel**) stockpot.
- 5 Diane combines the ingredients by putting them in the (**oven / mixer**).

### Exercise 5. Complete the word or phrase that is similar in meaning to the underlined part.

1. Allison fries potatoes in the machine that cooks food in hot oil, d \_ \_ \_ f \_ \_ e \_
2. The pastry chef arranges the desserts on a large, flat cooking container and puts it into the oven. sh \_ \_ t \_ \_ \_
3. Jared adjusts the part of a stove that creates heat until the flame is very small.  
\_ \_ \_ n b \_ \_ \_ \_ r.

## Listening

### Exercise 6. Read a telephone conversation between an executive chef and a sales representative. Then choose the correct answers.

1. Why does the man call the woman?  
A to inform her that he received her letter  
B to ask about the price of a product  
C to complain about a tool he purchased  
D to place an order for an item
2. What will the man probably do next?  
A look for his credit card  
B give his credit card number  
C ask to pay with a check  
D call Com Kitchen Industries again

### Exercise 7. Fill in the blanks.

S. R.: Com Kitchen Industries. This is Gillian Watkins.

E. C: Hello, Ms. Watkins. This is John Gibson 1 \_\_\_\_\_ Post Meridian Restaurant.

S. R.: Good afternoon, Mr. Gibson. How can I help you?

E. C: I received 2 \_\_\_\_\_ from your company yesterday.

S. R.: Are you interested in 3 \_\_\_\_\_ for any of those products?

E. C.: Yes, I'd like to order the Mix-a-Lot 4 \_\_\_\_\_.

S. R.: 5 \_\_\_\_\_ I just need a credit card number to place the order.

E. C: Oh, I don't have my card. I'll 6 \_\_\_\_\_ and call again.

### Speaking

**Exercise 8.** With a partner, act out the roles below, based on the dialogue from previous exercise. Decide who student A and Student B are. Then switch roles.

Use language as:

*This is ... from the ...*

*How can I help you?*

*I'd like to order the ...*

Student A. You are a sales executive at a kitchen equipment company. Talk to Student B about:

- a product they want to order;
- the features of that product;
- when the company will send the product.

Make up a delivery date.

Student B. You are an executive chef at a restaurant. Tell Student A what you would like to order.

### Discussing

**Exercise 9.** Talk about these questions.

- 1) What do people do to food before it's cooked?
- 2) What foods require a lot of preparation?

### Reading

**Exercise 10.** Read the prep list from a hotel restaurant.

Breakfast Service	
Food Prep List	Menu Item: <b>Omelet Bar</b>
<b>Ingredients:</b>	<b>1. Peel</b> and <b>mince</b> the onions
5 dozen eggs	2. Wash and <b>chop</b> the spinach
1 kg onions	3. Julienne the tomatoes
1kg spinach	4. <b>Dice</b> the red peppers
1 kg tomatoes	5. <b>Grate</b> the cheese
•1 kg red peppers	6. <b>Slice</b> the mushrooms
400 g bacon	
400 g cheese	Notes: Place all of the prepared items in
500 g mushrooms	separate bowls and seal with <b>plastic wrap</b>
50 g garlic	Then place all of them on cart number
	three and store in the cooler

**Exercise 11.** Read again and mark the following statements as true (T) or false (F).

- 1 \_ The document shows cooks how to make an omelet.
- 2 \_ Omelets are part of the restaurant's breakfast menu.
- 3 \_ The food is not used as soon as it is prepared.

## Vocabulary

**Exercise 12. Match the words and phrases (1-9) with the definitions (A-I).**

1. \_ dice
2. \_ mince
3. \_ julienne
4. \_ slice
5. \_ ingredients
6. \_ prep list
7. \_ plastic wrap
8. \_ grate
9. \_ cooler

- A** cut something into very small pieces  
**B** a paper that says how to get food ready for a dish  
**C** a machine that keeps food cold  
**D** cut something into strips like matchsticks  
**E** cut something into small squares  
**F** a thin material that is used to cover food  
**G** shred something into small strips  
**H** the foods that go in a dish  
**I** cut something into flat pieces

**Exercise 13. Complete the word or phrase that is similar in meaning to the underlined part.**

- 1 The lettuce must be cut into large, uneven pieces. c \_ \_ p \_ \_ \_
- 2 Sara takes the skin off the carrot before eating it. \_ e e \_ s
- 3 Oscar takes a block of cheese and makes small, long strips of it. s h \_ \_ \_ s

**Exercise 14. Read and retell the text.**

### The Cooking Secrets Chefs Swear By

Pressed for time to cook after work? Tired of scrubbing pans? The James Beard award-winning chefs from America Cooks with Chefs, a movement that connects Americans to healthy, tasty, and practical food, gave us their restaurant secrets that you can use in your home kitchen.

*Prep work is the key to a chef's success.* Getting food onto the plate isn't as easy as it looks. While your perfectly cooked dish came out of the restaurant's kitchen in 15 minutes, there was actually hours of prep work that went into the meal. Restaurants have brigades of chefs that work as a team to prep food in advance and break down protein portions, cook sauces, and chop produce.

Maria Hines, co-owner/head chef of Tilth, says you can use the same principle at home by prepping food in advance for the week, so on busy days when you don't have time to cook you have healthy items ready to go in the freezer or fridge like stews, soups, one pot meals, etc.

*Seasoning brings your food to the next level.* Ever wonder how restaurant chefs make their food pop in your mouth? Jimmy Schmidt, executive chef at Morgan's in



the desert, says that blended salts are the building blocks of his dishes, adding complexity to flavors and helping them complement one another. He makes these blends and infusions from simple pantry ingredients, and promises it doesn't take the expertise of a professional chef.

Salt blends are made by adding a ground spice or herb, such as coriander or rosemary, to a base salt. Michelle Bernstein, co-owner/head chef of Michy's and Crumb on Parchment, says that you can wake up stale spices by toasting them before adding to other dishes, either in a dry saucepan, on the stovetop, or a dry roasting pan in the oven. Just be careful not to burn them!

*Tin foil is a great cooking aid and makes for easy cleanup.* Chef Schmidt says you should get creative with cooking with tin foil. You can prep vegetables in advance, store them, and cook them all in one tin foil pouch. The best part is that this method saves time on cleanup as well, because the tinfoil can be recycled and the pan won't need washing.

Try caramelizing Chef Jimmy's favorites including beets, parsnips, and fennel bulbs, but whatever root vegetables you have on hand — carrots, potatoes, onions, etc. — will work as well. Add olive oil and pinch the edges of the pouch shut, then place in the oven on a metal pan at 450 degrees Fahrenheit.

*Homemade salad dressing is easier to make than you think.* Make your salads stand out by making dressing from scratch. Mary Sue Milliken, co-chef/owner of Border Grill Restaurants & Truck, says you just need to remember the golden ratio: 3 parts oil to 2 parts acid. Your oil can be anything from olive to avocado to canola oil while your acid can be anything from lemon or lime juice to tangy sherry, rice or red wine vinegar.

Chef Schmidt says you can also make homemade infused oils and use them as dressing or marinades. Heat oil to 140 to 150 degrees Fahrenheit and add basil, garlic, chili, smoked paprika, or whatever other spice or herb suits your fancy (and your dish).

### *Listening*

**Exercise 14. Listen a conversation between a sous chef and a prep cook. Then choose the correct answers.**

1. What is the conversation about?
  - A changing the menu
  - B preparing a dish
  - C looking for ingredients
  - D writing a prep list
2. What will the prep cook do first?
  - A peel the cucumbers
  - B slice the tomatoes
  - C wash the ingredients
  - D julienne the tomatoes

**Exercise 15. Fill in the blanks.**

**Sous Chef:** Jack, can you 1 \_\_\_\_\_ the salads on tonight's menu?

**Prep Cook:** Sure. What 2 \_\_\_\_\_ do I need?

**Sous Chef:** Lettuce, tomatoes and cucumbers.

**Prep Cook:** Okay. Do you want me to 3 \_\_\_\_\_ the cucumbers?

**Sous Chef:** Yes. But first, 4 \_\_\_\_\_ all of the ingredients.

**Prep Cook:** Will do. 5 \_\_\_\_\_ to slice or julienne the tomatoes?

**Sous Chef:** According to the 6 \_\_\_\_\_, you need to slice them.

**Prep. Cook:** That's what I thought. I'll do that right away.

*Speaking*

**Exercise 16. With a partner, act out the roles below, based on the dialogue from previous exercise. Decide who student A and Student B are. Then switch roles.**

**Use language as:**

*Can you get started on the prep for the...?*

*What ingredients do I need?*

*Do you want me to ... the ...?*

**Student A.** You are a sous chef. Make up a dish. Then Tell Student B to prepare the ingredients. Talk about:

- what ingredients are needed;
- how to prepare each ingredient.

**Student B.** You are a prep cook. Listen to Student's A's instructions. Ask questions about:

- what ingredients are needed;
- how to prepare each ingredient.

*Writing*

**Exercise 17. Use the prep list in exercise 10 and the conversation in exercise 15 to complete the prep list.**

Date: \_\_\_\_\_  
Service:  Breakfast  Lunch  Dinner  
Menu Item: \_\_\_\_\_  
Ingredients: \_\_\_\_\_  
Prep Instructions:  
1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_  
**The Post Meridian Restaurant**  
\*\*\*\*\*  
at the Royal Point Hotel

## UNIT 8. SPECIAL FUNCTIONS

### *Discussing*

#### **Exercise 1. Talk about these questions**

- 1) What special events do people have in hotels?
- 2) What facilities do hotels have for special events?

### *Reading*

#### **Exercise 2. Read the page from a hotel brochure.**

##### **SPECIAL EVENTS AT “RP”**

Let the Royal Point Hotel be a part of your celebration. We offer a number of **venues** that are ideal for hosting special events like **wedding, anniversary** parties or **galas**.

#### *Facilities*

- The Vivaldi **Ballroom** provides seating for up to 300 guests.
- The adjoining garden accommodates 50 guests. It's perfect for small weddings and parties!

- **Changing rooms are available for wedding parties.**

#### *Planning and Services*

• Plan every detail of your function with the help of our **event coordinator**. Our event coordinators are very knowledgeable and will be able to refer to you reputable vendors, including florists, tailors and decorators.

• Reserve a **block of rooms** for your guests. Our booking agents can help you with **group sales**.

• We have several **contingency plans** in place to make sure your event does not get interrupt!

#### *Food and Beverages*

• We offer you the option of using our catering services at a discounted fee, or you are welcome to **contract an outside caterer**.

• Choose between a **cash bar** or **open bar** for your event. Please note, if you are providing your own wine, we charge \$10 **cork fee** per bottle.

#### **Exercise 3. Choose the correct answers.**

1. What is the main idea of the brochure?
  - A) what kind of rooms the hotel offers;
  - B) why the hotel is good for hosting functions ;
  - C) the benefits of using outside caterers;
  - D) the duties of an event coordinator at a hotel.
2. Using the hotel's catering service is good because
  - A) the hotel provides free catering;
  - B) guests can have an open bar;
  - C) guests receive discounts on alcoholic beverages;
  - D) the hotel offers special pricing for catering.

3. What is probably true about the hotel?
- A) It provides refunds for disrupted events;
  - B) Its facilities are specifically for hosting weddings;
  - C) It does not provide floral arrangements;
  - D) Its planning services are expensive.

### *Vocabulary*

**Exercise 4. Put a check (V) if the sentence uses the underlined word or phrase correctly.**

1. \_\_\_ Penny hired an outside caterer instead of using the hotel services.
2. \_\_\_ The event coordinator helped Hilary plan her wedding.
3. \_\_\_ Guests dance in the ballroom.
4. \_\_\_ Dan paid for his drink at the open bar.
5. \_\_\_ Typically, hotels only rent blocks of rooms to single travelers.
6. \_\_\_ We have contingency plan in case of rain.
7. \_\_\_ Shelly asked her friends to be a part of her wedding party.
8. \_\_\_ Harry and Betty got married in front of their family at the gala.

**Exercise 5. Complete the word or phrase that is similar in meaning to the underlined part.**

1. The couple had a beautiful event during which people get married. \_ \_ d d \_ \_ \_
2. The hotel offers facilities for the wedding party to get ready in. ch \_ \_ \_ \_ \_ g r \_ \_ m \_
3. Phillip pays for the services of a photographer to take pictures at the event. \_ \_ n \_ r a \_ t \_
4. The agent was responsible for sailing rooms to large groups. \_ \_ r o \_ \_ \_ a \_ e \_
5. The couple celebrated their 50<sup>th</sup> day on which a special event occurred. \_ \_ iv \_ \_ s \_ \_ \_
7. The venue charges a sum of money paid for bringing alcoholic beverages. \_ o \_ \_ \_ \_ e

**Exercise 6. Listen and read the passage again. What will the hotel do if there is a problem at an event?**

### *Listening*

**Exercise 7. Listen to a conversation between a caller and an event coordinator at the Royal Point Hotel. Then answer the questions.**

1. What was the conversation mostly about?
  - A the correct contingency plan
  - B the cost of hosting a wedding
  - C the hotel's wedding services
  - D the disadvantages of outdoor weddings
2. What is the woman worried about?
  - A finding an affordable caterer for the party

- B** having bad weather on the wedding day
- C** locating a venue big enough for her party
- D** contacting the wedding party members

**Exercise 8. Listen again, and fill in the blanks.**

**Coordinator:** I don't think we'll have a problem accommodating you. We do have a(n) \_\_\_\_\_(1) which offers beautiful views of Hourglass Lake.

**Caller:** That sounds perfect! But, I do have one \_\_\_\_\_ (2).

**Coordinator:** What is it?

**Caller:** Well, what if \_\_\_\_\_ (3) on the day of our \_\_\_\_\_(4)? Everything would be ruined.

**Coordinator:** Actually, we create \_\_\_\_\_(5) for all outdoor events. So even if the weather's bad, the event can still continue.

**Caller:** What kind of contingency plans have been used in the past?

**Coordinator:** Well, we can provide tents outdoors. And those protect from \_\_\_\_\_ (6).

**Caller:** But... what if the weather is really terrible?

**Coordinator:** Then we can move the \_\_\_\_\_ (7) inside to the Vivaldi Ballroom. It has views of all the gardens and the lake.

**Caller:** That seems like a good alternative. Thank you for the information.

***Speaking***

**Exercise 9. With a partner, act out the roles below, based on the dialogue from Exercise 8. Then switch roles.**

USE LANGUAGE SUCH AS:

*I'm calling for information about... I do have one concern.*

*What kind of event are you hosting?*

*Student A:* You are planning a special event. Talk to Student B about:

- what event you are hosting;
- the type of venues available;
- a concern you have about your event.

*Student B:* You are an event coordinator at the Royal Point Hotel. Answer Student A's questions.

***Writing***

**Exercise 10. You are a Royal Point Hotel event coordinator. Use the brochure and the conversation to write an email responding to an inquiry about hosting a special event (100-120 words). Write about the following:**

- *Kind of venues available ;*
- *Number of people that can be seated;*
- *Catering services offered.*

### *Discussing*

**Exercise 11.** Talk about these questions.

- 1) What services does a business traveler need from a hotel?
- 2) What makes a hotel suitable for hosting a conference?

### *Reading*

**Exercise 12. Read the brochure.**

#### **Get the job done at the Royal Point**

##### *An Office Away from Home*

Just because you are away from the office doesn't mean that you can't do business as usual. The Royal Point offers several amenities just for the busy business traveler.

*24-Hour Business Center* – Need to send a report to your home office or get copies of an important document? Then visit our business center, which is equipped with the following office equipment: computers; printers; fax machines; photocopiers etc.

Don't forget, Wi-Fi access is available throughout the hotel, including the pool area.

*Conferences and Workshops* – our brand-new conference center is perfect for large meetings. We have four large conference rooms, each able to accommodate 100 people. We also have twelve meeting rooms which suitable for smaller events.

Our state-of-the-art equipment includes: video-conferencing; projectors; microphones, etc.

We also provide onsite technical support to troubleshoot any problems.

*Corporate Retreats* – have your next corporate retreat at the Royal Point Hotel. We offer two venues for private functions. Benefits of hosting your retreat with us:

- Work with our event coordinator, who will help plan all the details of your retreat;
- Breakfast, light lunch and afternoon tea for all attendees and then choose the correct answers.

**Exercise 13. Choose the correct answers.**

1) What is the main idea of the passage?

- A** how to get access to the hotel's business center.
- B** the hotel facilities available for business travelers.
- C** pricing for hosting conferences at the hotel.
- D** getting technical support in the business center.

2) Some equipment allows people to...

- A** report a problem with the computers.
- B** host corporate retreats.
- C** send a document via fax.
- D** have a computer repaired.

3) What is probably true about corporate retreats at the Royal Point Hotel?

- A The retreats typically start in the morning.
- B The attendees need Internet access.
- C Event coordinators help serve meals.
- D Retreats take place in the business center.

### ***Vocabulary***

**Exercise 14. Complete the sentences with words and phrases from the word bank.**

*business center, conference room, technical support, attendees, troubleshoot, workshop, corporate retreat.*

1. Jason met many of his co-workers for the first time at the \_\_\_\_\_.
2. The hotel can organize conferences for up to one hundred \_\_\_\_\_.
3. Large business events are held in a \_\_\_\_\_.
4. Sheila learned about the new software at the training \_\_\_\_\_.
5. Fax machines are in the \_\_\_\_\_.
6. The \_\_\_\_\_ team is responsible for fixing any technical problems.
7. The computer technician helped Mr. Smith \_\_\_\_\_ computer issues.

**Exercise 15. Match the words and phrases (1-4) with the definitions (A-D).**

- |                |                     |
|----------------|---------------------|
| 1. fax machine | 3. venue            |
| 2. photocopier | 4. state-of-the-art |
- A) a machine that only produces copies;
  - B) a machine that sends documents;
  - C) having the newest technology;
  - D) a place where special events take place.

**Exercise 16. Listen and read the brochure again. How many people can the hotel's conference center accommodate?**

### ***Listening***

**Exercise 17. Listen to a conversation between a business manager and a hotel employee. Then, mark the statements as true (T) or false (F).**

1. The conference room fits over 100 people.
2. The woman needs video-conferencing.
3. The hotel offers technical assistance.

**Exercise 18. Listen again, and fill in the blanks.**

**Manager:** That's perfect. And what kind of \_\_\_\_\_(1) is available?

**Employee:** All of the conference rooms come equipped with \_\_\_\_\_(2) equipment.

**Manager:** Does that mean that there are \_\_\_\_\_(3) available?

**Employee:** That's right. And we also have equipment for \_\_\_\_\_ - \_\_\_\_\_(4).

**Manager:** I don't think we'll need that. We will, however, need a \_\_\_\_\_(5). Can you supply one?

**Employee:** Yes, ma'am. Our staff will even set it up before the conference

starts.

**Manager:** Excellent. What sort of technical assistance do you offer?

**Employee:** We have \_\_\_\_\_ (6) that can help you resolve any problems you may encounter.

**Manager:** Great. Thanks for the information. I'll be in contact soon.

### *Speaking*

**Exercise 19.** With a partner, act out the roles below, based on the dialogue from previous exercise. Then switch roles.

**Use language such as:**

*I'm organizing a conference for my company.*

*All of the conference rooms come equipped with sound and video equipment.*

*What sort of technical assistance do you offer?*

Student A: You are a business manager who wants to know about the hotels conference facilities. Ask Student B questions to find out:

- Conference room size;
- Equipment provided;
- if technical support is available.

Student B: You work for the Royal Point Hotel in the Meetings and Events Department. Answer Student A's questions.

### *Writing*

**Exercise 20.** You are a meetings and events employee. Use the brochure and the conversation to write an email responding to an inquiry about the facilities at the hotel for business travelers (100-120 words). Make sure to write about the following:

- Equipment in the business center;
- Size of conference room;
- Equipment and services available for conferences.



## UNIT 9. DEAL WITH CUSTOMERS

### *Discussing*

**Exercise 1. Talk about these questions.**

- 1) What are some services that hotels offer?
- 2) What items do people need when traveling?

Wake-up

Blanket

Pillows

Laundry service

Phone Charger

### *Reading*

**Exercise 2. Read the web page, and then mark the following statements as true (T) or false (F).**

- 1) There are a limited number of cots available.
- 2) Front desk employees pick up laundry bags.
- 3) The hotel does not allow guests to stay in rooms past 11 am.

### **Frequently Asked Questions:**

#### **Guest Services**

#### **What extra items are available?**

We provide many **extra** items upon request, such as **blankets** and **pillows**. We also keep **spares** of many commonly forgotten items like **toothbrushes**, **phone chargers**, and other **essentials**. Additionally, we have cots available on a **first come, first served** basis: \$15 each.

#### **How do the luggage storage and laundry services work?**

Free **luggage storage** allows you to keep large or extra baggage in a locked room during your stay. To take advantage of our same-day **laundry service**, please use the complimentary white laundry bags in your room. Call the desk to schedule a **pickup** and ask for a complete list of rates.

#### **How do I get a wake-up call?**

We offer **wake-up calls** seven days a week. To request a call, please provide the desk with the following details:

- name
- room number
- day and time to call

#### **When is checkout time? Can I get a late checkout?**

Regular checkout time is anytime before 11:00. However, we can make arrangements for a **late checkout**.

**Still have questions? Ask the front desk clerk. Remember, we're here to help!**

### *Vocabulary*

**Exercise 3. Choose the correct word or phrase to complete each sentence.**

- 1) Jenny felt cold so she requested a (**blanket / cot**).

- 2) I travel with a (**pickup / spare**) cell phone battery.
- 3) Most hotels charge for guest services such as (**laundry service / wake-up calls**).
- 4) Mr. Brown sleeps with an extra (**checkout / pillow**) for comfort.

**Exercise 4. Match the words and phrases (1-6) with the definitions (A-F).**

- 1) Extra
  - 2) phone charger
  - 3) first come, first served
  - 4) luggage storage
  - 5) late checkout
  - 6) essential
- A) a hotel service for keeping bags
  - B) in addition to the usual amount
  - C) an important item
  - D) a device used to maintain a cell phone's battery
  - E) available while the supply lasts
  - F) a checkout extension

**Exercise 5. Listen and read the web-page again. Which guest services does the hotel charge for?**

*Listening*

**Exercise 6. Listen a conversation between a guest and a front desk clerk. Then mark the following statements as true (T) or false (F).**

- 1) The hotel worker arranges a wake-up call for the man.
- 2) The worker cannot provide the service a the time the man originally asks for.
- 3) The man forgets his room number.

**Exercise 7. Listen again, and fill in the blanks.**

**Desk Clerk:** You've reached the (1) \_\_\_\_\_ at the Royal Point Hotel. This is Sarah speaking. How may I assist you?

**Guest:** Good evening. I need a (2) \_\_\_\_\_ tomorrow morning.

**Desk Clerk:** I'll gladly arrange that for you. I just need (3) \_\_\_\_\_.

**Guest:** Okay.

**Desk Clerk:** Your name, please?

**Guest:** It's Simon Brown.

**Desk Clerk:** What (4) \_\_\_\_\_ are you in, Mr. Brown?

**Guest:** I'm in room 415.

**Desk Clerk:** Perfect. Now I just need to know when you'd like the wake-up call.

**Guest:** At (5) \_\_\_\_\_, please.

**Desk Clerk:** Okay, so your room number is 4-5-0 and you want the wake-up call at 5 am. Is that correct?

**Guest:** No, my room number is 4-1-5.

**Desk Clerk:** I apologize. I'll correct that (6) \_\_\_\_\_.

**Guest:** Great! Thanks!

**Desk Clerk:** I've scheduled your wake-up call. Is there anything else I can assist you with, Mr. Brown?

**Guest:** Nope, that's all. Thanks for your help!

### *Speaking*

**Exercise 8. With a partner, act out the roles below, based on the dialogue from Exercise 7. Then switch roles.**

*Use language such as:*

*I need a...*

*What room number are you in?*

*At five o'clock sharp, please.*

**Student A:** You are a front desk clerk responding to a guest's request. Ask Student B questions to get these details:

- what service does he or she want
- the guest's name
- to the guest's room number

**Student B.** You are a guest at the Royal Point Hotel who makes a request. Answer Student A's questions. Make up a request and personal details.

### *Writing*

**Exercise 9.** You are a hotel worker. Use the web-page and the conversation to write a leaflet about guest services (100-120 words). Make sure to talk about the following:

- What items the hotel can provide guests with
- How guests can use the hotel laundry service
- What information guests should provide when requesting a service.

### *Discussing*

**Exercise 10. Talk about these questions.**

1. What problems can arise during the hotel reservation process?
2. What are some ways that hotels solve reservations problems?

### *Reading*

**Exercise 11. Read the memo to hotel employees, and then choose the correct answers.**

1. What is the purpose of the document?  
A to train employees on the computer system  
B to show employees how to take reservations  
C to review the handling of complaints  
D to explain why prices increase in the summer
2. Which is NOT a reason for reservation problems?  
A selling more rooms than is available  
B guests give incorrect information

- C miscommunication with third parties
  - D reservation service problems
3. What is probably true about guests who move to a partner hotel?
- A They get an upgrade to a better room type.
  - B Their reservations were lost by the hotel.
  - C They do not have to pay the room charge.
  - D Their room was given to someone on the wait list.

To: Front Desk Staff

From: Laura Hindenberg, Front Desk Manager

Date: April 17

Re: Reservation problems

We expect a significant increase in occupancy at the hotel this summer. This increase may lead to reservation problems. Please review the **protocol** for dealing with these problems:

Requested rooms may be unavailable for several reasons. In some cases, the sales department **oversells** in order to **compensate** for **cancellations** and **no-shows**. Mix ups also occur when guests make reservations through **third parties**. Other times, it's simply a matter of problems with the computer reservation system (CRS). In any case, we must try to keep the guest happy. First, you should look for an available room to relocate the guest to. Try to place the guest in the same room type that he or she originally reserved. When this is not possible, offer the guest a free room upgrade.

If the hotel is overbooked, a **room-move** will not be an option. Instead, suggest that the guest stay at one of our **partner hotels**. Inform him or her that we will pay for the cost of their room at another hotel. We will also provide transportation to the partner hotel. Finally, tell the guest that you will place them on the **wait list**. That way, he or she can be notified if there are any cancellations and a room becomes available.

### *Vocabulary*

**Exercise 12. Match the words and phrases (1-7) with the definitions (A-G).**

- 1 mix-up
- 2 third party
- 3 protocol
- 4 wait list
- 5 partner hotel
- 6 CRS
- 7 no-show

- A a person/company that isn't one of the two main parties
- B the computerized system used to make reservations
- C a mistake caused by confusion
- D the correct steps to follow
- E a record that has information about people waiting for a service

- F a hotel that is affiliated to another  
 G a person who doesn't arrive

**Exercise 13. Complete the word or phrase that is similar in meaning to the underlined part.**

- 1) Sales associates often sell more rooms than there are available. \_ v \_ r \_ \_ \_ l.
- 2) Jack was happy to get a better room than he originally booked. \_ n \_ p \_ ra \_ \_.
- 3) The front desk arranged a relocation to another room. \_ \_ o \_ - \_ o \_ e.
- 4) The hotel upgraded my room to make up for their relocating me to another hotel.  
 c \_ m \_ \_ n \_ t \_

**Exercise 14. Listen and read the memo again. What are the cheapest ways for the hotel to deal with reservation problems?**

*Listening*

**Exercise 15. Listen a conversation between a guest and the front desk clerk. Then mark the following statements as true (T) or false (F).**

- 1) The guest received the wrong room because he made the reservation through a travel website.
- 2) The front desk clerk will charge the man the rate for a double room.
- 3) The guest and his children will stay in a suite at a partner hotel.

**Exercise 16. Listen again, and fill in the box.**

**DC:** Good evening, sir. How may I help you?

**G:** I requested a (1) \_\_\_\_\_, but there's only one bed in my room.

**DC:** Let me look up your reservation. May I have your name?

**G:** George Foster.

**DC:** Okay, Mr. Foster... according to (2) \_\_\_\_\_, the reservation was for a deluxe single room.

**G:** But my confirmation says "double".

**DC:** Here's what happened - the website you used to book your room forwarded us (3) \_\_\_\_\_.

**G:** You're kidding!

**DC:** I apologize for the inconvenience, Mr. Foster. But I will try my best to (4) \_\_\_\_\_ you.

**G:** Will I be charged the rates for a deluxe room?

**DC:** Certainly not. The rate for a (5) \_\_\_\_\_ will apply.

**G:** Are there any double rooms (6) \_\_\_\_\_?

**DC:** Unfortunately, no.

**G:** I'm traveling with my children. Where will they sleep?

**DC:** I can offer you an (7) \_\_\_\_\_ to a suite. It has two beds in the bedroom. Would that work?

**G:** Yes. That would be great! Thanks for your help.

### *Speaking*

**Exercise 17.** With a partner, act out the roles below, based on the dialogue from previous exercise. Then switch roles.

*Use language such as:*

*How may assist you?*

*Will be charged for...?*

*I apologize for the inconvenience.*

Student A: You are a hotel guest and you have a reservation problem. Talk to Student B about:

- the reservation problem you are having
- the reason for the problem
- how he or she can help solve your problem

Make up a name for yourself.

Student B. You are a front desk clerk at a hotel, Listen to Student A and offer Solutions to his or her problem.

### *Writing*

**Exercise 18.** You are a front desk clerk. Make up a name, then use the conversation and the memo to write a memo to your manager about a reservation problem (100-120 words). Write about: What problem the guest had; why the problem occurred; what solution you offered.

## UNIT 10. THE CUSTOMER IS ALWAYS RIGHT!

### *Discussing*

**Exercise 1. Talk about these questions.**

- 1) What problems can guests encounter inside their hotel room?
- 2) How do hotel employees solve these problems?

### *Reading*

**Exercise 2. Read the posts from an Internet comment board, and then choose the correct answers.**

#### **For Travelers, by Travelers Your Guide to Hotels**

##### *The Royal Point Hotel: Travelers' Reviews*

**Journey Man 449.** We had only one problem in the room: the air **conditioning gave out** on our second day; it didn't ever **turn on**. However, **maintenance** solved the problem quickly.

**Loves To Fly 1234.** This is a beautiful hotel. Too bad I had so many problems with the bathroom! The toilet **clogged** on two occasions (once when our two-year-old **flushed** a **foreign object** down it). The water **overflowed** into the bedroom. Also, there was no hot water in the shower, so I had to take **cold showers**. The good thing is that the front desk upgraded me to a suite because of these problems.

**World trekker 8.** I arrived at the hotel after an 18-hour flight. All I wanted to do was sleep, but when I arrived in my room, I noticed tiny black specks all over the bed sheets. They were **bedbugs!** I let reception know and they promptly moved me to another room. The rest of our stay was smooth sailing.

**Travel King 987.** The only problem was that **remote control** for the TV didn't change channels. I realized the **batteries** were running low. I called the front desk and they sent some new ones up in ten minutes!

**Exercise 3. Read the posts from an Internet comment board again, choose the correct answers.**

- 1) What is the passage mostly about?
  - A the pros and cons of international travel;
  - B problems that guests had at the hotel;
  - C why guests chose to stay at the hotel;
  - D where the best rooms in the hotel are located.
- 2) What can you infer about the hotel reviewers?
  - A They did not enjoy their stay.
  - B They are business travelers.
  - C They felt that the hotel staff fixed problems quickly.
  - D They would not stay at the hotel in the future.
- 3) What is NOT true about the Royal Point Hotel?
  - A It has workers that fix electrical problems.
  - B It relocates guests when problems arise.

- C It has television sets in the guest rooms.
- D It offers free upgrades to all guests that have a problem.

### *Vocabulary*

**Exercise 4. Choose the correct word or phrase to complete each sentence.**

- 1) Julie doesn't (**give out / turn on**) the lights during the day to save energy.
- 2) Max increases the television volume with the (**remote control / battery**).
- 3) The sheets were washed in hot water to kill the (**foreign objects / bedbugs**).
- 4) The toilet will (**clog / flush**) if guests put paper towels in it.
- 5) A remote control needs (**foreign objects / batteries**) in order to work.
- 6) The waiter poured too much water in the glass and it (**flushed / overflowed**) onto the table.

**Exercise 5. Put a check  if the sentence uses the underlined part correctly.**

- 1) We turn on the air conditioning when it is hot outside.
- 2) A maintenance worker helped the guest check into the hotel.
- 3) Barry does not put foreign objects like food wrappers in the toilet.
- 4) Jessica flushes the sink to remove all of the dirt from its surface.
- 5) Rudy's TV gave out and he watched it all evening.
- 6) Helen waits for warm water so she doesn't have to take a cold shower.

**Exercise 6. Listen and read the page again. What was the lowest rating given to the hotel?**

### *Listening*

**Exercise 7. Listen to a conversation between a guest and a front desk clerk. Then answer the questions.**

- 1) What are the speakers mostly talking about?
  - A contacting the housekeeping department;
  - B what to do if something in the guest's room breaks;
  - C how the guest can repair the toilet;
  - D solving a guest's problem.
- 2) What is true about the housekeeping staff?
  - A They can arrange room moves.
  - B They clean overflows in fifteen minutes.
  - C They will arrive to the man's room in a quarter of an hour.
  - D They deliver keys to hotel guests.

**Exercise 8. Listen again and fill in the blanks.**

**Desk Clerk:** You've reached the (1) \_\_\_\_\_ \_\_\_\_\_. This is Lorraine speaking.

**Guest:** Hello, this is Mr. Park. I'm in room 586.

**Desk Clerk:** What can I (2) \_\_\_\_\_ Mr. Park?

**Guest:** I'm having a bit of, urn, a problem.



**Desk Clerk:** Can you tell me what the problem is?

**Guest:** Well, the toilet in my room is (3) \_\_\_\_\_.

**Desk Clerk:** I'm sorry to hear that. I'll alert (4) \_\_\_\_\_ right away.

**Guest:** Great!

**Desk Clerk:** You said that you're in room 586, right?

**Guest:** That's right. Excuse me, but (5) \_\_\_\_\_ the housekeepers be?

**Desk Clerk:** Approximately fifteen minutes.

**Guest:** What are we (6) \_\_\_\_\_ until they arrive?

**Desk Clerk:** Actually, you don't have to do anything. But I will need to move you to another room.

**Guest:** OK. I think that's probably best.

**Desk Clerk:** I have another (7) \_\_\_\_\_ on the fourth floor.

**Guest:** That sounds fine. I'll go down to the front desk and pick up the key right now.

### *Speaking*

**Exercise 9.** With a partner, act out the roles below, based on the dialogue from Exercise 8. Then switch roles.

*USE LANGUAGE SUCH AS:*

*Can you tell me what the problem is?*

*I'll alert... right away.*

*I will need to...*

**Student A:** You are a hotel guest and you have a problem in your room. Explain the problem to Student B. Then talk to Student B about:

- who will come to fix the problem
- how long you need to wait for them to arrive
- what you should do until then

Make up some personal details,

**Student B:** You are a front desk clerk at a hotel. Listen to Student A's problem. Then answer his or her questions.

### *Writing*

**Exercise 10.** You are a front desk clerk. Use the posts in Task 2 and the conversation in Task 8 to write a log about a problem in a guest room (100-120 words). Make sure to talk about the following:

- What the problem was
- What department you alerted
- What actions you took to help the guest.

### *Discussing*

**Exercise 11.** Talk about these questions.

1. What are some complaints that hotel guests may have?
2. How can hotel employees fix customer complaints?

## *Reading*

**Exercise 12. Read the page from an employee handbook and translate it.**

### **The Customer Is Always Right!**

#### *How to handle guest complaints*

As employees in the **hospitality industry**, our main priority is to provide a wonderful experience for our guests. This involves handling **complaints** in a **professional** and efficient manner. The following tips will help you respond to customer complaints and resolve problems fast.

**Get Informed** – You can't offer a **solution** unless you know exactly what the problem is. Is the guest upset about **noisy neighbors**? Or perhaps the guest's card key stopped functioning and he or she is **locked out** of the room. To find out the problem, politely ask the guest to explain what is wrong. The guest may be frustrated, but remember to remain calm. Never use **abusive language** or respond with anger. Being **rude** will only make the problem worse.

**Jump into Action** - Once you understand the problem, it's time to act. **Assure** the guest that you will do everything you can to help him or her. Then determine the best solution. For example, if a guest in a non-smoking room complains that the room smells like **cigarette smoke**, you may suggest a room-move. Once you come up with a solution, make sure to apologize to the guest for the **inconvenience** and let him or her know that you are there to help.

**Exercise 13. Complete the summary with words from the word bank.**

*tell solve problem effective*

It is important for people working in the hospitality industry to understand complaints and handle them in a(n) \_\_\_\_\_ way. Find out what the \_\_\_\_\_ is calmly and politely. Think of the best way to \_\_\_\_\_ the problem and \_\_\_\_\_ the guest that you are there to help.

## *Vocabulary*

**Exercise 14. Match the words and phrases (1-6) with the definitions (A-F).**

- |                     |               |
|---------------------|---------------|
| 1. professional     | 4. solution   |
| 2. abusive language | 5. resolve    |
| 3. cigarette smoke  | 6. locked out |

- A) impolite or unfriendly speech
- B) a way of solving a problem
- C) produced by a burning substance
- D) relating to work that needs special training
- E) to settle a problem
- F) not able to enter a room or building

**Exercise 15. Match the words with the blanks.**

### **1. noisy / rude**

- A. The server's \_\_\_\_\_ behavior hurt Sara's feelings.
- B. It's too \_\_\_\_\_ in the restaurant to have a conversation.

## 2. assure / complain

- A. Many guests \_\_\_\_\_ that the smoke makes them feel sick.  
B. The hosts \_\_\_\_\_ diners that the cafe is very good.

## 3. neighbor / inconvenience

- A. The Garcias think that their new \_\_\_\_\_ is very helpful and friendly.  
B. An accident can be a major \_\_\_\_\_ to someone.

**Exercise 16. Listen and read the page again. What should an employee do when he or she understands the guest's problem?**

### *Listening*

**Exercise 17. Listen to a conversation between a guest and a front desk clerk. Then mark the following statements as true (T) or false (F).**

- 1) The guest complains about her noisy neighbors.
- 2) The guest will pay more for the new room.
- 3) A bellhop will bring the hotel guest the new key.

**Exercise 18. Listen again, and fill in the blanks.**

**Desk Clerk:** You've reached the front desk at the Royal Point Hotel. This is Donald.

**Guest:** Hi - this is Ms. Wilson in number 504.

**Desk Clerk:** Good evening, Ms. Wilson. Is there (1) \_\_\_\_\_ help you with?

**Guest:** Well, I hope so. There's a real problem here.

**Desk Clerk:** What exactly is the (2) \_\_\_\_\_ ?

**Guest:** The problem is that my room is right next to (3) \_\_\_\_\_ and I can hear it running.

**Desk Clerk:** I see. And you're having trouble getting to sleep?

**Guest:** That's right. At this rate, I'll never (4) \_\_\_\_\_ !

**Desk Clerk:** I do apologize for that. Could I offer you a (5) \_\_\_\_\_ ?

**Guest:** Do you have one that's far away from the elevator?

**Desk Clerk:** Yes, ma'am. I have one available further away from the elevator on the fifth floor and another on the sixth with a (6) \_\_\_\_\_ .

**Guest:** Would I be charged extra if I move into the room with the mountain view?

**Desk Clerk:** No, ma'am. The rate for your original room would apply.

**Guest:** Well, okay. I guess I'll take the room on the sixth floor.

**Desk Clerk:** Great. I'll send (7) \_\_\_\_\_ to help you move your luggage right away. He'll also have your new key.

**Guest:** Thank you very much for your help.

**Desk Clerk:** You're welcome. I hope you enjoy the rest of your stay with us. And please do not hesitate to contact the front desk if you have any other problems.

### *Speaking*

**Exercise 19. With a partner, act out the roles below, based on the dialogue from Task 7. Then switch roles.**

*USE LANGUAGE SUCH AS:*

*Is there anything I can help you with?*

*What exactly is the situation?*

*Would I be charged extra...?*

Student A: You are a desk clerk at the Royal Point Hotel, speaking to a customer with a complaint about his or her room. Ask Student B questions about the problem and try to resolve the problem by:

- asking what the problem is
- offering a solution
- apologizing and making arrangements to solve the problem

Student B: You are a guest at the Royal Point Hotel and have problems with your room. Answer Student A's questions. Make up a complaint and personal details.

### *Writing*

**Exercise 20. You are a hotel guest who had a problem with your room which was successfully resolved. Write a letter to the management to thank them for the service (100-120 words). Make sure to talk about the following:**

- What the problem was and who you contacted
- What solution the staff offered
- If you were satisfied with the solution

## UNIT 11. HOTEL SAFETY

### *Discussion*

#### **Exercise 1. Talk about these questions.**

1. How do people stay safe in hotels?
2. What do travelers do when they are in danger at a hotel?

### *Reading*

#### **Exercise 2. Read the letter from a hotel to its guests,**

##### **A little caution now can save you a lot of trouble later**

Dear Guest,

At the Royal Point Hotel, we are committed to our guests' safety. With that in mind, we offer the following suggestions to ensure you have a safe and happy stay.

When leaving your room, always lock the door. On your return, remember to use both the **dead bolt lock** and the **security door chain**. If anyone knocks at your door, look through the **peephole** before opening it. Our **operators** never give out your room number, and we urge you not to share that information with strangers.

The hotel is monitored by security cameras. However, if you witness any **suspicious activity**, **report** it to one of our **security guards** immediately. They are on duty around the clock and are available to **escort** you to or from your vehicle after dark. If a **theft** or **injury** does occur, please notify hotel staff who will promptly alert the appropriate authorities.

We encourage you to leave your valuables in the in-room **safe deposit boxes**, which are protected by an electronic code of your choosing. Should one of your possessions go missing, please check the lost and found at the guest services desk.

#### **Exercise 3. Read the passage again, and then choose the correct answers.**

1. What is the letter about?
  - A using a safe deposit box;
  - B keeping your vehicle safe;
  - C the level of crime at hotels;
  - D recommended safety measures;
2. The hotel does NOT advise guests to...
  - A use the dead bolt lock.
  - B monitor the security cameras.
  - C report suspicious activity.
  - D use the safe deposit boxes.
3. What can be inferred about the hotel?
  - A It wants guests to take sensible precautions.
  - B It asks guests to stay in their rooms after dark.
  - C It has more security guards than it needs.
  - D Its security guards park vehicles for guests.

### *Vocabulary*

**Exercise 4. Choose the correct word or phrase to complete each sentence.**

1. Maria's bracelet went missing and she checked the (**lost and found / suspicious activity**).
2. The (**operator / security guard**) directed the phone call.
3. The woman called the police to (**report / escort**) a crime.
4. The (**security guard / operator**) was responsible for preventing crime.
5. Sam offered to (**escort / report**) the guest to her car.

**Exercise 5. Choose the correct meaning of the underlined word or phrase.**

1. The man was sent to prison for theft.  
A the crime of taking something that belongs to someone else  
B actions that make people seem guilty of doing bad things  
C careful behavior to avoid danger
2. Jack wears a helmet to prevent injuries.  
A a strong type of lock  
B physical damage to the body  
C a small hole in a door to look through
3. Brandy put her jewelry in a safe deposit box at the bank for safekeeping.  
A a metal chain that locks a door  
B a strong type of lock  
C a secure container to store valuables

**Exercise 6. Listen and read the letter again. How can you check if it is safe to open your room door?**

### *Listening*

**Exercise 7. Listen to a conversation between a guest and a hotel security guard. Then mark the following statements as true (T) or false (F).**

1. The guest tells the guard about an incident in the garage.
2. A group of boys broke into the guest's car.
3. The guard is going to investigate the incident.

**Exercise 8. Listen again, and fill in the blanks.**

**Hotel Guest:** Excuse me.

**Security Guard:** How can I help you, ma'am?

**Hotel Guest:** Well, (1) \_\_\_\_\_, but I thought I should report some suspicious activity.

**Security Guard:** What did you see?

**Hotel Guest:** I was in the parking garage and there was a group of (2) \_\_\_\_\_ there.

**Security Guard:** What were they doing?

**Hotel Guest:** I'm not sure. They were standing next to a very expensive car.

**Security Guard:** Are you sure it wasn't their (3) \_\_\_\_\_ ?

**Hotel Guest:** I don't think it was. They didn't get in. And one of the boys was (4) \_\_\_\_\_ next to the driver's side door.

**Security Guard:** Was he trying to (5) \_\_\_\_\_ ?

**Hotel Guest:** It was hard to tell. But when they saw me, they stepped away from the car.

**Security Guard:** What happened then?

**Hotel Guest:** I (6) \_\_\_\_\_. The whole situation made me nervous.

**Security Guard:** You did the right thing. Thank you for (7) \_\_\_\_\_ .

**Hotel Guest:** You'll look into it?

**Security Guard:** I'll check it out right now.

### *Speaking*

**Exercise 9. With a partner, act out the roles below, based on the dialogue from Exercise 8. Then switch roles.**

*USE LANGUAGE SUCH AS:*

*I thought I should report some suspicious activity.*

*What did you see?*

*Was he trying to break in?*

**Student A:** You are a hotel guest who wants to report suspicious activity. Tell Student B about:

- the suspicious activity
- where you saw the suspicious activity

**Student B:** You are a hotel security guard. Listen to Student A and ask questions about:

- what suspicious activity
- where the activity took place

### *Writing*

**Exercise 10. You are a hotel security guard. Use the letter in Task 2 and the conversation in Task 8 to write an incident report (100-120 words). Make sure to talk about the following:**

- What the guest saw
- Where the incident took place
- What action you took

## UNIT 12. MONEY MATTERS

### *Discussion*

#### **Exercise 1. Talk about these questions.**

- 1) What type of money do people use in your country?
- 2) How do people get foreign money they travel to other places?

### *Reading*

#### **Exercise 2. Read the page from a hotel's website, Money: Guest Services**

Our hotel provides many services Guest Services designed to cater to your financial needs.

Our **currency exchange** service is fast and easy. Just bring your money to the front desk, and we will exchange it into the local currency. However, there are a few things to keep in mind:

- **Exchange rates** change often. Please ask the clerk for the current exchange rate.
- There is a 10% **commission** on every transaction.
- We do not **buy back** any unused currency.

Our front desk clerks are also glad to **make change** for guests free of charge. Simply bring them any bills you have in your possession and they will **break** them for you. Just be sure the bills are in the local currency and do not exceed \$100 in value.

We also cash **traveler's checks** worth up to \$200. Just bring all the checks you plan to cash to the front desk. A front desk clerk will have you **countersign** and date the checks before giving you their value in local currency. Make sure to take note of the checks' **serial numbers**, since you'll need these numbers to keep track of which checks you've cashed.

#### **Exercise 3. Read the passage again and mark the following as true (T) or false (F).**

1. The hotel buys unused currency from guests.
2. Front desk clerks can break bills of any value.
3. Checks must be dated in order to be cashed.

#### **Exercise 4. Check (✓) the sentences that use the underlined parts correctly.**

- 1) When Eve breaks a bill, she sends money overseas.
- 2) To countersign is to write your name on something that already has a signature.
- 3) The exchange rate is 93 yen to the dollar.
- 4) The hotel has commissions for purchase.
- 5) The bank uses the serial number to track the check.
- 6) The hotel charges a 20% buy-back policy for every transaction.

#### **Exercise 5. Complete the phrase that is similar in meaning to the underlined part.**



1. The bank offers a service for trading money from different countries. c \_ \_ \_ e \_ \_  
\_ \_ x \_ \_ a \_ g \_ .
2. The money from the country where I am now is the yuan. l \_ c \_ \_ c \_ r \_ \_ n \_ \_ .
3. The bank sells pieces of paper that are used as money or exchanged for local currency to international travelers. \_ \_ \_ v \_ l \_ r ' \_ c \_ \_ \_ k \_
4. Alexa asked the clerk to give smaller units of money in exchange for a larger unit.  
\_ a \_ \_ c \_ \_ n \_ \_

**Exercise 6. Listen and read the text again. What is the maximum amount the hotel will give in change?**

### *Listening*

**Exercise 7. Listen to a conversation between a front desk clerk and a hotel guest. Then answer the questions.**

1. What is the dialogue mostly about?
  - A exchange rates for different currencies
  - B the benefits of traveler's checks
  - C the importance of buy back policies
  - D the details of a currency exchange service
2. What can you infer about the guest?
  - A He doesn't know where the bank is.
  - B He always carries traveler's checks.
  - C He has exchanged money before.
  - D He is visiting Europe for the first time.

**Exercise 8. Listen again, and fill in the blanks.**

**Clerk:** Hello, sir. How may I help you today?

**Guest:** Hi. Can I exchange some money here?

**Clerk:** Yes, sir.

**Guest:** Excellent! I really (1) \_\_\_\_\_ going all the way down to the bank.

**Clerk:** No, there's (2) \_\_\_\_\_ for that. What type of currency would you like to exchange?

**Guest:** I have dollars. And, of course, I want Euros. What's the (3) \_\_\_\_\_ these days, anyway?

**Clerk:** It's 0.73 Euros (4) \_\_\_\_\_ .

**Guest:** Wow! The dollar was worth a lot more the last time I visited Europe.

**Clerk:** Those are the (5) \_\_\_\_\_, though.

**Guest:** Oh, I understand. So, what kind of a commission do you take?

**Clerk:** We have a ten percent commission.

**Guest:** That's (6) \_\_\_\_\_ .

**Clerk:** Also, you should know that we don't buy back any currency. So you should only exchange as much money as you think you'll need.

**Guest:** That's 7 \_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_ Urn, okay. I want to exchange two hundred dollars.

**Clerk:** Okay, sir. I'll just need you to fill out this form and then you'll be all set.

**Quest:** Sure. Thanks for your help.

*Speaking*

**Exercise 9. With a partner, act out the roles below, based on the dialogue from exercise 8. Then switch roles.**

*USE LANGUAGE SUCH AS:*

*Can I exchange some money here?*

*What type of currency would you like to exchange?*

*What kind of a commission do you take?*

**Student A:** You are a hotel guest and you want to exchange money. Ask Student B questions to find out:

- if the hotel offers a currency exchange service
- what the exchange rate is
- what the commission rate is

Choose a currency you want to exchange

**Student B:** You are a front desk clerk at the Royal Point Hotel. Answer Student A's questions:

- what suspicious activity
- where the activity took place

*Writing*

**Exercise 10. You are a front desk clerk. Use the webpage and the conversation to write a leaflet about the hotel's financial services (100-120 words). Make sure to talk about the following:**

- What financial services the hotel offers
- What the exchange rate, the commission rate, and the buy-back police are
- How you can cash traveler's checks

## UNIT 13. RESTAURANT MENU

### *Discussing*

#### **Exercise 1. Talk about these questions**

- 1) What kinds of foods do you suggest to others?
- 2) Who helps people decide what to eat or drink at restaurants?

### *Reading*

#### **Exercise 2 Read the restaurant review from a magazine.**

##### **Restaurant Review by Amelia Perry RP**

##### **the Post Meridian Restaurant**

At the Post Meridian Restaurant, fine cuisine mixes with a refined hotel atmosphere to give guests special dining experience. Located on the Royal Point Hotel's ground floor, the restaurant is the perfect getaway for travelers and food connoisseurs alike.

Guests can choose from several dishes to begin their dining experience, with appetizers ranging from salads to pastas to fish. We recommend beginning with baby beet salad and roasted tomato pasta.

Main courses include beef short rib and veal tenderloin with chestnuts. For guests seeking a departure from the norm, try the selection of dishes created with game meats. Also, the Post Meridian Restaurant's house specials offer exciting new takes on classic dishes like smoked salmon with truffles.

Just be sure to leave room for dessert. You'll be glad you did, because the restaurant's signature dish is a tasty chocolate soufflé.

The wine list features an assortment of bottles from both sides of the Atlantic. Guests in need of assistance with wine pairing can enlist the help of sommelier Anthony Ashbury. Ms. Ashbury is always eager to share his extensive knowledge of wine and can make suggestions suitable for every budget.

#### **Exercise 2 Read the restaurant review from a magazine and then choose the correct answers.**

1. What is the purpose of the review?
  - A) to criticize the restaurant's poor customer service
  - B) to give information about the restaurant's meals
  - C) to praise the restaurant's convenient location
  - D) to give instructions on how to make several dishes
2. What is true about the smoked salmon dish?
  - A) It is created with game meat.
  - B) It is served as an appetizer.
  - C) It is a house special.
  - D) It is cooked with chestnuts.
3. What can we infer about Mr. Ashbury?
  - A) He recommends wines of all price ranges.
  - B) He worked as a chef in the past.

- C) He is a friend of the reviewer.
- D) He travels across the Atlantic often.

***Vocabulary***

**Exercise 3. Read the sentence and choose the correct word.**

1. The waiter (recommends/ enlist) the salmon to you.
2. The (house special/ take) is prawns with oyster sauce.
3. Tina cooks (wine pairing/ classic dishes) like roast chicken.

**Exercise 4. Choose the word that is closes in meaning to the underlined part.**

1. The traveler tries new foods prepared in the style of a region.  
 A connoisseurs  
 B cuisines  
 C takes
2. Have you tried the restaurant`s unique meal that it is famous for?  
 A sommelier  
 B game  
 C signature dish
3. Paul is an expert at matching a certain type of wine with a particular dish.  
 A making suggestions  
 B wine pairing  
 C enlisting

**Exercise 5. Listen and read review again. How does it refer to people who are experts on good food?**

***Listening***

**Exercise 6. Listen to a conversation between a server and a customer. Then mark the following statements as true (T) or false (F).**

1. The customer ordered venison before.
2. The server says venison is a classic dish.
3. The sommelier suggests pairing the venison with a Cabernet Sauvignon.

**Exercise 7 Listen again, and fill in the blanks.**

**Server:** Good evening and welcome to the Post Meridian Restaurant. Would you like to hear tonight`s specials?

**Customer:** Sure!

**Server:** First, we have a beef short rib. That`s braised and served with a side of 1\_\_\_\_\_.

**Customer:** Are there any others specials?

**Server:** Yes, we also have 2\_\_\_\_\_ . The venison is spice-crusted and served with a pumpkin puree.

**Customer:** I`ve never had venison before. How is it?

**Server:** Well, it tastes similar to some leaner cuts of beef. But the 3\_\_\_\_\_

definitely distinct.

**Customer:** Hmm ... those both sound fantastic. I don't know how I'll decide!

**Server:** If you're a fan of classic dishes, the short rib won't disappoint you.

**Customer:** It does sound delicious. But I'm 4 \_\_\_\_\_.

**Server:** Then may I suggest that you try the venison?

**Customer:** Okay, I'll go with the venison.

**Server:** 5 \_\_\_\_\_. I think you'll be pleased. Will there be anything else, sir?

**Customer:** Um, well can you tell me which wine would go well with the venison?

**Server:** Yes, our sommelier created a wine pairing that's sure to impress. He suggested the Red Wheel Cabernet Sauvignon. It's a 6 \_\_\_\_\_ from California.

**Customer:** That sounds great. I'll 7 \_\_\_\_\_ of that, please.

### *Speaking*

**Exercise 8.** With a partner, act out the roles below, based on the dialogue from exercise 7. Then switch roles.

*USE LANGUAGE SUCH AS:*

- *Would you like to hear tonight's specials?*
- *May I suggest that you try the...*
- *Will there be anything else?*

**Student A:** you are a restaurant customer. Ask Student B questions to find out:

- what restaurant's specials are
- what one of the specials tastes like
- what wine goes best with a particular dish

**Student B** you are a restaurant server. Answer Student A's questions.

### *Writing*

**Exercise 9** You are a writer for *Fine Dining Quarterly*. Use the review and the conversation to write a restaurant review (100-120 words). Make sure to talk about the following:

- What kinds of dishes are served there
- Which dishes you recommend
- Who can help customers with wine pairing

### *Discussing*

**Exercise 10.** Talk about these questions.

1. What kind of problem do people have in restaurant?
2. What are some ways to complain about food?

### *Reading*

**Exercise 11.** Read the letter from a patron to a restaurant manager.

Dear Mr. Jones:

I am a frequent patron of the Post Meridian Restaurant and am usually impressed by your establishment. However, last night was an exception.

I took a group of out-of-town guests to your restaurant and assured them of the quality of the food. When we sat down, my wife notice that her plate was dirty, so server replaced it with a clean one.

When the food arrived, I was presented with an overcooked steak, when I had ordered fish. After twenty minutes, the server returned with the correct dish, only for me to discover that my fish was underdone.

In addition, two of my guests were not satisfied with their food. One complained that her pork was burned and underseasoned while another found his dish to salty and almost cold. When my fish was brought back a second time, it was still undercooked.

I enclose the receipt for this meal, as I feel that I should receive some money back to compensate me both for the terrible food, and also for the embarrassment of treating my guests to an inedible meal.

As things stand, I do not see myself revisiting your dining establishment or recommending it to anyone else.

Sincerely, John Sykes

**Exercise 12. Read the letter from a patron to a restaurant manager again and complete the summary with words from the word bank.**

- Undercooked
- Refund
- Regular
- Burned
- Wrong
- Too salty
- Attached

John Sykes took some friends to the restaurant, there he is a (n) \_\_\_\_\_ customer. One of the plates was dirty and the server brought Mr. Sykes the \_\_\_\_\_ food. The fish was \_\_\_\_\_ even after it was sent back to the kitchen. Mr. Sykes`s guests were also unhappy with there dishes, which were \_\_\_\_\_ and \_\_\_\_\_. He \_\_\_\_\_ the receipt to his letter because he wants a(n) \_\_\_\_\_.

### ***Vocabulary***

**Exercise 14.** Match the words (1-6) with the definitions (A-F).

- |            |               |                 |
|------------|---------------|-----------------|
| 1 overcook | 2 underdone   | 3 underseasoned |
| 4 complain | 5 out-of-town | 6 inedible      |

- A not fully cooked
- B to say that you are not satisfied
- C coming from a different place
- D to ruin by cooking for too long
- E tasting too unpleasant to eat
- F lacking sufficient herbs or spices

**Exercise 15. Check (V) the sentences that use the underlined parts correctly.**

- 1 – Mark left the food on the grill for too long and it burned.
- 2 – Aimee replaced the broken dishes by throwing them again.
- 3 – Diego put sugar in his coffee, so it tasted too salty.
- 4 – Lauren enclosed a photo of her children in the letter.
- 5 – Fred is always late and today was no exception.
- 6 – Emily`s chicken was dry because it had been undercooked.
- 7 – Jessica bought a new bicycle to replace the one that was stolen.
- 8 – When something is enclosed, it is lost and forgotten.

**Exercise 16. Listen and read the letter again. Where were the patron`s guests from?**

*Listening*

**Exercise 17. Listen to a conversation between a customer and a server in the Post Meridian Restaurant. Then mark the following statements as true (T) or false (F).**

- 1 \_ The customer's son likes the food.
- 2 \_ The server resolves the problem.
- 3 \_ Both of the desserts are complimentary.

**Exercise 18. Listen again, and fill in the blanks.**

**Customer:** Excuse me.

**Server:** Yes, ma'am. What can I do for you?

**Customer:** It's about our food.

**Server:** Is there a problem?

**Customer:** I asked for my steak to be prepared 1 \_\_\_\_ - \_\_\_\_ and it's very underdone.

**Server:** I'm so sorry ma'am.

**Customer:** And my son has the 2 \_\_\_\_\_ problem. His chicken is overcooked. In fact, it's actually burned on one side.

**Server:** I'll take the dishes 3 \_\_\_\_\_ right away. There might be a slight wait while we prepare fresh plates.

**Customer:** How long do you think that will be? We have theater tickets.

**Server:** Maybe fifteen minutes, but I'll make sure your food is a 4 \_\_\_\_\_.

**Customer:** Thank you.

**Server:** I really am so sorry for the 5 \_\_\_\_\_. Perhaps while you're waiting you

could look at the dessert menu. Any dessert you order will be on the house.

**Customer:** Okay. That sounds good. We don't have much 6 \_\_\_\_\_ though.

**Server:** I'll bring the dessert the second you finish your 7 \_\_\_\_\_.

**Customer:** I'd appreciate that.

**Server:** No problem, ma'am.

### *Speaking*

**Exercise 19. With a partner, act out the roles from the dialogue in exercise 18. Then switch roles.**

*USE LANGUAGE SUCH AS:*

*The Chicken is overcooked*

*I'll take the dishes back to the Kitchen.*

*Sorry for the inconvenience*

**Student A:** You are a customer at the Post Meridian Restaurant. Tell Student B:

- what is wrong with the food
- that you have limited time

**Student B:** You are a server at the Post Meridian Restaurant. Let Student A know how you intend to fix the problem.

### *Writing*

**Exercise 20. You are a restaurant manager. Use the letter and the conversation to write a report about dealing with complaints. (100-120 words). Make sure to talk about the following:**

- What type of complaints customers might have
- When food should be sent back to the kitchen
- How you make the Customer happy



## UNIT 14. TEAM WORK

### *Discussion*

#### **Exercise 1. Talk about these questions.**

- 1) What are different ways of paying at a restaurant?
- 2) How do you prefer to pay for a meal at a restaurant? Why?

### *Reading*

#### **Exercise 2. Read the page from a restaurant's website, and translate it.**

##### **Check Please!**

The Post Meridian Restaurant accepts most **methods of payment**, including credit cards, **debit cards**, personal checks, traveler's checks and cash.

Please notify your server at the beginning of your meal if your party requires **separate checks**, as we cannot provide separate checks after your order has been placed. Please note that it is **mandatory** for parties larger than eight to pay on one **check**, to which an 18% gratuity is automatically added. Should your party decide to share dishes, remember that there is a \$ 1.00 **split plate charge**.

When you are ready to pay, alert your server, who also acts as your **cashier**. Specify whether you are paying with a credit or debit card, so the server knows how to **run the card**. If you are a guest at the hotel, you are welcome to **bill to** your room.

We are **vigilant** in the battle against **identity theft** and our servers always ask customers to provide **ID**.

Thank you for your **patronage**. We hope you have an enjoyable dining experience.

#### **Exercise 3. Read the page from a restaurant's website again, and choose the correct answers.**

1. What is the passage mainly about?
  - A) rules for renting a party room;
  - B) how to guard against identity theft;
  - C) what to do if your check is inaccurate;
  - D) how to settle a bill in a restaurant.
2. Parties who want separate checks should...
  - A) ask for them at the start of the meal.
  - B) wait for the server to offer them.
  - C) have at least eight people.
  - D) pay more per dish.
3. What is the server likely to do if a party of two pays with a traveler's check?
  - A) add an 18% gratuity to the bill;
  - B) ask for proof of identity;
  - C) refuse the method of payment;
  - D) ask if the guests need separate checks.

### ***Vocabulary***

**Exercise 4. Choose the word or phrase that is closest in meaning to the underlined part.**

1. The customer asked for the paper showing the amount owed.
  - A) cashier;
  - B) method of payment;
  - C) check.
2. Sarah paid with a piece of plastic that transfers money from her bank account.
  - A) debit card;
  - B) cashier;
  - C) separate check.
3. Most stores accept several ways of settling a bill.
  - A) separate checks;
  - B) cashiers;
  - C) methods of payment.
4. The diners asked for different bills.
  - A) separate checks;
  - B) debit cards;
  - C) methods of payment.
5. Michael waited until a worker who accepts payment was available.
  - A) debit card;
  - B) cashier;
  - C) check.

**Exercise 5. Complete the sentences with the correct word/phrase: *mandatory, split plate charge, billed to, patronage, vigilant, identity theft, runs the card.***

- 1) The owner thanked the clients for their \_\_\_\_\_.
- 2) Sue was punished for skipping the \_\_\_\_\_ meeting.
- 3) Someone committed \_\_\_\_\_ by using Melanie's credit card.
- 4) They paid a \_\_\_\_\_ for sharing a meal.
- 5) The guard is \_\_\_\_\_ and always watches for any suspicious activity.
- 6) The massage was \_\_\_\_\_ Paul's room.
- 7) The server \_\_\_\_\_ and prints a receipt.

**Exercise 6. Listen and read the text again. How much does the restaurant charge for service?**

### ***Listening***

**Exercise 7. Listen to a conversation between a customer and a waiter. Then mark the following statements as true (T) or false (F).**

1. The patron needs to provide a cash tip.
2. The party must pay on one check.
3. The customer knew about the separate check policy.

**Exercise 8. Listen again, and fill in the blanks.**

**Customer:** Waiter? (1) \_\_\_\_\_ !

**Waiter:** Here you go, ma'am.

**Customer:** Thanks. I have a quick question.

**Waiter:** Go ahead.

**Customer:** I want to pay with my credit card. Can I put the (2) \_\_\_\_\_ on my card, or do I need to pay that with cash?

**Waiter:** There will be a line on the (3) \_\_\_\_\_ where you can add a tip. Cash is fine, too.

**Customer:** Do you take Mastercharge?

**Waiter:** We accept (4) \_\_\_\_\_ .

**Customer:** Great.

**Waiter:** Will that be all?

**Customer:** Well, I notice there's only one check for the four of us. My friends wanted a (5) \_\_\_\_\_ .

**Waiter:** I'm very sorry ma'am, but if s our (6) \_\_\_\_\_ to only provide separate checks if you ask at the beginning of the meal.

**Customer:** So we all have to (7) \_\_\_\_\_ ?

**Waiter:** I'm afraid so.

**Customer:** I wish I had known! Anyway, I guess you can put it all on the Mastercharge card.

**Waiter:** Thank you. I apologize for the confusion. I'll be right back with your receipt.

***Speaking***

**Exercise 9. With a partner, act out the roles below, based on the dialogue from exercise 8. Then switch roles.**

USE LANGUAGE SUCH AS:

Can I put the tip on my card?

We accept all major credit cards

My friends wanted a separate check

Student A: You are a restaurant patron and you want to pay the bill. Ask Student B questions about:

- how to pay for the tip
- a separate checks

Student B: You are a waiter. Answer Student A's questions about:

- paying the tip
- the separate check policy

***Writing***

**Exercise 10.** You are a restaurant critic. Use the web-page and the conversation to write an article about paying a restaurant bill (100-120 words). Make sure to talk about the following:

RESTAURANT REVIEW:

- The different ways to pay
- Separate check policies
- The problem of identity theft

### *Discussing*

**Exercise 11. Talk about these questions.**

1. What are some common work duties in a hotel?
2. What problems can occur if duties are not clearly known?

### *Reading*

**Exercise 12. Read the article from an employee newsletter and translate it.**

#### **Employee Spotlight**

*Name: Isabel Hamilton – Position: Caller*

**What does your position involve?** - I'm the person who **coordinates** the front and back of house. The servers **punch** in the orders, and I calculate **cooking time** and determine what dishes need to be prepared first.

Next, I communicate that information to the kitchen staff and assign tasks. For example, I tell the line cooks when to **fire** or **put out** every dish.

**What is your favorite aspect of the job?** – I am incredibly organized, and it's satisfying to see my organizational skills translated into beautiful dishes that are completed on time.

**What challenges does a caller encounter?** - Our policy at the restaurant is that everybody at a table receives their food at the same time. That means every dish has to be **plated** at the same time. We can't accomplish that unless I time everything perfectly. If I make a mistake, everyone in the dining room and the kitchen is negatively affected. Occasionally, a customer returns food to the kitchen when the server performs the **two-minute check**. Then I have to place a rush on the dish, which can put us behind schedule, particularly if we're already **in the weeds**. When you're a caller, it's important to be **quick-witted** and flexible.

**Exercise 13. Read the article from an employee newsletter and mark the following as true (T) or false (F).**

1. The caller is responsible for firing food.
2. Customers in the restaurant all get their food at the same time.
3. Ms. Hamilton's organization skills help her do her job.

### *Vocabulary*

**Exercise 14. Complete the word or phrase that is similar in meaning to the underlined part.**

1. The server delivered the order and the chefs went to work. p \_ \_ c \_ \_ d I \_
2. When the steaks were ready, they were sent to the dining room. \_ u t o \_ t
3. The hikers enjoyed the test of ability that climbing the steep mountain provided.  
c \_ a \_ \_ e \_ g e

4. The time between giving customers their food and asking if it is satisfactory is part of a server's job. t \_ o \_ - m \_ \_ t \_ \_ h e \_ k

**Exercise 15. Complete sentences with the words/phrases from the word bank.**

*coordinated    plated    time    cooking time*  
*fired    behind schedule*

1. Philip held the stopwatch so that he could \_\_\_\_\_ the runners in the race.
2. My daughter refused to get out of bed, so we were \_\_\_\_\_ and arrived late to school.
3. The chef \_\_\_\_\_ each dish himself so it looked perfect.
4. The line chef \_\_\_\_\_ the salmon and waited four minutes for it to cook.
5. Ms. Tananka misjudged the \_\_\_\_\_ for her casserole and it burned.
6. The builder \_\_\_\_\_ with the architect to make sure they worked together effectively to build the new restaurant.

**Exercise 16. Listen and read the article again. What qualities are needed to be a successful caller?**

*Listening*

**Exercise 17. Listen to a conversation between a restaurant caller and a line cook. Then mark the following statements as true (T) or false (F).**

- 1 \_ The caller tells the line cook how to prepare the food.
- 2 \_ A rush order is prepared before any other order.
- 3 \_ Diners at table two were dissatisfied.

**Exercise 18. Listen again, and fill in the blanks.**

**Caller:** Okay, Paulo, I've got three steaks for (1) \_\_\_\_\_.

**Line Cook:** How should I cook those?

**Caller:** Two (2) \_\_\_\_\_, please.

**Line Cook:** What about the third one?

**Caller:** Rare. And (3) \_\_\_\_\_ on the salt.

**Line Cook:** Okay, I'm on it. It'll be ready in twelve minutes.

**Caller:** Wait a minute! (4) \_\_\_\_\_ on the steaks!

**Line Cook:** What's up?

**Caller:** We've got a (5) \_\_\_\_\_ for table twelve.

**Line Cook:** What's the order?

**Caller:** One grilled salmon, cooked through, with wild rice and steamed vegetables.

**Line Cook:** Is there anything else?

**Caller:** Yes, we also need one pork special, with (6) \_\_\_\_\_. Start with the pork.

**Line Cook:** No problem. That order will (7) \_\_\_\_\_ in ten minutes.

**Caller:** One last thing ... table two sends their (8) \_\_\_\_\_ to the chef.

**Line Cook:** Thanks. I'm glad they liked the food.

### *Speaking*

**Exercise 19.** With a partner, act out the roles below, based on the dialogue from exercise 18. Then switch roles.

USE LANGUAGE SUCH AS:

*How should I cook those?*

*We've got a rush order for table...*

*Table two sends their compliments to the chef.*

Student A: You are a caller at the Post Meridian Restaurant. Tell Student B:

- how to prepare the food
- which order to cook first

Student B: You are a line cook at the Post Meridian Restaurant.

Talk to Student A about:

- the details of the order
- when the food will be ready

### *Writing*

**Exercise 20.** You own a restaurant and need to hire a caller. Use the article and the conversation to write a job advertisement (100-120 words). Make sure to talk about the following: The duties of a caller; who a caller works with; qualities a caller needs.

## UNIT 15. KITCHEN CLEARNESS

### *Discussing*

**Exercise 1. Talk about these questions.**

1. What aspects of food preparation are potentially dangerous?
2. How do you stay safe while working in the kitchen?

### *Reading*

**Exercise 2. Read the poster about restaurant health and safety.**

#### **Department of Health**

#### **Health and Safety Guidelines for Commercial Kitchens**

The following is a list of health and safety guidelines issued by the Department of Health. **Health code violations** may result in a **citation** and the closing of this establishment upon **inspection**.

##### Food Guidelines

- Stored food must be labeled with the date and time of preparation.
- Spoiled foods must be promptly **disposed** of.

##### Equipment Guidelines

- All equipment and utensils are to be thoroughly cleaned prior to use since they may **harbor germs**.
- All three-compartment sinks must have **drainboards** as wide and long as the sink bowls.
- All refrigerators and freezers must be fitted with thermometers.
- All refrigerators and freezers must be kept within established temperature ranges to allow for proper refrigeration.

##### Personnel Guidelines

- Employees are to dress in clean clothing free of holes. They must wear **closed-toe shoes**. This is to prevent **slips** or **burns**.
- Employees must maintain good personal **hygiene**.
- Employees must be in good health to handle food.
- Employees must wear **hairnets** and **aprons** during food preparation.
- Employees are to wear **disposable gloves** when touching ready-to-eat foods.
- Employees are to wear **oven mitts** when handling hot food items or equipment.
- Employees must wash hands after using the restroom.

**Exercise 3. Read the poster about restaurant health and safety again and mark the following statements as true (T) or false (F).**

1. \_ Workers must dress correctly to avoid burns.
2. \_ Cooking utensils often harbor germs.
3. \_ Aprons help prevent slipping accidents.

### *Vocabulary*

**Exercise 4. Choose the correct word pairs to fill the blanks.**

1. After the restaurant's \_\_\_\_\_ the health official gave it a \_\_\_\_\_ for several violations.

- A inspection – citation                      B health care violation – drain board  
 C guideline - hairnet
2. Sylvia wears \_\_\_ to protect her feet and a \_\_\_\_\_ to keep her hair in place.  
 A oven mitts - disposable glove            B aprons - hygiene  
 C closed-toe shoes – hairnet
3. Check the health \_\_\_\_\_ to find out if you should wear \_\_\_\_\_.  
 A drainboards – germs                      B aprons – hairnets                      C guidelines - oven mitts

**Exercise 5. Check (✓) the sentences that use the underlined parts correctly.**

1. \_ The police officer issued John a citation for breaking the law.
2. \_ Julia used a hairnet to remove the hot food from the stove.
3. \_ The chef wore an apron to keep her hair in place.
4. \_ Old kitchen sponges often harbor germs.
5. \_ Monica disposed of the spoiled milk.
6. \_ The restaurant requires employees to wear drainboards in the kitchen.

**Exercise 6. Listen and read the poster again. When must employees wear oven mitts?**

*Listening*

**Exercise 7. Listen to a conversation between a health official and a restaurant manager. Then answer the questions.**

1. According to the dialogue, what can the manager do to avoid receiving a citation?  
 A replace the drainboards                      B install new kitchen sinks  
 C call the health department                      D remodel the entire kitchen
2. What will the manager most likely to do next?  
 A ask the official to re-inspect                      B ask someone to install new drainboards  
 C purchase new kitchen sinks                      D complain about the official

**Exercise 8. Listen again, and fill in the blanks.**

**Official:** Ms. Roderick? Do you have a moment?

**Manager:** Of course, Mr. Stevens. Are you done with the health inspection?

**Official:** Yes, I've just finished **1** \_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_.

**Manager:** So, are we **2** \_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_?

**Official:** Most everything seems fine. But there is one thing I have to bring to your attention.

**Manager:** Uh oh. What is it?

**Official:** It's your drainboards.

**Manager:** On the sinks? What exactly is a problem?

**Official:** Well, the **3** \_\_\_\_\_ \_\_\_\_\_ \_\_\_\_\_ requires all sinks to have **4** \_\_\_\_\_  
 \_\_\_\_\_ drainboards.

**Manager:** And our drainboards aren't the right size?

**Official:** I'm afraid not.

**Manager:** So what can we do to fix it?



**Official:** I know it's a hassle, but you'll have to install new drainboards.

**Manager:** I understand. How long do we have to install them?

**Official:** I'll be returning to the restaurant for another inspection in 5 \_\_\_\_\_  
\_\_\_\_\_.

**Manager:** And as long as we install new drainboards, we won't get a citation?

**Official:** 6 \_\_\_\_\_.

### *Speaking*

**Exercise 9. With a partner, act out the roles below, based on the dialogue from exercise 8. Then switch roles.**

*USE LANGUAGE SUCH AS:*

*Are you done with the health inspection?*

*What exactly is the problem?*

*What can we do to fix it?*

**Student A:** You are a restaurant manager. A health official has found a problem with your restaurant. Ask Student B questions to find out:

- what the problem is
- what you can do to fix the problem
- how much time you have to fix the problem

Make up a name for the official.

**Student B:** You are a health department official. Answer Student A's questions. Make up a name for the restaurant owner.

### *Writing*

**Exercise 10. You are a health department official. Use the conversation to write a leaflet about health and safety (100-120 words). Talk about the following:**

- Health and safety guidelines
- What happens if a restaurant doesn't follow the guidelines
- How much time restaurants have to fix a health or safety violation

### *Discussion*

**Exercise 11. Discuss these questions.**

- 1) What are the different places to store food in a kitchen?
- 2) What are some safety rules about storing food?

### *Reading*

**Exercise 12. Read this poster from a restaurant kitchen.**

#### **KEEP IT FRESH**

Proper storage is important to the **preservation** of food. Good storage prevents dangerous food spoilage. Read the following food safety rules for the **fridge, pantry, and walk-in freezer:**

**Fridge.** Set the temperature between 0 and 5 degrees Celsius. Cover and label food properly. From top to bottom, organize food on the fridge shelves in the following order:

- Cooked and ready-to-eat foods
- Fresh fruit and vegetables
- Seafood and eggs
- Beef and pork products
- Poultry products

Pantry. Use the pantry to store **dry goods** such as bread, pasta, and **canned goods**. Keep the pantry clean and dry to avoid attracting insects. And remember to use the “first in, first out” system. That means that you always use the oldest food first. That way, you use all food before the **expiration date**.

Walk-in freezer. Store different frozen goods separately. Stock clean ice bags for drinks served **on ice**. Label and date all food.

**Exercise 13. Read the poster again and choose the correct answers.**

1. What is the purpose of the poster?
  - A to teach workers about nutrition;
  - B to explain how to identify spoiled food;
  - C to show Where to place shelves in a kitchen;
  - D to describe how to store food safely;
2. According to the passage, which is NOT a rule about food storage?
  - A use the “first in, first out” system for dry goods;
  - B store poultry on the top shelf of the fridge;
  - C keep canned goods in the pantry;
  - D store ready-to-eat foods in the fridge.
3. Restaurant workers should always use older food first to avoid...
  - A spending time on organization.
  - B running out of storage space.
  - C attracting bugs to the pantry.
  - D using expired food.

**Vocabulary**

**Exercise 14. Match the words and phrases (1-9) with the definitions (A-I).**

- |                    |                        |
|--------------------|------------------------|
| 1. spoilage        | 6. expiration date     |
| 2. fridge          | 7. preservation        |
| 3. pantry          | 8. set the temperature |
| 4. walk-in freezer | 9. pork                |
| 5. seafood         |                        |

- A a large cooled room used for storing frozen food
- B to adjust how hot or cold something is
- C food products made from fish and other animals that live in the sea
- D a specific time after which food is no longer safe to eat
- E food products made from pig meat
- F a place for keeping food chilled but not frozen
- G a storage room with shelves for dry foods
- H being ruined or unsafe to eat

I the process of keeping food safe and fresh

**Exercise 15. Match the words or phrases with the blanks.**

**1. beef / poultry**

Leseli is allergic to \_\_\_\_\_ so she cannot eat chicken or any other type of bird.  
Many families in the area raise cows, so \_\_\_\_\_ dishes are very popular there.

**2. goods / canned goods**

The pantry is stocked with all different kinds of \_\_\_\_\_ like pasta, rice and cereal.  
\_\_\_\_\_ such as soup usually stay fresh for a long time.

**3. on ice / ready-to-eat**

I usually keep some \_\_\_\_\_ foods to eat when I do not have time to cook.  
Restaurants usually put drinks \_\_\_\_\_ to keep them cold.

**Exercise 16. Listen and read the poster again. How is it possible to keep insects away from a pantry?**

*Listening*

**Exercise 17. Listen to a conversation between an executive chef and a prep worker at a restaurant. Then mark the following statements as true (T) or false (F).**

- 1) The executive chef wants the worker to put the food away.
- 2) The shipment contains dry goods.
- 3) The worker isn't familiar with the first in, first out system.

**Exercise 18. Listen again, and fill in the blanks.**

**Worker:** Chef, there's a truck outside of the kitchen.

**Chef:** That must be the 1 \_\_\_\_\_.

**Worker:** Do you want me to 2 \_\_\_\_\_ the boxes?

**Chef:** No, someone else will unload them. But you can help 3 \_\_\_\_\_.

**Worker:** I'd be happy to help.

**Chef:** This is a shipment of 4 \_\_\_\_\_ – mostly pasta canned food.

**Worker:** All of that goes in the 5 \_\_\_\_\_ right?

**Chef:** That's right When you start can you do me a favor?

**Worker:** Sure – what is it?

**Chef:** Make sure to move up the older items to the front of the shelf And put the new items in the back.

**Worker:** No problem I used the first out system at my old job too.

*Speaking*

**Exercise 19. With a partner, act out the roles below, based on the dialogue from exercise 18. Decide who Student A and Student B are. Then switch roles.**

*USE LANGUAGE SUCH AS:*

*That must be the food shipment.*

*You can help put the food away. Can you do me a favor?*

Student A: You are an executive chef at a restaurant. Give Student B instructions about:

- what type of food is in the shipment
- how to properly store the food

Student B: You are a worker at a restaurant. A food shipment arrives. Respond to Student B's instructions.

### ***Writing***

**Exercise 20.** Imagine that you are executive chef at a restaurant. Use the information from Task 8 and the poster in Task 2 to write instructions to a new worker on how to properly store food (100-120 words). Make sure to answer the following questions:

Where is food stored in the kitchen?

How is food stored in each area?

What are a few ways to make sure food is stored safely?

## UNIT 16. BANQUETS AND ORDERING FOOD PROCEDURES

### Discussing

#### Exercise 1. Discuss the questions.

1. What events are hosted at hotels?
2. What workers help at the events?

### Reading

**Exercise 2. Read the job posting from a hotel's website, and then mark the following statements as true (T) or false (F).**

**Exercise 3. Read the job posting again and mark the following statements as true (T) or false (F).**

- 1) The maitre d' is a higher position than the banquet server.
- 2) Banquet servers fill out damage reports for equipment.
- 3) Banquet servers have to be able to lift equipment.

**The Post Meridian Restaurant**  
\*\*\*\*\*

**Employer:** The Post Meridian Restaurant at the Royal Point Hotel

**Job Title:** Banquet Server

**Purpose:** The banquet server will serve all food and drink at hotel functions.

**Reports to:** Banquet Manager, Banquet Captain, Maitre D'

**Primary Duties:** Banquet servers for the Royal Point Hotel have many duties. These duties include:

- attending pre-meal meetings with other banquet staff members.
- serving guests during hotel events and making sure they are comfortable.
- completing all assigned sidework.
- knowing what the liquor liability laws are and following them.

**Required Tools:** The banquet server will use several tools to complete his or her duties. These tools include:

- toasters, microwaves, and coffeemakers or urns
- beverage machines
- silverware, dishware, and glassware
- bus trays and Queen Mary carts

**Qualifications:** Banquet Servers must be able to lift at least fifty pounds. Previous experience in food service is preferable.

### Vocabulary

**Exercise 4. Complete the word or phrase that is similar in meaning to the underlined part.**

1. The banquet server placed the dirty dishes into a large tray used for clearing tables.  
b \_ \_ t \_ \_ y
2. The banquet captain assigned Sarah lots of small tasks in addition to her regular duties.  
s \_ \_ e \_ o \_ \_
3. Steven filled the container on wheels with several shelves with food.  
\_ \_ e \_ \_ \_ a \_ \_ c \_ \_ t

**Exercise 5. Choose the word that is closest in meaning to the underlined part.**

1. The person who leads a team of banquets workers instructed the employees to bus tables.  
A banquet server                      B banquet captain
2. I warm up my lunch in the machine for heating food.  
A coffee maker                      B beverage machine
3. Preston placed the set of forks spoons and knives used for eating on the table.  
A silverware                      B glassware                      C dishware
4. Paul poured a cup of coffee from the large round container with a lid.  
A pre meal meeting                      B um                      C toaster
5. As banquet manager Rosie is in charge of supervising special events at the hotel.

A functions

B liquor liability laws

C bus trays

**Exercise 6. Listen and read the job posting again. What must a banquet server be physically able to do?**

*Listening*

**Exercise 7. Listen to a conversation between a restaurant employee and a job candidate. Then answer the following questions.**

1. What is the conversation mainly about?
  - A the responsibilities of the position
  - B the need for training on the job**
  - C where to get a job application
  - D ways to get experience in food service
2. What is NOT true about the woman?
  - A She has experience in food service.
  - B She wants to apply to be a banquet server.**
  - C She worked as a banquet server in the past.
  - D She read about the job on the Internet.

*Speaking*

**Exercise 8. With a partner, act out the roles below, based on the dialogue from exercise 7. Decide who Student A and Student B are. Then switch roles.**

*USE LANGUAGE SUCH AS:*

*I'm here about the ... position.*

*I do have one question, though.*

*Make sure to mention that on your job application.*

**Student A:** You are a job candidate. Talk to Student B about:

- the position you're interested in
- a question you have about the job
- how to apply for the job

Make up some work experience in a restaurant.

**Student B:** You are an employee at the Post Meridian Restaurant. Answer Student A's questions about the job.

*Writing*

**Exercise 9.** Imagine that you are a banquet manager. Use the conversation from Exercise 8 and the job posting in Exercise 2 to describe the duties of a banquet server for applicants (100-120 words). Make sure to answer the following questions:

- 1) What do banquet servers do?
- 2) How can someone apply for a job?

*Discussion*

**Exercise 10. Talk about these questions.**

- 1) Where do restaurants get their food supplies from?

2) How do restaurant owners know when they need more supplies?

### Reading

**Exercise 11. Read the restaurant inventory list and notes.**

**Exercise 12. Read the restaurant inventory list and notes, and then choose the correct answers.**

1) According to the passage, what is the par level used for?

- A verifying packing dates;
- B negotiating with vendors;
- C contacting distributors;
- D determining supply levels.

2) Which of the following is John NOT responsible for?

- A checking the storeroom
- B contacting a vendor
- C asking about packing dates
- D negotiating product prices

3) What can you infer about Jason Arnold?

- A He decides which distributor the restaurant uses.
- B He has ordered food for the restaurant before.
- C He typically doesn't stay within the restaurant's food budget
- D He has been an executive chef for a short time.

**The Post Meridian Restaurant**  
\*\*\*\*\*

Item	Quantity	Par Level
Steak	25kg	30kg
Chicken	30kg	30kg
Potatoes	15kg	20kg
Rice	20kg	20kg

**Inventory List**

**Notes**

Hello John,  
The maitre d' tells me you'll be ordering this week's food supply. Here are some pointers to help you.

First, you need to determine how much food to order. I've already taken **inventory**, but make sure to check the **storeroom** to verify the **quantities**. Then use the **par level** to figure out what items we're **running low** on or are **out of**. These items need to be **reordered**.

Next, contact one of our **vendors**. I've already checked the references for these vendors and asked about their **packing dates**. So any **distributor** you choose should give you quality service and products.

Finally, try to obtain the best deal possible from the vendor. Be sure to negotiate product standards and agree upon a delivery schedule. Also, make sure to negotiate product prices to fit within our **food budget**.

Jason Arnold, Executive Chef (WK: 158, FK: 7.37)

### Vocabulary

**Exercise 13. Match the words and phrases (1-8) with the definitions (A-H).**

- 1. inventory
- 2. quantity
- 3. food budget
- 4. par level
- 5. distributor
- 6. storeroom
- 7. reorder
- 8. out of

- A a person or business that provides restaurants with supplies;
- B the maximum amount of money a restaurant can spend on food;
- C a place where items are kept until they are needed;
- D a list of all the items in a business;
- E to buy more of something;
- F the amount of food a restaurant should always have available;
- G not having any more of something;
- H the amount of something;

**Exercise 14. Put a check (V) next to the response that answers the question.**

1. Do you know the packing date for these eggs?
  - A. Yes, they were placed in containers on March 1<sup>st</sup>.
  - B. Yes, they were in the storeroom near the steak.
2. Is the restaurant running low on lobsters?
  - A. Yes, there is plenty of lobsters available.
  - B. Yes, there are only a few of them left.
3. Are there many vendors in town?
  - A. No, there aren't many people selling things.
  - B. No, there aren't many exotic foods.

**Exercise 15. Listen and read the list and notes again. How many kilos of food need to be ordered to get back to desired stock levels?**

*Listening*

**Exercise 16. Listen to a conversation between an executive chef and a vendor. Then mark the following statements as true (T) or false (F).**

1. The Post Meridian Restaurant is 5 kilograms under par for shrimp.
2. The half-price deal is for orders of 10 kilograms or more of shrimp.
3. The delivery date for the items is March 3<sup>rd</sup>.

**Exercise 17. Listen again, and fill in the blanks.**

**Vendor:** Thank you for calling Seaside Distribution. This is Beth.

**Chef:** Hi, Beth. This is Jason Arnold from the Post Meridian Restaurant.

**Vendor:** Oh, Hi Jason. How can I help you?

**Chef:** I need to (1) \_\_\_\_\_.

**Vendor:** No problem. How much do you need?

**Chef:** Well, 5 kilograms (2) \_\_\_\_\_.

**Vendor:** 5 kilograms of steak, then. And how (3) \_\_\_\_\_ for shrimp?

**Chef:** We have (4) \_\_\_\_\_ shrimp. Why do you ask?

**Vendor:** We're offering a deal on shrimp right now. Order 10 kilograms or more and get it (5) \_\_\_\_\_.

**Chef:** That's a good deal. I'll take 20 kilograms of shrimp. I can use it in a steak and shrimp special at the restaurant.

**Vendor:** Okay. Now, what (6) \_\_\_\_\_ would you work best for you? We can deliver the items to your restaurant on March 3<sup>rd</sup> or March 13<sup>th</sup>.

**Chef:** March 3<sup>rd</sup> would be great. Thank you.

*Speaking*

**Exercise 18. With a partner, act out the roles below, based on the dialogue from exercise 17. Decide who Student A and Student B are. Then switch roles.**

USE LANGUAGE SUCH AS:

*How much do you need?*

*How are you set for...?*



*What delivery date would work best for you?*

Student A: You are a vendor. Ask Student B questions to find out:

- How much food the restaurant needs;
- If he / she interested in a special deal.

Create details for you and your company.

Student B: You are an employee at the Post Meridian Restaurant. Order more food. Respond to student A's questions.

### ***Writing***

**Exercise 17. Imagine you are an executive chef. Use the conversation from previous exercise to write a note for the restaurant employee ordering this month's food supply (100 – 120 words). Make sure to answer the following questions:**

- 1) What items is the restaurant running low on?
- 2) How much food does the restaurant need?
- 3) What delivery date would be best?

**ЧАСТИНА 3.  
МЕТОДИЧНІ РЕКОМЕНДАЦІЇ З ОРГАНІЗАЦІЇ САМОСТІЙНОЇ  
РОБОТИ СТУДЕНТІВ**

**PART 3.  
STUDENTS' SELF-DIRECTED ACTIVITY ORGANIZATION GUIDE**

## TENSE FORMS OF THE VERB

### Indefinite Tenses

*Виберіть правильну відповідь.*

#### **Level 1**

**1.1.** We ... to Odessa for our holidays last year.

- a) goes                      b) going                      c) have gone                      d) went

**1.2.** People ... English all over the world.

- a) speaks                      b) speak                      c) has spoken                      d) had spoken

**1.3.** Victor ... ..any mistakes in the text, did he?

- a) didn't make    b) made                      c) had made                      d) hadn't made

**1.4.** Every day they ... their dinner at the canteen.

- a) have                      b) has                      c) are having                      d) were having

**1.5.** I usually ... this fence once a year.

- a) paint                      b) paints                      c) am painting                      d) was painting

**1.6.** Don't worry. I ... here to help you.

- a) is not                      b) shall be                      c) wouldn't be                      d) had been

**1.7.** I ... she is busy at the moment.

- a) will think    b) thought                      c) think                      d) was thinking

**1.8.** She ... very ill three years ago.

- a) has been                      b) had been                      c) was                      d) was being

**1.9.** There is a new road to the motorway. They ... it yesterday.

- a) had opened    b) opened                      c) have opened                      d) were opened

**1.10.** The earth ... round the sun.

- a) goes                      b) went                      c) was going                      N                      d) has gone

**1.11.** In Britain most of the shops usually ... at 5.30 p.m.

- a) closes                      b) close                      c) have closed                      d) shall close

**1.12.** In summer Nick usually ... tennis twice a week.

- a) play                      b) plays                      c) is playing                      d) was playing

**1.13.** I have a car, but I ... it very often.

- a) don't use    b) do use                      c) am not using                      d) didn't use

**1.14.** If you need money, why ... a job?

- a) don't you get                      b) do you get  
c) hadn't you got                      d) weren't you getting

**1.15.** The River Amazon ... into the Atlantic Ocean.

- a) flows                      b) is flown                      c) flow                      d) is flowing

**1.16.** How often ... tennis?

- a) is Tom playing                      b) does Tom play  
c) was Tom playing                      d) did Tom played

**1.17.** The teachers didn't have dinner at the canteen, ... they?

- a) did                      b) didn't                      c) had                      d) hadn't

**1.18.** How many pages ... a day?

- a) are you reading                      b) do you read  
c) you read                      d) had you read

**1.19.** They watched TV and then ... to bed.





b) will never understand, have explained

c) will never understand, explain

d) will never understand, will explain

3.15. She ... away from the ball at about four o'clock in the morning.

a) turns

b) has turned

c) turned

d) is turning

3.16. He told me that he ... it to my husband, unless I ... him a certain document.

a) will show, gave

b) would show, gave

c) would show, would give

d) showed, would give

3.17. He ... , .... a can from the porch, and ... to water the flowers.

a) had got up, fetched, began

b) had got up, had fetched, began

c) was getting up, fetched, began

d) got up, fetched, began

3.18. A hot coal ... from the fire and ... a hole in the carpet.

a) has dropped, burnt

b) had dropped, burnt

c) dropped, was burning

d) dropped, burnt

3.19. When the evening ... I ... that it ... an imprudence to leave so precious a thing in the office behind me.

a) had come, felt, was

b) came, felt, would be

c) came, had felt, would be

d) came, was feeling, was

3.20. I only ... to ask you how you ... from here to the Strand.

a) had wished, would go

b) wished, will go

c) wished, would go

d) wish, would go

*Визначте правильний варіант перекладу.*

**1. I was glad to find my lost book under the table.**

a) Я зрадів, коли я знайшов свою улюблену книжку під столом.

b) Я був щасливий від того, що знайшов мою дуже потрібну книжку на столі.

c) Я зрадів, коли знайшов свою загублену книжку під столом.

d) Мені радісно знайти свою книжку під столом.

**2. He doesn't often write sentences on the blackboard.**

a) Він не часто пише речення на дошці.

b) Він часто не писав речення на дошці.

c) Він завжди не пише речення на дошці.

d) Він не завжди писав речення на дошці.

**3. Many birds fly to the south in autumn.**

a) Багато птахів відлетіли на південь восени.

b) Багато птахів відлітають на південь восени.

c) Багато птахів відлетять на південь восени.

d) Багато птахів відлетіли на північ восени.

**4. Her father teaches History at our school.**

a) Його батько викладає історію в нашій школі.

- b) Її батько викладав історію в нашій школі.
- c) Її батько викладатиме історію в нашій школі.
- d) Її батько викладає історію в нашій школі.

**5. They spend their holidays in the country.**

- a) Вони проводять свої канікули в селі.
- b) Вони проводять свої канікули в цій країні.
- c) Вони проводили свої канікули в селі.
- d) Вони провели свої канікули за містом.

**6. He does read English books in the original.**

- a) Він, можливо, читає англійські книги в оригіналі.
- b) Він читає англійські книги в оригіналі.
- c) Він таки читає англійські книги в оригіналі.
- d) Він не читає англійські книги в оригіналі.

**7. She was happy to find the necessary dictionary in the language room.**

- a) Вона була щаслива з того, що знайшла потрібний їй словник у кабінеті мови.
- b) Вона була щаслива, коли знайшла словник у кабінеті мови.
- c) Вона зраділа, коли знайшла потрібний словник у бібліотеці.
- d) Вона була рада знайти цей словник у кабінеті.

**8. I was afraid you misunderstood my proposal.**

- a) Я боялася, що ви неправильно розумієте мою пропозицію.
- b) Я боюсь, що ви неправильно зрозуміли мою пропозицію.
- c) Я боялася, що ви неправильно зрозуміли мою пропозицію.
- d) Я боялася, що ви неправильно зрозуміли б мою пропозицію.

**9. We all agree that it is better late than never.**

- a) Ми всі згодні, що краще пізно, ніж ніколи.
- b) Ми всі були згодні, що краще пізно, ніж ніколи.
- c) Ми погодились, що краще пізніше, ніж ніколи.
- d) Ми вважали, що краще пізно, ніж ніколи.

**10. Foreign language clubs give a lot for developing the general outlook of our pupils.**

- a) Клуб іноземної мови сприяє розвитку світогляду учнів.
- b) Учні розвивають свій загальний світогляд у клубах іноземних мов.
- c) Клуби іноземної мови чимало дають для розвитку загального світогляду наших учнів.
- d) Клуби іноземної мови допомагають розвивати кругозір наших учнів.

**11. The delegation arrived in London yesterday at dawn.**

- a) Делегація прибула до Лондона сьогодні вранці.

- b) Делегація відбула до Лондона вчора на світанку.
- c) Делегація прибула до Лондона вчора ввечері.
- d) Делегація прибула до Лондона вчора на світанку.

**12. He found the book very interesting.**

- a) Він знайшов дуже цікаву книгу.
- b) Він вважав, що книга дуже цікава.
- c) Книга йому не сподобалась.
- d) Він загубив дуже цікаву книгу.

**13. I'll be most interested to meet the teachers and to discuss their plans.**

- a) Мені буде дуже цікаво зустрітися з учителями й обговорити їхні плани.
- b) Мені було б цікаво побачити учителів та обговорити їхні плани.
- c) Мене дуже цікавить зустріч з учителями та обговорення їхніх планів.
- d) Найбільш цікавим для мене є перегляд планів учителів.

**14. I shall help you to plant trees next week.**

- a) Я допоможу Вам садити дерева наступного тижня.
- b) Я допомогла Вам садити дерева наступного тижня.
- c) Я допомогла б тобі садити дерева наступного тижня.
- d) Я зможу допомогти садити дерева наступного тижня.

**15. There will be a lot of people at the meeting today.**

- a) Сьогодні на зборах буде багато людей.
- b) Сьогодні на зборах буде мало людей.
- c) Сьогодні на зборах було багато людей.
- d) Сьогодні на зборах не буде багато людей.

**16. I'm going to work at school after I graduate from the university.**

- a) Я збираюся працювати у школі після того, як закінчу університет.
- b) Я поїду працювати в школі після того, як закінчу університет.
- c) Я працюватиму в школі після того, як закінчу університет.
- d) Я не працюватиму в школі після закінчення університету.

**17. I shan't be angry with you if you don't visit this museum.**

- a) Я не розсерджусь на вас, якщо ви не відвідаєте цей музей.
- b) Я не розсерджусь на вас, якщо ви відвідаєте цей музей.
- c) Я не розсердилася б на вас, якби ви не відвідали цей музей.
- d) Я не розсерджусь на вас за умови, що ви відвідаєте цей музей.

**18. He was sure his friend would make much progress in English.**

- a) Він упевнений, що його друг досягне значного успіху у вивченні англійської мови.
- b) Він упевнений у тому, що його друг успішно оволодів мовою.



- c) Він був упевнений, що його друг досягне значного успіху у вивченні англійської мови.
- d) Він був упевнений, що його друг досягне прогресу у вивченні англійської мови.

**19. In his letter he informed that he would come to visit us if he passed his exams successfully.**

- a) У своєму листі він повідомив, що приїде відвідати нас, якщо успішно складе іспити.
- b) У своєму листі він повідомляє, що приїде відвідати нас, якщо успішно складе іспити.
- c) У своєму листі він повідомляє, що хоче відвідати нас, якщо успішно складе іспити.
- d) У своєму листі він повідомить, що хотів би відвідати нас, якщо успішно складе іспити.

**20. I sometimes go to the skating-rink, though I am a bad skater.**

- a) Я завжди ходжу на каток, хоча я поганий ковзаняр.
- b) Я іноді ходжу на каток, хоча я поганий ковзаняр.
- c) Я відвідую каток, хоча я поганий ковзаняр.
- d) Я іноді ходжу на каток, але я поганий ковзаняр.

**21. She is so fond of playing the piano that she spends nearly all her free time playing it.**

- a) Вона так любить грати на піаніно, що проводить майже весь вільний час за ним.
- b) Вона так грає на піаніно, що проводить майже весь вільний час за ним.
- c) Вона так любила грати на піаніно, що проводила майже весь вільний час за ним.
- d) Вона любить грати на піаніно і проводить майже весь вільний час за ним.

**22. Він запитав, чи поїде вона влітку на узбережжя.**

- a) He asked her if she will go to the seaside in summer.
- b) He had asked her if she is going to the seaside in summer.
- c) He asked her if she would go to the seaside in summer.
- d) He asked her would she go to the seaside in summer.

**23. Якщо я не запізнюся, ми застанемо його вдома.**

- a) If I was late we'll catch him at home.
- b) If I am not late we'll catch him at home.
- c) If I will not late we'll catch him at home.
- d) If I won't be late we catch him at home.

**24. Коли погода буде гарною, ми підемо погуляти в парк.**

- a) When the weather will be better we shall go for a walk in the park.
- b) When the weather is fine we shall go for a walk in the park.
- c) When the weather becomes better we must go for a walk in the park.
- d) When the weather shall be nice we will go for a walk in the park.

**25. Коли вона була дитиною, вона захоплювалася співами.**

- a) She did not like to sing, when she was a child.
- b) She was not fond of singing when she was a child.
- c) She was fond of singing when she was a child.
- d) When she was a little girl she liked to sing.

### Continuous Tenses

*Виберіть правильну відповідь*

*Level 1*

**1.1.** I am busy at the moment. I ... on the computer.

- a) work
- b) worked
- c) am working
- d) have been working

**1.2.** The children ... their homework now.

- a) are doing
- b) were doing
- c) do
- d) did

**1.3.** Let's go out. It ... any more.

- a) isn't raining
- b) doesn't rain
- c) didn't rain
- d) shall not rain

**1.4.** Our friends ... us at the airport tonight.

- a) meets
- b) are going to meet
- c) shall meet
- d) met

**1.5.** Silvia ... English at the moment.

- a) learns
- b) is learning
- c) has learnt
- d) was learnt

**1.6.** Your English ... better and better.

- a) gets
- b) has been got
- c) was got
- d) is getting

**1.7.** Why ... your coat today? It is very warm.

- a) are you wearing
- b) do you wear
- c) will you wear
- d) don't you wear

**1.8.** These days food ... more and more expensive.

- a) gets
- b) got
- c) is getting
- d) shall get

**1.9.** They ... with friends at the moment.

- a) stay
- b) have been staying
- c) had stayed
- d) are staying

**1.10.** My son ... a book at 2 o'clock in the afternoon.

- a) read
- b) was reading
- c) has read
- d) had been reading

**1.11.** Look! The man ... to open the door of your car.

- a) tries
- b) was trying
- c) will try
- d) is trying

**1.12.** Hurry up! The bus ... .

- a) is coming
- b) comes
- c) come
- d) was coming

**1.13.** Listen! It ... heavily.





- a) went                      b) are going                      c) will be going                      d) will have gone
- 3.9.** He said he ... his things the whole day.  
a) would pack                      b) would be packing  
c) is going to pack                      d) had been packed
- 3.10.** We ... your case tomorrow, so I'll be able to give you an answer soon.  
a) discuss                      b) are discussing  
c) were discussing                      d) will have discussed
- 3.11.** I ... lunch with Sam tomorrow as usual.  
a) have had                      b) shall be having                      c) had                      d) will have had
- 3.12.** He ... on the corner at the end of our street, and he ... at us, telling us not to lean against his fence.  
a) was living, always shouted                      b) lives, was always shouting  
c) lived, had been always shouting                      d) lived, was always shouting
- 3.13.** He ... in the chair when a tall woman with beautiful grey hair and silver, finely-wrinkled skin ... in.  
a) sat, came                      b) was sitting, came  
c) was sitting, was coming                      d) had been sitting, came
- 3.14.** Susan didn't even know which hotel he ... in Paris.  
a) has been using                      b) used                      c) would be using                      d) will use
- 3.15.** The boy ... bitterly and no one ... to calm him down.  
a) still cried, was trying                      b) was still crying, tried  
c) had been still crying, was trying                      d) was still crying, had tried
- 3.16.** While she ... for the lights to change from red to green, an old lady ... to the window of her car.  
a) waited, came                      b) waited, was coming  
c) was waiting, came                      d) was waiting, was coming
- 3.17.** When we ... coffee in the drawing-room that night after dinner, I ... Arthur and Mary my experience.  
a) were taking, told                      b) had been taking, had told  
c) were taking, had told                      d) took, told
- 3.18.** Two hansoms ... at the door, and as I ... the passage I ... the sound of voices from above.  
a) stood, entered, heard                      b) were standing, entered, heard  
c) were standing, had entered, had heard                      d) had been standing, entered, heard
- 3.19.** One day when he ... home he ... a boy who ... him from the opposite side of the street.  
a) was walking, saw, watched                      b) walked, has seen, was watching  
c) was walking, saw, was watching                      d) has walked, has seen, has watched
- 3.20.** It was midnight. She ... in her lovely room. The rain driven by the wind ... against the window.  
a) sat, beat                      b) was sitting, was beating  
c) has sat, beat                      d) has been sitting, has been beating

*Визначте правильний варіант перекладу.*

**1. It was raining all day long and we had to put off our meeting.**

- a) Увесь день ішов дощ, і ми вимушені були відкласти нашу зустріч.
- b) Нам довелося продовжити збори, оскільки увесь день ішов дощ.
- c) Під вечір дощ вщух, і ми вирішили знову зустрітися.
- d) Ми вирішили не відкладати нашу зустріч, оскільки дощу вже не було.

**2. I was hurrying to the canteen when I met you.**

- a) Я поспішала в їдальню, коли зустріла вас.
- b) Я бігла в їдальню, коли зустріла вас.
- c) Я йшла в їдальню під час зустрічі з вами.
- d) Коли я зустріла вас, я поспішала в кінотеатр.

**3. They'll be packing tomorrow when she comes.**

- a) Вони складатимуть речі завтра, коли вона прийде.
- b) Вони збиратимуться, коли вона прийде.
- c) Вони пакуватимуться, коли вона прийде завтра.
- d) Вони пакувалися б завтра, якби вона прийшла.

**4. I was reading a difficult English book at that time.**

- a) Я читала складну англійську книжку в той час.
- b) Я читала складну англійську книжку один раз.
- c) Я читаю складну англійську книжку в цей час.
- d) Я читала б складну англійську книжку, якби мала час.

**5. Next week we'll be preparing to pass exams.**

- a) Наступного тижня ми готуватимемося, щоб скласти іспити.
- b) Наступного тижня ми готуватимемося, щоб приймати іспити.
- c) Наступного тижня ми складатимемо іспити, слід готуватися.
- d) Минулого тижня ми готувалися, щоб скласти іспити.

**6. I'll be looking through these magazines while you are enjoying the music.**

- a) Я переглядатиму ці журнали в той час, коли ви насолоджуватиметесь музикою.
- b) Я перегляну ці журнали, а ви насолоджуватиметесь музикою.
- c) Я переглядаю ці журнали в той час, коли ви насолоджуєтесь музикою.
- d) Я переглядаю ці журнали, а ви насолоджуєтесь музикою.

**7. When we came back home her children were sleeping.**

- a) Її діти спали, а ми повернулися додому.
- b) Коли ми повернемося додому, її діти спатимуть.
- c) Коли ми повертались додому, її діти спали.
- d) Коли ми повернулися додому, її діти спали.

**8. Whom were you waiting for near that monument at five yesterday?**

- a) Кого ви очікували біля того пам'ятника о п'ятій годині вчора?
- b) Ви когось очікували біля того пам'ятника вчора о п'ятій годині?
- c) Кого ви очікували біля цього пам'ятника вчора о п'ятій годині?
- d) На кого ви чекали біля того музею о п'ятій годині вчора?

**9. We thought that you were going to visit your friends.**

- a) Ми думали, що ви збираєтесь відвідати своїх друзів.
- b) Ми думали, що ви збирались відвідати своїх друзів.
- c) Ми думали, що ви підете відвідати своїх друзів.
- d) Ми думали, що ви йшли відвідати своїх друзів.

**10. They are going to have a rest there.**

- a) Вони йшли, щоб там відпочити.
- b) Вони збираються там відпочивати.
- c) Вони мали намір там відпочивати.
- d) Вони там відпочиватимуть.

**11. Він побував у багатьох країнах і тепер пише книгу про свої подорожі.**

- a) He has been to many countries and now he wrote a book about his travels.
- b) He visited many countries and now he is writing books about his travels.
- c) He was visiting many countries and now writes a book about his travels.
- d) He has visited many countries and now he is writing a book about his travels.

**12. Коли він зателефонував, ми обідали.**

- a) When he telephoned, we were having dinner.
- b) When he telephoned, we had dinner.
- c) When he telephoned, we had had dinner.
- d) When he telephoned, we had to have dinner.

**13. Ішов дощ, і їй довелося взяти парасольку.**

- a) It rained and she must take an umbrella.
- b) It was raining and she had to take an umbrella.
- c) It had rained and she had to take an umbrella.
- d) It had been raining and she should take an umbrella.

## NOUN

*Виберіть правильну відповідь.*

### Level 1

**1.1.** The Members of Parliament discussed some ... of Ireland and considered the ways of improving the present situation.

- a) trouble                      b) troubles

**1.2.** Roger spent all his ... to buy a new large house for his numerous family.

- a) saving                        b) savings

**1.3.** This lawyer is very clever and always gives useful ... to his clients.

- a) advice                        b) advices

**1.4.** In England some colleges and schools are only for ... .

- a) boies                         b) boys

**1.5.** The news from Mary ... very good: she passed her exams with excellent marks.

- a) was                            b) were

**1.6.** Two years ... a long time to stay abroad.

- a) is                              b) are

**1.7.** When Sally finds some grey ... on her head she pulls ... out.

- a) hair, it                        b) hairs, them

**1.8.** Frank's friends came to see him off and wished a very good ... to him.

- a) travel                        b) trip

**1.9.** Sue is on a diet so at the dinner-party she ate only a small ... .

- a) cake piece                    b) piece of cake

**1.10.** Flora studies at the Medical University and she is going to become a ... .

- a) doctor                        b) doctress

**1.11.** All ... need some ... of psychology.

- a) parent, knowledges        b) parents, knowledge

**1.12.** Paul is fond of ski jumping and recently he has bought a new pair of ... .

- a) skies                         b) skis

**1.13.** It is because of treachery such as yours that we have lost the ... of our victory.

- a) fruit                         b) fruits

**1.14.** Fresh ... and vegetables were rushed to the kitchen.

- a) fruit                         b) fruits

**1.15.** Soames skewered the document on to a number of other ... and hung up his hat.

- a) papers                        b) paper

**1.16.** This first one came before I had been gone a week, a fifty pound banknote, in a sheet of ... directed to me.

- a) paper                         b) papers

**1.17.** ... take their ... to the laundry to have ... washed.

- a) Peoples, cloths, it            b) People, clothes, them

**1.18.** Some people like coffee and ... for breakfast but others prefer something more substantial.

- a) sandwichs                    b) sandwiches

**1.19.** On August 3rd, 1492, the little ... of three ships sailed north from Spain.





**1.40.** The song «Two merry ...» is known to almost every little child.

- a) geoses                      b) geese

*Level 2*

**2.1.** In the article «Clothes and fashion of ...» the author gives the statement that nowadays girls don't trouble to dress up.

- a) the youth              b) the youths              c) a youth

**2.2.** The sportsman boasted to his friends that he had shot a lot of ... .

- a) duck                      b) ducks                      c) два варіанти

**2.3.** In Brittany, France, people say that if you find ... on a black cat's tail and pull it without getting scratched, you'll have good luck.

- a) a white hair              b) white hairs              c) white hairees

**2.4.** Our director bought two ... to keep money and secret documents.

- a) safes                      b) saves                      c) два варіанти

**2.5.** Changing ... became a habit with King of England Henry VIII.

- a) wives                      b) wives                      c) два варіанти

**2.6.** Airplane is the fastest and the most comfortable ... of transport.

- a) mean                      b) means                      c) meanes

**2.7.** Twenty thousand pounds ... stolen in the robbery from the Midwest Bank last night.

- a) was                              b) were                              c) два варіанти

**2.8.** Fanny's favourite sea products are ... and lobsters, but in her country they are very expensive.

- a) crab                              b) crabs                              c) crabes

**2.9.** Nowadays it's very difficult for an unexperienced person to find a good and well-paid ... .

- a) work                              b) job                              c) два варіанти

**2.10.** Basically tea is a drink made of the dried ... of a plant that only grows in hot countries.

- a) leafs                              b) leafes                              c) leaves

**2.11.** ... is the name everyone gives to his mistakes.

- a) Experience              b) An experience              c) Experiences

**2.12.** Burning ... can also be used to produce energy.

- a) a rubbish              b) rubbish                      c) rubbishes

**2.13.** The ..., which one can see in Arizona's deserts, are very tall and some of them weigh up to 10 tons!

- a) cactuses                      b) cacti                              c) два варіанти

**2.14.** The White ... of Dover are the first sight many people have of England.

- a) Cliffs                              b) Cleaves                              c) два варіанти

**2.15.** Most foreigners visiting Spain want to taste such entirely Spanish ... as paella and gazpacho.

- a) dish                              b) dishes                              c) dishes

**2.16.** During her journey to America Margaret had some exciting ... .

- a) experience                      b) experiences                      c) два варіанти

- 2.17.** During her business trip Laura sent three ... to her director.  
 a) memoranda      b) memorandums      c) два варіанти
- 2.18.** The ... of the hotel was a very polite and hospitable woman.  
 a) host                      b) hostess                      c) hostress
- 2.19.** Our national orchestra have toured to many countries and have always been ... .  
 a) a success              b) success                      c) successes
- 2.20.** William Burns was a hard-working small farmer with high ideals about human ... and conduct.  
 a) worth                      b) worths                      c) worthes
- 2.21.** A number of industrial products are manufactured in Brazil, including cars, chemicals, ships, machines and military ... .  
 a) weapon                      b) weapons                      c) weapones
- 2.22.** These two groups have different ... of interest so they have nothing to talk about while meeting together.  
 a) foci                      b) focuses                      c) два варіанти
- 2.23.** The use of the jet engine for ... was pioneered by a team led by Sir Frank Whittle.  
 a) an aircraft                      b) aircraft                      c) aircrafts
- 2.24.** In the pub Harry asked for ... and began looking for a free table near the window.  
 a) a beer                      b) beer                      c) beers
- 2.25.** Barbara's family lives in a large house which is situated in Brighton's ... .  
 a) outskirts                      b) outskirts                      c) outskirtes
- 2.26.** Maggie's occupation is very interesting: she works as a tourist ... and shows London's sights to tourists.  
 a) guide                      b) guidess                      c) guideress
- 2.27.** There are a lot of galleries, museums, theatres and ... halls in London.  
 a) concert                      b) concerts                      c) concert's
- 2.28.** The herdsman was very upset because he found his two cows killed by ... .  
 a) wolfs                      b) wolves                      c) два варіанти
- 2.29.** Roger's pocket is empty: or he has lost all his money or ... stolen.  
 a) it was                      b) they were                      c) два варіанти
- 2.30.** ... house is very large and has 15 rooms.  
 a) Mr. Jones's                      b) Mr. Jones'                      c) два варіанти
- 2.31.** The government ... to impose a new tax on gamble business next year.  
 a) want                      b) wants                      c) два варіанти
- 2.32.** ... is one of the world's best-known department stores. It started life as a small grocery shop set up by C. D. Harrod in 1861.  
 a) Harrods                      b) Harrods'                      c) Harrod's
- 2.33.** Leila is a ... but she doesn't like her occupation.  
 a) salesperson                      b) saleswoman                      c) два варіанти
- 2.34.** Gilbert often meets with his friends to spend their spare time together, and they like to play ... or chess.  
 a) domino                      b) dominos                      c) dominoes

**2.35.** The jury ... considering ... verdict for two hours and in the end it was decided that Mr. Shelton was guilty.

a) was, its                      b) were, their                      c) два варіанти

**2.36.** The Flock of Shepherd's ... is in Devonshire - a very lonely estate by the sea.

a) headquarter                      b) headquarters                      c) headquarters

**2.37.** To translate this article we need a person with ... of Spanish language.

a) a good knowledge                      b) good knowledge                      c) good knowledges

**2.38.** There are a lot of clear streams and ... in the Lake District which is called the most beautiful corner of England.

a) water-falls                      b) waters-falls                      c) water-fallses

**2.39.** It's well-known that ... live only in very clear waters.

a) trout                      b) trouts                      c) два варіанти

**2.40.** Last year many rivers and their ... dried up because of the drought.

a) mouth                      b) mouths                      c) mouthes

*Level 3\**

**3.1.** ..., a familiar sight of London, were introduced in 1960 to control parking.

a) Traffic wardens                      b) Traffics wardens

c) Traffic's wardens                      d) Traffics' wardens

**3.2.** I've no time to analyse these ... now, I will do it a bit later.

a) data                      b) datas                      c) datum                      d) datums

**3.3.** Michael went to Tunisia by plane. It was a ... journey.

a) four-hour                      b) four-hours

c) four-hour's                      d) four-hours'

**3.4.** Benjamin Franklin's literary work «Poor Richard's Almanac» was a combination of a calendar, a miniature ... and a moral counsellor.

a) encyclopedium                      b) encyclopedius                      c) encyclopedia                      d) encyclopedic

**3.5.** Everyone who wants to participate in this scientific conference has to write the ... to his report and send them to the comission.

a) thesis                      b) theses                      c) thesises                      d) theseses

**3.6.** The sense of ... and of ... create the ... for ideal ... and ... .

a) injustices, losses, needs, justice, compensation

b) injustice, loss, need, justices, compensations

c) injustice, loss, need, justice, compensation

d) injustice, losses, needs, justices, compensation

**3.7.** Various origins explain many of the ... to be found between England, Wales, Scotland and Northern Ireland.

a) difference                      b) differences                      c) differency                      d) differencies

**3.8.** Today the ... of Greater London covers some 610 square miles and the suburbs of London continue even beyond this area.

a) metropoli                      b) metropolis                      c) metropoly                      d) metropolia

**3.9.** I am not going to leave without my ...: four ... , two union ... , a pair of ... and four ... .

a) laundries, shirts, suits, pajamas, collars

- b) laundry, shirts, suits, pajamases, collars  
 c) laundry, shirt, suit, pajama, collar  
 d) laundry, shirts, suits, pajamas, collars
- 3.10.** When I was very near ..., she gave me ... and ... .  
 a) despair, courage, hopes  
 b) despairs, courages, hopes  
 c) despair, courage, hope  
 d) despairs, courage, hopes
- 3.11.** We had two million ...of British ... two thousand ...of a thousand ... per case.  
 a) rounds, ammuniton, cases, rounds  
 b) rounds, ammunitions, cases, rounds  
 c) round, ammuniton, case, round  
 d) rounds, ammuniton, cases, round
- 3.12.** The shattered ... gleamed sadly with ... in the evening ... .  
 a) trees, hoar-frosts, twilights                      b) trees, hoar-frost, twilight  
 c) tree, hoar-frosts, twilight                         d) trees, hoar-frost, twilights
- 3.13.** It was a prettily furnished room, with ... and some lovely ... in red and green.  
 a) piano, furnitures                                      b) piano, furniture  
 c) pianos, furnitures                                    d) a piano, furniture
- 3.14.** They stood lost among the ... . They felt ... and ... .  
 a) wreckages, anxiety, lonelinesses  
 b) wreckage, anxiety, loneliness  
 c) wreckage, anxieties, loneliness  
 d) wreckages, anxieties, lonelinesses
- 3.15.** According to the ... in 1990 there were 249,6 million inhabitants in the United States of America.  
 a) statistica                      b) statistic                      c) statistics                      d) statisticas
- 3.16.** An unusual or very surprising fact, thing or event is often called ... .  
 a) phenomena                      b) phenomenon                      c) phenomenus                      d) phenomenum
- 3.17.** One ... does not inspire another. All ... are leeches, so to speak. They feed from the same source - the blood of life.  
 a) genius, genii    b) genius, geniuses  
 c) genii, geniuses    d) a genius, geniuses
- 3.18.** Kiss me, my loves, you are very charming ... after all.  
 a) a daughter-in-law                                      b) daughter-in-laws  
 c) daughters-in-law                                      d) daughters-in-laws
- 3.19.** These sudden ... seemed to him exceedingly mysterious.  
 a) summons                      b) summon                      c) summonses                      d) a summons
- 3.20.** We sacrifice ..., ... or ..., whatever the finder can afford.  
 a) cocks, sheep, oxes                                      b) cocks, sheeps, oxen  
 c) cockes, sheep, oxen                                      d) cocks, sheep, oxen
- 3.21.** In geometry two ... of a circle are called diameter.  
 a) radius                      b) radia                      c) radii                      d) radiuses
- 3.22.** Iguassu ... bigger than Niagara, this is truly an unforgettable natural wonder.

- a) Fall, is    b) Fall, are    c) Falls, is    d) Falls, are
- 3.23.** In the fish restaurant George ordered some ... for himself and ... for his girl-friend.
- a) sardine, salmon    b) sardine, salmons  
c) sardines, salmon    d) sardines, salmons
- 3.24.** I have got only two ... notes, it's not enough to have dinner in this restaurant.
- a) ten-pound    b) ten-pounds    c) ten-pound's    d) ten-pounds'
- 3.25.** All travellers going abroad have to complete a lot of formalities at the... .
- a) custom    b) customs    c) custom's    d) customs'
- 3.26.** Our professor places ... on this question because it's a key topic to all the course.
- a) an emphasis    b) emphasis    c) emphases    d) emphaseses
- 3.27.** Helen is a ... girl and she's going to enter Oxford University.
- a) 17-year-old    b) 17-years-old    c) 17-year's-old    d) 17-years'-old
- 3.28.** When it came to thinking about schools for my own sons there were two basic ... that my wife and I applied.
- a) criteria    b) criterion    c) criterium    d) criterii
- 3.29.** You don't understand these bright... of German culture.
- a) specimen    b) speciman    c) specimens    d) specimens
- 3.30.** They were ... to her, not human beings.
- a) phenomena    b) phenomenon    c) phenomenons    d) phenomena
- 3.31.** We are going to ... .
- a) dressings-station    b) dressing-station  
c) dressings-stations    d) dressing-stations
- 3.32.** The cease-fire talks were to begin in the evening; the ... of the opposing armies arrived with their ... .
- a) commanders-in-chief, staves    b) commanders-in-chiefs, staffs  
c) commanders-in-chief, staffs    d) commander-in-chieves, staffs
- 3.33.** He needed ... , ... , ... , ... .
- a) rest, tranquilities, reassurance, companionship  
b) rests, tranquilities, reassurances, companionships  
c) rest, tranquility, reassurance, companionship  
d) rest, tranquility, reassurances, companionship
- 3.34.** Grace is a very absent-minded girl. She is always loosing her keys, ... and other small things.
- a) handkerchiefs    b) handkerchiefes  
c) handkerchievs    d) handkerchieves
- 3.35.** One of the business cycle's characteristics are economic ... which repeat periodically in each 5-12 years.
- a) crisis    b) crises    c) crises    d) criseses
- 3.36.** Abraham Lincoln's friends encouraged him to take up ... and he offered himself as a candidate for the State Legislature.
- a) policy    b) policies    c) politic    d) politics
- 3.37.** In Britain the ... have very little power and can only reign with the support of Parliament.

a) monarch      b) monarches      c) monarchs      d) monarchys

**3.38.** The city of Oxford has such a name, because in that place there was a ford where ... could cross the river.

a) oxen      b) oxes      c) ox      d) oxens

**3.39.** Jane came to the party in her ... dress.

a) sister's-in-law      b) sister-in-law's      c) sister's-in-law's      d) sisters'-in-law

**3.40.** Radio and television are two important modern ... influencing public opinion.

a) medium      b) mediums      c) media      d) medias

## ADJECTIVE

*Виберіть правильну відповідь.*

*Level 1*

**1.1.** This is ... problem she has ever had.

- a) a great            b) a greater            c) the greatest            d) most great

**1.2.** China has got ... population in the world.

- a) a large            b) a larger            c) the largest            d) the most large

**1.3.** They leave ... way they can.

- a) a quick            b) a quicker            c) the quickest            d) the most quick

**1.4.** These trousers are too small. I need ... size.

- a) a large            b) a larger            c) largest            d) more large

**1.5.** She speaks in ... voice than the last time.

- a) a loud            b) a louder            c) the loudest            d) more louder

**1.6.** Of the three blouses, that one is the ... .

- a) nice            b) nicer            c) nicest            d) more nice

**1.7.** My bag isn't very ... .

- a) heavier            b) the most heavy            c) heavy            d) the heaviest

**1.8.** I'm not so ... as a horse.

- a) strong            b) stronger            c) the strongest            d) more strong

**1.9.** Of the three girls, this one is the ... .

- a) pretty            b) prettier            c) prettiest            d) more pretty

**1.10.** Which is ... : five, fifteen or fifty?

- a) little            b) less            c) the least            d) littlest

**1.11.** A hare is ... than a frog.

- a) quick            b) quicker            c) the quickest            d) most quick

**1.12.** The three musicians play on ... stage.

- a) a new            b) a newer            c) the newest            d) the most new

**1.13.** Is it ... to go there by car or by train?

- a) cheap            b) cheaper            c) the cheapest            d) more cheap

**1.14.** Do you know that the Dnipro is ... river in Ukraine?

- a) long            b) the longest            c) longer            d) most long

**1.15.** The weather is not very ... today.

- a) good            b) better            c) the best            d) the bestest

**1.16.** Tom is ... pupil in the whole class.

- a) intelligent            b) more intelligent  
c) the most intelligent            d) less intelligent

**1.17.** She has ... job of all.

- a) a difficult            b) a more difficult  
c) the most difficult            d) difficult

**1.18.** He is also ... person than Jack.

- a) a polite            b) a more polite            c) the most polite            d) the politest

**1.19.** I think dogs are ... than cats.

- a) intelligent            b) more intelligent  
c) the most intelligent            d) the intelligentest



**1.20.** Don't talk about them. Let's talk about something ... .

- a) an interesting                      **b) more interesting**  
c) the most interesting                **d) interestinger**

**1.21.** Betty is ... than Jane.

- a) a hard-working                      **b) less hard-working**  
c) the least hard-working              **d) little hard-working**

**1.22.** Money is not the ... thing in life.

- a) important                              **b) more important**  
c) most important                        **d) less important**

**1.23.** This dress is ... of all.

- a) an expensive                         **b) a less expensive**  
c) the least expensive                  **d) expensiver**

**1.24.** This room is not so ... as that one on the first floor.

- a) comfortable                          **b) more comfortable**  
c) the most comfortable                **d) the comfortablest**

**1.25.** This painting is ... than the one in your living room.

- a) impressive                             **b) less impressive**  
c) the least impressive                 **d) impressiver**

### *Level 2*

**2.1.** My ... sister got married last year.

- a) older                      **b) elder**      c) the oldest              **d) the eldest**

**2.2.** This stadium is new. It's the ... stadium in Europe.

- a) modern                      **b) moderner**      c) most modern      **d) modernest**

**2.3.** You're the ... person I know.

- a) most lucky      **b) luckier**      c) luckiest              **d) luckiest**

**2.4.** A motor bike isn't as ... as a car.

- a) expensive      **b) expensiver**      c) more expensive      **d) the expensivest**

**2.5.** This 'Beatles' album is ... they ever made.

- a) good                      **b) better**      c) the best      **d) well**

**2.6.** This watch is one of ... you can buy.

- a) cheap                      **b) the cheapest**      c) cheaper      **d) cheapier**

**2.7.** I'm getting ... .

- a) fatter and fatter                      **b) more and more fat**  
c) the most fat                              **d) the fattest**

**2.8.** The changes in temperature are ... .

- a) insignificant                              **b) the insignificant**  
c) more insignificant                        **d) the most insignificant**

**2.9.** That's ... thing I've ever heard.

- a) funny                      **b) the funny**      c) funnier              **d) the funniest**

**2.10.** The house is on ... side of the lake.

- a) far                              **b) the farther**      c) farther              **d) the farthest**

**2.11.** Try to be ... to the guests than you are.

- a) pleasant                                  **b) the pleasant**

- c) more pleasant                      **d) the most pleasant**
- 2.12.** He was sure that he fell in love with ... girl in the world.  
a) pretty                      **b) prettier**    **c) the prettiest**    **d) most pretty**
- 2.13.** It is one of ... conferences I've ever attended.  
a) dull                      **b) the dull**    **c) duller**    **d) the dullest**
- 2.14.** Today we have a ... day than yesterday.  
a) beautiful                      **b) most beautiful**    **c) more beautiful**    **d) beautifully**
- 2.15.** Events have proved that she was ... .  
a) more wrong    **b) wrong**                      **c) most wrong**    **d) the wrongest**
- 2.16.** This role is ... in his career among others.  
a) successful                      **b) more successful**  
c) the most successful                      **d) much more successful**
- 2.17.** North America is ... South America.  
a) bigger than    **b) biggest than**    **c) bigger as**    **d) biggest as**
- 2.18.** The Amazon is ... than the Thames.  
a) more longer    **b) far longer**    **c) the longest**    **d) long**
- 2.19.** The church building is ... in the town.  
a) the elder                      **b) the eldest**    **c) the oldest**    **d) the older**
- 2.20.** The music sounded ... to her ears.  
a) beautiful                      **b) beautifully**    **c) most beautiful**    **d) more beautiful**
- 2.21.** The flowers are beautiful and smell ... .  
a) nicely    **b) nice**                      **c) nicelier**                      **d) the nicest**
- 2.22.** Do you feel ... before the examinations?  
a) nervous                      **b) nervously**    **c) more nervously**    **d) most nervously**
- 2.23.** His illness was ... than we thought.  
a) serious    **b) seriously**                      **c) more seriously**    **d) more serious**
- 2.24.** His head is full of ... ideas.  
a) highly    **b) high**                      **c) highliest**                      **d) most high**
- 2.25.** After I have visited London I understand that its weather is ... in Europe.  
a) the wettest                      **b) the most wet**    **c) more wet**                      **d) far wetter**

*Level 3\**

- 3.1.** The government is doing nothing to help ... .  
a) poor                      **b) the poor**    **c) the poors**    **d) the poor ones**
- 3.2.** The young man seems very ... .  
a) sensible                      **b) sensibly**    **c) sensibly**    **d) sensibler**
- 3.3.** This detailed map is ... the atlas.  
a) more useful as                      **b) more useful than**  
c) usefuller as                      **d) usefuller than**
- 3.4.** Although your sister is very popular, she is not ... as mine.  
a) pretty as                      **b) so pretty**  
c) prettier than                      **d) more pretty than**
- 3.5.** I bought a ... bag this morning.  
a) nice big pink                      **b) big nice pink**

c) pink nice big                      d) nice pink big

**3.6.** The house was a ... building.

a) nice old stone                      b) nice stone old

c) stone old nice                      d) old nice stone

**3.7.** This coffee tastes a little ... to me.

a) hottly                      b) so hot                      c) hot                      d) too much hot

**3.8.** I don't understand how Irene could have made ... in her composition.

a) such bad mistake                      b) such a bad mistake

c) so bad mistake                      d) so a bad mistake

**3.9.** Your word is ... for me.

a) enough good                      b) good as enough

c) good enough                      d) good than enough

**3.10.** It was ... that we decided to walk though the time pressed.

a) such nice weather                      b) so nice weather

c) too nice weather                      d) such a nice weather

**3.11.** The day was ... that we skipped our lessons and went to the centre to do window-shopping.

a) so beautiful                      b) so a beautiful

c) such beautiful                      d) such a beautiful

## ARTICLE

*Виберіть правильну відповідь.*

*Level 1*

- 1.1.** She hopes to hear from you in ... day or two.  
a) a                    b) the
- 1.2.** Our neighbour, Mr. Smith, works in ... bank.  
a) a                    b) the
- 1.3.** This is ... amusing film. I like it very much.  
a) a                    b) an
- 1.4.** My daughter will start learning to play ... guitar very soon.  
a) the                    b) -
- 1.5.** There is ... table in ... middle of my room.  
a) a, the                    b) the, -
- 1.6.** My father was ... man of character.  
a) a                    b) the
- 1.7.** My mother said that ... dinner was ready.  
a) -                    b) the
- 1.8.** Beethoven was ... famous composer.  
a) the                    b) a
- 1.9.** Madrid is ... capital of Spain.  
a) the                    b) -
- 1.10.** What would you like to have for ... supper?  
a) the                    b) -
- 1.11.** He is eating ... apple.  
a) the                    b) an
- 1.12.** My mother is ... teacher.  
a) the                    b) a
- 1.13.** The cinema is at ... end of Victoria street.  
a) -                    b) the
- 1.14.** ... fact is, tomorrow is my girl-friend's birthday!  
a) The                    b) -
- 1.15.** My sister studied ... World Geography.  
a) the                    b) -
- 1.16.** I am twenty years old, you are ... same age.  
a) the                    b) a
- 1.17.** They decided to visit ... Indian restaurant.  
a) an                    b) the
- 1.18.** My friends have ... animal at ... home. It's ... dog.  
a) the, the, the                    b) an, - , a
- 1.19.** My native town has ... wide and varied theatre life.  
a) a                    b) -
- 1.20.** All ... people want to live in peace.  
a) the                    b) -
- 1.21.** I'll keep my ... fingers crossed for you.



- 2.12.** My neighbour is ... writer. Let's ask him for ... advice about your composition.  
a) the, an                      b) a, -                      c) a, an
- 2.13.** Who is on ... night duty, I wonder?  
a) the                      b) a                      c) -
- 2.14.** Mr. Jonathan says that Robert and Donna are ... cousins, but he is wrong, because they are ... brother and ... sister.  
a) - , - , -                      b) the, a, a                      c) - , the, the
- 2.15.** Such ... thing had never happened during ... years that I have been here.  
a) the, -                      b) a, the                      c) - , the
- 2.16.** Alice went out of ... water very quickly as she had got ... mouthful of ... salt water.  
a) - , the, a                      b) the, the, the                      c) the, a, -
- 2.17.** I would like to know about ... places to visit in ... town.  
a) the, the                      b) the, a                      c) - , the
- 2.18.** Most of ... my friends are ... students.  
a) - , -                      b) the, the                      c) - , the
- 2.19.** My uncle Tom is ... sailor; he spends most of his life at ... sea.  
a) - , -                      b) a, -                      c) the, the
- 2.20.** Have you written your name at ... top of ... page?  
a) the, the                      b) a, -                      c) a, a
- 2.21.** I am only ... student - ... man of dreams!  
a) a, the                      b) the, -                      c) a, a
- 2.22.** I had never known him handle ... case in such ... half-hearted fashion.  
a) a, an                      b) a, a                      c) the, -
- 2.23.** Who invented ... way that we measure time?  
a) a                      b) the                      c) -
- 2.24.** I have only ... little time here, but I would have you to know ... whole truth.  
a) - , the                      b) a, -                      c) a, the
- 2.25.** There was ... quick step on ... stairs, ... sharp tap at ... door and ... moment later the new client presented himself.  
a) a, the, a, the, a                      b) a, a, a, a, the                      c) the, - , the, - , a
- 2.26.** «My dear young lady, you say that your room is on ... second floor. Is there ... ladder in ... garden?»  
a) a, a, the                      b) the, a, the                      c) - , the, a
- 2.27.** ... elephant is ... biggest of all animals.  
a) An, -                      b) The, the                      c) - , the
- 2.28.** I had ... very bad night last night because ... people next door were having ... party.  
a) the, - , the                      b) a, the, a                      c) a, - , -
- 2.29.** Do you know who invented ... television?  
a) a                      b) -                      c) the
- 2.30.** Number ... hundred and ten, ... house next door to us, is for sale.  
a) the, a                      b) a, the                      c) - , a

Level 3\*

3.1. My father can play ... guitar, ... banjo and ... mandolin.

- a) -, -, -      b) a, a, a      c) the, -, -      d) the, the, the

3.2. ... little red car is parked on ... driveway.

- a) A, the      b) -, -      c) The, a      d) The, the

3.3. My home is ... small green peaceful island.

- a) an      b) a      c) -      d) the

3.4. Her husband learned ... Portuguese language in ... Brazil.

- a) the, -      b) -, the      c) the, the      d) -, -

3.5. ... Captain Black directed ... plane to ... West, over .... Pacific Ocean.

- a) -, a, the, the      b) The, the, -, the      c) -, the, -, the      d) -, a, the, -

3.6. ... Easter is ... Christian holiday.

- a) -, a      b) The, a      c) -, -      d) -, the

3.7. Did ... King Arthur live during ... Middle Ages?

- a) -, -      b) -, the      c) the, the      d) the, -

3.8. Her friend Reggie is ... Buddhist from ... Thailand.

- a) the, -      b) a, -      c) -, -      d) a, the

3.9. ... exploration of ... West was tied to the search for... gold in ... California.

- a) The, the, - -      b) -, the, -, -      c) -, the, a, -      d) -, -, -, the

3.10. ... tiger in ... Far East almost became extinct.

- a) -, -      b) A, the      c) The, the      d) The, -

3.11. ... family went to ... church together last Sunday.

- a) The, the      b) A, -      c) -, -      d) The, -

3.12. «Welcome to ... White House,» said ... President Bush.

- a) the, -      b) -, the      c) -, -      d) -, a

3.13. ... Titanic sank in ... Atlantic in 1912.

- a) -, -      b) The, the      c) -, the      d) The, -

3.14. Andrew played ... volleyball at ... beach; his little daughter built ... sand castle.

- a) -, a, the      b) -, a, a      c) the, the, the      d) -, the, a

3.15. My grandfather fought in ... Crimea during ... World War II.

- a) -, -      b) the, the      c) the, -      d) -, the

3.16. During ... Renaissance ... artists were often supported by ... wealthy merchants.

- a) the, the, the      b) the, -, -      c) the, -, the      d) -, the, the

3.17. ... Queen Marie Antoinette was executed in ... French Revolution.

- a) The, -      b) -, the      c) -, a      d) The, the

3.18. ... students of our group are going to study ... German ... next term.

- a) The, -, -      b) -, -, -      c) The, -, the      d) -, the, the

3.19. ... Queen Mary is docked in ... Long Beach, ... California.

- a) The, -, -      b) -, -, -      c) The, the, -      d) -, the, -

3.20. ... friend of mine is ... French/English translator at ... United Nations.

- a) The, a, the      b) A, the, the      c) A, a, the      d) A, a, -

3.21. George is ... student, Betty is ... secretary, Mike is ... psychiatrist in ... London hospital.

- a) a, a, a, the      b) a, a, a, a      c) the, the, the, the      d) a, a, a, -

- 3.22.** ... Bible tells of ... Israelites' escape from ... Egypt.  
 a) The, the, -                      **b)** - , - , -                      **c)** The, - , -                      **d)** - , the, the
- 3.23.** Are ... Rocky Mountains higher than ... Andes Mountains?  
 a) - , -                      **b)** the, -                      **c)** the, the                      **d)** - , the
- 3.24.** ... Lake Geneva borders ... France and ... Switzerland.  
 a) - , - , -                      **b)** The, - , -                      **c)** The, the, the                      **d)** The, - , the
- 3.25.** ... farms in ... East are not like ... farms in ... Midwest.  
 a) - , - , the, -                      **b)** - , the, - , the                      **c)** - , the, the, the                      **d)** The, the, the, the
- 3.26.** Michael Gorbachev, ... last President of ... Soviet Union, was awarded ... Nobel Peace Prize.  
 a) a, the, the                      **b)** - , the, -                      **c)** the, the, the                      **d)** - , - , the
- 3.27.** ... Neptune and ... Pluto are ... farthest planets from us.  
 a) The, the, the                      **b)** The, - , the                      **c)** - , - , the                      **d)** - , - , -
- 3.28.** We are having ... chicken and ... Spanish rice for ... dinner.  
 a) - , - , -                      **b)** the, - , the                      **c)** the, - , a                      **d)** - , - , a
- 3.29.** «Come to my place after ... school,» said Linda. «We can prepare for ... English test together.»  
 a) the, the                      **b)** a, the                      **c)** - , the                      **d)** - , -
- 3.30.** ... children who live ... next door attend ... Roman Catholic school.  
 a) - , the, -                      **b)** - , - , -                      **c)** The, the, the                      **d)** The, - , a





- 1.18.** He ... a lot of books when he was at school.  
 a) read                      b) have read              c) am reading              d) had read
- 1.19.** You know that Peter... to the States several times.  
 a) was                      b) has been                      c) had been              d) is
- 1.20.** It has been said that the weather is going to be nice today, but it ... .  
 a) doesn't                      b) hasn't                      c) didn't                      d) isn't

*Level 2*

- 2.1.** I think I'll buy these shoes. They ... me really well.  
 a) fit                      b) have fit                      c) fitted                      d) were fitting
- 2.2.** She asked when the secretary usually ... .  
 a) is coming              b) came                      c) come                      d) will come
- 2.3.** I'll tell Anna all the news when I ... her.  
 a) shall see                      b) saw                      c) see                      d) will be seeing
- 2.4.** He asked me when I ... the day before.  
 a) came                      b) had come                      c) shall come                      d) come
- 2.5.** What ... about a moment ago?  
 a) were you thinking              b) have you been thinking  
 c) will you think                      d) are you thinking
- 2.6.** I didn't know if he ... a photograph of me the day before.  
 a) took                      b) had taken                      c) takes                      d) was taking
- 2.7.** When Martin ... his car, he took it out for a drive.  
 a) has repaired                      b) had repaired  
 c) had been repaired                      d) was repairing
- 2.8.** The President ...out of the building and is going to make a speech.  
 a) come                      b) has come                      c) have come                      d) was coming
- 2.9.** This isn't my first visit to London. I ... here before.  
 a) have been              b) haven't been              c) was                      d) had been
- 2.10.** Christopher ... his hand, but it is OK now.  
 a) have hurt              b) hurt                      c) hurts                      d) had hurt
- 2.11.** Something very strange ... to me on my way home from work yesterday afternoon.  
 a) happened              b) was happening                      c) happens                      d) has happened
- 2.12.** I remember when I ... on holiday abroad for the first time.  
 a) went                      b) has gone                      c) go                      d) had gone
- 2.13.** There was no money left because we ... it all.  
 a) spent              b) had spent                      c) had been spending                      d) spend
- 2.14.** He went to bed after the film ... .  
 a) has ended              b) ends                      c) had ended                      d) would end
- 2.15.** When the students ... the experiment, they wrote the report on it.  
 a) were making                      b) made  
 c) had been making                      d) had made
- 2.16.** I was tired because I ... on my project the night before.  
 a) am working              b) worked                      c) had worked                      d) was worked



c) has never read

d) had never read

*Level 3\**

**3.1.** By the time you receive this letter I ... my final exams.

a) shall finish

b) will have finished

c) finish

d) have finished

**3.2.** We'll be there at about 11. It ... raining already.

a) will have stopped

b) stops

c) stopped

d) is stopping

**3.3.** How long is it since you ... here?

a) had moved

b) move

c) moved

d) was moving

**3.4.** She ... by the end of July.

a) will come back

b) comes back

c) will have come back

d) will be coming back

**3.5.** She ... her work by 8 o'clock.

a) will have finished

b) finishes

c) will finish

d) will not finish

**3.6.** Hardly he ... the pillow when he fell asleep.

a) touched

b) had touched

c) have touched

d) touches

**3.7.** He'll change his mind after he ... the document.

a) saw

b) has seen

c) had seen

d) will see

**3.8.** He ... the poem by the time you come tomorrow.

a) will be learning

b) will learn

c) will have learnt

d) learns

**3.9.** By the time we get back he ... a bath and we shall find him asleep in his bed.

a) will have taken

b) shall have taken

c) is taking

d) shall take

**3.10.** She said they ... the letter by 5 o'clock.

a) will write

b) wrote

c) would have written

d) would write

**3.11.** She ... her report before her mother comes back.

a) will write

b) shall write

c) wrote

d) will have written

**3.12.** This is the first time he ... a car.

a) had driven

b) has driven

c) drove

d) had been driving

**3.13.** "Do you often go on holiday?" No, it's five years since I ... on holiday.

a) have gone

b) went

c) had gone

d) go

**3.14.** You ... your homework by the time the movie starts.

a) will finish

b) will have finished

c) shall finish

d) finished

**3.15.** He left his job because he ... dissatisfied for months.

a) has felt

b) felt

c) had felt

d) feels

*Визначте правильний варіант перекладу.*

**1. I was glad to find my lost book under the table.**

- a) Я зрадів, коли я знайшов свою улюблену книжку під столом.
- b) Я був щасливий від того, що знайшов мою дуже потрібну книжку на столі.
- c) Я зрадів, коли знайшов свою загублену книжку під столом.
- d) Мені радісно знайти свою книжку під столом.

**2. He knew why she had been to Lviv several times.**

- a) Він знав, чому вона кілька разів була у Львові.
- b) Він знає, чому вона кілька разів була у Львові.
- c) Він знав, що вона була кілька разів у Львові.
- d) Він знав, чому вона побуває кілька разів у Львові.

**3. My friend showed me which exercises he had done.**

- a) Мій друг показав мені, які вправи він зробив.
- b) Мій друг показав би мені вправи, які він зробив,
- c) Мій друг показав мені, що вправи він зробив.
- d) Мій друг показав мені, як він зробив вправи.

**4. We didn't know he had written a new book.**

- a) Ми не знали, що він написав нову книжку.
- b) Ми не знали, що він писав нову книжку.
- c) Ми не знали, чи він писав нову книжку.
- d) Ми не знали, що нова книжка написана ним.

**5. He knew that everything had been done to save the girl.**

- a) Він знав, що він усе зробив, щоб урятувати дівчину.
- b) Він знав, що все буде зроблено, щоб урятувати дівчину.
- c) Він знав, що все зроблено для того, щоб урятувати дівчину.
- d) Він знав, що все робиться для того, щоб урятувати дівчину.

**6. I asked if my friends had been busy.**

- a) Я запитав, чи мої друзі були зайняті.
- b) Я запитав, чи мої друзі зараз зайняті.
- c) Я запитав би, якби мої друзі були зайняті.
- d) Я запитав би, чи мої друзі були зайняті.

**7. I've read an article about our school in today's newspaper.**

- a) Я прочитаю статтю про нашу школу в сьогоднішній газеті.
- b) Я прочитала статтю про нашу школу в сьогоднішній газеті.
- c) Я читатиму статтю про нашу школу в сьогоднішній газеті.
- d) Я хотіла б прочитати статтю про нашу школу в сьогоднішній газеті.

**8. Nick has already washed his hands.**

- a) Нік уже помив руки.
- b) Нік мав уже помити руки.
- c) Нік хотів уже помити руки.
- d) Нік помив свої руки.

**9. We haven't received any letters from her lately.**

- a) Ми не одержали останнім часом жодних листів від неї.
- b) Ми не одержали листів від неї останнім часом.
- c) Ми не одержували жодних листів від неї.
- d) Ми не одержали жодних листів від неї.

**10. I have known this engineer since I began to work at the plant.**

- a) Я знав цього інженера відтоді, як почав працювати на заводі.
- b) Я знаю цього інженера відтоді, як почав працювати на заводі.
- c) Я знав цього інженера, як починав працювати на заводі.
- d) Я знав цього інженера упродовж роботи на заводі.

**11. How many new words have you learnt this month already?**

- a) Скільки нових слів ви вивчите в цьому місяці?
- b) Скільки нових слів ви вже вивчили в цьому місяці?
- c) Скільки слів ви вже вивчили в цьому місяці?
- d) Скільки нових слів ви вивчите цього місяця?

**12. I have received only two letters from him since I graduated from the Institute.**

- a) Я отримав від нього лише два листа відтоді, як я закінчив інститут.
- b) Я отримаю від нього тільки два листи після закінчення інституту.
- c) Я отримую від нього листи і закінчую інститут.
- d) Якщо я отримаю від нього два листи, я закінчу інститут.

**13. Yesterday we discussed the film which we had seen some days before.**

- a) Вчора ми обговорювали фільм, який переглянули кілька днів перед тим.
- b) Вчора всі обговорювали фільм, який переглядали кілька днів тому.
- c) Вчора ми збиралися обговорити фільм, який переглядали перед тим.
- d) Вчора ми обговорювали фільм, який ми переглянули перед тим.

**14. The pupils had translated the text before the bell rang.**

- a) Учні переклали текст перед тим, як продзвенів дзвоник.
- b) Учні перекладали текст перед дзвінком.
- c) Учні перекладатимуть текст перед тим, як продзвенить дзвоник.
- d) Учні переклали б текст перед тим, як продзвенить дзвоник.

**15. The girls had cleaned the room by the time their mother came back home.**

- a) Дівчатка прибирали в кімнаті перед маминим поверненням додому.

- b) Дівчатка прибирають в кімнаті до того часу, як мама додому.
- c) Дівчатка прибрали в кімнаті до того часу, як мама повернулась додому.
- d) Дівчатка прибрали в кімнаті до того часу, як мама повернулась додому.

**16. They had built the new school by the first of September.**

- a) Вони побудували нову школу до першого вересня.
- b) Вони побудують нову школу до першого вересня.
- c) Нова школа побудована до першого вересня.
- d) Вони повинні побудувати нову школу до першого вересня.

**17. Lina said that she had met him in the cinema.**

- a) Ліна сказала, що зустріла його в кінотеатрі.
- b) Ліна сказала, що зустрічала його в кінотеатрі.
- c) Ліна сказала, що хотіла б зустріти його в кінотеатрі.
- d) Ліна розповіла про зустріч із ним у кінотеатрі.

**18. I shall have finished my work by the time you come.**

- a) Я закінчу роботу до того, як ви прийдете.
- b) Я мала закінчити роботу до того, як ви прийдете.
- c) Ви прийдете до того, як я закінчу роботу.
- d) Прийдіть до того, як я закінчу роботу.

**19. She will have watered the flowers by the time he cleans his room.**

- a) Вона полє квіти до того, як він прибере в кімнаті.
- b) Вона хоче полити квіти до того, як він прибере в кімнаті.
- c) Вона поливає квіти до того, як він прибирає в кімнаті.
- d) Вона поливатиме квіти тоді, як він прибиратиме в кімнаті.

**20. We shall have discussed the report by four o'clock.**

- a) Ми обговорюватимемо доповідь о четвертій годині.
- b) Ми обговоримо доповідь до четвертої години.
- c) Ми обговоримо доповідь о четвертій годині.
- d) Ми обговоримо доповідь після четвертої години.

**21. The pupils will have read three English books by the end of the year.**

- a) Учні прочитають три англійські книги до кінця року.
- b) Учні мають прочитати три англійські книги до кінця року.
- c) Учні прочитають три англійські книги в кінці року.
- d) Учні прочитали три англійські книги до кінця року.

**22. He will not have translated the article by the time the teacher comes.**

- a) Він перекладе цю статтю до того часу, як прийде вчитель.
- b) Він не перекладе цю статтю до того часу, як прийде вчитель.
- c) Він перекладатиме цю статтю до того часу, як прийде вчитель.

d) Він не перекладе цю статтю, як прийде вчитель.

**23. It has become a tradition to celebrate the Harvest Holiday in our school.**

- a) Святкувати День урожаю — традиція нашої школи.
- b) Святкування Дня урожаю — наша шкільна традиція.
- c) У нашій школі вже стало традицією святкувати День урожаю.
- d) Наша школа завжди святкує День урожаю.

**24. Mariya said that she had been there with her parents.**

- a) Марія сказала, що була тут зі своїми батьками.
- b) Марія сказала, що була там зі своїми батьками,
- c) Марія сказала, що поїде зі своїми батьками.
- d) Марія сказала, що поїхала зі своїми рідними.

**25. The pupil explained that he had brought his English textbook to school.**

- a) Учень пояснив, що він приніс свій підручник англійської мови у школу.
- b) Учень пояснив, що він приносить підручник англійської мови у школу.
- c) Учень пояснив, що він принесе підручник англійської мови у школу.
- d) Учень пояснив, що він постійно приносить підручник англійської мови у школу.

**26. My friend asked me where I had bought this dress.**

- a) Моя подруга запитала мене, де я купила цю сукню.
- b) Моя подруга запитала мене, куди я принесла цю сукню.
- c) Моя подруга запитала мене, де я купую такі сукні.
- d) Моя подруга запитала мене, куди я одягну цю сукню.

**27. Ми не бачили його відтоді, як він приїздив до Києва минулої зими.**

- a) We haven't seen him since he came to Kyiv last winter.
- b) We didn't see him since he came to Kyiv last winter.
- c) We didn't see him since he had come to Kyiv last winter.
- d) We don't see him since he came to Kyiv last winter.

**28. Мені сказали, що він уже приїхав.**

- a) I said that he has already come.
- b) I was told that he has already come.
- c) I am told that he had already come.
- d) I was told that he had already come.

**29. Вона каже, що їй подобається класична музика.**

- a) She has said she enjoyed classical music.
- b) She says she is fond of classical music.
- c) She said she enjoyed classical music.
- d) She said she would enjoy classical music.



**30. Коли вона була дитиною, вона захоплювалася співами.**

- a) She didn't like to sing, when she was a child.
- b) She wasn't fond of singing when she was a child.
- c) She was fond of singing when she was a child.
- d) When she was a little girl she liked to sing.

### Perfect Continuous Tenses

*Виберіть правильну відповідь*

Level 1

**1.1.** Our family ... in a village near London for about ten years.

- a) lived
- b) has been living

**1.2.** ... to Barcelona?

- a) Have you ever been
- b) Did you ever be

**1.3.** ... cookies, that's why my hands are covered with flour.

- a) I have been making
- b) I have made

**1.4.** They said that their parents ... for two hours.

- a) had been walking
- b) walked

**1.5.** The teacher ... about English traditions since the beginning of the class.

- a) talks
- b) has been talking

**1.6.** What ... about a moment ago?

- a) were you thinking
- b) have you been thinking

**1.7.** Jim was cooking dinner in the kitchen while Jo ... the dog.

- a) was feeding
- b) has been feeding

**1.8.** There was no money left because we ... it all.

- a) had spent
- b) had been spending

**1.9.** He said that he ... his grammar by the end of the year.

- a) has been improving
- b) had improved

**1.10.** He saw his brother who ... beyond the glass door.

- a) has been standing
- b) was standing

**1.11.** The plane ... when I reached the airport.

- a) had already been leaving
- b) had already left

**1.12.** By 7.00 p.m. they ... tennis for eight hours.

- a) will have been playing
- b) will be playing

**1.13.** I ... for a new car for months before I bought one.

- a) had looked
- b) had been looking

**1.14.** My arms are aching now because I ... since two o'clock.

- a) have been swimming
- b) swam

**1.15.** Ann was out of breath because she ... for a long time.

- a) had been running
- b) has been running

**1.16.** So you sing in a rock band, do you? How long ... that?

- a) have you done
- b) have you been doing

**1.17.** I'm sure she ... Her eyes looked red.

- a) was crying
- b) had been crying



**2.16.** Once you ... your subject and limited the scope of your description, you ... ready to select the best descriptive details.

a) have chosen, will be    b) chose, would be    c) have been choosing, will be

**2.17.** It ... the whole day yesterday, that's why we couldn't go to the railway station with Mr. Rogers.

a) has been snowing                      b) was snowing    c) had been snowing

**2.18.** After he ... out of the window for about five minutes he ... to write something in his note-book.

a) had been looking, began    b) had looked, had began    c) was looking, began

**2.19.** The boat ... a bridge and the man at the wheel ... the usual warning by shouting, «Look out!»

a) had been approaching, was giving

b) had approached, gave                      c) was approaching, gave

**2.20.** At 10 o'clock on Sunday I ... my Mum with her flowers, that's why I couldn't visit you.

a) helped                      b) was helping                      c) had been helping

*Level 3\**

**3.1.** When I ... out of the shower, Dad ... me that I ... a phone call from the coach saying that I made the team.

a) got, told, had got                      b) had got, was telling, had got

c) got, told, had been getting                      d) got, told, got

**3.2.** Researchers ... the link between mind and body for the past ten years.

a) studied                      b) will have been studying

c) had studied                      d) have been studying

**3.3.** That action alone told her that he ... .

a) had never truly loved her                      b) never loved her truly

c) had never been loving her truly                      d) never was loving her truly

**3.4.** The Counsel for the defense then began to cross-examine the witness. He asked her «How long ... the accused?»

a) do you know                      b) have you known

c) did you know                      d) have you been knowing

**3.5.** He ... in the chair when a tall woman with beautiful grey hair and silver, finely-wrinkled skin ... in.

a) sat, came                      b) was sitting, came

c) was sitting, was coming                      d) had been sitting, came

**3.6.** Susan didn't even know which hotel he ... in Paris.

a) has been using    b) used                      c) would be using    d) will use

**3.7.** The boy ... bitterly and no one ... to calm him down.

a) still cried, was trying                      b) was still crying, tried

c) had been still crying, was trying                      d) was still crying, had tried

**3.8.** I ... at the hotel only two days when I ... notice to leave it.

a) had been staying, was given                      b) stayed, had been given

c) was staying, had given                      d) stayed, was given

**3.9.** You understand, Mr. Holder, that I ... you a strong proof of confidence which I have in you, founded upon all that I ... of you.

- a) give, have been hearing                      b) am giving, have heard  
c) am giving, had heard                         d) have been giving, heard

**3.10.** Miss Robinson ... driving lessons and trying to pass her driving test for several years, but she ... every time.

- a) had been taking, failed                      b) had been taking, fails  
c) took, was failing                              d) has taken, was failed

**3.11.** I ... for you for about three hours.

- a) was waiting    b) have waited    c) waited    d) have been waiting

**3.12.** The grey pavement ..., but ... still dangerously slippery, so that there ... fewer passengers than usual.

- a) had been cleaned and scraped, was, were  
b) was cleaned and scraped, had been, were  
c) is cleaned and scraped, is, are  
d) had been cleaning and scraping, was, was

**3.13.** When we ... coffee in the drawing-room that night after dinner, I ... Arthur and Mary my experience.

- a) were taking, told                              b) had been taking, had told  
c) were taking, had told                         d) took, told

**3.14.** Two hansoms ... at the door, and as I ... the passage I ... the sound of voices from above.

- a) stood, entered, heard                         b) were standing, entered, heard  
c) were standing, had entered, had heard    d) had been standing, entered, heard

**3.15.** He quickly forgot everything he ... at school.

- a) learnt    b) had learnt    c) had been learning    d) was learning

**3.16.** I ... at the hotel for a fortnight when I received your letter.

- a) stayed    b) was staying    c) had stayed    d) had been staying

**3.17.** I ... over the phone for a whole hour when the porter knocked at the door.

- a) talked    b) had talked    c) had been talking    d) was talking

**3.18.** Alice closed the magazine and rose from the sofa on which she ... for more than two hours.

- a) lay    b) had been lying    c) was lying    d) had lain

**3.19.** I hardly ... speaking with the porter when the phone rang again.

- a) finished    b) had finished    c) was finishing    d) had been finishing

**3.20.** We ... along a forest road for two hours when we saw a house.

- a) were walking    b) had been walking    c) had walked    d) walked

*Визначте правильний варіант перекладу.*

**1. My uncle has been working at this plant for twenty years already.**

- a) Мій дядько працював на цьому заводі двадцять років.  
b) Моя тітка працює на цьому заводі вже двадцять років.  
c) Мій дядько працює на цьому заводі вже двадцять років.  
d) Мій дядько працював би на цьому заводі двадцять років.

**2. We have been learning English for seven years at school.**

- a) Ми вивчаємо англійську мову в школі сім років.
- b) Ми вивчали англійську мову в школі сім років.
- c) Ми вивчаємо англійську мову в школі із семи років.
- d) Ми вивчаємо англійську мову в школі тільки сім років.

**3. I have been waiting for them since five o'clock.**

- a) Я чекаю на них рівно о п'ятій годині.
- b) Я чекала на них із п'ятої години.
- c) Я чекатиму їх із п'ятої години.
- d) Я чекаю на них із п'ятої години.

**4. It has been raining since morning.**

- a) Дощ іде ще зранку.
- b) Дощ пішов вранці.
- c) Дощ іде вранці.
- d) Дощ має йти зранку.

**5. The boy has been looking for a book for a quarter of an hour already.**

- a) Хлопчик шукає книжку вже чверть години.
- b) Хлопчик переглядає книжку вже чверть години.
- c) Хлопчик шукав книжку чверть години.
- d) Хлопчик мав переглядати книжку чверть години.

**6. I had been sleeping for an hour already when he came.**

- a) Я вже годину спала, коли він прийшов.
- b) Я спатиму годину, коли він прийде.
- c) Я спала годину, коли він пішов.
- d) Я спала, коли він прийшов.

**7. They had been living in this building for thirty years by that time.**

- a) До того часу вони жили в цьому будинку тридцять років.
- b) До цього часу вони живуть в цьому будинку тридцять років.
- c) До того часу вони живуть в цьому будинку тридцять років.
- d) До цього часу вони жили у цьому будинку тридцять років.

**8. I had been packing my things for an hour and half already when you rang.**

- a) Я пакувала речі вже півтори години, коли ви зателефонували.
- b) Я пакую речі вже півтори години, а ви телефонуєте.
- c) Я пакувала речі вже півгодини, коли ви зателефонували.
- d) Я пакуватиму речі півтори години, коли ви зателефонуєте.

**9. The children had been skating for an hour before their mother asked them to come back home.**

- a) Діти катаються на ковзанах годину перед тим, як мама просить їх повернутися додому.
- b) Діти каталися на ковзанах перед тим, як мама попросила їх повернутися додому.
- c) Діти каталися на лижах годину перед тим, як мама попросила їх повернутися додому.
- d) Діти каталися на ковзанах годину перед тим, як мама попросила їх повернутися додому.

**10. Вона працює на цьому заводі вже п'ять років.**

- a) She is working at this plant for five years.
- b) She has been working at this plant for five years.
- c) She works at this plant for five years.
- d) She was working at this plant for five years.















## SEQUENCE OF TENSES

*Виберіть правильну відповідь*

*Level 1*

**1.1. Mary said, “I’m very tired today, I’ll do it tomorrow.”**

- a) Mary said she was very tired that day, she would do it the next day.
- b) Mary said she was very tired today, she would do it next day.

**1.2. Johnny asked his mother, “May I go for a walk with my friends?”**

- a) Johnny asked his mother if he may go for a walk with his friends.
- b) Johnny asked his mother whether he might go for a walk with his friends.

**1.3. “I have bought everything you asked me yesterday,” my husband said.**

- a) My husband said that he had bought everything I had asked him the day before.
- b) My husband said that he bought everything I had asked him yesterday.

**1.4. “If you want to help me, give that hammer, please,” he asked his daughter.**

- a) He said to his daughter that if she wants to help me, she should give me that hammer.
- b) He said to his daughter that if she wanted to help him, she should give him that hammer.

**1.5. “Can you lend me some money?” Mr. Longer said.**

- a) Mr. Longer asked me if I can lend him some money.
- b) Mr. Longer asked me if I could lend him some money.

**1.6. “If you don’t want to have any problems with your examination test, you should work as hard as you can!” our English teacher said to us.**

- a) Our English teacher said to us that if we didn’t want to have any problems with our examination test, we should work as hard as we could.
- b) Our English teacher said to us that whether we hadn’t wanted to have any problems with our examination test, we should work as hard as we can.

**1.7. Bob told me, “I need to talk you.”**

- a) Bob told me that he needed to talk to you.
- b) Bob told me that he needed to talk to me.

**1.8. My parents asked me, “Are you hungry?”**

- a) My parents asked me if I was hungry.
- b) My parents asked me if was I hungry.

**1.9. The policeman asked me, “Where do you live?”**

- a) The policeman asked me, where did I live.
- b) The policeman asked me, where I lived.

**1.10. “I have been waiting for you for an hour! Where have you been?” Helen asked me nervously.**

- a) Helen asked me nervously where I have been, because she has been waiting for me for an hour.
- b) Helen said to me nervously that she had been waiting for me for an hour, and asked where I had been.

**1.11. “Where is my money?” Michael asked his wife.**

- a) Michael asked his wife where his money was.
- b) Michael asked his wife where was his money.

**1.12. “Did you finish your homework?” my little brother asked me.**

- a) My little brother asked me if I finished my homework.
- b) My little brother asked me if I had finished my homework.

**1.13. “Don’t take my pen, use yours,” Nina said to Alec.**

- a) Nina told Alec don’t take her pen but to use his.
- b) Nina told Alec to use his pen and not to take hers.

**1.14. “Are you going to pick up the phone?” Miranda asked him.**

- a) Miranda asked him whether he was going to pick up the phone.
- b) Miranda asked him if was he going to pick up the phone.

**1.15. “There is no paper in the box,” he said.**

- a) He said there is no paper in the box.
- b) He said that there wasn’t any paper in the box.

**1.16. “Put on the jacket!” my mother said when I was going to leave.**

- a) When I was going to leave, my mother suggested me to put on the jacket.
- b) When I was going to leave, my mother suggested that I should put on the jacket.

**1.17. “Would you like another cup of coffee?” the waiter asked me politely.**

- a) The waiter asked me politely would I like another cup of coffee.
- b) The waiter asked me politely whether I’d like another cup of coffee.

**1.18. “If anyone calls me,” he said “say that I’m out.”**

- a) He said that if anyone called him, he was out.
- b) He said that if anyone calls him, he is out.

**1.19. “Are you busy?” I asked the secretary.**

- a) I asked the secretary whether she was busy.
- b) I asked the secretary whether if she is busy.

**1.20. ”Be ready at five o’clock we must be at the business centre,” said Angela.**

- a) Angela told me to be ready, because at five o'clock we had to be at the business centre.
- b) Angela said me to be ready, and that at five o'clock we must be at the business centre.

### *Level 2*

#### **2.1. "Where are you going?" the teacher asked Michael.**

- a) The teacher asked Michael where he was going.
- b) The teacher asked Michael where was he going.
- c) The teacher asked Michael where he is going.

#### **2.2. A policeman came up to my elder son and asked, "Do you have a driving license?"**

- a) A policeman came up to my elder son and asked if he has a driving license.
- b) A policeman came up to my elder son and asked whether had he had a driving license.
- c) A policeman came up to my elder son and asked whether he had a driving license.

#### **2.3. "My girl-friend will be here tomorrow," said Andrew.**

- a) Andrew said that his girl-friend would be here tomorrow.
- b) Andrew said that his girl-friend would be there the next day.
- c) Andrew said that his girl-friend will be here the next day.

#### **2.4. "My group mate and I are going to another party tonight," Ann boasted.**

- a) Ann boasted that my group mate and she were going to another party tonight.
- b) Ann boasted that her group mate and I were going to another party that night.
- c) Ann boasted that her group mate and she were going to another party that night.

#### **2.5. "I wrote to my pen-friend to New York yesterday," said my nephew.**

- a) My nephew said that he had written to his pen-friend to New York the day before.
- b) My nephew said that he had wrote to his pen-friend to New York the day before.
- c) My nephew said that he wrote to his pen-friend to New York yesterday.

#### **2.6. "At two o'clock tomorrow I'll be having a music lesson," my child said.**

- a) My child said at two o'clock the following day he'll be having a music lesson.
- b) My child said that at two o'clock the following day he would be having a music lesson.
- c) My child said that at two o'clock tomorrow he would be having a music lesson.

#### **2.7. "How about going for a walk?" I said to them.**

- a) I suggested going for a walk.
- b) I suggested them to go for a walk.
- c) I asked them how about going for a walk.

**2.8. “Let’s eat out this evening,” Emma said to her husband.**

- a) Emma offered that they eat out that evening.
- b) Emma suggested eating out that evening.
- c) Emma said that they should eat out this evening.

**2.9. My younger sister said, “Please help me with this task.”**

- a) My younger sister asked me to help her with this task.
- b) My younger sister asked if I help her with that task.
- c) My younger sister asked me to help her with that task.

**2.10. “Don’t forget to phone your parents,” my aunt said to me.**

- a) My aunt said me to phone my parents.
- b) My aunt told me don’t forget to phone my parents.
- c) My aunt reminded me to phone my parents.

**2.11. ”Stop making such a noise or I’ll send you out,” the teacher said.**

- a) The teacher threatened to send us out if we don’t stop making such a noise.
- b) The teacher threatened to send us out if we didn’t stop making such a noise.
- c) The teacher said us to stop making such a noise or she would send us out.

**2.12. “There is nothing else I can do,” she said.**

- a) She explained there was nothing else she could do.
- b) She said that there was nothing else she can do.
- c) She said that there is nothing else she can do.

**2.13. “What a beautiful dress you are wearing!” my colleague said.**

- a) My colleague exclaimed what a beautiful dress I am wearing.
- b) My colleague said that I am wearing a beautiful dress.
- c) My colleague exclaimed that I was wearing a beautiful dress.

**2.14. “I’m the best dancer of all of you,” Chris said.**

- a) Chris boasted that he is the best dancer of all of you.
- b) Chris boasted that he was the best dancer of all of us.
- c) Chris said that he is the best dancer of all of us.

**2.15. “Please, please don’t tell my mother about my bad mark for the dictation,” she begged me.**

- a) She begged me don’t tell her mother about her bad mark for the dictation.
- b) She begged me not to tell my mother about my bad mark for the dictation.
- c) She begged me not to tell her mother about her bad mark for the dictation.

**2.16. “Are you busy?” my chief asked me. “I need to talk to you.”**

- a) My chief asked me if was I busy because he needed to talk to me.
- b) My chief asked me if I was busy because he needed to talk to me.



c) My chief asked me if I was busy because he needs to talk to me.

**2.17. “You’re twenty minutes late,” she said to her boy-friend. “I was about to go home.”**

a) She said to her boy-friend that he was late and added that she was about to go home.

b) She told to her boy-friend that he was late and went on to say that she had been about to go home.

c) She said to her boy-friend he had been late and went on to say she had been about to go home.

**2.18. “I’m very tired,” Mum said. “I’ve been working hard the whole week.”**

a) Mum said she was very tired and she explained she has worked hard the whole week.

b) Mum said that she is very tired, explaining that she had been working hard the whole week.

c) Mum said that she was very tired, explaining that she had been working hard the whole week.

**2.19. “Are you leaving now?” Paul said. “I’ll give you a lift.”**

a) Paul asked if I was leaving now and went on to say that he will give me a lift.

b) Paul asked if I was leaving then and went on to say that he would give me a lift.

c) Paul asked if was I leaving then and went on to say that he would give me a lift.

**2.20. “I’m sorry I’m late. I lost my way,” he said to our guide.**

a) He apologized for being late, explaining that he had lost his way.

b) He said to our guide that he is sorry he is late, explaining that he lost his way.

c) He apologized for being late, explaining that he lost his way.

### ***Level 3\****

**3.1. And he said to her, “No, but I have been cruel to my mother, and as a punishment this evil has been sent to me. Therefore I must go and wander through the world till I find her, and she gives me forgiveness.”**

a) He said to her that he was cruel to his mother, and as a punishment this evil had been sent to him. Therefore he must go and wander through the world till he would find her, and she would give him forgiveness.

b) He said to her that he had been cruel to his mother, and as a punishment that evil had been sent to him. Therefore he had to go and wander through the world till he found her, and she gave him forgiveness.

c) He said to her that he had been cruel to his mother, and as a punishment that evil was sent to him. Therefore he was to go and wander through the world till he finds her, and she gives him forgiveness.

d) He said to her that he was cruel to his mother, and as a punishment that evil had been sent to him. Therefore he had to go and wander through the world till he found her, and she gave him forgiveness.

**3.2. “How many raises have you handed out in your life?” asked Rosy.**

- a) Rosy asked how many raises have you handed out in your life.
- b) Rosy asked how many raises had you handed out in your life.
- c) Rosy asked how many raises I handed out in my life.
- d) Rosy asked how many raises I had handed out in my life.

**3.3. “How do people get such beautiful lawns?” Mr. Anderson asked. “Ours are never as good as these.”**

- a) Mr. Anderson wondered how people got such beautiful lawns, because theirs were never as good as those.
- b) Mr. Anderson asked how people got such beautiful lawns, his were never as good as this.
- c) Mr. Anderson asked how had people got such beautiful lawns, because ours had never been as good as those.
- d) Mr. Anderson asked how do people get such beautiful lawns, because theirs are never as good as this.

**3.4. Jane asked me, “Can you tell me what the writing on that stone over the door means?”**

- a) Jane asked me whether could I tell her what the writing on that stone over the door was meaning.
- b) Jane asked me if I can tell she what the writing on that stone over the door means.
- c) Jane asked me if I could tell her what the writing on that stone over the door meant.
- d) Jane asked me whether I was able to tell her what the writing on that stone over the door had meant.

**3.5. “Have you had hair cut?” my cousin asked me. “It looks great.”**

- a) My cousin asked me if I had been cutting my hair and added that it was looking great.
- b) My cousin asked me whether I had my hair cut and added it looked great.
- c) My cousin asked me if I had had my hair cut and went on saying that it looked great.
- d) My cousin asked me had I had my hair cut and went on to say it looked great.

**3.6. “I’ll punish you if you come late again,” Dad said.**

- a) Dad said to me he’ll punish me if I come late again.
- b) Dad threatened that he would punish me if I would come late again.
- c) Dad threatened to punish me if I came late again.
- d) Dad said that he would punish me if I was coming late again.

**3.7. “We could for a picnic tomorrow if you like,” said David.**

- a) David suggested going for a picnic the following day.
- b) David said that we could go for a picnic tomorrow if we like.
- c) David said that they could go for a picnic the following day if they like.
- d) David said that they could go for a picnic the next day if they were liking.

**3.8. “I’ll phone your parents if you don’t do as I say,” the teacher said to the pupil.**

- a) The teacher said to the pupil to phone to his parents if he didn’t do as she said.
- b) The teacher threatened to phone the pupil’s parents if he didn’t do as she said.
- c) The teacher threatened to phone the pupil’s parents if he wouldn’t do as she said.
- d) The teacher said to the pupil that he would phone to his parents if he didn’t do as the teacher had said.

**3.9. My friend said, “I’m nervous because I’ve never been on a plane before.”**

- a) My friend said she was nervous because she has never been on a plane before.
- b) My friend said she was nervous because she had never been on a plane before.
- c) My friend said she was nervous because she never was on a plane before.
- d) My friend said she is nervous because she never was on a plane before.

**3.10. “I didn’t telephone you, because it was late, and I didn’t want to trouble you,” she answered.**

- a) She answered that she didn’t telephone you, because it was late and she didn’t want to trouble you.
- b) She answered that she hadn’t telephoned me because it had been late, and she hadn’t want to trouble me.
- c) She answered that she hadn’t telephoned me because it was late, and she didn’t want to trouble me.
- d) She answered that she didn’t telephone me, because it was late and she didn’t want to trouble me.

**3.11. “I’ll will start late tonight and ride to Borgo San Lorenzo,” she said.**

- a) She said that she will start late tonight and ride to Borgo San Lorenzo.
- b) She said I would start late that night and ride to Borgo San Lorenzo.
- c) She said she would start late that night and ride to Borgo San Lorenzo.
- d) She said that she would start late tonight and ride to Borgo San Lorenzo.

**3.12. “Do you imagine that I have no respect for your medical talents?” he asked.**

- a) He asked me if I imagined that he had no respect for my medical talents.
- b) He asked me if I had imagined that he had no respect for my medical talents.
- c) He asked me whether I didn’t imagine that he had no respect for my medical talents.
- d) He asked me did I imagine that he had no respect for my medical talents.

**3.13. “If I am to have a doctor whether I will or not, let me at least have someone in whom I have confidence,” said he.**

- a) He said that if he was to have a doctor whether he would or not, he would like at least have someone in whom he had confidence.
- b) He suggested having someone in whom he had confidence, if he was to have a doctor.
- c) He suggested having someone in whom he had confidence, if he was to have a doctor, whether he would or not.
- d) He explained it to me that if he was to have a doctor whether he would or not, he would like at least have someone in whom he had confidence.

**3.14. “I’ll work in a bank,” he said to himself, “because my uncle has always worked in one.”**

- a) He said to himself that he would work in a bank because his uncle had always worked in one.
- b) He said to himself that I would work in a bank because my uncle had always worked in one.
- c) He said to himself that he will work in a bank because his uncle has always worked in one.
- d) He said to himself that he would work in a bank because his uncle always worked in one.

**3.15. “Do you really think that you can outsmart me?” Angela asked.**

- a) Angela asked if did I really think that I can outsmart her.
- b) Angela asked me if did I really think that I could outsmart her.
- c) Angela asked me if I really thought that I could outsmart her.
- d) Angela asked me if I really had thought that you could outsmart me.

**3.16. “Well,” she said, “aren’t you going to come in and talk to us? We want to hear what you’ve decided.”**

- a) She suggested me to come in and talk to them, because they wanted to hear what I had decided.
- b) She said to me to come in and talk to them, because they wanted to hear what I decided.
- c) She wondered if I was going to come in and talk to them, explaining that they wanted to hear what I had decided.
- d) She asked me whether I was going to come in and talk to them, because they wanted to hear what I have decided.

**3.17. One of the soldiers said, “By the time we reach the hill the enemy will have cut us off from the rest of our men.”**

- a) One of the soldiers said that by the time they reached the hill the enemy would have cut them off from the rest of their men.

- b) One of the soldiers said that by the time they would reach the hill the enemy would have cut them off from the rest of their men.
- c) One of the soldiers said that by the time they reached the hill the enemy would had cut them off from the rest of their men.
- d) One of the soldiers said that by the time they reached to the hill the enemy will have cut us off from the rest of our men.

**3.18. “Well,” his friend said, “stop going to your office by car, and get a bicycle.”**

- a) His friend said him stop going to his office by car, and get a bicycle.
- b) His friend suggested that he should get a bicycle instead of going to the office by car.
- c) His friend suggested him stopping going to your office by car, and get a bicycle.
- d) His friend said him to stop going to his office by car, and get a bicycle.

**3.19. “Last night I dreamed I went to Manderley again,” Rebecca said.**

- a) Rebecca said that last night she had dreamed she went to Manderley again.
- b) Rebecca said that the night before she had dreamed she had gone to Manderley again.
- c) Rebecca said that the last night she dreamed she had gone to Manderley again.
- d) Rebecca said that the last night she was dreaming she went to Manderley again.

**3.20. “Relations are simply a tedious pack of people, who haven’t got the slightest knowledge of how to live, nor the smallest instinct about when to die,” she said.**

- a) She said that relations are simply a tedious pack of people, who haven’t got the slightest knowledge of how to live, nor the smallest instinct about when to die.
- b) She said that relations had been simply a tedious pack of people, who hadn’t got the slightest knowledge of how to live, nor the smallest instinct about when to die.
- c) She said that relations were simply a tedious pack of people, who hadn’t got the slightest knowledge of how to live, nor the smallest instinct about when to die.
- d) She said that relations was simply a tedious pack of people, who didn’t get the slightest knowledge of how to live, nor the smallest instinct about when to die.





*Level 2*

**2.1.** Peter could ... believe his eyes; his heart began to beat ..., not with pleasure now but with uneasiness.

- a) hard, fast                      b) hardly, fast                      c) hardly, fastly

**2.2.** She was ... able to believe that it was no ... necessary for her to have a good driver with her in the car whenever she went out in it.

- a) hard, longer                      b) hardly, long                      c) hardly, longer

**2.3.** Add brass ..., then bring it to a boil.

- a) slow                      b) slowly                      c) slowly

**2.4.** After I have visited London I understand that its weather is ... in Europe.

- a) the wettest                      b) the most wet                      c) more wet

**2.5.** February is the ... winter month.

- a) deficientest                      b) most deficient                      c) more deficient

**2.6.** She looked ... because she could not dress ... .

- a) plain, well                      b) plainly, good                      c) plainly, well

**2.7.** Our nurse believes that milk is one of the ... products for children.

- a) more useful                      b) very useful                      c) most useful

**2.8.** As she lay in her berth, staring at the shadow overhead, the rush of the wheels was in her brain, driving her ... into circles of wakeful lucidity.

- a) more deep and deep    b) more deep and deeper    c) deeper and deeper

**2.9.** While the events are still fresh in my mind, I wish to put them down on paper as ... as ... .

- a) clear, possible                      b) clearest, possible                      c) clearly, possible

**2.10.** She greeted it as the friend whom she loved ... than all the world.

- a) best                      b) well                      c) better

**2.11.** Two nights ... she was aware that the feet behind her were moving ... and ... .

- a) late, slow, slow                      b) lately, slower, slower                      c) later, slower, slower

**2.12.** My last Math examination turned out to be ... of all.

- a) the least complicated    b) less complicated                      c) the less complicated

**2.13.** I must say it sounds rather ... .

- a) marvelously                      b) marvelous                      c) marvelously

**2.14.** The literature of ... Anglo-Saxons was oral.

- a) the earlier                      b) the earliest                      c) the most early

**2.15.** Tommy always says, «Please!» «Thank you!» «You are welcome!». In my opinion he is ... child in this kindergarten.

- a) the most polite                      b) the politest                      c) more polite

**2.16.** He controlled his anger, though it was not at all ... .

- a) easily                      b) easy                      c) easiest

**2.17.** Last year I met a very beautiful Spanish girl. Her eyes were the ... I had ever seen in my life.

- a) most attractive                      b) attractivest                      c) very attractive

**2.18.** She did not want to look ... in front of other drivers in the street.

- a) foolishly                      b) more foolishly                      c) foolish

**2.19.** A passer-by asked me which was ... way to the local museum.



- a) the most near                      b) nearer                                      c) the nearest
- 2.20. Some important papers disappeared. Who was ... person to leave the office yesterday?
- a) the last                                      b) the latest                                      c) the most last
- 2.21. Then the owner of the house showed him into a room with lunch ready on the table and another table, ... bare, ... waiting for him to spread his papers on it.
- a) entire, evidently                      b) entirely, evidently                      c) entire, evident
- 2.22. Is your new girl-friend ... than your ex one?
- a) more charming                      b) the most charming                      c) the more charming
- 2.23. A shrew is ... and ... mammal.
- a) more tiny, more numerous                      b) the most tiny, the most numerous
- c) the tiniest, the most numerous
- 2.24. Everything looked so ...! It was ... for her to make up her mind.
- a) beautiful, impossible                      b) beautifully, impossible                      c) beautiful, impossibly
- 2.25. Have                      the                      letters                      been                      written                      ...?
- a) already                                      b) still    c) yet
- 2.26. The family got ... and ..., and now Bella lived alone in a very big house.
- a) more poor, poor                                      b) poorer, poorer                                      c) more poor, more poor
- 2.27. Who is ... player of this basketball team?
- a) taller    b) the tallest    c) the most tall
- 2.28. I have a friend who, after an absence of many years, has ... settled down in London, with his wife and children.
- a) later    b) late    c) lately
- 2.29. Don't plant the flowers ... . It's ... raining.
- a) already, still                                      b) yet, else    c) yet, still
- 2.30. It's raining dogs and cats! The weather is getting ...!
- a) worse    b) worst    c) more bad
- 2.31. In ... drawer of her desk she had some secret letters from Anthony.
- a) the smallest                                      b) more small    c) the most small
- 2.32. These people were ... engineers, ... architects in the whole world.
- a) the most great, the most great    b) the more great, the more great
- c) the greatest, the greatest
- 2.33. Is your ... son married?
- a) oldest    b) eldest    c) older
- 2.34. That was ... present she had ever received in her life.
- a) the most pleasant                                      b) the pleasantest    c) два варіанти
- 2.35. When Mr Holland was forty, he was fat and very soft, and he didn't wish to get ... and ... every day.
- a) more fat, more soft                                      b) the fattest, the softest    c) fatter, softer
- 2.36. Shakespeare is the author ... quoted.
- a) oftener    b) more often    c) most often
- 2.37. After half an hour, there were voices, ... his father's, which sounded ... than before.
- a) especially, louder                                      b) more especially, more loud    c) especially, louder

**2.38.** This small village in a lost part of the country seems to me ... in the whole world.

- a) the quietest                      b) the most quiet                      c) два варіанти

**2.39.** He was walking ... with his face looking ... .

- a) stubbornly, solemn      b) stubbornly, solemnly                      c) stubborn, solemn

**2.40.** He hoped that riding would help him to get ... .

- a) thinner                      b) more thin                      c) два варіанти

*Level 3\**

**3.1.** It's ... that the children are tired.

- a) obviously                      b) obviously                      c) obvious                      d) obviose

**3.2.** The sun had fallen ... in the sky and shone ... into the room on to the pages he was reading.

- a) low, directly      b) lowly, directly                      c) low, direct      d) lowly, direct

**3.3.** «You may wonder why we keep that window ... open on an October afternoon,» said the niece ... .

- a) wide, aloudly      b) widely, aloud      c) widely, louder                      d) wide, aloud

**3.4.** I'm afraid that the results are ... useless.

- a) completly                      b) complete                      c) completely                      d) completelest

**3.5.** He'll... let you know his London address.

- a) certain                      b) certainly                      c) certainly                      d) more certain

**3.6.** To me, writing is worth the effort because it is a great means of personal expression - a chance to convey my ... feelings and concerns and my ... thoughts.

- a) most deep, more important                      b) deepest, most important  
c) deeper, importanter                      d) the most deep, the most important

**3.7.** We locked our car and left it on ... road.

- a) nearer                      b) near                      c) next                      d) the nearest

**3.8.** «I tell you once and for all, my dear, this is ... time I come to this rotten hole. Keep your lousy simple life for yourself.»

- a) the latest                      b) last                      c) later                      d) the last

**3.9.** In post-war England foreigners who showed their passports could have goods sent home at ... price.

- a) the lowest                      b) a more low                      c) the more lower                      d) a much lower

**3.10.** The children are ... not well enough to go to school.

- a) yet                      b) still                      c) already                      d) else

**3.11.** Give me a comb and scissors and I'll make of you ... woman in St. Beam.

- a) the stylish                      b) the more stylish  
c) the most stylish                      d) the stylishest

**3.12.** Have you heard that the Smiths haven't got the loan ...?

- a) still                      b) already                      c) yet                      d) else

**3.13.** This American car was indeed ... vehicle that had ever appeared in the village.

- a) the most fine                      b) finer                      c) more fine                      d) the finest

**3.14.** The circus was small and its ... act was a tight-rope walk.

- a) most successful                      b) the most successful



- c) more strong                      d) strongest
- 3.30.** After another two hours' search they ... had not found the ring.  
a) else                                      b) still                                      c) already                                      d) yet
- 3.31.** The sunrise is very memorable to me because it seems like a dove flying ... in the sky.  
a) highly                                      b) more highly                                      c) high                                      d) more high
- 3.32.** Her interests were narrow, and she ... journeyed ... than the corner grocery.  
a) rare, farther                      b) rare, far                                      c) rarely, far                                      d) rarely, farther
- 3.33.** What she saw mentally was a kaleidoscope, no ... , no ... .  
a) many, little                      b) much, less                                      c) more, less                                      d) most, least
- 3.34.** When he had ... got what he wanted, he went away ... .  
a) finally, proud                                      b) final, proud  
c) final, proudly                                      d) finally, proudly
- 3.35.** Psychologically, it is actually ... to persuade people to give their money than to lend it.  
a) more easy                                      b) easiest                                      c) easier                                      d) the most easy
- 3.36.** In fact, the truth was ... than he had conceived; it was maddening.  
a) the worse                                      b) the worst                                      c) very bad                                      d) worse
- 3.37.** It was ... to ask people to come, but ... to provide a meal for them.  
a) easy enough, far more difficult                                      b) easier enough, far difficulter  
c) more easy enough, far more difficult                                      d) enough easy, far more difficult
- 3.38.** The hostess greeted us in ... way and asked if we would like to interview her garden.  
a) a more friendly                                      b) a most friendly  
c) the friendly                                      d) a most friend
- 3.39.** This new job isn't any ... than any of the other things.  
a) dangerous                                      b) most dangerous  
c) dangerously                                      d) more dangerous
- 3.40.** Although the plane flew very ..., we could hear it ... .  
a) high, clear                                      b) highly, clearly  
c) highly, clear                                      d) high, clearly



- 1.21.** I've broken a tooth, so I... go to the dentist right now.  
**a)** may **b)** have to
- 1.22.** What time does she ... stay tomorrow at the airport?  
**a)** have to **b)** should
- 1.23.** He said he ... finish that project without our help.  
**a)** would be able to **b)** would be able
- 1.24.** The doctor says I ... take this medicine three times a day after every meal.  
**a)** ought **b)** must
- 1.25.** ... you like to join us for the supper?  
**a)** Would **b)** Do
- 1.26.** You are so absent-minded that I even ... imagine you working for this organization.  
**a)** don't can **b)** can't
- 1.27.** I hurt my leg and I ... participate in the competitions.  
**a)** wasn't able to **b)** couldn't
- 1.28.** I'm not very sure, but he ... come every moment.  
**a)** may **b)** must
- 1.29.** Helen's eyesight is not very good, so she ... wear glasses.  
**a)** must **b)** has to
- 1.30.** He says Morris ... have helped his sister.  
**a)** should **b)** has to

*Level 2*

- 2.1.** When I started working for a pharmaceutical firm, I ... wear a white uniform.  
**a)** should **b)** ought to **c)** had to
- 2.2.** My husband is so inattentive. In my opinion he ... be more careful while driving his car.  
**a)** must **b)** has to **c)** should
- 2.3.** Excuse me. ... I speak to Mr. Joss?  
**a)** May **b)** Shall **c)** Can
- 2.4.** My wife thinks I ... pay more attention to our children.  
**a)** could **b)** must **c)** should
- 2.5.** I'm awfully sorry, but I ... to give you this book.  
**a)** will not can **b)** won't be able **c)** will not able
- 2.6.** These few changes in education ... perhaps be seen as a barometer of the political mood.  
**a)** could **b)** should **c)** must
- 2.7.** This is quite a good answer in several ways, but it ... be better.  
**a)** can **b)** needn't **c)** could
- 2.8.** There was no lamp near, and the window was thick with dust, so we ... only discern each other's figures within.  
**a)** would **b)** could **c)** might
- 2.9.** I ... be very much obliged if you ... slip your revolver into your pocket.  
**a)** might, could **b)** should, would **c)** could, can

- 2.10.** Yesterday my uncle had a heart attack. I ... visit him at the hospital.  
a) must                                      b) should                                      c) might
- 2.11.** My boy-friend ... do anything for you, as he has just left abroad.  
a) will not can                              b) won't be able to                              c) couldn't
- 2.12.** I'm afraid. It's very late, and I hear a strange noise in the kitchen. My husband considers it ... be a mouse.  
a) might                                      b) could                                      c) may
- 2.13.** It's hot! ... you open the window?  
a) Could                                      b) Shall                                      c) Should
- 2.14.** Why aren't you doing anything?! You ... study your English!  
a) might                                      b) had better                                      c) have better
- 2.15.** It's very important to be punctual. You ... be late for an appointment or a meeting.  
a) mustn't                                      b) couldn't                                      c) shouldn't
- 2.16.** As far as I ... make out, the League was founded by an American millionaire.  
a) can                                      b) may                                      c) ought to
- 2.17.** I ... not have thought there were so many goods in the whole country as were brought together by that single advertisement.  
a) ought                                      b) could                                      c) should
- 2.18.** Well, you ... be in the office, or at least in the building, the whole time.  
a) have to                                      b) might                                      c) need
- 2.19.** What time ... they to come to the conference?  
a) should                                      b) are                                      c) must
- 2.20.** «I have translated this paragraph into Chinese!» - «But you ... have done it!»  
a) needn't                                      b) hadn't                                      c) mustn't
- 2.21.** You look very tired. You ... have been working all day long.  
a) might                                      b) could                                      c) must
- 2.22.** I know nothing about him. His name is Boris and he ... be about fifty.  
a) must                                      b) should                                      c) ought to
- 2.23.** I believe you ... visit your grandparents more often.  
a) ought to                                      b) must                                      c) need to
- 2.24.** This is non smoking compartment, sir. You ... not smoke here.  
a) should                                      b) must                                      c) ought to
- 2.25.** Yesterday I was at the cinema, I saw a wonderful film. You ... go and see it yourself.  
a) must                                      b) ought to                                      c) might
- 2.26.** The doctor says that your grandmother ... leave the hospital the next week.  
a) will be able to                              b) must                                      c) could
- 2.27.** I'm in a trouble! I ... have been at the airport to receive a foreign delegation half an hour before.  
a) had to                                      b) was to                                      c) should
- 2.28.** I am sure that you inquired your way merely in order you ... see him.  
a) might                                      b) can                                      c) may
- 2.29.** She is afraid that nobody ... give her a hand in such situation.

- a) should                      b) would                      c) ought to  
**2.30.** You ... be more attentive while driving your car.  
a) would                      b) should                      c) ought to

*Level 3\**

- 3.1.** «And you ... me somewhere and ... it. Were you in Boston last July?»  
a) must to see, to forget                      b) will be able to see, to forget  
c) had to see, forget                      d) must have seen, have forgotten
- 3.2.** It ... half an hour before I again looked upward.  
a) should be                      b) ought be                      c) might have been                      d) might be
- 3.3.** He ... see to pass the thread through the holes in the leather.  
a) mustn't                      b) ought to                      c) couldn't                      d) might
- 3.4.** He was so hot he ... sleep.  
a) could not                      b) should not                      c) mustn't                      d) can not
- 3.5.** Don't forget that the child is still very weak. You ... give her only light and nourishing food.  
a) ought to                      b) should                      c) must                      d) can
- 3.6.** In Japan it's considered impolite to leave half-eaten food on a plate. If you take something you absolutely ... finish it.  
a) ought to                      b) must                      c) might                      d) could
- 3.7.** If you express admiration for objects in the house, your hosts ... feel they ... give the objects to you.  
a) might, have to    b) could, ought to                      c) may, should                      d) can, can
- 3.8.** They ... not have been injured in the accident if they had been wearing their seatbelts.  
a) should                      b) could                      c) might                      d) must
- 3.9.** You ... your alarm if you expect ... wake up on time.  
a) should set, to can                      b) had better set, to be able to  
c) must set, to may                      d) ought to set, to be able to
- 3.10.** People who are happy with their bodies ... actually be more assertive and likeable than those who have negative body images.  
a) could                      b) must                      c) might                      d) may
- 3.11.** We ... take some extra cash along on the trip, but we absolutely forget our passports.  
a) ought to, mustn't                      b) should, needn't  
c) can, didn't have to                      d) may, haven't
- 3.12.** We are enjoying our holidays, though the weather ... be better.  
a) might                      b) could                      c) would be able to                      d) can
- 3.13.** You ... change all the locks in case the burglar comes back.  
a) would rather                      b) had better to                      c) had better                      d) ought
- 3.14.** Don't worry that Mary is late; she ... have missed the train.  
a) might                      b) could                      c) should                      d) has to
- 3.15.** It was supposed to be a secret! You ... have told her!  
a) can't                      b) shouldn't                      c) wouldn't                      d) mightn't



- 3.16.** Your son ... have passed the examination, if he had tried.  
 a) should                    b) might                    c) can                    d) could
- 3.17.** She ... leave the dance and go downstairs to telephone to the country.  
 a) had to                    b) should                    c) need to                    d) was to
- 3.18.** He told how he ... force himself to jump off the roof the second time.  
 a) might not                    b) should not                    c) could not                    d) mustn't
- 3.19.** I don't know why they quarrel. Maybe it's because Dad ... have sold the farm and moved here.  
 a) didn't have to    b) mustn't                    c) can't                    d) shouldn't
- 3.20.** «You're very patient, dear, but you ... be so suspicious of everyone and everybody, don't you see?»  
 a) needn't                    b) shouldn't                    c) mustn't                    d) couldn't
- 3.21.** Perhaps it ... be possible to delay the game for a quarter of an hour, allow Francis at least a few extra minutes to form a plan.  
 a) might                    b) is able to                    c) should                    d) ought to
- 3.22.** I ... do shopping on my day off. My husband did it.  
 a) needn't                    b) didn't need to                    c) need                    d) mustn't
- 3.23.** «I've written a composition for you!» - «Oh, you really ... have, Dad!»  
 a) mustn't                    b) couldn't                    c) shouldn't                    d) can't
- 3.24.** «Oh, my night... not be called monotonous,» said he, and laughed.  
 a) could                    b) must                    c) may                    d) need
- 3.25.** «You ... not be aware that I have royal blood in my veins,» he said.  
 a) should                    b) must                    c) ought to                    d) may
- 3.26.** «I ... really ask you to be a little more quiet!» said Holmes severely.  
 a) may                    b) must                    c) should                    d) might
- 3.27.** Morris said that there ... be some danger, and put the revolver in his pocket.  
 a) may                    b) can                    c) might                    d) were to
- 3.28.** «If you ... do nothing better than laugh at me, I ... go elsewhere,» said he nervously.  
 a) could, could                    b) should, am able to  
 c) can, can                    d) might, may
- 3.29.** «You ... mind sending up to me, if the child cries, nurse,» said the surgeon.  
 a) needn't                    b) shouldn't                    c) mustn't                    d) haven't
- 3.30.** «If you like,» he said with a crooked smile, as though he ... read her mind.  
 a) should                    b) may                    c) could                    d) can

## CONDITIONAL SENTENCES. WISHES

*Виберіть правильну відповідь.*

*Level 1*

1. If ... for a walk, we will take the dog with us.  
a) we will go    b) we go    c) we would go    d) we have go
2. When they ... the criminals, I shall get my car back.  
a) catch    b) catches    c) will catch    d) shall catch
3. Will she be upset if she ... the news?  
a) heard    b) is hearing    c) hears    d) had heard
4. If you boil the water for a long time, it ... disappear into the atmosphere.  
a) would have    b) will have    c) would    d) will
5. Paul will ruin his jeans if he ... that tree.  
a) climbs    b) will climb    c) climbed    d) climb
6. If... a stone into the sea it will sink.  
a) you will throw    b) you would throw  
c) you throw    d) you threw
7. If he drops out of college he ... to look for a job.  
a) have    b) should have  
c) will have    d) would have
8. You will catch cold if you ... in rain.  
a) go out    b) went out    c) gone out    d) would go out
9. If you don't eat vegetables, you ... a balanced diet.  
a) wouldn't have    b) shall have    c) shall not have    d) will not have
10. If he ..., tell him I'm busy.  
a) will call    b) call    c) called    d) calls
11. Martin ... that if you look after your body it will look after you.  
a) think    b) believes    c) believed    d) thought
12. If I don't know the answer, I ... ask you.  
a) shall    b) should    c) had    d) have
13. You ... late for school if you don't leave now.  
a) is    b) are being    c) are    d) will be
14. If I had some scissors o I ... you them.  
a) would lend    b) had lent  
c) would have lent    d) lent
15. Will these matches strike if we ... them up?  
a) dried    b) dry    c) will dry    d) dries
16. If she ... work harder at school, she will never get a good job.  
a) do    b) isn't    c) don't    d) doesn't
17. If I ... a computer, I would use the Internet.  
a) had    b) have    c) has    d) has got
18. She will have to change if her jeans ....  
a) are dirty    b) has been dirty    c) was dirty    d) is dirty
19. I shall go to the baseball game if it ... tonight.  
a) doesn't rain    b) don't rain    c) rains not    d) isn't rain

- 20.** I ... tell her anything if she calls.  
a) would not    b) shall not    c) will have    d) doesn't
- 21.** If you ..., you will damage your lungs.  
a) will smoke    b) smoke    c) smoked    d) would smoke
- 22.** If I have enough apples I ... an apple pie this afternoon.  
a) will bake    b) would bake    c) could bake    d) bake
- 23.** We shall go to the Zoo if the weather ... nice tomorrow.  
a) would be    b) will be    c) isn't    d) is
- 24.** If you eat too many sweets, ... gain weight.  
a) you will    b) you would    c) you are    d) you have
- 25.** What will you do if your computer ... work?  
a) won't    b) don't    c) doesn't    d) couldn't
- 26.** ...you go out with me on Saturday night if you finish the project?  
a) Will    b) Shall    c) Would    d) Do
- 27.** ... some interesting information if you go to the library.  
a) You will founded    b) You would founded  
c) You would find    d) You will find
- 28.** If they ..., tell them I shall be back at 11.00.  
a) phones    b) would phone    c) will phone    d) phone
- 29.** Write your name and address on your bag in case you ... it.  
a) will lose    b) lose    c) lost    d) would
- 30.** I'll draw a map for you in case you ... find our house.  
a) can't    b) could    c) can    d) couldn't
- 31.** He is busy right now, but if he ..., he would help us.  
a) is    b) were    c) weren't    d) isn't
- 32.** If she ... married, she will probably move to France.  
a) gets    b) get    c) got    d) gotten
- 33.** If I ... they are honest, I would gladly lend them the money.  
a) known    b) knows    c) know    d) knew
- 34.** ... spend next year studying in Japan if I could speak Japanese.  
a) I would    b) I will    c) I have    d) I am
- 35.** Where would you go if someone ... you the chance to go on a virtual holiday?  
a) gives    b) give    c) gave    d) given
- 36.** If... more male teachers, teaching could become a better-paid profession.  
a) there were    b) there was    c) there weren't    d) there wasn't
- 37.** If I ... some wrapping paper at the shop, I shall buy some for you.  
a) will find    b) find    c) shall find    d) found
- 38.** I ... come if I knew someone is here.  
a) has not    b) will not    c) have not    d) would not
- 39.** They will tell you if they ... their mind.  
a) will change    b) change    c) changed    d) would change
- 40.** If you have enough time, ... your parents a letter, please.  
a) you would write    b) you have write    c) you write    d) write
- 41.** Water will freeze if the temperature ... 0°C.

- a) reaches            b) reach        c) would reach     d) will reach
- 42.** If anyone calls, please ... a message.  
a) you take        b) would take    c) will take d)take
- 43.** Where shall I go if I ... to study German ?  
a) would want    b) wanted        c) want d) should want
- 44.** If she ... at home, she will answer the phone.  
a) was            b) is    c) were            d) will be
- 45.** If Claire ... to work hard, she will pass the exam easily.  
a) will continue   b) continues      c) continued      d) would continue
- 46.** What are you going to wear to class if it... cold tomorrow?  
a) is    b) will be    c) would be    d) shall be
- 47.** ... you going to the mountains if it's cold tomorrow?  
a) Should    b) Would    c) Will    d)Are
- 48.** People ... to swim in the lake, if they clean it up.  
a) have been able   b) will be able    c) would be able   d) were able
- 49.** If she ... a year older, she could get a driver's license.  
a) will be    b) is    c) were    d) would be
- 50.** Joanna may swim today if the sun ....  
a) come out    b) comes out    c) came out      d) will come out
- 51.** What will you call the baby if it... a girl?  
a) will be    b) is    c) would be    d) was
- 52.** If the dog keeps barking, ... let it out.  
a) I shall    b) I would    c) I have    d) I am
- 53.** If you take my advice, your troubles ... over.  
a) shall be    b) would be    c) will be    d) shall have been
- 54.** If Kitty ... taller, she would reach the cupboard.  
a) would be    b) should be    c) is    d) were
- 55.** You will get into trouble if you ... pay your taxes.  
a) wouldn't    b) will not      c) don't    d) have not
- 56.** ... I have a garage if I move to that apartment?  
a) Will    b) Would            c) Should    d) Do
- 57.** Father will be furious if he ever... out about it.  
a) find    b) finds    c) will find    d) would find
- 58.** If he mows our lawn, ... have to give him money.  
a) we would    b) we are    c) we should    d) we shall
- 59.** He would stay longer if he ... time.  
a) has    b) had had    c) has had    d) had
- 60.** ... he create jobs if he becomes the president of the company?  
a) Would            b) Will            c) Should    d) Does
- 61.** If I ... the question, I would be able to answer it.  
a) would understand                    b) will understand  
c) understood                            d) had understood
- 62.** If we ... our tickets, they wouldn't let us in.  
a) have forgotten   b) will forget    c) would forget    d) forgot

- 63.** We shall go skiing in the mountains if it ... .  
a) snowed      b) will snow      c) snows      d) would snow
- 64.** Perhaps I ... there too if you moved over a little.  
a) could sit      b) can sit      c) can't sit      d) am able
- 65.** If he ... at night, his telephone bill won't be so high.  
a) called      b) will call      c) call      d) calls
- 66.** If you eat so many sweets, you ... stomach-ache.  
a) would get      b) have get      c) will get      d) would gotten
- 67.** ... phone you if she arrives earlier than planned.  
a) She will      b) She has      c) She would      d) She have
- 68.** You can see the boss if he ... too busy.  
a) is not      b) was not      c) were not      d) will not
- 69.** We would go by plane if it... cheaper.  
a) would be      b) will be      c) is      d) were
- 70.** The table will fall if you ... on it.  
a) stand      b) stood      c) standing      d) were standing
- 71.** Will you teach me to dance the tango if I ... you learn English?  
a) helped      b) help      c) will help      d) would help
- 72.** ... I were you, I should never agree to do it.  
a) In case      b) Unless"      c) When      d) If
- 73.** If he ... the exam he can do it again.  
a) failed      b) fail      c) fails      d) will fail
- 74.** If... fire, the alarm will ring.  
a) there is      b) there will be      c) there are      d) there was
- 75.** I shall be surprised if Martin and Julia... .  
a) married      b) will get married  
c) get married      d) got married
- 76.** If you are late this evening, I ... wait for you.  
a) have not      b) would not      c) should not      d) shall not
- 77.** What will happen if my parachute ... ?  
a) don't open      b) doesn't open      c) won't open      d) will not open
- 78.** This room would be nicer if ... some nice pictures on the wall.  
a) there are      b) there were      c) are there      d) were there
- 79.** Life ... boring if every day were the same.  
a) will be      b) should be      c) would be      d) will have been
- 80.** If you ... blue and yellow, you will get green.  
a) mix      b) mixes      c) mixed      d) would mix
- 81.** We ... all our friends to stay if we had a bigger house.  
a) had invite      b) need invite      c) must invited      d) could invite
- 82.** If you ... this job, are you going to take it?  
a) offered      b) are offered      c) offer      d) have offered
- 83.** If I ... anywhere in the world, I should go to Antarctica.  
a) would have gone      b) will go  
c) had gone      d) could go

- 84.** I would not be happy if I ... any friends.  
a) had    b) hadn't had    c) didn't have    d) wouldn't have
- 85.** If I ... an accident in the street, I would call the police.  
a) had seen    b) seen    c) see    d) saw
- 86.** The world would be a better place if there ... no guns.  
a) was    b) were    c) weren't    d) wasn't
- 87.** We shall have to go without John if he ... arrive soon.  
a) don't    b) didn't    c) doesn't    d) won't
- 88.** If it gets too hot inside, ... the conditioning.  
a) turned on    b) turn on    c) turned    d) had turned
- 89.** I am not tired enough to go to bed yet. I wouldn't sleep if I... to bed now.  
a) would go    b) had gone  
c) would have gone    d) went
- 90.** If you put water in the freezer, ... become ice.  
a) it is    b) it has    c) it was    d) it will
- 91.** I must hurry. My friend will be annoyed if... not on time.  
a) I shall    b) I have    c) I would    d) I am
- 92.** If the phone ..., can you answer it?  
a) rang    b) rings    c) ring    d) rung
- 93.** What... you do if you don't find where to live?  
a) could    b) should    c) would    d) will
- 94.** Who would you phone if you ... in trouble?  
a) will be    b) are    c) were    d) would be
- 95.** You ... come to the party if you don't want to.  
a) mustn't    b) wouldn't    c) needn't    d) hadn't
- 96.** I shall have a word with Jack if he ... at home.  
a) will be    b) would be    c) were    d) is
- 97.** If... the bus this afternoon, she will get a taxi instead.  
a) she miss    b) she misses    c) she will miss    d) she would miss
- 98.** If it rains, the roads ... slippery.  
a) would get    b) could get    c) must get    d) will get
- 99.** When he ... this job, he will be able to buy his own flat.  
a) get    b) gets    c) will get    d) would
- 100.** How much will he earn if he ... a job?  
a) get    b) gets    c) got    d) gotten

### *Level 2*

- 1.** People would go out more if... no television.  
a) there were    b) there wasn't    c) there is    d) there isn't
- 2.** If I ... my job properly, I wouldn't be a manager.  
a) hadn't done    b) didn't do    c) wouldn't do    d) shouldn't do
- 3.** ... I were you, I would always wear a helmet on a bike.  
a) When    b) Whether    c) Unless    d) If
- 4.** If we ... faster, we would catch up with the first car.

- a) drive                    b) driven      c) drove      d) driving
- 5.** If you could be someone else, who ... like to be ?  
a) would you    b) you would    c) should you    d) you should
- 6.** If I didn't read newspapers, I ... what is happening in the world.  
a) wouldn't have known                    b) didn't know  
c) hadn't known                              d) wouldn't know
- 7.** They would stay at home if they ... the guests to come .  
a) had expected    b) expected      c) would expect    d) expect
- 8.** If you didn't go to bed so late every night, you ... all the time.  
a) wouldn't tired                              b) shouldn't tired  
c) would be tired                              d) wouldn't be tired
- 9.** If we don't protect wildlife now, ... nothing left for further generations.  
a) there will be    b) there won't be    c) there isn't      d) there wasn't
- 10.** If I... another job, I would take it immediately.  
a) am offered    b) are offered    c) will be offered    d) were offered
- 11.** ... you sing before breakfast, you will cry before night.  
a) Unless                    b) If only      c) If                    d) When
- 12.** If you ... after two hares, you will catch neither.  
a) run                    b) ran                    c) rung                    d) rang
- 13.** If the sky ..., we shall catch larks.  
a) fell                    b) falls                    c) felt                    d) fallen
- 14.** If he wants, he ... your example.  
a) follow    b) will follow    c) follows      d) followed  
d) would be    d) he would have    d) would be    d) You are
- 15.** If he isn't careful, he ....  
a) will fallen    b) will be fallen    c) will fall    d) would fall
- 16.** If you cannot bite, never... your teeth.  
a) show                    b) showed      c) shown    d) you show
- 17.** I must have the doctor handy, in case my baby ... worse.  
a) feel                    b) feels                    c) felt                    d) fell
- 18.** If I asked Helen, she ... probably give you a lift.  
a) would                    b) will                    c) should      d) must
- 19.** Who would you ask, if you ... how to do it?  
a) hadn't known                              b) wouldn't know  
c) didn't know                                  d) shouldn't know
- 20.** What would you do, supposing your car ... now.  
a) stolen    b) was stolen    c) had been stolen    d) had been stole
- 21.** If you ... her now, you would hardly recognize her.  
a) have seen    b) see                    c) had seen      d) saw
- 22.** If you took more exercise you might... a bit of weight.  
a) lose                    b) loose                    c) lost                    d) have lost
- 23.** I ... be able to visit Jim first thing in the morning if I stay in Manchester over night.  
a) shall                    b) would                    c) have                    d) am

- 24.** ... you get much fatter, your jeans will be too small for you.  
a) whether      b) if                      c) even if      d) unless
- 25.** If she ... a healthy diet, she wouldn't be fit  
a) hadn't follow                      b) hadn't been followed  
c) didn't follow                      d) wouldn't follow
- 26.** We would go to the safari park if Mary ...  
afraid of lions.  
a) weren't      b) hadn't been      c) isn't              d) hasn't been
- 27.** If she weren't fit, she ... to practise in the rink.  
a) wouldn't able                      b) shouldn't able  
c) shouldn't be able                      d) wouldn't be able
- 28.** Helen wouldn't have to stay in bed today if she ... the flu.  
a) didn't have      b) hadn't get      c) hasn't got      d) hasn't get
- 29.** Those wires look a bit dangerous, I ... them if I were you.  
a) didn't touch                      b) wouldn't touch  
c) wouldn't have touched                      d) shouldn't have touched
- 30.** If you wash cotton clothes in hot water, they ... lose colour.  
a) will      b) would      c) have      d) are
- 31.** If you leave metal out in the rain, it... rusty.  
a) will get      b) get      c) would get      d) has got
- 32.** If he ... more money, would you marry him?  
a) had had      b) would have      c) had      d) will have
- 33.** If I had nothing to do, I ....  
a) would be boring                      b) would be bored  
c) will be boring                      d) will be bored
- 34.** If my grandfather were still alive, he ... a hundred today.  
a) be      b) will be      c) has been      d) would be
- 35.** If he got a new job, ... earn a bit more money.  
a) he would      b) he had      c) he should      d) he would have
- 36.** Providing that you ... careful, you can use Dad's car.  
a) will be      b) are      c) were      d) would be
- 37.**... have a lot more friends if you weren't so mean.  
a) You will      b) You would      c) You have      d) You are
- 38.** If I ... stuck on a deserted island, I should like to be with you.  
a) will be      b) would be      c) am      d) were
- 39.** ... be surprised if you heard the news.  
a) You would      b) You will      c) You have      d) You are
- 40.** If they knew French, ... understand what they were talking about.  
a) they have      b) they will      c) they would      d) they are
- 41.** If Mark ... younger, he could join the army.  
a) would be      b) could be      c) were      d) is
- 42.** If we were serious about pollution, ... spend more money on research.  
a) we would      b) we have      c) we are      d) we shall
- 43.** Where would you ... if you could live anywhere in the world?



- a) chose    b) choose    c) chosen    d) have chosen
- 44.** Even if you offer me a lot of money, I ... the painting.  
a) would not have sold    b) would not sold  
c) would not sell    d) shall not sell
- 45.** If my paper... on time today, I'm going to cancel my subscription.  
a) won't arrive    b) isn't arrive    c) don't arrive    d) doesn't arrive
- 46.** If I had a more reliable car, ... drive to London rather than fly.  
a) I would    b) I have    c) I shall    d) I am
- 47.** If I were him ... a bodyguard.  
a) I shall hire    b) I would hire    c) I have hired    d) I am hired
- 48.** He would be happier if he ... take things so seriously.  
a) didn't    b) don't    c) hadn't    d) doesn't
- 49.** I ... if there were any truth in her story.  
a) will believe    b) must believe    c) would believe    d) had believed
- 50.** If ... no oxygen on the Earth, life wouldn't exist.  
a) there were    b) there's    c) there is    d) wasn't
- 51.** What would you do if you ... your passport ?  
a) lost    b) lose    c) has lost    d) have lost
- 52.** It's always the same! ... I decide to leave the office early, my boss calls me after I have left.  
a) Whether    b) Unless    c) If    d) Even though
- 53.** If they ... weight during the illness, they will soon regain it afterwards.  
a) lose    b) lost    c) will lose    d) has lost
- 54.** I wouldn't accept the job, even if they ... it to me.  
a) offer    b) offered    c) had offered    d) have offered
- 55.** If he ... the windows, he will want his money.  
a) has done    b) have done    c) did    d) had done
- 56.** What would you do if.... an earthquake ?  
a) there has been    b) there's    c) there is    d) there were
- 57.** If he ... that smoking is dangerous, he wouldn't smoke now.  
a) realized    b) had realized    c) would realize    d) has realized
- 58.** He said that if he didn't start taking regular exercises, ... in danger of be coming ill.  
a) he would be    b) he will be    c) he had been    d) he will been
- 59.** If I make some coffee, ... the cake ?  
a) cut    b) do you cut    c) have you cut    d) will you cut
- 60.** If we ... even a small amount of money, they would appreciate it greatly.  
a) gave    b) give    c) will give    d) had given
- 61.** If the light ... , the battery is OK.  
a) come on    b) comes on    c) came on    d) had come on
- 62.** If you were on a desert island, what... like to have with you ?  
a) you would    b) would you    c) have you    d) you could
- 63.** If you ... here, where would you like to be ?  
a) weren't    b) aren't    c) have been    d) had been

- 64.** If you ... English, which language would you study?  
a) weren't studying                      b) weren't study  
c) were studying                          d) wasn't study
- 65.** If you ... a new first name, what would you choose?  
a) must have    b) could have    c) have had    d) has had
- 66.** If you could have any car, which kind ... have?  
a) would you    b) you would    c) have you    d) you could
- 67.** If you ... eat anything you wanted tonight, what would you eat?  
a) can    b) will    c) must    d) could
- 68.** If you want to make a good impression, ... to smile and make eye contact.  
a) you remember    b) remember you    c) remember    d) must remember
- 69.** ... risk going there alone if they asked you?  
a) Would you    b) You would    c) Can you    d) Will you
- 70.** If we had higher salaries, we ... better teachers.  
a) could have    b) can have    c) must have    d) have
- 71.** Her grandfather is no longer alive, but if he were I'm sure he ... of her.  
a) would be proud                      b) must be proud of  
c) will be proud                          d) shall be proud
- 72.** Bill has such a bad memory that he would lose his head if it ... to his body.  
a) had been attached                      b) weren't attached  
c) isn't attached                          d) aren't attached
- 73.** I wouldn't ride the bike even if you ... .  
a) ask                      b) asks                      c) asked                      d) had asked
- 74.** What would you be doing right now if you ... in class?  
a) are not                      b) were not                      c) have been                      d) had been
- 75.** ... appreciate it very much if they gave me chance to study.  
a) I would                      b) I will                      c) I had                      d) I have
- 76.** If we ... the production of our goods, we could have more money.  
a) increase                      b) increased                      c) would increase                      d) should increase
- 77.** If we had a better car, we ... more.  
a) will have driven                      b) will drive  
c) would drive                          d) would have driven
- 78.** If people ... less we would have less pollution.  
a) drove                      b) drive                      c) driven                      d) had driven
- 79.** If we attracted more businesses to the state we ... more jobs .  
a) would have    b) will have    c) must have    d) can have
- 80.** If we ... more businesses to the state, we would have less unemployment.  
a) attract    b) attracted    c) had attracted    d) have attracted
- 81.** If I were President, ... spend more money on teachers' salaries.  
a) I would    b) I shall    c) I have    d) I'm
- 82.** ... you had eaten breakfast, you wouldn't be hungry now.  
a) In case    b) If    c) Even if    d) Unless
- 83.** If you had looked at the map, you ... lost now.  
a) wouldn't be    b) shouldn't be    c) can't be    d) mustn't be

- 84.** If Roger... his bike out in the rain, it wouldn't be rusty now.  
a) hadn't left    b) leave            c) leaves        d) have left
- 85.** If she had paid her rent last month, she ... to move out of her flat now.  
a) musn't have    b) wouldn't have    c) will not have    d) shall not have
- 86.** If you ... an expensive car last week, you would have more money now. a) haven't bought    b) buy    c) hadn't bought    d) bought
- 87.** I wouldn't enjoy going to discos if I ... like dancing.  
a) didn't    b) don't    c) couldn't    d) wasn't able
- 88.** If the building were too big, nobody ... ever buy it.  
a) wouldn't    b) would    c) should    d) shouldn't
- 89.** If the minister ... reelected, he will still control foreign policy.  
a) is    b) was    c) were    d) has
- 90.** If the building weren't in a perfect condition, it ... impossible to use it for modern offices.  
a) will be    b) must be    c) would be    d) should be
- 91.** If she had set the alarm, she wouldn't ....  
a) have overslept    b) have oversleep    c) has overslept    d) overslept
- 92.** If the blouse ... this skirt, I should buy it.  
a) match    b) matched    c) matches    d) would match
- 93.** He ... unemployed now if he didn't want a higher salary.  
a) wouldn't be    b) will not be    c) will be    d) couldn't be
- 94.** If you could keep a secret I ... tell you everything in details.  
a) must    b) will    c) would    d) shall
- 95.** He wouldn't hire a taxi if the station ... very far from the hotel.  
a) had been    b) have been    c) isn't    d) weren't
- 96.** ... your bicycle if I had a screwdriver of the proper size.  
a) I shall fix    b) I would fix    c) I have fix    d) I fix
- 97.** Sally ... the phone if she were in her office right now.  
a) would answer    b) will answer    c) must answer    d) should answer
- 98.** I wouldn't be a student in this class if English ... my native language.  
a) were    b) is    c) has been    d) had been
- 99.** If I were a bird, I ... want to live my whole life in a cage.  
a) would not    b) will not    c) shall not    d) have not
- 100.** If I ... you, I should see this film.  
a) am    b) would be    c) will be    d) were

*Level 3\**

- 1.** My lawyer is suggesting that I ... the property.  
a) have sold    b) sell
- 2.** It is required that all employees ... to a medical examination.  
a) submit    b) would submit
- 3.** You ... better not borrow any more money; you won't be able to pay it back.  
a) would    b) had
- 4.** If my husband ... to the bank yesterday, we ... some money now.

- a) went, could have **b) had gone, would have**
5. His life can be saved if help ... soon.  
a) arrives **b) will arrive**
6. If Clara ... fewer sweets, she ... get slimmer.  
a) ate, might **b) eats, would**
7. I didn't enjoy the performance last night. I would rather we ... to the disco.  
a) would go **b) had gone**
8. If all stories ... true, Dr. Heidegger's study must have been a very curious place.  
a) were **b) are**
9. If we ... the tax on time, we ... liable for any further payment.  
a) pay, won't be **b) will pay, wouldn't be**
10. «I wish you ... less noise when you come in.» - «It's not my fault. In door squeaks when you open it.»  
a) had made **b) would make**
11. Write down all these words lest you ... them.  
a) forgot **b) should forget**
12. If we ... our workers better, we ... a popular employer.  
a) would pay, became **b) pay, will become**
13. If you ... working, there ... no protection for your family.  
a) stopped, would be **b) have stopped, won't be**
14. If we ... our workers better, they wouldn't have left the company.  
a) paid **b) had paid**
15. If I were you I... invest all your money in stocks.  
a) would not **b) will not**
16. The water is very cold today. If you bathed in it you ... ill for days.  
a) will have been **b) would be**
17. We ... trading so long as we ... goods to sell.  
a) will continue, have **b) would continue, would have**
18. When I ... a moment I open my memories of you as if I ...  
a) got reading **b) get, were reading**
19. If he ... do a job by the day required, he took it. If not, he told the truth and turned it down.  
a) could **b) can**
20. If you needed some money, I ... lend you a sum.  
a) will **b) would**
21. And after all the weather was ideal. They could not have had a more perfect day for a garden party if they ... it.  
a) order **b) ordered c) had ordered**
22. « ... correct if I ... that each time a representative voted, he'd get a stipend?» asked the girl.  
a) Would I be, presumed **b) Will I be, have presumed**  
c) Would I have been, had presumed
23. But I know Jimmy ... me here if he ... alive, for he always was the truest, staunchest old chap in the world.

- a) would meet, will be b) will meet, is c) shall, was  
**24.** If there ... high demand overseas we ... the Export Sales team.  
a) will be, would increase b) would be, increased c) were, would increase  
**25.** Provided that we ... substitute a holiday of similar quality, there ...  
no entitlement to compensation.  
a) could, will be b) can, will be c) can, would be  
**26.** No holiday booking ... accepted unless it ... accompanied by the  
necessary deposit.  
a) will be, is b) would be, would be c) shall be, was  
**27.** You ... to compensation on condition that you ... our office not  
later than seven days after notification of the proposed changes.  
a) are only entitled, will contact b) will only be entitled, contact  
c) would be only entitled, had contacted  
**28.** We ... faulty goods, provided that the customer ... them in an  
unused condition together with proof of purchase.  
a) shall replace, will return b) replaced, would return c) will replace, returns  
**29.** We ... our prices ... us.  
a) have reconsidered, you asked b) will reconsider, will you ask  
c) would have reconsidered, had you asked  
**30.** If the policyholder ... to extend the policy, he ... the company before the policy  
expiry date.  
a) will wish, must have notified b) would wish, must have notified  
c) wishes, must notify  
**31.** If ... to my colleague yesterday, I ... everything.  
a) spoke, would learn b) had spoken, would have learned c) speak, will learn  
**32.** If the policyholder subsequently ... to renew the policy, the company ... to charge  
an introductory fee.  
a) decided, would be entitled b) had decided, would entitle  
c) would decide, could be entitled  
**33.** You ... a mistake unless you ... the instructions carefully.  
a) might have made, would follow b) may make, follow  
c) might make, didn't follow  
**34.** What... if the princess ... that necklace? Who knows?  
a) will happen, didn't lose b) would happen, has not lost  
c) would have happened, had not lost  
**35.** I'd rather you ... your things everywhere round the flat. I can't hear it.  
a) didn't leave b) wouldn't leave c) hadn't have been leaving  
**36.** There ... anything worth buying if we ... there soon. If only no MHE ... that chest of  
drawers they advertised.  
a) wouldn't be, hadn't got, will buy b) isn't, haven't got, bought  
c) won't be, don't get, buys  
**37.** If I ... a nickel for all the times we've done things because of your male intuition, I  
... a rich woman.  
a) had, would be b) had had, would have been c) have, will be

38. ... what would happen, I... this experiment.  
 a) I knew, will never have authorized  
 b) Had I known, would never have authorized  
 c) Have I known, would never authorize
39. If she ... her seat belt, she could have been badly injured.  
 a) hadn't been wearing b) hadn't wear c) doesn't wear
40. If my younger sister ... less shy, she ... progress more rapidly.  
 a) had been, would have made b) has been, will make c) were, would make
41. The doctor suggests that my grandfather ... three times a week.  
 a) will exercise b) exercise c) exercised d) would exercise
42. If you ... your own children, I'm sure you ... what I'm going to ask of you now.  
 a) will have, would excuse b) would have, would excuse  
 c) has, would have excused d) had, would excuse
43. If Olivia ... his letter, they probably ... all those years and neither of them would be lonely now.  
 a) would answer, would have married  
 b) had answered, would have been married c) answered, will marry  
 d) had answered, would marry
44. It was as if a sudden glow of cheerful sunshine ... all their faces at once.  
 a) would have brightened b) will have brightened c) has brightened  
 d) had brightened
45. People are afraid that if we ... to the metric system, our whole life ...  
 a) will convert, will change b) will convert, will have change  
 c) convert, will change d) convert, change
46. If the dinner ... another minute, the steak ... as tough as leather.  
 a) waits, will be b) wait, is c) wait, will be d) has waited, is
47. You ... pay interest if you ... the bill within sixty days.  
 a) will have to, hadn't settled b) have to, won't have settled  
 c) would have to, didn't settle d) shall have to, wouldn't have settled
48. If they ... reschedule the debt, they ... bankrupt.  
 a) hadn't been able to, would have gone b) won't be able to, will have gone  
 c) wouldn't be able to, would go d) couldn't, shall have gone
49. Andrew said that if I ... before the Titian it ... wonderful publicity for the exhibition.  
 a) am posing, will have been b) posed, would be c) had posed, will be  
 d) would have posed, would have been
50. «But I have reasons to suppose that this opinion ... very much more frank and valuable if he ... that we are alone,» he said.  
 a) will be, will imagine b) would have been, has imagined  
 c) would be, had imagined d) would be, imagines
51. The balance ... at any time provided it... not later than eight weeks before departure.  
 a) may pay, is b) may be paid, is c) might be paid, will be  
 d) might have been paid, would be

52. If the sales ... poor, we ... the distribution network.  
 a) were, will change **b) have been, will have changed**  
 c) had been, would have changed **d) had been being, would change**
53. «Shall I continue to ignore your acid little rejoinders, Suzie, or ... happier if I ... in and indulged your desire to have a blazing row over nothing?» he asked.  
 a) would you have been, had given **b) will you be, had been giving**  
 c) will you have been, give **d) would you be, gave**
54. ... you'd get so upset, she never ... leaving.  
 a) Would have she known, had suggested  
 b) Has she known, will have suggested  
 c) Had she known, would have suggested  
 d) Known she, would suggest
55. The Palestinian leader is demanding that the Israeli government ... its troops.  
 a) withdraw **b) would withdraw c) had withdrawn d) withdrew**
56. The boy ... my age if such an unbelievable thing ... to him. He had been killed in a fight.  
 a) would have been, wouldn't have happened  
 b) will have been, had not happened  
 c) will be, didn't have happened  
 d) would have been, had not happened
57. If the policyholder ... the company before the expiry date, the company ... to terminate the agreement.  
 a) does not contact, shall be entitled  
 b) didn't contact, will be entitled  
 c) wouldn't contact, would have entitled  
 d) wouldn't contact, would have been entitled
58. They ... the train if they ... their house earlier.  
 a) wouldn't have been missing, left **b) won't have missed, leave**  
 c) wouldn't miss, would have left **d) wouldn't have missed, had left**
59. If Tom ... a taxi, he ... stuck in traffic.  
 a) would take, might not get **b) had taken, might not have got**  
 c) will take, may not get **d) had been taken, might not get**
60. Mary wishes that she ... off her relationship with her mother-in-law.  
 a) hasn't broken **b) hadn't broken c) wouldn't broken d) didn't break**

## VERBALS: INFINITIVE, GERUND, PARTICIPLE

*Виберіть правильну відповідь.*

*Level 1*

1. Are you sure you told me? I don't recall ... about it.  
a) having been told **b) to have told**
2. Jane seems ... some weight. How long has she been on a diet?  
a) to have lost **b) having lost**
3. Nobody can expect you ... overtime.  
a) work **b) to work**
4. ... all the way, he followed Mr. Giles upstairs.  
a) Talked **b) Talking**
5. What do you feel like ... for breakfast? Does coffee and sandwich sound good?  
a) to have **b) having**
6. ... nothing about the trouble, my grandfather felt comfortable and quiet.  
a) Having been told **b) Having told**
7. We are looking forward to ... on a tour of Paris by our French friends.  
a) being taken **b) having been taken**
8. They would like ... to Bill's party, but they were not.  
a) having invited **b) to have been invited**
9. I remember ... a woman outside where I went in.  
a) to see **b) seeing**
10. I advised them ... there for more than two days.  
a) don't stay **b) not to stay**
11. My neighbour was trying ... the door with the wrong key.  
a) to unlock **b) unlocking**
12. Mrs. Green hasn't seen her husband for several days. It's rather ...  
a) worrying **b) worried**
13. After hearing the weather report, I advise you ... skiing this afternoon.  
a) not to go **b) not going**
14. You should ... to other people instead of... about yourself all the time.  
a) to listen, to talk **b) listen, talking**
15. I highly appreciated ... your support in time.  
a) to receive **b) receiving**
16. I'm not going to a lecture tonight as I'm not... in the subject.  
a) interesting **b) interested**
17. ... before them, he looked into the room.  
a) Stepping **b) Stepped**
18. I have read only some of that new book because it's very ...  
a) boring **b) bored**
19. When they finally reached the top of the hill, they were ...  
a) tired and exhausted **b) tiring and exhausting**
20. Before my younger brother goes to bed, Father reminds him ... his teeth.  
a) brushing **b) to brush**



21. A new private ... station has begun to function.  
a) broadcasting **b) broadcasted**
22. It's a bad thing for a child to get used to ... in bed.  
a) read **b) reading**
23. The teacher was upset by ... him the truth.  
a) our not having told **b) we didn't tell**
24. Whenever they met, her cousin avoided ... at her.  
a) to look **b) looking**
25. He followed up this remarkable declaration by ... his head.  
a) having shaken **b) shaking**
26. ... the essay, he left it to be checked.  
a) Writing **b) Having written**
27. He had found a ... umbrella and didn't know what to do.  
a) broken **b) breaking.**
28. The President became used to ... by his opponents.  
a) criticize **b) being criticized**
29. Most people enjoy ... to different parts of the world.  
a) to travel **b) traveling**
30. The guide promised ... the tourists at the station.  
a) to meet **b) meeting**
31. Don't pretend ... what you aren't.  
a) to be **b) being**
32. You must ... English wherever you can.  
a) practice speaking **b) to practice speaking**
33. My lawyer advised me ... anything further about the accident.  
a) saying **b) not to say**
34. My grandparents made me ... them next week.  
a) to promise to call **b) promise to call**
35. I used to ... two or three times a day.  
a) bathe **b) be bathing**
36. You must keep on ... the computer until you understand how ... all of the programmes.  
a) practice, to use **b) practicing, using c) practicing, to use**
37. He was said ... a man who could always ... any opposition.  
a) to be, to defeat **b) be, to defeat c) to be, defeat**
38. Have you had this article ...?  
a) typed **b) typing c) type**
39. Dumb terror made him ... the hammer and ... out.  
a) to drop, rush **b) to drop, to rush c) drop, rush**
40. Will you excuse me for... an obvious precaution?  
a) taking **b) take c) to take**
41. The philosophers were, however, the first ... language as an evolving phenomenon, and ... philological studies.  
a) treat, undertake **b) to be treated, undertake c) to treat, to undertake**

42. He remembered ... madly through the house, ... everywhere for money.  
 a) to walk, to look **b) walking, looking** c) walk, looking
43. We shall not be able to catch the train ... at five.  
 a) left **b) leaving** c) having been left
44. The girl ... next to Emma is her niece.  
 a) being sat **b) having been sat** c) sitting
45. I determined ... until I got back to town before ... my story to the police.  
 a) be waiting, to tell **b) wait, tell** c) to wait, telling
46. Children sometimes forget... the stoves when they have finished cooking.  
 a) to turn off **b) turn off** c) turning off
47. Instead of... the letter, she went away.  
 a) finishing **b) finish** c) to be finishing
48. I'll never forget... my first entrance examination. It was a complete failure.  
 a) to take **b) have been taken** c) taking
49. The letter ... yesterday was most welcome.  
 a) receiving **b) having received** c) received
50. I think he wanted me ... or at least ... him for being so humorous.  
 a) to congratulate, to admire **b) congratulate, admire**  
 c) be congratulated, be admired
51. There seemed nothing in the man strong enough ... that mountain of flesh.  
 a) sustaining **b) sustain** c) to sustain
52. All of them enjoyed ... tennis.  
 a) to play **b) playing** c) play
53. She begged her father ... her ... to college but he did not want ... to her.  
 a) let, go, to listen **b) to let, to go, to listen** c) to let, go, to listen
54. I persuaded my brother-in-law not... that expensive cottage.  
 a) to buy **b) buy** c) buying
55. I can see that you are ... of the arrangement and of me, and I had better therefore, resign.  
 a) tired **b) being tired** c) tiring
56. The city council agreed ... the architect's proposed design for a new market.  
 a) to accept **b) accepting** c) to be accepted
57. Most passengers dislike ... in small, uncomfortable seats on transoceanic flights.  
 a) sitting **b) sit** c) to sit
58. I look forward to ... you the next time I'm in town. I'll be sure to let you ... ahead of time so that we can plan to get together.  
 a) see, to know **b) see, knowing** c) seeing, know
59. .... his leash, I watched as my dog ran down the street after the mail carrier.  
 a) Escaping **b) Having escaped** c) Escaped
60. They should have had their windows ...  
 a) clean **b) cleaned** c) cleaning
61. You seem most fortunate in ... an employee who comes under the full market price.  
 a) to have **b) having** c) having had

- 62.** My uncle believes animals should ... from hunters. He objects to ... wild animals for sport.  
 a) protect, kill **b) be protected, kill** c) be protected, killing
- 63.** The doctor seemed especially ... by the fact of the robbery ... in the night time.  
 a) troubling, been unexpected and attempted  
 b) having troubled, to be unexpected and attempted  
 c) troubled, having been unexpected and attempted
- 64.** While ... the street in the wrong place, the boy was stopped by the policeman.  
 a) crossing **b) being crossed** c) having been crossed
- 65.** Although my father slammed on his brakes, he couldn't ... the dog that suddenly darted out in front of the car.  
 a) avoid to hit **b) avoid hitting, c) be avoided hitting**
- 66.** Stop ... at me! I'll get everything finished before I go to bed.  
 a) to grumble **b) grumbling** c) to be grumbling
- 67.** With this words the Jew, ... down, placed the candle on an upper flight of stairs.  
 a) stooped **b) stooping** c) having stooped
- 68.** If people delay ... their bills, they only incur more and more interest charges.  
 a) to pay **b) paying** c) to be paying
- 69.** A procrastinator is one who habitually postpones ... things - especially tasks that are unpleasant.  
 a) doing **b) do** c) to do
- 70.** Nobody has offered ... the house next door, so I think they are going... the price.  
 a) buying, to lower **b) to buy, to lower** c) to buy, lowering
- 71.** We couldn't... him alone. His health was too poor.  
 a) risk to leave **b) to risk to leave** c) risk leaving **d) be risked to leave**
- 72.** My neighbour had his garage ... into by car thieves.  
 a) breaking **b) broken** c) having broken **d) broke**
- 73.** Every member of the respectable coterie appeared ... in his own reflections, ... the dog, who seemed ...  
 a) plunged, not excepting, to be meditating  
 b) plunging, not excepted, be meditating  
 c) having plunged, not except, meditating  
 d) to plunge, not having excepted, being meditating
- 74.** ... their supper, the family started watching television.  
 a) Finished **b) Being finished** c) Having finished **d) Having been finished**
- 75.** ..., the children fell asleep immediately.  
 a) Being very tired **b) Very tired** c) Very tiring **d) Having tired**
- 76.** I might ... a complete circle and return to the point where I started without ... of the fact.  
 a) to make, being aware **b) making, being aware**  
 c) making, to be aware **d) make, being aware**
- 77.** I couldn't... outright.  
 a) resisting to laugh **b) resist to laugh** c) resist laughing **d) to resist laughing**
- 78.** We both sat in silence for some little time after ... to this extraordinary story

- a) listening **b) listen** c) to listen **d) having been listened**
- 79.** I won't be able to go anywhere tomorrow as I'll have my new furniture...
- a) delivering **b) having delivered** c) delivered **d) being delivered**
- 80.** The rise in our city's crime rate is truly ... In fact, these days most people ... of going out at night.
- a) alarmed, terrifying **b) alarming, are terrified**  
c) having alarmed, is terrified **d) alarming, having terrified**
- 81.** It is worth ... that all of these three old gentlemen were once in love with the widow Wycherly.
- a) to mention **b) mentioning** c) to be mentioned **d) being mentioned**
- 82.** ... articles for her high school paper, she began ... money as a journalist while she was attending college.
- a) Writing, earning **b) Having written, earn**  
c) Having written, to earn **d) Writing, to have earning**
- 83.** Are you ... in listening to the opera tonight? - Not really. There's a political debate on TV, and I know it will be very ...
- a) interest, entertained **b) interesting, having entertained**  
c) interested, entertained **d) interested, entertaining**
- 84.** I let my hand ... for many minutes, while I tried ... where and what I could...
- a) stay, to imagine, be **b) stay, imagine, be**  
c) to stay, to imagine, be **d) to stay, to imagine, to be**
- 85.** My friend never fails ... in time to help me.
- a) arrive **b) to arrive** c) arriving **d) be arriving**
- 86.** The clerk threatens ... if the manager doesn't agree to his proposal.
- a) resign **b) to resign** c) resigning **d) to be resigned**
- 87.** The quarterback was distraught... that he had failed to break the state record for ... by a few feet.
- a) to discover, passing **b) discovering, pass**  
c) discover, having passed **d) to discover, to pass**
- 88.** Do you really mean ... you used to ... such hideous clothes when you were young?
- a) saying, wearing **b) say, wear** c) to say, wearing **d) to say, wear**
- 89.** I don't recall ... your umbrella anywhere in the house. Maybe you left it in the office.
- a) see **b) to see** c) seeing **d) to be seen**
- 90.** My girl-friend didn't even thank me for my gift. I'm really ... at her. - I'm sure she'll thank you soon. I know she was very ... with it.
- a) having annoyed, pleasing **b) annoyed, pleased**  
c) annoying, having pleased **d) annoyed, pleasing**
- 91.** A burning thirst made me ... the pitcher at once.
- a) empty **b) to empty** c) to be emptied **d) emptying**
- 92.** My grandmother appreciated ... breakfast in bed when she wasn't feeling well.
- a) serving **b) to serve** c) to be served **d) being served**
- 93.** The bridegroom anticipated ... the wedding ceremony.
- a) enjoying **b) enjoy** c) being enjoyed **d) to enjoyed**

- 94.** Both plaintiffs and defendants must... the truth in a court of law.  
**a)** swear telling **b)** swear to tell **c)** swearing telling **d)** swear to be told
- 95.** I am not a very heavy sleeper, and the anxiety in my mind tended, no doubt, ... me even less so than usual.  
**a)** to make **b)** making **c)** make **d)** to be making
- 96.** The customs officer opened the suitcase ... if anything illegal was being brought into the country.  
**a)** to see **b)** seeing **c)** see **d)** to be seen
- 97.** A friend of mine got into trouble when he refused ... his suitcase for the customs officer.  
**a)** being opened **b)** to be opened **c)** to open **d)** opening
- 98.** The speaker gave such a good speech that I couldn't resist ... loudly when he finished.  
**a)** to applaud **b)** being applauded **c)** to be applauded **d)** applauding
- 99.** The children were ... the first time they flew. - Well, they don't seem ... at all now.  
**a)** terrifying, frightened **b)** terrified, frightening  
**c)** having terrified, frightening **d)** terrified, frightened
- 100.** The witness to the murder asked ... in the newspapers. She wanted her name to be kept in a secret.  
**a)** not to identify **b)** don't be identified  
**c)** not to be identified **d)** not having been identified
- 101.** This morning he was removed to a cell, and I, after ... through all the police formalities, have hurried round to you ... you ... your skill in unravelling the matter.  
**a)** having gone, implore, using **b)** go, imploring, use  
**c)** going, imploring, using **d)** going, to implore, to use
- 102.** I hope that by the time his baby learns ... he will be used to ... called 'father'.  
**a)** to speak, being **b)** speaking, be **c)** to speak, have been **d)** speak, being
- 103.** So they begged the jeweller ... it for three days.  
**a)** don't sell **b)** didn't sell **c)** not to sell **d)** not sell
- 104.** It was very cold, but they dared ... fires because someone would see the smoke and wonder about it.  
**a)** not to make **b)** not make  
**c)** not making **d)** do not making
- 105.** You'd better save some money for a rainy day. You can't... on ... by your parents every time you get into financial difficulty.  
**a)** count, to be rescued **b)** count, being rescued  
**c)** counting, rescuing **d)** to count, to rescue

### *Level 2*

- 1.** You can ... my dictionary whenever you like.  
**a)** to use **b)** use **c)** using **d)** used
- 2.** "I'd better ... there early", said Roy.  
**a)** got **b)** to be getting **c)** to get **d)** get
- 3.** Come and help me ... the shopping.

- a) to do    b) did    c) done    d) doing
- 4.** He begged her not ... away.  
a) to have gone    b) gone    c) to go    d) go
- 5.** She sat down and made me ... beside her.  
a) to sit    b) sat    c) to be sitting    d) sit
- 6.** Everyone came out of the house ... the new car.  
a) admire    b) to admire    c) to be admired    d) admired
- 7.** I'd rather ... to her alone.  
a) to be talked    b) to talk    c) talk    d) talking
- 8.** You shouldn't ... my pen, I need it myself.  
a) use    b) to use    c) using    d) used
- 9.** Annie got up ... the table.  
a) to be cleared    b) clear    c) to clear    d) cleared
- 10.** He felt the dog ... him on the shoulder.  
a) to touch    b) touch    c) to be touched    d) touched
- 11.** They wanted me ... with them.  
a) come    b) came    c) to come    d) to be coming
- 12.** Have you got anything ... ?  
a) add    b) to add    c) added    d) adding
- 13.** Let them ... for a walk.  
a) go    b) going    c) to go    d) gone
- 14.** The weather was too good ... indoors.  
a) stay    b) to stay    c) staying    d) stayed
- 15.** Everybody saw him ... the street.  
a) cross    b) to cross    c) crossed    d) to be crossing
- 16.** She plans ... school in September.  
a) attends    b) attend    c) to attend    d) attended
- 17.** He will try ... a part-time job at school.  
a) get    b) got    c) to get    d) gets
- 18.** They expect ... well at school.  
a) do    b) to do    c) did    d) done
- 19.** Her parents would like ... her to college.  
a) send    b) sends    c) sent    d) to send
- 20.** What can Teresa ... to do?  
a) afford    b) affords    c) to afford    d) afforded
- 21.** They advised their son ... to the state university.  
a) go    b) to go    c) gone    d) going
- 22.** She seemed ... to him attentively at that moment.  
a) listen    b) listened    c) to be listening    d) to be listened
- 23.** You must... very tired if you went to bed so early.  
a) be    b) been    c) have been    d) being
- 24.** He insists that the fact should ... at the meeting.  
a) to mention    b) mention    c) to be mentioned    d) be mentioned
- 25.** Ann wants you ... to her birthday party.

- a) to invite      b) to be invited    c) invite    d) invite
- 26.** The students ... here came from Lviv.  
a) work    b) working    c) worked    d) having worked
- 27.** John came in ... his suitcase.  
a) carry    b) carried    c) carrying    d) being carried
- 28.** ... the book, she gave it to Peter.  
a) To read      b) Reading    c) Being read    d) Having read
- 29.** She went out ... the door behind her.  
a) shutting      b) shut    c) to shut    d) to be shut
- 30.** They walked in silence between the tables, now ... with books.  
a) to load    b) loading      c) loaded    d) load
- 31.** He looked at a ... copy of the newspaper.  
a) fold      b) folded    c) to fold    d) being folded
- 32.** They came back to London, ... six weeks.  
a) be away                      b) were away  
c) been away                    d) having been away
- 33.** And ... all this, my father left the room.  
a) say      b) said      c) having said    d) be said
- 34.** The boy ... by Betty is a friend of mine.  
a) invited    b) inviting    c) be invited    d) invited
- 35.** The room was lit by a ... candle.  
a) bum      b) burning    c) burned    d) having burned
- 36.** Kate liked to spend her free time ... the violin.  
a) play      b) to play    c) played    d) playing
- 37.** Generally ..., he is a good student.  
a) speak    b) to speak    c) speaking    d) spoken
- 38.** ... for another question, he was silent.  
a) to wait    b) waiting    c) waited    d) be waited
- 39.** He lay in bed ....  
a) to read    b) read      c) reading    d) having read
- 40.** We saw that the door was ....  
a) locked    b) locking    c) to lock    d) being locked
- 41.** And ... their house, they were free to leave.  
a) to sell    b) sold      c) being sold    d) having sold
- 42.** For a moment he stood as if... for another question.  
a) wait      b) waiting    c) waited    d) being waited
- 43.** There was someone else ... with Teresa.  
a) sit        b) sat        c) sitting    d) having sat
- 44.** ... windows were shining here and there.  
a) To light    b) Light    c) Lighting    d) Lighted
- 45.** I like sports ... with the sea.  
a) connected    b) connecting    c) having connected    d) connect
- 46.** He would sit and watch the ... leaves of last year.  
a) fall    b) falling    c) fallen    d) having fallen

- 47.** It was the first time he looked ....  
a) excite    b) exciting    c) being excited    d) excited
- 48.** I saw him ... this text.  
a) to translate    b) translating    c) translated    d) having translated
- 49.** The door was left ....  
a) unlock    b) unlocking    c) unlocked    d) being unlocked
- 50.** She was found ... on the grass.  
a) play    b) played    c) having played    d) playing
- 51.** Bob sat without ... a word.  
a) saying    b) said    c) say    d) having said
- 52.** They like ... detective stories.  
a) read    b) having read    c) reading    d) be read
- 53.** Her son can't read yet but he likes ... very much.  
a) read    b) reading    c) having read    d) being read
- 54.** I can still remember ... down the hills in the morning.  
a) run    b) running    c) having been run    d) ran
- 55.** After ... her umbrella in the hall she entered the room.  
a) left    b) leaving    c) leave    d) being left
- 56.** I am sure of ... this book before.  
a) reading    b) read    c) having read    d) being read
- 57.** My friends like ... to our house.  
a) being invited    b) inviting    c) invited    d) invite
- 58.** I insist on my ... with a certain consideration.  
a) treat    b) treating    c) having treated    d) being treated
- 59.** I know everyone who is worth ....  
a) know    b) knowing    c) being known    d) to know
- 60.** The roof needs ....  
a) to paint    b) paint    c) painting    d) painted
- 61.** ... a good book is a pleasure.  
a) read    b) being read    c) having read    d) reading
- 62.** He started ... music lessons yesterday.  
a) attending    b) attend    c) attended    d) being attended
- 63.** Her hobby is ... stamps.  
a) collect    b) collecting  
c) collected    d) having collected
- 64.** They don't like my habit of ... through newspapers at dinner.  
a) look    b) to look    c) looking    d) looked
- 65.** After ... school I'm going to enter Lviv University.  
a) finish    b) being finished    c) finishing    d) having finished
- 66.** She greatly dislikes ... by anybody.  
a) contradicting    b) contradict  
c) having contradicted    d) being contradicted
- 67.** He was sorry for ... us waiting.  
a) to keep    b) keeping    c) keep    d) kept



- 68.** He was angry with me for ... the news.  
a) bring    b) brought    c) bringing    d) be brought
- 69.** Instead of ... the rain increased.  
a) stopping    b) to stop    c) stopped    d) being stopped
- 70.** She went on ... the letter.  
a) write    b) written    c) writing    d) having written
- 71.** She is fond of ... English songs.  
a) to sing    b) sung    c) having sung    d) singing
- 72.** He did not recollect such a thing ... to him before.  
a) happen    b) happened  
c) having happened    d) being happened
- 73.** We insist on your ... this ancient Ukrainian city.  
a) visiting    b) visit    c) being visited    d) having visited
- 74.** I remember his ... in the history of Ukraine before he entered the college.  
a) be interested    b) having been interested  
c) being interested    d) to be interested
- 75.** We shall be proud of your ... the competition.  
a) win    b) won    c) being won    d) winning
- 76.** We live in the town ... 700 years ago.  
a) to found    b) founded    c) founding    d) having founded
- 77.** ... the hall he saw them at once.  
a) entered    b) to enter    c) entering    d) being entered
- 78.** I am glad ... to the party.  
a) invite    b) inviting    c) being invited    d) to be invited
- 79.** You must... the first two chapters.  
a) to read    b) reading    c) read    d) being read
- 80.** We remember ... his lectures on History.  
a) attend    b) attending    c) attended    d) being attended
- 81.** The teacher wanted the students ... the rule.  
a) to explain    b) explaining    c) explained    d) being explained
- 82.** This book is worth ....  
a) to buy    b) bought    c) having bought    d) buying
- 83.** We saw him ... the house.  
a) to enter    b) entering    c) being entered    d) entered
- 84.** They had their information ... by telex.  
a) send    b) sending    c) sent    d) to send
- 85.** Her aim is ... English in the shortest time possible.  
a) master    b) mastered    c) being mastered    d) mastering
- 86.** Do you want me ... the fire not far from the tent?  
a) to make    b) make    c) made    d) having made
- 87.** My ... in the affirmative gave him great satisfaction.  
a) to answer    b) answering    c) answered    d) being answered
- 88.** It is necessary for you ... an effort.  
a) make    b) made    c) to make    d) being made

- 89.** Dick used to see her... to the Public Library.  
a) to go b) gone c) having gone d) going
- 90.** He insisted on our... round the room.  
a) to look b) looking c) looked d) having looked
- 91.** My eyes ... very heavy, I lay down again and slept.  
a) to be b) been c) being d) be
- 92.** He could see her face ... over the little kitten.  
a) to bend b) being bent c) having bent d) bent
- 93.** The house door ..., she went in.  
a) to open b) being opened c) open d) to be opened
- 94.** She returned with the letters for Mr. Brown ....  
a) to sign b) signing c) signed d) having signed
- 95.** The most pleasant surprise is their ... to see us today.  
a) to come b) having come c) coming d) came
- 96.** I could know that without your ... me.  
a) to tell b) told c) being told d) telling
- 97.** It is necessary for my son ... foreign languages.  
a) know b) to know c) knowing d) known
- 98.** I don't approve of your... too much.  
a) to smoke b) smoked c) smoking d) being smoked
- 99.** John suggested his sister's ... the piano.  
a) to play b) being played c) played d) playing.
- 100.** Would you be so kind as ... your voice?  
a) to lower b) lowered c) lowering d) being lowered

*Level 3\**

- 1.** He watched her ... the bell.  
a) to ring b) ring c) rang d) rung
- 2.** He made us ... for several hours.  
a) to wait b) waited c) wait d) to be waiting
- 3.** You will be able ... it yourself when you are older.  
a) to do b) do c) did d) done
- 4.** The teacher told the pupils ... the sentence.  
a) repeat b) repeating c) repeated d) to repeat
- 5.** They won't let us ... the Customs till our luggage has been examined.  
a) to leave b) leaving c) leave d) left
- 6.** He is expected ... in a few days.  
a) arrive b) to arrive c) arrived d) arriving
- 7.** He seems ... everyone.  
a) to suspect b) suspect c) suspected d) to be suspected
- 8.** The ladder wasn't long enough ... the window.  
a) reach b) reaching c) to reach d) reached
- 9.** I was astonished ... that he had left for England.  
a) learn b) to learn c) learning d) learnt

- 10.** It was very brave of him ... into the burning house.  
a) rushed b) rushing c) rush d) to rush
- 11.** I saw the boy ... the cup.  
a) drop b) to drop c) dropped d) to be dropped
- 12.** They are known ... very generous.  
a) be b) to be c) been d) were
- 13.** He happened ... at the window at that moment.  
a) stand b) stood  
c) to be standing d) to have been standing
- 14.** His mother doesn't let him ... what he wants.  
a) to do b) do c) done d) to be doing
- 15.** He saw the old man ... the street in the wrong place.  
a) cross b) to cross c) crossed d) to be crossing
- 16.** She is said ... very rich before leaving the country.  
a) be b) been c) being d) to have been
- 17.** I felt my face ... red.  
a) to turn b) turn c) turned d) to have turned
- 18.** We supposed her ... to the hospital the day before.  
a) take b) taken  
c) be taken d) to have been taken
- 19.** He was made ... that he was ready to sell the shop.  
a) say b) said c) to say d) saying
- 20.** Friendship is not ... at a fair.  
a) to buy b) to be bought c) buying d) buy
- 21.** Don't bother her. She seems ... now.  
a) to study b) study c) studied d) to be studying
- 22.** Jane hoped ... the prize, but someone else won it.  
a) give b) giving c) to be given d) given
- 23.** We are waiting for his first novel ... in English.  
a) publish b) publishing c) to be published d) have published
- 24.** He found it difficult... the crossword.  
a) to do b) do c) done d) to be done
- 25.** They are known ... a lot of money to charity in the past.  
a) donate b) donating c) donated d) to have donated
- 26.** The gentleman ... to your father is the headmaster of your school.  
a) talk b) to talk c) talking d) talked
- 27.** ... on the light, I was astonished at what I saw.  
a) to turn b) turning c) turned d) be turned
- 28.** ... two languages, he applied for a job of a translator.  
a) to learn b) learning c) learnt d) having learnt
- 29.** In Lviv we saw a building ... four centuries ago.  
a) to build b) built c) build d) building
- 30.** They turned over the pages of the family album ... carefully at the pictures.  
a) looking b) looked c) to look d) having looked

31. ... by photographers and pressmen, she was wearing extremely fashionable clothes.  
 a) to surround                      b) surrounding  
 c) being surrounded                d) surround
32. The theatre ... here now will be the largest one in the city.  
 a) to build      b) building      c) build      d) being built
33. He continued staring at the screen as if... by his first sight of television.  
 a) to fascinate      b) fascinated      c) fascinating      d) fascinate
34. Everybody looked at the ... child in the street.  
 a) to cry      b) cried      c) crying      d) cry
35. She admired him ... with their child.  
 a) playing      b) played      c) to be playing      d) having played
36. The picture was found ....  
 a) to damage      b) damaged      c) damaging      d) being damaged
37. The holidays ... over, we must get down to some hard work.  
 a) to be      b) been      c) being      d) be
38. The boy was heard ... in the next room.  
 a) sing      b) sung      c) having sung      d) singing
39. He didn't want his words ... on the tape.  
 a) record      b) recorded      c) recording      d) having recorded
40. Do you have your dress ...?  
 a) to make      b) make      c) made      d) making
41. The car was considered ... again.  
 a) steal      b) to steal      c) stealing      d) stolen
42. He was very ... by her sudden change of attitude.  
 a) surprised      b) surprising      c) to surprise      d) surprise
43. The man smiled, ... his teeth.  
 a) to show      b) showing      c) show      d) shown
44. All the country near him was ....  
 a) to break      b) breaking      c) broken      d) break
45. The taxi could be seen ... outside.  
 a) waiting      b) waited      c) having waited      d) be waited
46. She had her bed ... to the corner of the room.  
 a) to move      b) move      c) moving      d) moved
47. ... hands with them, he left the room.  
 a) to shake      b) shaken      c) having shaken      d) shake
48. There were four girls ... on the wooden bench in the yard.  
 a) to sit      b) sitting      c) sit      d) sat
49. She sat on the steps with her arms ... upon her knees.  
 a) to cross      b) crossing      c) cross      d) crossed
50. ... the exercise, the teacher asked the students to do it.  
 a) to explain                      b) explained  
 c) having explained              d) explaining
51. They enjoy ... time in the garden.

- a) spend    b) spending    c) spent    d) be spent
- 52.** ... is dangerous for your health.  
a) smoking    b) smoked    c) being smoked    d) having smoked
- 53.** Jane has stopped ... coffee because she is on a diet.  
a) to drink    b) drunk    c) drinking    d) being drunk
- 54.** Would you mind ... the window?  
a) to open    b) opening    c) opened    d) open
- 55.** He left the shop without... for the ball.  
a) to pay    b) pay    c) paid    d) paying
- 56.** She was well-known for ... Ukrainian folk songs.  
a) to sing    b) sung    c) singing    d) being sung
- 57.** He apologized for... so late.  
a) being    b) been    c) to be    d) be
- 58.** He was tired of... to the child.  
a) to talk    b) talking    c) talked    d) being talked
- 59.** She kept on ... in silence.  
a) to write    b) written    c) writing    d) having written
- 60.** She cannot go to bed without.  
a) to speak    b) spoken    c) being spoken    d) speaking
- 61.** We shall look forward to ... you.  
a) to see    b) seeing    c) seen    d) being seen
- 62.** I was afraid of... the wrong thing.  
a) saying    b) said    c) to say    d) to have said
- 63.** They were in the habit of... to London for week-ends.  
a) to answer    b) to have answered  
c) answered    d) answering
- 64.** He looked at me for a long time without....  
a) to come    b) having come    c) coming    d) come
- 65.** I shall never forget... to America for the first time.  
a) go    b) going    c) gone    d) have gone
- 66.** They hate ... in this awful room day after day.  
a) sit    b) sat    c) sitting    d) having sat
- 67.** He had difficulty in ... the crossword.  
a) doing    b) done    c) to do    d) being done
- 68.** ... fast is dangerous for everyone.  
a) drive    b) driving    c) driven    d) being driven
- 69.** I don't feel like ... to the cinema tonight.  
a) to go    b) gone    c) going    d) having gone
- 70.** She had no intention of... there any longer.  
a) stay    b) to stay    c) stayed    d) staying
- 71.** ... vegetables is good for your health.  
a) eat    b) eating    c) eaten    d) having eaten
- 72.** He entered without... at the door.  
a) to knock    b) knock    c) knocking    d) knocked

- 73.** I am sorry for ... unfair to you.  
a) to be      b) been      c) be      d) having been
- 74.** I don't want to drive a car; I'm afraid of ... an accident  
a) having      b) have      c) had      d) having had
- 75.** The baby didn't stop... all night.  
a) cry      b) crying      c) cried      d) having cried
- 76.** Why are you so keen on ... ?  
a) to travel      b) travel      c) travelling      d) travelled
- 77.** I began ... as soon as I heard about the match.  
a) train      b) trained      c) be trained      d) to train
- 78.** He succeeded in ... the world record.  
a) to break      b) breaking      c) broken      d) being broken
- 79.** How much did you expect ... for your work?  
a) pay      b) paying      c) paid      d) to be paid
- 80.** I can't afford ... on holiday this year.  
a) to go      b) go      c) gone      d) having gone
- 81.** Let me ... you some advice.  
a) to give      b) give      c) given      d) giving
- 82.** I heard someone ... the house.  
a) to enter      b) entered      c) entering      d) have entered
- 83.** I'd sooner... than tell the secret.  
a) to die      b) die      c) dying      d) died
- 84.** My father stopped ... ties some years ago.  
a) wearing      b) to wear      c) wear      d) worn
- 85.** I was made ... two hours for an appointment.  
a) wait      b) waiting      c) to wait      d) waited
- 86.** They made us ... early in the morning.  
a) getting up      b) to get up      c) get up      d) got up
- 87.** I look forward to ... you at the party.  
a) to see      b) see      c) seen      d) seeing
- 88.** I saw someone ... through the window.  
a) to climb      b) climb      c) climbed      d) to have climbed
- 89.** If you have something ..., say it now.  
a) to say      b) say      c) saying      d) said
- 90.** ... the door behind her, she got into the car.  
a) To close      b) Closed      c) Closing      d) Being closed
- 91.** She just sat there, ... nothing.  
a) do      b) to do      c) done      d) doing
- 92.** The duty of all mankind is ... for peace.  
a) fight      b) fighting      c) fought      d) being fought
- 93.** He did not remember... in that room before.  
a) be      b) been      c) having been      d) have been
- 94.** . He was unable ... silence.  
a) to keep      b) keeping      c) kept      d) being kept

- 95.** She could feel her hands ....  
a) to tremble    b) trembling    c) trembled    d) to be trembling
- 96.** The lamp ..., she took her son's letter.  
a) to light    b) lit    c) to be lit    d) having been lit
- 97.** After ... about ten yards, he found the ball among the leaves.  
a) to walk    b) walk    c) walking    d) walked
- 98.** I insist on both of them ... in time.  
a) to come    b) coming    c) have come    d) come
- 99.** For about ten days we seemed ... on nothing but bread and water.  
a) live    b) lived    c) living    d) to have been living
- 100.** ... his luggage, he went to look for a taxi.  
a) Having picked up    b) To pick up  
c) Picked up    d) Being picked up
- 101.** The teacher reminded the students ... their assignments.  
a) to complete    b) complete    c) completing    d) completed
- 102.** Mrs. Jackson told her young son not... the hot stove.  
a) touch    b) touching    c) to touch    d) touched
- 103.** The pilot was forced ... the plane.  
a) landing    b) to land    c) landed    d) to be landed
- 104.** It's a good idea for them ... gerunds and infinitives because they want to speak English fluently.  
a) to study    b) study    c) studied    d) having studied
- 105.** The teacher opened the window in order... some fresh air in the room.  
a) let    b) letting    c) to let    d) to have let
- 106.** Nuclear physics is too difficult....  
a) understand    b) understood    c) understanding    d) to understand
- 107.** He expected ... to the party, but he wasn't.  
a) to invite    b) to be invited    c) invite    d) invited
- 108.** John is fortunate now ... a scholarship last month.  
a) to give    b) given  
c) to have been given    d) giving
- 109.** Every hour he stops his work ... a cigarette.  
a) to smoke    b) smoking    c) to have smoked    d) smoke
- 110.** You are likely ... the book in our library.  
a) finding    b) to find    c) found    d) to be found
- 111.** Three men are reported ... in the accident.  
a) to injure    b) injuring  
c) injured    d) to have been injured
- 112.** Something made them ... the meeting early.  
a) to leave    b) left    c) leave    d) to be left
- 113.** Several minutes ago he saw them ... in the entrance hall.  
a) to talk    b) talking    c) talked    d) have talked
- 114.** Where can I have my umbrella ...?

- a) to mend      b) mending      c) mend      d) mended
- 115.** ... all her shopping she went home.
- a) To do      b) Done      c) Having done      d) To be done
- 116.** Her daughter sat quite silent, with her eyes ... on the ground.
- a) to fix      b) fixed      c) fixing      d) have fixed
- 117.** Why don't you have your piano ...?
- a) to tune      b) tuning      c) tune      d) tuned
- 118.** Then he looked out of the window and saw clouds ... in the sky.
- a) gathering      b) to gather      c) gathered      d) to be gathered
- 119.** ... by her father, she went to her new room.
- a) To accompany      b) Accompany  
c) Accompanied      d) To have accompanied
- 120.** Generally ..., I don't like coffee.
- a) to speak      b) speaking      c) spoken      d) speak
- 121.** Other footsteps were heard ... the room below.
- a) have crossed      b) crossed      c) being crossed      d) to cross
- 122.** The girl was silent, ... at her hands again.
- a) to look      b) looked      c) looking      d) to have looked
- 123.** ... the door behind her, Isabel waited a little.
- a) To close      b) Closed      c) To be closed      d) Having closed
- 124.** They admired the stars ... in the sky.
- a) twinkling      b) to twinkle      c) twinkled      d) to be twinkling
- 125.** ... alone, Paul and I kept silence for some time.
- a) To leave      b) Being left      c) Leaving      d) Have left
- 126.** Sometimes children complain about not... by their parents.
- a) to understand      b) to be understood  
c) being understood      d) understanding
- 127.** Mr. Jackson has a good chance of ... president.
- a) to elect      b) electing      c) elected      d) being elected
- 128.** The apples on the tree are ripe. They need ....
- a) picking      b) picked      c) to pick      d) to have picked
- 129.** We are excited about Mary's ... a scholarship.
- a) to win      b) winning      c) won      d) being won
- 130.** I couldn't understand his not.
- a) to want      b) wanted      c) wanting      d) have wanted
- 131.** Ann borrowed Sally's clothes without... her first.
- a) to ask      b) asked      c) have asked      d) asking
- 132.** I'll help you with your homework as soon as I finish ... the dishes.
- a) wash      b) washing      c) washed      d) being washed
- 133.** I can't help ... why Larry did such a foolish thing.
- a) wondering      b) to wonder      c) wondered      d) to be wondered
- 134.** I don't remember ever ... that story before.
- a) hear      b) to hear      c) having heard      d) heard
- 135.** You should stop ... if you get sleepy.



- a) to drive      b) driven      c) to have driven      d) driving
- 136.** Please, forgive me for not... here to help you yesterday.  
a) to be      b) been      c) having been      d) have been
- 137.** In spite of... busy, he did all he could to help her.  
a) to be      b) being      c) been      d) to have been
- 138.** The boys could not leave the house without... for permission.  
a) asking      b) to ask      c) asked      d) to have asked
- 139.** Sometimes the sad expression on his face makes me ... sorry for him.  
a) to feel      b) felt      c) feeling      d) feel
- 140.** Edward stood on the beach ... at the ship.  
a) to look      b) looking      c) looked      d) look
- 141.** I usually watched them instead of... ball with them.  
a) to play      b) played      c) playing      d) have played
- 142.** If you hear any news, I want... immediately.  
a) to be told      b) telling      c) to have told      d) told
- 143.** I was getting sleepy, so I let my friend ... the car.  
a) to drive      b) drive      c) driven      d) to be driven
- 144.** We sat in the kitchen ... very hot, strong tea.  
a) to sip      b) sip      c) sipping      d) sipped
- 145.** Emily stopped ... a black cat run across the street.  
a) to let      b) let      c) being let      d) to have let
- 146.** I'm tired. I wouldn't mind just ... at home tonight.  
a) to stay      b) staying      c) stayed      d) to have stayed
- 147.** ... about another country is very interesting.  
a) Learn      b) Learnt      c) Learning      d) Being learnt
- 148.** Lillian deserves ... the truth about what happened last night.  
a) to tell      b) to be told      c) told      d) to have told
- 149.** Don't keep ... me the same questions over and over.  
a) to ask      b) asked      c) being asked      d) asking
- 150.** Time ..., we shall start tomorrow.  
a) to permit      b) permitting  
c) permitted      d) to have permitted

## AUDIOSCRIPS

### Unit 1

#### Exercise 5

**Interviewer (W):** Mr. Huxley, what's your favorite thing about your job?

**Employee (M):** Every day is a new experience. I meet new people and work with a great

team.

**Interviewer:** Oh, so your co-workers help you do your job?

**Employee:** Yes. I work with the doorman and the front desk clerk every day.

**Interviewer:** I see. Tell me, what's your goal as a bellhop?

**Employee:** My goal is to make the guests happy.

**Interviewer:** I think you're a great choice for employee of the month. Congratulations.

**Employee:** Thank you. I'm very happy about it.

#### Exercise 14

**Hotel Guest (W):** Excuse me, do you work here?

**Parking Attendant (PA):** Yes, ma'am. I'm a parking attendant.

**Hotel Guest:** Perfect! I'd like to use the valet service.

**Parking Attendant:** I can help you with that. May I have your car keys?

**Hotel Guest:** Sure, here you go. Do you need anything else?

**Parking Attendant:** No, but please make sure to remove any valuables from your car.

**Hotel Guest:** Of course. I have my purse and cell phone with me.

**Parking Attendant:** Okay, here's your valet ticket. You need that in order to pick up your car.

### Unit 2

#### Exercise 6

**Doorman (M):** Welcome to the Royal Point Hotel!

**Guest (W):** Thank you. I'm glad to be here.

**Doorman:** And we're glad to have you. Allow me to introduce myself. My name is Roland

Hayes. I'm the doorman.

**Guest:** It's nice to meet you, Mr. Hayes.

**Doorman:** It's nice to meet you, too. May I take your bags?

**Guest:** Sure. My luggage is in my car trunk.

**Doorman:** Okay. I'm happy to unload your luggage. In the meantime, why don't you check in at the front desk?

**Guest:** All right. Thank you very much.

#### Exercise 15

**Hotel Employee (W):** Welcome to the Royal Point Hotel. How may I help you today?

**Guest (G)** Hi. I want to check in.

**Hotel Employee:** Do you have a reservation?

**Guest:** Yes, I do.

**Hotel Employee:** Okay. What name is the reservation under?

**Guest:** Edward Green.

**Hotel Employee:** All right, Mr. Green. Your reservation is for a single non-smoking room.

And you're staying for two nights. Is that correct?

**Guest:** Yes, that's right.

### Unit3

#### Exercise 5

**Guest (W):** Excuse me, can you direct me to the pool?

**Elevator operator (M):** Of course! First, take the elevator to the ground floor.

**Guest:** That's what I thought! Then what?

**Elevator operator:** Go right as you leave the elevator.

**Guest:** Do I pass the front desk?

**Elevator operator:** Yes, you do. And keep going down the hall. Turn right again at the ice machine.

**Guest:** Oh, I think I took a wrong turn the last time.

**Elevator operator:** Just look for the fitness center. The swimming pool is not far from there.

#### Exercise 13

**Front desk clerk (W):** Good afternoon, Mr. Clark. How can I help you?

**Guest (G)** My wife and I want to go to a show tonight. But we don't want to take our kids.

**Front desk clerk:** Well, we offer free babysitting.

**Guest:** How does that work?

**Front desk clerk:** You just leave your children in the childcare office. It's on the second floor.

**Guest:** Is there anything for the kids to do there?

**Front desk clerk:** Yes. There's a playroom with a lot of toys.

**Guest:** Good! The babysitting service sounds perfect!

#### Exercise 22

**Booking Agent (BA)** Thank you for calling the Royal Point Hotel Reservations Department.

My name is Sam. How may I help you?

**Guest (G):** Hello. I'd like to book a room.

**Booking Agent:** We offer two room types: the deluxe room and a luxury suite.

**Guest:** What's the difference between the deluxe room and a suite?

**Book Agent:** For one, the suite is very large. In addition to a bedroom, it has a kitchen, living room and dining room.

**Guest:** But is it more expensive?

**Booking Agent:** Yes, it is.

**Guest:** It sounds nice. But I think a deluxe room is enough for me.

## Unit 4

### Exercise 6

**Head Waiter (M):** Hi, Rebecca. I'm Jim, the head waiter. Thanks for coming.

**Applicant (W):** My pleasure. The Post Meridian seems like a great place to work.

**Head Waiter:** It really is. So, you work at another restaurant right now?

**Applicant:** Yes. I'm a server at the Riley Cafe. But I need more shifts.

**Head Waiter:** Well, experience as a server is good. What are your responsibilities there?

**Applicant:** I take orders, deliver food and set out napkins and utensils.

**Head Waiter:** I see. Sometimes we need our waitstaff to help the hosts, too.

**Applicant:** That's fine. I also have experience as a hostess.

### Exercise 16

**Hostess (F):** Thank you for calling the Post Meridian Restaurant. This is Natalie. How can I help you?

**Patron (M):** Hi. I'd like to reserve a table for tonight.

**Hostess:** Of course. May I have your name, sir?

**Patron:** It's Mark Billings.

**Hostess:** Okay, Mr. Billings. I don't have any openings until 8 o'clock. Is that okay?

**Patron:** Yes, that works.

**Hostess:** Great. How many people are in your party?

**Patron:** Three - that's two adults and one toddler. Do you provide high chairs?

**Hostess:** Yes, sir, we can arrange that.

## Unit 5

### Exercise 6

**Hostess (W):** Good morning, and welcome to the Post Meridian Restaurant.

**Customer (M):** Good morning. I have a breakfast voucher. Here you go.

**Hostess:** Thank you, Mr. Doherty.

**Customer:** I see there's a buffet. Is that where I get my food?

**Hostess:** Actually, you have the a la carte option.

**Customer:** What does that mean?

**Hostess:** It means you choose exactly what you want from the menu.

**Customer:** Great! May I look at the menu?

**Hostess:** Certainly. A server will be here to take your order shortly.

## Exercise 16

**Bartender (B):** Good evening. What can I get you to drink?

**Customer (W):** I'm not sure if I feel like a beer or wine. Can I see the wine list?

**Bartender:** Sure. We have red wine and white wine by the glass.

**Customer:** I think I'll have a glass of the house red.

**Bartender:** Good choice. Can I see some ID?

**Customer:** Sure, here you go.

**Bartender:** Thank you. Enjoy your wine.

**Customer:** Cheers.

## Unit 6

### Exercise 6

**Sous Chef (W):** How long until we open the restaurant?

**Line Cook (M):** It's a quarter to six, so we have 15 minutes before opening.

**Sous Chef:** Is all the prep work done?

**Line Cook:** Yes, ma'am.

**Sous Chef:** What station are you working tonight?

**Line Cook:** I'm in charge of the fish station.

**Sous Chef:** Excellent. Our special for tonight is salmon.

**Line Cook:** So I'll probably need some help. Is there a swing cook available tonight?

**Sous Cook:** Yes. And he's great with fish.

### Exercise 16

**Line cook (W):** Hi, Kevin. I need your help.

**Dishwasher (M):** What's up, Kathy?

**Line cook:** I need a spatula, but I think we're out of clean ones.

**Dishwasher:** Yes, there's a pile of them at the sink. Do you need me to wash a few for you?

**Line cook:** Yes, please. And can you wash the grater for me, as well?

**Dishwasher:** Sure, I'll do that right away.

**Line cook:** Thanks a lot! Please leave the clean utensils at my station.

**Dishwasher:** No problem.

## Unit 7

### Exercise 6

**Sales Representative (W):** Com Kitchen Industries. This is Gillian Watkins.

**Executive Chef (M):** Hello, Ms. Watkins. This is John Gibson from the Post Meridian Restaurant.

**Sales Representative:** Good afternoon, Mr. Gibson. How can I help you?

**Executive Chef:** I received a letter from your company yesterday.

**Sales Representative:** Are you interested in placing an order for any of those products?

**Executive Chef:** Yes, I'd like to order the Mix-a-Lot Mixer.

**Sales Representative:** Excellent choice. I just need a credit card number to place the order.

**Executive Chef:** Oh, I don't have my card. I'll find it and call again.

#### Exercise 14

**Sous chef (W):** Jack, can you please prep the salads on tonight's menu?

**Prep cook (M):** Sure. What ingredients do I need?

**Sous chef:** Lettuce, tomatoes and cucumbers. It's all on the prep list.

**Prep cook:** OK. Do you want me to peel the cucumbers?

**Sous chef:** Yes. But first, wash all of the ingredients.

**Prep cook:** Will do. Am I supposed to slice or julienne the tomatoes?

**Sous chef:** According to the prep list, you need to slice them.

**Prep cook:** That's what I thought. I'll do that right away.

### Unit 8

#### Exercise 7

**Coordinator (M):** Thank you for calling the Royal Point Hotel. This is Dave Stuart. How may I help you?

**Caller (W):** Good morning. I'm calling for information about your event facilities.

**Coordinator:** May I ask what type of event you're hosting?

**Caller:** Yes, I'm planning my wedding.

**Coordinator:** Congratulations! And what did you have in mind for your wedding?

**Caller:** I'd like to have our wedding ceremony outside.

**Coordinator:** I don't think we'll have a problem accommodating you. We do have an outdoor venue, which offers beautiful views of Hourglass Lake.

**Caller:** That sounds perfect! But, I do have one concern.

**Coordinator:** What is it?

**Caller:** Well, what if it rains on the day of our wedding? Everything would be ruined.

**Coordinator:** Actually, we create contingency plans for all outdoor events. So even if the weather's bad, the event can still continue.

**Caller:** What kind of contingency plans have been used in the past?

**Coordinator:** Well, we can provide tents outdoors. And those protect from light showers.

**Caller:** But... what if the weather is really terrible?

**Coordinator:** Then we can move the ceremony inside to the Vivaldi Ballroom. It has views of all the gardens and the lake.

**Caller:** That seems like a good alternative. Thank you for the information.

**Coordinator:** No problem. And please feel free to contact me if you have any more questions.

#### Exercise 17

**Hotel employee (M):** You have reached the Meetings and Events Department at the Royal Point Hotel. This is Mark. How may I assist you?

**Business Manager (W):** Hi - I'm organizing a conference for my company.

**Hotel Employee:** Can you tell me the dates of your conference?

**Business Manager** Actually, I'm not ready to book anything yet. I just want to learn more about your facilities.

**Hotel Employee:** OK, I'll be glad to answer any questions.

**Business Manager:** First of all, can you tell me how many people fit in your conference rooms?

**Hotel Employee:** Our largest rooms can accommodate 100 people.

**Business Manager:** That's perfect. And what kind of equipment is available?

**Hotel Employee:** All of the conference rooms come equipped with sound and video equipment.

**Business Manager:** Does that mean that there are microphones available?

**Hotel Employee:** That's right. And we also have equipment for video-conferencing.

**Business Manager** I don't think we'll need that. We will, however, need a projector. Can you supply one?

**Hotel Employee:** Yes, ma'am. Our staff will even set it up before the conference starts.

**Business Manager:** Excellent. What sort of technical assistance do you offer?

**Hotel Employee:** We have onsite technicians that can help you resolve any problems you may encounter.

**Business Manager:** Great. Thanks for the information. I'll be in contact soon.

## Unit 9

### Exercise 6

**Front desk clerk (W):** You've reached the front desk at the Royal Point Hotel. This is Sarah speaking. How may I assist you?

**Guest (M):** Good evening. I need a wake-up call tomorrow morning.

**Front desk clerk:** I'll gladly arrange that for you. I just need a few details.

**Guest:** Okay.

**Front desk clerk:** Your name, please?

**Guest:** It's Simon Brown.

**Front desk clerk:** What room number are you in, Mr. Brown?

**Guest:** I'm in room 415.

**Front desk clerk:** Perfect. Now I just need to know when you'd like the wake-up call.

**Guest:** At five o'clock sharp, please.

**Front desk clerk:** Okay, so your room number is 4-5-0 and you want the wake-up call at 5am. Is that correct?

**Guest:** No, my room number is 4-1-5.

**Front desk clerk:** I apologize. I'll correct that right away.

**Guest:** Great - thanks!

**Front desk clerk:** I've scheduled your wake-up call. Is there anything else I can assist you with, Mr. Brown?

**Guest:** Nope, that's all. Thanks for your help!

### Exercise 15

**Front Desk Clerk (W):** Good evening, sir. How may I assist you?

**Guest (M):** I requested a double room, but there's only one bed in my room.

**Front Desk Clerk:** Let me look up your reservation. May I have your name?

**Guest:** George Foster.

**Front Desk Clerk:** Okay, Mr. Foster... according to our records, the reservation was for a deluxe single room.

**Guest:** But my confirmation says "double".

**Front Desk Clerk:** Here's what happened - the website you used to book your room forwarded us incorrect information.

**Guest:** You're kidding!

**Front Desk Clerk:** I apologize for the inconvenience, Mr. Foster. But I will try my best to accommodate you.

**Guest:** Will I be charged the rates for a deluxe room?

**Front Desk Clerk:** Certainly not. The rate for a double room will apply.

**Guest:** Are there any double rooms available?

**Front Desk Clerk:** Unfortunately, no.

**Guest:** I'm traveling with my children. Where will they sleep?

**Front Desk Clerk:** I can offer you an upgrade to a suite. It has two beds in the bedroom. Would that work?

**Guest:** Yes. That would be great! Thanks for your help.

## Unit 10

### Exercise 7

**Front Desk Clerk (W):** You've reached the front desk. This is Lorraine speaking.

**Guest (M):** Hello, this is Mr. Park. I'm in room 586.

**Front Desk Clerk:** What can I assist you with, Mr. Park?

**Guest:** I'm having a bit of, urn, a problem.

**Front Desk Clerk:** Can you tell me what the problem is?

**Guest:** Well, the toilet in my room is overflowing.

**Front Desk Clerk:** I'm sorry to hear that. I'll alert housekeeping right away.

**Guest:** Great!

**Front Desk Clerk:** You said that you're in room 586, right?

**Guest:** That's right. Excuse me, but how long will the housekeepers be?

**Front Desk Clerk:** Approximately fifteen minutes.

**Guest:** What are we supposed to do until they arrive?

**Front Desk Clerk:** Actually, you don't have to do anything. But I will need to move you to another room.

**Guest:** OK. I think that's probably best.



**Front Desk Clerk:** I have another double room on the fourth floor.

**Guest:** That sounds fine. I'll go down to the front desk and pick up the key right now.

### Exercise 17

**Desk Clerk (M):** You've reached the front desk at the Royal Point Hotel. This is Donald.

**Guest (W):** Hi - this is Ms. Wilson in number 504.

**Desk clerk:** Good evening, Ms. Wilson. Is there anything I can help you with?

**Guest:** Well, I hope so. There's a real problem here.

**Desk clerk:** What exactly is the situation?

**Guest:** The problem is that my room is right next to the elevator and I can hear it running.

**Desk clerk:** | see. And you're having trouble getting to sleep?

**Guest:** That's right. At this rate, I'll never get any rest!

**Desk clerk:** I do apologize for that. Could I offer you a different room?

**Guest:** Do you have one that's far away from the elevator?

**Desk clerk:** Yes, ma'am. I have one available further away from the elevator on the fifth floor and another on the sixth with a mountain view.

**Guest:** Would I be charged extra if I move into the room with the mountain view?

**Desk clerk:** No, ma'am. The rate for your original room would apply.

**Guest:** Well, okay. I guess I'll take the room on the sixth floor.

**Desk clerk:** Great. I'll send the bellhop to help you move your luggage right away. He'll also have your new key.

**Guest:** Thank you very much for your help.

**Desk clerk:** You're welcome. I hope you enjoy the rest of your stay with us. And please do not hesitate to contact the front desk if you have any other problems.

## Unit 11

### Exercise 7

**Hotel Guest (W):** Excuse me.

**Security Guard (M):** How can I help you, ma'am?

**Hotel Guest:** Well, it may be nothing, but I thought I should report some suspicious activity.

**Security Guard:** What did you see?

**Hotel Guest:** I was in the parking garage and there was a group of teenage boys there.

**Security Guard:** What were they doing?

**Hotel Guest:** I'm not sure. They were standing next to a very expensive car.

**Security Guard:** Are you sure it wasn't their vehicle?

**Hotel Guest:** I don't think it was. They didn't get in. And one of the boys was bending down next to the driver's side door.

**Security Guard:** Was he trying to break in?

**Hotel Guest:** It was hard to tell. But when they saw me, they stepped away from the car.

**Security Guard:** What happened then?

**Hotel Guest:** I left right away. The whole situation made me nervous.

**Security Guard:** You did the right thing. Thank you for reporting the incident.

**Hotel Guest:** You'll look into it?

**Security Guard:** I'll check it out right now.

## Unit 12

### Exercise 7

**Front Desk Clerk:** Hello, sir. How may I help you today?

**Guest (G):** Hi. Can I exchange some money here?

**Front Desk Clerk:** Yes, sir.

**Guest:** Excellent! I really didn't feel like going all the way down to the bank.

**Front Desk Clerk:** No, there's no need for that. What type of currency would you like to exchange?

**Guest:** I have dollars. And, of course, I want euros. What's the rate these days, anyway?

**Front Desk Clerk:** It's 0.73 euros to the dollar.

**Guest:** Wow! The dollar was worth a lot more the last time I visited Europe.

**Front Desk Clerk:** Those are the current exchange rates, though.

**Guest:** Oh, I understand. So, what kind of a commission do you take?

**Front Desk Clerk:** We have a ten percent commission.

**Guest:** That's fair enough.

**Front Desk Clerk:** Also, you should know that we don't buy back any currency. So you should only exchange as much money as you think you'll need.

**Guest:** That's good to know. Um, okay. I want to exchange two hundred dollars.

**Front Desk Clerk:** Okay, sir. I'll just need you to fill out this form and then you'll be all set.

**Guest:** Sure. Thanks for your help.

## Unit 13

### Exercise 6

**Server (W):** Good evening and welcome to the Post Meridian Restaurant. Would you like to hear tonight's specials?

**Customer (M):** Sure!

**Server:** Okay. First, we have a beef short rib. That's braised and served with a side of fresh fruit.

**Customer:** Are there any other specials?

**Server:** Yes, we also have venison leg. The venison is spice-crusted and served with a pumpkin puree.

**Customer:** I've never had venison before. How is it?

**Server:** Well, it tastes similar to some leaner cuts of beef. But the flavor is definitely distinct. **Customer:** Hmm ... those both sound fantastic. I don't know how I'll decide!

**Server:** If you're a fan of classic dishes, the short rib won't disappoint you.

**Customer:** It does sound delicious. But I'm feeling pretty adventurous.

**Server:** Then may I suggest that you try the venison?

**Customer:** Okay, I'll go with the venison.

**Server:** Excellent choice. I think you'll be pleased. Will there be anything else, sir?

**Customer:** Urn, well, can you tell me which wine would go well with the venison?

**Server:** Yes, our sommelier created a wine pairing that's sure to impress. He suggested the Red Wheel Cabernet Sauvignon. It's a red wine from California.

**Customer:** That sounds great. I'll take a glass of that, please.

### Exercise 17

**Customer (W):** Excuse me.

**Server (S)** Yes, ma'am. What can I do for you?

**Customer:** It's about our food.

**Server:** Is there a problem?

**Customer:** I asked for my steak to be prepared medium-well and it's very underdone.

**Server:** I'm so sorry ma'am.

**Customer:** And my son has the opposite problem. His chicken is overcooked. In fact, it's actually burned on one side.

**Server:** I'll take the dishes back to the kitchen right away. There might be a slight wait while we prepare fresh plates.

**Customer:** How long do you think that will be? We have theater tickets.

**Server:** Maybe fifteen minutes, but I'll make sure your food is a priority.

**Customer:** Thank you.

**Server:** I really am so sorry for the inconvenience. Perhaps while you're waiting you could look at the dessert menu. Any dessert you order will be on the house.

**Customer:** Okay. That sounds good. We don't have much time though.

**Server:** I'll bring the dessert the second you finish your entree.

**Customer:** I'd appreciate that.

**Server:** No problem, ma'am.

## Unit 14

### Exercise 7

**Customer (W):** Waiter? Check please!

**Waiter (M):** Here you go, ma'am.

**Customer:** Thanks. I have a quick question.

**Waiter:** Go ahead.

**Customer:** I want to pay with my credit card. Can I put the tip on my card? Or do I need to pay that with cash?

**Waiter:** There will be a line on the receipt where you can add a tip. Cash is fine, too.

**Customer:** Do you take Mastercharge?

**Waiter:** We accept all major credit cards.

**Customer:** Great.

**Waiter:** Will that be all?

**Customer:** Well, I notice there's only one check for the four of us. My friends wanted a separate check.

**Waiter:** I'm very sorry ma'am, but it's our policy to only provide separate checks if you ask at the beginning of the meal.

**Customer:** So we all have to pay together?

**Waiter:** I'm afraid so.

**Customer:** I wish I had known! Anyway, I guess you can put it all on the Mastercharge card.

**Waiter:** Thank you. I apologize for the confusion. I'll be right back with your receipt.

### Exercise 17

**Caller (W):** Okay, Paulo, I've got three steaks for table four.

**Line Cook (M):** How should I cook those?

**Caller:** Two medium well, please.

**Line Cook:** What about the third one?

**Caller:** Rare. And go easy on the salt.

**Line Cook:** Okay, I'm on it. It'll be ready in twelve minutes.

**Caller:** Wait a minute! Hold off on the steaks!

**Line Cook:** What's up?

**Caller:** We've got a rush order for table twelve.

**Line Cook:** What's the order?

**Caller:** One grilled salmon, cooked through, with wild rice and steamed vegetables.

**Line Cook:** Is there anything else?

**Caller:** Yes, we also need one pork special, with sauce on the side. Start with the pork.

**Line Cook:** No problem. That order will be up in ten minutes.

**Caller:** One last thing... table two sends their compliments to the chef.

**Line Cook:** Thanks. I'm glad they liked the food.

## Unit 15

### Exercise 7

**Official (M):** Ms. Roderick? Do you have a moment?

**Manager (W):** Of course, Mr. Stevens. Are you done with the health inspection?

**Official:** Yes. I've just finished looking everything over.

**Manager:** So, are we in the clear?

**Official:** Most everything seems fine. But there is one thing I have to bring to your attention. **Manager:** Uh oh. What is it?

**Official:** It's your drainboards.

**Manager:** On the sinks? What exactly is the problem?

**Official:** Well, the local health department requires all sinks to have appropriately sized drainboards.

**Manager:** And our drainboards aren't the right size?

**Official:** I'm afraid not.

**Manager:** So what can we do to fix it?

**Official:** I know it's a hassle, but you'll have to install new drainboards.

**Manager:** I understand. How long do we have to install them?

**Official:** I'll be returning to the restaurant for another inspection in two months.

**Manager:** And as long as we install new drainboards, we won't get a citation?

**Official:** That's right.

### **Exercise 17.**

**Worker (W):** Chef, there's a truck outside of the kitchen.

**Chef (M):** That must be the food shipment.

**Worker:** Do you want me to unload the boxes?

**Chef:** No, someone else will unload them. But you can help put the food away.

**Worker:** I'd be happy to help.

**Chef:** This is a shipment of dry goods - mostly pasta - and canned food.

**Worker:** All of that goes in the pantry, right?

**Chef:** That's right. When you start, can you do me a favor?

**Worker:** Sure - what is it?

**Chef:** Make sure to move up the older items to the front of the shelf. And put the new items in the back.

**Worker:** No problem. I used the "first in, first out" system at my old job, too.

**Chef:** Good. That helps us use the food before it goes bad.

## **Unit 16**

### **Exercise 7.**

**Job candidate (W):** Good morning. I'm here about the banquet server position.

**Employee (M):** Okay - you'll have to fill out an application.

**Job candidate:** No problem. I do have one question, though.

**Employee:** Sure - what is it?

**Job candidate:** Well, the website says experience is preferred. Does that mean experience as a banquet server?

**Employee:** No, not necessarily.

**Job candidate:** Oh, good. I've never worked in banquets.

**Employee:** Basically, we're looking for people who have worked in food service before.

**Job candidate:** Food service ... like as a server at a restaurant?

**Employee:** Exactly. Do you have any experience waiting tables?

**Job candidate:** Actually, yes.

**Employee:** That's helpful. Make sure to mention that on your job application.

**Job candidate:** Thanks, I will.

### Exercise 16.

**Vendor (W):** Thank you for calling Seaside Distribution. This is Beth.

**Executive Chef (M):** Hi, Beth. This is Jason Arnold from the Post Meridian Restaurant.

**Vendor:** Oh, hi Jason. How can I help you?

**Executive Chef:** I need to order some steak.

**Vendor:** No problem. How much do you need?

**Executive Chef:** Well, we're about 5 kilograms under par.

**Vendor:** 5 kilos of steak, then. And how are you set for shrimp?

**Executive Chef:** We have plenty of shrimp. Why do you ask?

**Vendor:** We're offering a deal on shrimp right now. Order 10 kilograms or more and get it at half price.

**Executive Chef:** That's a good deal. I'll take 20 kilos of shrimp. I can use it in a steak and shrimp special at the restaurant.

**Vendor:** Okay. Now, what delivery date would work best for you? We can deliver the items to your restaurant on March 3rd or March 13th.

**Executive Chef:** March 3rd would be great. Thank you.

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## МЕТОДИЧНІ РЕКОМЕНДАЦІЇ З ВИВЧЕННЯ ДИСЦИПЛІНИ

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