

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**  
**С. А. Остапенко**

**МЕТОДИЧНІ РЕКОМЕНДАЦІЇ З ВИВЧЕННЯ ДИСЦИПЛІНИ**  
**ІНОЗЕМНА МОВА (ПОГЛИБЛЕНИЙ КУРС)**

Ступінь: магістр

Кривий Ріг  
2023

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Затверджено на засіданні  
кафедри іноземної філології,  
українознавства та соціально-  
правових дисциплін  
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радою ДонНУЕТ  
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**У 31**

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**Остапенко, С. А.**

**У 31** Методичні рекомендації з вивчення дисципліни «Іноземна мова (поглиблений курс)», ступінь магістр. Кривий Ріг: ДонНУЕТ, 2023. 363 с.

Методичні рекомендації призначено для здобувачів ВО спеціальності 241 «Готельно-ресторанна справа) другого рівня вищої освіти.

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.

Автори ставлять за мету комплексний розвиток вмінь та навичок студентів, пов'язаних з практичним використанням мови у фаховій діяльності.

Методичні рекомендації відповідають сучасним методичним вимогам до навчальної літератури.

**ББК 81.2 Англ-923**

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## ВСТУП / INTRODUCTION

«Іноземна мова (поглиблений курс)» є навчальною дисципліною, що забезпечує підготовку студентів ступеня «магістр».

**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; ведення бесіди з професійної тематики, ділового листування та роботи з документацією.

**Завданнями дисципліни** «Іноземна мова (поглиблений курс)» 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;
- формування необхідної комунікативної спроможності в сферах професійного та ситуативного спілкування в усній і письмовій формах;
- користування усним монологічним та діалогічним мовленням у межах професійної тематики на рівні B2 (незалежний користувач);
- 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:**

- основну фахову термінологію;
- основну загальну лексику (мовні штампи, кліше);
- основні граматичні явища;
- різноманітні стратегії, щоб досягти розуміння, у тому числі слухання з розумінням основного змісту;
- особливості підготовки та проведення презентації ділової та фахової інформації;
- найважливіші відмінності між звичаями, звичками, правилами етикету, цінностями та ідеалами, характерними для спільноти, мова якої вивчається, і власного народу;

**вміти:**

- сприймати монологічну та діалогічну мову на слух;
- брати участь у бесіді, перемовинах;
- виступати з повідомленнями з питань, пов'язаних зі спеціальністю та суспільно-політичною тематикою;
- висловлювати свої думки;

- виражати різні ступені емоційного стану і підкреслювати особистісне значення подій та вражень;
- приймати участь у взаємообміні інформацією у професійному оточенні;
- читати з повним та точним розумінням змісту в межах професійної тематики, яку передбачає програма;
- узагальнити широкий спектр фактичних і фахових текстів, коментуючи їх та обговорюючи протилежні точки зору і головні теми;
- передавати в усній та письмовій формах здобуту при читанні інформацію рідною та іноземною мовами.

Дані методичні рекомендації мають за мету набуття студентами навичок читати та перекладати тексти з професійної тематики, спілкуватися іноземною мовою на побутові та професійні теми в межах вивченої лексики та граматики, писати офіційні листи, складати резюме іноземною мовою дотримуючись правил орфографії та граматики.

Методичні рекомендації складаються з дванадцяти розділів, кожен з яких містить вправи на розвиток усіх видів мовленнєвої діяльності: аудіювання, читання, говоріння та писемного мовлення, виконання яких сприяє розвитку комунікативної компетенції студентів третього 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>весняний</b>
Кількість кредитів	<b>5</b>
Загальна кількість годин	<b>150</b>
Кількість змістових модулів	<b>2</b>
Лекції, годин	-
Практичні / семінарські, годин	<b>72</b>
Лабораторні, годин	-
Самостійна робота, годин	<b>78</b>
Тижневих годин для денної форми навчання:	
аудиторних	<b>4,5</b>
самостійної роботи студента	<b>5</b>
Вид контролю	<b>залік</b>

## 2. Програма дисципліни

**Мета** – 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; 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;

формування необхідної комунікативної спроможності в сферах професійного та ситуативного спілкування в усній і письмовій формах;

користування усним монологічним та діалогічним мовленням у межах професійної тематики на рівні B2 (незалежний користувач);

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. Індустрія гостинності

Тема 2. Процеси готельного господарства

Тема 3. Вступ до сфери ресторанного господарства

Тема 4. Функціонування кейтерингу



### 3. Структура дисципліни

Назви змістових модулів і тем	Кількість годин				
	усього	У тому числі			
		л	п/с	лаб	срс
1	2	3	4	5	6
<b>Змістовий модуль 1 : Індустрія гостинності</b>					
Тема 1. Індустрія гостинності	26		16		10
Тема 2. Процеси готельного господарства	49		42		7
<b>Разом за змістовим модулем 1</b>	<b>75</b>		<b>58</b>		<b>17</b>
<b>Змістовий модуль 2: Вступ до ресторанного бізнесу</b>					
Тема 3. Вступ до сфери ресторанного господарства	34		4		30
Тема 4. Функціонування кейтерингу	39		8		31
<b>Разом за змістовим модулем 2</b>	<b>75</b>		<b>14</b>		<b>61</b>
<b>Усього годин</b>	<b>150</b>		<b>72</b>		<b>78</b>

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

№ з/п	Вид та тема заняття	Кількість годин
1	Практичне заняття Організаційна структура готелю. Active Voice. Present Tenses.	4
2	Практичне заняття Типи готелів та служб. Active Voice. Present Tenses	2
3	Практичне заняття Типи та відділи готелів. Active Voice. Past Tenses.	4
4	Практичне заняття Готель “Hyde Park” – як підприємство готельного бізнесу. Active Voice. Present Tenses.	2
5	Практичне заняття Практичне заняття 7-8. Мережа готелів та мотелів. Active Voice. Future Tenses.	4
6	Практичне заняття Служби управління готелями. Passive Tenses.	4
7	Практичне заняття Підвищення кваліфікації персоналу. Passive Tenses.	4
8	Практичне заняття Обов'язки менеджерів. Passive Tenses.	2
9	Практичне заняття Діловодство. Passive Tenses.	4
10	Практичне заняття Резюме. Modal Verbs. Can.	4
11	Практичне заняття Влаштування на роботу. Modal Verbs. May.	2
12	Практичне заняття Робота у сфері обслуговування. Modal Verbs. Must.	2

13	Практичне заняття Завдання служби прийому та розміщення. Modal Verbs. Should.	2
14	Практичне заняття Функції служби прийому та розміщення. Modal Verbs.	4
15	Практичне заняття Обов'язки працівників рецепції. Participle I.	4
16	Практичне заняття Технічні та адміністративні служби. Participle II.	2
17	Практичне заняття Додаткові служби та послуги у готелі. Objective Participle Construction.	4
18	Практичне заняття Фінансові питання та розрахунки. Subjective Participle Construction.	2
19	Практичне заняття Вирішення проблем та розв'язання скарг. Absolute Participle Construction.	2
20	Практичне заняття Вступ до ресторанного бізнесу. Infinitive.	2
21	Практичне заняття Різновиди закладів ресторанного господарства. Objective Infinitive Construction.	2
22	Практичне заняття Обслуговування номерів як складова ХОРЕКА Subjective Infinitive Construction.	2
23	Практичне заняття Служби харчування. Gerund.	2
24	Практичне заняття Співробітники сфери харчування. Gerundial Constructions.	2
25	Практичне заняття Аспекти харчування у готелі. Gerundial Constructions	2
<b>Всього</b>		<b>72</b>

## 5. Розподіл балів, які отримують студенти

### Вид контролю: залік

Відповідно до системи оцінювання знань студентів ДонНУЕТ, рівень сформованості компетентностей студента оцінюються впродовж семестру (100 балів).

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

№ теми практич- ного заняття	Аудиторна робота					Позааудитор- на робота	Сума балів
	Тестові завдан- ня	Ситуаційні завдання, задачі	Виконання практичних завдань теми	Індиві- дуальне завдання	ПМК	Завдання для самостійного виконання	
Змістовий модуль 1							
Тема 1.1			1			0,5	1,5
Тема 1.2			0,5				0,5
Тема 2			0,5				0,5
Тема 3.1		1	1			0,5	2,5
Тема 3.2			1				1

Тема 4			1			0,5	1,5
Тема 5.1			0,5			0,5	1
Тема 5.2			0,5				0,5
Тема 6.1		0,5	0,5			0,5	1,5
Тема 6.2		0,5	0,5				1
Тема 7.1			1			0,5	1,5
Тема 7.2			1				1
Тема 8				4		0,5	4,5
Тема 9.1	2		1			0,5	3,5
Тема 9.2			1				1
Тема 10.1		1	1			0,5	2,5
Тема 10.2			1				1
Тема 11			2			0,5	2,5
Тема 12			1			0,5	1,5
Тема 13				4		0,5	4,5
Тема 14.1	2	1	1				4
Тема 14.2			1				1
Тема 15.1			1				1
Тема 15.2			1				1
Тема 16.		1	2			0,5	3,5
Тема 17.1			1			0,5	1,5
Тема 17.1			1				1
Тема 18			1	5		0,5	6,5
Тема 19	2	1	1			0,5	4,5
Разом змістовий модуль 1	6	6	26	13	10	8	69
Змістовий модуль 2							
Тема 20.			1			0,5	1,5
Тема 21			1				1
Тема 22	2	1	1			0,5	4,5
Тема 23	1		1				2
Тема 24	1	1	2			0,5	5,5
Тема 25			2	5		0,5	5,5
Разом змістовий модуль 2	4	2	8	5	10	2	31
<b>Разом</b>							<b>100</b>

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

Поточне тестування та самостійна робота				Сума в балах
Змістовий модуль 1	Індивідуальне завдання 1	Змістовий модуль 2	Індивідуальне завдання 2	100
35	15	35	15	

## Загальне оцінювання результатів вивчення навчальної дисципліни

Для виставлення підсумкової оцінки визначається сума балів, отриманих за результатами виконання завдань практичного спрямування, а також за результатами складання змістових модулів. Оцінювання здійснюється за допомогою шкали оцінювання загальних результатів вивчення дисципліни (модулю).

<b>Оцінка</b>		
<b>100-бальна шкала</b>	<b>Шкала ЄКТС</b>	<b>Національна шкала</b>
90-100	A	5, «відмінно»
80-89	B	4, «добре»
75-79	C	
70-74	D	3, «задовільно»
60-69	E	
35-59	FX	2, «незадовільно»
0-34	F	

**ЧАСТИНА 2.  
ЗМІСТ ПРАКТИЧНИХ ЗАНЯТЬ**

**PART 2.  
PRACTICAL TRAINING SUBJECT MATTER**

# CONTENT MODULE 1. THE HOSPITALITY INDUSTRY

## UNIT 1. THE HOSPITALITY INDUSTRY

### Hotel Organization Structure

If you would like to work or you are working in hotel industry, it is important to know your hotel you are going to work for. Nowadays, there are many different types of hotel that exist in hotel business. A hotel is not only categorized by the number of stars or the cost of room, but it is also classified by characteristics that cater to the specialized tastes of their guests. In addition, one main important factor causes a hotel's success is customer service, which is regarded as a crucial part of the hotel experience for customers or guests. Various departments and staff positions throughout the hotel are team force to make the hotel successful. This unit, thus, introduces hotel organization structure, hotel types and departments, and hotel staff.

### **READING**

*1. Read the text about hotel organization structure.*

The larger the hotel is, the more complicated the hotel organization will be. In a small hotel, the operational system is simple and easy to run with one manager and one assistant. In a medium-sized hotel more staff are required and all the departments are independent of each other. Each department head reports directly to the manager. In the larger hotels, there is a greater level of professionalism in the different departments and sections. The management team under the general manager's control will carry out the executive functions of the hotel, such as setting policy, budgets, long-term planning, sales plan and operating system. They are responsible for a larger staff and a far greater turnover.

The international hotel chains are under the control of a central management. The hotel services, operational systems and policies of the hotel chain are the same throughout the world. There is an inspection system in order to guarantee that overall standards are met. The key people like general manager and the department head are assigned from the headquarters. In addition, the staff members may take turns in working in other hotel branches throughout the world.

The headquarters staff cooperate with other hotels in the same chain by giving advice and support about advertising. The most obvious advantage is the increased efficiency in making and controlling reservations. The great that one hotel can make his reservation for rooms at another within minutes.

*2. Fill in some missing parts in the blanks based on the above reading text.*

The larger the hotel is, the more (1)\_\_\_\_\_ the hotel organization will be. In a small hotel, the operational system is simple and easy to run with one manager and one (2)\_\_\_\_\_. In a medium-sized hotel more staff are required and all the departments are independent of each other. Each department head reports directly to the manager. In the larger hotels, there is a greater level of

(3)\_\_\_\_\_ in the (4)\_\_\_\_\_ departments and sections. The management team under the general manager's control will carry out the executive (5)\_\_\_\_\_ of the hotel, such as setting (6)\_\_\_\_\_, (7)\_\_\_\_\_, long-term planning, sales plan and operating system. They are responsible for a larger (8)\_\_\_\_\_ and a far greater turnover.

3. *Fill in some missing parts in the blanks based on the above reading text.*

The (1)\_\_\_\_\_ hotel chains are under the (2)\_\_\_\_\_ of a central management. The hotel services, operational systems and (3)\_\_\_\_\_ of the hotel chain are the same throughout the world. There is an (4)\_\_\_\_\_ system in order to guarantee that overall (5)\_\_\_\_\_ are met. The key people like general manager and the department head are assigned from the (6)\_\_\_\_\_. In addition, the staff (7)\_\_\_\_\_ may take turns in working in other hotel branches (8)\_\_\_\_\_ the world. The headquarters staff cooperate with other hotels in the same chain by giving advice and support about advertising. The most obvious advantage is the increased (9)\_\_\_\_\_ in making and controlling reservations. The great that one hotel can make his (10)\_\_\_\_\_ for rooms at another within minutes.

4. *Read and translate the text.*

### **Types of accommodation**

The hotels and catering industry is often treated separately from the tourist industry, and certainly the training for both is very distinct. Its primary function is to provide tourists with an accommodation and, to a lesser degree, food. So it is often referred to as a hospitality industry.

The hospitality, tourism and leisure industries have become increasingly important in terms of economies and employment throughout the world.

Travel and hotels have always been closely related.

In Europe and America, **inns** and **taverns** were spaced along the roads at the distance a horse could travel in a day. The traveller usually had to share his bed with another person, and as many as four other persons in some remote areas. The old-fashioned inns, however, did provide food and shelter for both men and horses and therefore became a symbol of hospitality. Indeed, the word **inn** has been used recently by many modern **hotels** and **motels**.

A **hotel** is a temporary home for people who are travelling. In a hotel the traveller can rest and have meals, either on the premises or nearby. The hotel may also offer facilities for recreation, such as a swimming pool, a golf course, or a beach. Very often the hotel also provides free space for the traveller's means of transportation.

All of these services are designed to accommodate the traveller, so the hotel business is often referred to as the **accommodation industry**.

The world **motel** was created by combining "**motor**" and "**hotel**". When automobiles were first used for travelling, flimsy and inexpensive **tourist cabins** were built along the roads. Then, as people demand greater comfort, the cabins were replaced

by **tourist courts** and then by the modern motel, offering services comparable to the traditional hotels.

All hotels do not serve the same clientele, that is, the same kind of guests. It is possible to place hotels in four broad categories.

The first is the **commercial hotel**, which provides services essentially for transients, many of them travelling on business. Many city hotels and motels fall into this group.

The second category is **resort hotels**. They are located in vacation areas and often provide recreational facilities of their own as well.

The third type of hotels aims its services largely at the **convention trade**. Conventions are meetings of various business or professional groups held on a regular basis.

The fourth category is **resident hotels**. People who do not wish to keep house themselves can rent accommodations on a seasonal basis or even permanently in many hotels.

No firm distinction exists between the different kinds of hotels. In large cities one hotel may offer all types of service.

Even a small motel may have **banquet rooms** and meeting rooms in addition to its accommodations for transients. Many resort hotels are also designed with complete convention facilities.

Another way of categorizing hotels is by the quality of service they offer.

At the top are **the luxury hotels**, which generally offer their guests the greatest comfort and convenience possible. At the bottom are those that provide merely a place to sleep. In between these two extremes are establishments offering a wide range of service and comfort.

The system of rating hotels according to quality is widely used in France and other countries. This system puts the top hotels in a special “deluxe” category, with others receiving from five stars to one star or “A’s”.

The standard features include private bathrooms, room telephones, recreational facilities and so on.

The difference in quality between hotels is not entirely a matter of equipment and furnishings. The proportion of employees to guests and/or guest rooms is also a matter of prime importance. In general, the accommodations industry is labour-intensive, that is, it employs a large number of people to perform its services. In a luxury hotel, there may be three employees for every guest room. In a large commercial hotel in a big city, the ratio is usually closer to one employee per guest room.

A small hotel, family-owned and operated, may have only three employees per ten rooms and hire a maid to do the housekeeping chores. Obviously, the services offered by a small hotel will be far more restricted than those provided by a luxury hotel. A hotel that prides itself on its quality of service also maintains high standards of performance.

*5. Answer the following questions.*

- 1) What is the primary function of the hotels and catering industry?
- 2) Why have the hospitality and leisure businesses become so important?



- 3) How did they develop?
- 4) What is a hotel?
- 5) What accommodation services do hotels provide?
- 6) How did motels appear?
- 7) How are holidays categorized in terms of their clients?
- 8) What is the difference between commercial hotels and resort hotels?
- 9) What do hotels for the convention trade aim their services at?
- 10) Who are resident hotels for?
- 11) Why is there no firm distinction between different kinds of hotels?
- 12) What other system of hotel rating do you know?
- 13) What does the quality service mean?
- 14) Why is the accommodations industry labour-intensive?
- 15) How are services in a small hotel different from those in a luxury hotel?
- 16) In what case can a hotel pride itself on its quality of service?

6. *Sum up what you have learned from the text about:*

the functions of the hospitality industry

the historical facts of its development

the four broad categories of hotels according to their clientele

the way of categorizing hotels by the quality of service they offer

### ***LANGUAGE AND SPEECH EXERCISES***

7. *Find in the text one word which means the same*

1. Shelter, food, drink and other services for travellers or transients. Because it provides these things, the hotel business is often referred to as the \_\_\_\_\_ industry.

2. An establishment offering shelter and food for travellers. The term was customary in the days of travel by horse. It has been revived because it conveys the idea of old-fashioned hospitality.

3. In modern usage, a place that serves alcoholic drinks. Formerly, it was an alternate term for an inn.

4. A shortened form for the place that provides accommodations for the traveller and a parking space for his or her automobile.

5. A place or area to which people travel for recreational purposes. Hotels are important features of \_\_\_\_\_ areas.

6. A meeting of a business or professional group for the purpose of exchanging information, electing officers and discussing and frequently voting on proposals for rule changes in the organization. Hotels provide special facilities and services to attract such meetings.

7. A large formal meal, given for a special purpose usually including speeches or some kind of ceremony. Many hotels have \_\_\_\_\_ rooms to accommodate functions of this kind.

8. Of the highest quality. Hotels rated so, offer the greatest possible convenience, comfort, and service to their guests. Such hotels are generally the most expensive.

9. Requiring a large number of people for the services that are provided by a business or industry.

8. Match the following descriptions with the types of holidays given below

- |                        |                     |                   |
|------------------------|---------------------|-------------------|
| 1) a resort hotel      | 4) commercial hotel | 7) congress hotel |
| 2) motel               | 5) airport hotel    | 8) guest house    |
| 3) country house hotel | 6) confident        |                   |

a) It is built specially to provide a service to motorists.

b) It provides every facility a wealthy guest might need.

c) It is situated in a place where tourists like to stay, often near the sea. Guests may stay for a week or two and usually book in advance.

d) It provides accommodation for people going to or coming from other countries, usually only staying for one night.

e) It is often situated in a town center, and provides accommodation for travelling businessmen, staying only one or two nights.

f) It provides facilities for large meetings and conferences, with a lecture theatre and exhibition facilities.

g) It provides low-priced accommodation, usually on a small scale, for holiday visitors or for long-stay guests.

h) It is situated in pleasant scenery, and provides comfortable but informal accommodation for people who want to relax in a quiet place.

9. Read the text and fill in the gaps with the words in the box.

- |                    |              |            |              |
|--------------------|--------------|------------|--------------|
| 1) air-conditioned | 4) furnished | 7) relax   | 10) situated |
| 2) entertainment   | 5) informal  | 8) rustic  | 11) spacious |
| 3) facilities      | 6) lies      | 9) setting | 12) value    |

Tradewinds is a) \_\_\_\_\_ in b) \_\_\_\_\_ grounds on the south coast at Diani, just over twenty miles from the city of Mombasa and within easy reach of some shops.

\_\_\_\_\_ c) on a spectacular white-sand beaches fringed by palm trees.

The main building is d) \_\_\_\_\_ in style, with a thatched roof in the local African manner, and the hotel e) \_\_\_\_\_ include a restaurant, bar, hairdresser, and a shop.

By the swimming pool is an f) \_\_\_\_\_ snack bar and a smaller pool for children. Evening g) \_\_\_\_\_ is provided by live bands or a disco.

The modestly h) \_\_\_\_\_ rooms have a balcony or terrace, are fully i) \_\_\_\_\_, and have a telephone and shower.

Opinion: In a superb j) \_\_\_\_\_, this is a simple, medium-class hotel offering outstanding k) \_\_\_\_\_ for money, and an ideal place to unwind and l) \_\_\_\_\_ before going on safari.

10. Say it in English.

1. Основна функція готелів – забезпечити туристів та ділових людей місцем для проживання, їжею та всіма необхідними умовами.
2. Існують різні види готелів, і вони класифікуються за різними ознаками.
3. Люди, які мають можливість заплатити, вимагають більше комфорту під час подорожей.
4. Готелі пропонують своїм гостям також умови для відпочинку, занять спортом, сімейних зустрічей та інші розваги.
5. Готелі у великих містах і в курортній місцевості стикаються з різними запитамі своїх клієнтів, але не існує чіткого розмежування між різними видами готелів, тому що всі вони призначені для задоволення потреб своїх мешканців.
6. Готелі класифікуються за різними ознаками, але в основі будь-якої класифікації лежить якість послуг та зручності, які пропонуються гостям.
7. Різні люди віддають перевагу різним умовам проживання, але всі вони передбачають, що в готелі можна отримати харчування.
8. Доброзичливе ставлення обслуговуючого персоналу та висококваліфіковане обслуговування визначають ставлення мешканців до того чи іншого готелю.

### *11. Read the text*

#### **Hotel Types and Departments**

Hotel types can be categorized depending on the criteria used to classify them such as hotel size, number of rooms, location, target market, ownership and affiliation, etc. Kate (2007:1) and Types of Hotels (2012:1) suggested types of hotels which can be classified into ten types according to specific purposes.

##### **1. Commercial Hotels**

These hotels primarily cater to business travellers and usually located in downtown or business districts. These are also known as Business Hotels.

##### **2. Airport Hotels**

This kind of hotels typically provides accommodation for airline passengers with overnight travel layovers or cancelled flights and airline crews or staff, usually located near the airports.

##### **3. Suite Hotels**

This type of hotels is the latest trend and the fastest growing segments of the hotel industry. It has a living room and a separate bedroom. Professionals such as accountants, lawyers, businessmen, and executives find suite hotels particularly attractive as they can also entertain in an area beside the bed room.

##### **4. Extended Stay Hotels**

This kind of hotels is similar to the suite hotels, but usually offers kitchen amenities in the room. It is for long-stay guests who want to stay more than a week and does not want to spend on hotel facilities.

##### **5. Lifestyle/Boutique Hotels**

This type of hotels gives guests a vacation setting with original decoration and service. The architecture of the hotel may be notable or the hotel has period furniture, artistic touches or other fetching themes.

6. Residential Hotels These hotels provide long-term or permanent accommodation for guests.

A guest usually makes a lease agreement with hotel for the minimum of one month up to a year. The room usually includes living room, bed room, kitchen, private balcony, washing machine, kitchen utensils, etc.

#### 7. Resort Hotels

This type of hotels is usually located in the mountains, on an island, or in some other exotic locations away from the cities. Recreational activities, scenery, golf, tennis, sailing, skiing, and swimming are provided.

#### 8. Casino Hotels

They are hotels with gambling facilities. Food and beverage operations are provided to support the casino operations in the hotels.

#### 9. Conference and Convention Center Hotels

This type of hotels focuses on meeting and conferences and overnight accommodation for meeting attendees. The hotels also provide video conferencing facilities, audiovisual equipment, business services, flexible seating arrangements, flipcharts, etc. They are mostly located outside the metropolitan areas and have facilities like golf, swimming pools, tennis courts, fitness centers, and spas, etc.

#### 10. Bed-and-Breakfast Hotels/Home-stay

This kind of hotels is a house with rooms converted into overnight facilities to accommodate one to ten guest rooms. The owner of the hotel usually stay on the premises and responsible for serving breakfast for the guest.

*12. Read the text about functions of hotel departments and match each of the duties in Column A with its department in Column B*

### **Functions of Hotel Departments**

A hotel operates twenty-four hours a day to make the guests stay enjoyable. It is also essential to make a hotel profitable, well-organized and efficient. A hotel can be divided into two functional divisions: the first is the “front house” division, and the second is the “back house” division. Both divisions consist of various departments divided according to their functions.

The management of the front office department in some hotels is separated from the housekeeping department, whereas other combine them under the heading of the rooms department for accounting purposes. The room apartment is said to be the operating unit. It is usually the most profitable department of the hotel. The front desk is where the guest is received, registered and assigned a room. It is here that he asks for information, for his key, his mail and finally for his bill.

The housekeeping department is under the supervision of a housekeeper. The housekeeper is responsible for the preparation of guests’ rooms and for the cleanliness of all public areas of the hotel.

The accounting department is responsible for all the hotel’s financial record. Every hotel needs to record the income it receives. All room charges, the telephone, the laundry service, the restaurant and room service must be posted on the guests’

account as soon as possible. And the financial statements must be checked for accuracy.

The sales promotion of the hotel is another major administrative function. It involves making the public aware of the hotel and trying to attract guests. Promotion can be done by advertising, which is paid promotion, or by publicity, and public relations, which are generally unpaid.

The engineering department is divided into heat, light, power, repairs, and maintenance, and is responsible for all the mechanical equipment.

The main task of the food and beverage department is to provide food and drink for the guests. Many hotels have complete restaurant services with different prices ranges and different menus. Some large hotels offer a variety of bars and restaurants for their guests to choose from. The income of the food and beverage department comes from sales and other services like banquets and conventions.

1. make the bed	A. Housekeeping
2. write out a receipt	B. Engineering
3. help with payment	C. Front Office
4. repair the shower	D. Accounting
5. send up some drinks	E. Food and Beverage
6. change the sheets	
7. explain the menu	
8. greet a new guest	
9. fix the TV	
10. set the breakfast table	
11. recommend the main course	
12. assign a room	
13. prepare guests' bill	
14. work out the exchange rate	

13. Name the following jobs to check if you know words for hotel staff positions.

1. The person who looks after guests' reservations.

\_\_\_\_\_

2. The person in charge of keeping the hotel clean and supplying linen.

\_\_\_\_\_

3. The person who looks after all money paid to or by the hotel.

\_\_\_\_\_

4. The person responsible for the cooking in the kitchens.

\_\_\_\_\_

5. The person responsible for service to guests in the restaurant.

\_\_\_\_\_

6. The person responsible for greeting guests, helping them with their luggage, organizing their transport, and dealing with their mail.

\_\_\_\_\_

14. Study these hotel staff and discuss the duties of each position.

Doorman  
Bellhop/Bellboy/Bellman  
Concierge  
Front Desk Clerk/Receptionist  
Front Desk Manager  
Cashier  
Guest Relations Officer  
Lift attendant  
Cashier  
Sales Manager  
Housekeeper/Chambermaid/Maid  
Laundry Staff  
Room Service Staff  
Maintenance Worker  
Host/Hostess  
Waiter/Waitress  
Food and Beverage Manager  
Executive Chef  
Sous Chef  
Fitness Center Attendant  
Business Center Attendant  
Event Planner  
Operator  
Reservation Agent  
Driver  
Valet

15. Match these duties with their positions in a hotel.

cashier      driver      waiter      concierge      bellboy

1. I provide guests with information about attractions, facilities, services, and activities.
2. I take customer orders and deliver food and beverages to them.
3. I help guests carry their bags and bring them to their rooms.
4. I collect money from guests for their room charges and any other fees.
5. My responsibility is to shuttle guests between the hotel and the airport.

16. A student from a Hotel College is interviewing a Hotel Manager for a project she is doing. Listen to the conversation and complete the following sentences with the word in the box.

Student: So you are the person who's in overall charge of the hotel?

Manager: That's right. But in fact the **Assistant Manager** is responsible for the day-to-day running of the hotel. You see, most of my time is taken up with negotiation with agencies, planning, meetings, that kind of thing.

Student: I see. And then, under the Assistant Manager there are all the departments of the hotel.

Manager: Yes. You will find much the same departments in every hotel, but the actual details of organization always differ somewhat. In our case we have three main divisions—the **restaurant staff**, the **housekeeping staff** and the **reception staff**. Reception is what the public see. And in our case we have three **receptionists** who work under the **Head Receptionist**.

Student: And do the porters come under reception too?

Manager: In this hotel, yes. Here, the **Head Porter** reports to the Head Receptionist. And the Head Porter in turn has two **porters** under him.

Student: And housekeeping is a separate department?

Manager: That's right. The **Head Housekeeper** is in charge of the **chambermaids** and the **cleaners**.

Student: What about the bars? Where do they fit in?

Manager: Well, we have four bar **operatives** looking after the bars in the hotel. But the bars and the restaurant all come under the responsibility of the **Restaurant Manager**. The restaurant section includes both restaurant and bar service.

Student: I see. And under the Restaurant Manager you also have the waiters and the kitchen staff?

Manager: Yes. As regards the waiters, the **Head Waiter** supervises three **station waiters** and a **part-time waiter**. And then there are the chefs. Under the **Head Chef** we have the **Second Chef** and two **trainee chefs**. And there are several **part-time kitchen assistants**—the number varies.

Student: Thank you very much for the information.

Supervises to includes after charge under responsible

1. The Assistant Manager is \_\_\_\_\_ for the day-to-day running of the hotel.
2. We have three receptionists who work \_\_\_\_\_ the Head Receptionist.
3. In this hotel, the Head Porter reports \_\_\_\_\_ the Head Receptionist.
4. The Head Housekeeper is in \_\_\_\_\_ of the chambermaids and cleaners.
5. We have four bar operatives, looking \_\_\_\_\_ the bars in the hotel.
6. The bars and the restaurants all come \_\_\_\_\_ the responsibility of the Restaurant Manager. The Restaurant Section \_\_\_\_\_ both restaurant and bar service.
7. The Head Waiter \_\_\_\_\_ three Station Waiters, and two part-time waiters.
8. \_\_\_\_\_ the Head Chef we have the Second Chef and two trainee chefs

17. Complete in the missing parts with given words in the box and listen to the conversations again to check your answers.

in case of      your job      work for      responsibilities      approving  
work as      I am responsible for

*Conversation 1*

**Interviewer:** Today I'm with Richard Wilson. Richard, what do you do?

**Richard:** I'm a front office manager. I (1) \_\_\_\_\_ Marina Hotel in Alabama.

**Interviewer:** What are your (2)\_\_\_\_\_?

**Richard:** I am (3)\_\_\_\_\_ supervising staff in the Front Office Department and making sure that everything is ready for guests to check in.

**Interviewer:** What are your average working hours?

**Richard:** My average working hours are six days a week, 8-10 hours a day.

As you know, hotels are open 24 hours a day, 365 days a year. So, I'm always on call (4)\_\_\_\_\_ an emergency.

**Interviewer:** What's the most enjoyable part of the job?

**Richard:** I learn new things every day. It's really impossible to be bored and I'm not forced to stay in an office all day.

*Conversation 2*

**Interviewer:** What do you do?

**Mark:** I (5)\_\_\_\_\_ an executive chef.

**Interviewer:** What is your routine work?

**Mark:** My main responsibilities are supervising all kitchen workers and (6)\_\_\_\_\_ all prepared food dishes that leave my kitchen.

*Conversation 3*

**Interviewer:** What's (7)\_\_\_\_\_?

**Natalie:** (8)\_\_\_\_\_ a guest relations officer.

**Interviewer:** What are your job responsibilities?

**Natalie:** I am responsible for providing hotel guests with best service to ensure their experience will be worth remembering.

*18. Read the comments of four hotel users talking about what they think is important in a hotel. Match the comments to the people who made them.*

- a) a successful French research scientist who is often invited to speak at international conferences.
- b) a retired banker from the USA.
- c) the sales Director of an export company in Turkey.
- d) a travel writer for several British newspapers and magazines who also presents a television programme on holidays and travel.

1. I travel a lot – up to three months a year, so I guess you could say I spend a quarter of my life in hotels. For me, the ideal hotel has big rooms with comfortable beds and good facilities – including a business center. It should also be as near the center of town as possible, but within easy reach of the airport.

2. I love going on vacation, especially in Europe. I worked hard all my life, so I feel I deserve a little luxury now – and I don't mind paying for it. If you ask me, a hotel that doesn't make you feel really special isn't a hotel.

3. I like smaller hotels because you can learn more about the country, the people, and the culture. The staff have more time for you. I think most of the big hotels are so impersonal. They all look the same. When you are inside them, you can't tell which country you're in.



4. It's my job to visit hotels, not just the de luxe 5-star ones, but also the small family-run places with only a few rooms. But if you're asking me personally, the most important things are polite and friendly staff.

19. A tour operator is describing two different hotels in Sri Lanka to a client.

a) Put sentences in the correct order:

\_\_\_\_\_ Right, well, there are two hotels that we usually recommend and they are the Oberoi, which is in Colombo itself, and the Ivory Inn.

\_\_\_\_\_ I'm not sure, really. Could you tell me a bit about the first one?

\_\_\_\_\_ Is the Ivory Inn more or less the same?

\_\_\_\_\_ Good afternoon, May's Travel. Mary Shark's speaking. How can I help you?

\_\_\_\_\_ Yes, please. My name's John Stevens, and the address is 11 London road, Cambridge.

\_\_\_\_\_ Is the Ivory Inn actually in Colombo, too?

\_\_\_\_\_ Thank you very much, good-bye.

\_\_\_\_\_ No, it's very different. It's a private guest house, in fact, not a hotel. It's got twenty rooms with ceiling fans, and there are showers, but there's no hot water. It's very simple, really. Would you like me to send you the brochure?

\_\_\_\_\_ No, it's about seven miles away. What sort of hotel are you looking for?

\_\_\_\_\_ Yes, the Oberoi is a first-class hotel, with all the facilities you would expect. There's a good choice of restaurants, a pool, large grounds, tennis courts and so on.

\_\_\_\_\_ All right then, Mr Stevens. I'll put that in the post this afternoon.

b) Read the dialogue out in the proper order and answer the questions:

Which types of hotels are described in the dialogue?

What facilities do they offer?

What hotel did the client choose? Why do you think so?

What is your opinion on the both hotels?

Which one would you prefer? Why?

c) Speak about the way you book hotel accommodation and the things which are most important to you (the location, price, rating, the quality of service and others).

20. Read and analyse the information from the advertising brochure.

Park Hotels are a group of hotels which serve the South of England and the Midlands, including five hotels in London. Our aim is to provide the highest standards of service and hospitality, with the comfort and facilities you would expect of modern luxury hotels, while preserving the traditional character of the properties themselves. You can be sure of a warm and friendly welcome wherever you stay.

### **THE HYDE PARK Towers Hotel**

**41 - 51 Inverness Terrace, Bayswater, London W2 3JN**

1. Following a multi-million pound refurbishment, The Hyde Park Towers Hotel has been transformed into a luxury business class hotel with every modern amenity.

Ideally located in the heart of the capital on a tree-lined terrace, the hotel is only a few minutes west of Oxford Street and offers easy access to London's major business centers and tourist attractions.

The elegant and stylish surroundings are perfectly complemented by the warmth of personal service provided by the staff.

2. The hotel offers 115 luxuriously appointed bedrooms including 20 with their own fax lines. Each has a private bathroom, direct dial telephone, colour television (including 5 satellite channels), radio, tea and coffee making facilities, hair dryer and trouser press. Your bedroom will provide the perfect environment in which to relax and at the end of a busy day.

The finest French cuisine is served in the elegant setting of Le Parc restaurant, where the rich furnishings, pictures and mirrors help to provide a relaxing environment in which to enjoy a meal. A choice of menus is offered and accompanied by our wine list to complement your meal.

3. Adjacent to the restaurant, Le Parc lounge offers an ideal venue in which to relax after a busy day, to meet with friends and colleagues or to enjoy a drink before dinner. Full table service is provided for cocktails, beers, wines and spirits in traditional surroundings.

4. To complement the facilities of the hotel, there are three function rooms, suitable for meeting from eight to four or five. The largest is the Victoria Room, accommodating up to twenty four people boardroom style and forty five theatre style. Each room is fully air conditioned and features fax lines, telephone links and a comprehensive range of presentation features.

Whether dining or business, enjoying an intimate meal for two or a celebration dinner, the attentive service in Le Parc restaurant will provide for a rewarding experience.

5. Inverness Terrace is just off the Bayswater Road, a short walk from the rural beauty of Hyde Park. Queensway tube station is a few minutes' walk from the hotel and serves the Central line, providing a direct service to Oxford Circle Chancery Lane and St Paul's. Queensway itself is a busy shopping centre and fast road and rail links to Heathrow airport are within easy reach of the Hyde Park Towers Hotel.

### ***SPEAKING***

*21. Discuss the facilities offered by the hotel.*

*22. Act out a telephone conversation with the receptionist of the Hyde Park Towers Hotel.*

### ***WRITING***

*23. Write a similar description of hotel facilities for an advertising leaflet.*

## UNIT 2. HOTEL AND MOTEL CHAINS

### READING

#### 1. Read and translate the text.

The fast development of means of transportation resulted in a corresponding boom in hotel construction. This rapid construction of new hotels led to the emergence of **hotel chains** as a dominant force in the accommodation industry.

The hotel chains have several **competitive advantages** over individually owned and operated establishments. One of the most important advantages is having the resources to spend more money on **advertising**. The hotel chains have advertising and **public relations personnel** on their **corporate headquarters** staffs, who give valuable advice and support to their colleagues in the individual hotels. The headquarters staff usually has more overall influence with the **information media** — newspapers, magazines, radio and television — than is possible for staffs in the individual hotels.

The most important and most obvious advantage is the increased **efficiency** in making and controlling reservations, when a chain is owned by an airline, the traveller can make his reservations for flights and for hotel rooms at the same time and place.

Another advantage comes from the standardization of equipment and **operating procedures**. The chains publish **detailed manuals** that specify procedures to be followed even in such tasks as making beds and setting tables. This results in a very visible **degree of uniformity** between the hotels in the chain. The travelling public has an excellent idea of what kind of accommodations and service to expect. Even when the different hotels in the chain are not tightly controlled by a central office, there is usually an inspection system in order to guarantee that the **overall standards are met**.

Another advantage for the chains is the increased **sales potential** for conventions. Some convention salespeople work in the corporate headquarters and **promote the whole chain** rather than one hotel. In this way **the sponsoring group** can hold its meetings in one location one year and another the next, while at the same time receiving the assurance of very similar service and costs. Since it's commonly accepted now that conventions should combine business and pleasure, the practice of changing locations every year is very attractive to many sponsoring groups.

Another of the strengths of the chain system consists in the superior planning and design of hotels. The benefits begin here even before **the location is selected** because the chains have access to expensive **market research data** on **site selection** and size of the hotel.

The large chains **employ** architects and interior decorators who specialize in hotel work. Many chains often **hire consultants** to advise them. The chains can either use their **expert knowledge** directly to build their own hotels or **pass it along** to others when they participate in a **joint venture**, a management **leasing arrangement**, or a **franchising operation**.

Hotel design poses special problems in such matters as size and location and their relationship to each other. For example, the **space allotted** to service and storage areas, which must be adequate but not excessive, may make the difference between **the profitability** and **unprofitability** of the operation. In the interior design the use of furniture, fabrics, and equipment that have been tested can sharply **cut maintenance**

**costs.** From the time that construction of a new facility is decided on, the experts at corporate headquarters can give valuable advice and help so that the design of the hotel will **contribute to** its success.

**Chain management** also increases the efficiency of the total organization in many ways. For example, it permits very large **bulk purchases** for some kinds of equipment and supplies which result in **economies of scale**.

**The accounting and auditing systems** of the chains are centralized. A **centralized personnel office** for managerial and technical positions throughout the chain also provides an advantage in **securing competent people**.

*2. Answer the following questions:*

- 1) What factors led to the emergence of hotel chains?
- 2) Why are they more competitive than individually owned and operated establishments?
- 3) Why do hotel chains spend more money on advertising? What methods do they use in promoting their business?
- 4) How important is the increased efficiency in making and controlling reservations?
- 5) How does the standardization of equipment and operating procedures influence the success of a hotel chain?
- 6) How are overall standards ensured?
- 7) How does the sales potential for conventions improve if the whole chain is promoted?
- 8) In what way do sponsoring groups arrange their events? What practice seems very attractive to them? Why?
- 9) What is the most obvious strength of the chain system in terms of planning and design of new hotels?
- 10) What enables the large chains to benefit in every way when they build their own hotels?
- 11) In what case can large chains share their expert knowledge?
- 12) Why does hotel design pose special problems?
- 13) In what way can maintenance costs be cut?
- 14) How does chain management increase the efficiency of the total organization?
- 15) What do economies of scale mean?
- 16) What is the advantage of a centralized personnel office?

*3. Sum up what you have learned from the text about:*

- the emergence of hotel chains;
- the competitive advantage in advertising for hotel chains;
- the importance of meeting overall standards in all hotels in the chain;
- the increased sales potential for conventions; the benefits in planning and design of hotels;
- the ways to cut costs and increase the efficiency of the total organization;

4. Find in the text words or phrases which correspond to the following definitions:

1. A business that has several outlets. Many hotels are owned by corporations that own, operate or manage a large number of establishments.
2. A method by which hotel chains have expanded. This involves joining with local businessmen in investing in a new hotel.
3. A license to operate an enterprise under a corporate name and usually with standards established by the licensing corporation. This is yet another way in which hotel chains have grown.
4. A person or firm hired on a fee basis to give advice or carry out work for a limited period. They are often called in by hotels for such purposes as accounting, interior design, landscaping, advertising and so on.
5. Purchase of supplies and equipment in very large quantities, usually at a considerable saving.

5. Match the following definitions with the words in the box.

1) suit	5) penthouse	9) junior suite
2) family room	6) connecting or adjoining rooms	10) lounge or sitting room (Am. E. - parlor)
3) twin room	7) double room	
4) single room	8) triple room	

- a) A room occupied by one person;
- b) A room with one large bed for two people;
- c) A room with two single beds for two people;
- d) A room with three single beds, or a double bed and a single bed, suitable for occupation by three people;
- e) A set of two or more rooms including a bedroom and a sitting-room;
- f) A large room with a partition to separate the bedroom area from the sitting room area;
- g) A well-furnished and luxurious suite at the top of the building;
- h) A room with four or more beds, particularly suitable for a family with children;
- i) A room not used as a bedroom, where guests may read, watch television, etc.;
- j) Two or more rooms with a door to allow access from one room to another.

6. Study the vocabulary which is useful in describing hotels and hotel facilities. Give your explanation of the words in the list.

Example: **adjoining** next to each other  
**air-conditioned** with temperature and humidity controlled

access	economy	shower
accommodation	expand	wash basin
amenities	facilities	sanitary facilities
balcony	fee	spacious
budget	grade	sparsely furnished
buffet service	high season	sofa
bungalows	hospitality	staff

business center  
cabin  
chain  
conveniences  
central heating  
connected  
convertible  
elaborate

lodge  
luxurious  
magnificent  
partition  
permits (official documents)  
range  
resort  
reasonable

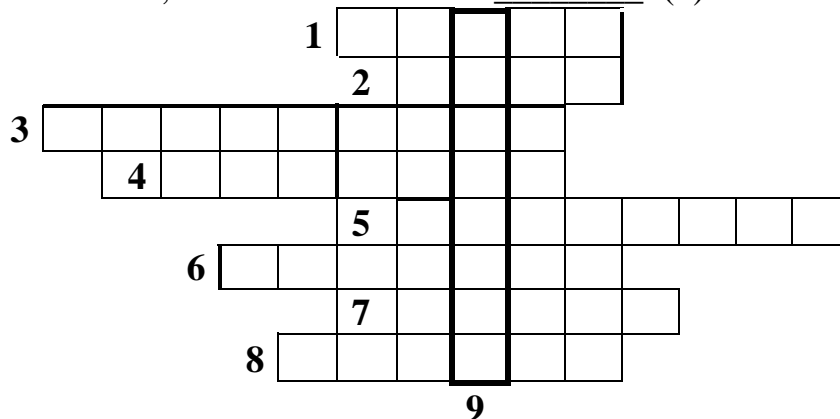
storey  
suite  
terrace  
toilet  
trainee  
view  
well-furnished  
within easy reach

7. Complete these sentences spoken by a hotel manager.

1. All our rooms have \_\_\_\_\_.
2. They all have a \_\_\_\_\_ and a \_\_\_\_\_.
3. Our single rooms are very c--f--t--l-.
4. Or for real \_\_\_\_\_, let's suppose you have a sales conference. You could \_\_\_\_\_ up your sales staff and put them into \_\_\_\_\_ rooms.
5. For something more \_\_\_\_\_, we can offer our special \_\_\_\_\_.
6. It has its own private \_\_\_\_\_, where guests can sit outside and enjoy the view over the lake.
7. I can recommend our Western \_\_\_\_\_. From the \_\_\_\_\_ there's a magnificent view over the whole countryside.

8. Answer the clues and find the hidden word. All the answers are connected with accommodation. The first one is done for you.

1. At the Mountain Lodge small \_\_\_\_\_ (6)
2. The President stayed in a \_\_\_\_\_ of six rooms on the top floor of the hotel. (5)
3. If you have a family, you should think about staying in a self-catering \_\_\_\_\_ that has three bedrooms, a kitchen and a bathroom. (9)
4. At the Paradise Hotel in Sochi, you can rent a double room or a separate \_\_\_\_\_ in the grounds. (7)
5. We took our tents and stayed in a lovely \_\_\_\_\_ which had all the facilities we needed. (8)
6. We stayed in a marvelous hotel that even had \_\_\_\_\_ to keep your horse in. (7)
7. I'd rather stay in a five-star \_\_\_\_\_ than in a bed and breakfast. (5)
8. Our room doesn't have a bath, but at least there is a \_\_\_\_\_. (6)



9. Give English equivalents for:

1. широкий спектр готельних послуг
2. переваги мережевої системи готелів
3. сприятливі умови для відпочинку (one word)
4. індустрія гостинності
5. просторі номери
6. умови для проведення з'їздів і конференцій
7. брати участь в створенні спільних підприємств
8. прибутковість бізнесу на основі франшизи
9. всі сучасні зручності: центральне опалення, душова, ванна кімната, кухня з усіма пристосуваннями
10. розширювати асортимент послуг
11. підвищувати ефективність усіх служб
12. мати швидкий доступ до даних дослідження ринку
13. вибрати місце для будівництва нових корпусів готелю
14. знизити експлуатаційні витрати
15. номери, що легко перетворюються в діловий центр
16. добре обладнані номери класу люкс
17. місце тимчасового проживання (one word)
18. помірні платежі (розцінки)
19. докладні інструкції, що визначають робочі операції по обслуговуванню
20. договір про довгострокову оренду

10. Read the dialogue between two former colleagues working in hotel business, who meet at the annual Hoteliers' Conference.

John: Hello, Tom!

Tom: How nice to see you, John! I haven't seen you for ages!

John: No, not since I left the Hyde Park Towers. It must be four years. You're not still there, are you?

Tom: I'm the General Manager, actually. Congratulations! You've done well! Thank you. What are you doing here?

John: Oh, I'm still involved with hotels. I'm a partner in a company that builds leisure facilities — swimming pools, saunas, tennis courts, that sort of thing. I can't interest you in a pool, can I?

Tom: I'm afraid you're too late. We've already got one. We've made quite a few changes since you were there. We built a large **extension** a couple of years ago with a pool, fitness center, solarium-and sauna. We've opened a couple of tennis courts. It's a pity we didn't know about you. We might have been able to give you some business.

John: Well, I've only been there for a little over a year. But tell me, you must be doing pretty well, then?

Tom: Yes, things are a lot better than they were four years ago, that's for sure. You know there was a **take-over** about a year after you left?

John: Yes, I heard.

Tom: Well, they've put a lot of money into the hotel, and it really looks great now. Our rooms are far more comfortable and we offer the best facilities in the area. So of course we can charge higher prices. It's certainly paying off— **occupancy rates** are right up!

John: Well, it was about time. What about those old family rooms in the **annexes**?

Tom: Last year, we converted them into business apartments and a business center.

John: Really? Good idea. A lot of hotels are going that way.

Tom: We're hoping to open a suite of conference rooms in the next year or two.

John: Well, the old Towers certainly sound a different place!

Tom: Yes. We've expanded the restaurant too.

John: Who's the chef? It's not still Jovanni, surely?

Tom: Heavens, no! He's gone back to Italy. No, in the end we hired a top French chef, Marcel. Have you heard of him? He's been with us for more than three years now, and he has certainly made a difference. You must come and have a meal with us some time.

John: Yes, I must. It's just a pity I can't sell you a swimming-pool.

*11. Answer the questions:*

1. How long haven't they seen each other?
2. Why did John congratulate Tom?
3. What line of business is he in?
4. How long has John been in the leisure facilities business?
5. Why doesn't Tom need the services of John's business?
6. How have the things changed in the Towers Hotel? What contributed to its success?
7. Why can they charge higher prices now?
8. How have they changed the annexes?
9. What are their plans for further improvements?
10. How long have they had a new chef?
11. What has he done for their restaurant?

*12. Sum up the information about the facilities in the Hyde Park Towers Hotel.*

*13. Write Sentences about the renovation at the Marble Hotel using the Present Perfect.*

Example: repaint / all / rooms

**The new owners have repainted all the rooms.**

- a) put/ new baths/ all /bathrooms
- b) replace/ all / old beds
- c) take down / old wallpaper
- d) change / all / pictures
- e) lay / new carpets
- f) install / color TVs / all / rooms
- g) spend / a lot of money / curtains and fabrics
- h) build / new cupboards / all / rooms



14. Read a tour operator's report about a visit to the Marble Hotel. Put the verbs into appropriate tenses.

**REPORT: Marble Hotel**

We 1) \_\_\_\_\_ (visit) the Marble Hotel in July 2002, when we 2) \_\_\_\_\_ (decide) that we would not feature the hotel in our brochure. There 3) \_\_\_\_\_ (be) a number of reasons for this: the rooms 4) \_\_\_\_\_ (need) upgrading, we 5) \_\_\_\_\_ (feel) that the standard of service 6) \_\_\_\_\_ (not/be) good enough, and the hotel 7) \_\_\_\_\_ (not seem) to be well managed.

However, a great deal 8) \_\_\_\_\_ (change) since 2002, and the hotel is now under new management. They 9) \_\_\_\_\_ (redecorate) all the rooms and they 10) \_\_\_\_\_ (make) the restaurant much more comfortable and attractive.

They 11) \_\_\_\_\_ (also/build) a new pool. They 12) \_\_\_\_\_ (start) work on a new extension which should be complete by April next year, and this will bring the number of available rooms to 200. The new manager 13) \_\_\_\_\_ (introduce) an incentive scheme for the staff, 14) (increase) salaries, and 15) \_\_\_\_\_ (send) a number of employees on training courses, and as a result the level of service 16) \_\_\_\_\_ (improve) a great deal.

The restaurant is gaining a good reputation. The new chef 17) \_\_\_\_\_ (be) at the hotel for three months, and will clearly maintain high standards of cuisine. He 18) \_\_\_\_\_ (train) in Paris a few years ago, and then 19) \_\_\_\_\_ (work) at the Tour d'Argent. Since his arrival, he 20) \_\_\_\_\_ (create) a new menu and 21) \_\_\_\_\_ (hire) a new maître d'hôtel to train the waiters. We 22) \_\_\_\_\_ (have) a meal at the restaurant last night and 23) \_\_\_\_\_ (think) the standards were excellent.

We therefore recommend that we feature the Marble Hotel in next year's brochure.

15. Read out the report again and find the phrases which mean the same:

1. помістити інформацію про готелі в брошурі
2. ми знайшли, що рівень обслуговування недостатньо високий
3. кімнати потрібно було модернізувати
4. управління готелем було не на висоті
5. Зараз в готелі змінилося керівництво
6. багато що змінилося на краще
7. кімнати відремонтовані
8. ресторан став більш зручним і привабливим
9. побудований басейн
10. почалися роботи з будівництва прибудови
11. кількість номерів в експлуатації зростає до 200
12. нове керівництво ввело заохочувальну схему для співробітників
13. збільшилися зарплати, і ряд співробітників були спрямовані на навчання
14. рівень обслуговування значно зріс
15. репутація ресторану зростає
16. новий шеф-кухар підтримує високий рівень приготування страв
17. він створив нове меню і взяв на роботу метрдотеля для навчання офіціантів

18. відмінну якість їжі

16. Many guests have special needs. What extra facilities would the following people require or find useful? Match with the column on the right.

- |                               |                                      |
|-------------------------------|--------------------------------------|
| 1. a person in a Wheelchair   | a) Organized games and activities    |
| 2. an elderly person          | b) nappy-changing facilities         |
| 3. a family with a baby       | c) a resident nurse                  |
| 4. a family with young people | d) push-chairs                       |
| 5. a blind person             | e) special wide doors                |
|                               | f) a courtesy bus to the town center |
|                               | g) ramps at all stairs               |
|                               | h) a playground and a playroom       |
|                               | i) hoists in bedrooms                |
|                               | j) lifts to all floors               |
|                               | k) notices in Braille                |
|                               | l) a low-level front desk            |

17. Match a word in A column with a word in B column. Complete the sentences using the pairs.

- | A             | B           |
|---------------|-------------|
| a) play       | 1. access   |
| b) safely     | 2. size     |
| c) stair      | 3. nurse    |
| d) kind-      | 4. rail     |
| e) resident   | 5. bus      |
| f) wheelchair | 6. changing |
| g) nappy-     | 7. lift     |
| h) courtesy   | 8. room     |

1. If the Weather is bad, the children at the hotel can use the \_\_\_\_\_ on the ground floor.
2. In order to cater for guests who have babies, we have installed \_\_\_\_\_ facilities in the toilets.
3. There's no need to get a taxi from the airport. We provide a \_\_\_\_\_.
4. Because many of our clients are elderly, we have a \_\_\_\_\_ in case they need medical attention.
5. As the stairs are quite steep, we have fitted a \_\_\_\_\_.
6. One of the toilets on the ground floor has been widened to provide \_\_\_\_\_ for disabled guests.
7. A number of our rooms now have \_\_\_\_\_ beds as we have had complaints that the beds were too small.
8. We decided that the cheapest way of giving people in wheelchairs access to the first floor was to install a \_\_\_\_\_.

18. A potential guest is phoning a country house hotel about differences between the rooms. Complete the sentences using degrees of comparison.

**Hotel:** Good afternoon, Farmer Court Hotel. How can I help you?

**Guest:** Good afternoon. I'm phoning to ask you about the three suites you feature in your brochure — the Yellow, the Silver and the Pink. I'm trying to decide which one would be 1) \_\_\_\_\_ (suitable) for me. Are they all more or less the same?

**Hotel:** No, they are all individually designed. I'll start with the Yellow suite — it has a single bed, a sitting-room and an en-suite bathroom. It costs £ 70 per night, so it's 2) \_\_\_\_\_ (cheap) of the three suites, but of course it is also 3) \_\_\_\_\_ (small) of the three because it is for one person.

**Guest:** How much 4) \_\_\_\_\_ (big) are the other two?

**Hotel:** About twice the size. The Silver is quite a lot 5) \_\_\_\_\_ (spacious) than the Yellow, and has a double bed, en-suite bathroom, and a small dining-room. It's a little 6) \_\_\_\_\_ (expensive) and costs £ 85 per night per person, but that does not include dinner for two. It's the only suite on the top floor, so it has 7) \_\_\_\_\_ (good) view of the city.

**Guest:** And what is the Pink Suite like?

**Hotel:** Well, it's £ 105 per person per night including dinner, so it's our 8) \_\_\_\_\_ (expensive) suite, but it's also our 9) \_\_\_\_\_ (popular) one and reservations need to be made well in advance. It is 10) \_\_\_\_\_ (large) than either the Yellow or the Silver, and its 11) \_\_\_\_\_ (quiet) than them because it's at the back of the hotel.

**Guest:** Thank you very much. I'll be in touch again soon.

*19. Read out the dialogue again and sum up the information about the suites. What suite do you think the guest will choose? Why do you think so?*

*20. Read the three dialogues between a prospective guest and the information desk at three different hotels. Decide which class of a hotel is offered in each.*

#### Dialogue 1

**Caller:** And what about the facilities within the rooms?

**Receptionist:** OK. The rooms are on the third floor over-looking the park. They are en-suite with bath and shower in each. All our rooms have a color television and a telephone in them. There are coffee-and tea-making facilities. There's a mini-bar and trouser press, too.

#### Dialogue 2

**Caller:** What facilities do your rooms offer?

**Receptionist:** Well, the rooms you're interested in are quite unusual. First of all, let me say, they're on a split level. This means you go up to the sleeping area and then down f again to the bathroom. They have beautiful crystal chandeliers and still have the original high ceilings from the time it was; a country home. And, of course, they're fitted with all the necessary features of a modern hotel.

#### Dialogue 3

**Caller:** And what are the rooms like?

**Receptionist:** They're medium-sized, I suppose. They're traditional, ... homely. There's plenty of wardrobe space and the ladies like them because they've got large

full-length mirrors in each. What else can I say? Oh, well, the rooms facing south have a view, of the bay. That's about it, I think.

21. *Act out a similar dialogue, enquiring about the facilities at the hotel you're planning to stay at.*

22. *Read the story about staying in a motel. Analyze and discuss the information.*

The site was a good one for tourists. There was this road through the forest and halfway along it was a small lake, called Dreamy Waters, that was a traditional favorite with the picnickers.

It was on the southern shore of this lake that the motel had been built, its reception lobby facing the road.

There were forty rooms with kitchen, shower, and lava-tory, and they all had some kind of view of the lake behind them.

The whole construction and design was the latest thing — air-conditioning, television in every cabin, children's playground, swimming-pool, golf range — all **the gimmicks\***. Food? Cafeteria in the lobby, and grocery and liquor deliveries twice a day from Lake George. All this for ten dollars single and sixteen double.

Those dreadful Phanceys took me on as receptionist for only thirty dollars a week plus keep. What a couple! It seemed their receptionist had walked out twenty-four hours before and, what with the housekeeping and tidying up before they closed the place for the season, they would have no time **to man the desk\***. Would I care to take on the job of receptionist for the final two weeks — **full board\*** and thirty dollars a week?

Now it happened that I could do very well with those sixty dollars and some free food and lodging. I had overspent at least fifty dollars on my **tourist spree\***, and this would just about square my books. Besides, this was the first job I had been offered on my travels and I was rather curious to see how I would make out. Perhaps, too, they would give me a reference at the end of my time, and this might help with other motel jobs on my way south. So, I said the idea would be fine. The Phanceys seemed very pleased and showed me the registration system, told me to watch out for people with little luggage and **station wagons\***, and took me on a quick tour of the establishment.

The business about the station wagons opened my eyes to the **seamy side\*** of the motel business. It seemed that there were people, particularly young couples just married and in process of setting up house, who would check in at some lonely motel, carrying at least the minimum "passport" of a single suitcase. This suitcase would in fact contain nothing but a full set of precision tools, together with **false license plates\*** for their roomy station wagon that would be parked in the carport alongside their cabin door. After locking themselves in and waiting for the lights to go out in the office, the couple would set to work on inconspicuous things like loosening the screws of the bathroom fixtures, the anchoring of the TV set, and so on.

Once the management had gone to bed, they would really get down to it, making neat piles of bedding, towels, and shower curtains, dismantling light-fixtures, bed-frames, toilet seats, and even the Johns themselves if they had plumbing knowledge. They worked in darkness of course, with pencil flashlights, and, when everything was

ready, say around two in the morning, they would quietly carry everything through the door into the carport and pile it into the station wagon. The last job would be to roll up the carpets and use them to cover the contents of the station wagon.

Then change the plates and softly away with their new bedroom suite all ready to lay out in their unfurnished flat many miles away in another state!

Two or three hauls like that would also look after the living-room and spare bedroom, and they would be set up for life. If they had a garden, or a front porch, a few midnight forays around the rich out-of-town "swimming-pool" residences would take care of the outdoor furniture, children's heavy playthings, perhaps even the lawnmower and sprinklers.

Mrs. Phancey said that motels had no defense against this sort of attack. Everything was screwed down that could be screwed down, and marked with the name of the motel. The only hope was to smell the marauders when they/ registered and then either turn them away or sit up all night with a shotgun.

In cities motels had other problems — call girls who set up shop, murderers who left corpses in the shower, and occasional hold-ups for the money in the cash register. But I was not to worry. Just call for Jed if I smelled trouble. He could act real tough and he had a gun.

And, with this cold comfort, I was left to ponder on the darker side of the motel industry.

*(adapted from "The Spy Who Loved Me" by Ian Fleming)*

**NOTES:**

**all the gimmicks** *sl.* Facilities

**to man the desk** to hire someone as a receptionist

**to man = to fill the vacancy**

**full board** free food and lodging

**on tourist spree** spending too much money on travelling

**ноpiвн. on a shopping**

**spree — spending**

**too much money on**

**a station wagon** a big, roomy car which can be used for carrying bulky luggage

**the seamy side of something** the unpleasant, dark things which are usually hidden from outsiders

**false license plates** fake, fake number plates on the car

*23. Answer the questions:*

- 1) Why was the motel attractive for tourists? Why did the girl accept the offered job?
- 2) What did she learn about the seamy side of the motel business?
- 3) What risks did the motel owners run How did they try to protect their business?
- 4) What do you think is the most effective way of avoiding this kind of trouble'?
- 5) Do you find the situation typical for hotels in Russia?
- 6) What things worry hotel managers in Russia?

*24. Give your views on development of motel industry in Ukraine.*

*25. Render the newspaper story in English.*

### UNIT 3. HOTEL MANAGEMENT

#### **READING**

##### *1. Read and translate the text.*

The head of a hotel may go by any of a variety of different title, such as general manager, managing director, or resident manager. We will refer to this person as **the manager**.

The manager is responsible for establishing the policies and procedures of operation for the hotel and for seeing that they are carried out. In other words, he is the boss. In a small hotel, he may be the owner or co-owner; in a large hotel, he is probably a professional **hotelman**, or **hotelier**, to use a French word that is popular among hotel people.

A hotel manager is a business executive and this means that he must have a knowledge of accounting, tax and business law, sales and promotion, public relations, as well as a command of the traditional services and functions of the hotel itself. In earlier times, experience alone was considered the appropriate background to attain the position of manager. Today, however, many universities and special schools give courses in hotel management and administration.

The first specialized hotel schools were located in Switzerland, a country with a long tradition both of tourism and of superior hotels. Swiss hotel schools still provide education that emphasizes work experience rather than theory and business administration.

The personal influence of the manager varies from hotel to hotel according to the policies of the owners.

In a **chain-operated hotel**, for example, the manager usually must work within a specific, tightly coordinated framework. In other hotels, he may exercise much greater control, not only in carrying out policies, but also in setting them. Many hotels become famous because of the distinctive personality that is given to them by their managers. In a very real sense, the manager is **the host** who offers the hospitality of this establishment to his guests.

In seeing that of the activities of the hotel run smoothly and efficiently, the manager carries out **routine spot checks**, often on a daily basis, of different aspects of the hotel's operation. He also deals with unusual problems as they occur.

In a large hotel, the manager coordinates the work of the department heads who supervise housekeeping, advertising and promotion, food services, and the rest of the operation. The manager's working relationship with these people contributes significantly to the smooth functioning of the hotel.

Hiring and training are two other vital responsibilities of the manager. The personality, experience and expertise of every employee in a hotel is a matter of importance in a business where **courtesy** is one of the major services. The reference given by job applicants must be carefully checked, and a watchful eye must be kept on their performance after they have been hired.

Continuing **in-house** training programmes, either formal or informal, are customary in large hotels in order to maintain the standards of the establishment.

Training in the fundamentals may extend to all the employees, especially in new hotels.

The great increase in tourism in recent years has resulted in the construction of many hotels which are located in areas where local customs differ greatly from those of the hotel's expected customers. In such cases, it is essential to give intensive training to employees in every job category in the hotel before it opens.

This training usually includes a course in the languages of the expected customers.

In the addition to the manager, many hotels also include one or more **assistant managers** on the staff. When there are several, they are often assigned to different **shifts**: one for the morning and early afternoon, one for the late afternoon and evening, and one for the late evening and early morning hours. The assistant managers frequently have a desk in the lobby near the reception area, since they deal with routine problems such as unsatisfactory room **assignments** or **overbookings**. They refer more serious problems to the manager or the appropriate department head. The assistant managers are usually in training for more responsible jobs in hotel management.

The management and administration of a hotel have a dual responsibility. First, they must return a profit to the owners who are often themselves the managers in a small hotel. Second, they must deliver the services and quality that the guests expect. Fortunately, these two responsibilities usually work together, that is, the greater satisfaction the guests receive, the greater the prospects that the establishment will be financially successful.

## *2. Answer the following questions.*

- 1) What titles are used for the head of a hotel?
- 2) What is the manager of a hotel responsible for?
- 3) What skills and knowledge are essential for the hotel manager?
- 4) Why do hotel managers need business education?
- 5) Where can you get specialized education for hotel management?
- 6) How does the personal influence of the manager vary?
- 7) What is the role of the manager in hotel business?
- 8) How does the manager ensure the smooth running of a hotel?
- 9) What responsibilities are vital for the smooth functioning of a hotel?
- 10) Why are in-house training programmes so important for the business?
- 11) What do training programmes usually include?
- 12) How are the duties of assistant managers arranged?
- 13) Where do they usually have a desk? Why?
- 14) How do they deal with more serious problems?
- 15) What is the dual responsibility of the hotel management?
- 16) What makes hotel business financially successful?

## *3. Sum up what you've learned from the text about:*

the duties of the hotel manager

the education and skills essential for the job

the way the manager carries out his functions

the training programmed offered to employees  
the role and functions of assistant managers  
the dual responsibilities of the hotel management and administration/

### ***LANGUAGE AND SPEECH EXERCISES***

4. Find in the text words or phrases which correspond to the following definitions:

1. The people who collectively perform the function of establishment and carrying out policies for an organization are known as the \_\_\_\_\_.
2. A French word for 'hotelman' that is frequently used in English. In other words, a \_\_\_\_\_ is a professional in the hotel business.
3. A business enterprise that operates at least several outlets. The Hilton, Sheraton and Holiday Inn enterprises are examples of worldwide \_\_\_\_\_.
4. A work period, often for eight hour. Because hotels operate twenty four hours a day, many jobs are scheduled on a morning, evening or night \_\_\_\_\_ basis.
5. The process of making the public aware of an enterprise. **Advertising** is paid \_\_\_\_\_, while **publicity** is usually unpaid.
6. The means of mass communication and information: newspapers, magazines, radio and television.
7. Knowledge and experience in a particular area of activity / business.
8. The person who invites and receives guests and is in charge of all the necessary arrangements for that.
9. Good manners, politeness and readiness to help customers in any circumstances.
10. Method of control which is carried out on a regular basis but without prior warnings to the people under supervision.

5. *A hotel is a product and hotel management should be able to sell the product – to talk about the hotel, rooms, facilities, etc., so that guests want to stay in the hotel and use its facilities.*

*What are the most important selling points in hotels?*

*Put the items below in order of importance.*

- a) Public areas (knowing about lounges, reading rooms, toilets);
- b) Food and eating facilities (knowing about restaurants and bars, when they are open and what they serve);
- c) Rooms (knowing individual rooms, their location, equipment and facilities);
- d) People (knowing the people in charge of different departments of the hotel);
- e) The hotel (knowing room rates, management, full postal address, transport connections);
- f) General facilities (knowing about laundry, car hire, hotel shops, sport facilities);
- g) Rules (knowing rules about payment, checkout times, last orders);
- h) The competition (knowing what other hotels in the same area offer);
- i) Location and environment (knowing about the resort where hotel is situated, its facilities and areas of interest nearby).



6. Fill in the gaps with the adjectives used to describe personality. Use a dictionary if necessary.

- |                 |              |              |               |
|-----------------|--------------|--------------|---------------|
| 1) enthusiastic | 4) flexible  | 7) punctual  | 9) practical  |
| 2) efficient    | 5) sincere   | 8) courteous | 10) ambitious |
| 3) reliable     | 6) confident |              |               |

- a) Mr. Thomas has a reputation for being very \_\_\_\_\_. However, People don't always appreciate hearing the truth.
- b) If you could be a little more \_\_\_\_\_ in the future, our meeting could start on time for a change.
- c) She's extremely \_\_\_\_\_. I wouldn't hesitate to give her more responsibility.
- d) A good host should always be \_\_\_\_\_ and serve his guests first.
- e) I'm not terribly \_\_\_\_\_. I'm afraid. I can't even fix a plug when it goes wrong,
- f) You have to be \_\_\_\_\_ in this job because half of the year we work shifts.
- g) I'm really \_\_\_\_\_ about my new job. There are great opportunities for me.
- h) People who are \_\_\_\_\_ will get promotion more easily.
- i) To get the work done in time you'll need to be very \_\_\_\_\_.
- j) She is very \_\_\_\_\_ that she'll be able to get the work done in time without any problems.

7. Match a word from A and a word from B. Complete the sentences with the pairs you get.

A	B
permanent	bedroomed
personal	clientele
kitchen	quarter
twelve-	rate
turnover	workload
regular	garden
winter	touch
heavy	staff

- a) We have quite a high staff \_\_\_\_\_. Our employees don't stay with us for very long.
- b) We're fully booked in spring, summer and autumn, but the \_\_\_\_\_ is very quiet.
- c) We are a small family-run hotel, and our guests appreciate the \_\_\_\_\_ that we offer.
- d) We can't afford many staff, so the three of us who run the hotel have a \_\_\_\_\_.
- e) We grow all our own herbs and vegetables in the \_\_\_\_\_.
- f) Most of our guests come back again and again, so we have a fairly \_\_\_\_\_.
- g) They run a large hotel that has over fifty \_\_\_\_\_ and twenty other temporary employees.
- h) My sister runs a small \_\_\_\_\_ hotel with a small restaurant that is open to non-residents.

8. Read what different managers say about their responsibilities, make notes and answer the questions.

1) Let me start by saying I'm General Manager. That is to say, I have control over the whole of the operation. As the General Manager, I must make sure that all our hotels and **business outlets** are fulfilling the overall vision of the company as a whole, and making money, too. We mustn't forget that our aim is to make money.

The company structure works like this. The House Manager is directly answerable to me. He or she is responsible for all six in-house departments, and their job is to keep good **information flows** between the various departments. We can't allow departments to be run in isolation of each. They must also make sure that the hotel stays profitable. They have a great deal of freedom to make decisions and don't have to check with me about day-to-day issues, although we are in regular contact by fax. Of course, the House Manager should use his discretion about when to contact me.

In our organization, the Resident Manager has control over the customer-contact side of the business. It is the Resident Manager's job to ensure close, efficient **liaison** between the two sectors under his control, that is to say Front-of-House Operations and Housekeeping.

2) I'm the Front Office Manager. I report to the Resident Manager on a regular basis but I can make a lot of daily operational decisions myself. I like the responsibility the hotel allows me to have. I have to supervise Front-of-House Operations and to do that efficiently. I need to have the assistance of the Head Receptionist, who looks after the reception area in general and has a good deal of contact with both staff and guests.

We are concerned with day-to-day issues such as guests' comfort and security, but we also get involved in training and staff development, so there's plenty to do on that side, too.

3) I'm hoping to become Head Housekeeper in the near future. I've been Housekeeper for the **executive suites** for a year now and there's a good chance I'll take over when Mrs Jones leaves at the end of the year.

At the moment, I give orders to the chambermaids and cleaners personally, but I'm looking forward to getting more involved in training and planning. I know I shouldn't say this, but I think I'll be pretty good at it.

- 1) What is the main responsibility of the General Manager?
- 2) How does he understand the key objectives of his position?
- 3) Why is it essential to keep good information flows between the departments?
- 4) Are heads of departments free to make decisions?
- 5) What principles do they function on?
- 6) What is the job of the Resident Manager?
- 7) What is the Front Office Manager responsible for?
- 8) What are the chances for promotion for the assistant managers?
- 9) Does it make them enthusiastic about their job?

## ***SPEAKING***

9. Summarise what you've learned about the functions and responsibilities of the managers.

10. Think and answer:

- 1) What is the best way to attain the position of hotel manager in Ukraine?
- 2) What is more important for being a good hotel manager: good education or experience?
- 3) Do you agree that training in the fundamentals of every job should extend to all the employees? Why do you think so?
- 4) Why are hiring and training employees two vital responsibilities of the manager?
- 5) Why do Ukrainian hotels differ in many ways from international standards? Is it vital to overcome these differences? Why (not)?
- 6) What is your overall vision of further development of hotel business in Ukraine?
- 7) What do you know about the atmosphere in Ukrainian hotels?
- 8) Why is it so important to create friendly and warm atmosphere in a hotel? Is it possible to do it in a big hotel?
- 9) What is more important for a manager: personal touch or efficient performance? Give your reasons.
- 10) How do you see the future of hospitality business in Ukraine?

11. Decide whether the following statements are true or false.

- 1) The manager of a hotel is never responsible for establishing operating policies; he only carries out policies that have been set by others.
- 2) The only way to become the manager of a hotel is by working one's way up through all the different departments in a hotel.
- 3) A student in a hotel school usually studies courses in business administration as well as in hotel operations.
- 4) A wise and creative manager often gives a distinctive personality to the hotel that he runs.
- 5) Unusual problems never occur in a hotel, so it is always possible to follow a detailed manual of procedures.
- 6) Once hotel employees have been hired, no further training or supervision is necessary to see that they are doing their jobs satisfactorily.
- 7) Employee training is particularly important for many new hotels because the customs of the staff and the expected guests may differ sharply.
- 8) Assistant managers are often trainees for more responsible management positions.
- 9) A hotel that satisfies its guests is likely to be financially successful as well.

## UNIT 4. WORKING IN HOSPITALITY INDUSTRY

### READING

1. Read and translate the text.

#### TEXT 1

A hotel is a complex operation. It includes places for people to sleep, to eat, to shop; there are often recreational facilities and areas for public gatherings. Because of its complexity, it is not possible to speak of a single career in the hotel industry; there is instead a wide variety of different careers.

The top people in the hotel industry are managers. The majority of them hold management positions in individual hotels, but some work in the executive offices of the hotel chains.

The principal function of management is to coordinate all the different activities that take place in a hotel. The managerial personnel must therefore have a broad range of experience in the various departments of a hotel.

One of the most important divisions of the hotel's administrative staff is the accounting department. Hotel accounting has many distinctive features because guests' bills must be kept up-to-date. All charges that a guest incurs must be entered, **or posted**, in his or her account as soon as possible. In addition to the charge for the guest's room, there may also be charges resulting from the use of telephone, the laundry service, the restaurant and room service.

The size of the accounting staff varies with the size of the hotel. A large operation employs a chief accountant, who's in charge of all the hotel's financial records. The statements that he prepares for the management are important in locating trouble spots in the hotel's operation and thus in determining overall policies. A good accountant can analyze an unprofitable operation quickly. Management then can either try to correct the problem or eliminate the operation. A small hotel usually employs an outside accountant to check its books periodically.

Some hotel management people have worked their way to the top without formal education in the field. They combined in-the-job experience with the special talents and personal qualities that are necessary for a successful hotel career.

It should be noted that one necessary personal characteristic in hotel management, and indeed throughout the hotel world, is the desire to serve and please the guests. The hotel business is often called the hospitality industry because of the importance of genuine warmth in dealing with the guests.

The executive staff of a hotel includes many people with special skills, experience or **professional training**. The promotion staff, for example, must know not only the hotel field, but also advertising and public-relations techniques. **The head housekeeper** runs a complex organization with many employees, she needs to know the intricacies of purchasing on a large scale, as well as how to make beds and clean carpets properly.

The members of the engineering and maintenance staffs need education, expertise, and experience which in a large hotel may be very diverse.

The chefs and cooks, even though they are out of sight of the public, are important to the success of a hotel. Sometimes food and beverage department in some

hotels brings in more income than room rentals. Good cooking is a skill that requires **natural aptitude**; indeed, many people consider cooking an art. In France and Switzerland, people who wish to become chefs often begin to work as **apprentices** at an early age. They are trained by an experienced chef in all aspects of kitchen work, cooking and restaurant management. A head chef must be an expert not only in cooking itself, but also in planning, purchasing and supervising other kitchen personnel.

Most of the remaining workers in the hotel world can be classified as **skilled**, **semi-skilled** or **unskilled**. The carpenters and upholsterers in maintenance, the plumbers and electricians in engineering, and the gardeners in the ground department are among the workers usually classified as skilled. They all require special aptitudes combined with special training. Semi-skilled workers include waiters and chambermaids, who must have training for their particular duties.

Examples of unskilled workers are the helpers and dishwashers in the kitchen or the laborers who perform such chores as loading or unloading shipments of supplies and equipment.

The largest number of hotel employees fall into the semi-skilled and unskilled categories. Every hotel must fill many of these jobs, and this fact is one of the attractions in creating a diverse tourist industry.

Another phenomenon of the hotel industry is that it creates employment for a number of people who cannot be considered typical hotel personnel. This is especially true for resort hotels with recreational facilities. Cocktail lounges and nightclubs employ entertainers and musicians. Outdoor recreational facilities make use of the skills of people with a background in sports such as golf, tennis, skiing and swimming.

A majority of employees in a hotel have some degree of contact with the guests, ranging from "frequent" on the front desk/reception to "occasional" for chambermaids and housemen.

Contact with the public means that hotel employees should have a genuine desire to please and serve the public.

Many resort areas suffered a sharp loss of business because of stories carried back home by visitors about a negative attitude on the part of employees in hotels where they stayed.

In the age of international travel, language ability is also a definite aid in hotel work. Most hotels now serve guests from many countries. Any employee who meets and talks to the customers has an advantage if he or she can communicate in the guests' language or in the international languages like English or French.

The economic benefits in hotel work can be very substantial. The top people in management, the staff in the chain headquarters, executive housekeepers, and food and beverage managers receive good salaries. Owner-managers of small hotels can make a comfortable living, combined with economic independence. Top chefs are also very well paid. There is often sharp competition in hiring them.

Many hotel employees receive additional income from **tips**. Bellmen, waiters and waitresses, bartenders, captains, doormen and chambermaids customarily supplement their wages through tips.

Besides pay from salaries, wages and tips, some hotel employees also receive other benefits. The manager of a hotel, for instance, usually has a room or even a suite at his disposal; many managers live permanently in their hotels. Except for the executive staff, most hotel employees wear uniforms while they are working, thus saving a considerable amount of money on clothing. For employees in the hotel-chain headquarters or on the promotional staff there are often frequent opportunities for travel.

Hotels also offer opportunities for part-time work. There are a number of consulting firms that specialize in various areas of hotel-related work. A consultant is called in on a temporary basis for a **fee** to give advice or to perform a special job. Consultants are available in such fields as hotel design and planning, the development of recreational facilities, accounting and overall management and operational problems.

The financial condition of a hotel is often discussed in terms of **its occupancy rate**, i.e. the percentage of rooms or beds occupied during a given period. The higher the percentage over a longer period, the more successful the hotel is. The staff of the hotel can do a great deal to assure a high occupancy rate, not only through their efficiency in their jobs but also through their manner of serving the guests.

The hotel business is a service industry, and one of the services that it sells is a pleasant atmosphere. The employees of a hotel create that atmosphere.

## *2. Answer the following questions:*

Why are there so many professions and careers in the hotel industry?

Why is the career of hotel managers so important?

What is the role of the accounting department?

How does the size of the accounting staff vary?

How can a good accountant contribute to a success of the whole operation?

What education is needed to become an efficient hotel manager?

What personal characteristic of a manager is absolutely necessary for successful performance?

What do the executive staffs need to know apart from the hotel field? Why?

Why are chefs so important to the success of a hotel?

What is so special about this profession?

How are workers in the hotel world classified?

What professions belong to a skilled group? Why?

What jobs are considered semi-skilled? Why?

What employees fall into an unskilled category?

What is the phenomenon of the hotel industry in terms of creating jobs?

What does contact with the public mean for hotel employees?

Why can resort areas suffer a sharp loss of business?

How important is language ability for those who work in hotels serving guests from different countries?

What are the economic benefits in hotel work?

Are they the same for all hotel employees?

How do tips increase the income of hotel employees?  
What other benefits are mentioned in the text?  
Why are consultants called in?  
How are they paid?  
What is occupancy rate?  
Why is a high occupancy rate important to the success of a hotel?  
How important is it to create a pleasant atmosphere in a hotel?

3. *Sum up what you've learned from the text about:*

the variety of careers in the hotel industry; the principal functions of hotel management; the functions and importance of the accounting department; the professional and personal characteristics needed for successful performance in the hotel industry; the classification of the workers in the hotel industry; the economic benefits in hotel work; the importance of the occupancy rate for the success of a hotel.

4. *Find in the text words or phrases which correspond to the following definitions:*

- 1) Training usually considered to be at the university level, given to doctors, lawyers, accountants, hotelmen and business administrators.
- 2) A beginner who works under a trained and experienced person for a period of time. Many chefs work as \_\_\_\_\_ for several years before they qualify as full-fledged chefs.
- 3) Work that requires special aptitude and training.
- 4) Work that requires a small amount of training, like waiters and chambermaids.
- 5) Work that requires neither training nor special aptitude.
- 6) A money payment in addition to wages or salaries for a personal service.
- 7) Payment for work. \_\_\_\_\_ are figured on an hourly or daily basis. \_\_\_\_\_ are figured on a weekly, monthly, or yearly basis.
- 8) The percentage of rooms or beds occupied in a hotel during a given period.

5. *Translate into English:*

- 1) складний механізм / бізнес;
- 2) умови для проживання і відпочинку;
- 3) основна функція керівництва;
- 4) відмінні характеристики;
- 5) витрати, пов'язані з використанням телефону; пральні та ін. видів обслуговування;
- 6) неприбутковий бізнес;
- 7) усунути проблему;
- 8) спеціальну освіту в даній галузі;
- 9) складність закупівель у великих масштабах;
- 10) природні дані / здатності;
- 11) учень у досвідченого шеф-кухаря;

- 12) в ранньому віці;
- 13) створення різнобічної індустрії туризму;
- 14) створювати робочі місця;
- 15) потрапляти в категорію малокваліфікованої робочої сили;
- 16) щире бажання доставити радість;
- 17) зазнати серйозних збитків;
- 18) мати перевагу володіння іноземними мовами;
- 19) економічні вигоди вельми істотні;
- 20) отримувати додатковий дохід.

6. Complete the table of nouns and adjectives.

Noun	Adjective
a) enthusiasm	enthusiastic
b) _____	experienced
c) friend	_____
d) _____	able
e) relevance	_____
f) performance	_____
g) _____	responsible
h) availability	_____
i) _____	aware
j) suitability	_____

7. Now fill in the gaps in the following sentences using either the noun or the adjective in each pair.

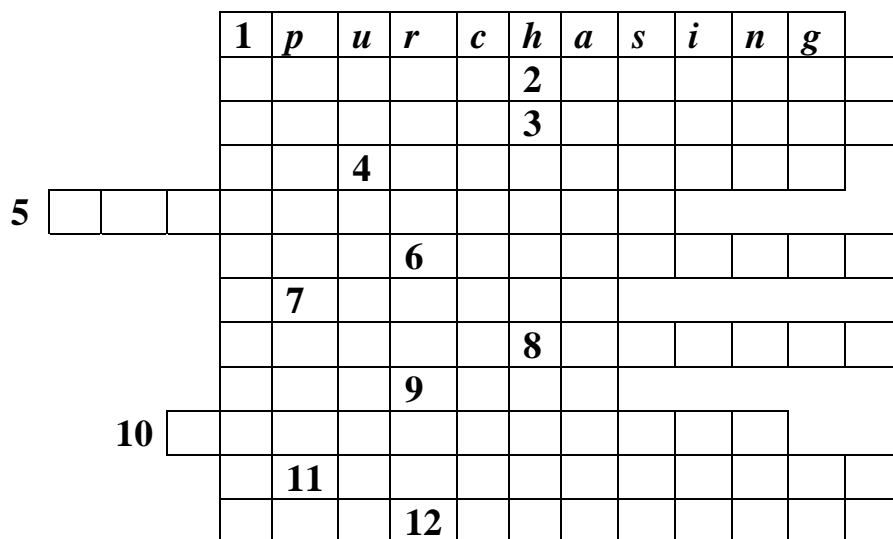
Example: She'd be marvelous at organizing children's activities because she's got lots of **enthusiasm**.

- 1) I'm rather shy and reserved, so I don't think a job in Reception would be \_\_\_\_\_ for me.
- 2) Please send us a letter and a CV giving details of your qualifications and \_\_\_\_\_ experience.
- 3) I'm surprised that she has decided to leave. I wasn't \_\_\_\_\_ that she wasn't happy here.
- 4) If you want to work in Front Office, you have to develop the \_\_\_\_\_ to do three things at the same time.
- 5) She is always happy, smiling and \_\_\_\_\_, so everyone likes her.
- 6) I have several years' \_\_\_\_\_ of working in a large hotel.
- 7) The Head Housekeeper is \_\_\_\_\_ for making sure that the rooms are kept in good \_\_\_\_\_ condition.
- 8) Could you phone Mr. Stanton and ask him when he would be \_\_\_\_\_ for the interview?
- 9) I worked there on a three-month contract but I did well and at the end they offered me a \_\_\_\_\_ job.



8. Answer the clues and do the crossword puzzle.

Find the hidden word. The first one has been done for you.



- 1) I work in the \_\_\_\_\_ Department. We are responsible for ordering and buying everything that the other departments need and for keeping control of stocks. (10)
- 2) Some large hotels have a \_\_\_\_\_ officer who hires new employees, conducts interviews, and generally looks after the staff. (9)
- 3) There's no problem if you come back after midnight: the night \_\_\_\_\_ will let you in. (6)
- 4) In the \_\_\_\_\_ Department, we are responsible for paying bills and salaries, and for the financial side of the hotel. (8)
- 5) There's a vacancy for a \_\_\_\_\_ at the Hilton Hotel. The job involves cleaning the guests' rooms, making the beds, and making sure that everything looks right. (11)
- 6) As a \_\_\_\_\_, you will be expected to look after guests' special requests, and you'll have to make theatre bookings, organize tours, travel arrangements and so on. (9)
- 7) I work in the \_\_\_\_\_ Office, so I deal directly with the guests, and for this kind of job you need to have good social skills. (5)
- 8) The General \_\_\_\_\_ has overall responsibility for the running of the hotel. (7)
- 9) The restaurant are looking for an experienced \_\_\_\_\_ with good pastry skills who can produce imaginative cuisine. (4)
- 10) I'm a \_\_\_\_\_, so part of my job is to welcome the guests and give them their room keys; you need to have a friendly, outgoing personality for this kind of work. (12)
- 11) Peter is the head of the \_\_\_\_\_ Department, so contact him if you notice anything that needs repair-ing. (11)
- 12) The \_\_\_\_\_ is in charge of the cleaners and chambermaids, and is responsible for making sure that the rooms look as they should. (11)

9. Hotels can be organized in different ways and the names of jobs and departments vary from hotel to hotel. But there are certain departments that you will find in most hotels.

Match the places on the left with the words on the right:

- |  |                              |
|--|------------------------------|
| a) where guests make reservations, check in and check out;   | 1) Housekeeping              |
| b) where guests eat;   | 2) Kitchen                   |
| c) where food is cooked;   | 3) Restaurant                |
| d) where guests drink alcoholic or soft drinks;  | 4) Front Office or Reception |
| e) the department that makes sure the hotel and the rooms are clean, and that everything in the rooms is in order; | 5) Bar                       |
| f) where bills are added up and money matters dealt with;  | 6) Cashier's Office          |

10. Do you know words for the following jobs?

There is more than one word that can be used.

- 1) The person responsible for the cooking in the kitchens.
- 2) The person who looks after guests' reservations.
- 3) The person in charge of service to guests in the restaurant.
- 4) The person responsible for keeping the hotel clean and supplying linen.
- 5) The person who looks after all money paid to or by the hotel.
- 6) The person responsible for greeting guests, them with their luggage, organizing their transport and dealing with their mail.

11. Read out the interview with a Hotel Manager describing his organization to a reporter:

R. So you are the person who's in overall charge of the hotel?

M. That's right. But in fact, the Assistant Manager is responsible for the day-to-day running of the hotel. You see, most of my time is taken up with negotiation with travel agencies, planning, meetings, that kind of thing.

R. I see. And then, under the Assistant Manager there are all the departments of the hotel...

M. Yes. You'll find much the same departments in every hotel, but the actual details of organization always differ somewhat. In our case we have three main divisions — the restaurant staff, the housekeeping staff, and the reception staff. Reception is what the public see. And in our case we have three receptionists who work under the Head Receptionist.

R. And do the porters come under reception too?

M. In this hotel, yes. Here, the Head Porter reports to the Head Receptionist. And the Head Porter in turn has two porters under him.

R. And housekeeping is a separate department?

M. That's right. The Head Housekeeper is in charge of the chambermaids and the cleaners.

R. What about the bars? Where do they fit in?

M. Well, we have four bar operatives looking after the bars in the hotel. But the bars and the restaurants all come under the responsibility of the Restaurant Manager. The restaurant section includes both restaurant and bar service.

R. I see. And under the Restaurant Manager you also have the waiters and the kitchen staff?

M. Yes. As regards the waiters, the Head Waiter supervises three Station Waiters and a part-time waiter. And then there are the chefs. Under the Head Chef we have the Second Chef and two trainee chefs. And there are several part-time kitchen assistants — the numbers vary.

12. Complete these sentences from the interview using the words in the box:

responsible                      charge                      includes                      to  
 under (x 3)                      after                      supervises

- 1) The Assistant Manager is \_\_\_\_\_ for the day-to-day running of the hotel.
- 2) We have three receptionists who work \_\_\_\_\_ the Head Receptionist.
- 3) In this hotel, the Head Porter reports \_\_\_\_\_ Head Receptionist.
- 4) The Head Housekeeper is in \_\_\_\_\_ chambermaids and cleaners.
- 5) We have four bar operatives, looking \_\_\_\_\_ bars in the hotel.
- 6) The bars and the restaurants all come \_\_\_\_\_ the responsibility of the Restaurant Manager. The Restaurant Section \_\_\_\_\_ both restaurant and bar service.
- 7) The Head Waiter \_\_\_\_\_ three Station Waiters, and two part-time waiters.
- 8) \_\_\_\_\_ the Head Chef we have the Second Chef, and two trainee chefs.

13. Ask and answer questions using the table:

		the Manager	
		Assistant Manager	do?
What	does	Head Chef	look after?
	is	Head Housekeeper	supervise?
Who	are	the Head Receptionist	work under?
	do	the Head Porter	in charge of?
		Head Waiter	responsible for?
		Bar Operatives	
		Chambermaids	

14. Find out what the following people do. Then write sentences using the verbs in the box.

look after                      in charge of                      work under  
 supervise                      responsible for                      report to  
 or any other suitable verb

1. Key Clerk \_\_\_\_\_
2. Chambermaid \_\_\_\_\_
3. Night Clerk \_\_\_\_\_
4. Hall Porter \_\_\_\_\_
5. Head Porter \_\_\_\_\_
6. Switchboard Operator \_\_\_\_\_
7. Floor Attendant \_\_\_\_\_

- 8. Storekeeper \_\_\_\_\_
- 9. Maintenance Engineer \_\_\_\_\_
- 10. Waiter's Assistant \_\_\_\_\_
- 11. Valet \_\_\_\_\_
- 12. Concierge \_\_\_\_\_

*15. Read the description and take notes about the details of the job.*

In this organization, the Concierge's primary function is to provide for guests' needs and special requests. This often involves contacting companies for information or services which are external to the hotel. Typical requests are for him or her to make bookings for tours, theatres and special attractions. The Concierge will also help guests to organize and book their onward travel arrangements, including dispatch of luggage.

Consequently, there is a need to know what services local businesses have to offer. That means businesses such as restaurants, travel agencies, and car-hire agencies.

To do the job effectively, the Concierge must be particularly aware of the arrival and departure of groups and any special events taking place within the hotel.

Internally, the Concierge Department is responsible for the safe delivery of mail and packages and they will maintain a supply of stamps for domestic and foreign postage. In some hotels, it is still a Concierge's duty to fulfil requests for secretarial work but here that comes under the remit of the business center.

A log-book is kept in which all guests' queries and requests are recorded. This is another of a Concierge's many duties. A basic requirement that we have of our concierge staff is that they display a courteous and professional manner in all their dealings with guests and fellow employees.

Above all, he or she must have a friendly personality. We lay particular emphasis on maximizing guest satisfaction. Therefore, a Concierge will endeavor to fulfil a guest's requests, if at all possible, and hopefully do it with a smile.

*16. Sum up what you've learned about:*

- a) personality required for doing the job efficiently;
- b) the duties of a concierge;

*17. Read the text again and match the following parts of phrases:*

- |                |                             |
|----------------|-----------------------------|
| 1. provide for | a) a guest's requests       |
| 2. contact     | b) a courteous manner       |
| 3. make        | c) guest's needs            |
| 4. display     | d) a supply of stamps       |
| 5. maintain    | e) external companies       |
| 6. keep        | f) guest satisfaction       |
| 7. fulfil      | g) bookings for tours, etc. |
| 8. maximize    | h) a log-book               |

## **BUSINESS CORRESPONDENCE RESUME**

**What is a Resume?** A resume is a one page summary of your skills, education, and experience. The resume acts much like an advertisement for a company trying to sell something. The resume is your advertisement. Just as a sneaker company spends countless hours (and millions of dollars) designing their latest advertising campaign, you too must spend a good deal of time creating, proofreading, editing, and **perfecting** your resume. A resume is one of the most important pieces of writing you will ever create. A solid resume is the key that will open the door to good jobs. Don't cheat yourself...work hard on it.

**How long do employers typically look at a resume?**

- A. Less than 30 seconds
- B. 3 Minutes
- C. 1 Minute

If you answered "A", you are correct. Employers often receive hundreds of resumes for a single position. They do not have time to pour over every word on each one. This increases the importance of the smallest details. **What should be included in a resume?** Not all resumes are the same, but there are some common elements that they all should include. The necessary elements are:

**Heading** - Your heading should include the essential personal information. Your formal name (not nickname) should appear at the top and it should stand out above all else on the paper. You want them to remember who you are in less than 30 seconds. Also include your address (both permanent and temporary) and phone number. If you use email, include your email address.

**Objective** - (Also called "Career Objective") Employers often say this is the most important part of a resume. It is generally a one sentence explanation of the type of job you are seeking. Your objective should be fairly specific. If you are applying for different types of jobs, change your objective to match each type of job. If you are uncertain about the specific positions available, note your areas of interest.

**Education** - As students, this should be your next section of information. If you are in college, you only need to include college because it is assumed that you have graduated from high school. For the same reason, high school students should not include information from junior high/middle school. You should specify the dates of attendance or graduation (or expected graduation). As a college student, include your major and the degree you expect to receive. Some people include education-related honors in this section. If your education is particularly relevant to a job, you may want to include a section titled "Relevant Courses." In this category, you can list classes that might contribute to your employability.

**Experience** - (Also called "Work Experience" or "Employment Experience") In this section, you should include previous employers, their locations, your dates of employment, and your job title. You may have to create a job title if you did not have one. You should include at least two one-line descriptions of what your job duties and responsibilities were. You can not assume that the job title explains what you did to all

readers. Use action verbs to start each of these descriptions. Do not use “I” in descriptions.

**Activities** - Employers like to see people who have been involved in school or community activities. In this section, list special activities you participated in (prom committee) and organizations you joined (drama club, baseball team, etc.). Include the years in which you participated. Be aware, however, that some employers may eventually view this information as irrelevant. As high school students, this should not be a concern.

**Summary of Skills** - Some people use this section to include special skills or talents that are not included elsewhere on the resume, but would be relevant to the employer. Some possibilities are:

- Type 60 words per minute
- Fluent in French

**References** – Although it is common practice to put “References Available Upon Request” at the bottom of a resume, most career advisors say it is unnecessary. However, there is nothing wrong with taking a nicely printed list of personal references with you to an interview. You should have 2 - 3 people who have observed your work habits (employers, teachers, coaches, etc.) and 2 - 3 people who can speak about your character. Make sure you have asked their permission to include them as references. Only ask people who will speak well of you. Create a separate list of references including their names, addresses, employers, job titles, and phone numbers. It is best to list work numbers since some people don’t appreciate calls at home. You know an employer is interested when they request a list of references.

**How do I set up a resume?** Your resume should be divided into distinct sections. The italicized words above are typical section headings. Do not label the heading section. Headings should stand out as boldfaced, larger text. Employers tend to have certain headings that interest them most. Make it easy for them to find them. Here are some suggested headers:

*Major Headers* (to be used in almost all resumes): Objective, Education, Employment History/Work Experience, School Activities.

*Minor Headers* (to be used if appropriate): Computer Experience, Associations, Certifications, Community Activities, Highlights of Qualifications, Honors/Awards, Interests and Hobbies, Projects, Relevant Courses, Summary of Qualifications, Volunteer Experience.

**Should items be arranged in any particular order?** Yes! You want your resume to be coherently organized. There are two distinct types of resumes. Most young people utilize a **Chronological Format**. The chronological style is exactly what it sounds like: It follows your work history backward from your current job, listing employers, dates, and job responsibilities. This is the format that you would most likely use if you are new to the workforce and have limited experience. Frequent job changes and work instability show up dramatically with this format. For someone who has held many jobs, the **Functional Format** is more useful. A functional resume is created without employment dates or company names. This format concentrates on skills and

responsibilities and is more likely to be used after you have developed your career skills and have accomplishments to your credit.

**Should I place Education above Experience or vice versa?** Most high school and college students include the Education section directly after the objective. However, if you have experience that relates directly to the job you are applying for, you should place the Experience section above Education.

**How important is the format?** The importance of the format lies in its consistency. There is no one best resume format. Remember to stick to one format. It shows off your organizational abilities.

**Should I use complete sentences when describing jobs?** Not usually. Use action phrases instead. Leave out unnecessary words. Try to match your skills and experience with the employer's needs

**Do the looks of a resume matter?** Absolutely! When sending a resume to an employer or college, don't skimp. Use white or off-white professional weight paper and black ink. Avoid using colored paper or fancy graphics in your resume unless the job you are applying for is in a career area that might stress this type of formatting (art, graphic design, advertising, etc.) Always print resumes using a quality laser printer.

## **RESUME TIPS AND SUGGESTIONS**

1. Final hiring decisions are rarely based solely upon the resume. The resume is your advertisement (just like the Nike swoosh or McDonald's arches) that will get you an interview. The resume should be a concise, factual, and positive listing of your education, employment history, and accomplishments.
2. Make sure your resume is **PERFECT!** It only takes one error in spelling, punctuation, or grammar to cause an employer to stop reading. Ask people to proofread your resume. Go over it with a fine tooth comb.
3. Limit your resume to one page. Only people with a great deal of related experience should have resumes longer than one page.
4. One inch margins around the page and blank lines between sections will make all the information easier to read. Use a 10-point font size minimum and avoid overuse of italics, bold, and underlining.
5. Since you probably have little work experience, you will want to emphasize your accomplishments in and out of the classroom. Volunteer activities, hobbies, sports, honor roll, and student organizations are things that help define who you are and should be highlighted. List only recent honors and awards unless they are specifically relevant to the position for which you are applying.
6. Present your job objective in a manner that relates both to the company and the job description.
7. **Sell yourself!** Create a good first impression by highlighting skills and abilities appropriate to the position. If you don't sell yourself, your resume will stay in the pile with all of the others. Separate yourself!
8. Tell the truth and nothing but the truth! Employers will pick up on "little" white lies when they interview you.
- 9 Choose your words carefully. In a resume, you need to sound positive and confident, neither too aggressive nor overly modest. Do not use "I." Each description of your

responsibilities should begin with a verb. The following words and phrases are intended as suggestions for thinking about your experience and abilities: accomplish; achieve; analyze; adapt; balance; collaborate; coordinate; communicate; compile; conduct; contribute; complete; create; delegate direct; establish; expand; improve; implement; invent; increase; initiate; instruct; lead; organize; participate; perform; present; propose; reorganize; research; set up; supervise; support; train; travel; work (effectively, with others).

### **Tips for Drafting Student Resumes**

- Write your name and contact details on top of the page. Contact details must only include address, contact number and email id.
- Career objective makes the first impression on the recruiter since it comes just below the contact details. Hence, it should denote your plans for future and how you plan to learn from this experience.
- Give importance to writing educational qualifications and key skills on the resume, prior to writing work experience details (if any). Qualifications and skills section must appear below the career objective.
- While mentioning educational qualifications, highlight the name of the course, university and grade to put up a better impression of the profile.
- Since students have no work experience, they are supposed to give details of internship and project work under experience section. Provide vital details and highlight the key responsibilities handled during this course of time in the best possible manner.
- Include details of hobbies pursued and volunteering work undertaken during your studies.
- Make a new section of personal details and give details such as name, gender, date of birth, hobbies and nationality.
- Give academic references at the end of the resume. Give name of the referrer, designation and his contact details.

A student may work in finance, marketing, science, or engineering field as per his/her interests. Although the format will be same, the peculiarities of the resume in terms of content will be different.

The first job in a student's life determines the course of his/her career. Students can avail the best job only when they use a professionally drafted resume for the job search.

*Ex.1. Answer the questions.*

1. What is a resume?
2. How long do employers typically look at a resume?
3. What should be included in a resume?
4. What distinct sections should your resume be divided into?
5. What resume types do you know?
6. How should your resume look?
7. How can you make your resume perfect?
8. What should you highlight to create a good first impression?



9. Why should you choose your words carefully?  
 10. Will the resume differ if a student works in finance, marketing, science, or engineering?

*Ex.2. Fill in the Blank Resume Form*

\_\_\_\_\_   
 your name, capitalized, boldfaced and 16 pt. font

\_\_\_\_\_   
 street address

\_\_\_\_\_   
 town, ME zip code

\_\_\_\_\_   
 home phone number

\_\_\_\_\_   
 email address

**EDUCATION** (each heading should be in capital letters and boldfaced)

Class of \_\_\_\_\_, \_\_\_\_\_ High School, \_\_\_\_\_, ME

Major area of study (or coursework): \_\_\_\_\_

**WORK EXPERIENCE** (list any job you have held)

\_\_\_\_\_ - \_\_\_\_\_   
 job title business name, location, dates

\_\_\_\_\_   
 describe your position duties and skills learned using key verbs

**SCHOOL ACTIVITIES** (list all sports, clubs, etc. you have been involved with)

\_\_\_\_\_ (\_\_\_\_\_)   
 activity number of years

\_\_\_\_\_ (\_\_\_\_\_)   
**COMMUNITY ACTIVITIES** (volunteer work, etc.)

\_\_\_\_\_ (\_\_\_\_\_)   
 activity number of years

\_\_\_\_\_ (\_\_\_\_\_)   
**AWARDS** (list any awards or special recognition you have received)

\_\_\_\_\_ - \_\_\_\_\_   
 title of award month, year

\_\_\_\_\_ - \_\_\_\_\_   
**INTERESTS** (list a few of your hobbies if pertinent)

*Ex.3. Discuss the resume you have written in pairs and try to find faults in your partner's resume.*

*Ex.4. Study the sample resumes. Pay attention to the peculiarities.*

## **Sample Student Resume**

High school students who are looking to secure admission into a good college or college students who have just completed their graduation often look out for relevant jobs that will act as a stepping stone for their careers or will help them in covering the expenses required for their education. Fresh from the academic world, part time or entry-level jobs give these students a taste of real world applications of their studies. It also grooms them for their professional careers in the future. A student's resume should list all achievements and brief description about additional skills. As these are the first jobs in the life of most of these students, prior work experience is not expected by the hiring organizations and thus is not a mandatory field in this resume.

**Dorothy C. Thomas**

1473 Goldleaf Lane

Newark, NJ 07102

Phone: 201-564-2411

Email ID: [dorothy.c.thomas@mail.com](mailto:dorothy.c.thomas@mail.com)

### **OBJECTIVE:**

To obtain an entry-level position in an organization where my work-related skills are utilized to their maximum potential.

### **EXPERIENCE:**

#### **Castle Island Engineering Works, South Boston, MA**

**May - Sept 2001**

#### **Summer Placement**

- Performed time studies on each process in a large manufacturing area.
- Planned the floor layout for a new automated production line.
- Completed Auto-CAD drawings for the Senior Engineer on line layout and ergonomic space-saving concepts.
- Identified potential bottlenecks to production, and developed methods to reduce and prevent these impediments to efficiency.
- Completed change requests on production procedures and drawings.

#### **Douglas Engineering Co. Ltd., Cambridge, MA**

**June - Sept 2000**

#### **Summer Placement**

- Completed Auto-CAD drawings of proposed layouts for a large production facility in Boston.
- Reviewed production procedures and engineering specs including machine drawings prior to submittal for review in the change process.
- Developed and maintained a database for tracking tech files, equipment specs, equipment installation checklists etc.

### **EDUCATION:**

**Boston University, Boston, MA**

**2000 - Present**

BS in Mechanical Engineering, Graduated with Honors.

**Boston College, Boston, MA**

**1999 - 2001**

BS in Computer Science

**RELEVANT INFORMATION:**

- Proficient in Microsoft Word, Excel, Access, PowerPoint, Auto-CAD and Java.
- Participated in a two-week course in Machine Design, Christmas 2000.
- Other interests include Aircraft Model making and design, carpentry and tool making.
- Hobbies include Football, Hockey, Swimming and Reading.

**Sample Student Resume 2**

Students seek short-term summer jobs during their holidays in order to earn money as well as gain some valuable on-field experience which is something that cannot be taught in a classroom. These jobs could be related to their courses or could be something different altogether. It is important to possess a wide variety of skills for jobs, which don't require specialization in any field. Any past work experience which will enhance your chances of securing the job should be mentioned on your resume along with educational details described in brief. Many students mention their extracurricular activities and hobbies on the resume as well. Given below is a sample student resume which will help you in writing your own resume.

**Shannon D. Blank**

4830 Richland Avenue

Sugar Land, TX 77487

Phone: 281-313-4733

Email ID: shannon.d.blank@example.com

**Objective:**

To secure an entry level position as a documentation assistant in an organization where my skills are utilized to their maximum potential and benefit me as well as the company.

**EXPERIENCE:**

**Quincy Diagnostics, Quincy, MA**

**May - Sept 2001**

**Summer Placement**

- Assisted with the processing of document change requests for Manufacturing Procedures and Protocols.
- Reviewed change requests for completeness and absence of error prior to submittal for change.

- Assisted with the filing, printing, issuing and copying of documents for the department and the manufacturing areas.
- Assisted in the completion of urgent change requests, retrieving data or signatures necessary for the swift processing of these documents.
- Released new documents to the production areas.

**South Boston Medical Inc., South Boston, MA**

**June - Sept 2000**

**Summer Placement**

- Assisted with the correction and typing of documents required for use within the production, quality and engineering departments.
- Processed incoming change requests in order of priority.
- Reviewed each document for completeness or errors.
- Filed and maintained technical files, change orders, validations and protocols within the department.

**EDUCATION:**

**Boston College, Boston, MA**

**2001 - Present**

BS in Computer Science

**Boston University, Boston**

**1998 - 2001**

BS in Business and Communications, Graduated with Honors.

**ADDITIONAL INFORMATION:**

- Proficient in Microsoft Word, Excel and Access.
- Fluent in French and Italian.
- Hobbies include Swimming, Tennis, Reading, Travel.

**Sample Student Resume 3**

Student jobs could be of different types. One can work as a part timer or as an intern in order to gain valuable on field experience. Some students also work at shopping malls and fast food joints as they act as a valuable source of income and do not require extensive skill sets. A student's resume should contain information about the current educational qualifications along with grades and GPA scores mentioned. This helps the recruiting manager in evaluating your capabilities for the job. Also mention any prior job experience on the resume along with a list of specific skills that you possess. The following sample student resume will give you a better idea on how to write your own resume, which will help you in securing the job.

**Casey A. Hadley**

3990 Farnum Road

New York, NY 10016

Phone: 212-345-8654

Email ID: casey.a.hadley@mail.com

**Objective:**

To secure an entry level position in an organization where my skills and expertise are utilized in a way that helps both me and the company

**EDUCATION**

**J.D. Degree** (Or Juris Doctor Degree/never Juris Doctorate) expected May, 2006, West Virginia University **College of Law, Morgantown, WV**. GPA 2.9/4.3 Class Rank: 45/160. Top one-third.

**B.S. in Civil Engineering, summa cum laude**, May 2003, West Virginia University College of Engineering, Morgantown, WV  
GPA 3.98/4.0. Class Rank: Second in class of 500.

**EXPERIENCE**

**Summer Associate, Dewey Cheatham And Howe**, Pittsburgh, PA. May- August 2005

Rotated between Real Estate and Corporate Departments. Research and drafted memoranda in areas of antitrust and trade regulation, electronic commerce, and land use planning.

**Volunteer Legal Clerk, Hometown Legal Firm**, Anywhere USA May-August 2004  
Researched property records at courthouse and prepared memoranda for attorneys; delivered and picked up various legal documents as assigned. Helped with document sorting.

**Student Intern, WVU College of Engineering**, Morgantown, WV. June 2002-May 2003

Performed legal research and analysis to assess the statutory, regulatory and case law ramifications of innovative underground storage tank remedial technology.

**Summer Worker**, 1999-2003.

Various jobs to provide part of educational experiences including: Laborer Convex Eagle Glass, Clarksburg, WV. Counter person, Wendy's International, Morgantown.

**HONORS AND ACTIVITIES****WVU College of Law**

Student Member, American Bar Association; Member, Patent Law Student Association; Member, Volunteer Law Clerks, student organization which researches legal questions assigned by WV Circuit Judges; Member, International Law Society; Phi Alpha Delta, International Legal Fraternity.

**West Virginia University**

Member, Mountain Honorary, highest honor society for WVU undergraduate students; Mortar Board National Honor Society; Captain, (two years) Varsity Tennis Team.

**SKILLS AND INTERESTS**

Fluent in spoken and written German, reading knowledge of Spanish and French. Certified in LEXIS and West Law. Excellent ability in WordPerfect, Microsoft Word, GroupWise and Quicken. Captain, tennis team, 4 years undergraduate.

Ex.5. Put parts A-F of the resume in the correct order 1-6.

**Sample Resume - High School - No Work Experience**

(A)

**Achievements**

- National Honor Society: 2004, 2005, 2006
- Academic Honor Roll: 2002 - 2006

(B)

**Computer Skills**

- Proficient with Microsoft Word, Excel, and PowerPoint, and Internet

(C)

**Interests / Activities**

- Member of Arlington High School Tennis Team
- Girl Scout
- Piano

(D)

FirstName LastName  
6 Pine Street, Arlington, VA 12333  
home: 555.555.5555  
cell: 566.486.2222  
email: phjones@vacapp.com

(E)

**Education**

**Arlington High School, Arlington, Virginia**  
**2002 - 2006**

6(F)

**Experience**

**Pet Sitter**

**2004 - Present**

- Provide pet sitting services including dog walking, feeding and yard care.

**Child Care**

**2002 - Present**

- Provide child care for several families after school, weekends and during school vacations.

**Volunteer Experience**

- Big Brother / Big Sisters
- Arlington Literacy Program
- Run for Life

**Entry Level Student Resume**

Most students look for entry level jobs at the end of their semesters as it provides a quick source of income and valuable job experience. Some students work at fast food restaurants and shopping malls, while others seek jobs in their respective specialization courses. Since this is the first job for most of the students, past work experience does

not play a huge part in the resume when compared to other types of resumes. More emphasis should be laid on your special skills and academic achievements as this helps the hiring manager in judging whether you are a perfect match for the position or not. Given below is a sample entry level student resume, which will help you in drafting your own resume.

### **Sample Entry Level Student Resume**

**Charles M. Powell**

954 Godfrey Road

New York, NY 10019

Phone: 212-492-9029

Email ID: charles.m.powell@mail.com

#### **Education**

**University St. Andrews, Carson City, MI**

B.A., Business Management (January 2005)

#### **Related Coursework**

- Management Information Systems
- Managerial Strategy and Policy
- Calculus with Business Applications
- Management and the External Environment
- Systems Analysis
- Organizational Decision Making

#### **Work Experience**

##### **Red Cross Store for Space**

2002 - Present

- Planning of space including home and home office organization. Sketch diagrams for customers using computer system. Space requirement planning and allocation.
- Also worked as part-time floor manager, responsible for helping other employees with planning and troubleshooting problems.

##### **Pizza Hut**

Manager

2000 - 2002

- Responsible for communications, team development, profit, sales, and cost control management.
- Managed and administered store operations including reports, scheduling, customer service and inventory.

Cashier

1996 - 2000

- Offered customer service including cash register operation and order-taking.

#### **Computer Skills**

C, Microsoft Excel, Word, Access, Power Point, Minitab, Internet

#### **Other Activities**

- Peer tutor in Macro Economics and Micro Economics
- Member of the Youth Development Association

- Member of Association of Management Training

## **Marketing Student Resume**

For students who are pursuing courses in marketing management or any other field related to marketing, it is essential to gain firsthand experience in an entry level marketing job during the end of the course or after the completion of it. Sales representation, assisting senior marketing managers in field work as well as record keeping are some of the job types that a marketing student can undertake. They need to possess excellent communication and interpersonal skills. Previous experience in the field of marketing can help in giving you an edge over other applicants and should be mentioned in the marketing student resume along with other details such as educational qualifications and achievements.

This sample marketing student resume will give you a quick start on building an effective and optimized resume for your job application. Visitors can feel free to customize and edit our sample marketing student resume as per their requirement for job application. We hope that our sample marketing student resume will go a long way in portraying your abilities and skill set efficiently.

### **Sample Marketing Student Resume 1**

**Fredrick J. Triplett**

2446 Arbor Court

Casper, WY 82601

Phone: 307-368-8277

Email ID: fredrick.triplett@mail.com

#### **Objective**

Seeking for position of a marketing assistant where work history, education, and a positive attitude will contribute creatively.

#### **Summary Of Qualifications**

- Broad office management, secretarial, and customer service experience.
- Ability to size up a situation with creative thinking and bring up new ideas to the table.
- Strong communication, interpersonal, problem solution, and organizational skills.
- Fully financed education, maintain excellent grades, and work and attend school full time.

#### **Education**

**Ithaca College, Ithaca, NY**

Bachelor of Business Administration, Marketing, Month, Year

Dean's List; GPA 3.9

#### **Marketing Research Projects**

- Formulated and compiled data for inclusion in a statistical analysis report.
- Performed relative analyses based on advertising models including radio, television, Internet, print, brochures, direct mail campaigns, catalogs, sales force efforts, annual reports.



- With the cooperation of sales representatives conducted independent research on two major retailers to find out the effectiveness of several marketing strategies.
- Integrated findings into comprehensive marketing research reports.

**Roosevelt Hotel New York, Albany, NY**

Waitress/Hostess

- Offered excellent customer services with combined responsibilities for Managing catering services and wait staff, resulting in customer loyalty, repeat business, and profitable sales.

**Rose Tech Ventures, Brighton, NY**

Receptionist

- Reviewed MLS listings, prepared sales/rental contracts, and verified the accuracy of weekly advertisements.
- Coordinated appointments between sales agents and clients, and screened a high influx of calls.

**Peanut Butter & Co, Buffalo, NY**

Secretary / Office Manager

- Processes invoices, correspondence, inventory reports, billing, and weekly payroll.
- Handled preparation of sales proposals and estimates, and all aspects of customer/vendor databases.

**Computer Skills**

Microsoft Word, Excel, Power Point, and Access

**Sample Marketing Student Resume 2**

**Andrew Jonathan,**  
12, South 65 Street,  
Abingdon, Virginia, 32056,  
(655)-623 1006.

**OBJECTIVE:**

Seeking for a challenging role in Marketing where my skills and knowledge can be contribute and utilize.

**SKILLS:**

- Proficient ability of management, customer service, public relationship management
- Very creative, innovative and self-motivated
- Strong analysis power, problem resolving ability and full of energy
- Expertise in designing attractive presentation and demonstrations
- Good knowledge of computer skills such as MS word, MS excel, MS access, power point, spreadsheet
- Exceptionally good communication skills both verbally and written

**EDUCATION:**

University of Florida, Florida

*Bachelor of Arts in Marketing and international Business*

University of Florida, Florida

*MBA in Marketing*

**EXPERIENCE:**

**Denver Inc., Abingdon, Virginia**

**Public Relation Intern**

- Responsible for the research on the Spain and American metal trade
- Prepared status report and presented in press release for the company
- Responsible for meeting clients

**Advine Co., Bluefield, Virginia**

**Account Leader**

- Responsible for the creation and preparation of the copy of brochure for youth guidance camp
- Prepared attractive slide show and video for marketing campaigns
- Responsible for the compilation of the status report for the team and clients
- Also attended the schedule meeting with client and team

**Salnica Inc., Hampton, Virginia**

**Salesperson**

- Responsible for the arrangement of the meetings with buyer from reputable companies
- Done arrangements and attended seminars on salesmanship and self presentation
- Responsible for the management of the transaction between the client and the company

**REFERENCE:**

Mr. Joseph Macman

College Dean

University of Florida, Florida

**Human Resource Recruiters Resume**

A human resource recruiter is a human resource person specifically meant for the recruitment process. This professional has to show his mettle in the trade by selecting the right kind of people for the job. He has to carry out the responsibilities right from the advertisement to the final induction of the candidates. There are many intermediate steps involved which need a close scrutiny by the HR recruiter. The main attribute required of this person is that he needs a thorough understanding of people and their mindset, which enable him to judge the candidates and choose the best amongst them.

**Sample Human Resource Recruiter's Resume**

**Treyton Nash**

562, Keighley ST,

Essex, VT, 78212

(462) 683-5922

cody.bailey@email.com

**Career Goal**

To become a human resource recruiter in an organization where I can get a chance to nurture my innate skills for its betterment.

### **Educational Background**

- Accomplish Bachelor of Arts Degree from the Dallas University, Dallas at the Recruitment Management as the major in the year of 1990
- Accomplish associate Degree in Recruitment Management from the Institute of Human Resource Management of San Francisco, San Francisco in the year of 1992

### **Computer Programming Skills**

- Operating Systems: Windows 9X, Windows 2000, Windows ME, Windows XP, Windows Vista, Linux, Unix, MS DOS
- Office Package: Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft Outlook Express

### **Professional Affiliation**

Accomplish indispensable professional affiliation from the Recruiter Managers Association of New Jersey, New Jersey in the year of 1993 after the succeeding Mock Test approved by the association.

### **Professional Skills**

- Have outstanding practice about developmental Human Resource Management. Took on, educated and counseled range of recruiters as well as support staffs and equipped needed evaluation reports
- Have capacitated with magnificent public association features
- Initiated and executed various complete outreach curriculums

### **Professional Background**

2001- Present date: Work as the Recruitment Manager for the ABC Corporation, Las Vegas with the following responsibilities as the post holder

- Provide necessary recruitment strategies for marketing and sales support control
- Formulate and execute several college recruitment curriculums
- Provide essential establishment and maintenance with selective employment organizations
- Formulate and implement various outreach recruitment tours to major cities and career centers with numbers of universities
- Provide vital assistance in the staffs communication enhancement curriculums

1995- 2000: Acted as the Personnel Manager for the Santana Boot Company, Syracuse with the following responsibilities

- Provided development towards newly appointed employee directing curriculums such as visual supports and assessment preparation
- Provided in house child care service development
- Formulated various personnel curriculums such as development towards records, programs and sources etc.
- Provided human relationships troubleshoots measures

This sample resume will help you to write a successful and a confident resume in the best possible way. The post in itself is managerial and human resource is a branch of

management, which deals with the organization of the workforce. Your duty hence is to specify your objective and skills in an exquisite way to make an impression on the recruiter. Your attitude and communication skills must be sound to exhibit your affirmative approach. Though, the human resource manager has many roles here we are concerned of human resource as a recruiter.

## **Sample Human Resource Recruiter Resume 2**

**Richard S. Barrett**

3414 Hillside Street

Mesa, AZ 85201

### **OBJECTIVE**

Summary: I am a home office owner (Independent Contractor) currently looking for jobs (in all fields) that pertain to my skills. I am looking to excel to high levels working with a company(s) that is in need of a reliable, trustworthy, organized, punctual, outgoing, goal oriented, multi-tasked and talented person. I have worked in many fields and enjoy doing so. When there is no one I am the person for the job.

### **RELOCATE**

CA

#### **Education:**

Mc Alister Southwest High School Los Angeles, CA 2000 Graduate

- Leadership
- Excelled in Biology, Trigonometry and Chemistry Community Build Los Angeles, CA
- Certified Copper Base Cable Technician Community Build Los Angeles, CA
- Certified C-Tech Fiber Optic Cable Technician

#### **Experience:**

Independent Contract Personal Manager for an Artist 9 months/current

- Handle all business calls, e-mails and letters.
- Put together and execute marketing and promotion plans for artist projects including any needed paperwork and research ( market research, copyright, trade mark filling, incorporated papers, and logos )
- I handle and put together all media and press releases (including Electronic Press Kit and any needed research).
- I do Booking for this artist and other artists that happen to want to do a show at the same time.
- I take care of conference planning and scheduling, rehearsals, and travel arrangements.
- With another publicist I take care of the publicity. I make sure the artist gets to their destination on time, meets with the correct media and establish contacts

Collard Green Records A& R, Marketing and Promotions 9 months/current

Events Management and Coordination

- Collard Green Records has a venue night every second Friday of the month at the Little Temple Bar in Silverlake called "Nappy At The Roots." I look for talent for this venue and assist in coordination.

- I take care of marketing ( making sure the venue night is promoted in the right areas and places) and head a promotions team (directing them and making sure the team is taking care of their responsibilities).
- I also do desktop publishing, including flyers, logos, business cards, letterheads, presentations, cards and invitations.

**Tutor Saliba Administrative Assistant 2004-2005**

- Answered multi-line telephones and message taking
- Managed correspondence between different entities
- Organized and maintained filing system and construction documents
- Helped put together Daily Reports and room status changes
- Logged and kept track of all Impact Notices

**J & B Paging Receptionist 1999-2001**

- Entering in new accounts, keeping up with all accounts and record keeping
- Cashier, stocked merchandise and managed the phone
- Marvin Avenue CCC Teacher Aide/Receptionist Temp. 1999-2000
- Supervised children in study and play and managed the phone on occasions
- African Marketplace and Cultural Affairs (City of Los Angeles) Seasonal / 1999

- Assisted the Stage Manager in various duties
- Assisted entertainers in setting up their respective stages
- William Grant Still Arts Center Receptionist Seasonal / 1990-1998
- Answered multi-line telephones and taking messages
- General office including filling, copying and faxing

**Additional Qualifications:**

35 WPM, Microsoft Word, Excel, Power Point, Publisher, Access, Business, Info Path and Outlook, Microsoft Works Word Processor, Database and Spreadsheet, Microsoft Plus! Photo Story LE, Adobe Reader, Photoshop CS and Image Ready CS

**Additional Services:**

Data Entry, Document Preparation, Database Management, Contact Management, Business Plan Preparation, Proofreading, Editing, Creative Writing, Business Writing, Brochures, Manual and Newsletter editing and proofreading, Customer E-mail Processing, Follow Up Calls, Research

**Activities:**

Volunteer speaker on Anti-Gang Violence.

This sample human resource recruiter resume will give you a quick start on building an effective and optimized resume for your job application.

**Sample Human Resource Recruiter Resume 3**

**Richard Anderson,**  
1234, West 67 Street,  
Carlisle, MA 01741,  
(123)-456 7890.

**Objective:**

Seeking for the position as a human resource recruiter to participate in the development of ongoing cost effective sourcing and creative strategies with a aim of hiring excellent candidates.

**Qualification Summary:**

Adaptive, result-oriented, self-motivates, and committed to achieve human resource departmental goals with a positive attitude.

**Education:**

**University of Texas at Dallas, TX**

Bachelor of Science degree in Human Resources

May 1999

GPA 3.75/4.0

**Work Experience:**

**Pall Corporation, Del Rio, TX**

Senior Recruiter August 2004 - present

- Leverage in-house recruitment efforts and online recruiting resources to examine and hire ideal candidate
- Taking interview of all the candidates which are qualified for the job
- Categorize the jobs so that the candidates can search by keyword or category on the corporate website
- Interacted with department managers and hiring managers to coordinate planning activities of trends, needs, hiring, and recruiting strategies
- Manage the selection, presentation, closing, negotiation, offer, administrative components or hiring
- Maintain well-ordered and accurate documentation on all candidates

**Global Management, Garland, TX**

Recruiter February 2002 - August 2004

- Provided accurate, detail, and motivating information to candidates regarding the position being filled and company.
- Performed detailed reference analysis and/or reference checks on selected candidates.
- Planned and carried out on-campus recruitment efforts.
- According to the hiring manager's directions extended the offers of employment to selected candidates.

**Professional Affiliations:**

Society of Human Resource Management

**Hobbies:** Photography and Soccer.

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**APPLYING FOR A JOB**

When applying for a job, people often have to send a summary of their career – their education, the jobs they have done, their experience in other fields, etc. In Britain, this is called a *Curriculum Vitae* (or CV for short), in America it is called a **resume**.

6. Read a CV for Michael Grave, then answer the questions under the CV.

Name: Michael John Grave

Date and place of birth: 2 March 1970, Leytonstone, London

Marital Status: Single

Nationality: British

Education: Leyton Park Primary (1975-1981)  
Leyton Senior High School (1981-1986)  
Leytonstone Technical College, course in Food Service (1988-1990)

Qualifications: Certificate Is Secondary Education (Mathematics, English, French)  
The Certificate In Food Service (1990)

Practical Experience: Bus boy, Park Hotel, Bristol (1987-1988)  
Trainee waiter, Ibex Hotel, Gatwick (1988-1990)  
Second Chef, Hyde Park Towers Hotel (1990-1995)

Language: French

Where was Michael born?

Is he married?

What course did he take after he left High School?

What qualifications did he get?

What was his first hotel job?

What foreign language can be spoken?

7 Write a similar CV with the details of your own education and experience. You may invent the necessary work experience for a strong candidate.

8. Read the job advertisement, and then complete the letter of application using the words in the box.

### **Conference Coordinator**

We have an interesting opportunity for an enthusiastic person to handle conference requirements as leader of a friendly team based at our prestigious Boston hotel. Applicants will need to have international conference experience and the ability to liaise at all levels.

Working conditions, salary and benefits are excellent. Interested applicants with relevant experience should write with their CV to:

Christine Lloyd, Group Personnel Manager,  
The International Hotel, Boston.

### **A Letter of Application**

Dear Ms. Lloyd

I am writing to 1) \_\_\_\_\_ for the post of Conference Coordinator as 2) \_\_\_\_\_ in this month's edition of 'Caterer and Hotelkeeper' magazine.

I am particularly 3) \_\_\_\_\_ in this job as I wish to work in America in order to improve my English and 4) \_\_\_\_\_ further 5) \_\_\_\_\_ of hotel work.

I feel I would be 6) \_\_\_\_\_ for the job as I have the relevant experience and training. For the 7) \_\_\_\_\_ two years, I have been working as Assistant 8)

\_\_\_\_\_ for a large international 9) \_\_\_\_\_ of hotels. Recently, I have 10) \_\_\_\_\_ to co-ordinate a large-scale international conference with over 400 11) \_\_\_\_\_ from thirteen countries. I also have three years' valuable Front-of — 12) \_\_\_\_\_ Management experience and a French Diploma in Hotel Management. As well as speaking French, I have a good 13) \_\_\_\_\_ of English and I speak some Spanish and German.

I shall be 14) \_\_\_\_\_ for interview from the middle of August,

I enclose me resume.

Yours sincerely

Marina Valova

9. Read out the letter again and answer the following questions.

What do you think of the job advertised?

Does it seem attractive to you? Why (not)?

What personal qualities does an applicant need for this kind of job?

What professional characteristics does the job demand?

Do you think the applicant (Marina Valova) has the necessary qualities? Why? Give your reasons.

What job would you like to take in a hotel?

Do you have necessary qualities / qualifications for it?

10. Read the advertisement and write a letter applying for the job. Invent the necessary work experience.

**Simpson House Hotel**, Montreal 300-roomed 4-star hotel situated in the heart of Montreal requires Assistant **Front-of-House Manager**.

The suitable candidate should have a complete knowledge of computer Front Office systems, be a good team leader possessing training and room management skills, have high standards in customer care, sales awareness and experience of duty management.

Please contact: Michael Dane, Personnel

Director,

53 High Street, Montreal, Canada

11. Read the text and be ready to answer the question:

What qualities do you think are needed to work in

a) the Housekeeping section; b) the maintenance section of a hotel?

**As you read, make notes about the following:**

qualities needed

duties

experience and training

Opportunities

**a) Housekeeping**

Are you smart? Intelligent? Don't mind hard work? Interested in looking after guests and helping to make their stay enjoyable? You could be just who we're looking for, to join our hotel housekeeping staff.



As a member of the Housekeeping team, you may be given responsibility for one of the bedroom areas. After the guests have checked out, you will then change beds, towels, etc. and generally ensure that everything is clean and tidy.

Housekeeping, however, is not just about cleaning, bedrooms but also keeping every public area pleasant, clean and tidy for other to relax and work in. You may find you have to arrange flowers, displays of materials, publications, and be responsible for ensuring stocks are up-to-date whether in a linen room or a mini-bar.

Other duties you may be involved in could be vacuuming, polishing and tidying other areas in the building. You will certainly need to spend time checking everything is in place.

Whether you work at a hotel, motel, bed and breakfast conference or holiday center, or a tourist attraction, your guests will judge their accommodation by its appearance. Clean rooms and good service enhance any accommodati-on and make your guests return.

No previous experience is required and most of your training will be in the job, with extra in-house training given by the company's training personnel.

#### **b) Maintenance**

Just think how many things need doing around the house. Now imagine how many more there are in a large hotel — or a leisure theme park! Lighting, heating, plumbing, carpentry, even gardening needs taking care of.

Courtesy cars and staff buses need driving and many large hotels need grounds staff to look after their golf-courses and keep them in tip-top condition.

Whilst some smaller hotels use outside contractors, most larger hotels, motorway sites and leisure parks employ their own specialized support staff. Because guests and visitors expect everything to work perfectly, maintenance and support staff must be available 24 hours a day. This means you will probably have to work shifts and some weekends.

Many people start in these jobs by applying direct. To get a job as a plumber, carpenter or electrician you can start as an apprentice, no experience is needed, and you will be trained on the job.

If your interest is in gardening or green-keeping, again no experience is necessary to start, but you will need to have a real love of horticulture, and enjoy working out of doors.

Whenever people travel on long journeys they need to stop for a break. At the sites where they stop, more specialist support staff are needed to look after them — car and coach parks need to be controlled, cloakrooms supervised, and all amenities kept clean and tidy. Obviously, every one of these jobs is different, but they all have one thing in common — looking after the customer!

*12. Use the given words to complete this description.*

- |                  |                 |
|------------------|-----------------|
| a) advertisement | e) requirements |
| b) a CV          | f) conditions   |
| c) a short list  | g) details      |
| d) the job title | h) interview    |





15. Now perform similar dialogues inventing the necessary work experience and using the questions below:

- How long have you been with...?
- Have you taken any courses in hotel work?
- Have you got any diplomas or certificates?
- What positions have you held so far?
- Have you worked in any large hotels?
- Have you made any plans for the future?
- Why did you choose to do hotel work?
- What is your ambition?

16. Boris Topalov applied for a job at the Inn on the Lake, a nice small hotel near Glasgow. He has been selected for the short list and invited for a job interview.

**Now he is talking to Mr. Rogers, the Hotel Man-ager.**

Rogers: Good morning, Mr. Topalov. Please sit down.

Boris: Thank you.

Rogers: Now, I see from your curriculum vitae that most of your career has been spent with large international hotels. Why do you want to work in a smaller, independent hotel like this?

Boris: I feel that with a smaller hotel there would be more face-to-face contact with people. Also, I think the work would be more varied and there would be more scope for developing new ideas.

Rogers: I see. Now, our restaurant and banqueting is important. What experience have you had in that line?

Boris: Well, the Savoy in Glasgow deals with more banquets and large-scale functions than any other hotel in the North. A lot of my work has involved supervising that side of things.

Rogers: I'm glad you speak Russian as we have quite a few guests from Russia. Now tell me what would you say are the main things for an Assistant Manager of a hotel to keep in mind?

Boris: I would say that attention to detail is very important... making sure that every customer treated politely and goes away satisfied. But also looking after the staff, getting on with them, seeing that they are happy too.

Rogers: Quite. Quite. And in our hotel we have staff from several different nationalities, which sometimes makes things a bit tricky. Now, is there anything you would like to ask about the job?

Boris: What kind of accommodation do you offer?

Rogers: Ah yes. There's a house about a mile from the hotel. It's been recently modernized. Or there's a suite of rooms actually on the premises. But I expect as you're married...

Boris : Yes, it sounds as if the house would be more suitable. And then there's the question of salary.

Robers: Yes, of course. Well, we're offering a starting salary of £ 15,000 a year plus accommodation and meals during duty hours. But if we get on well we could reconsider that figure after a suitable period.

Boris: I see.

Robers: Well now, I expect you'd like to have a look round. Oh yes, one thing, when could you start?

Boris: Well, my present job requires two months' notice. So I could start any time after the end of April this year.

Rogers: Fine.

*17. Think and answer:*

Why did Boris decide to work in a quieter place? Do you share his views?

Why did the manager offer him the job?

Do you think Boris will stay long with this hotel? Give your reasons.

Does the job seem attractive to you? Why (not)?

What are the advantages and disadvantages of working in smaller hotels?

*18. Read a newspaper article.*

### **Small Hotels Rise Above the Trade Glamour.**

Business hotels have an undeserved reputation for blandness and standardization.

If all business travellers were fed up with big corporate hotels they would stay in little private ones. But they don't. I actually like business hotels. I also enjoy small, eccentric, proprietor-run hotels in out-of-the-way places, particularly if they are as good as those in big international chains.

The two categories are not mutually exclusive, merely different. To advocate the charms and advantages of the one, you do not have to bad-mouth the other.

But that is what happens, with the result that business hotels are often portrayed as havens of gloom: monotonous, charmless, standardized, bland, money-grabbing.

In the UK, for example, the Good Hotel Guide, which is published by the Consumers' Association, has long waged on heroic campaign on behalf of "small hotels of character".

Puzzlingly, however, the Good Hotel Guide is rather fond of making its case on behalf of small hotels of character by slapping — very hard — what it calls large business-oriented city hotels. What it says is that there are no good hotels in big industrial centers.

The guide takes a powerful swipe at business hotels. "There are plenty of hotels to choose from in any industrial center. But most large business-oriented city hotels are relatively indistinguishable one from another. They may differ in their architecture and facilities: some will have air-conditioning, four-posters and mini-bars, more spacious public areas, more boutiques.

"And of course their management and service may be smart and spick and span or, alternatively, slack, snooty or sullen. That can make a difference. But however good a big corporation-owned city hotel may be of its kind, it will remain the hotel equivalent of convenience food. And some of us want something else when we travel abroad."

The guide continues to say that the bad — or at least the mediocre — drives out the good.

"Trust house Forte," it says, "has made a huge contribution to raising the standards of hotel catering in Britain, but it is no accident that the guide lists no more than one THF hotel.

"When it acquires an old hotel, THF will certainly improve its facilities, put in baths en-suite and color televisions, and yet, again and again, its presence is a kind of half-life kiss. And the same is true about the acquisitions of all the other large chains ... who are in the business of catering more for customers en masse rather than the individual." This is almost entirely unfair.

It is ridiculous to claim that however good a big corporation-owned city hotel may be, it will remain the equivalent of "convenience food."

A good example is the Ritz Hotel, Madrid, a THF property, which is bang in the middle of a large city and bears as much resemblance to convenience food as caviar to cat food.

It is an excellent establishment in anyone's language: distinctive, distinguished and managed with great flair and sensitivity. Big is not synonymous with second rate. There are probably more good big hotels than there are good little hotels. A really good big hotel is probably a better hotel for the business traveller to stay in.

Business travellers stay in big hotels — so called business hotels, though the description has more to do with marketing than with anything else — because at the end of the business day what they need, most of them, is something functional, familiar and efficient.

If all business travellers were fed up with big hotels they would stay in little ones. But they do not. As a matter of fact, it has often occurred to me that good big business hotels are often a better place in which to spend a holiday than good big holiday hotels, because they are not overrun by tourists. And they are certainly miles better than poor small holiday hotels.

At least in my opinion.

### *19. Discuss the next questions.*

What is the writer's viewpoint on the difference between small and big hotels?

What arguments in the story seem logical to you? Why?

What is the key point of the article?

Why is the issue so important for hospitality industry?

Is this issue so topical for Russia? Why not?

## UNIT 5. HOTEL INDUSTRY PROCESSES

### 1. Reservations

Nowadays, hotel reservations can be done by phone, email or through websites. Hotel reservations clerks are those whose job is to fulfill reservation requests by determining the room available to meet customer desires. Their duties in reservations are to deal with customer information, providing information to customers concerning rates, availability of rooms, description of facilities and services, room assignment, and responding to customers with confirmation emails or letters. Consequently, it is essential for hotel reservations clerks to learn communication skills in order to convey information to customers and ask for information from them effectively. Therefore, this chapter focuses on taking reservations, confirmations, reservation changes, and cancellations.

### Taking Reservations

*1. Listen to the conversation between a hotel reservation clerk and a caller and then answer these questions. (HR = Hotel reservation clerk)*

**HR:** Good morning, Grand Royal Hotel.

**Caller:** Hello, Could I speak to somebody in in Reservations, please?

**HR:** Speaking. How can I help you?

**Caller:** I would like to check availability. I need three rooms for two nights on November 22nd.

**HR:** Let me check, madam. ....Yes, we still availability.

**Caller:** What's the best rate you can offer?

**HR:** I can offer you our promotional weekend rate of \$130 per room per night, bed and breakfast.

**Caller:** That sounds great. Please reserve three twin rooms for me.

**HR:** Of course, madam. Could you give me your name, please?

**Caller:** It's White. Emma White.

**HR:** Is that W-H-I-T-E.

**Caller:** Yes, that's right.

**HR:** Ms. White, could you give me a credit card number? I need it to guarantee the reservation.

**Caller:** Yes. It's a Master card and the number is 7081 4101 5121 8854.

**HR:** I'll just repeat that: 7081 4101 5121 8854.

**Caller:** That's correct.

**HR:** Could you tell me the expiry date, please?

**Caller:** October 2018.

**HR:** Thank you, Ms. White. Your reservation number is GR263NY. We look forward to seeing you in November. Goodbye.

**Caller:** Goodbye

1. When does the caller want to stay in the hotel?

---

2. How much does the room cost for one night?

---

3. Is the price for bed and breakfast or room only?

---

4. Why does the hotel reservation clerk ask for a credit card number?

---

5. When does the caller's credit card expire?

---

2. Listen to the conversation between a front desk clerk and a caller, and decide if the following statements are true (T) or false (F).

**Clerk:** Novotel Cannes. May I help you?

**Caller:** I want to book a double room. We'll be in Cannes on February 18th, but I'm not sure how long we'll stay.

**Clerk:** Alright. But we can only confirm a room for you from the 18th to the 24th. After that we'll be fully booked.

**Caller:** Fully booked? Why's that?

**Clerk:** The Cannes International Film Festival will be getting under way.

**Caller:** What if we want to stay past the 24th?

**Clerk:** I'm afraid we'll be full. But we can always try to find another hotel for you.

**Caller:** Thanks. And could you tell me how much you charge per night?

**Clerk:** 250 euros for a double.

**Caller:** Does the room come with a complimentary breakfast?

**Clerk:** Yes, a free buffet breakfast is included in the room rate.

**Caller:** Alright. I want to make a reservation.

**Clerk:** May I ask who the booking is for, please?

**Caller:** Mr. and Mrs. Walker.

**Clerk:** And how can we contact you?

**Caller:** You can reach me at 0952-750-542.

**Clerk:** Very good, sir. We're looking forward to your visit on February 18th, Mr. Walker.

\_\_\_\_\_ 1. Mr. Walker is going to stay at the hotel on the 18th of February.

\_\_\_\_\_ 2. Mr. Walker would like double room.

\_\_\_\_\_ 3. The room costs 250 euros without a complimentary breakfast.

\_\_\_\_\_ 4. The hotel is fully booked from the 18th to the 24th because of the Cannes International Film Festival.

\_\_\_\_\_ 5. Mr. Walker is traveling alone.

3. Listen to the conversation between a front desk clerk and a caller, and then answer these questions.

**Clerk:** Singapore Grand Sheraton. How may I help you?

**Caller:** I want to book a suite from September 3rd to 7th.

**Clerk:** We have one available, but the last night, you'll have to change rooms.

**Caller:** The room is not for me. It's for my boss, Mr. Wright.

**Clerk:** I see. But there's going to be an IT conference in Singapore at that time.

**Caller:** What if Mr. Wright stays longer then?



**Clerk:** I'm afraid we're full for the rest of the month. But we can always find another hotel for him.

**Caller:** Thank you. How much is this going to cost?

**Clerk:** SG\$ 1,000 a night.

**Caller:** Wow! That's a lot of money.

**Clerk:** Your boss will be well taken care of, sir.

**Caller:** Alright. I'll take it.

**Clerk:** Could you please spell your boss's last name?

**Caller:** Wright. W for Whiskey, R for Romeo, I for India, G for Golf, H for Hotel, and T for Tango.

**Clerk:** Very good, sir. And how can we contact you?

**Caller:** You can reach me at 0921-377-564. The name is Taylor—George Taylor.

**Clerk:** Thank you very much, Mr. Taylor. We're looking forward to Mr. Wright's visit.

1. When will Mr. Wright check in?

---

2. Who books the room for Mr. Wright?

---

3. Why is the Singapore Grand Sheraton fully booked?

---

4. What problem is the customer facing?

---

5. Why does the caller have to use the code for the customer's name?

---

*4. Read the following conversation between a hotel reservation clerk and a caller, and fill out the reservation form.*

**Clerk:** Good morning. Sun Sand Sea Resort. May I help you?

**Caller:** Yes, I want to reserve a non-smoking room.

**Clerk:** Certainly, madam. When would you like to check in?

**Caller:** January 1st.

**Clerk:** How long will you be staying?

**Caller:** I'll be staying for three nights.

**Clerk:** How many people is the reservation for?

**Caller:** My friend and I.

**Clerk:** Would you like a room with a double bed or two single beds?

**Caller:** Two single beds, please.

**Clerk:** May I have your name and your surname, please?

**Caller:** Jane Brown.

**Clerk:** Could you tell me your phone number and email address?

**Caller:** Yes, it's 081-975-8823. My email address is [janebrown@gmail.com](mailto:janebrown@gmail.com).

**Clerk:** How will you be paying for the room?

**Caller:** By cash. I will make a payment when I check in.

**Clerk:** All right, Ms. Brown. Your reservation has been made for the 1st of January for a room with two single beds. Check-in is at 2 p.m.

**Caller:** That's right. Thank you.

**Clerk:** Thank you, madam. We look forward to welcoming you on January 1st. Goodbye.

**Caller:** Goodbye.

Sun Sand Sea Resort		
Guest Name	_____	
Contact Number	_____	
Email Address	_____	
Number of Guests	_____	
Number of Rooms	_____	
Room Types		
<input type="checkbox"/> single room	<input type="checkbox"/> double room	<input type="checkbox"/> twin room
<input type="checkbox"/> triple room	<input type="checkbox"/> junior suite	<input type="checkbox"/> suite
Arrival Date	.....	
Departure Date	.....	
Method of Payment	<input type="checkbox"/> cash	<input type="checkbox"/> credit card
Special Requirement	.....	
	.....	
Employee's signature	.....	

5. Read these statements and match to what hotel room or bed type each guest should ask for.

a twin room   a king room   a queen room   a single room   an executive suite

1. Mr. Parker is traveling alone. He doesn't need much space. \_\_\_\_\_

2. Mr. and Mrs. Robinson and their seven-year-old daughter Emily are checking into a room with one king-sized bed. \_\_\_\_\_

3. Peter Smith plans to use his room for business meetings with important customers. \_\_\_\_\_

4. Jacob Cooper is a big man. He needs a good night's sleep for an important meeting tomorrow. \_\_\_\_\_

5. Daniel Greg's company wants him to save money by sharing a room with his colleague. \_\_\_\_\_

6. Suppose you are at reception. Finish the following dialogue using the cues provided.

**You:** (1) \_\_\_\_\_ (Answer the phone politely.)

**Caller:** Good morning. I'd like to make a reservation for February 6th, please.

**You:** (2) \_\_\_\_\_ (Ask the caller how many people the reservation is for.)

**Caller:** My colleague and I.

**You:** (3) \_\_\_\_\_ (Ask if the caller would like a room with a double bed or two single beds.)

**Caller:** Two single beds.

**You:** (4) \_\_\_\_\_ (Say you have availability.)

**Caller:** How much does it cost for one night?

**You:** (5) \_\_\_\_\_ (Tell the caller your best rate is 3,500 baht per night.)

**Caller:** Does that include breakfast?

**You:** (6) \_\_\_\_\_ (Politely tell the caller that buffet breakfast is included in the room rate.)

**Caller:** OK. I'll take it.

**You:** (7) \_\_\_\_\_ (Ask for caller's name and credit card details to confirm the reservation.)

**Caller:** It's Ellen Smith. My VISA card number is 2512 4568 2340 7901, expiry date 10/19.

**You:** (8) \_\_\_\_\_ (Thank the caller and tell her you look forward to welcoming her on February 6th and end the conversation politely.)

**Caller:** Goodbye

7. *Work in pairs. Read the following information and act out a dialogue.*

Good View Resort  
Hotel Registration Form

Guest Name:	Henry Cooper
Phone:	081-954-6322
Room Type:	Non-smoking twin room
Room Rate:	\$200 per night
No. of Guests:	Two
Arrival Date:	March 2
Departure Date:	March 5

## 2. Confirmations

1. Listen to the conversation between a hotel reservation clerk and a caller and then answer these questions. (HR = Hotel reservation clerk)

**HR:** Andaman Resort Hotel. Reservations. May I help you?

**Caller:** I phoned to reserve a room two weeks ago. Now, I'm calling to make sure that the room has been reserved for me.

**HR:** May I know your name, please?

**Caller:** Thompson. Stephen Thompson.

**HR:** One moment, please, Mr. Thompson. ....Yes, we've reserved a family room for you from the 25th to the 28th of December.

**Caller:** Is the room near the swimming pool? My kids love swimming, so I hope you didn't forget what I requested.

**HR:** We didn't, sir. Your room is a cabana room adjoining to the swimming pool.

**Caller:** Great. By the way, I think I'll be arriving at the airport around 3.00 p.m. Could you send someone to meet me there?

**HR:** Certainly, sir. What's your flight number in case the plane's late?

**Caller:** It's TG 541, from Australia.

**HR:** All right, Mr. Thompson. We look forward to your visit on December 25th.

**Caller:** Thank you. Goodbye.

**HR:** Goodbye.

1. When did Mr. Thompson reserve the room?

---

2. What kind of room did he make a reservation?

---

3. When is he going to stay at the hotel?

---

4. What did he request about the room?

---

5. What else did he request?

---

2. Read the email confirming a reservation and decide if the following statements are true (T) or false (F).

Confirmation Number: 91240053

Dear Mr. Williams

We are pleased to confirm your reservation with the Hilton Hotel, London.

**Reservation Details**

Confirmation Number: 91240053

Your hotel: Hilton Hotel, London

Check-in: Friday 8 November 2016 (15.00)

Check-out: Sunday 10 November 2016 (12.00)

Room type: Junior suite

Number of rooms: 1

Guests per room: 2

Guest name: Frank Williams

Reservation confirmed: Wednesday 6 November 2016

Guarantee method: Credit card guarantee

**Summary of Room charges**

Friday 8 November 2016- Sunday 10 November 2016: 2 nights

Cost per night per room – GBP 270.00

Stay for Breakfast rate, includes breakfast for 2 adults

Estimated government taxes and fees – GBP 54.00

Total for stay (for all rooms) – GBP 594.00

**Cancelling Your Reservation**

You may cancel your reservation for no charge until 16.00 hotel time on Friday 8 November 2016.

Please note that we will charge a fee of GBP 594.00 if you cancel after this deadline.

We look forward to welcoming you to the Hilton Hotel, London.

Yours sincerely

David Jackson  
Reservation Manager

- \_\_\_\_\_ 1. Mr. Williams is going to stay at the hotel on the 8th of November.
- \_\_\_\_\_ 2. The hotel has reserved a suite for him.
- \_\_\_\_\_ 3. Mr. Williams will be charged GBP 270.00 per night.
- \_\_\_\_\_ 4. The room rate excludes breakfast for 2 adults
- \_\_\_\_\_ 5. The reservation can be canceled for no charge by 16.00 hotel time on Friday 8 November 2016

### 3. Reservation Changes

1. Listen to the conversation between a hotel reservation clerk and a caller and then answer the following questions. (HR = Hotel reservation clerk)

**HR:** Reservations. Grand Royal Hotel. What can I do for you?

**Lisa:** Well, I called to book a suite room for Mr. Kim last Monday, but now he has to change something.

**HR:** Who made the reservation, please?

**Lisa:** Lisa Megan, his secretary.

**HR:** Just the moment please. Let me check.....Mr. Alfred Kim, a suite room for three nights. That's the 20th -22nd of May.

**Lisa:** That's right. But now he doesn't think he can finish his errands before 21st, so he would like to change the arrival date to the 22nd and will leave on the 24th instead.

**HR:** Well, we have some suite rooms available for the rest of the month. I'm sure we can give him the same room as requested.

**Lisa:** Oh, that's great. Thank you very much. Goodbye.

**HR:** My pleasure. Goodbye.

1. Who is the reservation for?

---

2. What is changed in the reservation?

---

3. When is the guest coming to the hotel?

---

4. How long does the guest plan to stay at the hotel?

---

5. Why does he change the reservation?

---

2. Listen to the conversation changing reservations and answer the questions.

**HR:** Good morning. Grand Hyatt Hotel. Can I be any of assistance?

**Richard:** Hi, my name is Richard Turner. I'd like to change a reservation, please.

**HR:** Certainly, Mr. Turner. Do you have the reservation number?

**Richard:** Yes, it's GH485HK.

**HR:** One moment, please. Your reservation is for one double room for two nights, arriving on April 11th.

**Richard:** Yes, that's correct. Now we need two rooms for two nights.

**HR:** Yes, Mr. Turner. I've changed that for you. Your reservation number is the same.

**Richard:** Thank you.

**HR:** Goodbye.

**Richard:** Bye.

1. What does Mr. Turner make for the first reservation?

---

2. What change does Mr. Turner want to make?

---

3. Can the hotel reservation clerk make a change?

---

4. Why does the hotel reservation ask for the reservation number?

---

5. Is the reservation number changed after changing reservations?

---

*3. Listen for what the caller want to change in his reservation.*

Then write down the changes.

Guest 1: First reservation: \_\_\_\_\_

Change to: \_\_\_\_\_

Guest 2: First reservation: \_\_\_\_\_

Change to: \_\_\_\_\_

Guest 3: First reservation: \_\_\_\_\_

Change to: \_\_\_\_\_

Guest 4: First reservation: \_\_\_\_\_

Change to: \_\_\_\_\_

Guest 5: First reservation: \_\_\_\_\_

Change to: \_\_\_\_\_

#### 4. Cancellations

*1. Listen to the conversation cancelling reservations and answer the questions.*

**HR:** Reservations. May I help you?

**Emily:** I am Susan Lee. My husband, Mr. Robert Lee called to reserve a double room at your hotel for next weekend. Do you have a record of that.

**HR:** Just a moment, please....That's right. Mr. and Mrs. Lee, a double room from the 14th to the 16th of May.

**Emily:** Well, I'm afraid we have to cancel it because my husband has to have an operation in a few days. The doctor said he shouldn't travel for months.

**HR:** I'm sorry to hear that. I'll cancel his booking as requested. I hope he gets better soon.

**Emily:** Thank you. Goodbye.

**HR:** Goodbye.

1. Who made the reservation?

---

2. What did Mrs. Lee want to do?

---

3. Why did she have to do this?

---

*2. Listen to the conversation cancelling reservations and answer the questions.*

**HR:** Metropolis Hotel. Good afternoon.

**John:** Hello, I need to cancel my reservation for next Thursday, April 5th. Can you help me with that?

**HR:** Of course. Could you tell me your name and the reservation number, please?

**John:** It's John Norton and the reservation number is MH485HT.

**HR:** Mr. Norton, that's fine. I've cancelled your reservation for you.

**John:** Good.

**HR:** There's no cancellation charge because you've cancelled within our 48-hour cancellation deadline.

**John:** That's great.

**HR:** Would you like me to send you a confirmation email?

**John:** Yes, please. Thank you very much. Goodbye.

**HR:** Goodbye.

1. Does Mr. Norton pay a cancellation charge?

---

2. When is the deadline for cancelling reservations free of charge?

---

3. How does the hotel reservation clerk confirm the cancellation?

---

3. Complete the confirmation email for cancelling reservations with the words in the box.

confirmation      forward      there      charge      reservation      cancelled

To: johnnorton@gmail.com  
Cc: guestservices@metropolishotels.com

Dear Mr. Norton

Further to our conversation earlier this afternoon, this is (1) \_\_\_\_\_  
that I have (2) \_\_\_\_\_ your (3) \_\_\_\_\_ for April 5<sup>th</sup>,  
I can also confirm that (4) \_\_\_\_\_ is no cancellation (5) \_\_\_\_\_.

We look (6) \_\_\_\_\_ to seeing you in the future.

Best regards  
Ellen Morison  
Metropolis Hotel

4. Suppose you are at reception. Complete the following dialogue in cancelling a reservation using the cues provided. Add necessary information by your own.

**You:** (1) \_\_\_\_\_ (Answer the phone politely.)

**Caller:** Good morning. I have to cancel a booking, please



**You:** (2) \_\_\_\_\_ (Ask for booking number.)

**Caller:** My booking number is MH275HT

**You:** (3) \_\_\_\_\_ (Check caller's name and dates of the stay)

**Caller:** That's correct.

**You:** (4) \_\_\_\_\_ (Tell the caller that's OK and the room is cancelled.)

**Caller:** Will there be any charge?

**You:** (5) \_\_\_\_\_ (Tell the caller there's no charge.)

**Caller:** That's good. Can you send a confirmation email?

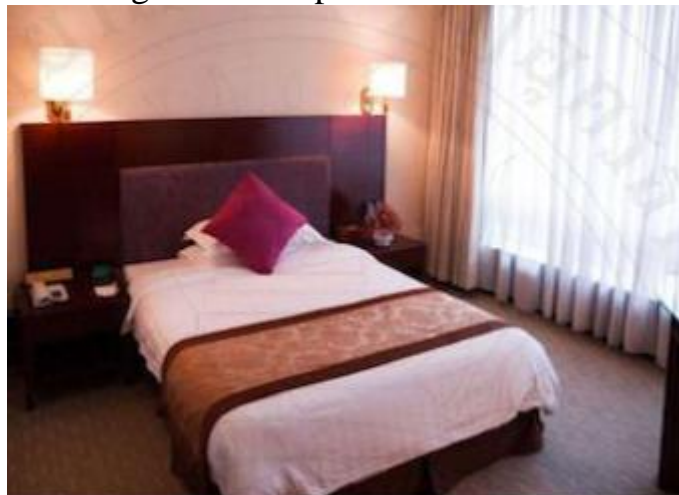
**You:** (6) \_\_\_\_\_ (Say yes and end the call politely.)

**Caller:** Goodbye

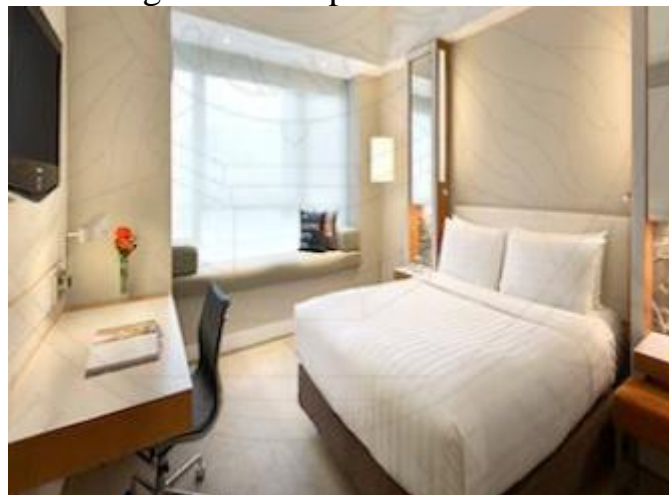
## Focus on Language

### Room types

**1 Single room:** A room assigned to one person.



**2 Double room:** A room assigned to two persons with one double bed.



**3 Twin room:** A room with two single beds for two persons.



**4 Hollywood twin room:** A room assigned to two persons with two twin beds joined together by a common headboard.



**5 Triple room:** A room assigned to three persons and has been fitted with three single beds, or one double bed and one single bed.



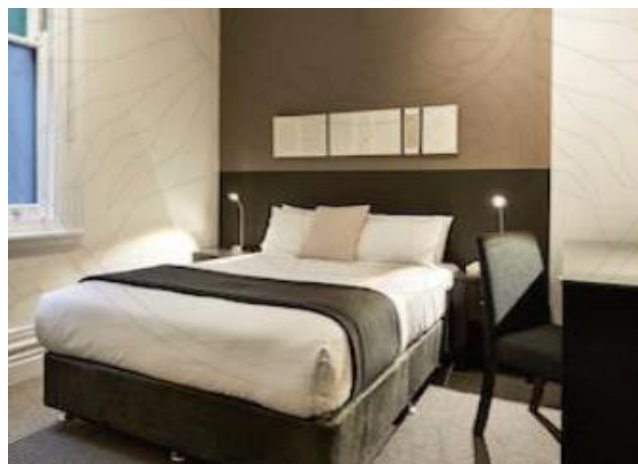
**6 Family/Quad room:** A room that can accommodate four persons and may have two or more beds.



**7 Double-double room:** A room that can accommodate two to four persons with two twin double or queen-sized beds.



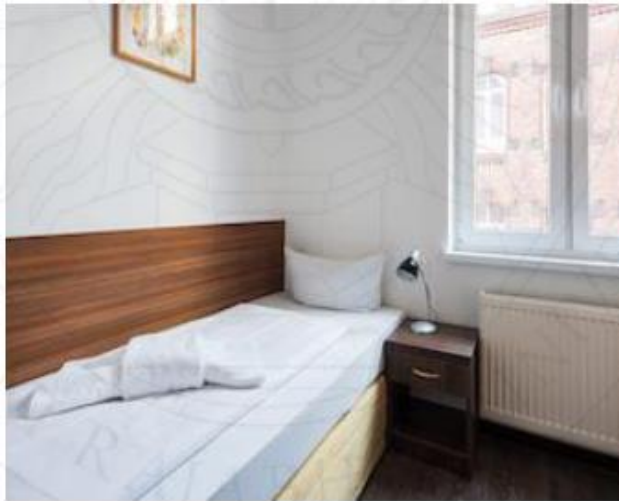
**8 Queen room:** A room with a queen-sized bed that can accommodate one or more people.



**9 King room:** A room with a king-sized bed, assigned to one or more people.



**10 Studio room:** A room with a studio bed, a couch which can be converted into a bed, may also have an additional bed



**11 Suite/Executive suite:** A living room connected with one or more bed rooms



**12 Junior suite/Mini suite:** A single room with a bed and sitting area. The sleeping area is sometimes in a bed room separated from the living room.





**13 President suite/Presidential suite:** The most expensive room provided by a hotel. Similar to the normal suite. A president suite usually has one or more bedrooms and a living space with grand in-room decorations and supplies, and tailor-made services.



**14 Apartments/Room for extended stay:** This room type is for long stay guests, usually has kitchen, cooking equipment, dryer, washer, etc. Housekeeping services are only provided once a week or twice a week.



**15 Connecting rooms:** Rooms with a connecting door, having individual entrance door from the outside. Guests can walk between rooms without going through the hallway



**16 Adjoining rooms:** Rooms with a common wall but no connecting door.



**17 Adjacent rooms:** Rooms close to each other, perhaps across the hall



**18 Murphy room:** A room fitted with a sofa bed or a Murphy bed, a bed that fold out of a wall or closet.



**19 Accessible room/Disabled room:** This type of room is particularly designed for disabled guests



**20 Cabana room:** this room type is adjoining to the swimming pool or has a private pool attached to the room



**21 Villa:** This type of accommodation is a stand-alone house, fully equipped not only bedrooms and a living room but a private swimming pool, Jacuzzi and balcony. It is suitable for couples, families, and large groups with extra private and space.



**22 Executive floor/Floored room:** A room which enables convenient access to the executive lounge, usually located on the executive floor. Furthermore, some hotels also provide —Female executive floors‖ with their rooms assigned to female guests according to safety and security



**23 Smoking/Non-smoking room:** Both smoking and non-smoking rooms are provided by many hotels in order to decrease the effects of secondhand smoke exposure on non-smoking guests.





## International spelling alphabet

Spelling alphabet is used to provide correct information between people with a different language background. To spell a complicated name correctly, spelling alphabet can be used to make it clearer especially on the phone. There are several spelling alphabets, but the most widely used one is the Nato phonetic alphabet, which is also used in aviation, for example, between a pilot and the control tower.

A for Alpha	N for November
B for Bravo	O for Oscar
C for Charlie	P for Papa
D for Delta	Q for Quebec
E for Echo	R for Romeo
F for Foxtrot	S for Sierra
G for Golf	T for Tango
H for Hotel	U for Uniform
I for India	V for Victor
J for Juliet	W for Whiskey
K for Kilo	X for X-ray
L for Lima	Y for Yankee
M for Mike	Z for Zulu

Welcome to the Royal Point Hotel's online reservation system. This website makes reserving the perfect room quick and easy.

**Reservation Basics**  
Select your dates:  
Check-in \_\_\_\_\_  
Check-out \_\_\_\_\_  
Number of rooms: \_\_\_\_  
Number of guests: Adults \_\_\_\_ Children \_\_\_\_

**Reservation Details**  
The Royal Point Hotel offers a variety of different rooms. Select your preferences:  
Garden view \_\_\_\_ Ocean view \_\_\_\_  
Deluxe suite (includes kitchenette) \_\_\_\_  
Smoking/Non-smoking \_\_\_\_

Please note that during the high season, room preferences will be subject to availability.  
Now that you've chosen your room, please tell us what kind of bed you prefer:  
Two double beds \_\_\_\_ King-sized \_\_\_\_  
Based on the selections you have made, we estimate the room rate. If you are eligible for discounts or special offers, notify the front desk upon arrival. Lower rates may be available during the off-season.  
Calculated rack rate:  
\$ \_\_\_\_ per night; total \$ \_\_\_\_

ocean view

garden view

## READING

1. Read the text on a hotel website, and then choose the correct answers.

1 What is the main purpose of this web page?

- A to describe the hotel grounds and surrounding areas
- B to help guests book a room at the hotel
- C to inform guests of a reservation policy change
- D to offer discounts to the customers

- 2 According to the website, the hotel...
- A requires guests to confirm their reservation by phone
  - B does not allow smoking in guest rooms.
  - C charges more money for traveling with children.
  - D offers special pricing during certain times of the year;
- 3 Which of the following is NOT true of the hotel's reservation
- A It lets guests book rooms through the Internet
  - B It shows the approximate of the room
  - C It provides the room rate for discounted rooms
  - D It allows the guests to express a room preference

### ***VOCABULARY PRACTICE***

2. Complete the words or phrase that is similar in meaning to the underline part

1. Clarissa rented a type of room from which guests can see a plane where plants grow because she enjoys looking at flowers.

   a   e   i   e   r   o   o   m

2. The hotel is nearly empty because it is a time when few people travel.

   f   a   s   o   

3. Mr. Keller rents a room with a small space to cook meals so he can prepare his own food throughout the trip.

k   c   h   k   i   t   h

4. During the time when many people travel, it can be hard to find a hotel room.

   i   s   e   a   s   o   n

5. The Khan family received a special reduced rate because they rented more than five rooms.

   c   o   u   p   o   n

6. Stephanie forgot her coupon and had to pay the full price of a hotel room without any discounts.

   c   o   u   p   o   n

3. Match the words and phrases (1-6) with the definitions (A-F).

- |                             |                     |
|-----------------------------|---------------------|
| 1 _ subject to availability | 4 _ upon arrival    |
| 2 _ ocean view              | 5 _ special offer   |
| 3 _ eligible                | 6 _ room preference |

A pricing that is not always available

B when you get somewhere

C to be qualified for something

D being able to see the ocean

E depending on whether there is enough of something

F the kind of room a customer wants

4. Listen and read the passage again.

**What must you do to get a cheap rate at the hotel?**

## LISTENING

5. Listen to a conversation between a customer and a hotel booking agent. Then (/) check the choices that the customer makes.

- 1  deluxe suite                      3  king-size bed  
2  double room                      4  ocean view

6. Listen again, and fill in the blanks.

**Booking Agent:** Good afternoon. You've reached the Royal Point Hotel. How may I help you?

**Customer: Hi** - I'd like to 1 \_\_\_\_\_ for the month of July.

**Booking Agent:** All right. 2 \_\_\_\_\_ guests will be staying in the room?

**Customer:** I'll be traveling with my husband and three children.

**Booking Agent:** Excellent. How many beds 3 \_\_\_\_\_ ?

**Customer:** Well, at least two.

**Booking Agent:** Okay. There are double rooms 4 \_\_\_\_\_ available. Or if you want more space, you can take a deluxe suite.

**Customer:** That sounds good, but I'll 5 \_\_\_\_\_ the double room. Also, I want to use a coupon for a discount.

**Booking Agent:** Very well. We'll charge you the 6 \_\_\_\_\_ right now.

**Customer:** When will I get the discount?

**Booking Agent:** You'll receive the discount when you check in. Just remember to give your coupon to the clerk at the desk.

## SPEAKING

7. With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE SUCH AS:

*I'd like to make a reservation. How many guests... ? There are... rooms available.*

**Student A: You are a booking agent. Help Student B reserve a room. Ask questions to find out:**

- how many people in the room
- how many beds
- what kind of room

**Student B: You are a hotel customer. Answer Student A's questions. Make up details for your desired reservation.**

## WRITING

21. Use the conversation in Task 8 to fill out the hotel reservation form. Make up a name for the guest.



**ROOM RESERVATION**

Check-in date: \_\_\_\_\_  
 Check-out date: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 \_\_\_\_\_  
 Number of guests: \_\_\_\_\_  
 Number of rooms: \_\_\_\_\_  
 Room preferences: \_\_\_\_\_  
 \_\_\_\_\_  
 Number/size of bed(s): \_\_\_\_\_

**LOYALTY PROGRAM**



**Rp Loyalty Program**

The Royal Point Hotel values its repeat customers. To show our appreciation, we present the exclusive Royal Point Hotel Loyalty Program. Loyalty benefits make your stay at any Royal Point Hotel better.

As a loyalty member, you gain points each time you enjoy a night in one of our hotels. And when you travel with partner airlines, your points add up. The more points you earn, the greater your rewards.

As a loyalty member, you add the benefit of **guaranteed** room availability and free room service. The highest membership level gives you **access** to even more benefits. Platinum members also earn a **complimentary stay**, plus **early check-in**.

Loyalty members enjoy many benefits. Silver-level members love our **turndown service**. Double your points and become a Gold member. You add the benefit of **guaranteed** room availability and free room service. The highest membership level gives you **access** to even more benefits. Platinum members also earn a **complimentary stay**, plus **early check-in**.

As a member of our loyalty program, you know you are our most important customer. **Enroll today!**

**READING**

21. Read the brochure from a hotel, and then mark the following statements as true (T) or false (F).

- 1 \_ The loyalty program offers rewards to use at the airport.
- 2 \_ Traveling by airplane can help loyalty members get more benefits.
- 3 \_ Members at the highest level get a free night at the hotel.

**VOCABULARY PRACTICE**

23. Fill in the blanks with the correct words: *exclusive, early check-in, complimentary, partner, repeat customer, access.*

1 Ms. Clark travels frequently and is a \_\_\_\_\_ at the hotel.

2 Only very important people are allowed in this \_\_\_\_\_ restaurant.

3 She didn't have to pay for the meal because it was \_\_\_\_\_.

4 Guests earn points by flying with the hotel's \_\_\_\_\_ airline.

5 This key card gives guests \_\_\_\_\_ to all the hotel entrances.

6 Greg arranged a(n)----- at his hotel because his flight arrived at 7 in the morning.

24. Match the words and phrases (1-6) with the definitions (A-F).

1 level

2 enroll

3 loyalty program

4 turndown service

5 reward

6 guaranteed

A a system that provides benefits for people who use a service often

B an act that involves getting a bed ready for guests to sleep in before they arrive

C promised

D to become a member of a group E a measure of achievement

F something given in return for doing something good

25. Listen and read the brochure again.

What do you need to become a Gold loyalty member?

### **LISTENING**

26. Listen to a conversation between a hotel guest and a front desk clerk. Then answer the questions.

**1 What does the front desk clerk offer the guest?**

A a discount on her next visit

B a membership to the loyalty program

C a higher level of membership

D a special offer to upgrade her room

**2 What will the woman probably do next?**

A request room service

B book a room for a future date

C show the clerk her membership card

D join a reward program for return guests

27. Listen again, and fill in the blanks.

**Clerk:** Good morning, Ms. Jones. Did you have a good night?

**Guest:** Oh, yes! It was great. The 1 \_\_\_\_\_ here is excellent.

**Clerk:** You know, as a 2 \_\_\_\_\_ member, you can get room service for free.

**Guest:** Really? Does it cost me anything 3 \_\_\_\_\_?

**Clerk:** No, the program is our way of thanking you for staying at our hotel.

**Guest:** Can you tell me more about it?

**Clerk:** Well, you start as a silver-level member. So you get 4 \_\_\_\_\_, like the turndown service. When you get more points, you can be a higher level member.

**Guest:** How do I 5 \_\_\_\_\_ ?

**Clerk:** It's pretty easy. Every time you check into one of our hotels, you earn points. We even have partner airlines. When you fly with Royal Jet you get points, too.

**Guest:** That sounds really good; I travel a lot 6 \_\_\_\_\_

**Clerk:** Would you like to sign up? I can give you a 7 \_\_\_\_\_ card right now.

**Guest:** Yes, I think that'd be great!

### **Speaking**

28. With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

#### **USE LANGUAGE SUCH AS:**

*Does it cost me anything to join? As a loyalty program member,... How do I earn points?*

Student A: You are a guest. You want to know about the hotel's loyalty program. Ask Student B questions to find out:

- how to become a member
- what member benefits are
- how to earn points

Student B; You are a front desk clerk. Answer Student A's questions. Make up a name for the guest.

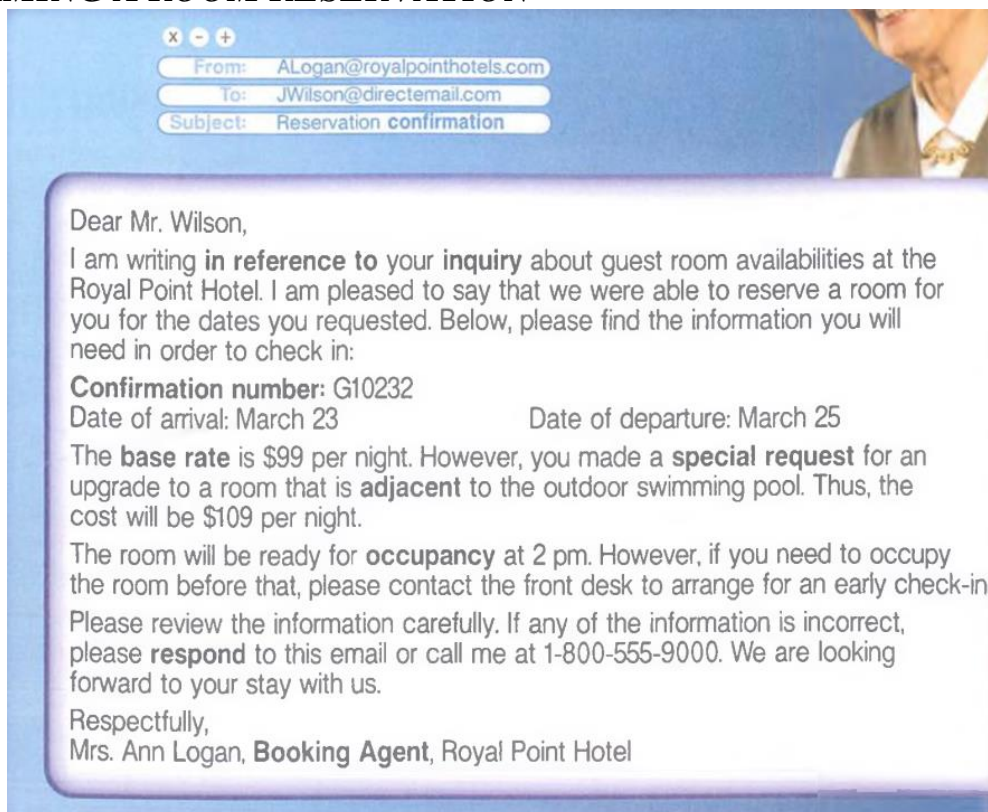
### **WRITING**

29. Use the brochure in Task 1 and the conversation in Task 10 to create an overview of one level of the loyalty program that guests can join, including a starting level of points.





## CONFIRMING A ROOM RESERVATION



### READING

30. Read the email from a hotel booking agent to a hotel guest, and then choose the correct answers.

#### 1 What is the purpose of the email?

- A to apologize for not being able to fulfill a special request
- B to ask the guest for more information about the reservation
- C to inform the guest that some hotel features are not available
- D to make sure that the guest's reservation details are correct

#### 2 The email advises the guest to contact the booking agent if...

- A he needs to make another reservation.
- B the details of the reservation are wrong.
- C he plans to occupy the room before the check-in time.
- D he is unhappy with the service at the hotel.

#### 3 What is probably true about Mr. Wilson?

- A He has stayed at the Royal Point Hotel before.
- B He will arrive before 2pm on March 23rd.
- C He is willing to pay more in order to be near the pool.
- D He has not contacted Ms. Logan in the past.

### VOCABULARY

31. Match the words and phrases with the blanks.

#### 1 base rate / special request

A Most guests are placed in standard rooms unless they make a \_\_\_\_\_ for a different type of room.

B Darrell paid twice the \_\_\_\_\_ in order to stay in a room with a balcony.

### 2 inquiry / confirmation number

A Sam sent the company a(n) \_\_\_\_\_ about the cost of replacing the carpet in his home.

B The letter included a(n) \_\_\_\_\_ which will help hotel employees find details about Janie's reservation.

### 3 confirm / respond

A Ms. Kelly took a long time to \_\_\_\_\_ to the email because she was very busy at work.

B Peter called the booking agent to \_\_\_\_\_ the details of his reservation.

### 32. Complete the words or phrases that are similar in meaning to the underlined part.

1 I wrote an email to Mr. Trager about the questions he asked me earlier.

\_\_\_ th \_ e \_ e \_\_\_ n c \_\_\_\_\_

2 As a worker responsible for making reservations. Sally has to know all of the current room rates.

\_ o o \_ i n \_ a \_\_\_\_\_ t

3 The housekeeper prepared the room for people to stay in.

\_\_\_\_\_ u \_\_\_\_\_ n c y

4 Leslie stays in a room that is next to the elevator.

\_\_\_ j a c \_ n t

### 33. Listen and read the email again. What will the bill for Mr. Wilson's stay be?

## LISTENING

34. Listen to a conversation between a hotel employee and a guest. Mark the following statements as true (T) or false (F).

1 Ms. Logan works at the front desk of the hotel.

2 Mr. Wilson changes his departure date.

3 The woman says she'll call back later with the confirmation.

### 35. Listen again, and fill in the blanks.

**Agent:** Thank you for calling the Royal PointHotel 1 \_\_\_\_\_ Department. This is Ann Logan speaking.

**Guest:** Hello, Ms. Logan. This is Mark Wilson.

**Agent:** Good morning, Mr. Wilson. How 2 \_\_\_\_\_ you?

**Guest:** I received the 3 \_\_\_\_\_ this morning. Thank you.

**Agent:** Wonderful! Was all of the information correct?

**Guest:** Actually, I did find one problem.

**Agent:** What was it?

**Guest:** The 4 \_\_\_\_\_ - \_\_\_\_\_ is not right.

**Agent:** I can fix the reservation for you right now. What date are you 5 \_\_\_\_\_?

**Guest:** On March 26th.

**Agent:** Okay, Mr. Wilson. I've made that change to the departure date.



**Guest:** Will you send me a new confirmation?

**Agent:** Yes, Sir. I'll give it to you right now.

### **SPEAKING**

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

#### **USE LANGUAGE SUCH AS:**

*How can I assist you? I did find one problem. Will you send me a confirmation?*

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

- a problem with your hotel reservation
- how the new confirmation will be sent

Make up a name for yourself.

Student B: You are a hotel employee. Listen to Student A's problem. Then come up with solutions and answer his or her questions.

Make up a name for yourself.

### **WRITING**

37. Imagine that you are a hotel booking agent. Use the information from exercises to write a new confirmation to a guest of the hotel (100-120 words). Make sure to include the following information.

## **7. Checking In**

When guests arrive at a hotel, checking in served by hotel staff working at reception can be first impression of the hotel for the guests. Hotel receptionists are regarded as ambassadors for the hotel because they are usually the first persons the guests speak to. Upon to make the guests feel welcome, to be good administrators and know how to deal with them effectively are essential. Therefore, this unit introduces three most common situations hotel receptionists are likely to encounter: registering new guests, dealing with changes, and dealing with walk-in guests.

### **Registering New Guests**

1. Listen to the conversation between a hotel receptionist and a guest, Mr. Richard Gere and then answer these questions.

**Receptionist:** Good afternoon, sir. Welcome to the Grand Royal Hotel.

**Richard:** Good afternoon. My name's Richard Gere. I have a reservation

**Receptionist:** Certainly, Mr. Gere. One moment, please. Yes, here it is. One single room for two nights.

**Richard:** That's right. Could I have a room on a lower floor, please? I don't like to use the lift.

**Receptionist:** Are you OK with the second floor?

**Richard:** Yes, that's wonderful. Thank you.

**Receptionist:** Could I have your credit card, please?

**Richard:** Yes, here's my VISA card.

**Receptionist:** Thank you. This will just take a minute. ....Here's your credit card. You're in Room 205. Please sign here. And would you like a wake-up call?

**Richard:** Oh, yes. Could I have a wake-up call at 7.00 tomorrow, please?

**Receptionist:** Of course. Would you like a newspaper?

**Richard:** Yes, I'd like The Nations every morning, please. And what time's breakfast?

**Receptionist:** Breakfast is between 7.00-10.30.

**Richard:** Thank you.

**Receptionist:** Enjoy your stay, Mr. Gere.

1. Does Mr. Gere have a reservation?

---

2. What kind of room does he ask for?

---

3. Why does he want this kind of room?

---

4. What time does he ask for a wake-up call?

---

5. When does the hotel serve breakfast?

---

2. *Listen to the conversation between a hotel receptionist and a guest, Ms. Jessica Parker and complete the following registration form.*

**Receptionist:** Good afternoon. Can I help you?

**Jessica:** Yes, I have a reservation. My name is Parker.

**Receptionist:** Yes, Ms. Parker. We are expecting you. One double room from October 2nd-8th. Would you like to register now?

**Jessica:** Sure.

**Receptionist:** May I have your passport, please?

**Jessica:** OK. Here it is.

**Receptionist:** Do you have a middle name?

**Jessica:** Yes, Amelia.

**Receptionist:** You're an American, right?

**Jessica:** Yes.

**Receptionist:** What's your address, please?

**Jessica:** 1709 Sylvan Avenue, Englewood Cliffs, New Jersey.

**Receptionist:** What's the zip code?

**Jessica:** 07632.

**Receptionist:** Are you going back to USA. or are you going to visit another country?

**Jessica:** I'm going to Hong Kong first.

**Receptionist:** Would you like us to confirm the flight for you?

**Jessica:** Yes, please.

**Receptionist:** And how are you going to pay, ma'am? Cash or credit card?

**Jessica:** Credit card.

**Receptionist:** May I have your credit card, please?

**Jessica:** Here is my VISA.

**Receptionist:** Thank you. Just a moment, please.....Here's your passport and your credit card. Could you sign here, please?

**Jessica:** Thank you. Is everything all right now?

**Receptionist:** Yes, you are in Room 1706. Our guest relations officer will escort you to your room. Have a nice stay, Ms. Parker.

<b>INTERCONTINENTAL HOTEL</b>			
<b>Registration Form</b>			
			No. 004570
SURNAME	FIRST NAME	NO. OF PERSONS	
ADDRESS			
CITY	COUNTRY	POSTAL	
NAME OF COMPANY		OCCUPATION	
NATIONALITY		DATE OF BIRTH	
PASSPORT/ID NO.		IMMIGRATION NO.	
ARRIVAL DATE	FLIGHT NO.	FROM	
DEPARTURE DATE	FLIGHT NO.	NEXT DESTINATION	
SIGNATURE		ROOM NO.	RATE
PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> AMERICAN EXPRESS <input type="checkbox"/> DINNER CLUB <input type="checkbox"/> MASTER CARD <input type="checkbox"/> VISA <input type="checkbox"/> JBC <input type="checkbox"/> OTHERS			
REMARK:			
NO VISITORS ARE ALLOWED IN GUEST ROOMS			
THE HOTEL WILL NOT BE HELD RESPONSIBLE FOR ANY VALUABLE AND PERSONAL PROPERTY, SAFE DEPOSIT BOXES ARE AVAILABLE, FREE OF CHARGE, AT THE FRONT DESK AND A PERSONAL SAFE IN YOUR ROOM. ROOM RATES ARE SUBJECT TO 10% SERVICE CHARGE AND 7% GOVERNMENT TAX.			

3. Listen to the conversation between a receptionist and a guest, Mr. Charles Howard and fill in the missing parts.

**Receptionist:** Good morning, sir.

**Charles:** Good morning. I have a reservation. The name is Howard.

**Receptionist:** We're (1) \_\_\_\_\_ you and your friend, Mr. Howard.

How (2) \_\_\_\_\_ your flight?

**Charles:** It was fine.

**Receptionist:** Would you like to (3) \_\_\_\_\_ now?

**Charles:** Sure.

**Receptionist:** May I have your passport, please?

**Charles:** Here you are.

**Receptionist:** Your (4) \_\_\_\_\_ is Charles. Do you have a middle name?

**Charles:** No.

**Receptionist:** What is your (5) \_\_\_\_\_, sir?

**Charles:** 4301 Nouakchott Place, Washington, DC.

**Receptionist:** How do you (6) \_\_\_\_\_ Nouakchott?

**Charles:** N-O-U-A-K-C-H-O-T-T.

**Receptionist:** Thank you. And what's the (7) \_\_\_\_\_ code?

**Charles:** 20521.

**Receptionist:** May I have your (8) \_\_\_\_\_?

**Charles:** OK.

**Receptionist:** Thank you. A (9) \_\_\_\_\_ will escort you to your room. Have a nice stay, Mr. Howard.

**Charles:** (10) \_\_\_\_\_

*4. Listen to the conversation between a hotel receptionist and a guest, Ms. Anastasia Steele and decide if the following statements are true (T) or false (F).*

**Receptionist:** Good afternoon, ma'am. Checking in?

**Anastasia:** Yes. Am I too early?

**Receptionist:** No, not at all. Do you have a reservation?

**Anastasia:** Of course. It's under the name of Anastasia Steele.

**Receptionist:** Ms. Steele. Let me see. Here it is. You booked a room and you are going to stay for three nights, aren't you?

**Anastasia:** Yes, that's right, from February 3rd to 5th.

**Receptionist:** Would you please fill out this registration card?

**Anastasia:** Of course. Here you are.

**Receptionist:** Thank you for your patience. Your room number is 705. Here's your key card. The bellhop will help you with your luggage.

**Anastasia:** Thank you. By the way, my company plans to send people down here on business in the future. I'd like to know if we could get a discount.

**Receptionist:** Long-staying or frequent guests can get a special rate. It can range from ten percent to 30 percent, depending on terms.

**Anastasia:** I see.

**Receptionist:** I'll get our manager to call you. She'll probably want to set up a time to explain the details.

**Anastasia:** OK. Thanks a lot.

**Receptionist:** No problem. Enjoy your stay, Ms. Anastasia.

\_\_\_\_\_ 1. Ms. Steele is going to stay at the hotel on the 3rd to 5th of February.

\_\_\_\_\_ 2. The hotel has reserved a room for three nights.

\_\_\_\_\_ 3. The hotel helps the guest fill out the registration card.

\_\_\_\_\_ 4. Ms. Steele asks for a discount for her room.

\_\_\_\_\_ 5. Ms. Steele is going to call the hotel manager to explain the details

5. Listen to the conversation between a front desk clerk and a guest, Ms. Lisa Lee and fill in the missing parts.

**Lisa:** Wow! I've never stayed in a place this fancy before.

**Front desk clerk:** (1)\_\_\_\_\_ to the Hula-Hula Hotel. How can I help you?

**Lisa:** We'd like to (2)\_\_\_\_\_. Our names are Lisa and Mary Lee.

We have a reservation for a room. **Front desk clerk:** Let's see....Yes, we have a (3)\_\_\_\_\_ for you on the fifth floor, room 508, for four nights.

**Lisa:** Awesome! Oh, and my sister's luggage was lost at the airport. Please tell us if it's (4)\_\_\_\_\_ to the hotel.

**Front desk clerk:** Certainly. I'll need your passport, and please sign this (5)\_\_\_\_\_.

**Lisa:** OK. Here you are. Oh, and what is the checkout time?

**Front desk clerk:** 11 a.m. And if you need any assistance, please see our (6)\_\_\_\_\_ or call the front desk. Here are your keys. Enjoy your stay.

6. Complete the two conversations with the words in the boxes. Then listen again to check your answers.

Conversation 1

a wake-up call   served   registration   form   floor  
Do you need   a good stay   Good night   double

**Receptionist:** Good evening.

**Guest:** Hello. My name is Schmidt. I have a reservation.

**Receptionist:** Certainly, Mr. Schmidt. Can I ask you to fill in the (1)\_\_\_\_\_?

**Guest:** Sure.

**Receptionist:** Thank you. Do you need (2)\_\_\_\_\_ tomorrow?

**Guest:** No, thanks.

**Receptionist:** Right. It's a (3)\_\_\_\_\_ room on the fourth (4)\_\_\_\_\_. Here's the key.

**Guest:** Thanks.

**Receptionist:** The lifts are just behind you. (5)\_\_\_\_\_ any help with your luggage?

**Guest:** No, that's OK.

**Receptionist:** Breakfast is (6)\_\_\_\_\_ in the restaurant from 7.00 until 10.00. Have (7)\_\_\_\_\_.

**Guest:** Thanks. (8)\_\_\_\_\_.

Conversation 2

check   booked and paid   doesn't say   key   breakfast  
your stay   three nights   credit card

**Receptionist:** May I have your name, madam?

**Guest:** Brook.

**Receptionist:** Yes, here it is. For (1)\_\_\_\_\_.

**Guest:** Yes, that's right. Thank you.

**Receptionist:** Can I have your (2)\_\_\_\_\_, please?

**Guest:** Yes, here you are.

**Receptionist:** Thank you. The room is £160 a night, including (3)\_\_\_\_\_.

**Guest:** Fine. I think my company (4)\_\_\_\_\_ for the room.

**Receptionist:** Well, I'll just confirm that. ....No, the system (5)\_\_\_\_\_ that the room has been paid for.

**Guest:** OK. Not to worry. I'll (6)\_\_\_\_\_ it with head office when I get home.

**Receptionist:** Here's your (7)\_\_\_\_\_. It's room 401, on the fourth floor. Enjoy (8)\_\_\_\_\_.

**Guest:** Thank you

## 8. Dealing with Changes

1. Listen to the conversation between a hotel receptionist and a guest, Mr. Harry Potter and answer the following questions.

**Receptionist:** Good afternoon. What can I do for you?

**Harry:** Yes, I have a reservation for a double room for tonight. The name is Potter.

**Receptionist:** One moment, please. ....Yes, Mr. Potter. We have a double room overlooking the sea for you for three nights.

**Harry:** Is it possible to change to a family room? You see, my wife and kids are here with me.

**Receptionist:** Oh, good afternoon, Mrs. Potter. Just a moment, please. I'll see what I can do for you. ....Yes, we have a family room on the fifth floor, but it's facing the garden. Is it OK for you?

**Harry:** Do we have it for three nights.

**Receptionist:** Yes, of course

**Harry:** How much is a quad room?

**Receptionist:** It's £200, sir.

**Harry:** OK. We'll take it.

**Receptionist:** Would you please fill out this form?

1. When is Mr. Potter going to stay in the hotel?

---

2. What kind of room did he make a reservation?

---

3. What is changed in checking in?

---

4. Can the receptionist make a change?

---

5. How much does the room cost per night?

---

2. Listen to the conversation according to a change in the length of stay and decide if the following statements are true (T) or false (F).

**Receptionist:** Good afternoon. May I help you?

**Sara:** Yes, I have a reservation from April 1st to 3rd. The name is Jones. Sara Jones.

**Receptionist:** Let me check.....Yes, we've reserved a single room as you requested.

**Sara:** Is it possible for me to have my room for five days, until the 5th.

**Receptionist:** I'll see what I can do. Let's see.....Yes, Ms. Jones. We're not fully booked for the next few days.

**Sara:** That's great! Thank you.

**Receptionist:** You're welcome, Ms. Jones. Would you please fill out the guest card?

- \_\_\_\_\_ 1. Ms. Jones booked the room for three days.
- \_\_\_\_\_ 2. Ms. Jones wants to stay longer at the hotel.
- \_\_\_\_\_ 3. Ms. Jones wants to stay for five days.
- \_\_\_\_\_ 4. The hotel is fully booked on April 1st-5th.
- \_\_\_\_\_ 5. The receptionist can't extend her stay.

*3. Listen to conversation and complete the missing parts.*

**Receptionist:** Good evening. Welcome to Bangkok.

**Mr. Chan:** Hello, I'm Jacky Chan. I have (1) \_\_\_\_\_ for tonight.

**Receptionist:** Just a moment, please.....Yes, we've booked a suite for you three nights.

**Mr. Chan:** That's right....but I have a bit of a problem. I have to (2) \_\_\_\_\_ my stay. I have important business to deal with in Hong Kong on the (3) \_\_\_\_\_.

**Receptionist:** That's fine, sir. So you're checking out on the 15th?

**Mr. Chan:** No, on the 14th. I'll be here for only two nights.

**Receptionist:** That's OK. I'll change your booking to (4) \_\_\_\_\_. Would you like us to confirm your flight to Hong Kong?

**Mr. Chan:** Yes, please.

**Receptionist:** Would you like (5) \_\_\_\_\_ as well?

**Mr. Chan:** I think so.

**Receptionist:** All right. That's taken care of.

**Mr. Chan:** Do I have to sign anything?

**Receptionist:** Please (6) \_\_\_\_\_ the registration form, sir.

## 9. Dealing with Walk-in Guests

*1. Listen to the conversation between a hotel receptionist and a walk-in guest and decide if the following statements are True (T) or False (F).*

**Receptionist:** Good afternoon, ma'am. How can I help you?

**Guest:** Hello, I need a room for this evening.

**Receptionist:** Do you have a reservation?

**Guest:** No, I don't. My flight's been delayed until tomorrow evening and I need to stay in the city overnight.

**Receptionist:** I can offer you our walk-up rate which is \$170 per night for a double room including breakfast.

**Guest:** That's very expensive. Is that the cheapest rate you have?

**Receptionist:** I'm afraid so. We're very busy this evening.

**Guest:** OK. I'll take it

**Receptionist:** Could you fill in the guest registration card for me, please?

**Guest:** Can I pay by check?

**Receptionist:** I'm afraid not. Cash or credit card only, I'm afraid. It's hotel policy.

**Guest:** What time do I have to check out tomorrow?

**Receptionist:** Our usual check-out time is 11 o'clock, sir, but with this rate you can have a late check-out until 2 p.m.

**Guest:** That's great, thanks

- \_\_\_\_\_ 1. The guest's flight has been cancelled.
- \_\_\_\_\_ 2. The hotel is very busy this evening.
- \_\_\_\_\_ 3. The guest has to pay for breakfast.
- \_\_\_\_\_ 4. Usual check-out time in the hotel is 11 a.m.
- \_\_\_\_\_ The guest can stay in his room until 2 p.m.

2. Listen to the conversation asking a walk-in guest to stand by and answer these questions.

**Receptionist:** Good morning, sir. What can I do for you?

**Guest:** Yes, I'd like a room for two nights.

**Receptionist:** Do you have a reservation?

**Guest:** No, I don't.

**Receptionist:** I'm sorry, sir. We're fully booked since we are expecting a large convention group this afternoon.

**Guest:** Is that so? That's why all the hotels around here are full.

**Receptionist:** I'm sorry, but if you're willing to stand by until 6 p.m., we might be able to accommodate you if there are any cancellations.

**Guest:** Hmm.....I guess I don't have any choice. Can I leave my bags here while I go out?

**Receptionist:** Yes, sir. You can leave them at the Concierge. May I have your name?

**Guest:** It's Thompson. Robert Thompson.

1. Does the guest have a reservation?

---

2. Why doesn't the hotel receptionist provide a room for the guest?

---

3. What does the receptionist suggest the guest?

---

4. Where does the guest leave his luggage while going out?

---

5. Is the guest going to get a room at the hotel?

---

3. Listen to the conversation a receptionist referring a walk-in guest to another hotel and complete the missing parts.

**Guest:** I'd like a room for (1) \_\_\_\_\_, please.

**Receptionist:** (2) \_\_\_\_\_ a reservation?

**Guest:** Sorry, I don't.

**Receptionist:** (3) \_\_\_\_\_, madam. We have (4) \_\_\_\_\_ available but would you like to (5) \_\_\_\_\_ until 6.00 p.m.?



**Guest:** No, I don't want to (6)\_\_\_\_\_.

**Receptionist:** I'm sorry, sir. We really don't have a room now. But I'd like to (7)\_\_\_\_\_ another hotel nearby. I'll be happy to call them and check if they have (8)\_\_\_\_\_ available for you.

**Guest:** That sounds good. Thank you.

4. Suppose you are at reception. Finish the following dialogue using the cues provided.

**Guest:** I'm looking for a room for tonight, please.

**You:** (1)\_\_\_\_\_

(Ask if the guest has a reservation.)

**Guest:** Oh, no. I don't.

**You:** (2)\_\_\_\_\_

(Say you're sorry. Tell the guest you have no rooms available and suggest him to stand by until 6.00 p.m.)

**Guest:** No, I don't think I want to wait. You see, I have a flight early in the morning and I want to get a rest.

**You:**

(3)\_\_\_\_\_

(Say you're sorry. Tell you really don't have a room now and recommend another hotel nearby. You'll be happy to call them for him.)

**Guest:** Thank you. That'd be nice.

## 10. Checking Out

Checking out of a hotel seems to be the last activity the hotel staff interacts with guests. However, it is not only the guest departure stage. During the check-out process, it involves several procedures. Therefore, this unit concentrates on the procedures commonly included in checking out: dealing with guest's checking out, dealing with guest's requesting for delayed checking out, and dealing with money matter.

### Dealing with Guest's Checking Out

*1. Read the conversation between a Front Desk clerk and a guest in checking out. Then decide if the following statements are True (T) or False (F).*

Clerk: Good morning. What can I do for you?

Guest: I'd like to check out of my room. Here is the key. It's room number 405.

Clark: Did you take anything from the minibar?

Guest: Yes, I had two bottles of mineral water. I also ordered room service once.

Clerk: Your three-night total comes to \$400

Are you paying by cash or credit card?

Guest: Credit card, please. Here you are. By the way, can you call a taxi to the airport for me?

Clark: Of course. I'll do that straight away.

.....

Clerk: Please sign on the dotted line.

Guest: Alright.....Is it OK?

Clerk: That's all right, sir. Have a nice trip.

Guest: Thank you.

- \_\_\_\_\_ 1. The guest wants to check out from room 405.
- \_\_\_\_\_ 2. He calls the front desk to check out.
- \_\_\_\_\_ 3. He doesn't take anything from the minibar.
- \_\_\_\_\_ 4. The room costs \$400 per night.
- \_\_\_\_\_ 5. The hotel driver will take him to the airport.

2. Complete the conversations with words in the box. Then listen again to check your answers.

Conversation 1

double-check	settle	total
itemized	bill	room service

Guest: We'd like to check out. Could we have the (1) \_\_\_\_\_, please?

Clerk: Yes, sir. May I have your room number?

Guest: Room 1025.

Clerk: Mr. Williams?

Guest: Yes. What is the (2) \_\_\_\_\_?

Clerk: It comes to \$450. Here's an (3) \_\_\_\_\_ list: your (4) \_\_\_\_\_ and the minibar. Please (5) \_\_\_\_\_ to see if there are any errors.

Guest: It looks OK to me.

Clerk: Very good, Mr. Williams. How are you going to (6) \_\_\_\_\_ your bill, cash or credit card?

Guest: I'm paying in cash. Here you are.

Clerk: Thank you, Mr. Williams.

Guest: Thank you.

Conversation 2

put	service charge	sign	added	altogether
-----	----------------	------	-------	------------

Guest: I asked earlier for my bill to be prepared. How much will it be?

Clerk: Yes, Mr. Baker. It's \$520 (1) \_\_\_\_\_.

Guest: I thought it was less than that.

Clerk: Well, Mr. Baker, we (2) \_\_\_\_\_ a seven-percent room tax and a ten-percent (3) \_\_\_\_\_.

Guest: Oh, I see. Could I (4) \_\_\_\_\_ it on my credit card?

Clerk: Certainly. Could you (5) \_\_\_\_\_ here, please?

Guest: Sure. Here it is.

Clerk: Thank you, Mr. Baker. See you next time. Goodbye

3. Listen to the conversation in which a receptionist is checking out a guest. Then decide if the following statements are True (T) or False (F)

Guest: Good morning. I'd like to check out, please.

Clerk: Good morning, sir. What's your room number?

Guest: It's Room 724.

Clerk: 724....Mr. Wood. How was your stay, Mr. Wood?

Guest: It was good, thank you.

Clerk: Are you using the same credit card you gave me when you checked in?

Guest: Yes, that's right.

Clerk: Alright, Mr. Wood. Please have a look at this bill: three nights' accommodation, room service breakfast, bar drink on Saturday night, one outside phone call and a newspaper.

Guest: OK. That's all correct.

Clerk: Did you have anything from the minibar last night?

Guest: Oh, yes, almost forgot. I had two colas last night.

Clerk: OK. I'll add those to your bill. May I have your signature here, please?

Guest: Is that all right? And here is my key card.

Clerk: Thank you. We hope to see you again soon.

Have a safe trip home. Goodbye.

- \_\_\_\_\_ 1. Mr. Wood is paying with a different credit card.
- \_\_\_\_\_ 2. Mr. Wood stayed for three nights.
- \_\_\_\_\_ 3. Mr. Wood didn't have anything from the minibar.
- \_\_\_\_\_ 4. Mr. Wood didn't make a phone call from his room.
- \_\_\_\_\_ 5. Mr. Wood ordered a newspaper every day.

4. A guest requests for delayed check-out. Complete the conversation and then listen again to check your answers.

accommodate    delay    possible    extra charge    welcome    by

Receptionist: Front Desk. Good morning.

Guest: Hi, I'm in Room 901. We are checking out today.

But do I have to check out (1)\_\_\_\_\_ noon?

Receptionist: Yes, sir.

Guest: Well, our flight is at 10.00 p.m. and I'd like to (2)\_\_\_\_\_ checking out until 8.00 p.m. Is that (3)\_\_\_\_\_?

Receptionist: Could you wait for a moment? I'll check to see if we can (4)\_\_\_\_\_ you.

.....

Receptionist: Mr. Johnson?

Guest: Yes?

Receptionist: I'm pleased to tell you that it's possible for you to check out at eight o'clock this evening without (5)\_\_\_\_\_.

Guest: Oh, that's very kind of you.

Receptionist: You're very (6)\_\_\_\_\_, Mr. Johnson. Have a nice day.

5. Listen to the conversation and decide if the following statements are True (T) or False (F).

Receptionist: Good morning. Front Desk. May I help you?

Guest: Hello. I'm Amelia Jensen in Room 1025. I'm supposed to check out today. But I'd like to delay checking out until 4.00 p.m.

Receptionist: I understand, Ms. Jensen. Please hold on while I check to see if that's possible.

.....

Receptionist: Ms. Jensen?

Guest: Yes?

Receptionist: I'm sorry. The hotel is fully booked for this evening and we are expecting guests for your room.

Guest: Oh... Can't you put the new guests in another room?

Receptionist: I'm sorry, Ms. Jensen. All the other rooms are taken. If you really need to stay on, we'll have to charge a 50 percent surcharge.

Guest: Well, I guess I'll check out at noon. Is it possible for me to leave my bags here and come back for them later?

Receptionist: Yes, of course. When you check out, you can leave them with Concierge.

Guest: OK, thanks. I'll do that.

- \_\_\_\_\_ 1. Ms. Jensen is going to check out tomorrow.
- \_\_\_\_\_ 2. She wants to check out at noon.
- \_\_\_\_\_ 3. Ms. Jensen can't delay her check-out.
- \_\_\_\_\_ 4. Ms. Jensen will leave her bags with Front Desk.
- \_\_\_\_\_ 5. Ms. Jensen will come back for her back at 4.00 p.m.

## 11. Dealing with Money Matter

*1. Read this passage and fill in the blank with missing words.*

In most first class hotels, guests commonly pay their hotel bill by an internationally accepted credit card such as Visa, JCB or Diner's Club. Some guests will pay by traveler's check, which is often used by travelers in place of cash. Most hotels do not accept personal checks. Still, many guests pay in cash either in foreign currency or in baht. Guests who have bought a package tour may pay with a voucher issued by the tour company. Finally, a company may have informed the hotel that they will pay for the guest's bill. In this case, the guest will simply check out and the bill will be sent to the company for payment.

When accepting credit cards, the hotel cashier has to make sure that the card has not expired. Also she has to check the signature on the card. The next thing the cashier has to do is to call the credit card company to ask for approval of the amount the hotel expects the guest to pay.

- 1. Most hotel guests pay for their bill by\_\_\_\_\_.
- 2. Examples of credit cards are\_\_\_\_\_ and\_\_\_\_\_.
- 3. Guests may also pay by\_\_\_\_\_.
- 4. Guests with a package tour may pay with a\_\_\_\_\_.
- 5. When a guest pays by credit card, the cashier should check the expiration date and the \_\_\_\_\_ of the guest on the card



Guest: Thank you.

Cashier: Thank you. Goodbye. Have a safe trip home.

*5. Listen to the conversation about paying with traveler's checks fill in the missing parts.*

Cashier: Good morning, sir. What I can do for you?

Guest: I'd like to settle my (1)\_\_\_\_\_.

Cashier: Certainly, sir. May I have your room number, please?

Guest: It's Room 316.

Cashier: Just a moment, please.....Yes, Mr. Brown.?

Guest: Yes. I'm (2)\_\_\_\_\_ today, so I'd like to have my bill.

Cashier: All right, Mr. Brown. Let me check.

.....Here we are. Three nights at 12,000 baht, and here are the meals that you had at the hotel. That makes a (3)\_\_\_\_\_ of 14,500 baht.

Guest: Umm...What is this item for?

Cashier: That's the ten-percent (4)\_\_\_\_\_.

Guest: OK, I see. Now can I (5)\_\_\_\_\_ with traveler's checks?

Cashier: Certainly, sir.

Guest: What is the exchange for pounds?

Cashier: Seventy baht for a pound.

Guest: Here you are.

.....

Cashier: Here's your receipt. Thank you.

Guest: Thank you. Goodbye.

Cashier: Goodbye.

*6. Listen to the conversation about paying with a credit card and fill in the missing parts*

Cashier: Good morning, ma'am. May I help you?

Guest: I'd like to check out now. My name is Steven and I was in Room 221.

Cashier: Just a moment, please.

.....

Cashier: Did you make any (1)\_\_\_\_\_ from your room?

Guest: Yes, two times.

Cashier: Here's your bill, sir. Would you like to check it?

Guest: I don't understand. What is this (2)\_\_\_\_\_ for?

Cashier: That's for the (3)\_\_\_\_\_ you ordered from your room.

Guest: Alright. Do you (4)\_\_\_\_\_ credit cards?

Cashier: What kind have you got?

Guest: American Express.

Cashier: Yes, we do. May I have your card, please?

Guest: Here it is.

Cashier: Just a moment, please.

.....

Cashier: Could you sign here, please?

Guest: Is everything all right?

Cashier: Yes, sir. Thank you. Goodbye. Have a safe trip and we're (5) \_\_\_\_\_ to seeing you again.

Guest: Goodbye.

### Focus on Language

In British English, the first floor of a building at the street level is called *the ground floor*. Go up the floor it is called *the first floor* and the floor below is called *the basement*.

In American English, the floor at the street level is called *the first floor*. The floor above it is called *the second floor* and the floor below the street level is called *the basement*, the same as in British English.

### British English = American English

the 10th floor = the 11th floor

the 9th floor = the 10th floor

the 8th floor = the 9th floor

the 7th floor = the 8th floor

the 6th floor = the 7th floor

the 5th floor = the 6th floor

the 4th floor = the 5th floor

the 3rd floor = the 4th floor

the 2nd floor = the 3rd floor

the 1st floor = the 2nd floor

the ground floor = the 1st floor

the basement = the basement

### 2. Calling guests

Before a receptionist knows the guest's name, she calls the male guest *sir*. It is polite to call a female guest *madam* in British English, and in American English *ma'am* is used.

When the receptionist has already known the guest's name, she personalizes using the guest's last name with a polite title, for example, for a male guest, *Mr. Smith*. For a female guest, she calls, for example, *Ms. Smith*. *Ms.* can be used for married or unmarried women.

### 3. Telling times

When we say the time, we either say *6 o'clock in the morning/evening* or *6 a.m. (morning)/6 p.m. (evening)*. We don't say *6 o'clock p.m.* If we are not talking about full hours, for example, *11.30*, we don't use the words *o'clock*. We don't say *11.30 o'clock*. We say *eleven thirty* or *half past eleven*.

**The time is:**            **You say:**

8.15            *eight fifteen* or *quarter past eight* or *quarter after eight (US)*

9.00            *nine o'clock (in the morning)* or *nine a.m.*

21.00 (UK)    *nine o'clock (in the evening)* or *nine p.m.*

10.30            *ten thirty* or *half past ten*

15.20      *fifteen twenty (UK) or three twenty in the afternoon or twenty past three*  
16.40      *sixteen forty or forty past four (in the afternoon) or twenty to five*  
17.21      *seventeen twenty-one or twenty-one **minutes** past five*  
18.45      *eighteen forty-five or quarter to seven.*

In American English you don't use the 24-hour clock. For example, 23.00 is 11 p.m. and 11.00 is 11 a.m.

In British English we use the 24-hour clock particularly when we talk about train and flight times. The 24-hour clock is rarely used in American English.

#### **4. Telling hotel room numbers**

**The room number is:**      **You say:**

*Room 105*                      *Room one oh five or Room one zero five*

*Room 480*                      *Room four eight oh or Room four eight zero*

*Room 1017*                      *Room one oh one seven or Room ten seventeen or Room ten one seven*

Note: The number **0** can be said **oh** or **zero**. *Zero* is used more often in American English.



## UNIT 6. THE FRONT DESK

### *READING*

#### *1. Read and translate the text.*

Regardless of the numbers of workers, hotel employment itself falls into two broad categories that are traditionally referred to as **front of the house** and **back of the house**.

Jobs in the front of the house include management, the various jobs at the check-in desk (the front desk), accounting, sales and promotion, baggage handling, car attendants, and special services. It should be noted that some front-of-the-house employees — those in accounting or sales and promotion, have little or no contact with the public.

Jobs in the back of the house include food and beverage preparation and service, housekeeping, laundry and **valet service**, engineering, and maintenance. Some of the employees in this group — restaurant or room-service waiters and chambermaids, for example — have frequent, although rather limited, contact with guests.

**The front desk** is the term that designates the counter where the guests register, pick up their keys and mail, request information; deposit their valuables, and pay their bills. It is also called the **reception area**.

In a small hotel or motel, all of these different functions may be handled by one or two people, but a large hotel assigns several people to clearly defined jobs at the front desk.

The front desk is located **in the lobby** of the hotel. The lobby is the public entrance area that gives access to the guest rooms, restaurants, bars, shops, and other facilities in the hotel. In a commercial or resort hotel, the lobby is often a large space that contains lounging, reading and writing areas. It is often used as a meeting place by the guests and the general public.

For the convenience of guests, the front desk is almost always located near the hotel's main entrance. In a large hotel, it is divided into sections. One section is the **registration desk**, where guests register or **sign in**. A second section is the area where the guests pick up their keys, mail and messages. This part of the counter has a rack behind it with pigeonholes for each guest room in the hotel. The third section is an information desk, where the guests can ask for information or make local travel arrangements. The fourth section is the cashier's desk. The cashiers not only receive payment from the guests, but also cash checks, make change, and exchange foreign currency. Some hotels also offer a transportation desk, where the guests may get advice or help with their travel plans.

Connected with the front desk, but normally out of sight of the public, are other offices with support functions.

One office, for example, is often set aside to handle reservations. The cashier's counter is usually connected to the hotel's accounting office, of which it is the public part. The hotel's telephone switchboard is also usually located near the front desk.

Many hotels have one or more assistant managers stationed either behind the front desk or at a desk in the lobby. Their jobs may include greeting important guests, sorting out problems with reservations, or handling routine complaints.

The employee who checks in arriving guests and assigns them to their rooms is **the room clerk**. When the guest arrives, the room clerk checks his reservations or the availability of the accommodation, the guest fills in a registration card with his name, home address and any other required information. The room clerk fills in the room number and the rate the guest will pay. All of these steps, which take only a few moments in a smoothly functioning system, make up **the check-in, or registration procedure**.

When it is completed, the room clerk calls a **bellman** and gives him a slip with the room number. Other terms used for this employee are **bellboy** and **bellhop**. The head of this service is the **bell captain**, which usually has a station near the front desk. In addition to taking guests to their rooms, the bellman also shows them where to locate light switches and other equipment. He also shows guests how to operate air conditioners, television sets and other appliances in the room. Bellmen are also expected to run errands for the guests, and they should be able to answer questions about other services offered by the hotel, such as laundry, dry cleaning, restaurants and room-service hours.

Some hotels have separate functions of the bellman and **the porter**. In such cases; the baggage is turned over **to a porter** at the entrance and brought to the room by him rather than the bellman. This procedure is customary in luxury hotels.

The employee in charge of keys and information is often called **the concierge**, the French term for doorkeeper or **custodian**. Like the bellman, he must be able to answer questions about the hotel's services. He is also expected to provide information about local entertainment, events and sights of interest. He usually arranges for local transportation, including taxis, airport buses, or sightseeing tours. He may also perform small chores for the guests, such as mailing letters and packages.

In addition to the employees we have discussed, **the hotel doormen** are usually considered front-desk employees. They are stationed at the entrances to the hotel and help guests or other visitors in and out of cars and taxis.

They also summon taxis or other types of transportation and in many hotels they carry baggage from the street into the lobby. They may give instructions and directions to guests for reaching local places. Doormen often wear elaborate uniforms that are meant to give the hotel an elegant image.

The primary job of front-desk personnel is to take care of the check-in and check-out procedures and to provide helpful information to the guests in order that their stay in the hotel may be comfortable and convenient.

In the eyes of most customers, the front-desk employees are the representatives of the hotel. Their ability to work smoothly is an important factor in the success of the hotel.

## *2. Answer the following questions:*

What are the two categories of hotel employment?

What do jobs in the front of the house include?

Do all employees in the front-of-the-house jobs work with guests? Why not?

What does the front desk mean? How else is it called?

How many people should work in the reception area?  
 Where is the front desk located?  
 What are the functions of the lobby? How is it usually used?  
 Why is the front desk divided into sections?  
 What is the job of every section?  
 What other support functions are carried out by the front-of-the-house?  
 What are assistant managers in charge of?  
 What are the job responsibilities of the room clerk?  
 How does the efficiency of the operation depend on their work?  
 Who accompanies guests to their rooms?  
 What does the bellboy do in addition to taking guests to their rooms?  
 What else are bellmen expected to do?  
 What do porters do in luxury hotels?  
 What is the job of a concierge?  
 What other functions are they supposed to perform?  
 Where are the hotel doormen stationed?  
 Are their functions similar to those of a concierge?  
 In what way are they different?  
 How are doormen dressed? Why?  
 What is the primary task of front-desk personnel?  
 Why is their job so important?

3. *Sum up what you've learned from the text about:*

- two broad categories of hotel employment;
- responsibilities handled by the hotel staff working in front-of-the-house jobs;
- the typical location of the reception area;
- the support functions carried out by different sections;
- duties of the assistant managers;
- the job of a room clerk;
- bellmen and porters;
- the concierge and the hotel doorman;
- the importance of front-of-the-house division for the overall success of a hotel.

4. *Find in the text words or phrases which correspond to the following definitions:*

1. \_\_\_\_\_ is another term for the front desk, the area in the hotel where the guests register, pick up keys, pay their bills and so on.
2. \_\_\_\_\_ is the public entrance area of the hotel. It often contains sitting, writing and reading areas, as well as access to other parts of the hotel.
3. \_\_\_\_\_ is the part of the front desk that is used to sign in or register the guests of the hotel.
4. A front-desk employee who registers the guests and assigns them to their rooms is called a \_\_\_\_\_. He / She is usually responsible for advance reservations as well.

5. The steps for signing in or registering at a hotel are referred to as\_\_\_\_\_.
6. \_\_\_\_\_ is a hotel employee who carries baggage and does other errands for the guests. The terms \_\_\_\_\_ and \_\_\_\_\_ are also in use. In a large hotel, a \_\_\_\_\_ is in charge of this service.
7. \_\_\_\_\_ is a person who handles the guests' baggage. In some hotels, the duties of the bellmen and the \_\_\_\_\_ are separate.
8. A French term for doorkeeper or custodian is \_\_\_\_\_. In a hotel, the employee at the key or information desk is sometimes called so.
9. \_\_\_\_\_ is a hotel employee who is stationed at the door of the hotel to help the guests with their baggage and obtain transportation for them.
10. The control point for a telephone system is\_\_\_\_\_.

### **VOCABULARY PRACTICE.**

5. *Match the documents with the definitions.*

1. Hotel Register
2. Reservation Form of Card
3. Reservation Diary or Daily Arrival List
4. Reservation Chart
5. Room Status Board
6. Guest Index
7. Guest History

- a) Provides a visual record of all reservations for a period and shows at a glance rooms reserved and those remaining to be sold.
- b) Lists all current guests in alphabetical order with their room numbers and provides an additional quick point of reference in larger hotels.
- c) Standardizes the details of each booking, forms the top sheet of any documents relating to it, and enables a speedy reference to any individual case.
- d) Records all previous visits to the hotel for any individual and contains important statistical reservation and revenue data.
- e) Shows all rooms by room number and floor, and gives the current and projected status of all rooms on a particular day, with details of occupation.
- f) Records all bookings by date of arrival and shows all arrivals for a particular day at a glance.
- g) Records all arrivals as they occur and gives details of all current and past guests.

6. *A guest is phoning the Tavistok Hotel. Put the phrases in the correct order (1-14). The first one has been done for you.*

- a) American Express. The number's 8773 457 238 5549. Will you need a deposit?
- b) Hello, I'd like to book a room, please.
- c) Yes, it's Henry Fox, and the address is 30 Lime Walk, Leeds.
- d) Certainly, sir. When would you like to come?
- e) An individual booking - it's for our wedding anniversary.
- f) No, but you have been recommended to us by friends.

- g) I'll just check availability. Yes, that's fine. Is this a company booking or an individual booking, sir?
- h) OK, 30 Lime Walk. May I ask if you've stayed with us before?
- i) No, a deposit won't be necessary. If you'd like to make a note of your reservation number, it's P 227.
- (1) j) Tavistok Hotel, Reservations. Charles Thompson speaking.
- k) That's nice to hear. How will you be paying?
- l) Right, in that case we'll provide complimentary flowers and champagne. May I have your name, please?
- m) On the eleventh of May, for two nights. A double room for myself and my wife.
- n) Thank you very much. Good-bye.

7. Use the information from the dialogue above to fill in this reservation card.

**Reservation Card**

Name:

Arrival Date:

No. of nights:

Room type:

Company / Individual:

Stayed before:

Method of payment:

Credit card No.

Address:

Reservation No.

8. Fill in the gaps with the words from the box:

- a) access      d) merge      g) windows  
 b) screen      e) data      h) format      j) software  
 c) processor    f) network    i) password

- 1) We have our guests' addresses on the computer, so it's easy to \_\_\_\_\_ them and send them a publicity letter.
- 2) I find it difficult to read the words on then \_\_\_\_\_ because there's too much light behind it.
- 3) You can work on different things at the same time —for example, you can work on two letters and use the calculator, and they appear in different \_\_\_\_\_.
- 4) I don't use a typewriter any more — all our documents are done on the word-\_\_\_\_\_.
- 5) I don't really like the way your letter looks — why don't you try doing it again in a different \_\_\_\_\_?
- 6) We gather as much information about our guests as we can and we store the \_\_\_\_\_ on a hard disk.
- 7) The new program makes it much easier to \_\_\_\_\_ the information that you need to find.

8) Before you can get to the information about the hotel's finances, you have to type in a secret \_\_\_\_\_.

9) Our computers are linked together in a \_\_\_\_\_ we can all exchange information.

10) Whether or not a computer is easy to use depends on the \_\_\_\_\_ rather than the machine itself.

### 9. *Read out the lecture and translate it.*

Today I'm going to talk about some of the traditional ways of recording reservations. Of course some hotels use computers nowadays, but one thing is the same for almost all hotels, and that is that when the guest makes a reservation, the details of the reservation are written down on a piece of paper — that's **before** we enter the information into any other record, and **before** we key into a computer, or anything else. The reservation is noted down.

How do we do this? Well, in most hotels, you would find a **standard reservation form**. Now, you can see a reservation form is useful in several ways. First of all it acts as a check-list. It helps you to make sure that you get **all** the necessary information from the person.

Secondly, it **standardizes** the information. It gives the information in the same place and the same order for every guest, and that means we can find the information very quickly when we want it. And thirdly, it reminds us to tell the guest certain things — things he should know, like the rate for the room.

OK, so we've filled in the reservation form. Next, we can enter all the reservations into a **reservation diary** under the date when the guests are due **to arrive**... under the date of arrival. Of course, this is a **loose-leaf diary**, you can take pages out and put them in as you want. So you have a new page for each day of arrival. Each new page goes at the back of the diary, and each old page is removed from the front, after the guests for that day have arrived. Of course each page may have the names of several arriving guests. Remember that these names **aren't** in alphabetical order. They are written down in the order in which they make their reservation.

OK, the diary is fine for checking for arrivals, but it doesn't tell at a glance which of your rooms are going to be occupied and for how long. It's useful to know the advance occupation of each room, especially in hotels with many different types of room.

So we record the advance reservations **on a reservation chart**. It's useful when there are many different types of room because you can see immediately which type of room is available and match each room with the guest's requirements. And of course it's also useful in hotels where guests stay quite a long time, I mean three nights or more. Without a chart you may not easily see when the room will become available. So it is often used in the older, resort type of hotel, where guests often stay for several days and book a long time in advance.

### 10. *Answer the questions.*

1) Give two ways in which a reservation form is useful.

2) Where do new pages go into the reservation diary? Front or back?

- 3) Are names in the diary written in order of booking or in alphabetical order?
- 4) Why is the reservation chart useful when there are many different types of room?
- 5) Complete this sentence:

A reservation chart is also useful in hotels where guests...

11. Complete the text below using the words in the box:

- |               |             |             |                |
|---------------|-------------|-------------|----------------|
| a) computer   | d) received | g) date     | j) traditional |
| b) occupation | e) recorded | h) number   | k) recording   |
| c) computers  | f) key in   | i) terminal |                |

Nowadays, more and more hotels use \_\_\_\_\_. As soon as the reservation is \_\_\_\_\_ it is \_\_\_\_\_ on the \_\_\_\_\_. Then later, when the Receptionist wants to know about the \_\_\_\_\_ of a room, all she has to do is \_\_\_\_\_ the room \_\_\_\_\_ and the \_\_\_\_\_ on the computer. However, in this unit we are going to look at other, \_\_\_\_\_ ways of \_\_\_\_\_ information which are still widely used.

12. Read the first part of the lecture again and complete the sentences spoken by a hotel staff trainer using the words in the box:

- |                     |                       |                      |
|---------------------|-----------------------|----------------------|
| a) reservation form | d) reservations diary | h) reservation chart |
| b) reservation      | e) room               | i) types             |
| c) date             | f) arrive             |                      |
|                     | g) advance (x 2)      |                      |

- 1) As soon as a guest makes a \_\_\_\_\_, we write the details on the \_\_\_\_\_.
- 2) Next, we can enter all reservations into a \_\_\_\_\_, under the \_\_\_\_\_ when the guests are due to \_\_\_\_\_.
- 3) It's useful to know the \_\_\_\_\_ occupation of each \_\_\_\_\_, especially in hotels with many different \_\_\_\_\_ of room. So we record the \_\_\_\_\_ reservations in a \_\_\_\_\_.

13. Read the final part of the lecture and sum up the information you've learned:

Now, none of these records we've talked about so far will let you **check through** the names of guests alphabetically.

So I'm going to deal with one type of record which lets you do this. It's a **reservation rack**, and it was a system called the **Whitney System**. This system is rather like a reservation diary ... but instead of putting the reservations in a diary, you write them on a special slip of paper. The information on the top of each slip is the most important information, and that is the date of arrival, the name, and the room type required.

OK, as I say, you don't have this information in a diary, but you put it on a slip, and you put the slips into a rack.

All the slips for a particular arrival date are put together, in a particular place in the rack, and **within each date** they are arranged alphabetically. So you can check very quickly to see if a guest has a reservation.

14. Think and answer:

- 1) How useful is the information in the lecture? Give your reasons.

- 2) What practical advice would you use in your work? Why?
- 3) Can computers replace every procedure of registration? Why (not)?
- 4) How important is the system of registration for the overall operation of a hotel?
- 5) Do employees need special training to work at the registration desk? What sort of training?
- 6) Would you like to work at the check-in desk? Why (not)?

15. Read out the two dialogues.

**Telephone Call 1.**        **H** – Hotel  
                                      **R** – Reservations  
                                      **C** – Caller

H. Hotel Melissa. Can I help you?

C. Yes, I'd like to make a reservation, please.

H. I'll put you through to Reservations. Hold the line, please.

R. Reservations, Alex speaking. Can I help you?

C. Yes, I'd like to make a reservation.

R. Certainly. What name, please?

C. Lewis, David Lewis.

R. Right, Mr. Lewis, when would you like to stay?

C. I'd like to reserve a double room for three nights from the 21st April.

R. OK. 21st April, three nights, double. I'll just check availability... Yes, we can do that for you. Is this a company booking or an individual?

C. Oh, it's individual.

R. Have you stayed with us before?

C. No, I haven't.

R. Would you like one of our Executive rooms, Mr. Lewis, in the top floors with some wonderful views?

C. Well, actually, no, I wouldn't. My wife doesn't really like using the lift and also she's got a bad leg, so I was hoping we could have a room near the ground floor.

R. OK. I'll make a note of that and when you check in the receptionist will allocate a room on the first floor for you.

C Thank you.

R. Will you be paying by credit card?

C. Yes, I will. It's Visa.

R. And what is the number?

C. Hold on... It's 4335 17136 094

R. So that's 4335 171 36 094. And your address?

C. 14 St John's Road, London.

R. OK, Mr. Lewis, that's reserved for you. Your reservation number is PS 1462. We look forward to seeing you on the 21st.

C. Thank you.

R. You're welcome.



**Telephone Call 2.**      **H** – Hotel  
                                  **R** – Reservations  
                                  **C** – Caller

H. Hotel Melissa. Can I help you?  
 C. Good morning. I'd like to reserve a couple of rooms.  
 H. Certainly. I'll put you through to Reservations. Hold the line, please.  
 R. Reservations, this is Alex speaking. How can I help you?  
 C. Good morning. This is Jane Priestley from Imperial Plastics. I'd like to reserve a couple of doubles for April 13th.  
 R. Two doubles for April 13th... Right. Availability is fine for that night. Is that a company booking?  
 C. Yes, Imperial Plastics. The rooms are for a Mr. Hamilton and Mr. Johansson, spelt J-O-H-A-N-S-S-O-N. They'd like the Executive rooms.  
 R. OK. You have an account with us, don't you?  
 C. Yes, we do.  
 R. But the guests haven't stayed with us before, have they?  
 C. No, I don't think so.  
 R. And how is the account be settled?  
 C. Full bill on the company account.  
 R. Can I just check your contact details? It's Miss Jane Priestley, Imperial Plastics, Old Dock Road, London.  
 C. That's correct.  
 R. Right, Miss Priestley, the reservation number is PS 43307. I would be grateful if you could just confirm in writing, by fax if you like.  
 C. Certainly. Thank you for your help.  
 R. You're welcome. Good bye.

*16. Complete the information in the chart below.*

**The information Chart**

	<b>Caller 1</b>	<b>Caller 2</b>
Name of guest(s)		
Arrival Date		
No. of nights		
Room type		
Company / Individual		
Stayed before		
Method of payment		
Credit card No.		
Address:		
Reservation No.		
Special Requests		

## **LANGUAGE FOCUS**

*Asking and answering questions.*

17. Notice the way we use tag questions to ask for confirmation:

It was Miss King, **wasn't it?**

You have an account with us, **don't you?**

But the guests haven't stayed with us before, **have they?**

18. Now you add tag questions to the following statements:

There isn't a doctor in the hotel, \_\_\_\_\_?

You wanted to pay in cash, \_\_\_\_\_?

You haven't spoken to the duty manager yet, \_\_\_\_\_?

We couldn't have a receipt for that, \_\_\_\_\_?

It's more expensive in high season, \_\_\_\_\_?

You are settling by credit card, \_\_\_\_\_?

We can sign the agreement today, \_\_\_\_\_?

They're not postponing the conference, \_\_\_\_\_?

You have confirmed your booking, \_\_\_\_\_?

19. Read about finding out the information you need and ask questions as in the example.

**Example:** Find out it the guest requires a room with bath. — Do you require a room with bath, sir?

1. Find out when Mr. Harris confirmed his booking.
2. You don't know if Mrs. Thomas has made a reservation.
3. You want to know if Mr. Jones can change his booking.
4. Find out if he will confirm in writing.
5. You want to know if Mrs. Lake is cancelling her reservation.
6. You want to know which tour group she is, with.
7. You need to know where her next destination is.
8. You don't know if the tour group has arrived.
9. Find out if the receptionist checked the registration card.
10. You need to know who Mrs. Masters is waiting for.
11. Find out why Mr. Stanley is leaving earlier than expected.
12. You need to know if he wants an early call.

20. Notice how we use should when giving advice and make your own sentences.

**Example:** The receptionist didn't check the registration cards. — You should always check the registration cards.

1. The guest left his Key Card in his room.
2. The receptionist didn't prepare the arrival list.
3. The guest forgot his Hotel Voucher.
4. The clerk forgot to confirm a booking.
5. The receptionist was not polite to the guests.
6. The reservations clerk didn't note down the customer's name.

*21. Read and translate the text.*

It is important that the hotel receptionist should make sure that guests are registered correctly. A hotel register or more usually, a registration card is used to record the full name, nationality, home address and signature of each guest. Foreign visitors must provide additional information such as passport number and its place of issue and their next destination.

Many hotels use the registration card to find out more about their customers and ask questions about occupation method of payment and purpose of visit.

The receptionist should always check that the registration cards are completed correctly and legibly. What if there is a query? Well, then the receptionist should politely ask the guest for clarification. It is also necessary to make sure that the reservation details have not changed. After this the receptionist can inform the guest of the room number and rate. With that sort of guest, the receptionist should obtain the original hotel voucher and check it against the hotel's copy. When large tour groups are checking in, it is useful for the tour leader to deal with the registration cards and hand them over to the reception desk himself.

Accurate information on room status throughout the hotel is most important, of course. A room status system must provide clear information and it must be capable of rapid alteration. There are various methods in use from simple manual systems such as the room board to computerized systems such as electronic room status linking receptionist housekeeping, and the cashier's office.

*22. Answer the questions:*

What kind of information is requested on registration cards?

Why must the receptionist check completed registration forms?

What should the receptionist obtain from a guest with a travel agency booking?

Why is it useful for a tour leader to deal with the registration cards for a tour group?

Give three examples of room status systems.

*23. Read the description of the Whitney room status system and draw the flow chart to illustrate it.*

When a guest checks in, the receptionist looks at the room rack and allocates a room by pushing the slider to yellow. This shows that the room is let. After the guest has registered, the receptionist prepares a rack slip. These rack slips are normally in four parts: in white, pink, yellow and blue. The white copy is placed in the room slot, the pink copy goes into the alphabetical rack, the yellow copy goes to the telephonist and the blue copy goes to the porter's desk. This system makes sure that the house list is kept in alphabetical order.

When a guest leaves, the rack slip is removed from the room rack and crossed through with a red pencil. This is then sent to the other departments and the staff removes the guest's slip. In this way, the house list is still kept in alphabetical order.

**DISCUSSION**

*24. Discuss the next problem.*

A guest who stays at a hotel without an advance booking is often called a "**chance guest**". Receptionists have little information about these guests. There are different ways of deciding whether to accept chance arrivals or not.

**How do you think a hotel should deal with the problem?**

25. *Read and act the dialogue.*

Mr. Grey has arrived in Moscow and is staying at Hyatt Hotel. He is talking to Igor Leonov at the reception.

Mr. Grey – **G**;

Igor Leonov – **R** (Registration)

R. Good evening. Can I help you?

G. Yes. I've booked a room for the next three nights.

R. Could you give me your name, please?

G. Yes. It's Grey, Gerald Grey.

R. Ah yes, Mr. Grey. Here it is. A single with bath until the 27th. Would you fill in this Registration Card while I prepare your Key Card?

G. Certainly. Ah good, it's in English. Let me see ... name ...J first name ... Why do you need these passport details?

R. They are for the Police Department. We have to ask you for this information by law.

G. Here you are. I think I've filled it in correctly.

R. Yes, That's fine, Mr. Grey. Here's your key. It's room 408 on the fourth floor and the daily rate is \$300, excluding breakfast. And here's your Key Card with details of you booking on the front. Inside, it tells you about all the services the hotel can provide. You should carry it at all times. You'll need it as identification in the hotels and restaurants if you want drinks and meals charged to your account.

G. Right. I'll take good care of that. You mentioned food. Is it possible to get something to eat this late?

R. Yes, our restaurant is still open: Or if you want something lighter, there's the Coffee Shop. It's open round the clock.

G. Good. I'll put my luggage in my room first. How do I get to it?

R. Don't worry about that. The porter will take your bags up in the lift and show you to your room.

G. Right. Thank you very much. Good night.

26. *Answer the questions:*

1. Why should Mr. Grey carry his Key Card?
2. At what time of the day did Mr. Grey arrive?
3. When does the Coffee Shop close?
4. How will Mr. Grey find his room?

27. *Match the words on the left with definitions on the right.*

- |                         |                                       |
|-------------------------|---------------------------------------|
| 1) open round the clock | a) a person in charge of a tour group |
| 2) room status          | b) internal telephone number          |
| 3) hotel voucher        | c) place to which a person is going   |

- |                   |  |
|-------------------|--|
| 4) legibly        | d) form issued by travel agent reserving hotel accommodation and often recording part of full payment in advance |
| 5) tour leader    | e) open 24 hours a day   |
| 6) destination    | f) place where passport was obtained   |
| 7) adjoining      | g) condition and availability of each room   |
| 8) place of issue | h) way of showing who you are, a passport, for example   |
| 9) identification | i) in a way that is easily read  |
| 10) extension     | j) next to each other  |

### **READING**

28. *"Lodgistix" is a computer software company which specializes in providing computer software for the hotel industry. You are going to read part of the information brochure about their Reservation and Front Office Systems. Use a dictionary if necessary.*

**LODGISTIX** presents LANmark Property, Management System — the next generation

#### **Enter a world of incredible speed and knowledge!**

Written by hotel people for hotel people, and especially for network technology, LANmark is amazingly intuitive in use. Seamless integration of modules puts all your hotel services together in a powerful computer system that is both flexible and unlimited.

#### **Reservations & Front Office.**

**1.** The LANmark Reservation System provides total flexibility in tailoring the system to meet each individual client's needs

**2.** There is greater potential to increase revenues by use of up-to-the-minute statistics from market segments, sources of business, nationality codes, corporate client details, guest history records, and property totals.

**3.** The Reservation System utilizes help keys and windowing features throughout, enabling the reservationist easily to identify and act on organization displayed.

The use of colors is an important feature further aiding the operator. All informational and screen formats have been designed for fast, accurate and complete reservations processing.

**4.** On reservation entry, a search of matching Guest History names can be made quickly and easily, greatly reducing the booking time for future reservations. The Guest History record contains important statistical reservation and revenue data clearly showing the last time the guest stayed, the total number of stays to date, and total spent. Unlimited guest folios can also be stored including full transaction details.

**5.** The Reservation System allows for the creation of word processing merge files for all or selected Guest History masters, and is an important marketing tool. Both the sales and marketing departments can access this information through management and password controls

**6.** The Lodgistix LANmark Front Office System has been designed to improve guest services and maximize profits.

7. There is provision for quick individual and group reservation check-in and check-out to minimize guest waiting-time. Registration cards can be printed prior to arrival in a batch print run or in arrival upon request. At registration, the receptionist can auto-assign a room number or display the room rack to select a room number that meets the guests' requirements. Room selection can be by room descriptions, complex room type, or rate code to give maximum flexibility in allocating the required rooms.

29. Match each paragraph of the text with one of the summary sentences below:

- a) You will quickly be able to find out if a guest has stayed before and use this information.
- b) You can change the system to suit your particular ho-tel.
- c) Your marketing department will be able to use the information in the Reservation System.
- d) Your employees will find the system easy to use.
- e) You will be able to process guests quickly when they arrive (and when they leave) by allocating suitable; rooms immediately.
- f) You can use detailed statistical analysis of the guests to help increase profits.
- g) Your guests will get a better service and you will get a bigger profit.

30. Find words in the text which mean:

- a) a set of computers connected in order to send and share information
- b) divisions on a computer screen to show separate pieces of information
- c) the front glass surface of a computer monitor
- d) the style in which information is displayed
- e) information (for processing or storing)
- f) files that combine different information from different sources into a single document
- g) obtain stored information from a computer's memory
- h) a secret group of letters or numbers which must be used by a person before they can operate a computer system
- i) a single operation to produce a large group of similar documents

31. Read out some phrases from a conversation between a receptionist and a guest checking in without a reservation. Put these phrases in a logical order.

- \_\_\_ Would you like an Executive at £125 or a Standard at £95?
- \_\_\_ And may I take your home address, please?
- \_\_\_ It's room 760 in the seventh floor.
- \_\_\_ Hello.
- \_\_\_ And the name, sir, is...?
- \_\_\_ Here is your credit card, passport, and here's your key.
- \_\_\_ This is your registration card. Can you just check through the details, please?
- \_\_\_ Just the one night?
- \_\_\_ Because you're not a British citizen; I'll require your passport in order to complete the registration.

\_\_\_ How will you be settling your account, sir?

32. Look at the flow-chart below showing the procedure that hotel staff should follow when dealing with a reservation.

a) Check the order of phrases in the previous exercise.

Does it follow the pattern?

b) Write down what the hotel employee says at each of the numbered places. Act out a conversation with a partner.

1 Answer phone and identify yourself

2 Find out caller's name

3 Find out dates

4 Check availability of rooms

Company booking?

Yes

No

5 Find out company name

5 Has guest stayed before?

Yes

No

6 Special rates organized

6 Retrieve guests history  
and offer similar room

6 Offer more  
expensive room

Yes No

7 Stayed before?

7 Continue with booking details  
(but also refer to Sales  
&Marketing Dep.)

7 Take contact

Yes

No

8 Retrieve guests history  
(preference, etc.)

8 Put clients into system

8 Ask for confirmation by credit  
card (if possible)

9 Reserve similar room

9 Offer most expensive room

9 Give reservation number

10 Find out how to be settled (by client/ on account;  
full bill/ room & breakfast only)

10 Ask for confirmation in  
writing (if not by credit card)

11 Take contact details – enter account details

12 Give reservation number

13 Ask for confirmation in writing

14 Finish the call

33. Read out a real check-in conversation and compare it with your notes.

**R** – Receptionist

**G** – Guest

R. Can I help you, sir?

G. Hello, I'd like a room for the night.

R. Do you have a reservation?

G. No, I don't.

R. OK. Just the one night?

G. Yes.

R. And one person?

G. One person, yes.

R. Would you like an Executive at £125 or a Standard at £95?

G. Just a Standard.  
 R. OK... Do you have a preference for a twin or a double-bedded room?  
 G. Twin, please.  
 R. Do you have a preference for smoking or non-smoking?  
 G. Non-smoking, please.  
 R. OK. You are in room 760. How will you be settling your account, sir?  
 G. Visa.  
 R. By Visa card. May I take an imprint of your Visa card?  
 G. Here you are.  
 R. Thank you. And the name, sir, is...?  
 G. Paul Smith.  
 R. And may I take your home address, please?  
 G. It's 5383 Collins Avenue, Chicago.  
 R. OK, sir. Because you're not a British citizen, I'll require your passport in order to complete the registration.  
 G. Here it is.  
 R. Thank you very much.  
 G. Does the rate include breakfast?  
 R. No, it doesn't. Breakfast is £7.50 for continental and £9.95 for English and is served in the Restaurant on this floor from 6.30 all morning, or you can order in your room through room service at no extra charge.  
 G. OK.  
 R. This is your registration card. Can you just check through the details, please?  
 G. Yes.  
 R. And sign here.  
 G. OK.  
 R. Thank you. Here's your credit card, passport, and here's your key. It's room 760 on the seventh floor. The elevator is on the right. If you just tell a porter your room number, he'll follow you up with the luggage.  
 G. Thank you very much. R. Enjoy your stay.

*34. Invent a similar situation, some details for yourself and your partner and act out a dialogue.*

### **Hotel Facilities and Services**

Normally, most hotels offer necessary facilities and services for guests to make their stays most enjoyable. Therefore, all hotel staff must be very well informed about what kinds of facilities and services their hotels can offer in order to be able to answer all the guests' enquiries about hotel facilities and services.

Consequently, this chapter aims to introduce most common facilities and services generally provided by hotels: general facilities in the hotel, room facilities, business center, and event planning.





### **General Facilities in the Hotel**

*1. Read the following website and discuss these questions.*

1. What is the name of the hotel?
2. Where is the hotel?
3. What facilities and services can you find in the hotel?

### Special Offers



Santorini Hotel Matina offers discounts of 20% for ...

### ONLINE BOOKING

CHECK IN DATE:  CHECK OUT DATE:

PERSONS PER ROOM:

[CHECK RATES & AVAILABILITY](#)



[more photos...](#)

### Hotel Matina \*\*\*

P.O. Box 5213 Kamari Beach  
Santorini Island - Greece 84700  
Tel: +30 22860 31491 & 32285  
Fax: +30 22860 31880  
[www.hotel-matina.com](http://www.hotel-matina.com)  
E-mail: [info@matina.gr](mailto:info@matina.gr)  
[info@hotel-matina.com](mailto:info@hotel-matina.com)

## Combining traditional architecture with modern style in elegance!



### Facilities and Services in Matina Hotel in Santorini

In the family owned Santorini Hotel Matina you will discover the reality of **Greek hospitality** and feel the comfort of being at home.

The warm atmosphere, the modern facilities and the excellent services will guarantee you a relaxing and an enjoyable vacation. And, with the assistance of our **experienced and exceptionally friendly staff**, you can discover the outstanding beauty of Kamari beach and Santorini island.

Start your day with our **enriched buffet breakfast with Greek specialties and family recipes**. It offers a great variety as there are cereals, fried eggs, Greek yogurt and honey, home made cakes, home made marmalades & jams, fresh local fruits and vegetables from our family garden etc.

Enjoy your breakfast in the veranda overlooking the pool and the colorful garden with bougainvillea flowers climbing over the balconies. The combination of beautiful colors, scents and tastes under the Greek sunshine and blue sky, will make Matina Hotel in Santorini your ideal holiday resort.

Our **clear blue swimming pool** offers a quiet and natural setting for you to relax and unwind. Enjoy our pool bar's wide range of drinks, local wines and tasty homemade snacks, prepared with an emphasis on local products to keep you refreshed throughout the day.

You can enjoy our **complimentary high-speed wireless internet** to stay connected with your family and friends during your holiday.

Enjoy all modern comforts of a big hotel in a family atmosphere!

### Hotel Facilities and Services:

- Swimming pool & pool bar
- 24hrs reception
- Concierge & Information Desk (Maps and island information)
- Buffet breakfast (Enriched with Greek specialties)
- Early breakfast & Take away breakfast upon request
- Room service (11:00-23:00)
- Wake up call service
- 3 choices of pillows (Soft/hard/Anatomical)
- Second cleaning service in the evening
- Satellite TV lounge
- Free WIFI in all the rooms and the public areas
- Tablet and Laptop available upon request
- Beach and Pool Towels
- Towel change on request
- Laundry, dry cleaning and ironing service
- Internet corner
- Fax & Scanner service
- Baby chair & Baby-cot upon request
- Early check in / Late check out upon request
- Travel Agency on site (Bus & boat excursions, Rent a Car/moto)
- Towel change upon request
- Baby chair & Baby-cot upon request
- Airport/port transfers available on request



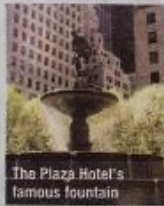
2. Look at the information from an online booking service and complete the each statement with the name of a hotel (or hotels). Then compare choices and reasons with a partner

1. Stella Korman, 35, doesn't like the beds in most hotels. However, if she stays at \_\_\_\_\_, her room will definitely have a great bed.
2. Mark and Nancy Birdsall (22 and 21) are always online. If they stay at the \_\_\_\_\_, the Wi-Fi service is not only free, but it's really fast.
3. Lucy Lee, 36, will pay more for a hotel that is very comfortable and offers a lot of services. If she stays at \_\_\_\_\_, she'll be very happy.



Our best picks for New York City

● \$ Budget ● \$\$ Moderately priced ● \$\$\$ Expensive ● \$\$\$\$ Very expensive



**The Plaza Hotel** \$\$\$\$

Most famous

Located just across from New York's fabulous Central Park, this is as near as it gets to the best shopping along New York's famous Fifth Avenue. This 1907 hotel, with its beautiful fountain, is a famous location in many popular movies and books. Rub shoulders with the rich and famous. Attentive hotel staff available on every floor—service doesn't get much better than this!

Amenities: 4 restaurants • full-service spa and health club • concierge • business center • 24-hour room service • twice-daily housekeeping service

More Info



**Broadway at Times Square Hotel** \$\$

Most convenient

In a great location—next to Times Square and the best Broadway musicals and plays, this convenient hotel is two blocks from the subway, ten minutes from Rockefeller Center, and ten blocks from the Museum of Modern Art.

Amenities: 24-hour business center • 24-hour front desk • fitness center • free Wi-Fi • wake-up service

More Info



**YOTEL** \$\$\$

Most high-tech

Popular with young travelers, this very cool high-tech hotel, located only two blocks from the Port Authority bus station, offers automatic electronic check-in and robot bell service! A kitchen on every floor offers free hot drinks and a way to prepare your own food. And super-strong Wi-Fi service makes connecting to the Internet fast and headache-free. Enjoy Yotel's Latin-Asian restaurant and entertainment, or hang out at New York's largest roof garden.

Amenities: 24-hour front desk • laundry • currency exchange • tour desk • ATM • concierge service • fitness center • free Wi-Fi

More Info



**Casablanca Hotel** \$\$

Most unusual

Conveniently located near Times Square and more than fifty restaurants and two major museums, this award-winning hotel has lots of atmosphere—it's decorated in a colorful authentic Moroccan style. Its friendly, helpful staff make your stay an experience you won't forget, and it's also surprisingly affordable!

Amenities: 24-hour front desk • free Wi-Fi • free passes to nearby health club • free breakfast • free coffee, tea, cookies, and fruit all day • Italian restaurant on first floor

More Info



For the budget minded

**Hotel Pennsylvania** \$

A huge 1,700-room hotel and a great value. Traveling with your cat or dog? Pets are welcome.

**The Hotel Newton** \$

Even though it's far from many of New York's most popular attractions, it features large clean rooms and wonderfully comfortable beds for a good night's sleep. Sorry, no pets.

**The Gershwin Hotel** \$

Around the corner from the Empire State Building, this artistic 1903 historic hotel is just a short walk to Grand Central Station and the United Nations Building. Every room displays a famous artist's painting.

More Info

4. Brenda Rey prefers hotels that are different and interesting. If she stays at \_\_\_\_\_, she'll find them different from other hotels.

5. James Kay always travels with his dog, Louie. If he stays at \_\_\_\_\_, Louie will have to stay home.

3. Listen to the conversation between a front desk clerk and a guest, and complete the missing parts.

**Clerk:** Good afternoon. What can I do for you?

**Guest:** We just arrived at the hotel. Can you tell us what (1) \_\_\_\_\_ you have?

**Clerk:** The Sunshine Restaurant is open now. There's also (2) \_\_\_\_\_ buffet each morning.

**Guest:** Great! Can we get (3) \_\_\_\_\_ at seven tomorrow?

**Clerk:** No problem. What's your room number?

**Guest:** We're in room 709.

**Clerk:** All right. Don't forget to try our (4) \_\_\_\_\_ on the third floor. There is also (5) \_\_\_\_\_ on the fifth floor, with computers, copiers, and fax machines.

**Guest:** How about a nice place to relax here?

**Clerk:** The beach is just down the street. And out in back, we have (6) \_\_\_\_\_, (7) \_\_\_\_\_, and (8) \_\_\_\_\_.

**Guest:** Great. Now we have an excuse to shop—to buy swimming suits.

4. Match each word in column A with the definition in column B.

A		B
_____	1. complimentary	A. a meal people serve to themselves
_____	2. lounge	B. a large bath
_____	3. sauna	C. given for free
_____	4. buffet	D. a public room to relax
_____	5. Jacuzzi	E. a heated room

5. Match these dialogues with the hotel facilities

Gym Restaurant Business center Spa Swimming pool Gift shop

Dialogue 1: \_\_\_\_\_

**Guest:** I really like this bracelet. How much is it?

**Clerk:** It's 25 percent off right now.

Dialogue 2: \_\_\_\_\_

**Guest:** Can I order beverages in the pool area?

**Clerk:** Yes, of course. I'll bring you the menu.

Dialogue 3: \_\_\_\_\_

**Guest:** My shoulders hurt. Do you have a masseuse?

**Clerk:** Yes, we do. There's also a sauna.

Dialogue 4: \_\_\_\_\_

**Guest:** What would you like to have for breakfast?

**Clerk:** I'll have the continental breakfast.

Dialogue 5: \_\_\_\_\_

**Guest:** Excuse me. Can we book a conference room?

**Clerk:** Certainly. We have different room sizes. Here is the collection of photos.

Dialogue 6: \_\_\_\_\_

**Guest:** I want to ride on a stationary bike.

**Clerk:** We've got several down the hall. Enjoy your workout.

6. Complete the conversation, between a front desk clerk and a caller, with the words in the boxes. Then listen again to check your answers.

limousine include range single lanes buffet  
shuttle bus facilities special offers health center

**Clerk:** Hello. Best Western Hotel, Hong Kong. May I help you?

**Caller:** Yes, I'd like some information about your hotel?

**Clerk:** What would you like to know?

**Caller:** First, how much are your (1)\_\_\_\_\_ rooms?

**Clerk:** The rates vary depending on the season and type of single. We have single rooms with queen-sized beds and king-sized beds. They can (2)\_\_\_\_\_ from HK\$1,000 to HK\$2,500.

**Caller:** I see. Does the price (3)\_\_\_\_\_ breakfast?

**Clerk:** Usually. There are some (4)\_\_\_\_\_ that don't though.

**Caller:** Could you tell me about your (5)\_\_\_\_\_?

**Clerk:** We have a 25-meter pool, with eight (6)\_\_\_\_\_. We also have a (7)\_\_\_\_\_ and spa.

**Caller:** That's great. And what kinds of restaurants do you have?

**Clerk:** We have Chinese restaurant, a Japanese restaurant, and a (8)\_\_\_\_\_ with both Eastern and Western food.

**Caller:** When are they open?

**Clerk:** The Chinese and Japanese restaurants are open for lunch and dinner. The buffet serves three meals a day.

**Caller:** One more thing. Is there a (9)\_\_\_\_\_ to the airport?

**Clerk:** Yes. It runs every half an hour from 6.30 a.m. to 11 p.m. And we also have (10)\_\_\_\_\_ service, if you like.

**Caller:** OK. Thank you.

**Clerk:** You're welcome. If you need more information, please visit our website at [www.bestwesternhotel.com](http://www.bestwesternhotel.com). It's very comprehensive.

**Caller:** I've got it. Goodbye.

**Clerk:** Goodbye.

7. Read the conversation between a hotel staff and a caller, and fill in the missing parts with the words in the boxes. Then listen again to check your answers

shuttle bus	equipped	professional	massage	domestic
excessive	squash court	amenities	indoor	dropped off

**Hotel Staff:** The Victoria Hotel, can I help you?

**Caller:** Yes, I'm thinking of bringing a group to your hotel.

I'd like to know that what (1)\_\_\_\_\_ about health and fitness are provided in your hotel.

**Hotel Staff:** There's a fully (2)\_\_\_\_\_ fitness club here with an (3)\_\_\_\_\_ swimming pool and a (4)\_\_\_\_\_. You'll find high performance exercise equipment as well as a wonderful sauna.

**Caller:** Is there a spa?

**Hotel Staff:** Yes, there is. We offer relaxing (5)\_\_\_\_\_ and a variety of facial treatments with our highly-trained, experienced and (6)\_\_\_\_\_ staff.

**Caller:** I'm wondering if there is any available (7)\_\_\_\_\_ to the airport....or should I take a taxi instead?

**Hotel Staff:** Our hotel provided free airport transfer service, so you don't have to worry about not being picked up or (8)\_\_\_\_\_ for a flight.

**Caller:** That sounds interesting. I'll think about it and call you later.

**Hotel Staff:** Do you need further information?

**Caller:** Ah, yes. Are pets allowed in your hotel?

**Hotel Staff:** Yes, we are delighted to welcome pets to our hotel, but only (9)\_\_\_\_\_ pets, like cats and dogs, are allowed to stay.

**Caller:** I'd like to know if your hotel charges extra for pets?

**Hotel Staff:** No, there is no fee for pets. However, guests are responsible for any (10)\_\_\_\_\_ damage or cleaning that is required.

**Caller:** That's great. Thank you for all information.

**Hotel Staff:** You're welcome. Thank you for calling the Victoria Hotel.

8. Listen to the conversation between a receptionist and a guest asking about the hotel safe. Then complete the missing parts.

**Receptionist:** Front Desk. What can I do for you today, Mr. Stamps?

**Guest:** Well, my wife is traveling with a lot of (1)\_\_\_\_\_.

And to tell you the truth, we don't feel (2)\_\_\_\_\_ leaving it in the room because there isn't an (3)\_\_\_\_\_.

**Receptionist:** I can understand that. Would you like to use the hotel safe?

**Guest:** That would probably be a good idea.

**Receptionist:** Then could you please bring your (4)\_\_\_\_\_ to the Front Desk?

**Guest:** The Front Desk? Doesn't your hotel have a safe we could use by request?

**Receptionist:** I'm sorry, but we don't sir. However, let me (5)\_\_\_\_\_ you that there's nothing to worry about. Our safe is not only fireproof, but also guarded 24 hours a day.

**Guest:** OK, that sounds fine. Do I have to prepare anything?

**Receptionist:** No, you don't. But we'll need you to fill out some forms, including an (6)\_\_\_\_\_ list of your valuables.

**Guest:** All right. That seems pretty easy. I'll be right down.

**Receptionist:** I'll see you in a few you in a few minutes. I hope this can help to put your mind at ease, Mr. Stamps.

**Guest:** Oh, it helps a lot. Thank you.

8. Read the conversation between a front desk clerk and a guest asking about the fitness center. Then answer the following questions.

**Guest:** Excuse me. How can I get to the fitness center?

**Clerk:** It's in the basement. You can take either the elevator or the stairs.

**Guest:** I don't think I'll take the elevator. That seems a bit lazy. Where are the stairs?

**Clerk:** Go down the hall all the way to the end. They're on the right.

**Guest:** OK. Where in the basement is the fitness center?

**Clerk:** Go past the sauna and turn right. The signs will direct you there. You can't miss it.

**Guest:** When does it close?

**Clerk:** It closes at 10 o'clock sharp. Don't worry. You still have plenty of time.

**Guest:** Is there anything I should know about using the fitness center?

**Clerk:** Yes, please take a towel and wear the appropriate exercise clothes.

**Guest:** Is that it?

**Clerk:** The treadmill is out of order right now. Hopefully, it'll be fixed by tomorrow.

**Guest:** That's OK. I want to lift weights.

**Clerk:** Well, we've got lots of those. Please don't forget to put them back when you're finished.

**Guest:** I won't.

**Clerk:** Alright then, enjoy your workout.

1. Where is the fitness center?

---

2. Does the guest prefer using the elevator?

---

3. What does the front desk clerk suggest the guest when using the fitness center?

---

4. Does the guest run on the treadmill?

---

5. What does the guest want to work out at the fitness center?

---

9. *Work in pairs. Read the information below. Then practice asking about hotel facilities*

Student A: You are the front desk clerk at the Miracle hotel. Answer the caller's questions about the hotel.

Student B: You are interested in staying at this hotel. Find out about the facilities.

<p><b>MIRACLE HOTEL</b></p> <p><b>Facilities:</b> Swimming pool, restaurants, buffet, business center, gym, tennis courts, spa, cafes, lounges, etc.</p> <p><b>Airport Shuttle Service:</b> Every hour from 6.00 a.m. to 10.30 p.m.</p> <p><b>Double room:</b> US\$150 per night (includes a daily breakfast and a morning newspaper)</p>
---

### Room Facilities

1. *Match these pictures with the correct descriptions.*



1. \_\_\_\_\_



Figure 4.5

2. \_\_\_\_\_



Figure 4.6

3. \_\_\_\_\_



Figure 4.7

4. \_\_\_\_\_



Figure 4.8

5. \_\_\_\_\_



Figure 4.9

6. \_\_\_\_\_



Figure 4.10

7. \_\_\_\_\_



Figure 4.11

8. \_\_\_\_\_



Figure 4.12

9. \_\_\_\_\_



Figure 4.13

10. \_\_\_\_\_



Figure 4.14

11. \_\_\_\_\_



Figure 4.15

12. \_\_\_\_\_



Figure 4.16

13. \_\_\_\_\_



Figure 4.17

14. \_\_\_\_\_



Figure 4.18

15. \_\_\_\_\_



Figure 4.19

A. wardrobe

B. wide-screen satellite TV

C. bath amenities

D. bedside control

E. direct dial telephone

F. safe

G. air-conditioning

H. Internet access

I. minibar

J. electronic pump pot

K. bathtub

L. nightstand

M. hair dryer

N. shower

O. kitchenette

2. Listen to the conversation between a bellboy and a guest, Mr. Cooper after checking into the hotel. Then answer the following questions.

**Bellboy:** Good afternoon, Mr. Cooper. Welcome to the Meridian Hotel. Is this your baggage?

**Guest:** Yes, my stuff.

**Bellboy:** Certainly, please follow me. I'll take you to your room.

**Guest:** Thank you.

**Bellboy:** My name is David. It's my pleasure to serve you. If you have any questions, please feel free to ask. (The elevator stops.) After you, Mr. Cooper.

**Guest:** Thank you.

**Bellboy:** (In the hall way) This way, please. Here's your room 1416. (David opens the door.) Where should I put your baggage, Mr. Cooper?

**Guest:** Right on the bed.

**Bellboy:** Certainly, Mr. Cooper. May I introduce the guest room facilities now?



**Guest:** Go ahead.

**Bellboy:** The minibar is right over there, beside the TV. The remote control is on the TV. The bedside console enables you to control the radio and the lights. There is an electric razor outlet in the bathroom, if you need it.

**Guest:** (Look at the closet) Is there any way I can get some more hangers?

**Bellboy:** Of course. Just dial 01 for Housekeeping.

**Guest:** Dial 01? OK, I've got it.

**Bellboy:** And there is a hotel brochure on the dresser. It includes a complete list of services and phone numbers.

**Guest:** Thank you for the information. I appreciate it.

**Bellboy:** You're welcome, Mr. Cooper.

1. Who escort Mr. Cooper to his room?

---

2. Where does David put the guest's baggage?

---

3. What kinds of room facilities are there in the room?

---

4. What does Mr. Cooper want?

---

5. How can Mr. Cooper ask for other services?

---

*3. Listen to the conversation between a guest and a bellboy introducing in-room facilities. Then complete the missing parts*

**Guest:** Could you briefly run over the facilities in the room?

**Bellboy:** Certainly, Ms. Gray. This room is equipped with (1) \_\_\_\_\_ access, an all-weather temperature (2) \_\_\_\_\_, a 35-inch wide-screen TV, and a voice message system.

**Guest:** Do you have (3) \_\_\_\_\_? I have to make a lot of calls, so I don't want to bother the operator all the time.

**Bellboy:** Of course. There is an (4) \_\_\_\_\_ direct dial telephone in your room. We'll also give you a private phone number.

**Guest:** Great. (Looking) By the way, what's that on the ceiling?

**Bellboy:** It's a (5) \_\_\_\_\_. We have one in every non-smoking room.

**Guest:** A cigarette-detecting device? How does it work?

**Bellboy:** It will (6) \_\_\_\_\_ water automatically when it detects smoke and heat.

**Guest:** Alright, I see. There must be something special about this bed. It looks luxurious.

**Bellboy:** It is indeed. We give our guests only the best quality (7) \_\_\_\_\_ and (8) \_\_\_\_\_. We also use 400-thread-count sheets.

**Guest:** The bedding sounds comfortable. I can't wait to go to sleep.

**Bellboy:** I hope you enjoy your stay at our hotel, Ms. Gray. **Guest:** I'm sure I will.



- A. Internet access
- B. Air-conditioning
- 3. Where should Mr. Kelly put his money and valuables?
  - A. At the Front Desk
  - B. In the closet
  - C. In the safe
  - D. Next to the console
- 4. What should Mr. Kelly do if he wants to make phone calls?
  - A. Ask an operator to help him
  - B. Dial 0 first for outside calls
  - C. Use the direct dial telephone
  - D. Use the computer in his room
- 5. What will happen if Mr. Kelly smokes in his room?
  - A. The room temperature will soon go up.
  - B. He will be moved to a smoking room.
  - C. The air-conditioning will be turned off.
  - D. The cigarette-detecting device will go off.

**Business Center**

1. Match the office equipment with the correct descriptions.

- A. USB ports
- B. photocopier
- C. speakers
- D. paper shredder
- E. fax machine
- F. laptop
- G. digital projector
- H. scanner
- I. laser printer
- J. headset with microphone

1. _____	2. _____	3. _____
		
Figure 4.20	Figure 4.21	Figure 4.22
4. _____	5. _____	6. _____
		
Figure 4.23	Figure 4.24	Figure 4.25
7. _____	8. _____	9. _____
		
Figure 4.26	Figure 4.27	Figure 4.28
10. _____		
		
Figure 4.29		

2. Listen to the three conversations talking about IT requirements. Then answer the following questions.

Conversation 1

**Guest:** Hello. My flight's been delayed until this evening. Is there somewhere I could work for a couple of hours?

**Staff:** Yes, of course, sir. Our business center has free Wi-Fi for guests and is very quiet.

**Guest:** That's great. And where is the business center?

**Staff:** Take the lift up to the second floor and you'll see the entrance in front of you.

**Guest:** OK. Thank you.

Conversation 2

**Guest:** Hi, I need to use the Internet but my laptop isn't working.

**Staff:** Are you staying here, sir?

**Guest:** Yes.

**Staff:** Then you can use the Internet center facilities free of charge.

**Guest:** Great. Will I need a password for the computer?

**Staff:** Yes, you will and it's printed on this card. Enter your username KingParkAvenue and this is the password.

**Guest:** Thank you

Conversation 3

**Guest:** Can I borrow an adaptor, please? The plug on my lead doesn't fit in the socket.

**Staff:** Certainly, sir. I can lend you a travel adaptor. That should fit.

**Guest:** Is there a printer here, too? I need to print something out.

**Staff:** Of course, sir. Printouts cost 10 baht per page.

**Guest:** Is it a color printer?

**Staff:** Yes, it is.

**Guest:** Good.

1. On which floor is the business center?

---

2. Does the guest have to pay to use the business center?

---

3. Why does the guest need an adapter?

---

4. How much does it cost to print one page?

---

5. Can the guest print in color?

---

*3. Read the conversation between a guest and a business center staff, and fill in the missing parts with the words in the boxes.*

*Then listen again to check your answers.*

*(B= business center attendant)*

**Guest:** I need to use your business center. What are the hours?

**Staff:** We're (1) \_\_\_\_\_ from 7.00 a.m. to 10.00 p.m., Monday through Friday, and 8.00 a.m. to 5.00 p.m. on weekends.

**Guest:** Oh, you've got long hours. Where are you (2) \_\_\_\_\_?

**Staff:** The business center is up on the 15th floor, near the entrance to the (3)\_\_\_\_\_ garden.

**Guest:** OK, I've got it. (A few minutes later, the guest enters.)

**Staff:** Good afternoon, sir. May I help you with something?

**Guest:** Yes, I need to use a computer.

**Staff:** Certainly.

**Guest:** Oh, I'd like to (4)\_\_\_\_\_ a fax too.

**Staff:** What would you like to do first?

**Guest:** Let me use the computer first. I'll need to type something up, (5)\_\_\_\_\_, and then fax it.

**Staff:** All right. Please follow me. I'll get you set up on a computer.

**Guest:** Thank you. Do your computers have (6)\_\_\_\_\_ and presentation software?

**Staff:** Yes. They have both (7)\_\_\_\_\_.

**Guest:** Wonderful. And do you have any laptops to rent out? Mine just (8)\_\_\_\_\_.

**Staff:** Yes, we do. Would you like us to help you get your laptop (9)\_\_\_\_\_?

**Guest:** Could you? That would be wonderful great.

**Staff:** Sure. I can get someone to take it to a computer shop (10)\_\_\_\_\_ and have them take a look at it. But first, let's get you a computer to use.

**Guest:** OK.

#### 4. Complete these sentences

for          on          out          of          up          per

1. Take the lift \_\_\_\_\_ to the 15th floor.

2. I need to print something \_\_\_\_\_.

3. The business center is \_\_\_\_\_ the fifth floor.

4. You can use the business center facilities free \_\_\_\_\_ charge.

5. Our business center has free Internet access \_\_\_\_\_ guests.

6. Color printouts cost 10 baht \_\_\_\_\_ page

#### 5. Suppose you are showing guests how to use a photocopier. Fill in the blanks with the words in the box and put the sentences in order.

press    on    put    close    select

1. Then, \_\_\_\_\_ the cover.

2. Finally, \_\_\_\_\_ this button.

3. First, \_\_\_\_\_ the paper \_\_\_\_\_ the glass.

4. After that, \_\_\_\_\_ the number of copies you need.

6. Suppose you are working at the business center. Complete the following dialogue using the cues provided.

**You:** (1)\_\_\_\_\_ (Say hello to the guest politely.)

**Guest:** Good morning. Is this the business center? I need to check my emails.

**You:** (2)\_\_\_\_\_ (Answer politely that it is and ask if the guest is staying at the hotel.)

**Guest:** Yes, I'm in Room 1077.

**You:** (3) \_\_\_\_\_ (Explain that the business center is free of charge.)

**Guest:** Where can I plug in my laptop?

**You:** (4) \_\_\_\_\_ (Answer and direct the guest to a work station.)

**Guest:** Oh! My lead doesn't fit in this socket.

**You:** (5) \_\_\_\_\_ (Politely offer to lend guest an adaptor.)

**Guest:** That would be great. Thanks a lot.

**You:** (6) \_\_\_\_\_ (Reply to the guest's thanks.)

**Guest:** Can I use the printer here too?

**You:** (7) \_\_\_\_\_ (Tell the guest yes but there is a charge.)

**Guest:** How much does it cost?

**You:** (8) \_\_\_\_\_ (Tell the guest 10 baht per sheet.)

**Guest:** Can I charge it to my room?

**You:** (9) \_\_\_\_\_ (Tell the guest yes he can.)

**Guest:** OK. Thank you.

**You:** (10) \_\_\_\_\_ (Reply politely and tell the guest to let you know if he needs anything.)

## Event Planning

1. Discuss these questions.

1. Generally speaking, what types of events are held in a hotel?

---

---

---

2. Have you ever used a hotel business center's facilities?

---

---

---

3. When is the last time you attended a wedding banquet held in a hotel?

---

---

---

2. Read the conversation between a hotel's event planner and a caller, and fill in the missing parts with the words in the boxes. Then listen again to check your answers.

basic package

host a seminar

overnight accommodation

capacity

additional

catered lunch

**Event planner:** Hello. Event Planning Department. How may I help you?

**Caller:** Hello. I work at JSL International, and we would like to (1)\_\_\_\_\_ for about 120 people at your hotel.

**Event planner:** It would be our honor, madam. May I have your name, please?

**Caller:** It's Walker. Emily Walker.

**Event planner:** Yes, Ms. Walker. My name is Frank. Is this going to be a one-day seminar or will it include (2)\_\_\_\_\_?

**Caller:** Actually, it'll be for one day.

**Event planner:** And what date would you like to book?

**Caller:** February 13th. We'd like to go from 9.00 a.m. to 5.00 p.m. with a (3)\_\_\_\_\_ at noon.

**Event planner:** Let me see.....Yes, February 13th is available. I'll pencil you in, Ms. Walker.

**Caller:** Great.

**Event planner:** Our (4)\_\_\_\_\_ for a 120-person seminar is \$2,000. And a catered lunch will cost an (5)\_\_\_\_\_ \$1,000 to \$1,500.

**Caller:** A few extra people might show up at the last minute.

**Event planner:** That's not a problem. Our conference room has a (6)\_\_\_\_\_ of 150. But it'll affect the fee, Ms. Walker.

**Caller:** OK. Right now, though, I just want to check the date with you and make a reservation. Can I get back to you tomorrow to discuss the details?

**Event planner:** Certainly. I'll be in the office until 6.00 p.m., Ms. Walker.

**Caller:** Thank you. Goodbye.

3. *Work in pairs. Read the following information and then practice taking and making a reservation. Add necessary information as you wish*

Name of Guest	Mr. Johnson/International Trade Ltd. or Ms. Kidman/IT Smart Ltd.
Room Type	Auditorium
Event	Product launch
Time	Next Monday, 3.00 p.m.-5.00 p.m.
Number of Guests	Approximately 100
Equipment	Laptop, PowerPoint, screen, projector, microphone
Services	Valet parking, catering, videotaping

4. *Listen to the conversation between an event planner and a caller arranging a wedding banquet. Then decide if the following statements are true (T) or false (F)*

**Event planner:** Event Planning. This is Ellen speaking.

**Caller:** Hello. I'd like some information about having a wedding banquet at your hotel.

**Event planner:** Certainly, madam. May I ask your name, please?

**Caller:** It's Isabella Swan.

**Event planner:** What date you like to host the wedding banquet on?

**Caller:** November 4th.

**Event planner:** Certainly. How many people do you expect to attend?

**Caller:** I think there will be 400 guests. So, I'll need 50 tables.

**Event planner:** We have a room available, Ms. Swan. It fits 45 to 60 tables?

**Caller:** Great. What are our menu options?

**Event planner:** We have three menus at \$150, \$200, and \$250 per table.

**Caller:** OK. One more thing-- and what if some of our guests are vegetarians?

**Event planner:** That will not be a problem, Ms. Swan. Would you like to come in and work out the details?

**Caller:** Sure. How about Wednesday afternoon at around 2.00 p.m.?

**Event planner:** Very well, Ms. Swan. We'll be expecting you this Wednesday at 2.00 p.m.?

**Caller:** Thank you. See you then.

- \_\_\_\_\_ 1. The hotel guest has both regular and vegetarian menus.
- \_\_\_\_\_ 2. 400 people will attend the wedding.
- \_\_\_\_\_ 3. The hotel has a banquet room that holds 70 tables.
- \_\_\_\_\_ 4. There are two types of menus.
- \_\_\_\_\_ 5. Ms. Swan will check out the banquet hall at 2.00 p.m. tomorrow.

5. *Suppose you are a wedding planner at the Grand Hyatt Hotel, designing a wedding invitation for your guests. Fill in the blanks with the given information.*

- A. Four Seasons Hotel Seattle
- B. the sixth
- C. marriage vow
- D. in the evening
- E. be present



## UNIT 7. THE BACK OF THE HOUSE

### READING

#### 1. Read and translate the text.

Most of the guests in a hotel are unaware of the facilities in the back of the house, such as the linen rooms, the storage areas for extra furniture and equipment, the workshops for carpentry and upholstery, the heating and air-conditioning units, and all the other parts of the hotel that provide comfort to the guests. The design and location of these facilities are an important aspect in a successful operation. To a considerable extent, back-of-the-house jobs are performed out of sight of the hotel guests, but they are vital components in a smooth and efficient hotel operation.

A hotel operates twenty-four hours a day. This is true of back-of-the-house functions. Good organization and efficient utilization of the quiet night hours are factors that help to run a hotel smoothly.

Hotels sell service rather than a product, or in other words, service is their product. Nevertheless, each has a large and complex industrial-like operation with sophisticated equipment and machinery that must be maintained in good working order.

The most important part of the operation is **the guest room**. In a sense, it is possible to say that a clean and attractive room is **the product** that the accommodations industry offers. This makes **the housekeeping department** of primary importance in the operation of any hotel, from the smallest motel to the most deluxe luxury establishment.

A small hotel may employ only a few **chambermaids** to work under the supervision of the manager or his wife.

A large hotel is likely to have a large department headed by **an executive housekeeper**, with several assistants and many chambermaids and **housemen**. In either case, housekeeping demands a considerable variety of materials, such as cleaning materials, bed linens, pillows, towels, paper products, ashtrays, stationery and so forth. The list could go on to include all the items that are found in a normal hotel room or are used to keep it clean and attractive.

The actual work of cleaning and caring for the guest rooms is performed by the chambermaids. In most hotels these employees are women. Their duties include making or changing beds, dusting furniture, sweeping or cleaning floors and carpets, washing bathrooms, replacing towels and washcloths and supplying the rooms with the items that are specified by management or custom. In addition, they are expected to report any signs of damage or **wear and tear** that may make repairs necessary. Depending on the type of operation, a chambermaid should be able to clean between ten and twenty rooms a day. Chambermaids have a limited amount of contact with guests. A guest may ask the chambermaid to make up his room at a certain time, or he may indicate he does not want to be disturbed at all. Almost all hotels provide signs that the guest can hang on the doorknob. In addition, guests frequently ask chambermaids for items that are supplied by the housekeeping department, such as matchbooks, irons, special pillows or pitchers of cold water. In some hotels, chambermaids pick up and deliver clothing for the **laundry and valet service**.

Heavier chores are performed by men who are usually called **housemen**. Their work involves **window-washing**, **shampooing carpets**, removing and cleaning **draperies**, cleaning the public areas of the hotel, polishing metal, and many other tasks that might be considered beyond the physical capacities of women. The housemen also run errands for the housekeeping department, such as filling guests' requests for special pillows, extra hangers, irons and ironing boards, and hair dryers.

The hotel **laundry and valet service** (for dry cleaning and press-ing) are also parts of the housekeeper's domain.

The hotel's own work is the biggest part of the laundry's job: washing hundreds or thousands of sheets, towels, tablecloths and napkins that are soiled during every day of the hotel's operation. The same is true of the valet service, which cares for the uniforms of the hotel staff. Laundry and valet service must also provide quick and efficient service, to guests who need clothes washed, cleaned or pressed.

Hotel personnel constantly do **repair and maintenance** work. This includes painting rooms and public areas, repairing worn or damaged furniture, repairing plumbing and lighting fixtures, doing upholstery work, patching carpets and hundreds of other chores that are necessary to keep the operation up to the established standard. A few large hotels maintain their own workshops for such tasks as carpentry and upholstering. Many hotels also employ their own painters who refurbish the guest rooms and the public areas on a regular schedule. One repainting a year is usually sufficient in normal circumstances, but damage to a room may make a special paint job necessary.

In some hotels, **engineering** is a separate operation from maintenance. In these cases, the engineering department is responsible for the mechanical equipment. A modern hotel uses a great deal of complicated equipment, involving its heating and air-conditioning systems, elevators, escalators, electricity and plumbing, to name only the most important. Technicians in all of these specialties are employed under the supervision of a chief engineer. Their real job is not so much to repair damage as to prevent it. A guest room that is out of service cannot produce any income for the hotel. Through techniques that prevent damage and wear, the housekeeping, maintenance and engineering staffs try to keep as many rooms in service as possible.

Some hotels, particularly those in the resort category, have **exterior grounds** that must be maintained as carefully as the hotel's interior.

For these hotels, **the head groundskeeper** has a staff of gardeners and maintenance men who **water lawns**, cut grass, plant and **tend flowers**, shrubs and trees, and carry out other necessary tasks. A few hotels employ a **landscape gardener** or **architect**, who works with the head groundskeeper as the interior decorator: works with the housekeeper.

In other words, the landscape gardener designs the ground and gardens but asks the advice of the groundskeeper in order to avoid maintenance problems.

The housekeeping staff must coordinate its activities closely with the front desk. The front desk provides the housekeeper with a list of rooms that are being vacated again as soon as possible.

The complex structure and efficient operation of all divisions and departments in a large hotel enable it to meet the requirements of guests and to maintain the high standards of the establishment.

2. *Answer the following questions:*

- What are the facilities in the back of the house?
- Why are they vital components of the smooth hotel operation?
- How do these facilities help to provide comfort to the guests?
- Why is hotel compared to industrial-like operation?
- What is the most important part of this operation?
- What is the product that a hotel offers?
- What makes the housekeeping department of primary importance?
- What is a typical organizational structure of the house-keeping unit?
- What materials are used to keep a hotel clean and attractive?
- What are the duties of chambermaids?
- What are they expected to report about?
- Are there any additional chores and duties? Give examples.
- Who performs heavier chores? Why?
- What do these chores include?
- What services does laundry and valet service provide?
- What does repair and maintenance work include?
- What is the engineering department responsible for?
- What is the real job of technicians?
- What is the best way to keep rooms in service?
- How are exterior grounds kept?
- Who normally takes care of gardens and the landscape?
- What specialists are involved in designing and tending exterior grounds?
- How important is good coordination for efficient functioning of a hotel?

3. *Sum up what you've learned from the text about:*

- the variety of the back-of-the-house facilities;
- their importance for smooth running a hotel;
- the duties of
  - a) chambermaids;
  - b) housemen;
  - c) technicians;
- additional requests they have to fill;
- the functions of the hotel laundry and valet service;
- the importance of repair and maintenance work;
- maintenance of exterior grounds;
- close cooperation of all hotel departments and services.

4. *Find in the text words or phrases which correspond to the following definitions:*

- 1) Performing necessary housework, such as cleaning, changing beds, laundry and so on is referred to as \_\_\_\_\_.

In a hotel, this work is usually carried on under the supervision of an \_\_\_\_\_.

2) \_\_\_\_\_ is a hotel employee who takes care of the housework in the guest room.

3) \_\_\_\_\_ is a hotel employee who does heavy housekeeping chores, especially in the public areas of the hotel.

4) \_\_\_\_\_ are articles traditionally made of linen, but today more often made of cotton-sheets, pillow-cases, towels and so forth.

5) \_\_\_\_\_ and \_\_\_\_\_ service includes washing and dry cleaning and pressing. In many hotels, and service takes care of the needs of the guests and the hotel itself.

6) A specialist in the design and furnishing of rooms or other interior spaces is called \_\_\_\_\_.

7) \_\_\_\_\_ involves keeping the building and furnishings in good repair by necessary painting, carpentry, upholstery and so on. It is often a separate department from housekeeping.

8) The \_\_\_\_\_ department in a hotel keeps the mechanical equipment in good working order; it is often a separate department from both maintenance and housekeeping.

9) \_\_\_\_\_ is a person who takes care of gardens and other exterior areas.

10) A specialist in the design of gardens and other exterior areas is called \_\_\_\_\_.

5. Here are some extracts from a hotel room guide about facilities a guest can obtain inside the room. Complete the extracts using the words in the box:

- |                 |                 |                |             |
|-----------------|-----------------|----------------|-------------|
| a) selection    | e) handset      | i) dial        | m) stock    |
| b) 24-hour      | f) instructions | i) switchboard | n) account  |
| c) refrigerator | g) drinks       | k) alcoholic   | o) facility |
| d) local        | h) movies       | l) viewed      | p) overseas |

Early morning  
call

Lift the 1) \_\_\_\_\_ of your telephone.  
2) \_\_\_\_\_ the required time in hours and minutes using  
the 3) \_\_\_\_\_ clock, e.g. 08.15 (8.15 a.m.)

Mini Bar

Soft 4) \_\_\_\_\_ and a selection of 5) \_\_\_\_\_ beverages  
can be obtained in the 6) \_\_\_\_\_ in your room. Items will be  
charged to you 7) \_\_\_\_\_, and the 8) \_\_\_\_\_ replaced daily.

Tea and Coffee

You will find a 9) \_\_\_\_\_ for making tea and coffee in your  
room.

TELEPHONE

For 10) \_\_\_\_\_ calls, dial 0 and then the number. For long-  
distance or 11) \_\_\_\_\_ calls, dial 9 to contact the 12)

TV and Video

programmes may be 13) \_\_\_\_\_ on the TV set in your room.  
A 14) \_\_\_\_\_ of In-house 15) \_\_\_\_\_ is available for your  
enjoyment. For 16) \_\_\_\_\_ on viewing and charges please see  
our separate video guide.

6. Here are some more hotel services described in a hotel guide:

**VALET SERVICE  
SIGHTSEEING  
DOCTOR**

**THEATRE TICKETS  
HAIRDRESSING  
PACKED LUNCHES  
FOREIGN EXCHANGE**

*Match the headings above with the advice about each service below:*

- a) The Hall Porter will be pleased to advise you of current shows and will make reservations to suit your requirements.
- b) For minor alterations to clothes, sewing, stain re-moval, etc. contact the Housekeeper.
- c) Please contact the Duty Manager if medical attention is required. Note that medical fees are the direct re-sponsibility of hotel guests.
- d) These are available if ordered from Room Service the day prior to requirement.
- e) For tours in and around the city please contact the Hall Porter.
- f) Both of these will be exchanged at the reception desk at the displayed rate.

7. Hotel guests have a wide variety of needs. Some of these are listed below. Decide which member, or members, of staff should deal with each of these requirements.

Example: If a guest wants a) some drinks in his room, he could call

**6) Night Porter or 9) Room Service**

**A guest wants:**

- a) some drinks in his room
- b) some soap
- c) to stay at the hotel again
- d) his shirts cleaned
- e) some writing paper
- f) to leave a message
- g) to cash a traveler's cheque
- h) to extend her stay
- i) some theater tickets
- j) medical attention
- k) to hire a car
- l) to change her room
- m) to cash a personal cheque
- n) to deposit some valuables
- o) an early call
- p) a newspaper in his room
- q) his baggage moved

**Members of staff**

- 1. Bookings Clerk
- 2. Cashier
- 3. Duty Manager
- 4. Hall Porter
- 5. Housekeeper
- 6. Night Porter
- 7. Porter
- 8. Receptionist
- 9. Room Service

8. Find jobs that a chambermaid does. Match words in columns A & B. Usually, more than one verb is possible.

**A**

replace, wipe, vacuum, make, change,  
water, empty, clean, polish, dust

**B**

the plants, the bed, the mirror, the floor, the  
towels, the toilet, desk tops and table top, the  
bath, the carpets, the sheets, the ashtray

## Table 2

9. The guests are mentioning problems with their rooms. Match the replies to the requests from the list below:

- 1) Can you send someone up, please? The bulb in my bedside lamp is broken.
- 2) Can you help me, please? I'd like to make some telephone calls, but there's no telephone directory in this room.
- 3) Can you send a chambermaid to room 303? The bed sheets haven't been changed.
- 4) Hello. I'm in room 217. Does nobody look after the plants here? The plant in my room is almost dead.
- 5) I'm not satisfied with this room. The carpet is very heavy.
- 6) You haven't finished this room yet, have you? The ashtray needs emptying.
- 7) I've just unpacked and there's a small problem in my room. There are no coat hangers in the wardrobe.
- 8) I'm afraid the chambermaid hasn't done a very thorough job in my room. The bath hasn't been cleaned.

### Replies are in a different order from the requests:

- a) Oh, I am sorry. I didn't notice that. I'll empty it for you.
- b) Really? I'm very sorry about that. Some of our staff is still going through training, you see. I'll make sure she comes back and cleans it right away.
- c) I'm very sorry. There ought to be one in every room. I'll bring one up to your room immediately.
- d) Certainly, sir. The Housekeeper will be up to replace it right away.
- e) I'm very sorry, madam. The chambermaid should have changed them. I'll tell the Housekeeper to come up and change them now.
- f) Thank you for mentioning it, madam. The Housekeeper is usually very careful about watering them, but she's been on holiday this week. I'll send someone up to water it now.
- g) Sorry about that, sir. I'll ask the floor maid to vacuum it at once.
- h) Oh, dear, I don't know how that could have happened. Somebody must have taken them. I'll bring some up to your room right away.

10. Now practice similar dialogues using the tables below:

### Table 1

There's	no	toilet paper		room.
There are		soap		washbasin.
		towels		bed.
		sheets	in the	desk.
		telephone directory	on the	bathroom.
		room service menu		bedroom.
		television		wardrobe.
		coat hangers		

**Reply:** Sorry sir/madam, I'll bring one some up for you.

The bed hasn't been made.  
 sheets changed.  
 bath haven't been cleaned.  
 wastepaper basket emptied.

**Reply:** I'm sorry about that, I'll send someone up to make change it right away.  
 clean them empty

**Table 3**

The bath needs cleaning.  
 sheets need changing.  
 furniture dusting.

**Reply:** I'm terribly sorry, sir/madam I'll ask the Chambermaid to come up and clean change dust it them at once.

**Table 4**

Have you replaced the broken lightbulb/window?  
 reported the missing towel/ashtray, etc.?  
 cleaned the torn sheet/telephone directory?  
 the cigarette burn in the bedspread/carpet, etc.?  
 the stained desktop/bath, etc.?  
 the faulty TV set/radio, etc.?  
 the dirty lampshade/curtain, etc.?

**Reply:** - Yes, I've already replaced it done  
 - Not yet, but I'm going to replace to clean it now to do

11. In every room, the Housekeeper of Chambermaid has to check for items that may be damaged, missing, etc. Which items do you think may be:

- a) broken?                      c) torn?                                      e) out of order?
- b) missing?                      d) marked or stained?

12. Read out the dialogues between a trainee chambermaid and the floor maid and note down the items which are damaged, missing, out of order.

**Dialogue 1**

**T.** In Room 101 there's a bad cigarette burn on the bedside table - a new one I think. And the bulb in the bathroom shaving lamp has gone.

**M.** Have you replaced the bulb?

**T.** Yes, I have. But what do we do about the cigarette burn?

**M.** I'll come and see how bad the damage is.

## Dialogue 2

**M.** What's 201 like?

**T.** The TV set isn't working. I've already contacted the Maintenance Engineer.

**M.** That's fine. Anything else?

**T.** The telephone directory is badly torn.

**M.** Oh well, you'd better replace it. You'll get one in the bookstore.

## Dialogue 3

**T.** I've just come from 301 and it's in a terrible mess. They've drawn pictures on the walls, they've torn the curtains, they've broken a mirror and I think they've stolen the bedspreads...

**M.** We'll have to report this to the General Manager immediately. It could be a matter for the police.

## Dialogue 4

**T.** There's a faulty radio in 401. It makes a terrible noise when I switch it on.

**M.** OK. Have you reported it to the Maintenance Engineer?

**T.** No, not yet.

**M.** Well, you'd better do that now. Is the room OK otherwise?

**T.** The bath is badly stained. I suppose there's rust in the pipes and it leaves a mark.

**M.** Yes, it's a common problem here. Have you cleaned it?

**T.** Not yet, but I'm going to clean it now.

*13. Think of similar situations and make up dialogues.*

*14. Act out these situations.*

**Situation 1.** You are a trainee housekeeper. You are contacting the hotel Maintenance Engineer to tell him about:

- a TV set that is out of order in room 302;
- a telephone that is broken in room 123;
- a water pipe that is leaking in room 219;
- a window that cannot be shut in room 210;
- two bulbs that need replacing in the second floor corridor;

**Find out:**

- a) if the Maintenance Engineer will attend to the jobs;
- b) when the jobs will be done;
- c) what he wants you to do yourself.

**Situation 2.** You are a Housekeeper reporting to a Hotel Manager on the state of a room after a guest has left it.

A lot of things have been damaged and a lot of things are missing.

**Situation 3.** You are the Hotel Manager. Ask the Housekeeper questions, to find out exactly how much is damaged or missing. Take a note of the information the Housekeeper gives.



Decide what you are going to do about it.

15. *Vocabulary Check: Translate into Russian the names of furniture items and equipment in bedroom and bathroom.*

tap (faucet = AmE)	ashtray	wardrobe
toilet flush	towel	hotel stationery
	pillow	coat hanger
curtains	wall cabinet	blanket
radiator	shower curtain	bedside table
plug	desk top	sheet

16. *Read and translate into Russian an article from "The Financial Times".*

### **BEYOND ROOM SERVICE.**

With short-term overseas stays on the rise for executives, **Lisa Freedman** finds rooms that are part flat and part hotel.

The service-term apartment is a hybrid, part hotel and part apartment, where services are supplied, as in hotels, at varying levels.

Like hotels, they offer freedom from the tyranny of utility bills and maintenance, and most provide daily or weekly cleaning.

Unlike hotels, however, residents have their own kitchen, living-room, front-door key and telephone number. Also, they can leave their belongings in place and have people to stay.

With prices between those of a hotel and a conventional rental, their primary advantage is flexibility of time-scale. Although some London boroughs may insist on a minimum stay, most providers can offer weekly or daily accommodation.

Serviced apartments have long been around, but primarily for tourists. It is only since the late 1980s, with globalization, that they have acquired a business-related emphasis.

Now it would appear, they offer an increasingly attractive option, where accommodation can be booked at short notice and costs can be calculated in advance and factored into budgets.

"It is also easy to know what you're getting," says the director of John D. Wood's **short-term lets department**. "We've just let five flats in one block to one company. They had a virtual tour and showed me flat to everyone on the team. Everyone could be in the same place." With service apartment, companies needn't worry about inventories or the bureaucracy of rates and bills.

And these apartments — partially under the influence of American providers, such as Oakwood and Bridge Street who moved into the market in the 1990s — can offer international level of service, with underground parking air-conditioning, 24-hour concierge, gyms and business centers. For the roving executive, service flats also supply a more relaxing base than a hotel.

Martin Hazell, managing director of Hazell Marin Services, a marine insurance company based in Greece, comes to London on business for at least one week every quarter. "I've been using The Creechurch, in the heart of the city, for about five years

for stays from a few days to two weeks. There is a lack of hotel accommodation in the area and this is much more like being at home.

There's a fax and an answering machine, and a washer and a dryer, and you can be independent."

Like the hotel trade, the service-apartment industry has a luxury and middle market, and certain providers offer different brands for each sector.

It is the upper middle-market that is likely to benefit most from the growth predicted by Cendant Mobility, a relocation company. "We intend expanding to 2,500 units in the next five years and moving into key cities in Europe, which are currently not at all well served."

Indeed, if the concept is rare in Britain, it is almost non-existent in the rest of Europe.

Most providers have seen London, with its significant transient business population, as the gateway to Europe and have set up there first.

And though France has some three-star apartments, aimed primarily at tourists, and Germany has its Comfort Inns, three-star, business-oriented apartments, neither really offers the comfort expected by the modern chief rapidly, there is quiet confidence at the top end.

The Cheval Group is a five-star provider, with locations such as Kensington, Chelsea and the City.

Launched in 1984, it was one of the earliest into the market and is growing steadily. Accommodation opening just off Sloane Square at Christmas will bring its total provision up to 175 flats.

Cheval's market is the chief executive, requiring a worry-free environment.

"They don't have to worry about looking after their life, and their families can feel secure and cared for, so the executive is more productive," says Cheval director Tony Harding. "Service apartments offer greater privacy and security than a hotel, with no maintenance problems.

Our apartments have CCTV coverage, a concierge and a maintenance team. There will never be a need to deal with the dreaded British plumber."

Plumbing aside, what about the cost? As one might expect, service apartments are more expensive than the weekly rate for an equivalent six-month let, though they tend to work out at about 25 per cent less than a hotel of a similar standard. In most, the longer you stay, the less you pay-Martin Hazell, for example, pays £150 a night for a two-bedroom apartment in the heart of the City, compared with £180 for a single room at a nearby hotel.

"If I stayed for 30 days or longer the cost would go down again, and a service apartment is much more comfortable and convenient."

### *17. Answer the questions:*

What is a service-term apartment?

In what way is it similar to a hotel?

How is it different from a hotel?

What is the primary advantage of such accommodation?

When did this kind of service appear?  
Why is it becoming increasingly popular?  
What attractive options are there for businessmen who travel a lot?  
What facilities are offered to them?  
Why do service flats supply a more relaxing base?  
What markets are there in the new hotel trade?  
What market is likely to benefit most? Why?  
Where in Europe can this type of accommodation be found?  
What kind of a company is The Cheval Group?  
How do they view their customers?  
How does the cost of service apartments compare with hotels and lets?  
Do businessmen find it reasonable?

*18. Sum up the information from the article.*

***Think and answer:***

What do you think of this type of accommodation?  
Is it easy to set up this kind of service? Why (not)?  
What future is there for service apartments?  
Have you heard about this service before? If yes, what connection?  
Would you like to stay in such an apartment? Why (not)?

*19. Find in the text English equivalents for:*

щось середнє між готелем і квартирою;  
рахунки за комунальні послуги і техобслуговування;  
постачати послуги на різних рівнях якості;  
на відміну від готелів;  
запрошувати когось погостювати;  
традиційне житло під найм;  
існують вже довгий час;  
головна перевага;  
гнучкість тимчасових графіків;  
все більш приваблива можливість;  
негайно ж;  
міжнародний рівень обслуговування;  
не потрібно турбуватися про інвентар і рахунках;  
страхова компанія морських перевезень;  
компанія з розміщення;  
передбачати зростання ринку;  
майже не існує;  
значна кількість тимчасово проживають бізнесменів;  
прийти на ринок;  
починати (справа, проект);  
відчувати потребу в спокійній, без клопоту, обстановці;  
відчувати себе в безпеці і оточеним турботою;

не потрібно мати справу з жахливим англійським сантехніком;  
мають тенденцію обходитися на 25% дешевше;  
в самому центрі Сіті;  
вартість постійно знижується.

## **Housekeeping Services**

Housekeeping is an important part of any hotel industry. It can be said that the major parts of the hotel's income come from the rooms, so housekeeping is regarded as a top concern. Generally speaking, cleanliness is an expected standard that guests would like to meet when they spend their money to stay at any hotels. However, housekeeping does not only involve someone coming to change the bedding in the guests' rooms, but a housekeeper's duty is more than that. Therefore, in this chapter main functions of housekeeping department are presented, which can be divided into three parts: housekeeping services, request for extra items, and request for extra services.

### **1. Services**

*1. Read this passage and decide if the following statements are True (T) or False (F).*

The Housekeeping Department in a hotel is the department responsible for the cleanliness appearance and condition of the entire hotel. This includes public areas and guest rooms. The Housekeeping Department is generally headed by an executive housekeeper, or head housekeeper. Working under her are assistant housekeepers, supervisors, chambermaids, housemen and many others.

Assistant housekeepers help the executive housekeeper in several areas, and may be in charge of uniforms for the staff, linen supplies, cleaning supplies and the laundry and sewing rooms. Supervisors, on the other hand, check on the work done by chambermaids and housemen. They also inspect rooms that have been cleaned and those that are vacant to make sure that they are ready for new guests.

The actual work of cleaning and caring for the guest rooms is performed by the chambermaids, whose duties include making beds, dusting furniture, cleaning floors and carpets, cleaning bathrooms, replacing towels and washcloths and supplying the rooms with such items as soap, shampoo, toilet paper, etc.

Chambermaids also report to their supervisors any sign of damage or wear and tear in the guest rooms so that repair work can be arranged. Occasionally, chambermaids have to come into contact with hotel guests.

Some guests may ask the chambermaids to make their rooms up at a certain time, or they may indicate they do not want to be disturbed at all. Others may ask chambermaids for such items as pillows, extra beds, shower caps, irons and hair dryers.

In some hotels, the chambermaids also pick up and deliver clothing, check the minibars, clean guests' shoes and turn down the bed in the evening to make the bed look more inviting. Heavier chores such as cleaning the public areas of the hotel, washing windows and shampooing carpets are generally done by men, called housemen.

In some hotels the Housekeeping Department is also responsible for laundry service, lost and found service and the preparation of gifts, flowers and special services for the hotel's VIPs.

- \_\_\_\_\_ 1. The Housekeeping Department is responsible for cleaning the hotel.
- \_\_\_\_\_ 2. The head of the Housekeeping Department is the supervisor.
- \_\_\_\_\_ 3. The cleaning work is done by chambermaids and housemen.
- \_\_\_\_\_ 4. Supervisors check on the work done by assistant housekeepers.
- \_\_\_\_\_ 5. Sometimes chambermaids have to communicate with guests.

2. Listen to the conversation between Linda, a senior housekeeper and Lisa, a new maid, and then answer the questions.

**Linda:** Make sure that you replace the hot drinks packets every day: enough for four cups a day –two per person.

**Lisa:** Where can I find the suppliers?

**Linda:** There's a supplies cabinet on every floor. The toiletries, soap and toilet paper are also stored there. Every room must have three rolls of toilet paper at all times.

**Lisa:** Do I have to change the sheet every day?

**Linda:** No, you don't have to. Only do it if the guest asks you to. But, if a guest is staying for more than three nights, you must change the sheets on the fourth day.

**Lisa:** What about the pillowcases?

**Linda:** Change them every day. They're in the linen cabinet with the towels and bathrobes.

**Lisa:** Do I have to vacuum under the bed every day?

**Linda:** Yes. Also, dust and polish all the surfaces, and pay special attention to the mirrors and TV screen. But you mustn't clean the TV screen with water.

**Lisa:** OK.

**Linda:** And don't forget to replace the TV remote control in the holder.

1. How many hot drinks packets must there be in the room every day?

\_\_\_\_\_

2. Where are hot drinks packets and supplies stored?

\_\_\_\_\_

3. How many toilet rolls must there be in the bathroom at all times?

\_\_\_\_\_

4. Does the maid have to change the sheets every day?

\_\_\_\_\_

5. Does the maid have to change the pillowcases every day?

3. Identify these bedroom and bathroom amenities, using the given words.

slippers	towels	bed	toilet roll	cups
drinks packets	safe	bathrobe	toiletries	



Figure 5.2



Figure 5.3



Figure 5.4



Figure 5.5



Figure 5.6



Figure 5.7



Figure 5.8



Figure 5.9



Figure 5.10

4. Listen to the three conversations asking for laundry services.

Then write T if the statement is true or F if it is false.

Conversation 1

\_\_\_\_\_ 1. If the guest would like to send some clothes to be washed, he can put them in the laundry bag and leave them behind the door.

\_\_\_\_\_ 2. The clothes will be collected.

Conversation 2

\_\_\_\_\_ 3. The cloths handed at 10 will be returned on the same day with no extra charge.

\_\_\_\_\_ 4. Guests will have to take the clothes to the laundry room themselves.

Conversation 3

\_\_\_\_\_ 5. When the laundry room is closed, there will still be someone to pick up the clothes to be washed.

Conversation 1

Housekeeper: Housekeeping. May I help you?

**Guest:** Yes, I have some cloths to be washed. Where should I leave them?

**Housekeeper:** There's a laundry list and a laundry bag in the desk drawer.

Just check the list and then put both the clothes and the list in the bag. Leave the bag behind the door before 9.00 in the morning. The clothes will be collected and then returned to you in the evening.

**Guest:** I see. Thank you.

**Housekeeper:** You're welcome.

Conversation 2

**Housekeeper:** Housekeeping. May I help you?

**Guest:** I'd like to send some clothes to be washed. How soon can I get them back?

**Housekeeper:** If there're handed in before 9.00 in the morning, you'll get them back at 5.00 p.m.

**Guest:** Well, it's already 11.00 o'clock and I need them for a party this evening.

**Housekeeper:** We can arrange that, sir, but there's a 50% surcharge for the express service.

**Guest:** That's OK. Can you send someone to my room to pick them up?

**Housekeeper:** Certainly, sir. What's your room number?

**Guest:** 710.

**Housekeeper:** I'll send someone up immediately.

Conversation 3

**Housekeeper:** Housekeeping. May I help you?

**Guest:** I have some cloths to be washed. Can you send someone up to get them?

**Housekeeper:** Let me check.....The laundry room is closed now. Would you please put the clothes in the laundry bag that's in the desk drawer, and leave the bag behind the door? It will be picked up early tomorrow morning.

**Guest:** But I need my laundry back tomorrow morning. I'm leaving for Hong Kong at 10.00 a.m.

**Housekeeper:** I'm afraid it won't be possible, sir.

**Guest:** All right. Never mind.

**Housekeeper:** I'm sorry, sir.

*5. Listen to the conversation a guest and a laundry worker and answer the questions*

**Laundry worker:** Good morning. You've reached the Laundry Department. How may I help you?

**Guest:** Hello. It's Ms. Lucas in Room 915. I have a suit jacket and some slacks that need dry-cleaning as soon as possible. I'd prefer not to leave them in a laundry bag outside my room door.

**Laundry worker:** I understand, Ms. Lucas. I'll send someone straight over to pick them up.

**Guest:** That would be great. Do you think they'll be ready by tonight? I'll be attending an important business meeting first thing tomorrow.

**Laundry worker:** Yes, I think so. It's still early. If we get things before 10.00 a.m., the guests can have their laundry returned by 8.00 p.m. the same day.

**Guest:** Wonderful. Thank again.

**Laundry worker:** It's my pleasure, Ms. Lucas.

1. What department does Ms. Lucas call?

---

2. What does Ms. Lucas ask for?

---

3. What does Ms. Lucas doesn't want to do with her clothes?

---

4. What is she going to do tomorrow?

---

5. When will the guests get their laundry back?

---

6. *Listen to the two conversations asking for repair services, and answer the questions.*

Conversation 1

**Housekeeper:** Housekeeping. May I help you?

**Guest:** This is Mrs. Smith in room 528.

**Housekeeper:** Yes, Mrs. Smith. How can I help you?

**Guest:** I was watching TV in my room and all of the sudden the picture disappeared. I don't know what happened to it.

**Housekeeper:** I'm terribly sorry, madam. I'll have it fixed immediately.

Conversation 2

**Housekeeper:** Housekeeping. May I help you?

**Guest:** While I was taking a shower, the hot water stopped running. I'm not used to taking cold water showers, you see.

**Housekeeper:** I'm sorry, sir. I'll send someone up to look at it immediately. What's your room number, sir?

**Guest:** 325. And the plants in my room are dying too.

**Housekeeper:** I'll ask the maid to take care of it right away. Thank you for letting us know.

1. What happened while Mrs. Smith was watching the TV?

---

2. What happened while the guest in Room 325 was taking a shower?

---

3.

What does the housekeeper do in both cases?

---

7. *Study the following laundry and dry cleaning list.*



### LAUNDRY AND DRY CLEANING LIST

Please call Ext. \_\_\_\_\_ for Collection

APT NO:	GUEST NAME	TOTAL PIECES
	DATE: _____	TIME: AM/PM _____

PLEASE TICK

**REGULAR SERVICE:**

All garments collected by 9am will be returned on the evening of the same day.  
Garments collected after 9am will be returned by the evening of the following day.

**EXPRESS SERVICE:**

Garments collected between 9am to 12pm will be returned on the evening of the same day.






No

count	GENTLEMEN		amount	count	LADIES		amount
	Shirt folding	12.00			Dress (plain)	18.00	
	Shirt Hanging	11.00			Dress (long)	18.00	
	T-Shirt	09.00			Blouse	13.00	
	Pant (long)	15.00			Skirt (plain)	15.00	
	Pant (short)	10.00			Slacks	15.00	
	Kurta Pyjama	15.00			Morning Gown	13.00	
	Underpants	8.00			Pyjamas (per set)	15.00	
	Under Shirt	8.00			Handkerchief	8.00	
	Socks (per pair)	8.00			Brassiere	7.00	
	Handkerchief	6.00			Underslip	7.00	
	Boiler Suit	17.00			Panties	7.00	
	Gatra	10.00			Stockings	7.00	
	Thobe Cotton Folding	17.00					
	Thobe Cotton Hanging	16.00					

#### DRY CLEANING & PRESSING

count	GENTLEMEN		D/C	PRESS	amount	count	LADIES		D/C	PRESS	amount
	Overcoat	28.00	14.00				Dress (plain)	24.00	12.00		
	Suit (2pcs)	28.00	14.00				Dress (long)	28.00	14.00		
	Jacket	20.00	10.00				Skirt (plain)	18.00	9.00		
	Pant (long)	18.00	9.00				Skirt (pleated)	36.00	18.00		
	Pant (short)	16.00	8.00				Suit (2pcs)	28.00	14.00		
	Shirt Hanging	12.00	6.00				Sweater	20.00	10.00		
	Tie	12.00	6.00				Blouse (silk)	20.00	10.00		
	Jersey	20.00	10.00				Blouse (plain)	16.00	8.00		
	Sweater	20.00	10.00				Saree	28.00	14.00		
	Shirt	14.00	7.00				Jacket	20.00	10.00		
	Gatra	12.00	6.00				Abaya	28.00	14.00		
	Kurta Pyjama	20.00	10.00								
	Thobe Wool Hanging	18.00	9.00								

TOTAL:

SPECIAL INSTRUCTIONS: \_\_\_\_\_ REGULAR CHARGES TOTAL OR \_\_\_\_\_

ADDITIONAL CHARGES (EXPRESS) OR \_\_\_\_\_

GUEST SIGNATURE: \_\_\_\_\_ GRAND TOTAL OR \_\_\_\_\_

CHECKED BY: \_\_\_\_\_

**CONDITIONS OF SERVICE:**

1. The price mentioned per linen item is for REGULAR SERVICE.
2. For Express Laundry (Clothes given below 12.00 noon, will be delivered back by 7.00pm the same day) the charges will be double that of normal.

8. Listen to the conversation about Lost and Found service and fill in the missing parts.

**Housekeeper:** Housekeeping. May I help you?

**Guest:** This is Mrs. Jane Anderson. I just checked out of room 815.

**Housekeeper:** Yes, Mrs. Anderson. How are you?

**Guest:** I'm fine, thank you. I've list my (1) \_\_\_\_\_. I'm not sure if I (2) \_\_\_\_\_ it in my room or (3) \_\_\_\_\_ it somewhere in the hotel.

**Housekeeper:** Mrs. Anderson, one of our chambermaids (4)\_\_\_\_\_ a watch in the bathroom and gave it to me a few minutes ago.

**Guest:** Oh, good. But how can I get it? I'm at the airport and the plane is about to take off.

**Housekeeper:** We have your address, Mrs. Anderson. We'll (5)\_\_\_\_\_ it to you right away.

**Guest:** That's very kind of you. I'm so impressed by your service. Please let me know the (6)\_\_\_\_\_ charge and I'll pay you immediately.

**Housekeeper:** Please don't worry about that, Mrs. Anderson. We're happy to mail it to you free of charge.

**Guest:** Thank you very much. Goodbye.

**Housekeeper:** Goodbye, Mrs. Anderson. And have a very nice trip home

9. Complete the conversation between a guest calling Housekeeping to make a request, using words in the boxes. Then listen again to check your answers.

running out	extra	towels
inconvenience	bring up	tube

**Housekeeper:** Good morning. Housekeeping. Alice speaking. How may I help you?

**Guest:** Well, I'd like an (1)\_\_\_\_\_ pillow. Could you also bring me a (2)\_\_\_\_\_ of toothpaste and more clean (3)\_\_\_\_\_?

**Housekeeper:** Of course, sir.

**Guest:** And the toilet paper is (4)\_\_\_\_\_.

**Housekeeper:** I'll have someone (5)\_\_\_\_\_ those things right away. What's your room number?

**Guest:** It's Room 503.

**Housekeeper:** Is there anything else we can do for you?

**Guest:** No, that's everything. Sorry if it's an (6)\_\_\_\_\_.

**Housekeeper:** It's no inconvenience at all.

**Guest:** OK, thank you.

**Housekeeper:** You're welcome. Goodbye.

10. Listen to the conversations asking for extra items. Then write T if the statement is true or F if it is false.

Conversation 1

\_\_\_\_\_ 1. The guest would like to have two more bath towels.

\_\_\_\_\_ 2. The bath towels are available.

Conversation 2

\_\_\_\_\_ 3. The guest would like an extra bed.

\_\_\_\_\_ 4. The extra bed is provided free of charge.

Conversation 3

\_\_\_\_\_ 5. The guest asks for a shower cap.

\_\_\_\_\_ 6. The chambermaid has to get the shower cap from a different floor.

Conversation 4

\_\_\_\_\_7. The guests need a portable phone charger.

\_\_\_\_\_8. The chambermaid has to get the guest the electrical appliance asked for.

Conversation 1

**Guest:** Can I have two more bath towels, please?

**Chambermaid:** You'd like two more bath towels. Certainly, sir. I'll go and get them for you right away

.....

**Chambermaid:** Here you are, sir. Your towels.

**Guest:** Thank you.

Conversation 2

**Guest:** We need an extra bed up here, please.

**Chambermaid:** You'd like an extra bed. I'm sorry, I'm not sure if we've got any beds in stock. If you'll excuse me, I'll try to find out. May I have your room number, please?

**Guest:** I'm in Room 306.

**Chambermaid:** Thank you.

.....

**Chambermaid:** (Knocks on the door.) Chambermaid.

**Guest:** (Open the door.) Yes.

**Chambermaid:** Here's your bed, ma'am. There'll be an excessive charge for an extra bed, ma'am.

**Guest:** All right. You can charge that to my account.

**Chambermaid:** Very good, ma'am. Where would you like me to put your bed?

**Guest:** Over there.

.....

**Chambermaid:** It's all set. Have a nice evening, ma'am.

**Guest:** Thank you. You too. Bye.

**Chambermaid:** Goodbye, ma'am.

Conversation 3

**Guest:** Excuse me. Could you get me a shower cap, please?

**Chambermaid:** I'm sorry, ma'am. Would you kindly repeat that, please?

**Guest:** Shower cap.

**Chambermaid:** You'd like a shower cap. Certainly, ma'am. But since we've run out of them on this floor. I'll get one for you from the fifth floor. It'll take a few minutes. May I have your room number, please?

**Guest:** It's Room 1216.

**Chambermaid:** Thank you.

.....

**Chambermaid:** (Knocks on the door.) Chambermaid.

**Guest:** Yes. (Open the door.)

**Chambermaid:** Here's your shower cap, ma'am. I'm sorry to have kept you waiting.

**Guest:** Thank you.

**Chambermaid:** My pleasure.

Conversation 4

**Guest:** Excuse me. What is the electrical voltage here?

**Chambermaid:** It's 220 volts, sir.

**Guest:** I see. Then I would need a voltage converter. Can you get me one?

**Chambermaid:** I'm sorry, sir. Would you kindly explain that, please?

**Guest:** A voltage converter is a device that converts one electrical voltage to another. You see, in order to use my 110-volt portable phone charger here. I would need a converter to change the electrical voltage from 220 volts to 110 volts.

**Chambermaid:** I see. You'd like a voltage converter. I'll go and get one for you right away, sir.

**Guest:** Thank you.

.....  
**Chambermaid:** (Knocks on the door.) Housekeeping.

**Guest:** Yes.

**Chambermaid:** I'm extremely sorry, sir. But we haven't got any converters left in our stock.

**Guest:** That's all right.

## 2. Request for Extra Services

### 1. Listen to the conversations and answer the questions

#### Conversation 1

**Guest:** I've knocked over a glass of wine. Can you send someone to clean up the mess?

**Housekeeper:** Certainly, sir. May I have your room number, please?

**Guest:** I'll send someone up immediately.

**Housekeeper:** Thank you.

(A few minutes later.)

**Housekeeper:** (Knocks on the door.) Housekeeping.

**Guest:** Yes.

**Housekeeper:** May I clean the room?

**Guest:** Yes, go head.

**Housekeeper:** Thank you.

#### Conversation 2

**Housekeeper:** Housekeeping. Sorry for disturbing you. I've come to clean your room.

**Guest:** Could you come back later, please? We're not ready.

**Housekeeper:** Of course, ma'am. Sorry about that. Please hang the 'Please Tidy My Room' sign on the door when you're ready.

**Guest:** OK. Thank you.

1. In which conversation does the guest request for cleaning service?

---

2. Why does the guest request for cleaning service?

---

3. Why won't the guest in conversation 2 let the housekeeper enter the room?

---

4. What does the housekeeper ask the guest in conversation 2 to do?

---

2. Listen to the conversation and discuss what happens and how the Housekeeping do to help the guest.

Housekeeping: Housekeeping. How can I help you?

Guest: We're having some problems in room 720. Can you send someone up right away?

Housekeeping: Certainly. What seems to be the problem?

Guest: Well, my sister spilled some juice on the bed sheets.

Housekeeping: Oh dear! We'll send a maid up with fresh linen as soon as possible.

Guest: Well, my sister tried to clean the sheets, but the water doesn't stop. Now there's water everywhere.

Housekeeping: Oh no! We'll send the janitor and the plumber too.

Guest: And then my sister slipped on the wet tile and hurt her toe.

Housekeeping: Oh, we'll also send a doctor. (the guest screams.) What's the matter?

Guest: And send an electrician as well. The lights just went out.

3. Listen to the conversations requesting for extra services, and then decide if the statement is true (T) or false (F).

Conversation 1

\_\_\_\_\_ 1. The guest would like the maid to change the sheets.

Conversation 2

\_\_\_\_\_ 2. The guest would like to have his shoes shined

\_\_\_\_\_ 3. The service charge for shining is minimal.

Conversation 3

\_\_\_\_\_ 4. The guest needs a baby-sitter because she has to attend a business meeting.

\_\_\_\_\_ 5. The housekeeper can find a reliable baby-sitter for the guest.

Conversation 1

**Guest:** Excuse me.

**Housekeeper:** Yes, sir.

**Guest:** Can you change the pillowcases for me?

**Housekeeper:** Certainly, sir. I'll do it right away.

Conversation 2

**Guest:** My shoes are dirty. Is there a shoeshine service here?

**Housekeeper:** Yes, sir. There's a shoe box on the floor, near the desk. If you put your shoes in the box, the maid will shine them for you free of charge.

**Guest:** Thank you.

**Housekeeper:** My pleasure, sir. Have a nice day.

Conversation 3

**Housekeeper:** Housekeeping. May I help you?

**Guest:** This is Mrs. Baker in Room 1017. I wonder if you can get me a baby-sitter for Friday evening from 7.00-11.00 p.m. My husband and I are going to a party.

**Housekeeper:** Certainly, ma'am. I'll try to find one for you right away, Mrs. Baker. And I'll call you back as soon as possible.

**Guest:** OK. Thank you.

(A few minutes later.)

(The telephone is ringing.)

**Guest:** Hello.

**Housekeeper:** Mrs. Baker?

**Guest:** Yes.

**Housekeeper:** This is Sally from the Housekeeping. I have good news for you. I've found reliable baby-sitter as you requested. Her name is Mrs. Brown.

**Guest:** OK. Good. Would you tell her to come on Friday at 7.00 p.m.?

**Housekeeper:** Certainly, Mrs. Baker.

**Guest:** Thank you for your help.

**Housekeeper:** It's my pleasure, Mrs. Baker. Goodbye.

**Guest:** Goodbye.

## UNIT 8. SPECIAL SERVICES AND FACILITIES

### READING

#### 1. Read and translate the text.

The list of special services offered by hotels is long. These services differ according to the location and the clientele of the hotel; luxury hotels offer the greatest range of services. This is, in fact, what makes them luxury hotels.

Large urban hotels also provide special services for businessmen. A commercial hotel, for example, can provide a skilled secretary to take dictation and do typing for travelling business people. **If** there is no specialist in the hotel itself, the front desk will have information about where to get one.

International travel has grown to the point that many hotels find it necessary to employ bilingual or even multilingual staff members. Front-desk employees in particular often are required to speak one or two languages.

**Recreational facilities** are another feature of many hotels and motels. A swimming pool is the most common of these particularly in warmer climates and in resort areas.

Sometimes a swimming pool in front of the building is a form of advertisement, especially for motels.

Other recreational facilities include tennis courts and golf courses. Many resorts are designed for winter sports such as skiing and ice skating; others provide horseback riding and other outdoor activities.

All of these recreational activities require the employment of additional personnel. Necessary swimming-pool maintenance is often contracted out. Golf courses must be carefully tended by a special staff of groundskeepers. Horses require stables and grooming.

Many resort hotels hire professional athletes to give lessons to the guests in tennis, golf and skiing. Other employees include riding instructors and guides for hikers and campers. Lifeguards are often necessary at swimming pools and beaches.

A few hotels, most of them in resort areas or large cities, include nightclubs as a part of their operation. A nightclub offers entertainment, such as dancing, a singer, a band, or a floor show in addition to food and drink. The engagement of a well-known entertainer obviously gives the hotel an excellent promotional opportunity. The hotels in the gambling resort of Las Vegas, for example, publicize not only the entertainers in their nightclubs, but also the huge salaries that they receive.

In addition, many kinds of personal services are offered by almost all establishments of any size. One service in great demand is **babysitting**. When a family is staying at a hotel and the parents want to go out for the evening, the housekeeping department can arrange for someone, most frequently one of the chambermaids, to stay with the children.

Or when a guest is ill, many hotels have a house doctor who either is a resident or is on permanent call.

If there is no house doctor, the front desk gives information about nearby doctors and hospitals.

But the most profitable for the hotel industry is the convention business.

A **convention** is a meeting of members of a business or professional group, such as scientists, dentists, booksellers or language teachers. It is held to exchange information in the field and consider other business of the organization. A typical convention lasts three or four days and includes business sessions, workshops and seminars, professional exhibits, and special events.

The facilities required for a convention are extensive. A large auditorium or hall is usually necessary for group meetings and events such as **banquets**. In addition, smaller rooms preferably of a variety of sizes, are required for workshops and seminars.

An exhibit area with adjacent loading and storage facilities, is almost always provided as well.

Attendance at many conventions runs to a thousand or more people. Attendance figures normally include only the people who actually register for the convention and do not take into account wives or other relatives or friends who may accompany the group members.

A convention guarantees a good occupancy rate for the hotel over a period of at least several days. In addition, the special exhibit and meeting areas are rented by the sponsoring organization for a fee, and the people attending the convention also generate more business in the hotel's restaurants, bars and shops. In many cases, the business and professional people who are members of the sponsoring group are accompanied by their families, and for them, in fact, a convention is a combination of business and pleasure, a chance to get away from the usual daily routine.

A hotel that handles conventions has several specialized people on the staff, the most important of whom are the salespeople who are responsible for bringing in the business. Most of them have special contacts among the groups that sponsor conventions. Negotiations for a convention may take place over a long period, as sponsors have numerous choices and can shop around for the best bargains.

Standard arrangements include reduced room rates, and the lowest possible fee for other facilities and service that are required. The salespeople must coordinate their efforts carefully with other requirements for space in the hotel.

Many hotels also have a special manager to handle all the particular arrangements that must be made once the convention has been booked into the hotel.

Conventions follow a general pattern, but they always create special problems because each one differs in detail from all the others. All arrangements must be coordinated with the other departments in the hotel.

The front desk must prepare for a surge of arriving guests, and the housekeeping department must make sure the rooms are ready when needed. The food and beverage service and the maintenance and engineering staffs must also do their parts. The installation of the exhibits may require mechanical and electrical work, and loading and unloading equipment may call for an additional work force.

If a banquet is to be served, the menu must be planned. Tables, napery and table silver must be provided and set up. Experienced banquet waiters must also be on duty.

A **banquet** is a large formal luncheon or dinner that is customarily followed by speeches and/or a ceremony. A banquet is often the final event of many conventions. Hotels that are equipped to handle conventions generally attract banquet business as



well, but any hotel with a sufficiently large dining room, ballroom or meeting room can attract banquets. The arrangements for preparing the banquet are normally the job of the banquet manager, who is sometimes responsible for the sales effort as well.

Banquet waiters require special skills. They must be able to serve large numbers of people in a short period. In many cases, they are not employed full-time, but work on a part-time basis where and when they are needed. The tips that these waiters receive are not paid by individual diners, but are included as part of the fee package negotiated by the sponsoring group.

The hotel industry is a highly competitive business, so all hotel establishments are seeking new forms and types of services to attract guests and to be able to meet all their varying requirements.

*2. Answer the following questions:*

- 1) Why is the list of special services offered by hotels long?
- 2) How does the range of services provided differ?
- 3) Why do staff members have to speak foreign languages?
- 4) What types of services can be found in resort hotels? commercial hotels? luxury hotels?
- 5) What do recreational facilities include?
- 6) Why do they require the employment of additional personnel?
- 7) What entertainment do nightclubs offer?
- 8) In what way do they promote their services?
- 9) Is babysitting in great demand? Why?
- 10) What medical service can guests have at hotels?
- 11) Why is the convention business so important?
- 12) What is a convention?
- 13) What facilities does it require?
- 14) Why does a convention guarantee a good occupancy rate?
- 15) Why do conventions generate more business for hotels?
- 16) What people are responsible for handling the convention business?
- 17) What do standard arrangements include?
- 18) How must all arrangements be coordinated?
- 19) In what way are different departments involved in servicing a convention?
- 20) What is a banquet?
- 21) When is a banquet usually held?
- 22) What skills are required for the personnel who handle banquets?
- 23) Why are hotels seeking new ways and forms of attracting guests?

*3. Sum up what you've learned from the text about:*

the variety of special services offered by different types of hotels;  
recreational facilities found in different hotels;  
professional specialists needed to provide additional services;  
nightclub entertainment;  
a convention and the facilities required for holding conventions;

the factors that make the convention business so profitable;  
the staff people who handle conventions;  
the tasks of different departments in handling conventions;  
banquets and the way they are prepared and served.

4. Find in the text words or phrases which correspond to the following definitions:

1. \_\_\_\_\_ is a meeting, usually held annually, of members of a professional or business group. Information is exchanged and other pertinent business is conducted.

2. \_\_\_\_\_ is a workshop or special discussion group, often a feature of a convention.

3. \_\_\_\_\_ is a display of products or/and information. \_\_\_\_\_s of products or services that are directed to a particular business or professional group are common features of conventions.

4. \_\_\_\_\_ is a formal meal for a large number of people, usually accompanied by speeches or a ceremony of some kind. A \_\_\_\_\_ manager is usually in charge of such affairs in a hotel. A \_\_\_\_\_ waiter is one who specializes in service at \_\_\_\_\_ s.

5. \_\_\_\_\_ is a place of entertainment that customarily offers food, drinks, dancing and so on.

6. \_\_\_\_\_ is a structure for housing horses.

7. \_\_\_\_\_ is the care and feeding of horses.

8. \_\_\_\_\_ is taking care of children on a temporary basis while their parents are away in business.

9. \_\_\_\_\_ is the person at a beach or swimming pool who prevents drowning and other accidents.

5. Translate into English using vocabulary from the text:

пропонувати широкий спектр послуг;

надавати послуги кваліфікованого персоналу;

наймати на роботу людей, які володіють кількома іноземними мовами;

ще одна особливість (риса);

умови для відпочинку і розваг;

надавати умови для верхової їзди та відпочинку на відкритому повітрі;

як частина бізнесу;

запрошення на роботу відомого артиста;

сприяє хорошій рекламі;

користуватися великим попитом;

обмінюватися інформацією в даній області;

потрібні численні засоби і умови;

відвідуваність досягає тисячі або більше осіб;

не приймати до уваги;

спеціальні виставкові площі та приміщень для проведення зборів;

за платню;

породжувати більше бізнесу;

в супроводі;

можливість піти від щоденної буденності;

організувати з'їзди;  
 відповідати за залучення бізнесу;  
 численний вибір;  
 займатися вивченням пропозицій в пошуках більш вигідної угоди;  
 вести переговори протягом тривалого часу;  
 стандартні договірні умови;  
 створювати проблеми;  
 наплив гостей, що прибувають;  
 вносити свій вклад;  
 потребуватиме додаткових трудових ресурсах;  
 досвідчені офіціанти;  
 працювати на тимчасовій основі;  
 пакетний договір про оплату послуг;  
 вельми конкурентний бізнес;  
 задовольняти самим різноманітні вимогам

6. Here are some extracts from a hotel room guide, about facilities a guest can obtain inside a room. Complete the extracts using the words in the box:

a) selection	f) instructions	k) switchboard	p) facility
b) 24-hour	g) drinks	l) alcoholic	q) overseas
c) refrigerator	h) movies	m) viewed	
d) local	i) dial	n) stock	
e) handset	j) switchboard	o) account	

### Early Morning

#### Call

Lift the (1) \_\_\_\_\_ on your telephone.  
 (2) \_\_\_\_\_ the required time in hours and minutes using the  
 (3) \_\_\_\_\_ clock, e.g. 08.15 (8.15am). Your phone will ring at  
 the set time.

#### Mini Bar

Soft (4) \_\_\_\_\_ and a selection of (5) \_\_\_\_\_ beverages can be  
 obtained in the (6) \_\_\_\_\_ in your room. Items will be charged to  
 your (7) \_\_\_\_\_, and the (8) \_\_\_\_\_ replaced daily.

#### Tea and Coffee

You will find a (9) \_\_\_\_\_ for making tea and coffee in your room.

#### Telephone

For (10) \_\_\_\_\_ calls, dial 0 and then the number. For long-  
 distance or (11) \_\_\_\_\_ calls, dial 9 to contact the (12) \_\_\_\_\_.

#### TV and Video

programmes may be (13) \_\_\_\_\_ on the TX set in your room. A  
 (14) \_\_\_\_\_ of In-house (15) \_\_\_\_\_ is available for your enjoyment.  
 For (16) \_\_\_\_\_ on viewing and charges please see our separate video  
 guide.

7. Read out the dialogues between hotel guests and an enquiries clerk. Make a note of the service that is being talked about in each dialogue.

#### Dialogue 1 G – guest

C – clerk

- G. Where can I park my car?  
C. You can park your car in the car park behind the hotel. It's free. Or we have a lock-up underground car park. The entrance to that is behind the hotel, too.

### Dialogue 2

- G. I don't have a car and I'm not sure how I can get to the airport tomorrow morning.  
C. There's no problem about transport to the airport. We have a courtesy coach to the airport that leaves every half-hour. It only takes ten minutes to get there.

### Dialogue 3

- G. Is there a laundry service in the hotel?  
C. Yes, indeed, sir. Just leave your laundry bag behind the door with a laundry slip in it before nine o'clock. Your laundry will be collected and returned to you by six o'clock in the evening.

### Dialogue 4

- G. I've got some valuable jewellery with me. I'd better not leave it in my room, had I?  
C. That's right, madam. The hotel will not take responsibility for valuables left in a room. But jewellery can be deposited in one of our safe-deposit boxes here at reception, and the hotel will then be responsible for its security.

### Dialogue 5

- G. I won't be back in the hotel till after midnight tonight. Will it be possible to get something to eat in my room?  
C. Certainly, madam, Just dial 4 from your room and tell Room Service what you'd like, Hot and cold snacks are available at any time of the day or night,

8. Answer the questions:

- 1) If you are a guest, how can you make sure that nobody steals your car?
- 2) How often is there transport to the airport and how long does the journey take?
- 3) Where should guests leave clothes which are to be washed?
- 4) If you have something valuable with you, where should you leave it what number should you dial if you want to get something to eat in your room?

9. There are different ways of expressing the same idea.

#### Examples:

- |   |  |
|---|--|
| A. formal speech, used mainly in writing.                         | B. informal speech used in spoken language                   |
| A. Drinks can be obtained from the bar. Car parking is available. | B. You can get drinks from the bar. You can park your car... |

10. Now write the sentences to match the sentences given:

A

1. Soft drinks can be obtained from the mini-bar.

2.

3. Traveller's cheques can be cashed at the cashier's desk.

4. A photocopying service is available at the Business Centre.

5. Postage stamps...

6. Foreign newspapers are available at the news-stand.

B

1.

2. You can get snacks from room service at any time.

3.

4.

5. You can buy postage stamps at the sales desk.

6.

*11. Act out similar dialogues. How could a guest obtain these services?*

a) room service

b) a mini bar

c) tea and coffee (without going to the coffee shop)

d) telephone (outside calls)

e) transport (e.g. a taxi, or transport to the airport)

f) car parking

g) an early morning call

h) a doctor

i) security for valuables

*12. Martin and Alfred have recently become Manager and Assistant Manager of a hotel in the south of England. The hotel is a little old-fashioned and they are thinking of improvements they could make, additional facilities, etc.*

Alfred – A;      Martin – M

M. One thing we ought to have is a baby-listening service with a microphone in each room. I know the hotel provides a baby-sitting service with someone staying in the room, if guests specially want it. But we should offer a listening service from the central switchboard as well.

A. Well, we'll have to find out the possibilities'. The thing that strikes me as most important is that we should modernize our telephone system. At present we only have direct dialling for local calls — long distance calls have to go through the switchboard operator. There ought to be modern equipment that would meter all outgoing calls automatically, too.

M. That's right. Most hotels have that nowadays, and business people certainly want to be able to dial long distance calls directly.

A. Talking about business facilities, we should provide better photocopying facilities. We've been asking guests to hand in any documents for photocopying at reception. But you know we ought to provide a

photocopier with public access so that guests could do their own photocopying if they wished.

- M. I agree. And we should have a photography service for passport photographs and so on. We could organize that through the Hall Porter.
- A. There's another facility we don't offer at present and that's a shoe-cleaning facility — you know, shoe-cleaning machines. They're quite useful if you want a quick shoeshine. We could install one on each corridor. Things like that can make all the difference...

13. *In your own words, say why Martin and Alfred want to add the facilities they mention. Think of the purposes and needs that guests have.*

Example: They want to provide a photocopying service

- a) so that guests can...  
b) for guests who need...

### **BRITISH AND AMERICAN ENGLISH.**

14. *There are seven requests made in American English to a receptionist. Match them with the British English explanations.*

1. "Where are the rest-rooms?"
2. "Where can I find a drug-store to get some band-aid?"
3. "Can you get gas on the freeways?"
4. "Can I make a reservation for the fall?"
5. "My wife left her purse in the elevator at the subway station."
6. "Can we have some cookies and candy for the kids sent up to the room?"
7. "We can't turn the faucet on."

- a. He needs to buy some plasters at a chemist.
- b. He wants to make a reservation for the autumn.
- c. His wife left her handbag in the lift at the underground station.
- d. There's something wrong with the tap.
- e. He wants to know where the toilets are.
- f. He wants to know if he can buy petrol on the motorway.
- g. They want some biscuits and sweets in their room for the children.

15. *Study the list of the most common Br E and Am E differences.*

<b>Br E</b>	<b>Am E</b>	<b>Russian translation</b>
flat	apartment	квартира
car	automobile	автомобіль
taxi	cab	таксі
tin	can	консервна банка
sweets	candy	цукерки
cupboard	closet	шкаф (на кухні)
biscuit	cookie	печиво
chemist's	drug-store	аптека

lift	elevator	ліфт
autumn	fall	осінь
tap	faucet	кран
motorway	freeway	шосе; автотраса
rubbish	garbage / trash	мусор
dustbin	garbage can / trash can	корзина / відро для мусора
petrol	gas	бензин
post	mail	пошта
the cinema	movies	кінотеатр
nappy	diaper	підгузник
trousers	pants	брюки
wallet	pocketbook	бумажник
public toilet	rest room	туалет
crisps	potato chips	жарена картопля
sunglasses	shades	окуляри
pavement	sidewalk	тротуар
shop	store	магазин
cooker	stove	плита
tube, underground	subway	метро
van, lorry	truck	грузовик
holiday	vacation	відпустка, канікули
ill	sick	хворий
return ticket	round trip	білет
the city centre	downtown	центральна частина міста
bill	check	рахунок
queue	line	черга
number plate	license plate	номерна табличка на автомобілі
off-licence	liquor store	лікєро-горілочний магазин
dressing gown	bathrobe	домашній халат
plaster	band-aid	лейкопластир

16. Now match the questions in Am E with the replies in Br E.

**Am E**

- 1) Is there a drugstore downtown where I can get some diapers?
- 2) Where's the rest room?
- 3) Reception, the trash cans are all full.
- 4) I'm in a bit of a hurry. Can you get my check?
- 5) Did you have a vacation last year?
- 6) There's something wrong with the faucet in my room. Can you fix it?
- 7) Do you have a candy store in the hotel?
- 8) Do you have any potato chips?
- 9) Is there a gas station round here?
- 10) Are the prices any cheaper in the fall?

## Br E

- a) Not exactly, but the souvenir shop has a range of sweets.
- b) Yes, we have a range of special autumn breaks.
- c) I am sorry. I'll send a plumber to mend the tap at once.
- d) Yes, there's a chemist called Boots in the city centre that has nappies.
- e) Yes, the nearest garage is just round the corner.
- f) Yes, I'll prepare your bill at once.
- g) No, I'm afraid we don't have any crisps, but we do have peanuts.
- h) The ladies' toilets are down the corridor on the left.
- i) Yes, I had a short holiday in Spain.
- j) I do apologize. I'll send someone to empty the bins at once.

17. You can see words for different types of meeting below, but the definitions for them are in the wrong order. Match the words on the left with the definitions on the right.

- |                |   |
|----------------|---|
| a. Conference. | 1. A formal presentation by an expert. It is sometimes followed     |
| b. Lecture.    | by questions from the audience.                                     |
| c. Congress.   | 2. The general word for a formal meeting or series of meetings      |
| d. Convention. | between people who share the same interests. It often involves      |
| e. Workshop.   | both general lectures and discussion in smaller groups.             |
| f. Seminar.    | 3. Sometimes organized as part of a conference, this is a meeting   |
|                | of a smaller group in which people work on practical problems       |
|                | and help each other to gain new knowledge. Often there are no       |
|                | more than 30-40 participants.                                       |
|                | 4. A large meeting or series of meetings of experts in a particular |
|                | field — often experts from different countries. More formal         |
|                | than a conference.  |
|                | 5. A large conference of people who do a particular job or who      |
|                | belong to a particular political party. The word is used            |
|                | especially in America.  |
|                | 6. A meeting of a small group (usually under 30 people) to learn    |
|                | from an expert less concerned with practical or group tasks         |
|                | than a workshop.  |

18. Match the definitions below with the names of items which may be needed in a conference:

- |                       |                      |                      |
|-----------------------|----------------------|----------------------|
| a) overhead projector | e) slide projector   | j) closed circuit TV |
| b) tape recorder      | f) whiteboard        | k) flip-chart        |
| c) video recorder     | g) film projector    | l) lectern           |
| d) photocopier        | h) projection screen | m) gavel             |
|                       | i) word processor    |                      |

1) a sloping table used for holding a book, or lecture notes, when speaking to an audience or reading aloud;



- 2) a machine which makes photographic copies of any drawn or printed page;
- 3) a machine which records sounds, speech or music, and allows these sounds to be played back to a listener;
- 4) a machine like a typewriter which lets you see what you write on a kind of TV screen;
- 5) a machine for passing light through a piece of film in order to show a still (unmoving) picture on a screen;
- 6) a machine for passing light through moving film in order to show moving pictures on a screen;
- 7) a machine which records moving scenes or pictures and allows them to be played back on a TV screen;
- 8) a television system which sends pictures by wire to a particular audience in a particular place;
- 9) a piece of white cloth, plastic, etc. on which pictures can be shown;
- 10) a machine which shows on a screen words or diagrams written on a piece of clear film;
- 11) a kind of book with large pages (suitable for drawing diagrams), which can be turned over when a new, blank page is required;
- 12) a smooth white surface on which words can be written with a special pen;
- 13) a small hammer which a person in charge of a meeting uses, knocking it against the table in order to get attention.

*19. Dr Jackson in a conference organizer for the Association of Psychological Researchers (APR).*

Read out his conversation with the Manager of the Galaxy Hotel.

Dr Jackson — Dr J.;      the Manager — M.

Dr J.      ...so the conference would be from the second to the sixth of April, with around 320 participants. Have you got the facilities for that number of people on those dates?

M.      Yes, these dates would be suitable. We have a Farmers' Union Conference finishing on the twenty-eighth of March, and a Lawyers' Conference starting on the tenth of April, so we can fit you in very well. As regards the facilities, perhaps I can give you a brief idea of what we can offer.

Dr J.      Yes, please, if you can give me some idea...

M.      Basically, we have a multi-purpose conference center with seating for over 450 delegates — that's including the seating in the auditorium. Our main auditorium seats 350 people.

Dr J.      So, it could hold all our delegates if we had a full session of the conference?

M.      Certainly. But we also have two smaller conference rooms, each with an area of thirty-five square metres, which can be used for lectures if necessary. The smaller conference rooms have a seating capacity of about 55 each.

Dr J.      I see...

M.      We have sound-proof folding doors between the conference rooms.

These can be opened up to form a single large room. So you could have an extra seating capacity of about 110.

Dr J. Good. That could be a useful feature. What about the technical side? How about audiovisual facilities? At our last conference we had problems with the equipment.

M. The auditorium has built-in audiovisual equipment. We've found it performs extremely well.

Dr J. That sounds good. Now, we may have a large group of Students from University coming to hear a famous visiting speaker. Can you link the auditorium with the other rooms?

M. Yes, indeed. We can provide a closed circuit television link-up from the auditorium to the smaller conference, halls.

Dr J. Good. Now, we may have several participants from Japan and China this year. Is there equipment for translation?

M. Yes, there is. Our main auditorium has full simultaneous translation equipment. And you'll find that both the auditorium and the conference rooms have excellent acoustics. That's important when you have a lot of participants listening to a foreign language, isn't it?

Dr J. Indeed it is.

M. There's also an exhibition hall, for display purposes. You may be planning to exhibit books and equipment and it provides you with an area of 30 square metres.

Dr J. Yes, we would like some exhibition space. By the way, have you got any leaflets or brochures on these facilities? I'd like to study all the details.

M. Certainly. I'll give you a leaflet with a complete description of the facilities, and a plan of the actual conference centre. But why don't you come with me and have a look at the complete centre? I think you'll find it quite an impressive building...

*20. Answer the questions:*

- 1) How many participants is Dr Jackson expecting at the conference?
- 2) What event will be held in the hotel before the APR conference?
- 3) What event will be held after the APR conference?
- 4) What does the Manager say about a) the seating capacity of the auditorium? b) the area of the two smaller conference rooms?
- 5) What translation facilities will Dr Jackson require, and for what languages?
- 6) What does the Manager give Dr Jackson to take away and study?
- 7) What does the Manager suggest at the end of the conversation?

*21. Fill in the gaps using the words in the box:*

a) seats	e) sound	i) built-in
b) equipment	f) acoustics	j) single
c) seating (x-2)	g) partitions	k) centre
d) circuit	h) exhibition	

Basically, we have a multi-purpose conference (1) \_\_\_ with (2) \_\_\_ for over 450 delegates.

Our main auditorium (3) \_\_\_\_\_ 350 people.

The smaller conference rooms have a (4) \_\_\_\_\_ capacity of about 55 each.

We have (5) \_\_\_\_\_ -proof folding (6) \_\_\_\_\_ between the conference rooms.

These can be opened up to form a (7) \_\_\_\_\_ large room.

The auditorium has (8) \_\_\_\_\_ audiovisual (9) \_\_\_\_\_.

We can provide a closed (10) \_\_\_\_\_ television link up from the auditorium to the smaller conference halls.

You'll find that both the auditorium and the conference rooms have excellent (11) \_\_\_\_\_.

There's also an (12) \_\_\_\_\_ hall, for display purposes.

*22. Dr Jackson has arranged for the APR conference to be held at the Galaxy Hotel. He is talking to the Hotel Manager to make sure that everything is ready.*

Dr. J. OK, so if I just run through the equipment with you... see you have the overhead projector and the sere already in position. Now how about pens?

M. We have some black pens in this box. But perhaps you'll need some extra colours.

Dr. J. Yes. Perhaps you could get some extra felt-tip pens different colours. I'm sure our speakers will need them.

M. Certainly. I'll order a complete range.

Dr J. This slide projector doesn't seem to be working. It probably needs a new bulb.

M. I'll attend to that right away. No... it won't be necessary. It wasn't plugged in properly.

Dr J. Fine. Now, let's see. The tape recorder has an empty spool, but the film projector doesn't seem to have an empty reel.

M. No, that's in my office. The Personnel Manager borrowed it. I'll make a note of it.

Dr J. And do you have an extra cartridge for the slide projector?

M. Yes, there are two in this drawer here. There's still some stationery to come. My secretary will be up soon with pencils, notepads, folders and name tags. And the gavel...

Dr J. Yes, we'll need that. Our discussions can get rather heated sometimes.

M. You'll also need a notice board. I'll make sure there's one ready for you. By the way, you'll find a box of drawing pins on this shelf where we keep the pens for the whiteboard, and the pointer.

Dr J. Ah yes, we have, the whiteboard here... Now, is there anything we've forgotten, do you think?

M. We could perhaps test out the PA system (power amplifier). There's nothing more annoying than finding the amplifier isn't adjusted properly or the microphone isn't connected.

- Dr J. ...or if you get a horrible whine coming through the loudspeakers. Yes, you're right — we'd better test it. What about the lighting? Can you show me how it works?
- M. Yes. Here's you dimmer switch for the main hall lighting and here's a switch for the spotlights. There's a lectern light on the lectern itself ... you see?
- Dr J. Fine. I think, that's everything. Let's go and test this PA system.
- M. Didn't you say you would need the translation: equipment?
- Dr J. No, we won't need it after all. We were expecting some] participants from China and Japan, but they won't be coming this year.

23. Read out their conversation and answer the questions:

- Why did the slide projector not work immediately?  
 Why will interpreting equipment not be necessary?  
 Where is the empty reel for the film projector?  
 Why does Dr Jackson think the gavel will be needed?

24. Fill in the gaps using the words in the box:

a) VCR	e) transparencies	i) microphone
b) photocopies	f) translation	j) loudspeakers
c) PA system	g) congress	k) air-conditioning
d) technician	h) screen	l) acoustics

- 1) We'll need some additional \_\_\_\_\_ for the overhead projector.
- 2) We've got a film projector, but unfortunately we haven't got a \_\_\_ to show the film on.
- 3) The lecture theatre gets very hot if the \_\_\_\_\_ isn't working.
- 4) One of our staff-trainers is giving a demonstration to a group of hotel receptionists this afternoon. We'll need a \_\_\_\_\_ to record the demonstration.
- 5) This equipment is so complicated that I've asked for a \_\_\_\_\_ to come and operate it.
- 6) This room has very good \_\_\_\_\_ microphone you can hear every word perfectly.
- 7) One of our speakers gave his lecture in Chinese. For-tunately, a simultaneous \_\_\_\_\_ was available.
- 8) Could you, please, make twenty \_\_\_\_\_ of this page? I'd like everyone at the meeting to have the in-formation in front of them.
- 9) Can you test the \_\_\_\_\_ before the lecture starts? OK, I'll do it now. Testing: one, two, three...
- 10) Our conference room is well-equipped, with a good \_\_\_\_\_. So it will be easy to make an-nouncements to all the participants.
- 11) The reason the system works so well is that we have high-quality \_\_\_\_\_ placed at the front, middle and back of the room.
- 12) Next week there will be a \_\_\_\_\_ of brain surgeons, with participants from many different countries.

25. Read the newspaper article and discuss it.

**On the convention bandwagon.**

**Birmingham's quest for international status.**

The drive to attract business visitors to Birmingham has reached the point where Britain's second biggest city is being physically and dramatically transformed.

The reason is to be found in a strategy adopted by the city fathers to regain some of Birmingham's last international standing as a centre of manufacturing industry by building up its service sector — and in particular, business tourism.

It is not so very long ago that the city flourished from the early days of the industrial revolution. It was renowned as the capital of the west Midlands industrial heartland with customers from around the world beating a path to its factories' doors, up until the late 1960s.

Boom turned to slump in the 1970s as British industry lost, its competitiveness and recession began to bite.

With manufacturing employment plummeting, Birmingham decided to fight back by building a new economic base that would transform it into an international business centre.

Its first bold step came in the 1970s when it established the National Exhibition Center, Britain's first purpose-built exhibition centre. The notion that an exhibition centre could succeed outside London was widely ridiculed at the time, but the National Exhibition Center worked. Opened in 1976, it now hosts nearly all the most important British exhibitions and has helped put Birmingham back on the international map.

Encouraged by this success, Birmingham has embarked on a still more ambitious scheme aimed at attracting new investment and jobs. This is the construction of the International Convention Centre.

It has 11 halls with seating capacities varying from 120 to 3,000 and includes 2,200-seat symphony hall.

It is designed to cater for two main categories of convention business: association conferences, such as the annual meetings of professional bodies, and corporate conferences, along the lines of those held periodically by companies to motivate sales staff or launch products.

The city has thrown itself into redevelopment in an attempt to transform itself into a city to rank with the likes of Frankfurt, Barcelona or Milan.

One example of the redevelopment is the hotel building going on in Birmingham. About 40 hotels are under construction, providing 4,000 bedrooms — the biggest of the new hotels being the 24-storey mirror-glass Hyatt Regency.

Also built by the convention center is the Brindley Place which includes canalised shopping, an aquarium, cinemas, a two-star family hotel, offices, car parking.

Today finds the city in a period of transition. For the moment, it lacks any restaurants of distinction, but the amenities are improving, not just in terms of the reconstruction, but also in Birmingham's determination to accomplish their ambitious plans.

*(adapted from the Financial Times)*

26. *Explain the meaning of the following:*

the drive to attract business visitors;  
to regain international standing;  
it was renowned as the capital of the industrial heartland;  
boom turned to slump;  
with manufacturing employment plummeting;  
purpose-built exhibition centre;  
the notion was widely ridiculed at the time;  
has embarked on a still more ambitious scheme;  
to cater for two main categories of convention;  
to rank with the likes of Frankfurt, Barcelona or Milan;  
any restaurants of distinction.

27. *Answer the questions:*

Why did the city authorities decide to transform it?

What was the status of Birmingham in the early days of the industrial revolution?

How did the situation change and why?

How did the city fight back?

What was the first step in the transformation process?

What did the first success encourage Birmingham to do further?

What kind of the International Convention Centre was constructed?

What is the most vivid example of the city redevelopment?

What period is the city living through now?

28. *Give a summary of the text.*

## UNIT 9. MONEY MATTERS

### READING

#### 1. Read the text and translate it.

Perhaps more than any other industry, hospitality industry is not one which just relies on individual components. Its products are made up of several **inter-related ingredients**, which together deliver a total experience.

Superficially, many hotels seem alike, especially in coastal resorts. They offer similar facilities and are often within a short distance of one another. A guesthouse may have the same number of bedrooms and basic services as its neighbour but is somehow made different by less **tangible** elements, i. e. the view from bedroom windows, pleasant garden, cosy lounge or warm welcome from the owners. The basic elements of a hotel service may appear very similar but they can be brought together in different ways to develop an experience which is vastly different from **competitors**. This could mean a quicker service, one which is easier to book, an all inclusive price or warmer welcome.

**Competing** on price can be dangerous. **Reduce** your prices and at some point customers will either begin to suspect that you offer **an inferior service** or ask for further discounts. During **the recession** many hotels and attractions offered special discounts, accepted plenty of two-for-the-price-of-one **vouchers** and similar promotions. Some of these are losing their effect because they have become so commonplace and customers **cease to value** the product at **its real value**.

Hotels are expected **to offer group discounts** or commission to the travel trade and most attractions also offer 10—20 per cent discount. It is general practice to offer one free place for the driver or guide or group leader if there are more than 15 people in a group. The hospitality industry needs **flexible** payment systems because as a major economic activity, it creates direct and indirect employment and provides an important source of foreign currency.

The growth of the hotel trade has come about as a result of traditional industry adapting to current conditions and modernising.

The hotel trade displays features associated with both heavy and **labour-intensive industries**:

- Investments in hotel construction **tie up** large amounts of capital for medium – to long-term periods, a typical feature of heavy industry;
- The activities connected with running a hotel are those of a service industry which is labour-intensive. **The ratio** of employees to the number of rooms is very high, particularly in superior-category establishments.

Industrialised countries have **a competitive advantage**, since sources of finance for investments are generally more easily available to them. Although developing countries have **plenty of manpower**, they often **lack the necessary resources** to develop tourism adequately and to manage their services in a competitive manner.

A hotel is a commercial establishment offering rooms or furnished apartments to a market which is either passing through the area or staying for several nights. It may offer a catering service, bar and **complementary services**. It can operate all year round or seasonally. The hotel trade constitutes the **principal accommodation capacity** in

industrialized countries. However, the whole structure of the hotel trade is undergoing **profound** change. The number of small independent and family-ran hotels is falling, while the number of hotel chains is growing rapidly. A study of the UK hotel sector **reveals** that in terms of **profitability** per room, hotel chains are seven times more profitable than **non-affiliated hotels**. Independent hotels are grouped together by **hotel consortia**, in order to compete with integrated and **franchised chains**. Hotel consortia benefit from **economies of scale** when it comes to purchasing and marketing. The main benefits of joining a consortium are:

- joint production of guides and brochures, which advertise all the hotels in the chain and are distributed at each hotel through tour operators and travel agencies;
- joint national and international publicity campaigns;
- links into computer reservation system (CRS) which allow agents to book directly from a screen;
- centralized purchasing of hotel equipment to achieve economy of scale;
- technical assistance and management consultancy.

This enables the small hotel to be represented on the international market while still keeping its managerial independence.

One of the most important divisions of the hotel's administrative staff is the accounting department. Hotel accounting has many distinctive features because guests' bills must be kept up-to-date.

All **charges'** that a guest **incurs** must be entered, or posted, on his or her account as soon as possible. In addition to the charge for the guest's room, there may also be charges resulting from the use of the telephone, the laundry service, the restaurant and room service. In addition to posting the guest accounts, all the charges must also be entered on other ledgers or financial records. In many hotels, these postings are done by computerised accounting machines, but in smaller operations they are still done by hand.

All the financial transactions not only must be posted, but also must be checked for **accuracy**. This is usually the job of a **night auditor**, who goes through this mass of figures on the night shift, when there is little activity in the hotel. The size of the accounting staff varies with the size of the hotel. A large operation employs a **chief accountant**, who is on charge of all the hotel's financial records. The statements that he prepares for the management are important in locating **trouble spots** in the hotel's operation and thus in determining overall policies. A good accountant can analyze an **unprofitable operation** quickly. Management then can either try to correct the problem or **eliminate** the operation. A small hotel usually employs an outside accountant to check its books periodically.

In addition to the head accountant, bookkeepers on the staff post the transactions in the various ledgers and guest accounts. In a small establishment, the manager may take care of the bookkeeping himself.

**Cashiers** provide financial services to the customers at the front desk, including receiving payment for bills, making change, and exchanging foreign currency. Cashiers in the various restaurants, bars, and shops in the hotel may also be responsible to the accounting office.



In addition to the night auditor, mentioned above, who checks the accuracy of the records, another kind of auditor is brought in from outside the hotel to check the reliability of financial statements and records.

Some hotels also have a **credit manager** on the staff who checks the financial ability of the hotel's customers or others with whom the hotel deals. This individual also is often responsible for trying to collect **overdue accounts**.

*2. Answer the following questions:*

- 1) What is the main distinctive feature of hospitality industry?
- 2) Why do many hotels seem alike?
- 3) What intangible elements can make all the difference?
- 4) Why is competing on price dangerous?
- 5) How do hotels and attractions promote their services in terms of payment? Is this method effective? Why not?
- 6) What system of payment does hospitality industry need? Why?
- 7) What features make the hotel trade labour-intensive?
- 8) Why is it compared to a heavy industry?
- 9) Why do industrialised countries have a competitive advantage in hotel industry?
- 10) What kind of establishment is a hotel?
- 11) What range of services does it offer?
- 12) Why are hotel affiliations becoming more popular?
- 13) How are independent hotels grouped? Why?
- 14) What are the main benefits of joining a consortium?
- 15) Why are small hotels interested in this kind of arrangement?
- 16) What is the importance of the accounting department for a hotel?
- 17) What are the functions of the accounting department?
- 18) What is a night auditor responsible for?
- 19) What is a chief accountant in charge of?
- 20) Why is a good accountant valuable for hotel operation?
- 21) What other positions in the accounting department are mentioned in the text? What are their functions?
- 22) Why is an auditor brought in from outside the hotel?
- 23) What is the responsibility of a credit manager?

*3. Sum up what you've learned from the text about:*

- tangible and intangible elements of hospitality industry that might influence the price;
- price reductions and discounts in hotel industry;
  - the features that make the hotel trade similar to heavy and labour-intensive industries;
- competitive advantages for industrialised countries;
- the profound changes in the whole structure of the hotel trade;
- economies of scales and their benefits for small hotels;
- the functions of the accounting department;
- the personnel of the accounting department and their responsibilities.

4. Give your explanation of the following:

- inter-related ingredients;
- superficially;
- an all inclusive price;
- an inferior service;
- flexible payment systems;
- direct and indirect employment;
- labour-intensive industries;
- a competitive advantage;
- complementary services;
- the principal accommodation capacity;
- franchised chains;
- economies of scale;
- publicity campaigns;
- to post the guest accounts;
- to locate trouble spots;
- to employ an outside accountant;
- to eliminate the operation;
- overdue accounts.

5. Read the memo explaining the Grand Hotel's policy on room rates. Think of Ukrainian equivalents for the arrangements mentioned.

From: The General Manager      Date: September 3,200...

MEMO

To: All Front Office Staff      Subject: Pricing Policy

It's clear that some clarification of our policy on pricing and room rates is needed.

**Basic Rates**

We have a basic rate for all room types. However, it is common for different rates to be charged. This is because the Sales and Marketing Department negotiates special rates for different agents, corporate clients and other clients.

**The basic rates are:**

- Standard room: ..... £80,00 (double)
- Luxury / Executive Plus: ..... £115.00 (double)
- Suite ..... Individually priced

**Standard discounts:**

- Weekend rate (Fri / Sat or Sat / Sun) ..... 15% discount
- Weekly rate: ..... seven nights for the price of five

**Specially negotiated rates:**

Most guests come as part of a tour, through a tour operation, or as a corporate guest. In this case a special rate will have been negotiated and will be on the computer for Reservations and the Front Office to access.

**Free Sale Agents.**

Free Sale Agents are sent availability charts every two weeks. They sell rooms at an agreed rate (usually the corporate rate). They don't have to check with us, so administration costs are kept low.

**Allocation Holders.**

Allocation Holders have a certain number of rooms which they agree to sell (usually at FIT rates). The customer pays them directly and they take commission and pass on what is left to the hotel.

For weekends they have the rooms on a 48-hour release (in other words the hotel can take them back by Thursday and resell).

If you have any more questions, please speak to the Reservations Manager or the Sales and Marketing Department

*6. Answer the questions:*

- a) Who decides the rate for different agents?
- b) When must a guest stay to get a 15% reduction?
- c) Where does the hotel get most of its guests from?
- d) Why does selling rooms through Free Sale Agents keep administration costs down?
- e) What is the difference between a Free Sale Agent and an Allocation Holder?

*7. Using the information in the memo, calculate the income for the hotel in each of these cases:*

- a) Three couples staying for two nights (Friday and Saturday) in Standard rooms.
- b) One businessman staying in an Executive Plus room for three nights (not a corporate client).
- c) A group of ten corporate clients each staying in a separate room (luxury) for one night.

The Sales and Marketing Department has agreed a 20% discount with this company.

*8. Read out the interview with the Reservations Manager of the Grand Hotel, recorded a year after the memo was sent. Note the changes that have been made in the policy of the Grand Hotel regarding room rates.*

I — Interviewer; RM — Reservations Manager

**I.** Do you have a fixed room rate?

**RM.** In common with most large hotels, our room rate policy is quite complicated. We have a basic room rate for all our I room types, but the way that we sell our rooms means that we often charge a different rate from this. This is because our Sales and Marketing Department has negotiated different rates with different agents, corporate clients, and other clients.

**I.** What are your basic room rates?

**RM.** Well, we have a Standard room which contains all the basic facilities, such as private bath, TV, tea-and-coffee-making facilities, and the basic rate for the double is £85 a night. Our Luxury rooms, or Executive Plus as some of them are called, contain

a little bit extra: they're a bit more spacious, have better views and so on — they are £115 a night. Then we also have suites, which vary a lot in price.

**I.** What discounts do you offer on these basic room rates?

**RM.** You mean discounts for the individual non-corporate booking? (Yes). Well, we have special weekend rates: two nights, either Friday / Saturday or Saturday / Sunday will get a 10% discount. That's to encourage a two-night booking even though weekends can be our busiest time. And our weekly rate is calculated on the basis of seven nights for the price of six. That's on all room types.

**I.** Can you tell us how the specially-negotiated room rates work?

**RM.** Like most hotels of our size, individual bookings paying the full room rate are a minority. Most of our guests come through some other source, either as part of a tour, through a tour operator, or a corporate guest. We get lots of repeat guests from particular companies and they obviously have a contract with us. There's a corporate rate, but there are special rates negotiated and arranged with the Sales and Marketing Department, who enter them onto the computer for the Reservation and Front Office to access whenever an enquiry or reservation comes in. In addition, a lot of our rooms are sold through agents and representatives: these are either Free Sale Agents or Allocation Holders.

**I.** What exactly are Free Sale Agents?

**RM.** Well, every week, or even daily at busy periods, we send out availability charts to Free Sale Agents, who are usually in the States or Europe, are usually either part of our own company or reputable agents. They sell rooms at an agreed rate — normally the corporate rate — which is arranged by the Sales and Marketing Department. They are told every week what rooms they can sell and if they can sell at a discounted rate or not. The Free Sale Agent doesn't need to check with us first, so it lowers administration costs; they just send in a confirmation sheet.

**I.** What about Allocation Holders?

**RM.** Allocation Holders are agents who have a certain number of rooms that they agree to sell in our hotel. They normally sell on FIT rates — Fully Inclusive Tariff rates — which are from the leisure side of the business and are cheaper than corporate rates. The customer pays them directly, they get commission and pass on what is left to the hotel. The rate is agreed with the Sales and Marketing Department. An Allocation Holder usually has up to twenty rooms over a weekend, on a seventy-two hour release — in other words, by Wednesday, they can take the rooms back and re-sell them.

*9. Answer the questions:*

Why is the room rate policy complicated?

What facilities does a Standard Room contain?

Why do they have special weekend rates?

What is the difference between a corporate rate and specially-negotiated room rates?

How do they work through Free Sale Agents?

In what way are Allocation Holders different from Free Sale Agents?

10. Match the calculations on the left with the answers on the right. They all relate to prices at a New York hotel.

**A**

1. \$45+10%
2. \$200—15%
3. £100 at \$1.624 to the £
4. \$12:4
5. \$121.25 × 4
6. \$0.90 × 3

**B**

- a) is \$2.70
- b) comes to \$49.50
- c) comes to \$3 each
- d) is \$170
- e) comes to \$162.40
- f) is \$485

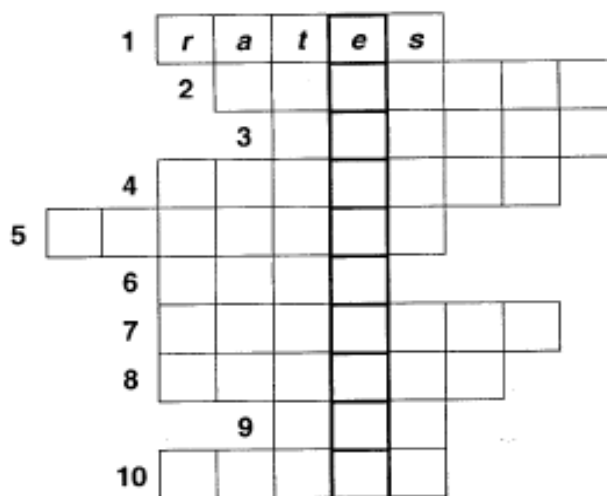
11. Decide which calculation above refers to each situation below.

**Example; Lunch for two in the hotel restaurant including the service charge.**  
**1 / b → Forty-five dollars plus ten per cent comes to forty-nine dollars and fifty cents.**

- a) The price of a standard room from Monday to Friday lunchtime.
- b) The cost of three Coca-Colas from the mini-bar
- c) The amount in dollars you would receive when changing £100 at the bureau de change.
- d) The price of an executive room with a corporate discount.
- e) The cost per person of a ten-minute taxi ride shared by four people.

12. Do the puzzle by finding the clues:

1. Room (5) for our regular corporate guests are lower than those for individual bookings.
2. In a Visa transaction, give the guest the top copy of the (7).
3. I'd like to pay by (6) card. Do you accept American Express?
4. No, there's no need to pay a (7). You can just leave us your passport as security.
5. If you go on a package tour, you may have to pay in (7).
6. I haven't got any (4) on me—could you lend me 50p for the bus?
7. If you have still got the (7), the shop will give you a refund.
8. I've got my guarantee card, but I can't seem to find my (6) book.
9. Could you prepare my bill, please? I'd like to check (3) now.
10. I've got £50 — could you give me ten £5 (5)?



13. Arrange the sentences below into two passages.

They both describe the procedures to follow when accepting credit cards. Passage A is **a formal description** issued by the credit card company.

Passage B is what a hotel employee telling a new trainee **informally**.

<b>A</b>	<b>B</b>
<b>Formal description</b>	<b>Informal instructions</b>
In order to prevent credit card fraud, the following procedures must be followed.	Basically, what you have to do is this.

- a) If the date is still valid, an authorization code should be obtained from the credit card company.
- b) Then you fill in the voucher and ask them to sign it while you are looking.
- c) When they've signed it, check that the signatures are the same.
- d) First of all, make sure that the card isn't out of date.
- e) If they are, you give them back their card and the top sheet of the voucher, and that's it.
- f) In order to prevent credit card fraud, the following procedures must be followed.
- g) Firstly, the expiry date of the card must be checked.
- h) Finally, if the signatures match, the card and the top copy of the voucher should be returned to the customer.
- i) If it's still valid, you phone the credit card company for an authorization number.
- j) Basically, what you have to do is this.
- k) The voucher should be filled in and signed in the presence of the employee.
- l) The signatures on the card and voucher should be compared.

14. Choose the appropriate variant from the words in brackets and complete the dialogue:

- Guest: I'd like to (check out) (depart) now, please.  
Hotel: Certainly, madam. May I (have) (know) your room number?  
Guest: Yes, it's 429 and the name's Ann Smith.  
Hotel: (I'll) (I'm going to) get your bill straight (up) (away).  
Guest: Thank you.  
Hotel: (Here) (Here you are), madam. Would you like to (verify) (check) it?  
Guest: Thank you. (There's) (I have) just one thing — do you know what these extras are (from) (for)?  
Hotel: Phone calls, I think, but (I'll) (I'm going to) check, if you like.  
Guest: No, don't (mind) (worry), that (can) (must) be right. Everything (appears) (seems) fine.  
Hotel: How (would) (will) you like (to pay) (to buy)?  
Guest: You (accept) (receive) Visa, (isn't it) (don't you)?  
Hotel: Yes, (we do) (it is).  
Guest: Here you are.

15. Read out the dialogue again and try to reproduce it.

16. Transform these sentence into the Passive:

Example: They gave corporate clients a 15% discount last year. Last year corporate clients were given a 15% discount.

- a) I'm afraid they are emptying the pool for maintenance.
- b) We ask guests to check out by 12,00.
- c) We will return guests' laundry by 9 a.m. the following morning.
- d) I didn't know if the bill had included service.
- e) Why hasn't anyone paid this bill yet?
- f) He called a taxi while they were bringing down his luggage.

17. Read out the information about hotels in Midford from the brochure.

**Hotels in Midford 1 (June - September; tariffs include service and VAT)**

**The Phoenix Hotel**

Single room £16, with bath £20;  
Double room £28, with bath £35;  
Breakfast £5 per person;  
Children under 12, 50% reduction.

**The Dalton Hotel**

Single room with bath £30;  
Double room with bath £60;  
Children under 12 in same rooms as parents free;  
Breakfast £6 per person,

**The Park Hotel**

Bed and breakfast per person £1 6;  
Double room with bath £25;  
Dinner bed and breakfast £29 full board.

**The Castle Inn**

Single room £12; Double room £15;  
Includes continental breakfast (English breakfast f3 extra).

18. Answer the questions below.

- a) Which hotel is the cheapest? Which is the most expensive?
- b) In which hotels do all rooms have a bathroom?
- c) In which months do the rates apply?
- d) In which hotel can children stay free in the same room as their parents?
- e) Which hotels include breakfast in the room rate?
- f) Which hotel quotes an inclusive rate for dinner, bed and breakfast?
- g) Which hotel quotes only rates per person?
- h) In which hotel is there the smallest difference between the price of a single room and the price of a double room?
- i) What other word means "room rates"?

19. Read out a conversation between a clerk in a Hotel Reservations Bureau and a tourist.

C — Clerk; T — Tourist

- C. ...so here's a brochure with the hotels in Midford. It gives you all the rates...
- T. I'm sorry, my English isn't so good. Can you explain this to me?
- C. Yes, of course. First of all we have the Castle Inn, it's the cheapest. It will cost you only £12 for a single room and £15 for a double. The price includes continental breakfast. If you want a full English breakfast you'll have to pay extra...
- T. What is this "English breakfast"?
- C. Oh, you know, hot food, fried egg, fried bacon, porridge, whereas the continental breakfast is coffee, tea, rolls, jam and honey — nothing cooked, you see.
- T. I think I would prefer the continental breakfast.
- C. Well, yes, that's included. And then we have the Dalton Hotel, more expensive, but very nice, a bathroom attached to every room. The Dalton charges £30 for a single room and £60 for a double. But there is no charge for children under 12 who stay in the same room as their parents.
- T. I won't have my children with me. But maybe my husband will come a later...
- C. Well, the Park Hotel is very reasonably priced. £16 per person. Every room has a bath. There's a special rate of £25 which includes dinner, bed and breakfast — what we call half-board. Or you can have full-board, that's the room plus all meals for £29 per person per night.
- T. We would only want breakfast.
- C. I see. You could try the fourth hotel here, the Phoenix. It will cost you £28 for a double room with, bath. Breakfast is £5 per person.
- T. Yes. But what about the extra money, what do you call it in English, the service...
- C. All these rates include a service charge of ten per cent. They also include VAT — that's Value Added Tax.
- T. If we come later in the year will it be cheaper?
- C. Yes. These are the rates for June to September. You would pay less at times of the year.
- T. I'll talk about it with my husband. Thank you for explaining everything to me.
- C. You're very welcome.

20. *Answer the questions:*

What is full board?

What is half board?

What is a continental breakfast?

What is an English breakfast?

How much service charge is included in the prices?

What do the letter VAT stand for?

What is the Russian abbreviation for the same term?

21. *Complete these sentences using the words from the dialogue:*

- a) (The Castle Inn). The price includes continental breakfast. If you want a full \_\_\_\_\_ breakfast you'll have to pay extra.



- b) (The Dalton Hotel). There is no \_\_\_\_\_ for children under 12 who \_\_\_\_\_ in the same room as their parents.
- c) (The Park Hotel). There is a rate of £25 which \_\_\_\_\_ dinner, bed and breakfast.
- d) (The Phoenix Hotel). It will \_\_\_\_\_ you £28 for a \_\_\_\_\_ room with \_\_\_\_\_.
- e) These are the rates for June \_\_\_\_\_ September. You would pay \_\_\_\_\_ at other times of the year.

22. Now you choose four similar hotels in your district/city and make up similar dialogues, explaining to a visitor tariffs and services provided by the hotels.

### **LANGUAGE REFERENCE**

There are several names for different payment arrangements that show how the room rates and prices are formed.

23. Study the list below and give Ukrainian equivalents for similar arrangements:

#### **Meals**

**English breakfast:**

a breakfast including cooked food; offering, for example, porridge, fried bacon, fried egg, sausages, etc.

**Continental breakfast:**

a breakfast consisting of tea or coffee and baked produce (bread, buns, rolls, croissants, toast) with butter and jam, honey or marmalade.

**Lunch.**

**Dinner.**

#### **Food plans**

**European plan:** the rate for a room alone, with no meals included at all.

**Bed and breakfast / continental plan:** the rate includes the room and breakfast.

**Half board / demi-pension / modified American plan:** this includes the room, plus breakfast and one other meal (lunch or dinner).

**Full board / en pension** room and all meals included.

**American plan:**

**Expressions used in quoting rates:**

for a single / double room;  
per person / room...  
the price includes...

**Nouns of cost:**

the room rate(s); the tariff(s);  
a supplement; service charge;  
VAT; a reduction of (20% per cent); a discount.

**Verbs of cost:**

the room costs £...; the hotel

charges £...for a room; it will  
cost you £... for a room.

24. *Read out a dialogue between a secretary of a company and the Manager of the Valley Hotel. Make a note of the way different "plans" are discussed.*

Secretary — S.,                      Manager — M.

S. ...so we have trainees from abroad with us for several weeks at a time, and we are considering putting them with local hotels as long-stay guests.

M. Well, in that case we would charge you on a weekly basis. But of course we might be able to offer you a discount. Our most basic plan is for the room only, with no meals at all included — what we call European Plan. Our normal weekly rate for room only is £150.

S. I see. But I think we would prefer to have the accommodation on the basis of meals provided — perhaps even all meals during Christmas holidays and so on...

M. Right. Well, we can offer a choice of plans for this. Obviously there's the ordinary bed and breakfast system, what we call Continental Plan, and for that we normally charge £165 a week.

S. Just a moment. £165... bed and breakfast. Now, what about people who want to stay en pension, with all meals included?

M. Well, we call that our American Plan. Our normal rate is very reasonable — £220 a week.

S. I see. And that just leaves the trainees who have lunch in our canteen but get all their other meals in the hotel. Do you have a plan to cover this — demi-pension, including an evening meal?

M. Yes, we can certainly offer that. It's what we call our Modified American Plan. It includes room, breakfast and dinner, and normal rate is £195 a week.

S. Fine. Now let me tell you more about our numbers and you can tell me what kind of discounts you can offer...

25. *Think and answer:*

What payment scheme is most suitable for long-staying guests? Why?

What other services can be included in the tariffs?

Are the above mentioned "plans" practiced in Russia?

What are the most popular international payment arrangements?

26. *Read and translate a newspaper article.*

### **A question of better quality.**

#### **Profile: Mariott.**

The MARIOTT hotel chain has one of the most comprehensive range of hotel grades and locations.

Mariott was formed more than 60 years ago when Willard and Alice Mariott opened a nine-seat root beer stand called the Hot Shoppe in Washington DC.

There are Mariott hotels in all 50 US states and some 24 countries worldwide — including Warsaw, which recently saw the opening of Mariott's 500th hotel.

Mariott has hotels in all market segments — it has pioneered the way in the budget hotel sector, and is involved in airport and other restaurant catering operations.

Mariott hotels are located in downtown, suburban, airport and resort sites in both the US and overseas. While most of the hotels are managed directly by the company, some are franchised in the US.

Mariott is addressing its quality problems with a new programme to ensure consistency of services, especially to business customers. It believes it has a marketing edge with its frequent traveller programme, introduced five years ago and subsequently upgraded. This enables frequent travellers to gain extra room nights free, and offers a wide range of other benefits.

The international hotels tend to be of a higher standard and Mariott has earmarked Europe as a large area for expansion. Mariott recently concluded a joint venture with a Japanese development company to acquire and develop up to nine Mariott hotels in Europe at a cost of \$400 m.

Mariott's policy of segmenting the hotel market has led it into several acquisitions. Among these was the purchase of Residence Inn.

Fairfield Inn was Mariott's entry into the economy sector in 1987.

Each hotel typically has 130 rooms. Mariott's Courtyard hotels were the first of the new mid-price hotels in the US without all the extra facilities associated with up-market hotels.

Mariott has more than 180 Courtyard hotels either open or under construction in the US.

*(adapted from the "Financial Times")*

27. Answer the questions:

- 1) What range of hotel grades and locations does the Mariott chain have? Why?
- 2) Where are Mariott hotels located?
- 3) How does the frequent traveller programme enable the Mariott chain to compete successfully?
- 4) Why did the chain earmark Europe for further expansion?
- 5) What is their policy aimed at?
- 6) What are the advantages of the new mid-price hotels?

28. Give a summary of the information you've learned from the article.

29. Read and translate a newspaper article.

**NOTE:** C\$ Canadian Dollars

**Business Cities: Toronto offers a room with a sporting view**

Sports-loving business travellers visiting Canada's commercial and financial hub have an attractive new option to consider when deciding where to spend the night.

The 348-room Sky Dome hotel, part of the Sky Dome stadium, the city's new £305 m sports complex which boasts a Hard Rock cafe and a retractable roof among other amenities, has 71 rooms overlooking the playing surface.

Nightly rates range from C\$175 (about average for a Toronto luxury hotel) to C\$850 for a bi-level suite.

Rooms with a view will start at C\$275 a night for dates when events are scheduled.

The stadium is centrally located, so the hotel should be relatively convenient for business meetings.

However, for those seeking to avoid the soulless anonymity which can pervade even the best chain hotels, the hostelry of choice in Toronto remains the Windsor Arms.

This small hotel, recently purchased by Edoken Canada, is situated near the expensive Yorkville shopping area, a ten-minute taxi ride from the financial district. Individually - furnished rooms lend it something of the air of a country mansion. The hotel's high teas are strongly recommended, as is the Three Small Rooms restaurants.

The general standard of restaurants in Toronto has risen by leaps and bounds, the legacy partly of the accelerating influx of immigrants into the city from all corners of the globe.

Most of the ethnic tastes are catered for. The city's sprawling Chinatown is a particularly happy hunting ground. Probably the best restaurant in town for the certified "foodie" is Jamie Kennedy's adventurous Palmerstons. The menu specialises in unusual combinations of flavours, sweetbreads are a speciality. Expect to pay C\$60—C\$70 per head, including wine.

In the medium price range the restaurant Southern Accents is hard to beat, not least for its generously proportioned cocktails. Blackened and bronzed dishes are uniformly flavourful. For spice lovers, piquant shrimp pasta is the order of the day. Service is outstanding. Advance bookings are advised for both establishments.

Among the pick of the bunch in the cheap and cheerful category is The Real Jerk, a raucous West Indian restaurant. A range of roti and curry dishes is on offer, as well as a surprisingly delicately spiced Jerk chicken. It is not unusual to escape for less than C\$15 per person. It helps if you enjoy a reggae music accompaniment.

Recommended at lunchtime are Sangam, an Indian restaurant which serves a first class luncheon buffet catering particularly well for vegetarians, and Simcoes, an up-market pasta eatery. The latter also boasts a fine selection of fruit sorbets.

On a less cheerful note, it is worth bearing in mind that Toronto's traffic problem is getting worse. Two upshots of this are: first, allow at least an hour for the trip to the airport. Second, become familiar with the subway. This is safe, efficient and very, very tidy. Finally, although everybody knows that Canada is cold in winter, Toronto's oppressive summer heat and humidity is often overlooked. If visiting between June and early September, lightweight clothing is accordingly indispensable.

*(adapted from the FT)*

30. Explain the meaning of the following:

visiting a hub

a retractable roof

a bi-level suite

the soulless anonymity

high teas

has risen by leaps and bounds  
to cater for the ethnic tastes  
a happy hunting ground  
the certified "foodies"  
generously proportioned cocktails  
is the order of the day  
the pick of the bunch in the cheap and cheerful category  
It is not unusual to escape for less than ... per person.  
luncheon buffet catering  
an up-market pasta eatery  
it is worth bearing in mind  
summer heat and humidity is often overlooked  
lightweight clothing is indispensable

*31. Answer the questions:*

Why is the Sky Dome hotel recommended to sports-loving business travellers?  
What other amenities attract visitors?  
What are the room rates at the Sky Dome?  
How different is the Windsor Arms?  
Where is it located?  
What features are especially recommended?  
Why did the standard of Toronto restaurants rise by leaps and bounds?  
Why are different ethnic tastes catered for?  
What part of the city is a happy hunting ground? Why?  
What types of restaurants are there?  
How are restaurants classified according to the prices charged?  
What other recommendations are given to visitors to Toronto? Why?

*32. Give a summary of the text.*

## UNIT 10. DEALING WITH COMPLAINTS

### READING

#### 1. Read and translate the text.

Wherever people travel, they look forward to smooth and trouble-free journey, including a comfortable stay at a hotel. When your booking is accepted by the hotel, a legally binding contract is made between you and the company providing the accommodation. They are under a legal obligation to do their job with reasonable skill and care, and you will have a claim if they do not.

Things very often go wrong, though. The descriptions in the advertising brochure may not be accurate, the accommodation may not be of the standard you expected or you may not get the room with the view that you requested.

This text explains your rights in dealing with hotels and answers the questions most frequently asked by guests.

#### Question 1

We picked what the tour operators described in their brochure as a "3-star" hotel. But it was shabby and dilapidated and had no restaurant. We complained to the tour operators but they said they had rated it as 3-star, and that was the end of the matter. Can they get away with this?

#### Answer

The problem with star ratings is that they vary between countries, even within the European Community. Therefore many tour operators choose to use their own rating system to assess the accommodation they offer. This means that a claim against the tour operator based on the star rating system alone is difficult to argue, unless you can prove that it failed to meet even its own criteria in assessing the accommodation.

However, you may still have a viable claim for compensation, based on the fact that the accommodation was not of a reasonable standard in view of the price paid and/or the description given in the brochure.

#### Question 2

When I arrived at the hotel where I'd booked a weekend break, I was told that they had made a mistake and the hotel was full. The only other hotel in the area that had room for me was a more expensive one in the next town, so I'm out of pocket. What are my rights?

#### Answer

The hotel accepted your booking and was obliged to keep a room available for you. It is in breach of contract and liable to compensate you for the additional expenses arising out of that breach — the difference in cost between what you were

expecting to pay and what you ended up having to pay in the more expensive hotel, plus any extra travelling costs. You should write first to the hotel manager explaining what happened, and enclosing copies of receipts for your additional expenditure.

**Question 3**

While I was staying at a hotel my video camera was stolen from my room. Is the hotel liable?

**Answer**

Hotel owners owe you a duty of care and must look after your property while it is on their premises. They are liable for any loss and damage as long as it was not your fault (your claim would be unlikely to succeed if you left the camera clearly visible in a ground-floor room with the door and window unlocked).

However, providing the hotel owners display a notice at reception they can limit their liability to £50 per item or £100 in total. They cannot rely on this limit if the loss was caused by the negligence of their staff, although you will have to prove such negligence to make a higher claim.

**Question 4**

After booking a room in a Brighton hotel I had to cancel. I told the hotelier immediately, but he kept my deposit and wrote asking for extra compensation. Is he entitled to this?

**Answer**

If a hotel accepts your booking (whether it is made by phone, letter or in person), you have made a binding contract whereby the hotel agrees to provide the accommodation for the specified dates at the agreed price, and you agree to pay for it. If you later back out, or fail to turn up, the hotel can keep your deposit to cover its administrative costs. The hotel must try to re-let your room, but if it cannot it may claim the profit it has lost from you, and this is likely to be a high proportion of the total price.

**Question 5**

Our hotel in Tunisia was very pleasant, with good food and facilities, but our holiday was marred by the building work going on across the road — a massive new apartment complex was under construction. The work started at 5 a.m. every day and we could not sit on our balcony due to the noise and dust. The tour operator is refusing to compensate us for this, claiming that it is not responsible for circumstances outside its direct

control. What can we do?

**Answer**

The tour operator may be right. But you would certainly be entitled to compensation for the loss of enjoyment (and sleep) if:

- a) the building work was going on within the hotel itself, in which case you could reasonably have expected to have been warned in advance and to have been offered an alternative hotel if the disruption to your holiday would be great;
- b) this new complex had been under construction for some considerable time before your holiday, in which case you could argue that the tour operator, via its rep, ought to have known about the proximity of the work and should at least have warned you.

**Question 6**

While I was in bed in my hotel room a section of the ceiling caved in. I was shaken and slightly injured, but it could have been worse. Can I claim for the shock and injuries?

**Answer**

Hotel owners are responsible for the physical safety of their guests. You have a claim for compensation and would be wise to seek legal advice to have it properly assessed.

**Question 7**

When I called to book a room the hotel told me it would cost more if I wanted to pay by credit card. Is this legal?

**Answer**

Yes. **Dual pricing** has been legal in the UK since 1991, and some hoteliers have increased their charges to guests who pay by credit card in order to recover the commission they pay to the card company. But to be entitled to the increased charge hoteliers must draw it to your attention when you book and indicate it on the tariff displayed in the reception.

If you were not informed — contact the Trading Standards Department at the council offices local to the hotel.

**Question 8**

My hotel room was shabby and dirty with soiled towels and grubby sheets. I refused to pay the whole bill, but then the hotel refused to let me remove my luggage until I settled up in full. Was the hotel within its rights to hold my luggage hostage like this?

**Answer**

Any hotel room, whatever its price, should be clean



and safe and offer a reasonable standard of accommodation for the price paid. As yours failed to do so it is reasonable to seek a reduction in the bill. However, the hotel does have a right to hold on to your luggage until the bill is paid.

It is probably easier to pay up in full but give written notice that you are paying **under protest** and are reserving your right to seek compensation in the courts.

*2. Answer the following questions:*

- 1) Why do claims arise?
- 2) What is booking accommodation in terms of legal obligation?
- 3) What can you do if the hotel you stayed at did not meet the standards you had expected?
- 4) What is the problem with star ratings?
- 5) Why is it difficult to argue such claims?
- 6) What is a hotel obliged to do if they accept your booking?
- 7) What compensation are you entitled to if they fail to keep a room available to you?
- 8) Is the hotel liable for any loss and damage to your property?
- 9) In what case can their liability be limited?
- 10) What are the regulations for settling financial matters if you cancel your booking in the UK?
- 11) Why was the holiday in Tunisia marred? Whose fault was that? Was the hotel liable for the loss of enjoyment? Why not?
- 12) What was the clear case for raising a claim?
- 13) Why is the traveller recommended to seek legal advice?
- 14) When was dual pricing accepted in the UK?
- 15) What should hoteliers do if they want the increased charge?
- 16) What is the best way of settling such matters?
- 17) Why did the guest complain?

*3. Sum up what you've learned from the text about:*

the legal aspect of booking accommodation;

the reasons for claims;

the problem with star ratings;

the rights of the guest in case when a hotel fails to keep a booked room for him;

the liability of hotel owners for any loss and damage to the property of the guests;

the financial arrangements in case of cancellation;

the circumstances outside direct control of the hotel and the way to claim compensation in such case;

the responsibility of a hotel for physical safety of the guests;

dual pricing in the UK hotels;

the right of a hotel to hold their guests' luggage until the bill is paid.

4. Give your explanation of the following:

smooth and trouble-free journey;  
to make a legally binding contract;  
to be under a legal obligation;  
and that was the end of the matter;  
the tour operator failed to meet even its own criteria;  
to have a viable claim for compensation;  
the additional expenses arising out of the breach of the contract;  
hotel owners owe you a duty of care;  
your claim would be unlikely to succeed;  
of the loss was caused by the negligence of the staff;  
if you later back out or fail to turn up;  
our holiday was marred by the building work;  
I was shaken and slightly injured;  
to have compensation properly assessed;  
dual pricing;  
to recover the commission they pay to the card company;  
indicate it on the tariff displayed in the reception;  
the hotel refused to let me remove my luggage;  
to give written notice that you are paying under protest.

5. Read out a conversation between a woman who is talking about her stay in a hotel and her friend. The woman had a disastrous time when she stayed in a hotel because a lot of things went wrong. Make a note of the things that went wrong.

Woman — W.,                      Friend — F.

- W. I must tell you about this one hotel we stayed in, about three years ago.  
F. Where?  
W. Well, it was just a little place in the country. We went for our anniversary — thought it would be relaxing and romantic. We'd seen it advertised in a magazine and it looked really quiet and peaceful.  
F. And wasn't it?  
W. Well, not exactly, no! For a start, when we arrived on the Friday evening, there was no one at the desk, so we rang the bell and waited, but nobody came. Then we heard voices in the back room, shouting and getting louder and louder, so we rang the bell again and eventually this little red-faced man popped out and shouted, "Yes? What do you want?"  
F. Oh.  
W. Well, we were a bit taken aback, but we explained we had a reservation and he calmed down and we checked in. He told us the room number — 106.  
F. You've got a good memory!  
W. Well, there's a reason. Anyway, he gave us the key and off we went, only to find that the key didn't fit the door. It turned out that he'd given us the right key but the wrong room — we should have been in room 107.  
F. And was the room OK?

- W. Yes, it was fine — the bathroom was a bit small, but OK. There were no towels, though. I went down to ask for some and he just said, "You want towels? You didn't bring one?" I was furious. Anyway, he apologized and brought us some.
- F. Sounds awful.
- W. Well, it doesn't end there! It went from bad to worse. Dinner was a disaster. The service was appalling. The waiter was drunk and could barely stand upright, let alone carry the food. He dropped my soup all over the floor. And the food was vile — tasteless and overcooked.
- F. Did you complain?
- W. We were sick of complaining! It was more trouble than it was worth. We just left and walked along the river to the local pub, which was lovely. But then we went back to the hotel to spend the night.
- F. Oh no! What happened then?
- W. We got back and went to bed. So far so good. But then after about ten minutes a horrible screaming noise started. We didn't know what it was. It sounded like someone being murdered, but we came to the conclusion it must be to do with the water pipes. Well, whatever it was, it went on all night and we hardly slept at all. By the morning we'd had enough. There was no way we were going to spend another minute there. We got our things together, had breakfast, which was surprisingly good, and asked for the bill. He got all upset and asked why we were leaving, at which point we complained about everything. He got really annoyed and said we'd have to pay for the second night because we'd made a reservation. Well, he eventually backed down after we threatened to write to the local tourist board and the local newspapers, but he still tried to charge us for some newspapers we never had.
- F. Did you go to another hotel?
- W. Oh no, we just gave up and went home. Our weekend was already ruined. But anyway, the final chapter in the horrible saga happened about a month later. I was reading the paper and I came across a story about a murder in a country hotel. Guess which hotel?
- F. No!
- W. Yes! There were photos of it plastered all over the paper. The hotel owner had killed his wife after a row and hidden the body in one of the bedrooms. But a guest was given the wrong key by mistake and found the body by chance.
- F. Oh, no, that's horrible
- W. And worst of all: guess which room the body was hidden in.
- F. Oh, not yours. I don't believe it.
- W. Yes, number 107!

6. Read out the dialogue again and say if these statements are true (T) or false (F):
- The woman had seen an advertisement for the hotel in a shop window.
  - The couple went to the hotel to celebrate a birthday.

- c) The man at the front desk had probably been arguing.
- d) They were given the key to room 106.
- e) The woman complained about the size of the bathroom.
- f) They didn't complain in the restaurant.
- g) They didn't sleep very well because they heard a screaming noise.
- h) They quite enjoyed the breakfast.
- i) They went to another hotel after checking out.
- j) The murder took place in room 107.

7. *Retell the story about the disastrous stay at a country hotel.*

8. *Think and answer:*

- 1) Have you ever had a disastrous stay in a hotel?
- 2) What went wrong?
- 3) What could go wrong in these areas?
  - a) front desk / checking in
  - b) the guest's room
  - c) in the restaurant
  - d) checking out / the bill
- 4) How would you handle the following people complaining in your hotel:
  - a) A drunk customer in the hotel restaurant complaining loudly about the slow service.
  - b) A guest who can't speak Russian very well, complaining about the size of his / her room (you think).
  - c) An extremely rude and angry guest complaining about his / her bill when checking out.
  - d) A dinner guest who is complaining about the quality of the food.
  - e) An elderly gentleman complaining about how many stairs he has to walk up to get to his room.
  - f) A foreign visitor complaining about the weather in Russia.

9. *Look at some of the main "rules" for handling complaints and match them with the additional sentences below.*

- a) Listen carefully to the complaint.
  - b) Do not interrupt.
  - c) Wait until the person has completely finished.
  - d) Apologize.
  - e) Speak normally.
  - f) Summarize the complaint.
  - g) Explain what action will be taken, and how quickly.
  - h) If the guest is angry, aim to remove the scene to somewhere private.
- 1) If you repeat the main points of a complaint, you make sure that there is no misunderstanding about the reason for the complaint, and saying the main points calmly helps to cool down the situation.

- 2) Before saying anything at all, be certain that the guest has completely finished talking and is not just pausing for breath.
- 3) A short clear apology should be the first thing you offer the guest. This must come *before* any explanations or reasons.
- 4) Do not let your voice rise to match the voice of the guest. This will only lead to more argument.
- 5) Make clear **what you will do**. Give the guest a definite time so that he understands that his complaint will be attended to.
- 6) An interruption will cause the guest to carry on louder and longer.
- 7) It is important to show that you are giving the guest full attention.
- 8) This could be an office, or an empty lounge. Try to find a place where there is no barrier (table or desk) between you and the guest.

*10. Think and answer:*

Which of these rules are most important? Decide on the three most important rules.

Which rule is most difficult to follow? Why?

Do you think the staff in Russian hotels are trained according to these rules? Give your examples.

*11. Read out two dialogues and compare the ways the receptionist handles the same complaints,*

**Make a list of the things the guest is complaining about.**

**Dialogue 1**

G. – Guest

R. – Receptionist

- R. Good evening. Can help you?
- G. Well, I hope you can. I'm in room 607 and frankly, it's disgusting. I'm extremely annoyed.
- R. Oh, dear. What exactly is the problem?
- G. Everything. For a start, the room is ridiculously small. specifically requested a large room.
- R. I see. Is there anything else?
- G. Yes, there is, It's absolutely filthy. Yesterday, when I arrived, it was dirty, and it's quite obvious that it hasn't been cleaned for days - the bath's got dirty marks all over it and there'd dust everywhere.
- R. Well, that's strange: they should have cleaned it this morning and yesterday. Are you sure?
- G. Of course, I'm sure. I know dirt when see it! And another thing: the sheets haven't been changed.
- R. Oh, dear, I'll send room service up with some clean sheets, and I'll make sure the room is cleaned first thing tomorrow morning.
- G. Tomorrow! I'm afraid that's not good enough. I want it cleaned now, immediately, do you hear?
- R. Well, I'm terribly sorry, but that's not possible. The cleaning staff have all finished now. You should have complained earlier.

G. What? This is totally unacceptable! If you can't clean my room then I want to move.

R. I'm awfully sorry, but we're fully booked.

G. I don't believe this I demand to see the manager!

### Dialogue 2

R. Good evening. Can help you?

G. Well, I hope you can. I'm in room 607 and frankly, it's disgusting. I'm extremely annoyed.

R. OK. Mrs. Jenkins, isn't it?

G. Yes.

R. Now, what exactly is wrong?

G. Well, for a start, the room is very small - I requested a large room.

R. Actually, room 607 is one of our larger rooms.

G. Is it? Well, I'm bitterly disappointed, I'm afraid. Also, it's very dirty: the bath hasn't been cleaned and the sheets haven't been changed.

R. Oh, I'm terribly sorry, Mrs. Jenkins. It must be most up setting for you. I'm quite sure there's been some mistake. I'll send someone up immediately to look at it.

G. Well, really I'd like to move room now.

R. I understand. We are very busy, but I'll see what can do. Why don't you wait in the lounge bar while I sort this out, I'll arrange for a complimentary drink for you.

G. Well, OK, then.

R. I really am most sorry, Mrs. Jenkins, for the inconvenience you've suffered.

### 12. Think and answer:

In what way does the receptionist behave differently in the second conversation? What does she offer to do?

Why is the outcome different in each situation?

13. When people complain, they want to emphasise an adjective or make it stronger, especially during an emotional exchange. It is common to use intensifying adverbs, such as

**extremely, absolutely, very, terribly, quite.**

However, not all combinations of adverb and adjective are possible.

Make a note of the combinations in the box and use them in the sentences below:

- |  |   |
|--|---|
| a) extremely / very / terribly annoyed | d) absolutely / quite unacceptable      |
| b) absolutely /quite filthy            | e) extremely/very/terribly disappointed |
| c) absolutely/quite sure               | f) extremely / very / terribly sorry    |

- 1) I'm \_\_\_\_\_ that I didn't make any international phone calls from my room.
- 2) We were \_\_\_\_\_ with the hotel, considering that so many people had recommended it to us.
- 3) The standard of the food was terrible. It was \_\_\_\_\_.
- 4) The swimming-pool obviously hadn't been cleaned for ages. It was \_\_\_\_\_.
- 5) I'm \_\_\_\_\_ that it's so noisy. Unfortunately, it's unavoidable because we're having essential repairs done.
- 6) The chef is obviously a perfectionist. He gets \_\_\_\_\_ if the slightest thing goes wrong.

14. Choose the best word to complete the sentences.

- 1) Send someone up to my room at once — the bathroom hasn't been cleaned and it's \_\_\_\_\_ disgusting.
  - a) very    b) extremely    c) terribly    d) absolutely
- 2) The food isn't bad but the service is \_\_\_\_\_ slow.
  - a) absolutely    b) utterly    c) totally    d) very
- 3) The training that they give their staff is extremely \_\_\_\_\_.
  - a) brilliant    b) magnificent    c) good    d) wonderful
- 4) The problem with holidays in England is that the weather is often very \_\_\_\_\_.
  - a) awful    b) terrible    c) dreadful    d) bad
- 5) This is the worst bottle of wine I have ever had. It is absolutely — it tastes like vinegar.
  - a) bad    b) sour    c) disgusting    d) unpleasant
- 6) I'm \_\_\_\_\_ sorry Room Service haven't brought you your coffee yet. I'll ask them to bring it up straightaway.
  - a) bitterly    b) quite    c) absolutely    d) terribly
- 7) Please tell the chef that was the best steak I have ever had. It was \_\_\_\_\_ marvellous.
  - a) terribly    b) absolutely    c) very    d) extremely
- 8) The room I'm in is \_\_\_\_\_ having another one.
  - a) quite    b) absolutely    c) totally    d) extremely
- 9) I'm certainly not going in the pool — it looks very \_\_\_\_\_.
  - a) dirty    b) filthy    c) disgusting    d) revolting
- 10) The last hotel where I worked was absolutely \_\_\_\_\_ — there were over 900 bedrooms.
  - a) enormous    b) big    c) large    d) high

### **VOCABULARY PRACTICE**

15. Match the words on the left with definitions on the right:

- |              |  |
|--------------|--|
| 1) complain  | a) warned that   |
| 2) ignored   | b) given free of charge  |
| 3) cope with | c) causing a strong feeling of dislike                           |
| 4) filthy    | d) become or make smb. become quiet when they are angry or upset |
| 5) appalling | e) very bad or harmful   |

- |                     |                                      |
|---------------------|--------------------------------------|
| 6) complimentary    | f) paid no attention to              |
| 7) disastrous       | g) say that you are not satisfied or |
| 8) disgusting       | happy with something                 |
| 9) calm / calm down | h) shocking or terrible              |
| 10) threatened to   | i) deal successfully with            |
|                     | j) very dirty                        |

16. Read out another example of a complaint and answer the questions below:

G — Guest

DM — Duty Manager

- G. Can't you do something about the service in this hotel?
- DM. I'm sorry, madam. What's the problem, exactly?
- G. My breakfast, That's the problem!
- DM. Yes?
- G. I ordered breakfast from Room Service at least half an hour ago...
- DM. Yes?
- G. I've telephoned Room Service three times, but my breakfast still hasn't come...
- DM. I see...
- G. I've got an important meeting at nine o'clock and now it seems I'll have to go there without breakfast! Really, I don't think this is good enough!
- DM. I'm very sorry about this madam. You ordered breakfast half an hour ago, and you've phoned three time's since then?
- G. That's right.
- DM. I really must apologize. You should have received the breakfast no later than five or ten minutes after you ordered it.
- G. That's what I thought.
- DM. The problem may be that they've been rather short-staffed in the kitchens recently. But I'll look into this, and I'll make sure that the breakfast is sent to you immediately. Full English breakfast, was it?
- G. Full English breakfast, with corn flakes.
- DM. Very well, madam. I'll deal with this myself, and I'll have it sent up to your room right away.
- What is the guest's complaint?
- While listening to the complaint, does the Manager speak at all? What does he say?
- What is the first thing he says **after** hearing the complaint?
- How does he check that he understood the complaint?
- He apologizes several times during the conversation. What does he say?
- What explanation does he give?
- What action does he promise?

17. Give replies to the complaints below. Use any suitable phrase of apology, and any suitable phrase promising action.

Example: **We've been waiting half an hour for our suitcases.**



**You:** — I'm sorry about that, sir. I'll have them sent up right away.

- a) This tablecloth is filthy! Can't you give us another one? (replace)
- b) Why is it taking so long to make our bill up? (make up)
- c) I paid the parking attendant to wash my car, but no body has washed it. (wash)
- d) I'm sure the sheets on the bed haven't been changed after the last guest, (change)
- e) There's a mistake in the bill. We didn't have dinner here last night, (check)
- f) We arranged for an extra bed to be put in the room for our young son. But there's only one double bed here, (attend to)

**Useful prompts:**

- I'm sorry, I'll have (it sent up right away)
- I'm very / extremely sorry (about this / that)
- I'll get it (attended to immediately)
- I really must apologize,
- I'll make sure (it's brought to you immediately)
- I do apologize,
- I'll, deal with this myself;
- I'll look into this...;
- I'll sort out (this mistake, etc.)
- What I'm going to do now is ...
- The first thing I'm going to do is ...

18. Read another dialogue between a Duty Manager (DM) and a guest (G). Make a note of how the Duty Manager does the following things:

- a) moves the scene of the complaint to a less public place;
- b) shows that he is listening carefully;
- c) apologizes;
- d) summarizes the complaint;
- e) gives a possible explanation of the event;
- f) tells the guest what action will be taken.

G. Are you the Manager?

DM. I'm the Duty Manager. And you're Mr. Clarke from the Seaways group, aren't you? Can I help you?

G. You'd better. My suitcases have been stolen and I want them back, quick.'

DM. Let's go into my office, and you can tell me exactly what's happened, (*they go into the office*)

G. Two suitcases. They've been stolen from outside my room...

DM. Yes.

G. I put them out this morning for the Porter to collect. He was supposed to take them down to the Seaways Tour bus. But I've just been down to the bus, and there's a pile of suitcases there, but mine aren't among them. They must, have been stolen.

DM. I see. What time did you put them out?

G. About seven-thirty.

DM. And can you tell me what they look like?

- G. They are large, soft grey leather suitcases with Seaways stickers on them. Look, I want some action on this!
- DM. Yes, of course Mr. Clarke. I'm very sorry about this. Just let me get clear what happened. You left two suitcases outside your door at half-past seven, for the Porter to take down to the tour bus. You've been to the bus, and there's no sign of the suitcases.
- G. Right.
- DM. Right then, Mr. Clarke. It's possible that the suitcases have been put down in the wrong place. So the first thing I'm going to do is contact the Porter, the Head Porter and the Tour Courier. Together we'll check the hotel and the bus thoroughly. I'll also contact the Hotel Security Officer, and we'll see then if we have to contact the police.

*19. Learn the dialogue by heart and act it out with your partners.*

### ***SPEAKING***

*20. Make up and act out with a partner a dialogue based on the following situation.*

A guest comes up to Mrs. Dale, The Duty Manager, complaining angrily about the Hall Porter's Department. Since there are other guests present, the Duty Manager invites the guest to come to her office to talk things over.

The guest tells the Duty Manager that the Hall Porter yesterday promised to obtain theater tickets for a show in the city. He says that today, when he went to collect the tickets there was another porter on duty. The porter could not find any tickets for the guest, and could not find any record of the request for tickets.

It seems that the porter on duty today did not believe that the guest had made any request for tickets. The guest says that the tickets were promised, that he has made arrangements to go to the theater that night, and that it is the hotel's job to provide the tickets.

The Duty Manager apologizes, summarizes the complaint, and says that the Hall Porter is off duty today. However, she knows where he is. She promises to telephone him immediately and find out about the tickets. She says that if the hotel has made a mistake, she will personally contact the theatre and do her best to reserve tickets for this evening's performance.

Most business takes complaints very seriously; but some complaints are more serious than others and some customers complain more than others. It is often the responsibility of an individual member of staff to deal with the problem. Sometimes, of course, it is necessary for the staff member to refer an unhappy customer to someone else, such as a manager.

Decide which member of the hotel staff is best suited to deal with the complaints below; perhaps, the duty manager, the assistant manager, the head receptionist, a receptionist, a station waiter, the head waiter, or someone else.

**Give reasons for your choices.**

21. Read the complaints that guests are making to staff at the *Metropol Hotel*.

- Mrs. Lyle says that she did not get her early morning call.
- Mr. Stanley in room 402 is very annoyed about the loud music and voices from room 403.
- Miss Marple says there is no coffee in her room.
- Mr. Shaw is complaining loudly in the restaurant about badly cooked meat.
- Mr. Brown says his wallet is missing from his room.
- Mr. Anderson is complaining about the air-conditioning for the fifth time in four days.
- Mrs. Edwards says that she finds the floor waiter very rude.
- Mr. Green says that his bathroom shower doesn't work.
- Mr. Fairfax is complaining in the lobby that the hotel has let his reserved room to someone else.
- Mrs. White says she can never get an outside line.
- Mr. Shepherd is not sure if the wine is corked
- Mrs. Pearl is most upset that her usual suite of rooms is not available.

22. Act out dialogues based on some of the above situations.

### **Dealing with Complaints**

In hotel business, providing clients with satisfactory service is regarded as the main aim. However, clients sometimes complain about services during their stay at hotels. Some complaints may be unreasonable or unjustified, or may not be hotel staff's faults. It is, thus, usually best to apologize and offer to take action. In the service industry 'The client is always right.', even if he or she is wrong. An apology costs nothing and can help the clients to feel better, and complaints can help professionals to improve his or her service in future. (Jones, 2011: 91). Therefore, it is essential for those working in hotels to be aware of the most common complaints made by dissatisfied clients and also know how to handle them in a professional and satisfactory manner. This unit, consequently, focuses on the most common complaints the hotel staff are likely to encounter during the clients' stay as follows: room condition problems, food and drink problems, tableware and dining condition problems, and payment problems.

### **1. Room Condition Problems**

1. Discuss the following questions.

1. What are some common complaints guests might make in a hotel?

---

2. Do you know how to handle guest complaints in a professional way?

---

3. Would you feel upset after hearing lots of complaints?

---

4. What kinds of characteristics would help when dealing with guest complaints?

---

5. Would you like to be a hotel clerk responsible for handling complaints?

---

6. Why or why not?

---

2. Match these common complaints with the relevant topics.

Complaint	Topic
1. The people in the room next door are too noisy.	A. Booking problems
2. The remote control doesn't work.	B. Maintenance issues
3. I reserved a non-smoking room, not a smoking one.	C. Late-night complaints
4. I'm not able to use the phone in my room.	
5. The sheets on my bed don't seem clean.	
6. The air conditioner is leaking water all over the floor	
7. I specified ordered a room with a view.	

3. Listen to the conversations and decide if the following statements are True (T) or False (F). (F = Front desk clerk)

Conversation 1

F: Good afternoon, Reception, Susan speaking. How can I help you?

Guest: Hello. I have a complaint. I've just checked into Room 745 and it smells of smoke.

F: I'm very sorry to hear that, sir. Please accept my apologies.

Guest: It's horrible.

F: Yes, some guests unfortunately ignore the No Smoking signs.

Guest: Well, what are you going to do about it?

F: Don't worry. I'll find you another room immediately. Please wait in your room. I'll send someone up to collect your bags and move you to another room.

Guest: Thank you.

F: I can offer you a superior room on a higher floor with a view over the city. Would that be acceptable?

Guest: That sounds fine. Thank you very much.

Conversation 2

Sam: Good afternoon, Guest Services. Sam speaking.

Susan: Sam, this is Susan. Please go up to Room 745 ASAP, collect the guest's luggage and move him to Room 1203. He says the room smells of smoke. And tell him we will send up a bottle of wine on the house. Thanks.

Sam: OK, Susan.

\_\_\_\_\_ 1. The guest says that Room 1203 smells of smoke.

\_\_\_\_\_ 2. Susan will move the unhappy guest to a better room.

\_\_\_\_\_ 3. Susan tells the unhappy guest to come back down to Reception.

- \_\_\_\_\_ 4. Susan plans to give the unhappy guest a free bottle of wine.  
 \_\_\_\_\_ 5. The guest is happy with Susan's solution to the problem.

4. *The unhappy guest receives a note from the hotel manager with the bottle of wine. Complete the note with words in the box.*

accept	superior	apologies	room	Thank you	can	smoke
--------	----------	-----------	------	-----------	-----	-------

Dear Mr. Silvia,

Please (1) \_\_\_\_\_ my (2) \_\_\_\_\_ for the smell of (3) \_\_\_\_\_ in your (4) \_\_\_\_\_. (5) \_\_\_\_\_ for bringing it to our attention. I hope that your (6) \_\_\_\_\_ room is to your satisfaction.

Please accept this bottle of wine with the compliments of the hotel. I hope you enjoy the rest of your stay. If there is anything else I (7) \_\_\_\_\_ do for you, Please don't hesitate to contact me or my staff.

Yours sincerely,  
*J Edwards*  
 John Edwards  
 General Manager

5. *Complete the missing parts in the conversations guests complaining about their rooms, using given words in the box. Then listen to check your answers*

Conversation 1

immediately	as nice as	very sorry	as for	first-rate
-------------	------------	------------	--------	------------

Housekeeper: Good morning. Housekeeping. What can I do for you?  
 Guest: I've heard that the facilities of your hotel are (1) \_\_\_\_\_, but my room is not (2) \_\_\_\_\_ I expected.  
 Housekeeper: What seem to be the problems, sir?  
 Guest: Well, the desk lamp is broken. And it's so hot in here. Doesn't this room have climate control.  
 Housekeeper: I'm (3) \_\_\_\_\_, sir. What is your room number?  
 Guest: I'm in Room 621.  
 Housekeeper: Certainly, sir. I'll send someone up (4) \_\_\_\_\_ to fix the desk lamp. (5) \_\_\_\_\_ the room temperature, it's usually set at 24 degrees Celsius. If you feel hot, you can use the control panel to reset it. The control panel is next to the bathroom light switch.  
 Guest: Oh, alright.

Conversation 2

right away	shut-eye	inconvenient	terribly	maintenance
------------	----------	--------------	----------	-------------

Housekeeper: Good evening. Housekeeping. How may I help you today?

Guest: Can you do something about the air conditioner? It's making a strange noise.

Housekeeper: I'm so sorry, ma'am. I'll ask a (6)\_\_\_\_\_ worker to check it (7)\_\_\_\_\_ . Is your room number 1126?

Guest: Yes, it's 1126.

(Hours later)

Guest: The air conditioner is making a funny noise again, so I can't fall asleep. Please do something. I really need to get some(8)\_\_\_\_\_

Housekeeper: I'm (9)\_\_\_\_\_ sorry, ma'am. If you'd like, we can move you to Room 1128. It's the room right next to yours.

Guest: Well, it's a bit (10)\_\_\_\_\_ . But as long as there's nothing wrong with that air conditioner, I'll move.

6. A guest calls Housekeeping. There are some problems with his bathroom. Listen to the conversation and complete the missing parts.

Housekeeper: Good evening. Is there anything I can do for you?

Guest: The (1)\_\_\_\_\_ in my bathroom is (2)\_\_\_\_\_, and I can't (3)\_\_\_\_\_ the toilet.

Housekeeper: I'm very sorry about that, sir. We'll send a plumber up (4)\_\_\_\_\_ possible. What's your room number, sir?

Guest: 1320. Please make it quick. And while you're at it, could you have someone bring me some clean towels and more soap?

Housekeeper: No, problem, sir. We'll send (5)\_\_\_\_\_ to your room in a minute.

7. Complete the conversation with words in the box. Then listen again to check your answer.

vacuum	make sure	afraid	apologize	them	send
--------	-----------	--------	-----------	------	------

Staff: Reception. How can I help you?

Guest: Yes. I'm (1)\_\_\_\_\_ the maid didn't change the bath towels in my room.

Staff: I am terribly sorry, ma'am. I will send a maid to change (2)\_\_\_\_\_ right away.

Guest: And there's another problem. The floor is very dirty. Can you (3)\_\_\_\_\_ someone to clean it?

Staff: Please let me (4)\_\_\_\_\_ for this. I will report this matter to the Housekeeping and send a maid to (5)\_\_\_\_\_ the floor. We will (6)\_\_\_\_\_ this does not happen again.

Guest: That's very kind of you.

Staff: Are there any other problem, ma'am.

Guest: No, thank you.

Staff: Thank you for calling, ma'am.

8. Put these sentences in the conversation in the correct order.

\_\_\_\_\_ Reception: Right, I see. I'll ask someone to come up straight away.

\_\_\_\_\_ Guest: Yes. I'm in room 206. I'm afraid I have a small problem.

\_\_\_\_\_ Reception: Oh, dear. I'm sorry to hear that. What's the matter?

\_\_\_\_\_ Reception: It won't be long. I'm really sorry about that.  
\_\_\_\_\_ Reception: Goodbye.  
\_\_\_\_\_ Guest: That's OK. Goodbye.  
\_\_\_\_\_ Guest: Thank you. How long will it take?  
\_\_\_\_\_ Guest: It's my television. It doesn't work.  
\_\_\_\_\_ Reception: Reception. Can I help you?

## 2. Food and Drink Problems

*1. Listen to the diners complaining to the waiter in the hotel restaurant. Then answer the questions.*

Conversation 1

Diner: Waiter!

Waiter: Yes, ma'am.

Diner: I think this fish is not fresh. It smells.

Waiter: I'm terribly sorry, ma'am. I can give you something else if you'd like.

Diner: I'd like some fresh fish. Anything that is fresh.

Waiter: I'll speak to the chef and see what he can offer you.

Diner: All right.

.....

Waiter: Is everything all right, ma'am?

Diner: Not really. This Thai dessert you recommend is much too sweet for me.

Waiter: I'm afraid most Thai dessert are rather sweet. In that case, you could try the fruit.

Diner: No, that's OK. I think I'll have the coffee instead.

Waiter: Very well, ma'am. I'll be right back.

Diner: Waiter!

Waiter: Yes, ma'am.

Diner: This coffee is too strong for me.

Waiter: I'm sorry, ma'am. I'll get you another one.

Conversation 2

Waiter: Here you go. Is there anything else I can get for you?

Diner: Uh...I'm sorry, but I didn't order this. I ordered the steak.

Waiter: This is the steak.

Diner: But there is sauce all over it! I didn't order it like this.

Waiter: This is how our chef cooks steak. It's our most popular dish.

Diner: But this steak is.....undercooked! I can see....blood!

Waiter: Well, didn't you order your steak rare?

Diner: No, I ordered it well-done. I can't eat this. I'm sorry.

Waiter: I'll take it back to the kitchen and bring you another one. I'm sorry about the mistake.

Diner: That's OK. And could you ask the chef not to put sauce on it, please?

Waiter: Sure. I'll be right back.

1. Why is the diner in conversation 1 unhappy with her order?

---

2. What's wrong with her coffee?

---

3. What's the complaint in conversation 2?

---

4. How does the waiter handle the complaint in conversation 2?

---

2. Listen to the conversation in which the diner is making complaints to the Food and Beverage Manager, and complete the following details.

Name of diner	Tone of voice friendly/unfriendly	Details of Complaints	Action taken

Manager: How can I help you, Mr. Whitney? I've been told that you asked to see me.

Mr. Whitney: That's right. I'm not at all satisfied.

Manager: If you could tell me what the problem is exactly, I'm sure it could be taken care of.

Mr. Whitney: At first, the waiter came to me with the fillet of sole, not the steak I ordered. But that was all right because he finally brought me the steak. And how the steak.....

Manager: What's wrong with it, sir?

Mr. Whitney: It's still raw. When I ordered, I emphasized I wanted it medium. When I complained to your waiter, he didn't seem to take any action.

Manager: I'm extremely sorry, sir. I'm sure the waiter didn't mean to be rude. He should have changed it. But we're terribly busy today and perhaps he didn't understand you correctly. I'll have the steak changed immediately.

Mr. Whitney: That's better. At least someone cares. And another thing, I think the wine is corked.

Manager: Are you sure, sir? That Chabis has been very good. We've got so many orders tonight.

Mr. Whitney: Go ahead. Taste it yourself.

Manager: (After tasting).....Well, there doesn't seem to be anything wrong with it. Perhaps it's a little dry for your taste. I would recommend you try Beaujolais next time.

Mr. Whitney: Maybe I will.

### 3. Tableware and Dining Condition Problems

1. Listen to the conversation in dealing with an unhappy customer. Then answer the questions.

1. What drink has the guest ordered from the bar?

---



2. What is the problem with her glass?

---

3. Why is she unhappy with her drink?

---

Waiter: Here's your mineral water with ice and lemon, madam.

Guest: I'm sorry, I can't drink out of that. The glass is dirty and there's lipstick around the edge. Please take it away and bring me another one.

Waiter: I'm very sorry, madam. I'll replace it right away.

Guest: Thank you.

.....

Waiter: Here you are, madam. I hope this glass is better for you.

Guest: Yes, it looks a lot better, thank you.

Waiter: My pleasure.

Guest: Excuse me? I asked for still mineral water, not sparkling

Waiter: Oh, sorry. I do apologize. I'll exchange it at once.

*2. Listen to the conversation in which a guest complaining about tableware.*

*Then answer the questions.*

1. What is the guest's name?

---

2. Has the guest been to this hotel before?

---

3. What does the guest feel about the dining room?

---

4. What else does he complain?

---

5. Who has to look into the matter as soon as possible?

---

**Receptionist:** Good afternoon, Mr. Whyte. How was your trip you to the Grand Palace?

**Mr. Whyte:** Very nice, thank you. By the way, just one thing before I leave. Frankly, I think you've got to do something with the food and beverage service here, especially the tableware and the dining conditions. I'm sorry to say this but otherwise I'm sure you'll lose a lot of guests.

**Receptionist:** May I ask what the problem is, sir?

**Mr. Whyte:** I had my dinner at the hotel restaurant last night. I was annoyed because the room was too crowded and stuffy. The way you arrange the tables is absolutely unrealistic. How can you fit that many in there like that? I could hardly move around or breathe.

**Receptionist:** I'm extremely sorry to hear that, Mr. Whyte. I'll talk to the Food and Beverage Manager so he can look into the matter.

**Mr. Whyte:** And he should take action very soon too. Oh, please also tell him to check all the tableware more often and in particular before it is served to the guests.

Some of the glasses and plates are nicked, some are cracked and some are filthy. It's not up to standard at all. I'm very disappointed.

**Receptionist:** I do apologize again, sir. I'm sure he'll take action as soon as he gets your complaints.

**Mr. Whyte:** That's good to hear. I've stayed here many times and I don't want to see you lower your own standard.

**Receptionist:** Thank you very much indeed for your concern, sir

3. Match each statement/question in column A with an appropriate response in column B.

A

1. I'm not happy at all. It looks like this table hasn't been cleaned.
2. It's stuffy in here. I can't breathe properly.
3. My fork is filthy. Look! You can still see the dirt and the lipstick mark.
4. I thought that this was a non-smoking area. Aren't you going to do anything about that man? He's been smoking all evening.
5. How do you expect me to stir my coffee without a teaspoon?
6. It just isn't good enough. I don't understand how you can give me a glass which is cracked.
7. It's terrible hot in here. I'm sweating. Could you turn up the A/C, please?
8. The waiter and waitresses don't seem to pay any attention to the guests.
9. We've been kept waiting now for our meal for half an hour.
10. Waiter! This cup isn't cleaned.

B

- A. I'll have someone change this table cloth for you.
- B. I'll talk to their manager, sir.
- C. I'm terribly sorry, sir. It's terribly crowded today.
- D. I've already turned it up, ma'am. It will take a while before it gets cooler.
- E. I'll ask him to stop it.
- F. Please let me take it away. It can be very dangerous. I'll have the waiter bring you a new one.
- G. I'll have it changed for you right away.
- H. I'll get you one straight away.
- I. I'll get a clean cup right away.
- J. I'm sorry, sir. We're terribly busy this evening

#### 4. Payment Problems

1. Complete the conversations with the words in the box.

cashier    item    pay    sushi    sign    salmon    wrong bill

Guest: I'd like to have the bill, please.

Waiter: Yes, ma'am.

(After the waiter has presented the bill to her.)

Guest: I'm afraid you've given me the(1)\_\_\_\_\_. The details which are shown here are different from what I ordered.

Waiter: I'm sorry, ma'am. May I see your bill?

Guest: Could you tell me what this (2)\_\_\_\_\_ is?

Waiter: That's for the (3)\_\_\_\_\_ you ordered, ma'am.

Guest: But I didn't order any salmon. I only had (4)\_\_\_\_\_ and it is already shown on the bill here.

Waiter: If you wait a moment, I'll check with the (5)\_\_\_\_\_, ma'am.

I think I might be mixing your bill up with another table's.

.....

Waiter: I'm terribly sorry for the confusion, ma'am. There's been a (6)\_\_\_\_\_.

Guest: That's OK as long as I get the right bill.

Waiter: How would you like to (7)\_\_\_\_\_, ma'am?

Guest: By credit card. Do you accept VISA?

Waiter: Yes, we do. Just a moment, please.

.....

Waiter: Could you (8)\_\_\_\_\_ here, please?

Guest: Sure. Here you are.

Waiter: Thank you, ma'am.

## Focus on Language

### 1. ASAP

When we use the abbreviation ASAP, which stands for as soon as possible, we usually say the letters separately, like this A-S-A-P. This is quite informal.

### 2. Making comparison with not as.....as

We use 'not as.....as' when we say that two parts of a comparison are not equal or not the same in some way.

Subject + is not as + adjective + as

The hotel isn't as beautiful as I expected.

The bed is not as soft as I thought.

The room is not as big as I expected.

My room is not nice as I expected.

The restaurant isn't as expensive as I imagined.

### 3. As.....as + possibility

We often used expressions of possibility or ability after as.....as.

Subject + verb + adverb + as possible/as one can

We'll have someone come up as soon as possible.

Your meal will be delivered to your room as quickly as possible.

We've discounted the room as much as possible.

Arrive at the airport as early as you can.

Please talk as quickly as you can.

### 4. Using 'adjectives' in complaining about food and drink

We can use these forms when complaining about food and drink.

Subject + is + too + adjective (+ for + person)

Subject + is not + adjective (+ for + person)

The coffee is too strong (for me).

This curry is not spicy enough (for me).

This tea is not sweet enough (for me.)

This Thai dessert is much too sweet (for me.)

Subject + is + adjective

Subject + verb + adjective

This soup is cold.

This lamb is tough.

This steak is overcooked.

This Thai dish look unappetizing to me.

Note: Other verbs such as appear, taste, seem, etc. can be used.

These are adjectives which can be used when talking about food and drink.

### **Tastes of food**

sweet            sour

salty            bitter

hot              spicy

strong          mild

bland            tasteless

peppery

### **Characteristics of food (expecially steaks)**

underdone          well done

undercooked        well cooked

raw/rare            tough

medium rare        burnt

medium              overcooked

### **Freshness of food**

fresh              rancid

not fresh          stale

smelly

### **Tastes of drink**

strong              weak

sweet                bitter

salty                dry

sour                 corked

## **LETTER OF COMPLAINT**

*I Very often dissatisfied customers write letters of complaint, describing the difficulties they had during their stay or the unpleasant experience of being a guest at the hotel which did not live up to their expectations.*

Read out the two letters below and underline ex-pressions used to complain.

### **Letter 1**

Dear Sir,

I'm writing to you concerning my recent stay at your hotel. My wife and I arrived on Saturday and stayed for a week. Although we were treated well and found the service and your staff excellent, there are one or two matters which we felt we should bring to your attention.

Firstly, we had hoped for a complete break from our busy work lives, and indeed your advertisement promised 'peace and quiet' and the chance to relax.

However, we were surprised to find that there was a lot of noisy building work. I understand that repairs are sometimes needed, but is it really necessary to start at seven o'clock in the morning?

Secondly, we had hoped to make use of the 'luxurious pool'. To our astonishment, we found that this was closed for the entire period of our stay.

I hope you do not mind me writing to you about these things, but I would be grateful if you could give me some explanation. As I said at the start, it is a pity when your service is so excellent in other areas.

I look forward to hearing from you.

Yours faithfully,

Simon Bradley

## **Letter 2**

Dear Sir,

I recently had the bad luck to stay in your hotel, and I am now forced to write to you to express my disgust with the service you provided.

From the moment I arrived I was treated in an unfriendly manner. I also found that the promises you made in your advertisement were not true. The hotel was not relaxing — it was noisy and uncomfortable. The restaurant was not romantic, and indeed it was hardly a restaurant, as it offered very little variety of food.

Furthermore, there was no transport into town. When I complained about this I was simply told there was a bus strike. Surely you could have provided a taxi service for your guests.

I am a fairly reasonable man, and I am quite prepared to put up with a little inconvenience, but this was too much for me.

If I do not receive a satisfactory explanation and appropriate compensation, I shall be forced to take the matter further. I am sending a copy of this letter to my solicitor and to the local tourist board.

Yours faithfully

Sean Penn

## *2. Answer the questions:*

- 1) Who is the letter from?
- 2) What is the writer complaining about?
- 3) Was there anything positive?
- 4) What action does the writer want the hotel to take?
- 5) What is the tone of the letter?
- 6) What is the outcome going to be?

3. *Imagine that you are the manager of the hotel and you must reply to the unhappy guests. You don't want to make excuses but you know there were reasons why the things promised in the advertisement did not happen.*

**Use the notes below:**

**Problem**

- |                                  |  |
|----------------------------------|--|
| a) swimming-pool closed          | essential maintenance due to damage to pump system                   |
| b) incomplete restaurant service | head chef had to go to hospital suddenly                             |
| c) noisy building work           | building new recreation centre (and this is least busy time of year) |

**In your reply follow this structure:**

**Paragraph 1:** Thank writer for letter. Make general apology.

**Paragraph 2:** Make specific apology and give explanation/reason for each complaint.

**Paragraph 3:** Offer some compensation (if you want).

**Paragraph 4:** Repeat general apology and make closing remarks.

**Write a letter to one of the guests apologizing for the difficulties they had and explaining the reasons.**

If you want to, you can offer some compensation.

4. *Follow-up practice.*

**Student A.** Write a letter to a hotel manager complaining about the service provided by the hotel during your recent stay.

**Your are angry because:** the service was slow; the room was not properly cleaned either before or during your stay; the receptionist seemed unwilling to answer your enquiries; and no porters were available to help with your luggage.

You say that although you have stayed at the hotel several times in the past, you are unwilling to come again unless there is some guarantee of improvement.

**Student B. As Hotel Manager, write back to the guest.**

Apologize for the problems that the guest had during her stay.

Explain that unfortunately you had to take on temporary staff during the period of the guests' stay owing to illness of some long-serving staff.

Say that the situation is now back to normal, and that you are now fully confident that you can provide your normal standard of service. Apologize once again.

Say that you hope that the guest will return for a further stay, and that she will let the management know immediately if the service is unsatisfactory in any way.

5. *Read and translate the article, and answer the questions which follow. A computer program trains waiters by simulating restaurant complaints*

Does your computer make rude remarks to you?

While manufacturers struggle to make their machines more user-friendly, Richard Margetts, a catering lecturer at Granville College, in Yorkshire, has developed a program that positively encourages the computer to be nasty towards its operator.

The software, called Custom, has been funded by the employment department's learning technologies unit, and is designed to help hotel and catering trainees to cope with customers' complaints. Such complaints can make or break a business. The idea for the program grew out of an unpleasant evening Mr. Margetts and his wife had at a hotel. In a scene that could have come from "Fawlty Towers", the BBC television comedy series, the couple were left standing in the hotel lobby while the receptionist continued making a personal telephone call. During the meal they were ignored by the waiter and had to order their drinks at the bar and carry them back to the table. The couple complained to the manager who sympathized but said it was difficult to train staff in customer care.

"Britons are very complacent about complaints," says Mr. Margetts, who used to run his own restaurant. 'Good service is not seen as being very important.'

Hence the computer-based training package. The first part analyses how complaints arise. The complaints included those from the few customers who go to a restaurant determined to make a fuss, perhaps in the hope of a free meal.

Mr. Margetts says: 'Within the program we have included ways of spotting those complaints, and those that can arise because of a bad experience somebody has had even before entering the restaurant.'

"The program will also identify the complaints that can occasionally arise merely from customer boredom. Somebody may have decided he cannot stand his dining companion, for example, and takes his unhappiness out on the food or the unfortunate waiter."

The waiters assemble a customer profile. "How am I dressed — shabby, average or immaculate?" the computer asks.

"Is my accent local or non-local? Do I speak perfect English or might I be a tourist? Am I alone or with a group? Is it a mixed-sex group? What is my age bracket? How much alcohol do I seem to have drunk?"

The computer then suggests successful ways of tackling the customer.

Mr. Margetts says: 'The idea is that the trainee sees that personal attributes such as accent or dress are a weak indicator of how a customer will respond during a complaint, whereas attitude and alcohol are much stronger.'

In the second part of the program, the computer becomes less than friendly. The trainee takes part in role-play simulations in which the computer acts like a complaining customer.

The computer can be programmed to be angry, rude, reasonable, or rambling. The trainee's task is to recognize the warning signs and calm the situation.

At the end of a session, trainees are told how many attempts it has taken to reach the correct response. The results are saved for the course tutor to read.

But although the program uses graphics and text to good effect, it cannot yet convey complex factors such as the customer's tone of voice, body posture, or facial expression. Future versions may use video pictures and sound for greater realism.

However, Mr. Margetts says there are no plans to incorporate a robot arm that grabs the user by the lapels.

*(adapted from 'The Times')*

**VOCABULARY NOTES:**

<b>nasty</b>	unkind
<b>make or break</b>	cause either success or complete failure
<b>make a fuss</b>	cause a lot of problems with no real reason
<b>shabby</b>	dressed in old, untidy clothes
<b>immaculate</b>	perfect, very neat
<b>rambling</b>	talking in a long, unorganized way
<b>lapels</b>	the two parts of the front of a jacket that are folded back

*6. Answer the questions:*

- 1) What is Mr. Margett's job?
- 2) Who is the software program going to help?
- 3) What two things did Mr. and Mrs. Margetts complain about?
- 4) What was the manager's response?
- 5) The article mentions three causes of complaints which are nothing to do with the quality of service of food. What are they?
- 6) What questions does the computer ask in order to construct a customer profile?
- 7) Which factors decide how a customer will react during a complaint?
- 8) During the role play, what must the trainee try to do?
- 9) What does the program not do yet?

*7. Sum up the information you've learned from the text.*

*8. Think and answer:*

- 1) Do you think this form of training is effective? Give reasons.
- 2) Is this form of training expensive? Why do you think so?
- 3) Why is it important to train staff in customer care?
- 4) The text says that Britons are very complacent about complaints. Can you say the same about the Ukrainians?
- 5) Can you think of the difference in attitude to complaining customers in European and Ukrainian hotels?
- 6) What typical complaints can be heard in Ukrainian hotels?
- 7) What is the response of the management?
- 8) Do you think you could handle complaints in a proper way? Give examples.



## CONTENT MODULE 2. AN INTRODUCTION TO THE CATERING INDUSTRY

### UNIT 11. AN INTRODUCTION TO THE CATERING INDUSTRY

#### READING

##### Text 1

1. Decide if these sentences about catering are true (T) or false (F).

- 1 Catering is providing people with food and drink.
- 2 The term 'catering' is only used for social situations like parties.
- 3 You find catering services only in hotels, restaurants or cafes.

2. Read the text about catering and check your answers.

Catering is the provision of food and drink and it is divided into two basic sectors: **commercial businesses**, where the main aim is to make a profit, and **non-commercial businesses** (welfare), where the main aim is to provide a nonprofit-making social service.

Commercial catering is usually found in hotels, restaurants, pubs, bars, cafes or fast food outlets, where you can eat in or take away the food and beverages you buy. But commercial catering can also be found in the transport industry in places such as railway stations, airports or motorway service stations and on ships and trains, where the place you eat is called a buffet car and offers self-service, or on aeroplanes, where on the other hand there is waiter service provided by the cabin crew. In other words, whenever people travel any distance for work or pleasure, they are able to eat and drink thanks to the catering service provided.

Catering at private events, such as social events or gatherings and wedding receptions, or public events including rock concerts or football matches is also considered commercial.

Welfare catering ranges from providing food for workers at a subsidised price in factory or office block canteens, to catering in hospitals, schools or prisons, where people pay nothing or very little for the service.

3. Read the text again and match these words with the pictures.

Canteen                      fast food outlet      buffet car    service  
station      self-service                      waiter service



## **Text 2**

### **4. Read the text and answer the questions.**

Businesses focusing on providing catering services are varied and multiple. Restaurants offer customers a range of food, drink and service options. At the high end of the market there are **a la carte restaurants**, so-called because of the type of menu which lists and prices all items individually and prepares dishes to order. Service is generally of a very high standard with waiters/waitresses as well as specialist bar staff and wine waiters and the atmosphere is formal. Within this category, **gourmet restaurants** are the most expensive, reflecting the high quality of food and beverages and the fact they often have recommendations from important food critics and organisations, which are highly prized.

**Table d'hôte menu restaurants** with fixed-priced menus, a set number of courses with choices within each course, are a cheaper alternative. Items on the menu are ready at the same time, rather than made to order. This kind of restaurant is often family-run with a more informal atmosphere.

Examples of **specialist restaurants** are steakhouses, seafood or vegetarian restaurants. There are also **ethnic restaurants** providing food and drink from a particular country. The most widespread of these are Italian, Indian and Chinese restaurants. Both ethnic and speciality restaurants can have either an a la carte, table d'hôte or a combination of both kinds of menus.

Nowadays, many restaurants are part of a **regional, national or international chain**, so menus, service, ambiance and cost are unified and you know exactly what to expect. This is particularly true of fast food outlets, many of which specialise in a

particular type or region of cuisine and prepare food which is served and eaten quickly. These can either be eat-in restaurants, which are mostly self-service or takeaway restaurants where you buy cooked food to eat somewhere else, or sometimes both. Examples include pizzerias, kebab or fish and chip shops.

In addition to restaurants, **cafes**, **coffee bars**, **bars** and **pubs** also provide catering although the focus may be more on drinking than eating. Cafes and coffee bars serve reasonably priced hot and cold drinks and light meals or snacks and are usually only open during the day. Bars and pubs are always open at night but increasingly they are serving food and drinks during the day too. In pubs the food is usually home-made and traditional, whereas bars tend to offer a European-style menu of salads and sandwiches.

- 1 What do restaurants offer customers?
- 2 What is highly prized by gourmet restaurants?
- 3 What are the main differences between table d'hôte and a la carte menus?
- 4 What kind of food can you eat at a specialist restaurant?
- 5 Which are the most popular ethnic restaurants?
- 6 Why do you know what to expect in chain restaurants?
- 7 What is the main characteristic of fast food restaurants?
- 8 When are cafes and coffee shops usually open?
- 9 How does pub and bar food differ?

### ***Text 3***

#### *5. Read and translate the text.*

Food and beverage service is a major factor in hotel operation. In some large hotels, the income derived from this source actually exceeds income from room rentals.

The food and beverage income in many hotels is increased by providing service for banquets and conventions.

Virtually every modern hotel offers some form of food and beverage service. In some, facilities are available only for a continental breakfast that is a light meal of bread or rolls and coffee, while others have a small coffee shop or restaurant on the premises.

Because of the large proportion of income contributed by a hotel's bars and restaurants, the food and beverage manager is a key member of the management staff. He has the overall responsibility for planning the food and drink operation and purchasing the hundreds of items that are necessary for the restaurants and bars.

Because food can spoil quickly, ordering supplies is a daily routine. In a very large establishment, two people may be assigned this task: one to order food and the other to order wines and spirits. The purchase and care of some items, such as table linens, or **napery**, or aprons for the kitchen help, must be closely coordinated with the housekeeping department.

The food and beverage manager's staff may also include a **storekeeper**, who stores and issues food, beverages, and restaurant and kitchen supplies.

The kitchen itself is a separate kingdom within the hotel. **The head cook**, who is almost always called by the French word **chef**, is the boss of this area. The chef is

responsible for planning the menus (the food that is being served on a particular day), and for supervising the work of the other chefs and cooks.

In very large or elaborate setups, the head cook is called **the executive chef**, and his responsibilities are largely those of a manager. He plans, purchases and frequently coordinates the operation of several restaurants.

Depending on the size of the establishment, several assistant chefs report to the chef. These include a sauce chef, a salad chef, a vegetable chef, and so on. Under the chefs are the cooks who actually cook the food and then place it on the plate for the waiters to pick up.

Under the cooks' supervision are **the kitchen helpers** who peel potatoes, cut up vegetables, and bring food from the storeroom to the kitchen. The kitchen staff also includes **dishwashers**, even in a kitchen equipped with electrical appliances, since pots and pans usually need special attention, and someone must load and unload the machines.

In the restaurant, as well as in the kitchen, there are also different kinds of jobs. The person who seats the guests is called **a captain** or maître d' (short for maître d'hôtel), or **a hostess**, if a woman. In restaurants with a very formal style of service, the captain also takes the guests' orders. The meals are served by **waiters** or **waitresses**. In less formal restaurants, the waiters and waitresses take orders and serve the meals. Most restaurants also employ **busboys** who pour water, clear and set tables, and perform other similar chores.

In an elaborate restaurant, there is often an employee called **the wine steward**, or **sommelier**, who takes orders for wine and sometimes for other alcoholic drinks.

Finally, there are cashiers who receive payment or signed bills from the guests. When the guest puts his restaurant bill on his hotel account, this information must be passed along to the accounting office as quickly as possible.

In addition to a restaurant, most hotels also have a bar or cocktail lounge where drinks are served. **Bartenders** work behind the bar which is a long counter. Note that the word "**bar**" is used both to denote the room in which the drinks are served and the counter itself.

They mix drinks and serve them to the customers at the bar. Additional waiters or waitress are needed to serve customers who are seated at tables. In a very busy bar, one bartender may fill orders only for the waiters and waitresses while others take care of the guests at the bar.

The bar or cocktail lounge may also offer food service, although it usually simpler than the food served in the hotel dining room. Fast food, such as sandwiches or hamburgers, is customary.

#### *6. Answer the following questions.*

- 1 Why is food and beverage service considered to be a major factor in hotel operation?
- 2 How can the income from the food and beverage services be increased?
- 3 What kinds of food service are offered by department hotels?
- 4 What are the responsibilities of the food and beverage manager?
- 5 What other jobs are vital in this area? Why?

- 6 What is a chef responsible for?
- 7 When is he called the executive chef?
- 8 What are the duties of the kitchen helpers? Dishwashers?
- 9 What people work in the front of the house?
- 10 What are the duties of a captain? The wine steward?
- 11 How else are they called? Why are many job titles in French?
- 12 How is payment made?
- 13 What are the functions of a bar? What does the word mean?
- 14 What else can a cocktail lounge offer?

7. *Sum up what you've learned from the text about:*

the importance of food and beverage service for the hotel industry;  
the job responsibilities of the management staff;  
the jobs in the kitchen;  
the people who work in the restaurant itself, helping the customers;  
bars and cocktail lounges.

#### ***Text 4***

8. *Read and translate the text.*

Providing meals and drinks in the guests' rooms is another service extended by most hotels. Room service is ordered by telephone from a menu that is placed in each room. The menu itself in some cases is the same as the one for the dining room, but more often it is simplified to make for easier preparation and service.

Special employees take the orders and special waiters carry them to rooms. To cut down on orders for ice and soft drinks, many hotels nowadays have machines on each floor to dispense these items.

Room service in most hotels closes down at the same time the kitchen does, normally ten o'clock and midnight. Some hotels, however, are prepared to provide sandwiches even during the late-night hours. Some luxury hotels have small kitchens or pantries on each floor that are used either for warming food or for preparing breakfasts. More room service orders are for breakfast than for any other meal. In some hotels, the guest can order breakfast before he goes to bed by filling in a slip which he leaves outside his door. The meal is then served at the time the guest has specified.

Even in hotels with more than one restaurant, there is usually just one central kitchen. The special types of food served in the various restaurants are normally prepared by different chefs and cooks rather than in separate kitchens.

Like the housekeeping department, the food and beverage department needs additional space for storage of the many items that must be kept on hand for the restaurants and bars. These items include not only the food and beverage themselves, but items such as table linens, dishes, knives, forks, spoons, plate warmers, trays, ashtrays, aprons and dish towels.

One food and beverage facility that is often not connected with the main hotel kitchen is the snack bar.

The snack bar is a small unit that provides fast-order food and drink service to guests who are using the hotel's swimming pool or some other recreational facility.

Snack bars are a prominent feature of resort hotels. Where the recreational facilities are in great demand, the snack bar often has its own staff of cooks, usually of the short-order variety, and waiters and waitresses.

Hotels generally employ a large number of workers in proportion to the number of guests. The restaurant business as a whole is one of the most labor-intensive of all industries, and this is true whether the restaurant is in a hotel or not.

Much of the activity in connection with food and beverage service is invisible to the guests, but many of the employees the department have frequent contact with them.

These especially include the dining-room and room service personnel. They must adhere to the same standards of hospitality and courtesy as all other employees who meet and talk with the guests in the hotel.

*9. Answer the questions.*

- 1 How is room service different from providing food in a restaurant?
- 2 How is it usually arranged?
- 3 What do luxury hotels provide for their guests?
- 4 How many kitchens are needed to meet all the requirements of the guests?
- 5 Why does the food and beverage department need additional space?
- 6 What is a snack bar?
- 7 Why are they a prominent feature of resort hotels?
- 8 Why is the restaurant business labor-intensive?
- 9 Why do employees in the restaurant business have to be friendly and polite?

*10. Sum up the information about room service and snack bars from the previous text. Think and answer:*

- 1 Do Ukrainian hotels offer high-quality food and beverage service? What do you know about it?
- 2 What happens if guests do not like the food offered by the hotel?
- 3 What kind of food is offered to people staying at hotels?
- 4 What personnel is employed in the restaurant business?
- 5 Is the business profitable? Why?

### **LANGUAGE AND SPEECH EXERCISES**

*11. Complete the sentences with the correct form of these words.*

bar      beverages      café      provision      reception  
profit      subsidized      eat in      takeaway

- 1 It's really expensive to \_\_\_\_\_ at our local restaurant because you have to pay a service charge.
- 2 The wedding \_\_\_\_\_ was held in a beautiful setting by the sea.
- 3 We're meeting in the \_\_\_\_\_ tonight for cocktails at 7 p.m.
- 4 I love meeting my friends in a \_\_\_\_\_ and chatting over a cup of coffee.



5 'We would like to inform passengers that we will shortly be passing through the first class cabins of this train serving hot and cold snacks and \_\_\_\_\_'.

6 'Let's get a \_\_\_\_\_ tonight, I don't feel like cooking'.

7 Companies that run to help others and not to make money are non-\_\_\_\_\_ making.

8 Nowadays a lot of children in the UK have free or \_\_\_\_\_ school meals because their families can't pay for them.

9 When there are wars or natural disasters, organisations like the Red Cross are responsible for the \_\_\_\_\_ of emergency aid.

12. Complete this catering survey about the area you live in.

**CATERING SURVEY**  
(Please tick your answers)

- What kind of restaurants are available in your area?  à la carte  gourmet  table d'hôte  
 specialist (please specify) \_\_\_\_\_  ethnic (please specify) \_\_\_\_\_  
 fast food outlets (please specify) \_\_\_\_\_  other (please specify) \_\_\_\_\_
- Is the service good?  Yes, usually.  Not always.  Sometimes.  Not usually.
- How much does an average meal cost? \_\_\_\_\_
- Are they easy to reach using public transport?  Yes, they are.  Yes, some are.  No, they aren't.
- Are there many cafés, bars and pubs available in your area?  Yes, there are.  No, there aren't.
- What is good about them?  
 cost  atmosphere  service  food and drink  other (please specify) \_\_\_\_\_
- What could be improved in them?  
 cost  atmosphere  service  food and drink  other (please specify) \_\_\_\_\_
- Where would you recommend having an eat-in meal in your area and why? \_\_\_\_\_
- Where would you recommend purchasing a takeaway meal in your area and why? \_\_\_\_\_
- What catering services do you think are missing in your area? \_\_\_\_\_

13. Find in the text 3 words or phrases which correspond to the following definitions.

1. A breakfast customarily consisting of bread or rolls and coffee is called \_\_\_\_\_.

2. \_\_\_\_\_ is the word for table linens such as tablecloths and napkins.

3. \_\_\_\_\_ is the person in charge of storing and issuing food, beverages and kitchen and dining-room supplies in a hotel food and beverage service department.

4. \_\_\_\_\_ is a French word, designating a head cook in American usage. Many large kitchen organizations distinguish between the head or executive \_\_\_\_\_, who plans and supervises the cooking, and the cooking, who actually does the cooking itself. There are also many specialized \_\_\_\_\_ who prepare sauces, salads, desserts and so on.

5. \_\_\_\_\_ is an employee who does such chores as cutting up vegetables in a kitchen.

6. In a restaurant, \_\_\_\_\_ or \_\_\_\_\_ are the employees who go to the customers' tables, take their orders, and then bring the prepared food to the tables.

7. \_\_\_\_\_ is an employee who seats a guest in a restaurant. In some restaurants, he may also take the guest's order. This employee is also known sometimes as the French maître d'hôtel. In larger restaurants, there may be a maître d' and several \_\_\_\_\_ under his supervision. A woman who greets and seats the guests in a restaurant is known as a \_\_\_\_\_. The duties of the \_\_\_\_\_ and the \_\_\_\_\_ may vary according to management policies.
8. A restaurant employee who pours water, empties ashtrays, cleans the tables, and so on is called \_\_\_\_\_.
9. A restaurant employee who serves wines and sometimes other drinks is called \_\_\_\_\_. This person is called the sommelier in French, an expression also used in English.
10. \_\_\_\_\_ is the employee who mixes and serves drinks at a bar or in a cocktail lounge.

### **SPEAKING**

*14. Listed below are the duties of a reception waiter, station waiter, and wine waiter in a restaurant.*

*15. Read out the dialogues of some people ordering food from the menus. Say what they order for a starter, the main course and dessert. Practice the dialogues and perform similar conversations.*

#### **Dialogue 1**

M – a man

W – a woman

Waiter

M. I've already decided what I want.

W. What's that?

M. I'm going to have the fondue. It's delicious here.

Waiter I'm sorry, sir, the fondue's off.

M. Really? In that case, let me think— I'll have the pork medallions.

W. I think I'll have the same.

M. And we'll have a bottle of Chablis.

Waiter Very well, sir. Thank you very much

Waiter Would you like any desserts?

M. Yes, I'd like some chocolate ice-cream, please.

W. Just a coffee for me, please.

M. Make that two coffees.

Waiter Thank you.

#### **Dialogue 2**

W. Could we possibly order, please?

Waiter Certainly.

W. I'd like the mixed salad, please, followed by the fondue.



Waiter Sorry, the fondue off tonight.  
W. Oh. What do you recommend, then?  
Waiter The veal is very good  
W. Well, I'll have that then.  
Waiter Very well, madam. And for you, sir?  
M. I'll have the salmon mousse, I think.  
W. And to start, sir?  
M. Nothing, thanks. Do you think you could bring us the wine list, though?  
Waiter Yes, of course.

....

Waiter Are you ready to order dessert?  
W. Yes. Could I have the parfait, please .  
M. And I'll have the soufflé glacé.  
Waiter Certainly

### Dialogue 3

Waitress Are you ready to order?  
M. Yes, I think so. I'd like the Beef Madras  
W. Yes. Could have the fish, please?  
Waitress What vegetables would you like?  
W. Baked potatoes... and peas, please.  
Waitress And would you like a starter?  
W. Chicken liver pate for me, please.  
M. And melon and prawn cocktail for me, please.  
Waitress Fine.  
W. And can you bring us a bottle of water, please?  
Waitress Certainly.

*16. Four people, Jeff, Pierre, Susan and Helen, have ordered breakfast, but their orders are jumbled.*

**a. Work out who ordered what. Each person ordered three food items and at least one drink.**

- a) Jeff has ordered orange juice and coffee.
- b) Helen wants croissants.
- c) Everyone wants orange juice except one person, who wants grapefruit juice and tea.
- d) Everybody wants either eggs or croissants, but nobody wants both.
- e) One man and one woman have ordered eggs.
- f) The woman who wants fried eggs wants orange juice and no hot drink.
- g) The man who is having coffee does not want croissants.
- h) The man who wants croissants also wants orange juice and hot chocolate.
- i) Both croissant-eaters want butter, but only the woman wants jam.
- j) The person with no hot drink has ordered sausages and mushrooms.
- k) The person who wants fruit yoghurt does not drink coffee.
- l) The person who wants scrambled eggs has also ordered toast and butter.

**b. Act out dialogues using your ideas of who ordered what**

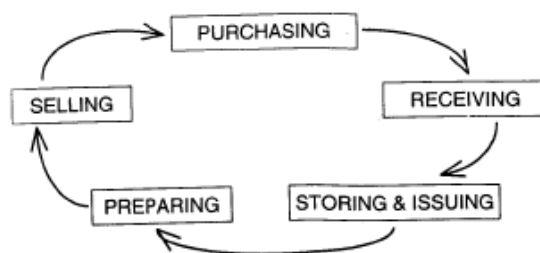
**WRITING**

17. Use the information in exercise 10 to write a short entry for an online guide about the catering services available in your area. Include a general introduction and some specific recommendations. You could give marks for cost, atmosphere, service and food and drink and suggest the best dishes to try.

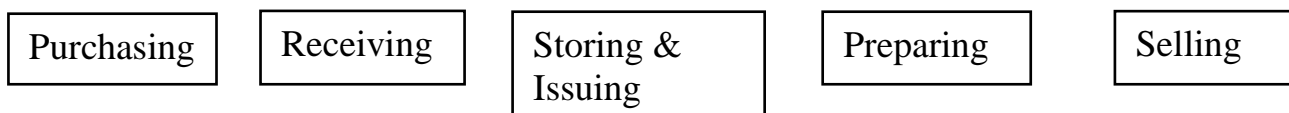
*Catering in my area is very varied...*

18. One of the most important services for hotel guests is the food and drink service. In a large hotel this is organized in what is called 'the food and beverage cycle', and involves a considerable number of staff.

There are five sections in the cycle:



19. Put the jobs into the relevant sections of the chart:



20. Match the job titles with the job descriptions:

- |                       |  |
|-----------------------|--|
| 1. head chef          | a) sets and clears the tables                                    |
| 2. storeman           | b) buys food and drinks, deals with suppliers:                   |
| 3. wine waiter        | c) welcomes the clients to the restaurant, deals with complaints |
| 4. receiving officer  | d) looks after one section of the kitchen                        |
| 5. commis chef        | e) checks deliveries, arranges transfer to                       |
| 6. head waiter        | f) cooks food and is training to be a chef                       |
| 7. maître d'          | g) arranges staff's work in the dining                           |
| 8. purchasing officer | h) plans menus, trains and supervises kitchen staff              |
| 9. chef de partie     | i) serves customers, takes orders, brings food                   |
| 10. busboy            | j) helps supervise kitchen staff                                 |
| 11. sous chef /       | k) looks after stock, gives it to various under chef departments |
| 12. waiter / waitress | l) takes drinks orders, advises on wines                         |

21. Give Ukrainian translation for the jobs on the list.

22. Listed below are the duties of a reception waiter, station waiter, and wine waiter in a restaurant.

23. Decide in which order these activities should take place for the correct service of guests.

The station waiter brings the guests' first course.

The reception waiter checks on the time of the booking and the number of guests.

The wine waiter offers the guests the wine list and takes orders for aperitifs.  
 The wine waiter takes the order for wine.  
 The station waiter takes the order for food.  
 The reception waiter receives and welcomes the guests.  
 The wine waiter brings the wine.  
 The station waiter seats the guests.  
 The reception waiter takes the guests to their table.  
 The station waiter offers the guests the menus.  
 The wine waiter brings the aperitifs to the guests.

24. Read out the dialogues of some people ordering food from the menus. Say what they order for a starter, the main course and dessert.

**Dialogue 1**

M — a man; W — a woman; Waiter

M. I've already decided what I want.  
 W. What's that?  
 M. I'm going to have the fondue. It's delicious here.  
 Waiter I'm sorry, sir, the fondue's off.  
 M. Really? In that case, let me think — I'll have the pork medallions.  
 W. I think I'll have the same.  
 M. And we'll have a bottle of Chablis.  
 Waiter Very well, sir. Thank you very much.  
 Waiter Would you like any desserts?  
 M. Yes, I'd like some chocolate ice-cream, please.  
 W. Just a coffee for me, please.  
 M. Make that two coffees.  
 Waiter Thank you

**Dialogue 2**

W. Could we possibly order, please?  
 Waiter Certainly  
 W. I'd like the mixed salad, please, followed by the fondue.  
 Waiter Sorry, the fondue's off tonight.  
 W. Oh. What do you recommend, then?  
 Waiter The veal is very good.  
 W. Well, I'll have that then.  
 Waiter Very well, madam. And for you, sir?  
 M. I'll have the salmon **mousse**, I think.  
 W. And to start, sir?  
 M. Nothing, thanks. Do you think you c wine list, though?  
 Waiter Yes, of course.  
 ...  
 Waiter Are you ready to order dessert?  
 W. Yes. Could I have the **parfait**, please  
 M. And I'll have **the soufflé glacé**.  
 Waiter Certainly.

### Dialogue 3

Waitress Are you ready to order?  
M. Yes, I think so. I'd like the Beef Madras  
W. Yes. Could I have the fish, please?  
Waitress What vegetables would you like?  
W. Baked potatoes... and peas, please.  
Waitress And would you like a starter?  
W. Chicken liver pate for me, please.  
M. And melon and prawn cocktail for me, please.  
Waitress Fine.  
W. And can you bring us a bottle of water, please?  
Waitress Certainly.

25. Practise the dialogues and perform similar conversations.

26. Complete the waiter's part, using the prompts. Then act out the dialogue.

	Waiter	—	You	Customer	—	C
You:	(Evening)					
C:	Good evening.					
You:	(Two?)					
C:	Yes, please.					
You:	(Aperitif?)					
C:	No, thanks.					
You:	(Menu)					
C:	Thanks.					
You:	(Order?)					
C:	Well, I'm not quite sure what to have.					
You:	(The veal?)					
C:	All right. I'll have that.					
You:	(Wine?)					
C:	Yes. A bottle of house white, please.					
You:	(All right?)					
C:	Yes, thanks. Delicious.					
You:	(Dessert?)					
C:	Chocolate soufflé for me, please.					
You:	(Coffee?)					
C:	Yes, thanks. That would be nice.					

27. Imagine that you are a waiter / a waitress in a restaurant. Your customers want explanations of different items on the menu. Answer their questions using a phrase from each of the three columns.

Example: **What is Chicken Kiev?**

**You: It's a chicken breast filled with garlic butter and coated with breadcrumbs.**

A	B	C
a chicken breast	with a white stem	with garlic and cream
a variety of shellfish	made with egg whites	and a green top
a kind of sweet	made with chocolate	eggs and liqueur
a kind of meat	made with milk	and has pink flesh
thinly sliced potatoes	that is quite large	but are much smaller
a kind of sauce	filled with garlic	young calves
a very light dish	butter	vanilla, eggs and sugar
a kind of fish	that look like lobsters	and coated with
		breadcrumbs
a kind of vegetable	that comes from	and baked in the oven
	that are baked	

What are prawns?

What are chocolate truffles?

What is veal?

What are pommes de terre lyonnaises?

What is custard?

What is a soufflé?

What is salmon?

What is a leek?

28. Now think of *tree* dishes that are popular in Russia but that foreign customers might not know. Write short explanations of what they are.

29. Read out the dialogue and answer the questions below.

Mr. and Mrs. Stanley are staying in the Metropol Hotel in Moscow and are ordering lunch in the restaurant at the hotel.

Waiter            Good morning, madam. Good morning, sir.

Mrs. S.            Good morning. Have you got a table for two, please?

Waiter            Certainly. Where would you like to sit? By the window or further back?

Mrs. S.            I think we'd prefer by the window so that we can watch people in the street.

Waiter            Right. Won't you sit down?

Mr. S.            Thank you very much. This is pleasant.

Waiter            Yes, it's a beautiful day today. What would you like to order?

Mrs. S.            Do you think you could explain the menu to us? You see, our French isn't good enough and we don't speak any Russian at all.

Waiter            Of course. I'll give you an English-language menu and explain everything that might seem confusing. Here you are.

Mr. S. &            Thank you. What's for starters?

Mrs. S.

Waiter            There are three types of salads or vegetable soup.

Which would you prefer?

Mrs. S.            I'd rather have a fish salad with grilled tomatoes, it sounds very good.

Mr. S.            Vegetable soup for me, please?

Waiter Certainly. And for the main course there's grilled bacon, chicken or steak.  
 Mr. S. Well, bacon is a bit **spicy**\* for me. I think I'll have the steak.  
 Mrs. S. Steak for me, too, please.  
 Waiter How would you like them cooked?  
 Mrs. S. I don't like my steaks too underdone. Make mine well done.  
 Mr. S. Rare for me, please.  
 Waiter Fine. What would you like to go with your steaks?  
 Mrs. S. Chips and a green salad, please.  
 Mr. S. I'll have chips. And peas, if you have them.  
 Waiter Yes, that's fine. And what would you like to drink?  
 Bottled beer? Wine?  
 Mrs. S. We like wine better.  
 Waiter We have a very pleasant house wine served **by the carafe**.\*  
 Mr. S. Yes, I think a carafe of red would do nicely.  
 Mrs. S. It isn't too dry, is it?  
 Waiter No, no. It's a medium wine.  
 Mrs. S. Good. We'll have that then. And also a bottle of mineral water.

*30. Answer the questions:*

Why does Mrs. Stanley prefer to sit by the window?  
 Why does she ask the waiter to explain the menu?  
 What does Mr. Stanley order for his first two courses?  
 How do the Stanleys want their steaks cooked?  
 What kind of red wine doesn't Mrs. Stanley like?

*31. You have noticed already that many terms related to restaurant business and meals are of French origin. Why do you think it is so?*

*32. Translate some more words and expressions of French origin:*

1. **a la carte menu** 2. **gueridon service** 3. **carafe**, *φp* 4. **table d'hote**, *φp* 5. **hors-d'oeuvre**, *φp*. 6. **aperitif**, *φp*.

*33. Read out the text and find terms of French origin.*

Try and think of English equivalents. Is it always possible?

The range of food service found in hotels and restaurants today is extensive. In the first category, there are restaurants offering the highest grade of service with a full a la carte menu.

This includes dishes served by the waiter from a trolley in the dining room, and is known as gueridon service. The gueridon waiter must always be skilled, for he has to carry out procedures such as filleting, carving and cooling speciality dishes at the table.

A second, less complicated, type of service is silver service where the menu can be either a la carte or table d'hote. In this system, the food is prepared in the kitchen and then put on to silver flats and presented to the guests in the dining-room.

A third form of table service, used mainly with a table d' hote menu, is plate service. Here, the waiter receives the meal already plated from the service hotplate and only has to place it in front of the guest and make sure that the correct cover is laid and the necessary accompaniments are on the table. Plate service is often offered where there is a rapid turnover and service of the meal and is, therefore, labour-saving in such tasks as washing-up.

In a fourth type of service, called self-service, a customer collects a tray from the service counter, chooses his dishes and selects the appropriate cutlery for the meal.

Today, with ever-increasing needs for economy, many establishments usually prefer a variety of types of service.

Tourist hotels, for example, frequently offer a combination of self-service and plate-service for breakfast and another combination of self-service and silver service for luncheon.

*34. Check your comprehension:*

What kinds of skills does a waiter require for gueridon service?

Why is plate service labour-saving?

What kinds of service are used with a table d' hote menu?

What is the difference between silver service and plate service?

Why is self-service often used by hotels?

*35. Read, translate and discuss the text below. Make a note of the use of the word "commis" = an apprentice or trainee waiter.*

**Waiter for a week.**

I was to be a commis waiter for a week at the restaurant. There are 50 waiters. Commis waiters and waiters work as a team. The waiter is the front man, taking orders, chatting to the customers. The commis, rather less glamorously, runs to the kitchen to bring up the orders and assist in serving them at the table. Although the commis will actually do more physical work, they share the pits equally.

All in all this is fair, as it must be pointed out that the senior waiter is actually responsible for keeping a running account of the bills and if he makes a mistake, or undercharges, the fault is rectified through **his** wage packet. It's an important working relationship.

I reported for work at 11am. That may sound like a relaxed time to start the day, but the hours, I was soon to learn, are hell. The last client at lunchtime may not leave until half past three, or later, and the evening shift starts at 6pm. The hours, it was generally agreed, are the worst thing about waitering.

The commis takes the orders from the table down to the kitchen. He places the order for hot food under the nose of the souse-chef who is shouting out orders to the cooks, while orders for cold dishes and salad go to a separate counter, and desserts are from yet another area. The; kitchen is two flights of stairs away from the restaurant. The commis then comes up to see if any more orders have been taken while the previous one is being prepared. At the same time, dishes have to be cleared or put| on

the table, glasses refilled, ashtrays emptied, and somehow there always seems to be a new table with six or eight new orders to be filled — two flights away in the kitchen.

Hell, I rather imagine, is like the kitchen of that restaurant. Yelling chefs, endless banging of pots and crockery, steaming casseroles, hissing frying pans, men with red shining faces, trays with loads heavy enough to break your wrists.

And running. Always running. Up and down, down and. up. And since everyone is running, and always with loaded trays, you need the co-ordination of a gymnast to; stay out of trouble. I spent as much time as possible in the dining room itself.

I noticed that wearing a uniform somehow transformed me into a role. It wasn't play-acting. Customers become sir or madam. Deference, a quality I usually lack, became the order of the day. I became very sensitive about the way I was treated. I hated being summoned by the click of the finger or the bend of the index finger.

It was hurtful if conversation deliberately stopped as I served the meal, and yet unkind if it continued as if I didn't exist, I began to notice if people said please and thank you, and then whether they looked at me when they said it.

*(adapted from the Sunday Express).*

36. *Say whether the following statements are true or false.*

1. A commis waiter has to be careful to add up bills correctly.
2. The senior waiter earns more in tips than the, commis waiter.
3. The commis waiter has to wait in the kitchen while the food is prepared.
4. The kitchen was extremely noisy.
5. There was a danger that waiters would crash into each other.
6. The writer normally finds it easy to be respectful to people.
7. He felt that some customers behaved rudely to him.

37. *Choose the most likely meaning for the following words or expressions:*

1. **glamorously.** A **glamorous** job is:
  - a) an active, energetic one;
  - b) an exciting, attractive one;
  - c) a difficult one
2. **rectified...** “the fault **is rectified** through his wage packet means:
  - a) the money is taken from his earnings;
  - b) he has to pay a fine for his mistake;
  - c) he must pay back the money to the customers
3. **yelling:**
  - a) working;
  - b) singing;
  - c) shouting.
4. **co-ordination:**
  - a) skill;
  - b) courage;
  - c) strength.
5. **deference:**
  - a) being tidy;
  - b) showing respect to people;
  - c) fighting back.



6. **the order of the day:**

- a) the most popular dish of the day;
- b) the programme of work for the day;
- c) the normal way of behaving.

7. **summoned:**

- a) answered;
- b) touched;
- c) called.

38. *Think and answer.*

1. The writer didn't like customers to click their fingers to call for service. How do you normally call a waiter? Do you know any different methods of attracting a waiter's attention? 2. Why did the writer feel hurt when conversations stopped as he served a meal? Do you stop speaking while a waiter is serving you; or do you carry on? Why? 3. Do you like a waiter to be extremely polite to you or do you prefer more casual service? 4. Do you approve of tipping, or do you think it should be stopped? Why? 5. When is it normal to give tips in Ukraine? Which people do you always tip?

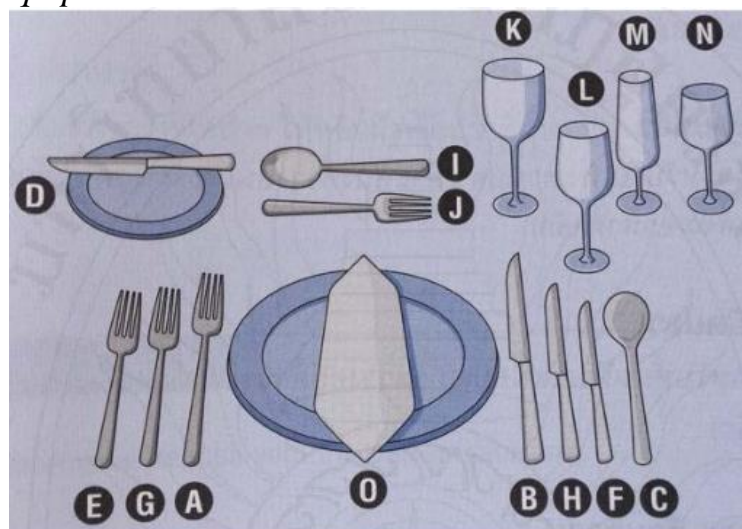
39. *Read the text*

### **Restaurant**

Restaurant is another major product of the hotel business. When hotel guests stay at any hotels, they expect that food and beverage will be available at the places. Staff positions in the restaurant may vary depending upon the type of hotel. Generally, the restaurant staff can be placed into two main groups: food preparation and service staff, and beverage preparation and service staff. This unit, however, is intended to focus on service staff whose job is directly dealing with hotel guests. In order to widen the learner's comprehension of the functions of hotel restaurant, this chapter, therefore, aims to familiarize the learners with the following topics: food equipment, breakfast, dinner at the hotel, attending to guests, at the bar and room service.

### **1. Food Equipment**

1. *Study the food equipment*



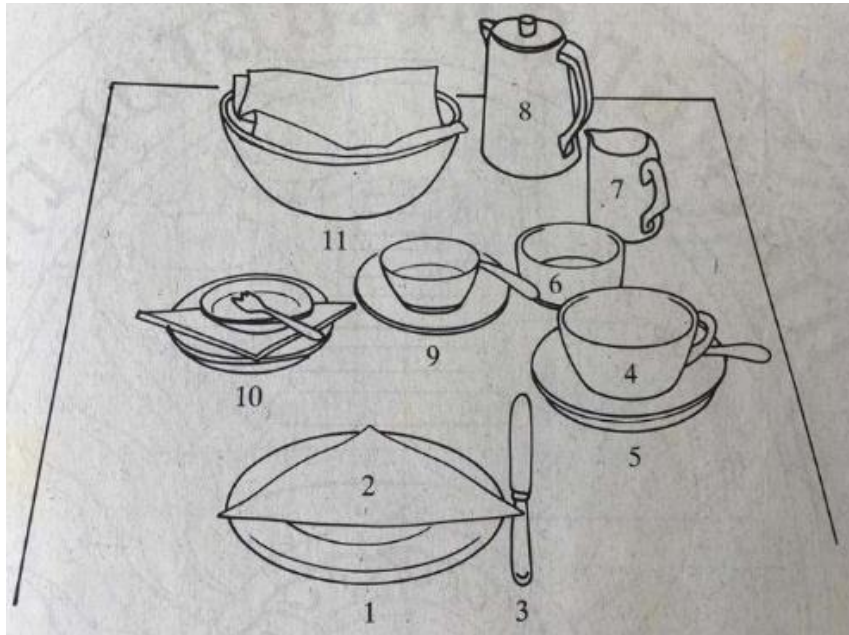
- A. dinner fork/meat fork
- B. dinner knife/meat knife
- C. soup spoon

- I. dessert spoon
- J. dessert fork
- K. water goblet

- D. butter knife
- E. salad fork
- F. salad knife
- G. fish fork
- H. fish knife

- L. red wine glass
- M. champagne flute
- N. white wine glass
- O. napkin

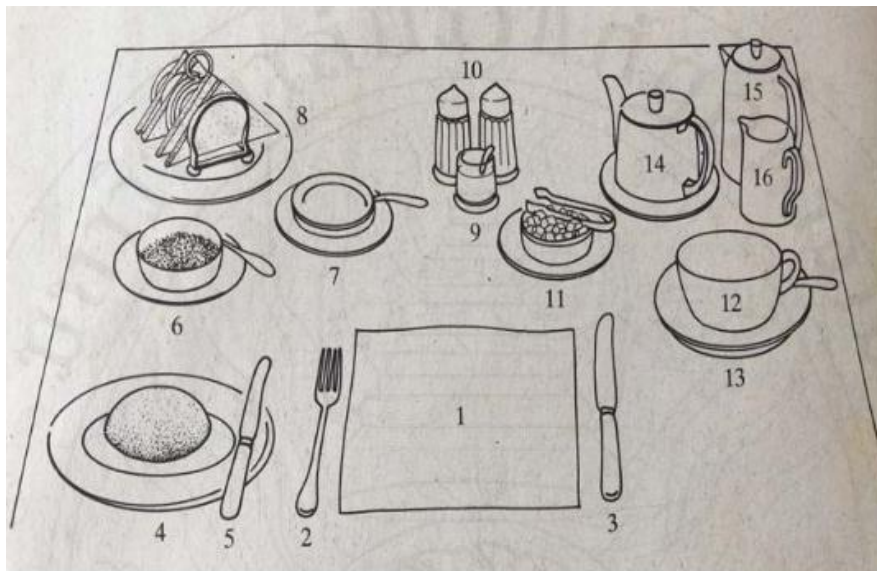
2. Below is the table setting for Continental Breakfast. Fill in the blanks with name of each item.



butter dish	milk jug	coffee pot
bread basket	sweet knife	saucer
dessert plate	jam dish	napkin
sugar bowl	coffee cup	

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_

3. Below is the table setting for American Breakfast. Fill in the blanks with name of each item



honey	butter spreader	meat fork	butter dish
sugar bowl	meat knife	toast rack	coffee cup
tea pot	milk jug	jam dish	hot water pitcher
saucer	bread plate	place mat	salt and pepper shakers

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_
12. \_\_\_\_\_
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_
16. \_\_\_\_\_

4. Listen to the conversation. A hotel restaurant staff is serving breakfast to two guests. Then complete the following order.

**Staff:** Good morning. Could I have your room number, please?  
**Guest 1:** Morning. We're in Room 509.  
**Staff:** Thank you. The continental breakfast is on the buffet over there. Feel free to help yourselves. Here are your menus if you'd like something from the kitchen. I'll come and take your order in a moment. Can I bring you some tea or coffee?  
**Guest 1:** Coffee for me, please, with hot milk.  
**Guest 2:** And tea for me.

**Staff:** What kind of tea would you like?

**Guest 2:** English breakfast, please. With milk. And could we have some toast?

**Staff:** Of course. Would you like white, brown, or whole-wheat?

**Guest 2:** Whole-wheat, please.

**Staff:** Here's your tea and coffee, and your toast. Would you like anything from the menu?

**Guest 1:** I'll have the sausages, scrambled eggs, and hash browns.

**Staff:** Madam?

**Guest 2:** I'd like the blueberry pancakes, please.

**Staff:** Thank you. I'll get those for you right now.

.....  
**Staff:** Here you are. Enjoy your breakfasts. Is there anything else I can get you?

**Guest 2:** No, thanks

_____ x coffee with milk
1 x _____ with milk
1 x whole-wheat _____
1 x sausages, _____ eggs,
And hash _____
1 x blueberry _____

5. Put the words in the sentences into the correct order.

1. yourself/free/Feel/help/to

\_\_\_\_\_?  
2. have/please/I/your/Could/ number / room

\_\_\_\_\_?  
3. some/I/coffee/you/bring/Can

\_\_\_\_\_?  
4. like/from/you/the/anything/Would/menu

\_\_\_\_\_?  
5. breakfast/your/Enjoy

6. Complete the sentences in this conversation. Then listen to the conversation to check your answers.

**Staff:** Good morning, sir. Could I have your room (1)\_\_\_\_\_, please?

**Guest:** It's 715.

**Staff:** Thank you. The continental breakfast is on the (2)\_\_\_\_\_. Feel free to help (3)\_\_\_\_\_. Here's the (4)\_\_\_\_\_ if you'd like to order something from the kitchen.

**Guest:** Thanks. Could I have some coffee?

**Staff:** Of (5)\_\_\_\_\_. I'll (6)\_\_\_\_\_ some right (7)\_\_\_\_\_.  
Here's your (8)\_\_\_\_\_. (9)\_\_\_\_\_ you like anything from the menu?

**Guest:** No, thanks.

**Staff:** Enjoy your (10)\_\_\_\_\_.

## 2. Dinner at the Hotel

1. Complete the conversation with the words in the box. Then listen to the conversation again to check your answers

get someone    that's fine    all right    book    reservation    passport

**Guest:** Good afternoon. I have a (1)\_\_\_\_\_. Just a minute. Here are the details.

**Receptionist:** Thank you. Can I see your (2)\_\_\_\_\_, please?

**Guest:** Er, yes. Here you are.

**Receptionist:** Thank you.

**Guest:** Can I (3)\_\_\_\_\_ a table for dinner tonight?

**Receptionist:** Certainly. What time?

**Guest:** Eight o'clock. For two people, please.

**Receptionist:** We're very busy this evening. We have a table at 8.15. Is that (4)\_\_\_\_\_?

**Guest:** Yes, (5)\_\_\_\_\_.

**Receptionist:** This is your key card. I'll (6)\_\_\_\_\_ to help you with your bags.

**Guest:** Thank you

2. Guests call the hotel restaurant to reserve a table. Fill in the missing parts with the words in the box. Then listen to the conversation to check your answers.

Conversation 1

near    help    for    that    have    reserve    what

**Host:** Good afternoon. Sakura Restaurant. May I (1)\_\_\_\_\_ you?

**Guest:** Yes, I'd like to (2)\_\_\_\_\_ a table for three (3)\_\_\_\_\_ this evening?

**Host:** Certainly, madam. For (4)\_\_\_\_\_ time?

**Guest:** Eight o'clock.

**Host:** Yes, that's fine. May I (5)\_\_\_\_\_ your name, please?

**Guest:** Twigg. T-W-I-G-G. And I'd like a table (6)\_\_\_\_\_ the window, please.

**Host:** Yes, that's fine, Ms. Twigg. So (7)\_\_\_\_\_ 's a table for three for eight o'clock this evening. Thank you very much.

**Guest:** Thank you. Goodbye.

Conversation 2

corner    stand    book    reservation    serving  
consideration    intimate    requests    cancellation    dinner

**Host:** Good afternoon. Andaman Restaurant. How may I help you?

**Guest:** I'm staying in Room 1307. I'd like to make a (1)\_\_\_\_\_ for tomorrow.

**Host:** Of course. What time did you have in mind, Mr. White?

**Guest:** What time do you serve (2)\_\_\_\_\_?

**Host:** Dinner is served from 6.00-10.00 p.m.

**Guest:** Hmm....Then I'd like to (3)\_\_\_\_\_ a table for two at seven o'clock.

**Host:** Certainly, Mr. White. You have a table for two booked for seven o'clock tomorrow. Are there any special (4)\_\_\_\_\_?

**Guest:** Yes, my wife can't (5)\_\_\_\_\_ the smell of cigarette smoke. And we'd prefer to have a quiet (6)\_\_\_\_\_ table in the (7)\_\_\_\_\_.

**Host:** Certainly, Mr. White. We'll take those things into (8)\_\_\_\_\_ in arranging your seats. Thank you for calling. We look forward to (9)\_\_\_\_\_ you.

**Guest:** Goodbye.

(Mr. and Mrs. White arrive at the Andaman Restaurant.)

**Host:** Good evening. Do you have a reservation?

**Guest:** Yes, for seven o'clock. The reservation is made under the name White.

**Host:** Yes, Mr. White.....Didn't you make a (10)\_\_\_\_\_? Oh no, that was Mr. Whitney. I'm so sorry.

**Guest:** That's alright. I hope my table's ready.

**Host:** Don't worry. Everything is in order, Mr. White

*3. A guest is calling a restaurant. Listen and complete the conversation*

**Host:** Four Seasons restaurant. How may I help you?

**Guest:** Hello. My name is Ogawa. I have a reservation (1)\_\_\_\_\_ this evening.

**Host:** Just one moment, Mr. Ogawa. May I have your first name, please?

**Guest:** Nobuo.

**Host:** Ah yes, that's a (2)\_\_\_\_\_ for three for eight o'clock.

**Guest:** That's right. I'd like to (3)\_\_\_\_\_ it to 8.30, if possible.

**Host:** Let me see. Yes, that's fine. (4)\_\_\_\_\_ that's a table for three for 8.30.

**Guest:** That's it. Thank you. Goodbye.

**Host:** Goodbye.

*4. Listen to the conversation. A guest calls the hotel restaurant to change his reservation. Fill in the blanks with appropriate words or expressions.*

**Host:** Good afternoon. Sunshine Restaurant.

**Guest:** Good afternoon. I called this morning to reserve a table for tomorrow at lunchtime, but my wife and I'd like to come for dinner instead.

**Host:** I'm sorry I didn't hear what you said. Could you speak a little louder, please?

**Guest:** Yes, we reserved a table for tomorrow at 12.00, but now I'd rather come for dinner.

**Host:** Could I have your name, please?

**Guest:** It's Simpson. S-I-M-P-S-O-N.

Host: Just a moment while I check, Mr. Simpson..... So, you want to change your reservation from lunch to dinner?

Guest: Yes, at 7.00.

Host: All right, Mr. Simpson. Thank you for calling. Goodbye.

Guest: Goodbye.

1. This morning, Mr. Simpson reserved a table for\_\_\_\_\_.
2. Now, he calls the restaurant to\_\_\_\_\_.
3. He and his wife want to come for\_\_\_\_\_instead.
4. The host asked Mr. Simpson to\_\_\_\_\_.
5. The Simpsons are supposed to come to the restaurant at\_\_\_\_\_.

### 3. Attending to Guests

*1. Read the passage and fill in the missing words in the list of the waiter's procedure in attending to the guest.*

At the Restaurant

At the restaurant, there are many who work in order to run a smooth operation. Everyone plays an important role, starting from the head waiter who supervises schedules and checks the attendance of all the service staff. When the dining room is ready for service, he will hold staff briefings and tell them about the special items each day and any changes on the menu.

When the restaurant opens, the hostess will receive and greet guests at the entrance of the restaurant then direct them to their tables.

After the guests are seated, the waiter will come to greet them and ask them for their drink orders then give them the menu and tell them the special of the day. He will let the guests go through the menu while he goes to get their drinks from the bartender at the bar. When he comes back with drinks, the guests should be ready to order. The waiter must repeat the guests' orders to make sure of no misunderstandings. Then he will give the food order to the cashier and the duplicate order to the chef in the kitchen. He will be responsible for taking the food to the guests when it is ready.

The waiters and waitresses will have the bus person to assist them in setting up the table and the service station, to make sure that there is a sufficient supply of chinaware, glassware and silverware ready for the next customer. At the beginning of the meal, the bus person should fill and refill the water glasses and bring bread and butter to the guest. During the meal it is his duty to remove the finished dishes and silverware and also empty the ashtray.

When the guest has asked for the bill, the waiter will get it from the cashier and present it to the guest in a folder and after receiving the money or a credit card, takes it back to the cashier and gets the change or fills out the credit form and returns it to the guest for a signature.

1. \_\_\_\_\_ the guest.
2. Take \_\_\_\_\_ orders.
3. Give the \_\_\_\_\_ and \_\_\_\_\_ the food.
4. \_\_\_\_\_ drinks.
5. Take food\_\_\_\_\_.



6. \_\_\_\_\_ the order.
7. Give the \_\_\_\_\_ to the cashier and the \_\_\_\_\_.
8. \_\_\_\_\_ the food.
9. Present the \_\_\_\_\_.
10. Get the \_\_\_\_\_ and \_\_\_\_\_ the guest.

2. Listen to the conversation in welcoming diners to the restaurant, and then answer the question.

**Host:** Good evening, sir, madam. Welcome to the Metro restaurant. May I take your coats?

**Diner 1:** Good evening. Thanks.

**Host:** Would you like an aperitif before you order?

**Diner 2:** Yes, please. Could we have two glasses of prosecco?

**Host:** Certainly. Let me give you some menus. I'll come back to take your order in a few moments.

**Diner 1:** That's wonderful, thank you.

**Host:** Of course. We also have some specials on the board.

**Diner 2:** What are the specials?

**Host:** The specials today are rack of lamb, lemon sole and a vegetarian pasta dish  
(Later)

**Host:** Here you are. Two glasses of prosecco. Are you having wine this evening?

**Diner 1:** Thank you. Yes, we are.

**Host:** Here's the wine list. We have four excellent red and white house wines and on the last pages you'll find the full wine list.

**Diner 1:** Thank you.

**Host:** Let me know when you're ready to order.

1. What two things does the host offer to do when the diners arrive?

---

2. What do the diners order as an aperitif?

---

3. Does the host take their order immediately?

---

4. Name two dishes that are on the specials board.

---

5. How many house wines are on the wine list?

---

3. Complete the conversation with the given words in the box.

come	aperitif	reserved	menu	welcome
------	----------	----------	------	---------

**Hostess:** Good evening. (1) \_\_\_\_\_ to Sunflower Restaurant. Do you have a reservation?

**Guest:** Yes, I've (2) \_\_\_\_\_ a table for two at 7.00 p.m. under the name of Carson.

**Hostess:** Yes, Mr. Carson. Would you (3) \_\_\_\_\_ this way, please? (They follow the hostess to the reserved table in the corner.)



**Hostess:** Here is your table. Would you like an (4) \_\_\_\_\_ before you order?

**Guest:** Yes, we would like a bottle of vermouth, please.

**Hostess:** Yes, Mr. Carson. I'll bring you the (5) \_\_\_\_\_

4. Listen to the conversation and pay attention to the things the guests order. Write down their order

Mr. Carson

Mrs. Carson

Soup: \_\_\_\_\_

\_\_\_\_\_

Main course: \_\_\_\_\_

\_\_\_\_\_

Salad: \_\_\_\_\_

\_\_\_\_\_

Dessert: \_\_\_\_\_

\_\_\_\_\_

**Waiter:** Are you ready to order, ma'am

**Mrs. Carson:** I think I'll have the French onion soup.

**Mr. Carson:** I'd like a beef consommé.

**Waiter:** And what would you like for the main course?

**Mrs. Carson:** Is there anything you recommend?

**Waiter:** Of course, madam. Why don't you try our veggie steak? It's very good.

**Mrs. Carson:** What is veggie steak?

**Waiter:** It's a vegetarian steak. Tofu is prepared as a steak and seasoned with salt, pepper, and garlic. We cook until it's crispy on the outside and hot in the middle. It's one of the chef's specials.

**Mrs. Carson:** That sounds so nice. I'll have that.

**Waiter:** And you, sir

**Mr. Carson:** I'll have fillet mignon.

**Waiter:** How would like it, sir?

**Mr. Carson:** Medium, please.

**Waiter:** Would you like a salad, ma'am?

**Mrs. Carson:** I'll have a mixed salad.

**Waiter:** And for you, sir?

**Mr. Carson:** A Caesar salad, please.

**Waiter:** Would you like anything to drink with your meal?

**Mr. Carson:** We'll have two glasses of white wine, please.

**Waiter:** All right, so that's the French onion soup, beef consommé, veggie steak, fillet mignon—medium, mixed salad, Caesar salad, and two glasses of white wine. Your order will be served shortly.

.....

(The diners have finished their main courses.)

**Waiter:** Sorry to interrupt. May I clear away your plates?

**Mr. Carson:** Yes, please do. We've finished.

**Waiter:** How were your main courses? Was everything satisfactory?

**Mr. Carson:** Yes, thank you. It was all excellent.

**Waiter:** Would you like to see the dessert menu?

**Mrs. Carson:** Yes, please. (Looks at the menu.) I don't know what to have. What would you recommend for the dessert?

**Waiter:** I can recommend caramel custard, or you might like blueberry pie.  
**Mrs. Carson:** I'd like caramel custard. How about you, Chris?  
**Mr. Carson:** No, thank you. I think I'll skip dessert.  
**Waiter:** Can I bring you anything else? A coffee or a digestif, perhaps?  
**Mr. Carson:** Could I just have an espresso?  
**Waiter:** Of course.  
**Mr. Carson:** And then could I have the bill, please?  
**Waiter:** Of course, sir. I'll be back right away with your caramel custard and coffee.  
**Mr. Carson:** Can I pay by credit card?  
**Waiter:** Yes, sir.....Oh, I'm afraid we don't accept that kind of credit card, sir. Only VISA and MasterCard.  
**Mr. Carson:** OK. Then I'll use my VISA card.  
**Waiter:** Here's your bill, sir. Please put your card in the terminal, enter your PIN, and then press the green OK button.  
**Mr. Carson:** All right.  
**Waiter:** Thank you, sir. I hope you enjoyed your dinner.

5. A guest arrives for dinner at a restaurant. Fill in the missing parts with the words in the box. Then listen to the conversation to check your answers

dressing	cooked	entrée	expecting
repeat	check	comes with	momentarily

**Host:** Your table is ready, Mr. Douglas. It's right over here.  
**Guest:** Sounds good. I'm really hungry.  
**Host:** (Waits for Mr. Douglas to sit down) Here's a menu. Your server will be with you (1)\_\_\_\_\_.  
**Guest:** Thanks. Oh, could you give me two menus? I'm (2)\_\_\_\_\_ a friend.  
**Host:** I'll just put the other one here.  
 (The server comes over.)  
**Server:** Are you ready to order, Mr. Douglas?  
**Guest:** Well, I guess my friend won't be joining me after all. So, I'd like the garden salad to start.  
**Server:** What kind of salad (3)\_\_\_\_\_ would you like? We have Italian or Thousand Island.  
**Guest:** Italian. And I'm going to go with the sirloin steak for an (4)\_\_\_\_\_.  
**Server:** And how would you like your steak (5)\_\_\_\_\_?  
**Guest:** Rare.  
**Server:** The steak (6)\_\_\_\_\_ your choice of a baked potato or mashed potatoes.  
**Guest:** I'll take mashed potatoes, please.  
**Server:** Certainly. Let me (7)\_\_\_\_\_ your order, Mr. Douglas. You would like a garden salad with Italian and a rare steak with mashed potatoes.  
**Guest:** Yeah, that's right.  
 (The server checks up on her guest.)

**Server:** Is there anything else I can get for you, Mr. Douglas? Some dessert, perhaps?

**Guest:** No, thanks—just the (8) \_\_\_\_\_, please.

6. A lot of French words are used in restaurants. Can you match these French restaurant terms to their explanation?

- |                  |   |
|------------------|---|
| 1. aperitif      | An alcoholic drink that people drink after a meal   |
| 2. table         | B. An alcoholic drink that people drink before a meal   |
| 3. a la carte    | C. The person in charge of a restaurant who welcomes diners and gives orders to the waiters       |
| 4. maître d hote | D. A style of menu in a restaurant when each dish has a separate price                            |
| 5. digestif      | E. A meal served in a restaurant at a fixed price, with a limited number of dishes to choose from |

7. Write the dish names in the proper category.

Caesar salad	ice cream	baked salmon	lemonade
fish and chips	cheesecake	BBQ ribs	Buffalo wings
latte	spaghetti	French onion	clam chowder

Appetizers	Soups	Salads
Entrees	Dessert	Drinks

8. Match the question with the appropriate response

- |  |   |
|--|---|
| 1. What do you recommend for dessert?                  | A. Today, we've got some clam chowder. How does that sound? |
| 2. How large are the portions?                         | B. OK. Bring us some iced tea, please.                      |
| 3. Could you tell me what the soup of the day is?      | C. You might like the mousse. It's delicious.               |
| 4. What kind of salad do you have?                     | D. I don't think they're big enough to share.               |
| 5. Would you like something to drink before your meal? | E. We've got Caesar, garden, and spinach.                   |

9. Listen to the conversation between a guest and a waiter taking order and complete the following order list.

Order List	
Entrees	<input type="checkbox"/> chicken <input type="checkbox"/> fish <input type="checkbox"/> steak _____ medium-rare _____ medium _____ medium-well _____ well-done
Side Dishes	<input type="checkbox"/> baked potato <input type="checkbox"/> green salad
Dressing	<input type="checkbox"/> Thousand salad <input type="checkbox"/> Italian <input type="checkbox"/> French
Special Request (s)	

#### 4. At the Bar

1. Listen to the conversation and complete the missing parts.

**Host:** How are you (1) \_\_\_\_\_, sir? Do you have a reservation?

**Guest:** No. Do you have a table for one available?

**Host:** Not right now. If you'd like a seat (2) \_\_\_\_\_ while you wait, I'll let you know when your table is ready.

**Guest:** How long do I have to wait?

**Host:** There should be a table available in (3) \_\_\_\_\_, sir.

**Guest:** That would be fine. The name is Diep.

**Host:** Alright, Mr. Diep. (4) \_\_\_\_\_, please.

(Mr. Diep sits down at the bar.)

**Bartender:** Long day at the office, sir?

**Guest:** Yes. I'd like a scotch (5) \_\_\_\_\_.

**Bartender:** Coming right up.

**Guest:** Do you have popcorn or peanuts—something I could (6) \_\_\_\_\_ on?

**Bartender:** (Handing Mr. Diep some peanuts.) You can order (7) \_\_\_\_\_ the menu as well, sir.

**Guest:** Alright, do you have (8) \_\_\_\_\_ on the menu?

**Bartender:** Yes, we do.

**Guest:** Then I'll have a (9) \_\_\_\_\_ of six.

**Bartender:** Of course.

(After a few minutes)

**Bartender:** Are you in the mood for another drink, sir?

**Guest:** What do you have on tap?

**Bartender:** Guinness and Carisberg.

**Guest:** Then I'll take a (10) \_\_\_\_\_ Carisberg, please

2. Listen to the conversations at the hotel bar. Then decide if the following is True (T) or False (F).

### Conversation 1

Bartender: Good evening, sir. How are you this evening?

Guest: Fine, thanks.

Bartender: What can I get you?

Guest: I'll have a beer, please.

Bartender: Of course, sir. Would you like draught or bottled beer?

Guest: I'd like to try a draught beer. What would you recommend?

Bartender: Well, the German and Czech pilsner on draught are very popular.

Guest: Right. I'll have a Czech pilsner, please.

Bartender: There you are, sir. That'll be £3.90, please.

Guest: Thank you.

### Conversation 2

Bartender: Good evening, ladies. What would you like this evening?

Guest: Two gin and tonics, please. And could we have long drinks with lots of ice please?

Bartender: Of course. Would you like a slice of lemon?

Guest: Yes, please.

Bartender: Here you are. Would you like to pay for them now or shall I start a tab for you?

Guest: I think we'll start a tab. We might have another drink later on.

Bartender: Of course. Could you give me your room number, please?

Guest: I'm in 469.

Bartender: Could you sign here, please?

Guest: Thank you.

\_\_\_\_\_ 1. The man chooses a bottled beer.

\_\_\_\_\_ 2. The bartender recommends beers from Germany and the Czech Republic.

\_\_\_\_\_ 3. The ladies don't want ice and lemon in their drinks.

\_\_\_\_\_ 4. The ladies are not staying in the hotel.

\_\_\_\_\_ 5. The ladies want to pay for their drinks later in the evening.

3. Put the dialogue between a bartender and a guest into the correct order.

\_\_\_\_\_ Bartender: Would you like ice?

\_\_\_\_\_ Bartender: Good evening, sir. How are you this evening?

\_\_\_\_\_ Guest: I'm fine, thank you.

\_\_\_\_\_ Guest: Can you charge it to my room?

\_\_\_\_\_ Guest: Scotch and soda, please.

\_\_\_\_\_ Guest: No, thank you.

\_\_\_\_\_ Guest: It's 1204.

\_\_\_\_\_ Bartender: That'll be £6.00, please.

\_\_\_\_\_ Bartender: What can I get you?

\_\_\_\_\_ Bartender: Of course, sir. Can you give me your room number?

### 4. Room Service

1. Listen to the conversation in taking room service order, and then answer the question.

Room service: Room service, can I help you?

Guest: Good morning. Can I order some room service?

Room service: Of course, madam. What would you like?

Guest: I'd like a continental breakfast.

Room service: Very good, madam. Would you like tea or coffee?

Guest: Coffee. Could I have a cappuccino?

Room service: Certainly, madam.

Guest: How long will that be? I'm in a hurry this morning.

Room service: It'll be with you in ten minutes.

Guest: Good.

Room service: Could I have your room number, please?

Guest: It's 1002. Mrs. Hepworth.

Room service: Thank you, Mrs. Hepworth. Goodbye.

Guest: Thank you. Goodbye.

(About ten minutes later.)

Room service: (Knocks the door.)

Guest: One moment. Just coming!

Room service: Good morning, madam. Room service.

Guest: That was quick.

Room service: One continental breakfast with a cappuccino. Could you sign here please, madam? Thank you.

Enjoy your breakfast.

Guest: Thanks.

1. What kind of breakfast does the guest order?

---

2. What kind of coffee does the guest order?

---

3. How quickly will the guest get her breakfast?

---

4. Why does the guest want her breakfast quickly?

---

2. Put the conversation between room service and a guest into the correct order.

\_\_\_\_\_ Room service: Very good, madam. Would you like tea or coffee?

\_\_\_\_\_ Room service: Room Service, can I help you?

\_\_\_\_\_ Room service: Of course, madam. What would you like?

\_\_\_\_\_ Room service: Thank you.

\_\_\_\_\_ Guest: Good morning. Can I order breakfast?

\_\_\_\_\_ Guest: I'd like a boiled egg with whole-wheat toast and fresh fruit.

\_\_\_\_\_ Guest: How long will that be? I have a meeting in an hour.

\_\_\_\_\_ Guest: Tea, please. English breakfast with milk.

\_\_\_\_\_ Room service: Certainly, madam.

\_\_\_\_\_ Guest: Good.  
\_\_\_\_\_ Room service: Could I have your room number?  
\_\_\_\_\_ Guest: It's 1025.  
\_\_\_\_\_ Room service: It'll be with you in 15 minutes.

## **Focus on Language**

### **1. Breakfast**

Breakfast is normally placed into two types:

1.1 Continental Breakfast is the most common style hotels offer their guests. It is quick and easy to prepare and offer light options for guests. It simply consists of juice, tea, coffee, toast, rolls, croissant, jam, marmalade, and honey, etc.

1.2 American Breakfast includes more selections. It is typically provided with choices of eggs, cereals, or pancakes with side dishes such as bacon or breakfast sausages, hash browns, or home fried and toast. At breakfast there are several ways to cook eggs: soft/hard boiled, scrambled, fried, poached and omelette. Note: In the US, there are many different ways to ask for fried eggs to be cooked, for example, over easy, which means cooked on both sides, and sunny side up, which means cooked on one side.



## UNIT 12. CATERING FUNCTIONING

### A place setting



1. salad plate
2. bread-and-butter plate
3. dinner plate
4. soup bowl

5. water glass
6. wine glass
7. cup
8. saucer
9. napkin

#### silverware

10. salad fork
11. dinner fork
12. knife

13. teaspoon
14. soup spoon
15. butter knife

### READING

#### Text I

1. Read the text below

#### TABLE MANNERS

Do not attract undue attention to yourself in public. Try to make as little noise as possible when eating. Sit up straight and face the table, keep your feet under you, don't stretch them all the way under the table. Elbows are never put on the table while one is eating. Don't encircle a plate with the left arm while eating with the right hand.

At a small party do not start eating until all are served. At a large party it is not necessary to wait for all after a few guests have been served, it is perfectly all right to start eating.

When eating take as much as you want, but eat as much as you take. Do not eat too fast or too slowly. Take a little of every dish that is offered to you. Don't shovel food into your mouth, take small maneuverable pieces. Don't talk with your mouth full, first chew and then swallow.



When helping yourself remember: the first rule is to pay attention to what you are doing and handle a serving fork or spoon in such a way as not to scatter food particles over either floor, table or yourself. When you are being served, don't pick. One piece is as good as the next. Do not reach across the table, simply say, 'Would you pass me the salt, please'.

When refusing a dish or a helping you simply say: 'No, thank you', when accepting – 'Yes, please'.

When passing plate for second helping always leave knife and fork on the plate and be sure the handles are far enough or not to topple off. In between courses don't make bread-balls to while the time away and do not play with the silver.

Never spoil your neighbors' appetite by criticizing what they just happen to be eating or by telling stories which are not conducive to good digestion. When a dish is placed before you do not eye it suspiciously as though it were the first time you had seen it, and do not give the impression that you are about to sniff it. No matter how surprised you are take it all in your stride.

Never read whilst eating (at least in company).

When you help yourself to condiments, gravies, pickles, jellies remember: gravy should be put on the meat, and the condiment, pickles and jelly at the side of whatever they accompany. Olives, radishes, or celery are put on the edge of the plate from which one is eating.

If there's a napkin on the table unfold it and spread it on your lap. Do not tie it around your neck. Use your napkin often and skillfully. Several pats on the lips will take the grease off. Don't use your napkin as though it were blotting paper.

All juicy or soft fruit or cake is best eaten with a fork; in most cases it is a matter of dexterity rather than rule. If you are able to eat a peach or ripe pear in your fingers and not smear your face let juice run down, or make sucking noise, you are the one in a thousand and may continue to do so. But if you can not eat something – no matter what it is – without getting it all over your fingers, you must use a fork, a knife or a spoon.

Don't use a spoon for what can be eaten with a fork. The forks are placed at the side of the dish in the order in which they are to be used (salad fork, fish fork, meat fork, etc.).

If there is no spoon in the salt-cellar, use the tip of a clean knife.

Don't eat off the knife. Vegetables, potatoes, macaroni are placed on your fork with the help of your knife.

Drink any thing soup that is served in a cup or sip it from a spoon as you prefer. Don't sip your soup as though you wanted the whole house to hear.

Do not empty your glass too quickly – it will be promptly refilled.

Don't put liquid into your mouth if it is already full.

There is no better pusher than a piece of dry crust. Lacking this, the knife is also correct if properly used.

If your food is hot don't blow on it as though you were trying to start a campfire on a damp night.

Cut your meat into small pieces that can be chewed with ease. Cut off one piece at a time.

Fish bones or other incidental bones are taken between fingers and thumb, and removed between compressed lips. Pits and seeds must be eaten quite bare and clean in the mouth and dropped into the cupped fist and then into the plate. Removing bones from fish lift the end of the bone with a fork, and then lift it all the way out pinched between the knife and fork together, or with fingers. Do not let the fingers touch the fish.

Bread should always be broken into moderate-sized pieces with the fingers before being eaten. If it is to be buttered, a piece is held on the edge of the bread and butter plate, and enough butter spread on it for a mouthful to two at a time, with a butter-knife.

Take a slice of bread from the bread-plate by hand, don't harpoon your bread with a fork. Don't bite into the whole slice, break it off piece by piece. All ordinary sandwiches not only at picnics but everywhere are eaten from the fingers.

Cheese is one thing that may be spread with either a knife or a fork.

Don't push back your plate when finished. It remains exactly where it is until whoever is waiting on you moves it. Don't lean back and announce, 'I'm through!' The fact that you've put your fork or spoon down shows that you have finished. To indicate that you have had enough place knife and fork together, not criss-cross.

Do not leave spoon in your cup when drinking tea or coffee.

Don't pick your teeth in company after the meal even if tooth-picks are provided for the purpose.

And, finally, don't forget to say 'Thank you' for every favour or kindness.

## *2. Read the questions and think about your answers*

- 1) What do you say at the start of a meal?
- 2) What time do you have lunch and dinner?
- 3) How long does a typical lunch or dinner last?
- 4) Do you usually use a knife and fork? If so, which hands do you hold them in?
- 5) Do you use a napkin? If so, where do you put it?
- 6) At which meals do you eat the following food? Melon, pasta, fish, steak.
- 7) Where do you put your knife and fork when you have finished your meal?
- 8) Where do you put your hands when you're at the table but not eating?
- 9) Do you eat cake with a fork or a spoon?
- 10) What food do you often eat with your fingers at the dining table?
- 11) When do you usually drink coffee and tea?
- 12) When can you smoke during a meal?
- 13) What do you say and do when someone raises their glass?
- 14) Do you have soup in the summer?
- 15) Do you eat salad in the winter?

## **Text 2**

### *3. Answer the questions before reading:*

- Speak about the table manners you should observe in your homes or in the public cafeteria.
- What do you do before eating?
- Are there rules about your hands or the way you sit?
- What do you do at the end of a meal?
- Why do we have rules about how to eat?
- Have you ever been in situations where the rules you are used to are not appropriate?

#### 4. Read the text below

### **DIFFERENT COUNTRIES, DIFFERENT ETIQUETTE**

Whether one is travelling for business or for pleasure, new cultures are generally part of the process. Although there are many differences between cultures in the world, there are also similarities. The similarities do not get us into trouble, but the differences can destroy a business deal or a pleasure trip. Learning some facts and some of the patterns of other cultures, as well as various travel customs and tips, can help you be successful.

#### **France**

In a country where food is king it's good to have courtly manner. So:

- Don't cut your salad with a knife or fork. Instead fold your salad on your fork using your knife.
- Never cut bread. Break bread with your fingers. And usually there aren't bread/butter plates. So place your bread on the table above your dinner plate on the left.
- Cut cheese vertically. Do not cut off the points.
- Never eat fruit whole – Always peel and slice it before eating.
- When you're finished eating, place knife and fork side by side on the plate at the 5:20 position. The fork should be on the left and the knife should be on the right with the blade of the knife facing the fork.
- To signify that you would like more food, cross your knife and fork across your plate.

#### **Italy**

Italians are known for expressing themselves through body language. So:

- Greet friends with a kiss on both cheeks.
- Keep eye contact while talking. If not, Italians think you are hiding something.
- To call a waiter or waitress, raise your index finger and make eye contact.
- Stand when an older person enters the room.

#### **China**

In China, it's all about respect. So:

- When introduced to a group of Chinese people, they may greet you with applause. Be sure to applaud back.
- Greet the oldest, most senior person first.
- Address the Chinese by Mr., Mrs., Miss plus family name.
- The Chinese dislike being touched by strangers. Other than shaking hands when greeting them, do not hug, lock arms or make any other body contact.

#### **Argentina**

Always fashion-conscious. So:

- Dress well if you want to make a good impression.
- Women are expected to dress stylishly.
- And don't be offended by their humor, which may mildly attack your clothing or weight.

*1. Answer the questions:*

1. What are the differences and similarities between the table etiquette in your country and the countries that you have read about?
2. What are some mealtime habits or rules in your home that a visitor from one of these countries may find unusual? What could you do to make your visitor feel comfortable?
3. How did you learn what behavior is appropriate at mealtime?
4. Why are rules of etiquette so important? Whose rules do you follow when you're sharing a meal at someone's house? Whose rules do you follow in a restaurant?

### **Text 3**

*5. You have noticed already that many terms related to restaurant business and meals are of French origin. Why do you think it is so?*

Note down some more words and expressions of French origin:

1. **a la carte menu** ресторанне меню із зазначенням ціни кожної страви
2. **gueridon service** обслуговування у столика; приготування страв безпосередньо на очах у відвідувачів
3. **carafe, фр.** графін
4. **table d'hote фр.** загальний обідній стіл ; табльдот, комплексний обід
5. **hors-d'oeuvre, фр.** закуска; додаткове блюдо
6. **aperitif, фр.** аперитив

*6. Read out the text and find terms of French origin. Try and think of English equivalents. Is it always possible?*

The range of food service found in hotels and restaurants today is extensive. In the first category, there are restaurants offering the highest grade of service with a full a' la carte menu.

This includes dishes served by the waiter from a trolley in the dining room, and is known as **gueridon service**. The gueridon waiter must always be skilled, for he has to carry out procedures such as filleting, carving and cooling speciality dishes at the table.

A second, less complicated, type of service is **silver service** where the menu can be either a' la carte or table d'hôte. In this system, the food is prepared in the kitchen and then put on to silver flats and presented to the guests in the dining-room.

A third form of table service, used mainly with a table d'hôte menu, is **plate service**. Here, the waiter receives the meal already plated from the service hotplate and only has to place it in front of the guest and make sure that the correct cover is laid and the necessary accompaniments are on the table. Plate service is often offered where there is a rapid turnover and service of the meal and is, therefore, labour-saving in such tasks as washing-up.

In a fourth type of service, called *self-service*, a customer collects a tray from the service counter, chooses his dishes and selects the appropriate cutlery for the meal.

Today, with ever-increasing needs for economy, many establishments usually prefer a variety of types of service.

Tourist hotels, for example, frequently offer a combination of self-service and plate-service for breakfast and another combination of self-service and silver service for luncheon.

*7. Check your comprehension:*

What kinds of skills does a waiter require for gueridon service?

Why is plate service labour-saving?

What kinds of service are used with a table d'hôte menu?

What is the difference between silver service and plate service?

Why is self-service often used by hotels?

**LANGUAGE AND SPEECH EXERCISES**

*8. Complete this advice for visitors to Britain*

- 1) Don't speak ...
- 2) Don't reach across ... . Ask someone to pass it.
- 3) Don't put ...
- 4) Don't wave your ... in the air.
- 5) Don't lift your bowl ...

*9. Prepare advice on table manners for someone visiting Ukraine (in writing)*

*10. Give the right instruction.*

The following hints may help you: (**dip the bread-fork upside down- arms on the table- napkin in the lap**)



1-.....  
.....



2- .....  
.....



3- .....  
.....



4- .....  
.....

**SPEAKING**

*11. Discuss table manners in different countries (at least 5 countries)*

*12. Then role-play a telephone conversation to say that you can/can't accept the invitation to a dinner party. Use the following expressions.*

... accept with thanks

I'm afraid ...

... kind invitation  
I'm sorry ...

... we won't be able to ...

## **WRITING**

13. *This is an example of a formal invitation to dinner*

Mr. & Mrs. Alan Smith  
request the pleasure of  
Mary and John brown's  
company at Dinner  
on Friday, 6<sup>th</sup> January,  
at 8 o'clock

7, Brookside    RSVP  
London WC2    01-2422  
                         3128

Remember:

It is polite to reply to invitations formal and informal.

It is impolite to arrive late for dinner parties.

It is polite to take a small present when you are invited to dinner. (People usually take a bottle of wine, a bunch of flowers, or a small box of chocolates).

It is polite to write 'thank you' notes after an invitation.

14. *Reply to the invitation.*

## **READING**

### **Text 1**

1. *You are going to read the passage 'Eating out – Some rules for diners'. Before you read the passage, look at these questions. What do you expect the answers to be, from your own experience of eating out?*

When you are eating out why should you...

1. bother to ring up to cancel a booking?
2. ring up if you're going to arrive late?
3. inform the restaurant beforehand if you're bringing a young child with you?
4. read the menu outside before you go in?
5. spend plenty of time studying the menu at your table?
6. ask the staff questions about the dishes on the menu?
7. worry about your fellow diners?
8. criticize the way the meal was prepared, if it was poor?
9. give the waiter a tip even if you had a bad meal?
10. tell your friend about your eating experience?

2. *Read the magazine article and find the answers that the Good Food Guide gives to the questions above. Are they the same as your answers?*

*Work in small groups. Ask your partners these questions*

- How do the *Good Food Guide's* recommendations differ from your own ideas?
- Which of them would you NOT follow at a restaurant in our own country?
- Which of them do you try to follow when eating out? Why?
- What advice would you give a foreign visitor about eating in our country?

- How do you attract a waiter's attention in our country?
- What are 'polite table manners' in our country? Is it bad manners to eat chicken with your fingers, put your elbows on the table, etc.?

### **SOME RULES FOR DINERS**

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If you don't very often eat out in a restaurant, you may need some advice – as the latest issue of the *Good Food Guide* points out. Several rules for people eating out are given, some of which seem perhaps to favour restaurant staff more than they are likely to help diners!

For example the *Guide* tells its readers to be sure to phone up and cancel any booking they make which they can't keep. The restaurant may otherwise be holding a table and turning away customers at its busiest time. Apparently this is a legal requirement, though how anyone could trace a Mr. Smith or a Ms Jones who didn't turn up with a party of six is anyone's guess.

The *Guide* also advises you to ring up if you're going to be delayed by more than a quarter of an hour; if you don't, your table may be given to someone else and it's only polite, according to the *Guide*.

Another rule they give is to let the restaurant know in advance if a member of your party has any special needs. So if you're eating with a small child, a very old person, a disabled person, a vegetarian or a Moslem let the restaurant know at least a day ahead so that you can all be sure of having better food and a happy time. A good restaurant owner will be only too happy to look after his guest's individual requirements.

Before you go inside the restaurant, make sure you spend some time reading the menu outside quite carefully. Try to notice what the prices include and what they don't include. In particular look for any mention of cover charges, service

later. By the way, don't be afraid to order two different dishes and to swap with a companion half-way through

Another rule is to ask the staff questions: how is this dish cooked? what goes with what? what's that rather tasty looking dish the people at the next table are having? and so on. The *Guide* stresses that the people at the next table deserve consideration, too. If you want to smoke, you should ask them if they mind. This is more than just a polite formality since many people do object to breathing in other people's cigarette or, worse, cigar smoke while they're trying to appreciate good food.

While you're eating, someone will probably ask you 'Everything all right?' and probably expect the answer 'Fine, lovely!' but experienced diners should treat this as a serious enquiry and be prepared to offer compliments, criticism (or both) honestly. Don't take any notice of companions who urge you not to 'make a fuss'. The trouble is, however, that you're usually asked this question when you have a mouth full of food, which makes it difficult to do more than nod and go 'Mmm'.

Finally, at the end of the meal, when you've been given the bill and are ready to pay you should thank the staff. Giving the waiter as big tip is no substitute for a warm thank you and a smile – if you've been served professionally and cheerfully you should reward the waiter with both gratitude and money! And if the food was poor, don't blame the waiter (it probably wasn't his fault – he wasn't the one who

charge and VAT. You might be in for a nasty shock when the bill comes if you haven't budgeted for these 'extras' and not all the menus you're shown at table mention these items. Once inside and seated comfortably at a table (and if you want a table by the window or in a quiet corner, do say so when you book) look at the menu carefully and insist that you're allowed enough time to decide at leisure what to order and to discuss with your companions what you're each going to have. There's nothing worse than being rushed into making a choice you'll regret.

cooked the food) and don't refuse to give him a tip, either. In this case ask to see the manager and tell him you didn't really enjoy the meal and make sure you explain why.

By following these rules and guidelines, says the *Good Food Guide*, you can help yourself and others to enjoy better food. And if you do have a really good meal locally, tell your friends about it and encourage them to go to the same place. If you have a disastrous one, tell them about that too. After all, a good restaurant deserves to do good business and a bad one shouldn't be in business at all, perhaps.

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**(The Good Food Guide is published annually by the Consumers' Association)**

## **Text 2**

### **No ordinary place to eat**

- Which do you think is the most unusual restaurant?
- Which would you like to visit? Why?
- Do you eat out? How often? What's your favourite restaurant?
- Do you know any unusual restaurants? Tell the class.

#### **1. Dinner in the sky.**

Dinner in the Sky is for people who want more than a little excitement when they go out to eat. They sit at a huge table which hangs from a crane fifty metres in the air. It's not a good idea for people who are afraid of heights or for those who don't have much money. It costs £10,000. The twenty-two diners wear seat belts and relax and enjoy the views while the chefs prepare the finest food in front of them. The restaurant opened in Belgium in 2006, but now has branches in Paris, Dubai, Florida, and Las Vegas.

David Ghysels, the Belgian organizer says. 'We realized that people were bored with going to the same old restaurants. They wanted to try something different. The sky's the limit with us!'

The crane is checked carefully before every sitting. The table is 9m x 5m and weighs six tonnes. In the centre there is a sunken platform for the chef and two waiters. The food is delicious, but most guests don't feel like eating until after a few drinks! Then they also get the courage to look down at the ground where tiny people are looking up in amazement and waving.

Dinner in the Sky is very exciting and the food is good, but there are problems. For example, even in quiet weather conversation is difficult because of the wind.



Guests shout to each other across the table. Also, the loo. You can't go to the loo until the table descends again. Difficult for some! But later, back on earth, after a visit to the loo, the guests have a great experience to talk about.

## **2. Ithaa Undersea Restaurant**

Welcome to the Maldives and the first underwater restaurant in the world. The Ithaa Undersea Restaurant on Rangali Island sits five metres below the Indian Ocean. Ithaa means 'pearl' in the Maldivian language and the guests are like pearls in a glass oyster.

It's not cheap - about £160 for dinner - and there aren't many seats, only a dozen, so it's not easy to get a reservation even if you've got enough money. However, it is easy to get to. You don't need to be a swimmer or a scuba diver, but you do have to wear formal clothes. You simply descend to the restaurant down some spiral stairs.

The manager, Carlton Schieck says, 'We have used aquarium technology to put diners face-to-face with the fish. Our guests are speechless at the colour and beauty of the underwater world. They can enjoy the views and the fine food and not get their feet wet.'

The views are spectacular. In the crystal-blue sea, a few metres from your head, there are sharks, sting rays, turtles, and thousands of tropical fish looking at you as you eat. There is also a fabulous coral garden to add to the colour. The experience is both romantic and magical - and you can guess what's on the menu!

The restaurant opened in 2004 and cost over £3 million to build. In April 2010 it also became a hotel. If you want more excitement and would like to sleep underwater with the fish, you can do this for just £7,500 a night!

However, an underwater building can't last forever. It is thought that it will have a life of about twenty years.

## **3. 's Baggers Restaurant**

Germany likes to call itself The Land of Ideas and 's Baggers Restaurant in Nuremberg is certainly an amazing idea. It's a restaurant with no waiters to serve you. You do everything for yourself with touch-screen TVs and computers. It opened in 2007 and is the first automated restaurant in the world.

When you arrive you pick up an 's Baggers credit card and go to sit at a big, round table with three or four computer screens. You put your card into the computer and order your meal by touching the pictures on the screen. You don't see the chefs. They are in the kitchen high above you. They're real men, not machines (at least not yet). The food is all freshly cooked and when it is ready it is put in a pot and sent down a spiral tube where it lands on the table in front of you. This gives a new meaning to fast food! The TVs are connected to the Internet, so if you get bored while waiting, you can send and receive emails and text messages.

A businessman called Michael Mack had the idea for 's Baggers. He decided that waiters were unnecessary and too expensive. 'You don't need waiters to run to and from customers taking orders to the kitchen and back.' Mack is planning to open more restaurants and now has the patent for the idea.

The meals are not too expensive - about €8 (£6) a portion. And if you want you can pay by direct debit at the end of the month. And something else that saves money - there is, of course, no need to leave a tip!

## LANGUAGE AND SPEECH EXERCISES

1.

A. *Explain the difference between the following kinds of places where people go to eat:*

- snack bar,
- café,
- pizzeria,
- refectory,
- buffet,
- canteen,
- pub,
- restaurant,
- night club

B. *What kind of restaurant from the list would you recommend to the following people*

- 1) A man who wants to meet some local people
- 2) Someone who wants a quick and cheap meal
- 3) A family who wants to celebrate some special occasion
- 4) A student who spends the whole day at university
- 5) A factory-worker at lunch-time
- 6) A young couple who want to relax and have some meal late at night

2. *Solve the logic puzzle below*

### WHAT WAS YOUR ORDER?

There are eleven related facts listed below for this logical puzzle. After reading them, help the waitress who is serving the table to figure out the answer to this question: *Who ordered the cola, cheeseburger with pickles, and French fries?*

1. Six friends went to a hamburger drive-in and decided to eat inside the restaurant.
2. The friends sat in a booth, three people on each side of the table.
3. They ordered six different meals.
4. Jack sat next to Jill.
5. Jill sat opposite the boy who sat next to Betty.
6. Archie ordered cola, a plain hamburger and French fries and sat across from Jane.
7. The boy who had the vanilla milk shake and two hot dogs sat across from Betty.
8. The girl who ordered the diet cola, fish sandwich, and onion rings sat between Archie and Reggie.
9. Reggie didn't order a diet cola, grilled chicken sandwich, and French fries or a cola and taco salad.
10. The girl who ordered the diet cola, grilled chicken sandwich, and French fries sat across from Archie.
11. The girl who sat next to Jack had a cola and taco salad.

3. Read the dialogue and fill in the gaps with the words below

appetizer	chef	chives	chowder	comes	
with	dressing	entree	menu	salmon	well-done

**Waitress:** Good evening, are you ready to order, or do you need a little more time?

**Tim:** Yes, I'm ready to order.

**Waitress:** Did you notice on our ... that we have two seafood specials tonight? One is poached ... and the other is grilled shark.

**Tim:** That sounds really good, but I think I am going to start with the shrimp cocktail ... And as for my ..., I think I'll have the New York steak.

**Waitress:** And, how would you like that steak?

**Tim:** I'd like that ... I don't like it when the meat is even a little pink.

**Waitress:** I'll make sure the ... prepares it just the way you like it. The New York steak ... mashed potatoes, a baked potato, or steak fries.

**Tim:** I'll take the baked potato.

**Waitress:** Would you like sour cream and ... on that?

**Tim:** I'll have sour cream.

**Waitress:** Your meal also includes a choice of soup or salad.

**Tim:** What is the soup today?

**Waitress:** Clam ... or chicken vegetable.

**Tim:** I think I'll have the salad instead.

**Waitress:** What kind of ... would you like?

**Tim:** Blue cheese.

4. Put the lines of the dialogue between Nancy and the waitress in the correct order. The first two have been done for you. Act out the dialogue

**Nancy:** Hi. I'd like a corned beef sandwich, please.

**Waitress:** Will that be on white, rye, or whole wheat bread?

**Nancy:**

- I'd like mustard, please.

- Will that be hot or regular?

- That'll be \$3.95 altogether.

- Lettuce.

- Do you want anything else with that?

- Regular. And could I have a dill pickle?

- On whole wheat, please.

- Sure. Here you are, madam.

- Oh, I quite forgot. I want a coffee, too.

- Would you like lettuce or cabbage on that?

- I'd like romaine.

- Ok. We have regular coffee, Colombian special blend, Brazilian, Kenyan, Java, espresso, cappuccino or decaffeinated ...

- Great.

- Regular, please.
- Would you like ketchup, mayonnaise, or mustard?
- There you go.
- We have romaine, endive, radicchio, or ordinary lettuce.
- Thank you.
- Do you want regular potato chips, chili flavour, blue cheese flavour ...?
- I'd like a small coleslaw and a bag of potato chips.

5. Choose the right answer.

1. We must go now. Would you mind asking the waiter for the \_\_\_\_\_?  
a) account   b) bill   c) charge   d) price
2. This voucher \_\_\_\_\_ you to a free meal in our new restaurant.  
a) allows   b) credits   c) entitles   d) grants
3. As a service charge is included in the bill, any further tipping is \_\_\_\_\_.  
a) unforgivable   b) unnecessary   c) unpleasant   d) unsatisfactory
4. Food is very expensive now as there's been yet another \_\_\_\_\_ in prices.  
a) advance   b) gain   c) increase   d) lift
5. Let me \_\_\_\_\_ the bill before we leave this restaurant.  
a) arrange   b) conclude   c) pay up   d) settle
6. Mr Generous decided to leave the waiter a big \_\_\_\_\_ as the food and service had been excellent.  
a) addition   b) gift   c) note   d) tip
7. Try our delicious four-course meal, offering you superb \_\_\_\_\_ for money.  
a) cost   b) price   c) value   d) worth
8. At many restaurants a service \_\_\_\_\_ is included in the bill.  
a) charge   b) gratuity   c) tax   d) tip
9. "Is the tip included in the bill?"  
"No, I don't think so. It says on the menu: Gratuities at your own \_\_\_\_\_"  
a) consideration   b) desire   c) discretion   d) will
10. You \_\_\_\_\_ us to believe that service and V.A.T. would be included in the price.  
a) led   b) let   c) made   d) trickled

6. Put the following names of food and drink under the right headings on the menu.

*MENU:*

I. APPETIZERS

II. SOUPS

III. MAIN DISHES            a) meats            b) poultry            c) fish

IV. SIDE DISHES

V. BEVERAGES

VI. SWEETS

VII. CHEESE

apple pie	blue cheese salad dressing	coffee
dumplings	fruit salad	hot chocolate
pork chops	spice cake	roast beef and

apple sauce	butter	cream of mushroom
Emmentaler	game pie	hot fudge sundae
prawn cocktail	spareribs	Yorkshire pudding
avocado vinaigrette	Camembert	creole haddock
farmhouse cheddar	grilled tomatoes	peach melba
roast duck	tossed green salad	fried fillet of plaice
beef Wellington	cheese dip (fondue)	sole in white wine sauce
	turkey	grilled veal fillet

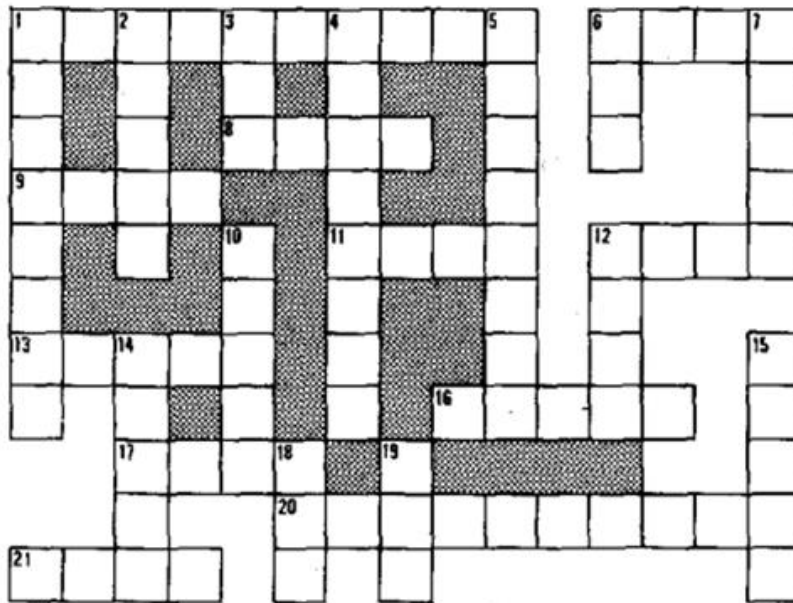
7. *Choose the right answer.*

1. Mr Extrovert \_\_\_\_\_ guests to dinner almost every week.  
a) amuses    b) claims    c) greets    d) has
2. Mr Snob \_\_\_\_\_ that only his club sells real English ale.  
a) brags    b) crows    c) exults    d) rejoices
3. Our restaurant can \_\_\_\_\_ for parties of up to 300 people.  
a) cater    b) deal    c) handle    d) supply
4. Drop in for a \_\_\_\_\_ to eat!  
a) bit    b) bite    c) nip    d) sip
5. Mr Newrich invited his guests to an expensive restaurant. However, he felt \_\_\_\_\_ at ease.  
a) ill    b) painful    c) sick    d) unwell
6. The little country hotel served them a meal fit for \_\_\_\_\_.  
a) a king    b) a lord    c) an emperor    d) a queen
7. He is \_\_\_\_\_ to think that he is the only person who knows everything about good food.  
a) apt    b) impressed    c) prejudiced    d) subjected
8. Lobster is an expensive \_\_\_\_\_ in most restaurants.  
a) chaser    b) delicacy    c) flavour    d) spice

8. *Fill in the blanks with the right word.*

1. She doesn't eat any sweets as she wants to \_\_\_\_\_ weight.
2. He drank almost all his coffee. There was only a little left at the \_\_\_\_\_ of his cup.
3. To make bread rise you use \_\_\_\_\_ a \_\_\_\_\_.
4. I love fruit, \_\_\_\_\_ 1 \_\_\_\_\_ peaches.
5. The yellow part of an egg is the \_\_\_\_\_.
6. Be careful with that knife! It is rather \_\_\_\_\_ and you might cut your finger.
7. Can I \_\_\_\_\_ u \_\_\_\_\_ some more tea into your cup?
8. As he didn't have enough cash to pay for his dinner, he made out a \_\_\_\_\_ q \_\_\_\_\_.
9. The sauce is terribly \_\_\_\_\_. You put far too much pepper in it.
10. There was a strong \_\_\_\_\_ of fish.
11. We were \_\_\_\_\_ r \_\_\_\_\_ by a waiter with a \_\_\_\_\_ t \_\_\_\_\_ Italian accent.

9. *Crossword.*



**ACROSS:**

1. what Japanese people eat with (10)
6. green vegetables found in pods (4)
8. skin of an orange or a potato (4)
9. thick slice of pork or lamb with a bone in it (4)
11. not well-done (4)
12. American maize (4)
13. cook without water (5)
16. used for carving (5)
17. flesh of a pig (4)
20. part of a recipe such as flour, eggs, etc. (10)
21. flesh of a bull (4)

**DOWN:**

1. pots, plates, cups made of baked clay (8)
2. an eye-watering vegetable (5)
3. to drink, taking a very small quantity at a time (3)
4. favourite dessert of children (8)
5. deep metal cooking pot with a lid and a handle (8)
6. made of pastry with apples or meat (3)
7. an item of cutlery (5)
10. main ingredient of all soups (5)
12. the main cook (4)
14. fruit popular in Poland (5)
15. rub cheese into small pieces (5)
18. young goat (3)
19. hard or soft boiled (3)

***SPEAKING***

10. Discuss in pairs

- What fast food restaurants have we got in this country?
- Which one is the most popular?
- What is the aim of fast restaurants?

Fast food restaurants like McDonald's are an American export but other countries also have fast food. For example, in the Far East, open-air food stalls serve hot food quickly and cheaply.

In Britain however, these open-air food stalls of the orient became the Chinese takeaways, which you can find in many of the cities, towns and villages of Britain. Takeaways sell hot food you carry out to eat in another place. Takeaway food is a treat for many families. However, the most famous British takeaway is still the fish and chip shop.

What do you know about fish and chips? Work in pairs and decide if these statements are true or false. Tick one of the boxes.

1. The fish in 'Fish and Chips' is boiled
2. People put vinegar on their fish and chips
3. Newspaper is used to keep fish and chips warm
4. The fish in 'Fish and Chips' is cut into small pieces
5. People eat bread and butter with fish and chips

True	False

11. Discuss in groups

- What are the advantages of takeaways and fast food restaurants?
- Do you like them?
- Are there any takeaways or fastfood restaurants that are typical of our country?
- What are they like?
- What do they serve?

12. Read out the dialogue and answer the questions below.

**Mr. and Mrs. Stanley are staying in the Metropol Hotel in Moscow and are ordering lunch in the restaurant at the hotel.**

Waiter Good morning, madam. Good morning, sir  
Mrs. S. Good morning. Have you got a table for two, please?  
Waiter Certainly. Where would you like sit? By the window of further back?  
Mrs. S. I think we'd prefer by the window so that we can watch the people in street.  
Waiter Right. Won't you sit down?  
Mr. S. Thank you very much. This is pleasant.  
Waiter Yes, it's a beautiful day today. What would you like order?  
Mrs. S. Do you think you could explain the menu to us? You any French isn't good enough and we don't speak Ukrainian all.  
Waiter Of course. I'll give you an English-language menu and explain everything that might seem confusing. Here you are.

*Mr. and Mrs. S.* Thank you. What's for starters?  
*Waiter* There are three types of salads or vegetable soup. Which would you prefer?  
*Mrs. S.* I'd rather have a fish salad with grilled tomatoes, it sounds very good.  
*Mr. S.* Vegetable soup for me, please?  
*Waiter* Certainly. And for the main course there's grilled bacon, chicken or steak.  
*Mr. S.* Well, bacon is a bit spicy for me. I think I'll have the steak.  
*Mrs. S.* Steak for me, too, please.  
*Waiter* How would you like them cooked?  
*Mrs. S.* I don't like my steaks too underdone. Make mine well done.  
*Mr. S.* Rare for me, please  
*Waiter* Fine. What would you like to go with your steaks?  
*Mrs. S.* Chips and a green salad ,please  
*Mr. S.* I'll have chips. And peas, if you have them.  
*Waiter* Yes, that's fine. And what would you like to drink? Bottled beer? Wine?  
*Mrs. S.* We like wine better.  
*Waiter* We have a very pleasant house wine served by the carafe.  
*Mr. S.* Yes, I think a carafe of red would do nicely.  
*Mrs. S.* It isn't too dry, is it?  
*Waiter* No, no. It's a medium wine.  
*Mrs. S.* Good. We'll have that then. And also a bottle of mineral water.

*Answer the questions:*

Why does Mrs. Stanley prefer to sit by the window?  
 Why does she ask the waiter to explain the menu?  
 What does Mr. Stanley order for his first two courses?  
 How do the Stanleys want their steaks cooked?  
 What kind of red wine doesn't Mrs. Stanley like?

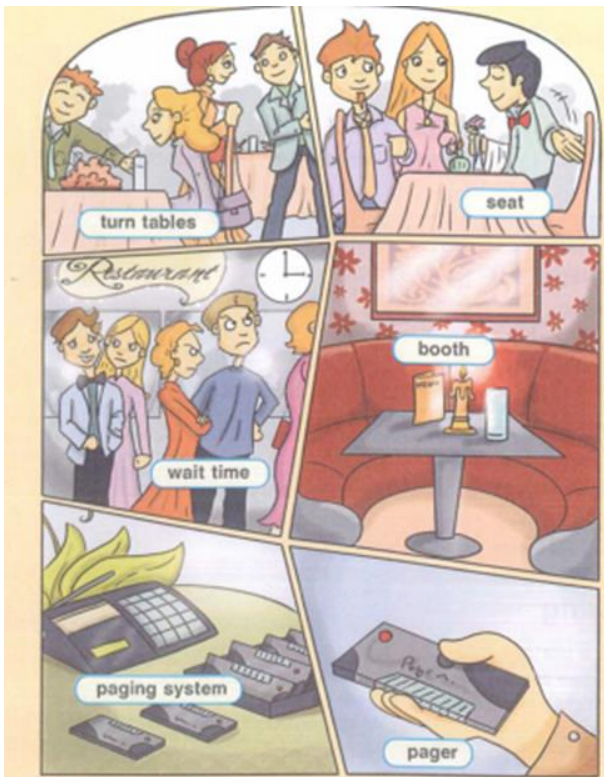
**WRITING**

*13. You are going to tell your partner about one of your favourite restaurants. Decide which restaurant you are going to describe. Think back to the last time you ate there. Look at the questions below and think about what you're going to say and the language you will need*

- Where is the restaurant?
- What kind of restaurant is it?
- When did you last go there?
- Who did you go with?
- Was it a special occasion?
- What did you eat?
- How often do you go there?
- Do you always go with the same people?
- Do you always eat the same thing there?
- What do you like most about the restaurant?
- Who first introduced you to it?



- When do you think you'll next go back?
- Would you recommend it to your partner?
- Is there anything else you'd like to add?



Food Service World  
June

## Managing Customer Flow

Managing customer flow in restaurants ensures that customers get the most out of their dining experience. It also allows restaurants to turn tables faster - which means a greater profit.

To improve customer flow at your restaurant, make sure to hire wisely. Your restaurant's host or hostess is the first person patrons see. He or she is responsible for greeting guests, learning their seating preferences (table or booth, for example), and seating them. The host or hostess also advises customers of wait times. When hiring, choose someone who is polite and makes a good impression.

You should also hire someone who can handle problems at the front of the restaurant. For example, long wait times frustrate patrons. In this case, the host or hostess may offer the customer a *comped* appetizer or a drink on the house. The host or hostess should also be familiar with paging systems (these systems use pagers which buzz or light up when the patron's table is ready).

...

### READING

14. Read the article from a trade magazine, and then mark the following statements as true (T) or false (F).

1. \_\_\_ Improving customer flow helps restaurant owners make more money.
2. \_\_\_ The host or hostess plays an important role in managing customer flow.
3. \_\_\_ Paging systems alert restaurant patrons about when their food is ready.

### **VOCABULARY**

15. Check (/) the sentences that are true.

1. \_\_\_A The server offered Ellen a comped appetizer, so she didn't pay for it.  
\_\_\_ B Randy made a good impression by being rude to the employer.
2. \_\_\_ A Peter makes a phone call with a pager.  
\_\_\_B Rita makes reservations in advance to avoid wait times.
3. \_\_\_A The restaurant patron greeted Lisa and took her food order.  
\_\_\_B The owner of the restaurant wants to turn more tables in order to earn a profit.

16. Complete the sentences with the correct words or phrases from the word bank.

*buzzes booth seats customer flow  
on the house paging system*

1. The hostess \_\_\_\_\_ Mr. Wilson at a table near a window.
2. The alarm clock \_\_\_\_\_ when it is time to wake up.
3. Ellen sits at a \_\_\_\_\_ with her party, so none of them have their own chairs.
4. The \_\_\_\_\_ lets customers know when the hostess is ready to show them to their table.
5. Ms. Shaffer hopes that the techniques will help improve at her restaurant.
6. The server offers the group a dessert \_\_\_\_\_ because they had to wait for a long time.

17. Listen and read the article again. How can a host or hostess deal with frustrated customers?

### **LISTENING**

18. Listen to a conversation between a hostess and a restaurant customer. Then answer the questions.

- 1 What are the speakers mostly talking about?  
A making a reservation at the restaurant  
B using the restaurant's paging system  
C changing the number of people in a party  
D cancelling a dinner reservation

2 Why can't the hostess seat the man's group right away?

- A He didn't make a reservation.
- B He arrived earlier than expected.
- C The restaurant is not open yet.
- D The entire group is not there.

19. Listen again, and fill in the blanks.

**Hostess:** Good evening, sir. Welcome to the Post Meridian Restaurant. Do you have a reservation?

**Customer:** Yes. It's 1 \_\_\_\_\_ "Jackson".

**Hostess:** Here it is: Mr. Jackson, 2 \_\_\_\_\_

**Customer:** Actually, I'm expecting two more people. Is it possible to get a table for six?

**Hostess:** Yes, but I'm afraid there would be a 3 \_\_\_\_\_

**Customer:** How long will the wait be?

**Hostess:** About ten minutes. Is that okay?

**Customer:** Yes, that's fine.

**Hostess:** And I just want to remind you that we can't 4 \_\_\_\_\_ until everyone is here.

**Customer:** That's okay. I'm sure my companions will be here 5 \_\_\_\_\_

**Hostess:** Perfect! Here's a pager. It'll 6 \_\_\_\_\_ when your table is ready.

**Customer:** Thank you for your help.

### ***SPEAKING***

20. With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

#### ***USE LANGUAGE SUCH AS:***

*How long will it be?*

*I'm afraid there would be a... wait.*

*I just want to remind you that...*

**Student A:** You are a patron at the restaurant. Talk to Student B about:

- how long the wait is
- when your party will be seated

Make up details about your party.

**Student B:** You are a host or hostess at a restaurant. Talk to Student A about:

- how long the wait is
- the restaurant's policies about seating parties.

### ***WRITING***

21. Imagine that you are a host or hostess at a restaurant. Use the information from Task 8 and the article in Task 2 to write instructions for managing customer flow (100-120 words). Make sure to answer the following questions:

- What questions should you ask new customers?

- What information do you tell new customers?
- How can you help customers who are frustrated with long wait times?



**READING**

22. Read the lunch menu from a restaurant, and then mark the following statements as true (T) or false (F).

- 1 \_ The restaurant has menu options for people on a diet.
- 2 \_ Customers are not allowed to share meals at the restaurant.
- 3 \_ The restaurant doesn't open until dinner time.

**VOCABULARY**

23. Match the words with the blank

**1 steamed / baked**

Mrs. Johnson \_\_\_\_\_ the meatloaf in the oven.

James heated the water and \_\_\_\_\_ the vegetables.

**2 spicy / sweet**

Sarah turned red and her eyes watered because her food was very \_\_\_\_\_

Phillip put four spoonfuls of sugar in his coffee because he likes it \_\_\_\_\_

**3 fried / roasted**

Mike \_\_\_\_\_ the chicken for several hours in the oven.

Gina \_\_\_\_\_ the fish in lots of oil, to make it crispy.

**4 grill / simmer**

I let the sauce \_\_\_\_\_ for several minutes, making sure that it didn't start to boil.

Dad liked to \_\_\_\_\_ because he preferred to cook outside, over a fire.

**5 salty / sour**

I put some lemon juice into the water because I like-----foods

Jenny felt thirsty because she ate a lot o f----- beef jerky.

24. Complete the word or phrase that is similar in meaning to the underlined part.

1 The couple ordered two small dishes which are eaten at the start of a meal.

\_\_ p e \_ i \_ r s

2 We ate steak that was cooked for a short time at very hot temperature.

\_\_ o i \_ e \_

3 Mom set the large plate used for serving food on the dining table.

\_ I \_ t \_ e \_

4 The chicken was prepared in a thick, cooked liouid and served over rice.

\_ a \_ c \_

5 The food tastes great because it is only prepared when it is ordered.

c \_ k \_ d t \_ o \_ d e \_

6 I ate fish with peas for my main dish of the meal.

\_ n t \_ e \_

25. Listen and read the menu again. How many main dishes are available at the restaurant?

**LISTENING**

26. Listen to a conversation between a restaurant server and a customer. Then answer the questions.

1. What is the conversation mostly about?

**A** a description of foods on the menu

**B** a guide to preparing a dish

**C** a problem with the man's order

**D** a compliment about the meal

2. Why doesn't the man want the potato skins?

**A** He does not like baked foods.

**B** He prefers dishes that are fried.

**C** He cannot eat spicy foods.

**D** He wants to eat something sweet.

27. Listen again, and fill in the blanks.

**Server:** Hi - my name's Brittany and I'll be your 1 \_\_\_\_\_ today.

**Customer:** Hi. I have a question about the 2 \_\_\_\_\_

**Server:** What is it?

**Customer:** I see you have 3 \_\_\_\_\_ How are those prepared?

**Server:** The potato skins are baked, sir.

**Customer:** I see. And are they very 4 \_\_\_\_\_?

**Server:** No, but they are salty.

**Customer:** Oh, I don't like 5 \_\_\_\_\_ I'd rather have something 6 \_\_\_\_\_

**Server:** Then you might like the fried chicken strips.

**Customer:** Are those sweet?

**Server:** Well, the chicken isn't sweet. But the dipping sauce that comes with it is.

**Customer:** That sounds fantastic. Thanks!

### ***SPEAKING***

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

#### ***USE LANGUAGE SUCH AS:***

*I'll be your server today. How are the ... prepared?*

*Is it very...?*

Student A: You are a customer at the Post Meridian Restaurant. Ask Student B about:

- how a dish is prepared
- what the dishes taste like

Tell Student B the kinds of food you like, how you like it cooked, etc. Make up a name for the server.

Student B: You are a server at the Post Meridian Restaurant. Answer Student A's questions. Then make a suggestion based on the type of food he or she likes.

### ***WRITING***

29. *Imagine that you are a food critic. Use the information from the menu and Task 8 to write a magazine review of the food you ate at the hotel restaurant (100-120 words). Make sure to answer the following questions:*



Restaurant Owner Digest August

# Write it Down!

Take the Guestwork Out of Taking Orders

Servers who can remember everything a six-top orders are sure to impress customers. How can servers at your restaurant accomplish this? By using a notepad and the pivot point system. The pivot point system works by assigning each seat at a table a number. Then the server writes the order information next to the right number. Never again will your servers have to ask which guest ordered his steak rare, medium rare or well done. All of the information about the order is in the notes!

Another way your servers can impress customers is by double-checking the order. Before the server leaves the table, he or she should repeat the entire order (including any special requests, like substitutions). This helps the server catch mistakes before it's too late. It also gives the customer an opportunity to change his or her mind.

## READING

30. Read the article from a trade magazine, and then choose the correct answers.

**1 What is the article mostly about?**

- A what questions servers should ask customers
- B how to know what a customer will order
- C ways that servers can impress customers
- D what mistakes servers commonly make

**2 What is good about the pivot point system?**

- A It allows customers to change their minds.
- B It provides information about customers' seating preferences.
- C It only requires a notepad in order to work effectively.
- D It helps servers remember customers' orders.

**3 What can be inferred about restaurant servers?**

- A They ask customers about how the food should be prepared.
- B They discourage customers from changing their orders.

- C They repeat orders to kitchen staff to avoid confusion.
- D They don't double-check orders when they use the pivot point system.

### **VOCABULARY**

31. Choose the correct meaning of the underlined word or phrase.

**1 Ellen keeps a notepad with her to help her remember the orders.**

- A a system that numbers each seat at a table
- B a table with six guests
- C a book with papers to write on

**2 The server is busy taking orders.**

- A asking what the customers want to eat
- B making sure about what the customer said
- C finding problems

**3 Sara orders her hamburger medium rare.**

- A cooked so the middle part is warm and grey
- B cooked so the middle part is warm and slightly red
- C cooked so the middle part is cold and very red

32. Choose the correct word or phrase to complete each sentence.

**1** The restaurant's (**guesswork / pivot point system**) allows servers to easily remember customer's orders.

**2** Gina cooked the meat for a long time because she likes it (**rare / well done**).

**3** Alex asks the customers at the (**six-top / substitution**) what they want to drink.

33. Listen and read the article again. In what two ways can servers impress customers?

### **LISTENING**

34. Listen to a conversation between a server and a restaurant customer. Then answer the questions.

**1 What are the speakers mostly talking about?**

- A a problem with the food
- B the availability of a certain dish
- C what the customer wants for his meal
- D how long it will take to prepare the meal

**2 What does the customer decide to change?**

- A the way his entree is cooked
- B the appetizer order
- C the size of the entree
- D the entree dish

35. Listen again, and fill in the blanks.

**Server:** Good evening. My name is Shirley and I'll be your server tonight. Can I get you started with 1 \_\_\_\_\_ ?



**Customer:** Yes, I'd like to try the stuffed mushrooms

**Server:** Perfect! I'll be back with those in just a few moments.

**Customer:** Actually, I'm 2 \_\_\_\_\_ my entrée as well.

**Server:** Okay. What 3 \_\_\_\_\_ ?

**Customer:** I'd like the steak, please.

**Server:** How would you 4 \_\_\_\_\_ ? Rare, medium rare or well done?

**Customer:** 5 \_\_\_\_\_ is fine.

**Server:** Medium rare... Okay. So you're starting with the stuffed mushrooms. And then you'll move on to a medium-rare steak.

**Customer:** Actually, I think I'd like to have the 6 \_\_\_\_\_ instead of the stuffed mushrooms.

**Server:** Not a problem. Those will be ready in a few moments.

**Customer:** Thanks very much.

### ***SPEAKING***

36. With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### ***USE LANGUAGE SUCH***

*What will you have?*

*So you're starting with*

*And then you'll move onto...*

Student A: You are a server at the Post Meridian Restaurant. Talk to Student B about what he or she will order for:

- an appetizer
- an entrée

Make up a name for the server and make sure to double check the order.

Student B; You are a customer at the Post Meridian Restaurant. Talk to Student A about what you will have for:

- an appetizer
- an entrée

Then change a part of your order.

### ***WRITING***

37. Imagine you are a restaurant server. Use the information from Task 8 and the article in Task 2 to write advice about taking orders (100-120 words). Make sure to talk about the following:

- What tools/systems do you use to help you remember orders?
- Why is it important to double-check the table's orders?

**dial**

**Rp In-Room Dining Menu**

Breakfast - \$7	Lunch - \$12	Dinner - \$15
Fruit and berries	Burger	Crab cakes
French toast	Chicken sandwich	New York steak
Pancakes with syrup	House salad	Vegetable pasta

For your convenience, the Royal Point Hotel offers 24-hour room service. To place an order, dial "0" on the hotel room phone and ask for room service. A room service attendant will take your order. Please note that delivery times depend on the kitchen load.

Upon delivery, room service attendants provide plates and cutlery. When you sign for the food, please note that our service charge includes a tip. However, guests are welcome to give an additional tip for excellent service. When you finish your meal, put the tray on the cart outside the door for collection.

A late-night delivery fee will apply for orders placed after midnight.

**room service attendant**

**sign for**

**tray**

## READING

38. Read the hotel's room service menu, and then mark the following statements as true (T) or false (F).

- 1 \_\_\_ Food delivery times vary.
- 2 \_\_\_ It is necessary to tip the room service attendant.
- 3 \_\_\_ The hotel adds an extra charge to orders received after 12am.

## VOCABULARY

39. Complete the sentences with the correct words or phrases from the word bank.

*room service attendant      signs for      late-night      dialed      in-room*

1. Sara didn't want to leave her hotel room to eat, so she ordered a meal from the \_\_\_\_\_ dining menu.
2. Sammy picked up the telephone and \_\_\_\_\_ his friend's phone number.
3. Laura gave the \_\_\_\_\_ a tip for the great service.
4. Keith returned to his room late and had to pay a \_\_\_\_\_ fee to order room service.
5. Shelly \_\_\_\_\_ the order and thanks the employee for delivering the food.

40. Match the words or phrases with the blanks.

### 1 cutlery / tray

A room service attendant arrived at Jim's room, carrying the food on a \_\_\_\_\_  
Gina asked the server for \_\_\_\_\_ so that she could eat her food.

## 2 delivery time / kitchen load

The \_\_\_\_ for pizza was too long so Jill ate something at home instead.

Customers waited a long time for the food because the \_\_\_\_\_ was very heavy.

## 3 cart / fee

Barbara paid an extra \_\_\_\_\_ because she made longdistance calls from her room.

Harry uses a \_\_\_\_\_ to take the 4. food order to the fifth floor

41. Listen and read the menu again. What two things do servers bring with a food delivery?

## LISTENING

42. Listen to a conversation between a room service attendant and a hotel guest.

Then choose the correct answers.

**1 According to the dialogue, what does the room service attendant's job involve?**

- A collecting the room service trays
- B preparing room service orders
- C collecting money from guests
- D delivering room service orders

**2 What question does the guest have about the receipt?**

- A why there's an additional charge on her bill
- B how much she should give as a tip
- C where to sign for the meal
- D how much extra she pays for late-night deliveries

43. Listen again, and fill in the blanks

**Attendant:** Good evening, ma'am. I have your 1 \_\_\_\_\_ May I come in?

**Guest:** Yes, of course.

**Attendant:** Where would you like me to put the tray?

**Guest:** There's space 2 \_\_\_\_\_

**Attendant:** Okay. Here's your 3 \_\_\_\_\_ and napkin. Is there anything else I can do for you?

**Guest:** No, everything is fine, thanks.

**Attendant:** Very well. Could you please 4 \_\_\_\_\_ ?

**Guest:** Sure. Urn... I see there's an extra fee on here 5 \_\_\_\_\_ ?

**Attendant:** After midnight, the hotel adds a 6 \_\_\_\_\_ - \_\_\_\_\_ to all deliveries.

**Guest:** That makes sense. One more thing - what do I do with the tray after I finish eating?

**Attendant:** Just place it on the cart outside your door Someone will remove it for you.

**Guest:** Great. Have a good night!

## SPEAKING



44. With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

**USE LANGUAGE SUCH AS:**

*I have your room service order.*

*There's an extra fee on here.*

*After midnight, the hotel adds a late-night fee.*

Student A: You are the guest. Ask Student B questions about:

- the charges on the receipt
- where to leave the tray

Student B: You are the roomservice attendant. Answer Student A's questions. Make sure he or she understands the room servicesystem.

**WRITING**

45. Imagine that you ordered room service at a hotel. Use the conversation from Task 8 to write a review of the hotel's room service (100-120 words). Make sure to answer the following questions:

- What did you think of the room service attendant's attitude?
- What fees were charged for the service?
- What kind of instructions did the room service attendant give?

### READING

46. Read the job posting from a hotel's website, and then 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.

### VOCABULARY

47. 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

48. Choose the word that is closest in meaning to the underlined part.

**1. The person who leads a team of banquet workers instructed the employees to bus tables.**

- A banquet server
- B banquet captain
- C maitre d'

**2. I warm up my lunch in the machine for heating food.**

- A coffee maker
- B beverage machine
- C microwave

**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 urn
- 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

49. Listen and read the job posting again. What must a banquet server be physically able to do?

50. 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.

51. Listen again, and fill in the blanks.

**Candidate:** Good morning. I'm here about the 1 \_\_\_\_\_ position.

**Employee:** Okay - you'll have to 2 \_\_\_\_\_ an application.

**Candidate:** No problem. I do have one question, though.

**Employee:** Sure - what is it?

**Candidate:** Well, 3 \_\_\_\_\_ says experience is preferred. Does that mean experience as a banquet server?

**Employee:** No, not necessarily.

**Candidate:** Oh, good. I've never worked in 4 \_\_\_\_\_

**Employee:** Basically, we're looking for people who have worked in food service before.

**Candidate:** Food service... like as a 5 \_\_\_\_\_ at a restaurant?

**Employee:** Exactly. Do you have any experience waiting tables?

**Candidate:** 6 \_\_\_\_\_

**Employee:** That's helpful. Make sure to mention that on your job application.

**Candidate:** Thanks, I will.

### **SPEAKING**

52. With a partner, act out the roles below, based on the dialogue from Task 49. 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**

53. Imagine that you are a banquet manager. Use the conversation from Task and the job posting to describe the duties of a banquet server for applicants (100-120 words). Make sure to answer the following questions:

- What do banquet servers do?
- How can someone apply for the job?



**READING**

54. Read this poster from a restaurant kitchen, and then 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**

55. Match the words and phrases (1-9) with the definitions (A-I).

- 1 \_\_ spoilage
- 2 \_\_ fridge
- 3 \_\_ pantry
- 4 \_\_ walk-in freezer
- 5 \_\_ seafood
- 6 \_\_ expiration date
- 7 \_\_ preservation
- 8 \_\_ set the temperature
- 9 \_\_ pork

- 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
- F food products made from pig meat
- G a place for keeping food chilled, but not frozen
- H a storage room with shelves for dry foods being ruined or unsafe to eat
- I the process of keeping food safe and fresh

56. Match the words or phrases with the blanks.

**1 beef / poultry**

Leslie 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 dry 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 in hand to eat when I do not have time to cook.  
 Restaurants usually put drinks \_\_\_\_\_ to keep them cold.



57. Listen and read the poster again. How is it possible to keep insects away from a pantry?

58. 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.

58. 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 \_\_\_\_\_  
\_\_\_\_\_ away.

**Worker:** I'd be happy to help.

**Chef:** This is a shipment of 4 \_\_\_\_\_ - mostly pasta and 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 in, first out' system at my old job, too.

**Chef:** Good. That helps us use the food before it 6 \_\_\_\_\_

### **SPEAKING**

59. With a partner, act out the roles below, based on the dialogue from Task. 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 A's instructions.

### **WRITING**

60. Imagine that you are executive chef at a restaurant. Use the information from Task 57 and the poster in Task 52 to write instructions to a new worker on how to properly store food (100-120 words). Make sure to answer the following questions:

**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)

- 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?

### READING

61. 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.

### VOCABULARY

62. Match the words and phrases (1-8) with the definitions (A-H).

1 \_\_ inventory      5 \_\_ distributor

2 \_\_ quantity      6 \_\_ storeroom

3 \_\_ food budget    7 \_\_ reorder

4 \_\_ par level      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

63. Put a check (/) 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 1st.

B \_\_ Yes, they were in the storeroom near the steak.

2. Is the restaurant running low on lobster?

A \_\_ Yes, there is plenty of lobster 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.

64. 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

65. 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 3rd.

66. 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, we're about 5 kilograms 2 \_\_\_\_\_

**Vendor:** 5 kilos 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 kilos of shrimp. I can use it in a steak and shrimp special at the restaurant.

**Vendor:** Okay. Now, what 6 \_\_\_\_\_ would work best for you? We can deliver the items to your restaurant on March 3rd or March 13th.

**Chef:** March 3rd would be great. Thank you.

### ***SPEAKING***

67. With a partner, act out the roles below, based on the dialogue from Task 66. 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 or she is 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***

68. Imagine that you are an executive chef. Use the conversation from Task 8 to write a note for the restaurant employee ordering this month's food supply (100-120 words). Make sure to answer the following questions:

- What items is the restaurant running low on?
- How much food does the restaurant need?
- What delivery date would be best?

**ЧАСТИНА 3.  
МЕТОДИЧНІ РЕКОМЕНДАЦІЇ З ОРГАНІЗАЦІЇ САМОСТІЙНОЇ  
РОБОТИ СТУДЕНТІВ**

**PART 3.  
STUDENTS' SELF-DIRECTED ACTIVITY ORGANIZATION GUIDE**

### 3.1. GRAMMAR THE ACTIVE VOICE

#### Present Tense Forms

##### 1. Use the right tense form of the verb.

1. What time \_\_\_\_\_ (the meeting/end)?
2. Tomorrow I \_\_\_\_\_ (fly) to Moscow to visit my aunt Sally.
1. Right now he \_\_\_\_\_ (talk) on the phone.
2. The Earth \_\_\_\_\_ (go) round the Sun.
3. I \_\_\_\_\_ (look) for my camera for an hour.
4. Could you close the window? I \_\_\_\_\_ (freeze)
5. The man \_\_\_\_\_ (paint) the walls all day long.
6. The coffee \_\_\_\_\_ (smell) good.
7. At the moment we \_\_\_\_\_ (take) a walk around a beautiful village.
8. We \_\_\_\_\_ (not/finish) our history project yet.
9. Kim \_\_\_\_\_ (never/be) abroad.
10. School always \_\_\_\_\_ (close) for Easter holidays.
11. I'm exhausted. I \_\_\_\_\_ (train) my stomach muscles all morning.
12. What \_\_\_\_\_ (usually/you/do) in your free time?
13. Look! Your mum \_\_\_\_\_ (water) tomatoes in the vegetable garden.

##### 2. Choose the right variant.

- 1 The boy \_\_\_\_\_ his homework and now he \_\_\_\_\_ -TV.
  - a) already has done, watches
  - b) already does, has watched
  - c) has already done, is watching
2. They \_\_\_\_\_ about Russian traditions since the beginning of the lesson.
  - a) have been talking
  - b) are talking
  - c) talk
3. This is the best conference I \_\_\_\_\_.
  - a) am
  - b) have ever been to
  - c) ever have been to it
4. The postman usually \_\_\_\_\_ at 9 in the morning. It is half past 9 now but he \_\_\_\_\_
  - a) comes, has not come yet
  - b) comes, has not been coming
  - c) is coming, has not come yet
5. They \_\_\_\_\_ the walls and they \_\_\_\_\_ nice.
  - a) have painting, are looking
  - b) have painted, look
  - c) have been painting, look

6. The economic situation in the world is already bad and it \_\_\_\_\_ worse.  
a) is getting  
b) gets  
c) have gotten

### 3. Use *Present Simple, Present Continuous or Present Perfect.*

Hello Nancy

It (1) \_\_\_\_\_ (be) time since my last letter to you. I (2) \_\_\_\_\_ (still/work) at ABS and the company (3) \_\_\_\_\_ (do well). This is very fortunate as many of my friends (4) \_\_\_\_\_ (lose) their jobs. Our savings (5) \_\_\_\_\_ (take) a disastrous dive because of the economy. I (6) \_\_\_\_\_ (know) the situation everywhere is difficult and I (7) \_\_\_\_\_ (be) happy I still have a job. My friend Michael and his wife Georgia (8) \_\_\_\_\_ (now, live) in Virginia. Michael (9) \_\_\_\_\_ (finish) studying massage therapy. He (10) \_\_\_\_\_ (run) a small clinic in partnership with another woman. He and Georgia (11) \_\_\_\_\_ (look) for a full-time job, though, as they (12) \_\_\_\_\_ (lose) money also. As I say, many people (13) \_\_\_\_\_ (have) a hard time now.

### 4. Translate into English.

1. Він дивиться телевізор із самого ранку.
2. Завтра у мене урок англійської о 8:00.
3. Повітря у місті стає дедалі бруднішим і бруднішим.
4. Я загубив гаманець.
5. Її волосся брудне. Вона фарбувала будинок цілий день.
6. Ти постійно щось губить!
7. Ти пишеш твір вже дві години.
8. Я ходжу до басейну три рази на тиждень.
9. Тато ремонтує машину із самого ранку.
10. Він зламав ногу.

### 5. Use the right tense form of the verb.

1. I can't speak about the book. I (not read) it yet.
2. Every day I (wind up) my watch at 7 o'clock in the morning.
3. It's Friday. ... you (see) him this week?
4. It's a pity, but I (not buy) this dictionary yet.
5. As a rule, we (do) many exercises in class.
6. He (tell) this joke many times.
7. I already (translate) these sentences into French.
8. They (have) their English many hours a week.
9. She (work) much and usually (get) many good marks.
10. We (buy) a new TV set this year.

### 6. Use *Present Simple, Present Continuous or Present Perfect.*

1. I must know what you (talk) about.
2. I (be) in this country for some time.
3. He (admire) you greatly. He (see) the play three times.
4. I (not know) what Harry (tell) you.
5. I want to see how much he (change) since I (see) him last.
6. We (be) to the cinema about twice a week since then.
7. Hello, what you (do) here at this late hour?
8. I (think) you never (do) any harm to people.
9. I always (stay) at home in the evenings.
10. I (hear) you (look) for a new house.

**7. Use Present Simple, Present Continuous, Present Perfect Continuous or Present Perfect.**

1. Is Andy here? – I don't know, I ... (not see) him today.
2. Where ... you ... (go)? – To the library.
3. Would you like ... (borrow) this magazine? – No, thanks. I ... (read) it before.
4. Betty's bus ... (arrive) at 5 o'clock. I must go and meet her at the bus station.
5. Have you seen my record book? I ... (look) for it all the morning.
6. Mike ... (talk) to his friend for an hour already.
7. More and more forests ... (disappear) because of fires nowadays
8. How long ... you ... (work) on this problem?
9. The first lesson ... (not finish) at 9.45.
10. They ... (play) football tonight.
11. Linda is disappointed. She ... (fail) her test.
12. School ... (prepare) children for life.
13. We ... (have) a party next Saturday night. Will you come?
14. ... you ... (try) to take photos? It's not allowed, you know.
15. ... you ... (remember) where he ... (work)?

**8. Chose the right variant.**

1. Jeremy ..... basketball this season; he wants to concentrate on his studies.  
 doesn't play                      hasn't been playing                      isn't playing                      hasn't played
2. What ..... with yourself? There is mud all over you!  
 has you been doing                      are doing                      did you do                      have been doing
3. As far as I know Mike ..... Italian for quite some time, but he still doesn't understand very much.  
 is learning                      has been learning                      has learnt                      learns
4. I am sorry Ann can't come to the phone right now because she ..... a shower.  
 is taking                      has taken                      takes                      has been taking
5. How long ..... Jerry? - But I don't know him at all. I have never met him.  
 do you know                      have you known                      has you known                      did you know
6. - Hello! May I speak to John, please? - Sorry, he is out. He has gone to the library. He ..... for his History exam there.  
 has been reading                      is reading                      reads                      has read
7. Excuse me I ..... a public telephone. Is there one near here?  
 have been looking for                      have looked for                      look for                      am looking for
8. Her family ..... from town to town ever since she can remember.  
 is moving                      has moved                      moves                      has been moving



9. About 85 percent of American students ..... public schools, which are supported by state and local taxes.  
 attend                      are attending                      have attended                      have been attending
10. You may take this magazine. I ..... through it already.  
 look                      have looked                      am looking                      have been looking
11. I don't like Alice. She ..... about difficulties of life all the time.  
 complains                      is complaining                      has complained                      has been complaining
12. Nora, you look awfully tired. What ..... all day?  
 do you do                      are you doing                      have you been doing                      have you done
13. Sara, my next door neighbour, has a car, but she ..... it very often.  
 doesn't use                      isn't using                      hasn't used                      hasn't been using
14. I think you ..... very silly. Don't get out of bed. You'll only make your temperature go up again.  
 are                      are being                      were                      have been
15. Peter and Mary ..... on the platform. They have been waiting for their train for half an hour.  
 have been standing                      are standing                      stand                      have stood

### 9. Use the right tense form of the verb.

1. How much money.....(you/spend) on food every week?
2. I.....(never/eat) octopus, but I .....(eat) squid.
3. Where is Ann? She .....(sunbathe) in the garden.
4. ....(you/watch) the TV? - No. You can switch it off if you like.
5. I'm afraid I.....(not/speak) Spanish very well.
6. We .....(look) everywhere for a purple silk shirt, but we.....(not/find) one yet.
7. ....(you/hear) the latest news? A bomb .....(explode) in the station at 10 o'clock this morning.
8. John .....(look for) a bigger flat.
9. She .....(usually/finish) work before 6 o'clock.
10. ....(you/know) how to use this computer programme? Not yet. But I.....(learn).
11. Where .....(Joe/go) with that gun in his hand? Oh, he.....(always /carry) it with him when he goes walking in the woods.
12. Oh, hello Debby! I'm sorry, I.....(not recognize) you at first. You.....(lose) weight!
13. Be quiet! I.....(think) Dad .....(sleep) upstairs.
14. I ....(not/like) cooking, but I .....(love) eating.
15. Why .....(you/cry)? Have you hurt yourself?
16. Something .....(smell) good. What .....( you/cook)?
17. In autumn the leaves .....(fall) from the trees.
18. Gary.....(not/be) to work since Monday.
19. How many times .....(you/be) to the cinema this year? I went twice in January, but I.....(not/be) since then.

20. Look at that! Someone.....(leave) the fridge door open again! It wasn't me. I.....(not/be) in the kitchen for hours.
21. I .....(just/read) your composition. It's very good. How much time did you spend writing it?
22. You.....(work) very hard recently. I'm surprised the boss did not give you a pay rise when you asked him.
23. Oh no! I think I.....(break) Mum's stereo.
24. Sally is very clever. She .....(speak) five languages.
25. I don't understand those people. What language .....(they/speak)?

### 10. Translate into English.

1. Лінда вже приготувала вечерю? - Ще ні. Вона готує щось вже годину. Страва пахне дуже смачно. 2. Де Бен? - Він у гаражі. - Що він робить? - Ремонтує машину. Він працює з восьмої години ранку. 3. Твої батьки вже повернулися з Карпат? - Ще ні. - Як довго вони подорожують? - Вони подорожують вже десять днів. Вони повертаються наступного вівторока. 4. Що ти робиш? - Я шукаю інформацію для свого проекту в Інтернеті. - Ти знайшов що-небудь? - Так, я знайшов кілька цікавих статей. 5. Ви вже викликали лікаря? - Так, але він ще не прийшов. - Як давно ви його чекаєте? - Ми чекаємо вже дві години. 6. Джейн в своїй кімнаті? - Ні, вона збирає сливи в саду. Бабуся хоче приготувати сливове варення. 7. Ти вже поговорив з батьком? - Ні, він ще не повернувся додому. Він завжди повертається додому о сьомій вечора. 8. Том грає в футбол з друзями? - Так, вони грають вже більше години. 9. З ким Сандра розмовляє по телефону? Вона розмовляє вже майже годину! - Так, вона розмовляє з Ганною. Вони обговорюють плани на вихідні. 10. Ти вже купив квитки на поїзд? - Так. Поїзд відправляється завтра о дев'ятій годині вечора. Не спізнюйся! 11. Ми з братом граємо в шахи вже півтори години. 12. Ми не дивимося телевізор уже два дні. 13. Де хлопчики? Я не бачив їх з ранку. - Вони з ранку ловлять рибу на озері. Вони ходять рибалити щосуботи. 14. Ваша сестра вчиться в університеті? - Так. Вона вже три роки вивчає економіку. 15. Як давно Джулія працює стоматологом? - Вона працює стоматологом вже десять років. Але в нашій лікарні вона працює всього чотири роки. 16. Том фарбує вікна в нашому офісі з ранку. Він уже пофарбував шість вікон. Зараз він фарбує вікна на другому поверсі. 17. Що Лінда робить на кухні? - Вона готує молочний коктейль. Ви любите молочний коктейль? - Так. - Але ви ще не пробували коктейлі, які готує Лінда! Вона готує найсмачніші в світі коктейлі. 18. Навіщо ти розповів Томові про наш подарунок? - Я нічого не казав йому. - Правда? Чому він цілий ранок розпитує мене? - Я не знаю. 19. Чому Бен сміється? - Він дивиться нову комедію по телевізору. Він дивиться її вже годину. 20. Скільки іспитів ви склали на цьому тижні? - Ми склали два екзамени. - Який іспит ваші друзі здають зараз? - Вони здають іспит з історії.

## Past Tense Forms

### 1. Put the verbs in brackets into the *Past Simple*, the *Past Continuous*, the *Past Perfect* or the *Past Perfect Continuous Tense*.

1) The boys ... (to *play*) volleyball on the beach yesterday. 2) They ... (to *play*) volleyball from 9 to 11 yesterday morning. 3) By 5 o'clock yesterday their team ... (to *play*) two games of volleyball. 4) Den ... (to *play*) volleyball for ten minutes yesterday when he suddenly ... (to *twist*) his ankle. 5) At that time Ron ... (to *listen*) to music in his room and ... (to *not hear*) the doorbell. 6) The secretary ... (to *talk*) on the phone for twenty minutes when the door ... (to *open*) and her boss ... (to *come*) into the room. 7) Peter ... (to *drive*) towards the airport last Sunday when he suddenly ... (to *remember*) that he ... (to *leave*) his passport at home. 8) We ... (to *go*) to a cafe after we ... (to *meet*) Sally. 9) When David ... (to *return*) home yesterday his wife ... (to *cook*) the chicken which she ... (to *buy*) in the supermarket the day before. 10) It ... (to *be*) midnight and Linda ... (to *sleep*) but John ... (to *lie*) sleepless because he ... (to *think*) about the words his chief ... (to *tell*) him at the end of the working day.

### 2. Put the verbs in brackets into the *Past Simple*, the *Past Continuous*, the *Past Perfect* or the *Past Perfect Continuous Tense*.

It ... (to *happen*) last July. A month before my friends and I ... (to *decide*) to go to the seaside for a holiday. We ... (to *plan*) that trip for three weeks before we ... (to *choose*) the place to go to. On the day of our departure we ... (to *go*) to the railway station when Den ... (to *realize*) that he ... (to *leave*) the tickets for the train at home. He ... (to *take*) his mobile phone and ... (to *ring*) his father. At that time his father ... (to *take*) a bath but fortunately his mother ... (to *hear*) the phone. She ... (to *find*) the tickets, ... (to *catch*) a taxi and ... (to *go*) to the railway station. We ... (to *wait*) just for fifteen minutes when we ... (to *see*) Den's mother hurrying to our carriage. She ... (to *give*) Den the tickets and we ... (to *show*) them to the conductor. Just a minute before the train ... (to *depart*), we ... (to *take*) our places in the compartment.

### 3. Put the verbs in brackets into the *Past Simple*, the *Past Continuous*, the *Past Perfect* or the *Past Perfect Continuous Tense*.

1) Rachel ... (to *meet*) Den in front of the library five minutes ago. He ... (to *speak*) to Alex about some project. 2) Sam and Monica ... (to *skate*) together for four years before they ... (to *enter*) the competition. 3) When Victor ... (to *get*) off the bus, he ... (to *decide*) to phone his mother but suddenly ... (to *realize*) that he ... (to *forget*) his mobile phone in the hotel room. 4) The driver ... (to *speed*) down the road when suddenly an old woman ... (to *step*) in front of the car. 5) Two men ... (to *walk*) through the forest for five hours before they ... (to *see*) the house of the forest guard. The two men ... (to *be*) hungry because they ... (to *not eat*) anything since last evening. 6) Maggie ... (to *look*) for her gloves when the door ... (to *open*) and her mother ... (to *come*) in. 7) Phil ... (to *wait*) for twenty-five minutes before Pamela ... (to *send*) a telegram and ... (to *return*) to the car. 8) By the time Steve ... (to *reach*) the airport, Andrew and Nora ... (to *already receive*) their luggage and ... (to *have*) coffee in a cafeteria outside. 9) Linda

... (to *phone*) her dentist yesterday because one of her teeth ... (to *ache*) for weeks. 10) When Tony ... (to *arrive*) at Tina's place yesterday, she ... (to *read*) a detective story which she ... (to *buy*) some days before.

#### 4. Use the right tense form of the verb.

I remember the first time 1) \_\_\_\_\_ (go) abroad on holiday. 2) \_\_\_\_\_ (just/leave) school. I 3) \_\_\_\_\_ (study) very hard for my final exams and I 4) \_\_\_\_\_ (feel) that I needed to get away. A friend of mine 5) \_\_\_\_\_ (want) to go away as well, so we 6) \_\_\_\_\_ (decide) to look at some brochures at a travel agent's. We 7) \_\_\_\_\_ (search) for about an hour when my friend 8) \_\_\_\_\_ (find) the perfect holiday - two weeks in Cuba. We 9) \_\_\_\_\_ (be) very excited about it. Finally, the day of our holiday 10) \_\_\_\_\_ (arrive). We 11) \_\_\_\_\_ (just/leave) the house when the phone 12) \_\_\_\_\_ (ring). 113) \_\_\_\_\_ (run) back into the house but the phone 14) \_\_\_\_\_ (stop) by the time I 15) \_\_\_\_\_ (reach) it. When we 16) \_\_\_\_\_ (get) to the airport, we 17) \_\_\_\_\_ (check) in and 18) \_\_\_\_\_ (go) to the cafeteria. While we were having our coffee, the airline 19) \_\_\_\_\_ (make) an announcement. Our flight was delayed for eight hours. It was then that I 20) \_\_\_\_\_ (realise) what the phone call was about.

#### 5. Chose the right variant.

1. By 2008, Katie ..... six countries in Europe.

A had already been visiting                      C already visited

B was already visiting                              D had already visited

2. The children were cold. They ..... in the snow all afternoon.

A had played    B had been playing    C were playing    D played

3. This time last week, I ..... an exam.

A sat    B had sat    C had been sitting    D was sitting

4. Lucy was gardening ..... Adam was painting the kitchen.

A when    B as soon as    C after    D while

5. Paul ..... an expensive mountain bike last year.

A was buying    B had bought    C bought    D had been buying

6. He ..... tennis every day during the summer holidays.

A is playing    B had played    C had been playing    D played

7. While Matthew was fixing the window, he ..... off the ladder.

A fell    B was falling    C had fallen    D had been falling

8. It was a chilly evening. A strong wind ..... and clouds were covering the sky.

A was blowing    B blew    C had blown    D had been blowing

9. They ..... for three hours before they found the house.

A have walked    B had been walking    C walked    D are walking

10. By the time they arrived at the beach, it ..... to rain.

A was starting    B started    C had started    D had been starting

#### 6. Chose the right variant.



Beyonce Knowles was a Singer and well-known actress, she helped out at her mother's beauty salon. She 5) ..... money cleaning the floors.

Brad Pitt wasn't always a famous actor. 6) ..... he was trying to get acting roles, he 7) ..... many odd jobs to pay his bills. Once he worked at an *the Polio Loco* restaurant dressed as a giant chicken!

Pop star Gwen Stephanie 8) ..... start off on stage. Before she 9) ..... a famous singer, she 10) ..... at a local ice cream shop.

- |                   |                  |                   |                  |
|-------------------|------------------|-------------------|------------------|
| 1 A had           | B were having    | C had been having | D have had       |
| 2 A hasn't come   | B not came       | C didn't come     | D was not coming |
| 3 A delivered     | B was delivering | C has delivered   | D had delivered  |
| 4 A When          | B Before         | C While           | D Since          |
| 5 A did make      | B had made       | C has made        | D made           |
| 6 A While         | B After          | C By              | D By the time    |
| 7 A does          | B did            | C was doing       | D had done       |
| 8 A didn't use to | B wouldn't       | C didn't          | D had not        |
| 9 A become        | B has become     | C became          | D was becoming   |
| 10 A had used to  | B used to work   | C was used to     | D would work     |
| work              |                  | working           |                  |

**9. Fill in each blank by putting the verb in (brackets) into the correct past tense.**

1. I ..... (see) my first baseball game when I ..... (live) in New York.
2. How many pints of beer ..... (he/drink) before he ..... (leave) the pub?
3. It ..... (rain) so we ..... (decide) to stay at home all afternoon.
4. By the time I ..... (leave) university I ..... (be) to France fifteen times.
5. What ..... (you/do) at the time the murder was committed?
6. When we ..... (get) home we saw that someone ..... (break) in to steal the DVD recorder.
7. He ..... (send) to prison four times before he ..... (decide) that it would be better to go straight.
8. I didn't realise I ..... (lose) my credit cards until I ..... (try) to pay for dinner at the restaurant.
9. I ..... (write) an email to my sister when she ..... (ring) me.
10. She was so upset by the news that she ..... (drop) her tea and ..... (start) crying.

**10. Fill in each blank by putting the verb in (brackets) into the correct past tense.**

1. Why are you out of breath? (EXERCISE) Because I ..... for the last hour.
2. Your light was on when I walked past last night. (CHAT) Yes, I ..... online to my cousin in Australia.
3. You've really improved on the flute. (PRACTISE) Well, I hope so because I ..... a lot lately.



- a) have stopped                      b) have been stopping                      c) stopped

**13. For each sentence, choose the correct tense of the verb.**

1. I ..... (take) a shower when you called.  
a) was taking                      b) took                      c) was taken
2. My brother ..... (have) never been to Europe until he went there last year.  
a) has                      b) had                      c) hadn't
3. Diane ..... (feel) very sick but she decided to go out anyway.  
a) was feeling                      b) has been feeling                      c) has felt
4. He ..... (call) her all night.  
a) has called                      b) call                      c) was calling
5. I ..... (want) to go swimming but the water was too cold.  
a) have wanted                      b) wanted                      c) am want
6. I ..... (be) able to sleep well for a week now.  
a) didn't was                      b) was not                      c) haven't been
7. When I first saw her, she ..... (stand) on the balcony.  
a) was standing                      b) has stood                      c) has been standing
8. Really? You moved to a new apartment? How long ..... (live) there?  
a) have you been living                      b) did you live                      c) did you living
9. Every time I see that movie, it ..... (make) me cry.  
a) has made                      b) made                      c) makes
10. I ..... (stop) smoking three years ago.  
a) have stopped                      b) have been stopping                      c) stopped

**14. For each sentence, choose the correct tense of the verb.**

1. He \_\_\_\_\_ a new car last month, but he doesn't really like it.  
A bought                      C had bought  
B was buying                      D had been buying
2. I burned my finger while I \_\_\_\_\_ breakfast.  
A was cooking                      B had cooked                      C had been cooking
3. By the time I came back, Mike and Jane \_\_\_\_\_, so I couldn't tell them about it.  
A were already leaving                      C had already been leaving  
B had already left
4. He \_\_\_\_\_ for twenty years when he finally quit smoking.  
A smoked                      B was smoking                      C had been smoking
5. I \_\_\_\_\_ you yesterday because my telephone was out of order.  
A didn't call                      B hadn't called                      C hadn't been calling
6. He was waiting for his bus at the bus stop when the robbers \_\_\_\_\_ him.  
A attacked                      C had attacked  
B were attacking                      D had been attacking
7. I wanted to ask my son for help, but I saw that he \_\_\_\_\_, and I decided not to wake him up.  
A slept                      C had slept  
B was sleeping                      D had been sleeping
8. Yesterday I went to an interesting museum that I \_\_\_\_\_ before.



- A didn't visit                      B wasn't visiting                      C hadn't visited  
 9. By the time we arrived, she \_\_\_\_\_ for us at the train station for three hours.  
 A waited                      B was waiting                      C had been waiting  
 10. Christopher Columbus \_\_\_\_\_ America in 1492.  
 A discovered                      C had discovered  
 B was discovering                      D had been discovering

**15. Use the right tense form of the verb.**

1. I was exhausted at the end of the exam. I \_\_\_\_\_ (write) for over two hours. 2. When thieves stole my favourite leather jacket, I was really upset. I \_\_\_\_\_ (have) it for over ten years. 3. Please step out of the car, Mr. Jones. Do you realise you \_\_\_\_\_ (drive) at over 90mph? 4. We didn't really want to go and see the musical again. We \_\_\_\_\_ (already see) it twice - so we said "no" and we went to a restaurant instead! 5. I arrived over an hour late to the office and everyone was working. Actually, they \_\_\_\_\_ (work) for over two hours on the new project and I felt really guilty. 6. The kitchen was full of steam when we arrived. Joan was in the kitchen and she \_\_\_\_\_ (cook) a huge meal for everyone at the party. 7. It was a bit embarrassing to arrive at their house and find Mary looking so sad. I think she \_\_\_\_\_ (cry) before we got there. 8. No-one even noticed when I got home. They \_\_\_\_\_ (all watch) the big game on TV.

**16. Choose the most likely tense to complete the following statements correctly. In most cases only one answer is possible; in some, two answers *may* be possible, but one of these is much more likely than the other.**

- 1) The plane \_\_\_\_\_ at New York three hours late.  
 a) has arrived                      c) did arrive  
 b) was arriving.                      d) arrived  
 2) I can't go home until I \_\_\_\_\_ this job.  
 a) have finished                      c) had finished  
 b) was finishing                      d) finished  
 3) I \_\_\_\_\_ in London since I was a little child.  
 a) lived                      c) have lived  
 b) was living                      d) did live  
 4) As soon as I saw the man, I realised that we \_\_\_\_\_ before, in Caracas.  
 a) met                      c) have met  
 b) were meeting                      d) had met  
 5) After leaving London, we \_\_\_\_\_ on to Birmingham without stopping.  
 a) drove                      c) have driven  
 b) were driving                      d) had driven  
 6) She ran away with her lover, while her husband \_\_\_\_\_ in Australia.  
 a) worked                      c) has worked  
 b) was working                      d) had worked  
 7) Where can he be? I can only imagine that he \_\_\_\_\_ an accident somewhere.  
 a) had                      b) was having



## Future Tense Forms

### 1. Fill in the gaps with *will* or *be going to*.

A: I've lost my keys!

B: I ..... help you look for them.

2 A: Watch out! You ..... knock over the vase.

B: Oh ! I didn't see it.

3 A: Would you like a drink?

B: I ..... have a glass of water, thanks.

4 A: What's the matter?

B: Be careful, you ..... hit  
the wall!

5 A: I don't know how to send an email!

B: I ..... show you.

6 A: Have you seen John today?

B: No, but I ..... visit him this afternoon.

### 2. Put the verbs in brackets into the *Present Simple*, the *Present Continuous* or the *Future Simple*.

Hi! My name is Nuno and I am Portuguese. Like every teen, I enjoy spending time with my friends. Unfortunately, my parents 1) ..... (not / think) I am old enough to stay out late at night. They say that I 2) ..... (be able to) when I am older.

In Portugal, children of my age 3) ..... (watch) a lot of sports, especially football. My favourite football player is Cristiano Ronaldo. At present, he

4) ..... (play) for Real and is also the captain of the Portuguese national team. Apart from watching sports, I listen to rap music. My favourite singer is Kanye West. He 5) ..... (come) to Portugal this summer. I'm so excited!

At the moment, in school I 6) ..... (try) to get good grades. After I finish high school, I hope I 7) ..... (go) to university. But like most teenagers, I just want to have fun for now!

### 3. Put the verbs in brackets into the *Present Simple*, the *Present Continuous* or the *Future Simple*.

Jack: 1) ..... (you/come) to the concert on Saturday?

Peter: No, I 2) ..... (be) in London then.

Jack: Really? Why 3) ..... (you/go) there?

Peter: I 4) ..... (visit) my sister. It's her birthday at the weekend and we 5) ..... (go shopping) for a present.

Jack: 6) ..... (you/give) me a ring before you 7) ..... (leave)? There are a few things I'd like you to buy me while you 8) ..... (be) there.

Peter: Sure. No problem. I 9) ..... (call) you on Friday.

### 4. Put the verbs in brackets into the *Future Perfect* or the *Future Perfect Continuous*.

1. By 7:00 pm they ..... (play) cricket for eight hours.
2. I ..... (finish) painting your room by the time you get home.
3. By the end of next month, I ..... (live) in London for exactly three years.
4. Tom ..... (write) his third novel by the end of this year.
5. By the time he arrives in London, John ..... (drive) for five hours.
6. This film ..... (probably/not/finish) until eleven.

**5. Complete the sentences (1-6) about what Megan will be doing next week / will have done before her parents get back from their holiday. Use the verbs below in the *Future Continuous* or the *Future Perfect*.**

watch      clean      water      cook      do

1. Megan ..... home early on Monday morning.  
She ..... home by 9 o'clock in the morning.
2. Megan ..... the plants this evening.  
She ..... the plants by the end of the day.
3. Megan ..... the house after she finishes school on Wednesday.  
She ..... the house by Wednesday evening.
4. Megan ..... the shopping on Saturday morning.  
By Saturday afternoon, she ..... the shopping.
5. Megan ..... a DVD with some friends on Sunday evening.  
By the end of the weekend, she ..... a DVD with some friends.
6. Megan ..... a special meal for her parents on Monday afternoon.  
She ..... a special meal for her parents by the time they get home.

**6. Put the verbs in brackets into the *Future Continuous*, the *Future Perfect*, the *Present Continuous* or the *Present Simple*.**

1. A: I'm going on holiday with Emma in June. I'm so happy!  
B: ..... (you/finish) your exams by then?
2. A: ..... (go) to the school dance?  
B: No, because my family ..... (move) to Newport by the end of the school year.
3. A: My sister ..... (fly) to Paris tomorrow.  
B: What time ..... (she/leave)?
4. A: ..... (you/use) the phone much longer? I need to make a call.  
B: I'm sorry but this is really important. Give me another ten minutes.
5. A: I ..... (leave) the library by 6 o'clock at the latest.  
B: Great! The film ..... (start) at 7:00 pm. You will have plenty of time to get there.

**7. Fill in the correct *present* or *future* forms.**

Dear Veena,

I 1) ..... to tell you about the exciting plans I have for when you 2) ..... me in New York City! As soon as I 3) ..... you up from the airport, I'll take you to my flat. 4) ..... you settle in, we are going to dinner at

the famous Rainbow Room in Rockefeller Center. It has a great view of the city. The next day we 5) ..... famous sites all day like the Empire State Building and the Statue of Liberty. There 6) ..... plenty of time to take a walk through Central Park and visit Times Square as well. In the evening we 7) ..... *Mamma Mia* at the Broadway Theatre. Don't worry, 8) ..... you leave, you will have the chance to go shopping on Fifth Avenue at some of the best shops in the world. I promise you, by the time you leave, you 9) ..... the best of New York. Let me know if you 10) ..... anything. I can't wait to see you!

Love,  
Monica

- |                       |                     |                    |                    |
|-----------------------|---------------------|--------------------|--------------------|
| 1 A write             | B am writing        | C will write       | D will be writing  |
| 2 A will have visited | B are visiting      | C visit            | D will be visiting |
| 3 A will pick         | B will be picking   | C am picking       | D pick             |
| 4 A Until             | B After             | C By the time      | D While            |
| 5 A will be visiting  | B will have visited | C are visiting     | D visit            |
| 6 A is                | B will be           | C is going to be   | D have been        |
| 7 A see               | B will have seen    | C will see         | D are going to see |
| 8 A after             | B as soon as        | C before           | D while            |
| 9 A will have seen    | B will see          | C will be seeing   | D see              |
| 10 A will need        | B will be needing   | C will have needed | D need             |

### 8. Choose the correct item A, B, C or D.

- I expect we ..... there in half an hour.  
A are being    B will be    C are    D will have been
- I ..... see the Picasso exhibition at the National Gallery tomorrow.  
A am going to    B will have gone to    C will be going to    D will go to
- Andrew ..... thirteen years old on September 3rd.  
A is being    B is going to be    C will be    D will have been
- He ..... to Frankfurt by the time I arrive in London.  
A will have flown    B will be flying    C is going to fly    D will have been flying
- This time next week, I ..... to Jamaica.  
A fly    B will be flying    C will fly    D am going to fly
- It's really cold today. I think it .....  
A will be snowing    B is going to snow    C will snow    D will have been snowing
- John ..... in London for three years by the end of the month.  
A will be working    B will have been working    C will work    D is going to work
- I'm sure we ..... the match tomorrow.  
A will be winning    B are going to win    C are winning    D will win

### 9. Complete the dialogue using the correct future form.

A: What 1) ..... (do) tonight Bob?

B: I 2) ..... (try) to finish my homework because I 3) ..... (go) to my cousin's wedding on Saturday and I 4) ..... (not/be able) to do it then.



- |  |                      |
|--|----------------------|
| C worked   | D has been working   |
| 12. Sarah ..... a bike to work but now she drives a car.                           |                      |
| A used to ride   | C had ridden         |
| B would ride   | D used to riding     |
| 13. He's a famous musician. He ..... lots of concerts so far.                      |                      |
| A is giving  | C gives              |
| B has given  | D had been giving    |
| 14. I'm afraid I ..... to come to the party.                                       |                      |
| A don't go   | C won't              |
| B won't be able  | D can't              |
| 15. While Jo ..... the carpets, the bell rang.                                     |                      |
| A hoovers  | C has been Hoovering |
| B was Hoovering  | D had Hoovered       |
| 16. Stephen won't phone us until he ..... some news.                               |                      |
| A had  | C will have          |
| B is having  | D has                |
| 17. .... to the bank later? If you are, can you please deposit this cheque for me? |                      |
| A Will you be going  | C Do you go          |
| B Have you gone  | D Did you go         |
| 18. They will have finished their work ..... 6 o'clock.                            |                      |
| A until  | C by the time        |
| B since  | D by                 |
| 19. They ..... Paris twice this year.  |                      |
| A have gone in   | C have been to       |
| B had gone to  | D had been in        |
| 20. Mary is a good girl. She ..... her mother with the housework.                  |                      |
| A always helped  | C had always helped  |
| B always helps   | D was always helping |

**11. Complete the letter with the appropriate tense form.**

Dear Maggie,

I'm sorry 1) ..... (not/be) in touch lately but 2) ..... (study) hard for my exams. I can't wait to finish!

Anyway, I've got some great news! After the exams, 3) ..... (go) on holiday for a week. Guess where? Madrid! My pen friend Gabriela 4) ..... (live) there and she 5) ..... (invite) me to visit.

I 6) ..... (already/book) my flight. It 7) ..... (leave) on June 10th. Her dad 8) ..... (wait) for me at the airport. After I arrive, Gabriela and I 9) ..... (visit) famous Sights such as the Prado Museum and the Opera House. Of course, there 10) ..... (be) time for me to do my shopping as well.

Oh, I nearly 11) ..... (forget). On June 20th, 112) ..... (have) a garden party to celebrate my birthday. Please try to come. You're welcome to spend the night here.





on the beach in Malta. 3) By next Monday Linda ... (to *work*) as a secretary for three years. 4) ... you ... (to *use*) your computer tonight? Can I play my favourite computer game? 5) By the end of the year Roger and Monica ... (to *live*) in our district for five years. 6) The boss ... (to *read*) all the documents by the end of his working day. 7) Don't phone me tonight. I ... (to *write*) an article for a scientific journal. 8) By the end of the day we ... (to *reach*) that settlement. 9) What ... you ... (to *do*) at 4 o'clock tomorrow? — I ... (to *help*) my parents in the garden. 10) By the 13<sup>th</sup> of January he ... (to *work*) on his novel for ten months.

#### 14. Circle the correct item.

1. By the end of this month Andrew and Carol ... together for three years.
  - a) will be living;
  - b) will have lived;
  - c) will have been living.
2. At 10 o'clock tomorrow Mr Anders ... a lecture for his students.
  - a) will be giving;
  - b) will have given;
  - c) will have been given.
3. Sandra ... the hospital by next Wednesday.
  - a) will be leaving;
  - b) will have left;
  - c) will have been leaving.
4. .... out a bit later? Can you bring me a hamburger, please?
  - a) Will you be going;
  - b) Will you have gone;
  - c) Will you have been going.
5. By 4 o'clock the girls ... for three hours.
  - a) will be cooking;
  - b) will have cooked;
  - c) will have been cooking.
6. Shall I send Mike a message? — No, I ... him at the meeting anyway.
  - a) will be seeing;
  - b) will have seen;
  - c) will have been seeing.
7. At this time next Sunday we ... in the Red Sea.
  - a) will be swimming;
  - b) will have swum;
  - c) will have been swimming.
8. Who ... the pictures for the exhibition by next Monday?
  - a) will be sending;
  - b) will have sent;
  - c) will have been sending.

#### 15. Put the verbs in brackets into the *Future Continuous*, the *Future Perfect* or the *Future Perfect Continuous Tense*.

- 1) They ... (to *publish*) our advertisement by next Monday.
- 2) At this time tomorrow we ... (to *drive*) to the mountains.
- 3) Jack ... (to *become*) a chief manager by the beginning of October.
- 4) By next month Ron ... (to *play*) football in our football club for 3 years.
- 5) I didn't remind Den about the picnic! — Don't worry. I ... (to *meet*) him at the university tomorrow morning.
- 6) What ... your sister ... (to *do*) at 10 o'clock tomorrow morning? — She ... (to *help*) mother with the house chores.
- 7) By 2 p.m. the boys ... (to *fish*) for five hours.
- 8) ... you ... (to *use*) your car tonight? Can I borrow it?

9) Don't phone me before 11 o'clock tomorrow. I ... (*to sleep*).

### **16. Translate into English.**

1) Завтра в цей час ми будемо обідати з друзями моїх батьків у ресторані. 2) Автобус прибуде завтра на місце до дев'ятої вечора. 3) До початку наступного місяця виповниться рік, як мій брат працює в цьому банку. 4) Джек пофарбує твій велосипед до кінця робочого дня. 5) Ви будете працювати за комп'ютером сьогодні ввечері? Можна мені відправити електронного листа своєму другові? 6) В цей час наступного тижня ми будемо подорожувати Європою. 7) Ви будете чекати на мене завтра о восьмій? — Так. 8) Таксі приїде завтра до п'ятої години? — Так. 11) Завтра до сьомої вечора Джек привезе вам фотографії. 12) В цей час наступного понеділка ми будемо летіти над океаном до Бразилії. 13) До кінця наступного місяця виповниться тридцять років, як вона працює медсестрою. 14) Наступного четверга з двох до шести Том буде проводити переговори з італійцями. 15) Завтра о сьомій годині ви будете тренуватися в спортзалі? - Ні, завтра о сьомій я буду дивитися футбольний матч на стадіоні. 16) Хто надрукує текст цього документа до початку семінару? - Мій секретар. 17) До третьої години буде вже п'ять годин, як вони катаються на лижах. 18) О котрій завтра Стів буде фарбувати дах будинку? - Він буде фарбувати дах завтра о десятій ранку. 19) О п'ятій буде вже дві з половиною години, як Анна грає в теніс. 20) Ви будете йти на ланч пізніше? Принесіть мені морозива, будь ласка.

## THE PASSIVE VOICE

### 1. Decide whether the sentences are written in Active or Passive.

1. They often listen to music.
2. She is reading the newspaper now.
3. These cars are produced in Japan.
4. Alan teaches Geography.
5. German is spoken in Austria.
6. Lots of houses were destroyed by the earthquake in 1906.
7. Henry Ford invented the assembly line.
8. The bus driver was hurt yesterday.
9. You should open your workbooks.
10. This house has been built by my father.

### 2. Use *by* or *with* to complete the sentences.

1. The room was tidied up ... my brother.
2. A lot of goods have been bought ... customers.
3. The tree will be cut down ... a saw.
4. This dictionary is often used ... our students.
5. He was hit in the eye ... a snowball.
6. The mixture must be stirred ... a fork.
7. In the future big cities will be blocked ... cars.
8. The car will not be repaired ... William.
9. Was this circle drawn ... a pencil?
10. Could the dog be fed ... you?

### 3. Introduce correct passive forms of the verb in Simple Tenses:

1. Jam ... (make) from fruit, from strawberries, for example.
2. The results of geography test ... (announce) next Friday.
3. Two people ... (injure) in the accident that I saw last night.
4. ... speaking loudly ... (forbid) in the libraries?
5. I ... (wake) up by some loud screams yesterday morning.
6. That conversation ... (not/finish) until we reach a deal.
7. We ... (warn) against thieves in the place we stayed last summer.
8. All prizes ... (hand) in tomorrow at 4 o'clock.
9. The letter ... (not/post) a week ago, it was earlier.
10. ... your shop ... (close) for a long time? I hope it won't.
11. My flowers ... (not/water) every day. I do it every three days.
12. ... that car ... (produce) in Sweden or Italy? How old was it?
13. My car ... (drive) by a friend of mine tomorrow.
14. Mike and I ... (catch) reading my sister's diary yesterday.
15. I ... (tell) to be quiet at least twice during each lesson. I'm used to it.

### 4. Introduce correct passive forms of the verb in Present and Past Tenses:

1. He ... (offer) a new job last week.
2. The bridge ... (blow up) yesterday.
3. This novel ... (write) by Hemingway.
4. Flies ... (catch) by spiders.
5. All the trees ... (cut) down yesterday.
6. We ... (tell) to go home now.
7. Their purse ... (steal) yesterday night in the disco.
8. Rain ... (hold) up by fog.
9. He ... (admit) to the University a week ago.
10. Pigs ... (use) to find truffles.
11. The old theatre ... (reopen) last Friday.
12. She ... (ask) about the accident by the police yesterday.
13. Rotten eggs ... (throw) at him last month in Bristol.
14. Mice ... (catch) by cats.
15. I ... (often / ask) for her address.

### **5. Introduce correct passive forms of the verb in Continuous Tenses.**

1. A lot of new supermarkets ... (build) in Warsaw now.
2. The door ... (lock) when I arrived.
3. I'm sure my house ... (watch) at the moment.
4. My trousers ... (mend) at the moment.
5. The cause of the accident ... (investigate) for five months last year.
6. The ship ... (unload) from 3am till 7pm yesterday.
7. Her books ... (not/sell) in many bookshops now.
8. My letter ... (copy) when I entered the office.
9. Spanish ... (learn) by more and more people now.
10. Her novel ... (read) by George now.
11. Our beds ... (make) when we came back to our room.
12. Mary's hair ... (do) by my sister when I entered the room.
13. The car ... (repair) so we have to wait for a while.
14. The quiz contestants ... (inform) about the rules when I switched on TV.
15. The amount of fat ... (reduce) in our diets now.

### **6. Introduce correct passive forms of the verb in Perfect Tenses.**

1. ... you ever ... (rob) in the street? Yes, once.
2. The house ... completely ... (burn) before the fire brigade arrived.
3. Our conversation ... interrupt by phone calls three times so far.
4. Your wages ... (not/pay) by next Tuesday.
5. After all exams ... (pass), we went on holiday.
6. How ... your ideas ... (receive) since you came back to work.
7. Jack's flat ... nicely ... (furnish) before he invite us to visit him.
8. ... your town ... (invade) with so many tourists before? No, it is the first time.
9. The letter ... (open) before Jim came back from work.
10. Not much ... (say) since I joined my friends.

11. All the cash ... (spend) by the end of next week.
12. My street ... (not/sweep) even once since I moved in.
13. Such bad weather ... (not/expect) so we were all angry.
14. Everything we learned ... (forget) by the end of our holiday.
15. That song ... already ... (play) five times! I can't listen to it any more.

**7. Provide correct forms of modal verbs in the passive.**

1. I'm afraid this task can't ... (do) right now.
2. That book should ... (give) to Kate on her birthday next week.
3. Helen shouldn't ... (criticize) for her work yesterday.
4. Umbrellas must ... (leave) in the cloakroom.
5. John can't ... (see) yesterday as he was home all day.
6. The meeting on Wednesday might still ... (cancel).
7. Sue must ... (tell) the good news because she looks so happy.
8. That milk ought to ... (use) two days ago. Throw it away.
9. It could ... (do) in a different way. Let's try.
10. Your bicycle can ... easily ... (repair). It's not a problem.
11. The dinner should ... (prepare) before I came.
12. I may not ... (forgive) for lying to him at the time.
13. The problem that we had couldn't ... (solve) in any easier way.
14. Your room ought to ... (clean) at last. It's so messy!
15. Ann may ... (recognize) by George at the party yesterday.

**8. Put into passive.**

1. We ... (observe) when we were going home last night.
2. My parents ... (expect) to come back next Monday.
3. My article ... (comment) on in tomorrow's paper.
4. George felt ill and he ... (examine) by a doctor yesterday.
5. I ... (not/ask) out since last summer.
6. Her work can't ... (continue) right now.
7. I'm afraid the bank ... (close) at the moment.
8. I could ... kill in that accident if I hadn't fastened a seat-belt.
9. The date of the meeting ... (not decide) yet.
10. The delay of our plane ... (announce) when we reached the airport.
11. You ought to ... (instruct) in the use of a computer a long time ago.
12. That sculpture ... (create) by a friend of mine last year.
13. Washing up ... (do) by my sister as I prefer hoovering the flat.
14. Jane shouldn't ... (promise) that car last year.
15. Our journey must ... (plan) carefully before we go.

**9. Change the sentences below into the correct passive tense.**

1. Someone burgled my house while I was away. My house ... while I was away.
2. He started to leave before they had given him the directions. He started to leave before he ... directions.

3. I went to the showroom but was informed that they had sold all the houses. I went to the showroom but was informed that all the houses ... .
4. They were still building the hotel when we stayed there. The hotel ... when we stayed there.
5. They sent my son home from school for being cheeky to the teachers. My son ... home from school for being cheeky to the teachers.
6. My doctor prescribed me some medicine for my cough. I ... some medicine for my cough.
7. They haven't finished fixing my car yet. They're so slow! My car ... yet. They're so slow!
8. I visited my home town last year, only to find that they'd demolished the house I'd grown up in. I visited my home town last year, only to find that the house I'd grown up in ...
9. Someone stole my bike while I was in the shop. My bike ... while I was in the shop.
10. They've just repaired the bridge in the park. The bridge in the park ... .
11. They were always changing the bus timetable. It was really annoying. The bus timetable ... .
12. They discharged my brother from hospital yesterday. My brother ... from hospital yesterday.
13. My lawyer informed me of the changes to the contract. I ... by my lawyer of the changes to the contract.
14. When I arrived at the cinema I found that they had cancelled the film. When I arrived at the cinema I found that the film ... .
15. After six weeks the shop still hadn't sent my books. After six weeks my books still ... .

**10. Change these active sentences to passive. Choose if you need the agent or not.**

1. People speak Portuguese in Brazil.
2. The Government is planning a new road near my house.
3. My grandfather built this house in 1943.
4. Picasso was painting Guernica at that time .
5. The cleaner has cleaned the office .
6. He had written three books before 1867.
7. John will tell you later.
8. By this time tomorrow we will have signed the deal.
9. Somebody should do the work.
10. The traffic might have delayed Jimmy.
11. They are building a new stadium near the station.
12. At six o'clock someone was telling a story.
13. Somebody has drunk all the milk!
14. I had cleaned all the windows before the storm.
15. By next year the students will have studied the passive.

**11. Correct the mistakes in these passive voice sentences.**

1. All bottles was frozen before transportation.
2. Everything are forbidden.
3. Everything is going be forgotten.
4. Everything that had is overheard remained a secret.
5. I have not be given the money.
6. It had not been knew for years.
7. It are said that learning English is easy.
8. South Florida and Hawaii has been hit by a hurricane.
9. The battles for liberation had been fought before the liberation of the Iron Curtain.
10. The best way will been found.
11. The money have not been given to me.
12. The picture is beeing lent to a famous museum.
13. The treasure must has been hidden.
14. Peter and Tom was hurt in an accident yesterday.
15. The thing could not been kept secret.

**12. Change from passive into active.**

1. Your test should be checked before handing in.
2. He was offered a new bank loan by my cousin.
3. Mobile phones are used by many young people.
4. My wallet has been taken by Amanda.
5. The packtes are being packed into the plastic boxes.
6. Who was the prize won by?
7. Harry is being questioned by the police.
8. Will a new decision be made soon?
9. My jewellery has been stolen!
10. The portrait was painted by an unknown artist.
11. I was told by my mum to get ready to the flight.
12. Has it been decided by the school authorities that Mr. Anderson will come back?
13. The form will have to be filled in.
14. She was found two weeks ago.
15. Where was he seen?

**13. Active or passive. Choose the correct tense.**

1. They often ... (listen to) music.
2. She ... (read) an e-mail at the moment.
3. Houses ... (build) few months ago.
4. Boys ... (play) soccer every weekend.
5. This room ... (paint) blue now.
6. Cricket ... (play) in Australia every summer.
7. I ... (give) a prize by president right now.
8. We ... (do) our homework last Sunday.
9. The report ... (complete) last Friday at 5 o'clock.

10. They ... (sing) a song yesterday at 5.00.
11. A letter ... (write) to her a month ago.
12. The bike ... (repair) at the moment.
13. You ... (see) dolphins here in two weeks.
14. The telephone ... (invent) by Alexander Graham Bell.
15. The electricians ... (test) the fire alarm yesterday.

#### **14. Translate into English.**

1. Ці питання зазвичай обговорюються після роботи.
2. Багато будинків будується в вашому місті?
3. Чи знаєте ви, що ця книга була перекладена на англійську мову тільки два роки тому?
4. Мене попросили допомогти йому закінчити цю роботу сьогодні, тому я повинен був залишитися в установі після роботи.
5. Йому можуть дати журнал у понеділок вранці.
6. Вам показали все, що ви хотіли подивитися?
7. Його треба зараз же знайти,
8. Про цей фільм багато говорять.
9. Лекції Петрова слухають з інтересом.
10. Треба зараз же послати за товаришем Івановим.

#### **15. Translate into English.**

1. Скільки разів на день годують риб? - Їх годують один раз в день.
2. Коли побудували вашу школу? - Її побудували п'ятнадцять років тому.
3. Піцу вже принесли? - Ні, її зараз готують.
4. Коли відремонтують цю дорогу? - Її отремонтує до кінця місяця.
5. Мені вчора не сказали про ваш візит.
6. Де Джек? Його чекають.
7. Вас коли-небудь вчили, як поводитися?
8. Дітей відправили спати перед тим, як почався фільм.
9. Де Лінда? - Її зараз показують її нову кімнату.
10. Щось потрібно зробити для цих людей.

#### **16. Translate into English.**

1. На цьому заводі виробляють сільськогосподарські машини.
2. Читальний зал провітрюється чотири рази на день.
3. Ця фабрика була збудована десять років тому.
4. Підручники продаватимуться завтра.
5. Коли було видано цю книгу.
6. Їй дали українсько-англійський словник.
7. Йому запропонували квиток на концерт.
8. Вам заплатять за цю роботу завтра.
9. Їм наказали залишити зал.
10. Солдатам було наказано переправитися через річку.
11. Її попросили заспівати цю пісню ще раз.
12. Мене запитали, чи ми підемо в театр.
13. Якщо мене запитають, я їм все розкажу.
14. Це питання зараз обговорюється на зборах.
15. Коли я зайшов до залу, це питання обговорювалось.
16. Міст було зруйновано, перш ніж ми прибули туди.
17. Учитель сказав, що наші диктанти вже перевірені.



## INDIRECT SPEECH

### 1. Change from direct into indirect speech.

1. Roger remarked, "The waiter is in no hurry to serve us".
2. Mary said, "My mother plays the piano very well".
3. Mum said, "I have already calculated all the expense".
4. Bob said, "You should read the instruction first".
5. Liz said, "I don't like to sweep the floor".
6. Alan said, "I'm going to take a shower".
7. My colleague said, "The boss wants to see you immediately".
8. The actress said, "I won't speak to the reporters".
9. She said, "I can't ride a horse".
10. Bess said, "I haven't sent the fax yet".
11. Granny said, "You must take several sandwiches with you".
12. Mr. Jones said, "My son never begs for money".
13. The teacher said, "You needn't do this exercise in writing".
14. Jerry said, "I'm finishing my composition now".
15. Joan said, "I looked through some fashion magazines yesterday".
16. The traveler said, "You should visit South America".
17. Our relatives said, "We enjoyed the play immensely".
18. Mary said, "I used to take dancing lessons at the club".
19. He said, "I have always been fond of fishing".
20. My aunt said, "Polly was quite ill yesterday".
21. I told the nurse, "The doctor examined me a few minutes ago".
22. Pete said, "I seldom dine out".
23. John said, "I will be very busy tomorrow".
24. Sheila said, "I took the children to the Zoo yesterday".
25. The speaker said, "The economic situation is gradually improving".

### 2. Translate into English.

1. Ненсі помітила, що Тед ніколи не розуміє жартів.
2. Бетті сказала, що вона приглядає за всім, що діється у домі.
3. Хлопчик вигукнув, що автобус наближається.
4. Професор сказав студенту, що той повинен працювати ще більше.
5. Тато сказав, що він не розуміє, до чого я хилю.
6. Дідусь сказав, що в нього закінчилися ліки.
7. Вона сказала, що не вміє готувати суп.
8. Він незадоволено пробуркотів, що чекає мене вже півгодини.
9. Хелен сказала, що почне переклад тільки завтра.
10. Донька сказала мамі, що на сніданок вона їла варене яйце.
11. Сем сказав, що буде чекати мене завтра з 3-ої до 4-ої години.
12. Мама сказала, що завтра я зможу поспати довше.
13. Студент сказав викладачеві, що він закінчить курсову роботу до понеділка.
14. Сусід сказав, що він бачив, що ми закінчуємо будівництво.

15. Ларрі сказав, що купив це авто минулого року.
16. Він сказав, що, на щастя, зараз йому не потрібно прокидатися рано.
17. Вона з гордістю сказала, що її син закінчив школу з відзнакою.
18. Я зізнався, що ніколи не був у музеї.
19. Мій дядько сказав, що завжди віддавав перевагу сигарам, а не сигаретам.
20. Лінда сказала, що вони товаришують з дитинства.
21. Енн сказала, що вона завжди мріяла про таку сукню.
22. Вона прошепотіла мені на вухо, що мені потрібно зачесатися.
23. Онук сказав дідусеві, що йому подобається працювати на фермі.
24. Вона сказала, що вчора з другої до шостої години працювала у читальному залі.
25. Вона пояснила, що нюхає м'ясо, бо воно має дивний запах.

### 3. Change from direct into indirect speech.

1. She begged, "Let me go to the party".
  2. The teacher said, "Open your books at page 10".
  3. Mother said, "Hurry up, otherwise we'll miss the train".
  4. The doctor said, "Take this medicine three times a day".
  5. Granny asked, "Turn on the lights, please, it's dark already".
  6. The husband asked, "Give me something to eat, I'm starving".
  7. The manager warned, "Be careful when speaking to him".
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8. Mother said, "Don't go out today, you're coughing".
  9. She advised, "Go to bed early if you want to feel better tomorrow".
  10. Mary commanded, "Wipe your feet and then come in".
  11. Mr. Brown said, "Don't wait for the postman, he has fallen ill".
  12. The officer ordered, "Do your bed again".
  13. The secretary said, "Leave your application form here".
  14. The detective said, "Don't lose sight of him even for a minute".
  15. The lab assistant said, "Add some more acid into the pipette".
  16. Mother said, "Stop crying, let me see your scratched knee".
  17. The child begged, "Mummy, buy an ice-cream, please".
  18. The teacher said, "Read louder if you want to get a good mark".
  19. The girl asked, "Don't ask any questions now".
  20. Father said, "Take the dog out for at least five minutes".
  21. The receptionist said, "Fill in the form, please".
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22. The doctor said, "Give up smoking before it's too late".
  23. I asked the librarian, "Give me something about travelling, please".
  24. She said, "It looks like rain, take your umbrella".
  25. We suggest, "Let's arrange a picnic on Saturday".

### 4. Translate into English.

1. Мій сусід праворуч попросив мене передати йому хліба.
2. Сестра попросила мене не відкривати вікно, тому що вона змерзла.
3. Вона благала мене не гніватися на неї та про все забути.

4. Генерал наказав офіцерам провести навчання.
5. Брат запропонував мені помінятися кімнатами.
6. Кондуктор попросив показати квитки.
7. Продавець попросив сплатити за куплене в касу.
8. Лікар звелів мені прийти на прийом наступного дня.
9. Учитель порадив мені більше читати вголос.
10. Мама сказала мені купити хліба і молока по дорозі зі школи.
11. Декан звелів мені негайно зайти до нього в кабінет.
12. Саллі попросила мене, щоб я допомогла їй вибрати подарунок для мами.
13. Таксист попросив, щоб ми трішки зачекали.
14. Бабуся попросила мене, щоб я заварила чай.
15. Тренер сказав спортсмену, щоб той раніше лягав спати.
16. Вона попросила мене не хвилюватися і вислухати її дуже уважно.
17. Провідник попросив проводжаючих вийти з вагону.
18. Начальник наказав мені здати звіт.
19. Чоловік попросив, щоб я випрасувала його сорочку.
20. Вчитель запропонував нам організувати екскурсію.
21. Я попросила їх не обговорювати рецензію без мене.
22. Поліціант попросив свідків детально описати зовнішність злочинця.
23. Я сказала братові, щоб він не затримувався допізна.
24. Філіп попросив мене не запізнюватися.
25. Тато порадив мені навчитися грати в баскетбол.

### **5. Change from direct into indirect speech.**

1. Linda asked, "Are you looking forward to your trip?"
  2. Jerry asked, "Do you feel better now?"
  3. The dean asked, "Can you remind me about it tomorrow?"
  4. My friend asked, "Shall I go to the post-office at once?"
  5. The hostess asked, "Would you like some tea?"
  6. The passerby asked, "Is it far from here to the market place?"
  7. Mother asked, "Did you see Jean yesterday?"
  8. Fred asked, "Have you been working at it long?"
  9. Lily asked, "Were you translating the whole day yesterday?"
  10. Sandy asked, "Do you really like semolina?"
  11. She asked, "Was it difficult to catch up with the others?"
  12. He asked, "May I use your phone?"
  13. My fiancé asked, "Are you thinking of your work again?"
  14. Mother asked, "Did the vegetables taste good?"
  15. The salesman asked, "Have you made your choice?"
  16. He asked, "Were you discussing it all meeting long?"
  17. Frieda asked, "Do I want too much?"
  18. The judge asked, "Have you finished the cross-examination?"
  19. Mother asked, "Are you sure you aren't hungry?"
  20. Father asked. "Will you have come back by Saturday?"
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21. The speaker asked, "Can everybody hear me well?"
22. The waitress asked, "Did you visit our café long ago?"
23. He asked, "Must they do all these corrections themselves?"
24. Granny asked, "Had they all come by your arrival?"
25. She inquired, "Have you brought the magazine?"

## 6. Translate into English.

1. Лікар запитав, чи часто в мене болить горло.
2. Перехожий запитав, чи є десь поблизу телефон-автомат.
3. Учитель запитав, чи прийдуть його батьки на батьківські збори.
4. Мама запитала, чи почистила я овочі.
5. Джон запитав Саллі, чи згодна вона з ним одружитися.
6. Директор крамниці запитав продавця, чи добре розпродаються книги цього автора.
7. Тато запитав, чи зустрівся я вчора з приятелем.
8. Екзаменатор запитав, чи готовий я відповідати.
9. Бабуся поцікавилася, чи купив я усе, що вона просила.
10. Я запитала у сестри, чи можна мені увімкнути телевізор.
11. Коли я прийшов додому, мама запитала, чи на вулиці потеплішало.
12. Джина поцікавилася, чи встиг я здати твір до дзвінка.
13. Дивлячись на його розпатлане волосся, я запитав, чи розчісується він хоча б інколи.
14. Секретарка запитала, чи повинна вона підготувати папери на підпис.
15. Медсестра увійшла до палати і запитала, чи добре всі себе почувають.
16. Банкір поцікавився, чи зросли ціни на землю за останній тиждень.
17. Журналістка поцікавилася в археологів, чи давно вони ведуть розкопки цього кургану.
18. Я запитала у хімчистці, чи буде моє замовлення виконано до завтра.
19. Ми запитали адвоката, чи має це якесь відношення до нашої справи.
20. Я дивився на неї і думав, чи справді вона така наївна, якою здається.
21. Редактор запитав, чи можна йому викреслити зі статті непотрібне.
22. Фанні запитала нас, чи не хотіли б ми зайнятися своїми справами і дати їй спокій.
23. Я запитала містера Сміта, чи закінчаться збори до шостої години.
24. Саймон поцікавився, чи не про нього я мрію.
25. Кітті запитала, чи не зможу я допомогти їй перевезти речі на нову квартиру.

## 7. Change from direct into indirect speech.

1. The chairman asked, "How long do you intend to speak?"
2. The girl asked, "Where did you buy this wonderful doll?"
3. The friend asked, "How did you manage to make so much money in such a short time?"
4. He asked, "Why are you so anxious about his departure?"
5. My brother asked, "What else can you see through the window?"

6. Margaret asked, "Who knows what it means?"
7. The student asked the scientist, "How long have you been watching these birds?"
8. The policeman asked, "When did your driving licence expire?"
9. Mary asked Nancy, "Why are you wearing this funny dress today?"
10. The hostess asked, "Why won't you taste this meat pie?"
11. Jerry asked, "How much did Harry pay for his new car?"
12. Ann asked, "Where can I get any information on this subject?"
13. The customer asked, "Why is this computer twice as expensive as that one?"
14. Mrs. Fox asked, "How did you like his latest novel?"
15. One of the guests asked, "Where were these photos taken?"
16. She asked, "Why did he change so much? Has he been working too much lately?"
17. Mother asked her daughter, "Where did you learn it all from?"
18. Father asked angrily, "How could you fail your finals?"
19. Susan scolded her little sister, "Why didn't you take the dog out?"
20. He asked, "When are you going to see your family in the country?"
21. Lucy asked, "Where is he again? Has he gone on business again?"
22. My roommate asked, "Why have you been sitting over your textbook for so long?"
23. She asked, "Where were you yesterday? I kept calling you the whole day, but nobody answered".
24. He asked, "Why is Sam still working day and night? Hasn't he passed his exams yet?"
25. My aunt asked, "How did you spend your last weekend?"

## **8. Translate into English.**

1. Мати запитала сина, чому він досі вдома, якщо уроки почалися вже 15 хвилин тому.
2. Я запитала її, чим вона зараз займається.
3. Я запитала Кейт, хто той юнак, що стоїть біля вікна.
4. Оглядач запитав у гостя програми, чому в країні зростає безробіття.
5. Кожного разу, коли я приходив до них додому, стара місіс Сімпсон запитувала у мене, звідки я родом.
6. Вона запитала, як я дивлюсь на яєчню з шинкою на вечерю.
7. Вона запитала мене, якою електричкою я їжджу додому.
8. Я не хотіла, щоб мене розпитували, чому я пішла з вечірки.
9. Він поцікавився, чому ми так довго робимо ремонт.
10. Щойно увійшовши до хати, вона запитала, коли приходив сантехнік.
11. Мене запитали, відколи я стала такою нервовою.
12. В анкетах завжди запитувалось, який навчальний заклад ви закінчили.
13. Уранці всі сусіди запитували один одного, чий собака всю ніч гавкав під вікнами.
14. Вона поцікавилася, скільки часу я витрачаю на дорогу.
15. Її годинник зупинився і тому вона постійно питала, котра година.
16. Вона не могла зрозуміти, чому ставлення до неї так змінилося.
17. Він запитав, навіщо я цілий день сиджу над кросвордом.

18. Я запитала у нього, де він так добре навчився говорити англійською мовою.
19. Коли б я її не зустріла, вона завжди в першу чергу питала, як я себе почуваю.
20. Мене запитали, чому я кинула займатися спортом.
21. Хлопчаки запитали у письменника, звідки він знає так багато про індіанців.
22. Вона здивувалася, що я не слухаю останні новини.
23. Вона запитала у швейцара, де їй зупинити машину.
24. Я запитав у дружини, як їй вдалося дістати квитки на цей спектакль.
25. Мене запитали, коли ми почнемо експеримент.

### **9. Change from direct into indirect speech.**

1. "Wait for him a little. He will be ready soon", John's mother said to us.
2. "Whom are you waiting for?", he asked them.
3. "I want to talk to you about this", said the boy's mother. "What's this?"
4. She said: "My grandmother hates leaving doors open".
5. "Do you think you always right?" she asked me.
6. "Is there something wrong with you?" my friend said to me. — "What can I do for you?"
7. "You told me to objective and that's what I do", said Mary to her mother.
8. Frank said to Jane: "I suppose nothing will change your decision".
9. "Please, don't help him!" said woman. - "He can do it himself".
10. "Which of you is free now?" asked the teacher.
11. "Don't criticise your friend", said Nike.
12. Rita said to me: "What has mother told you to do today?"
13. "I can look after myself", said the old man.
14. "Why did you use the phone without asking?" said John.
15. "Don't fold back the pages of my book!" Frank said to Mary.
16. Mark said to me: "You have never been so insulted!"
17. "Do you think it's strange that he wants sleep on the floor?" Julie asked Tom.
18. "If I feel better, I will come to see you tomorrow", said Helen to me.
20. She asked me: "What are you planning for summer"»
21. "Don't smoke in the compartment", asked the passenger.
22. "Why did you return home so late last night?" my mother said to me.
23. He asked Jane: "How long have you been waiting for your cousin?"
24. "I'm not paying for your lunch, Tom", said his friend. "I haven't got any money".
25. She said to Mabel: "I've never heard anyone worse. He is a bad singer".
26. "When did they leave the country?" he asked Helen.
27. Bob said: "I don't think it will happen".
28. "I won't eat until you give me some money", said the boy.
29. "What is that book in your hands?" he asked me.
30. "Please, let me go", she said.
31. "What do you think we will do on Sunday?" my son asked me.
32. Paul said to me: "If he phones, tell him that I am not at home".
33. "Do you think that the doctors are good?" asked Lucy.
34. "Listen, Ann!" said her friend. — "I've met Boris with another girl".

35. "What's the weather like? Is it still raining?" asked my aunt.
36. "Don't be late. We will be waiting for you", they said to me.
37. "Do you believe him?" said the old lady.
38. "What is this play about?" said Tom to Mary.
39. Jenny's father said to her: "Stop talking!"
40. "Have you left a message on an answer phone?" I asked him. '
41. My granny said to me: "Turn off the radio immediately".
42. "Why hasn't Bruno finished the conversation?" said Ron.
43. She said to the policeman: "Can you show the right direction?"
44. "Get out of the car and don't move!" they told him.
45. "Do you think hole ozone layer will get bigger?" asked the scientist.
46. I asked my friend: "What did they tell you to do?"

### **10. Cross out the unnecessary word.**

1. Our friends told us that we had better to avoid the city center.
2. Annabelle asked Tony where he was being going for his holidays.
3. They asked me if I would like to buy her a gift and I said I would so.
4. Paul suggested that they should to inform the police as soon as possible.
5. Rebecca told to her husband that the postman had delivered a parcel for him.
6. The man wanted to know if where the nearest post office was.
7. Melissa promised that to call us as soon as she reached Madrid.
8. The teacher told us do not to make any noise.
9. Rhonda asked me that what I would like for my birthday.
10. He insisted on that we should tell the truth about the incident.

### **11. Find the mistake and correct it.**

1. They suggested to see the film.
2. She asked me where was I going.
3. Can you tell me what time is it?
4. He told me to not touch the parcel.
5. I wonder why did he lie to me.
6. The suspect denied to murder the young woman.
7. They accused him to have committed the crime.
8. She asked me where is the bank.
9. They asked me where was I going.
10. He told me to not touch the parcel.

### **12. Translate into English.**

1. Я запитала, чи справді вся їхня родина щонеділі ходить до церкви.
2. Вона роздратовано запитала, невже я не чую, що в двері дзвонять.
3. Я знаю, чому він не хоче розповідати мені всієї правди.
4. Він поцікавився, де ми зазвичай граємо у волейбол.
5. Вона наказала нам зайнятися обідом, а сама кудись пішла.
6. Вона запитала, як довго я вже шукаю роботу.

7. Я боялася запитати, як пройшла операція.
8. Вона запитала, як я дістаюся до роботи, коли запізнююсь.
9. Офіцер наказав солдатам підготуватися до зустрічі командира полку.
10. Студенти сказали, що останнім часом у них змінилося три викладача англійської мови.
11. Він сказав, що дуже втомився, тому що останнім часом працював у нічну зміну.
12. Я дуже розлютилася на нього і сказала, щоб він йшов і більше ніколи не повертався.
13. Мама запитала мене, чому я повернулася так пізно, якщо уроки закінчилися раніше, ніж зазвичай.
14. Вона сказала, що стала забувати імена людей, яких колись знала.
15. Вона запитала мене, чи не приготую я сьогодні вечерю, тому що вона смертельно втомилася.
16. Він поцікавився, яким видом транспорту я зазвичай користуюся.
17. Чарлі запитав, де я зараз працюю.
18. Вона довго розповідала нам в усіх деталях, яку аварію вона бачила на перехресті.
19. Вона зробила вигляд, що вперше його бачить, і не стала з ним розмовляти.
20. У приймальні мені сказали почекати, тому що лікар саме оглядає пацієнта.
21. Мені завжди хотілося знати, скільки часу вона зазвичай витрачає на свою зачіску.
22. Вона запитала, хто може позичити їй трохи грошей до завтра.
23. Вона запитала, чому я завжди позіхаю.
24. Коли містер Хадсон запитав, де покоївка, йому пояснили, що вона розкладає чисту білизну.
25. Вона завжди розпитувала про все, що трапилося зі мною за день.



## CONDITIONALS

### 1. Put the verb into the correct form.

1. If it (to rain) we'll have to stay at home.
2. If he (to work) hard he would have achieved great progress.
3. If it is not too cold I (not to put) on my coat.
4. I (to write) the composition long ago if you hadn't disturbed me.
5. If he (not to read) so much he wouldn't be so clever.
6. If my friend (to be) at home he will tell us what to do.
7. If he weren't such an outstanding actor he (not to have) so many admirers.
8. If you (to give) me your address I'll write you a letter.
9. If she (not to be) so absent-minded she would be a much better student.
10. If my sister does not go to the south we (to spend) the summer in Kyiv together.
11. If they (not to go) to Lviv last year they would not have heard that famous musician.
12. If you (not to get) tickets for the Philharmonic we'll stay at home.
13. If you were not so careless about your health you (to consult) the doctor.
14. If she (to ask) me yesterday I'd certainly have told her all about it.
15. If you (to do) your morning exercises every day your health would be much better.
16. If he (to be) here now, he could give you a good advice.
17. He wouldn't have been so upset if Susan (to write) to him earlier.
18. If I (to work) at this firm, I'd earn more.
19. If she (to fail) in her present job, she could think about another one.
20. If he (to know) that Chinese was going to be so difficult, he would never have started to learn it.
21. If father (to manage) to repair his car, he could have driven us to Kyiv.
22. If they (can have) some more lessons, they could improve their pronunciation.
23. If Emma (to know) the clue, our team could solve it.
24. If I offered them money, they (to stay) here?
25. If she (to borrow) your book, she might return it.
26. Tell us if there (to be) anything wrong.
27. If I (not to be) in the bathroom, I would answer the call.
28. We wouldn't have gone to this party if we (to know) the truth.
29. He might have heard the news if he (not to turn off) the radio.
30. If Sally (to have) spare time, she could pay you more attention.
31. If I lived in France, I (to speak) French well.
32. If they (to lock) the doors, the burglars wouldn't have got in.
33. We (to have) a party, if Alan passes his driving test.
34. I (to give) John your message if I should see him today.
35. They (not to have) any money if their cousin hadn't lent them some.
36. Those plants (not to grow) if you don't water them. \_=
37. I would buy that bag if it (to be) cheaper.
38. If she (to open) the letter, she would have been surprised.
39. If I (to know) the result now I would phone her immediately.
40. If you had let me know yesterday I (to bring) you my book.

**2. Analyze sentences 1 – 10 and find the ending for each one from the list a – o.**

1. Had Tom studied the English language well enough when he was at school \_\_\_\_
2. The English proverb says that you can take the horse to the water \_\_\_\_
3. If I told him that you would come tomorrow \_\_\_\_
4. Discovering that he had a talent for music \_\_\_\_
5. The teacher gave the pupil his book \_\_\_\_
6. However hard he might try, he will \_\_\_\_
7. The first part of the work having been completed \_\_\_\_
8. It was raining all day yesterday \_\_\_\_
9. The morning being very cold \_\_\_\_
10. If I went to the cinema with you today \_\_\_\_

- a) but you cannot make him drink.
- b) Nick put on his hat and overcoat.
- c) never be at the head of the class in the competition.
- d) and you can make him drink.
- e) the shop assistant gave up his job to become a professional singer.
- f) he will be very glad.
- g) he would be glad.
- h) they publish the results in the form of an article.
- i) the results were published in the form of an article.
- j) and children are at home.
- k) the children had to stay indoors.
- l) I should not be able to finish my composition.
- m) he would have been able to read any book without a dictionary.
- n) so that he may learn the poem.
- o) so that he might learn the poem.

**3. Put the verbs in brackets into the correct tense.**

1. A: I wish I \_\_\_\_\_ (play) a musical instrument.  
B: You should take lessons.
2. A: If only the wind \_\_\_\_\_ (stop) blowing so hard.  
B: Yes, it's very windy today, isn't it?
3. A: I wish John \_\_\_\_\_ (come) with us.  
B: So do I. He would have really enjoyed it.
4. A: Paul, I wish you \_\_\_\_\_ (stop) making so much noise.  
B: Sorry, I'll try.
5. A: I wish I \_\_\_\_\_ (study) more when I was at school.  
B: It doesn't matter now. You've got a good job.
6. A: I wish I \_\_\_\_\_ (be) young again.  
B: So do I. We had some good times back then.
7. A: I wish I \_\_\_\_\_ (not/speak) to Jane like that.  
B: Don't worry. I'm sure she'll forgive you.
8. A: If only Bob \_\_\_\_\_ (call) me.  
B: Well, he promised to call today.

9. A: I'm exhausted. I wish I \_\_\_\_\_ (do) some of the housework yesterday.  
 B: Sorry I wasn't here to help you.
10. A: I wish you \_\_\_\_\_ (make) less noise when you come in.  
 B: It's not my fault. The door squeaks when you open it.
11. A: Are you going to your school reunion party next week?  
 B: No. I wish I \_\_\_\_\_ (go) because I would like to see everyone again.

### 3. Rephrase the following sentences using the beginnings given.

1. You'd better see a doctor.  
**If** \_\_\_\_\_.
2. He won't help you if you don't ask him.  
**Unless** \_\_\_\_\_.
3. Take your medicine, otherwise you won't get better.  
**If** \_\_\_\_\_.
4. You won't make any spelling mistakes provided you use a dictionary.  
**If** \_\_\_\_\_.
5. If you park here, you'll be fined \$20.  
**Don't** \_\_\_\_\_.
6. You'd better confess your crime.  
**If** \_\_\_\_\_.
7. She went home early because she was exhausted.  
**If** \_\_\_\_\_.
8. You won't understand the story unless you finish the book.  
**If** \_\_\_\_\_.
9. She can't go out if she doesn't promise to be back early.  
**Unless** \_\_\_\_\_.
10. The bee won't sting you as long as you stay still.  
**Provided** \_\_\_\_\_.

### 4. Translate into English.

1. Я подзвоню тобі, якщо матиму час.
2. Якщо ця сукня коштуватиме надто дорого, я куплю іншу.
3. Лікарі допомогли б тобі, якби ти слухав їхні рекомендації.
4. Якби її чоловік був тут, вона була б щасливою.
5. Ми пішли б на ту вечірку, якби знайшли няньку для малюка.
6. Якби він склав останній іспит, він вступив би до університету. Але цього не сталося.
7. Якщо я буду вільний завтра ввечері, я піду з вами до нічного клубу.
8. Якби він хотів, він міг би багато чого домогтися.
9. Якби ти вчилась торік старанно, ти б успішно склала іспити.
10. Якщо ви не поллете квіти, вони засохнуть.
11. Якби вона не хотіла тебе бачити, вона не телефонувала б.
12. Він, звичайно, відповів на телефонний дзвінок, якби був вдома вчора.
13. Я буду радий якщо ви приймете мою пропозицію.
14. Якби я мала більше часу, я б із задоволенням ходила до театру.

15. Якщо вас цікавлять гуманітарні науки, вам слід вступити до нашого університету.
16. Якщо бар буде надто людним, ми підемо в інший.
17. Що ти робитимеш, якщо таксі не прийде?
18. Якби вона працювала наполегливіше, вона б заробляла більше.
19. Якби ми мали час, я б міг розказати тобі більше.
20. Що б вони робили, якби я не позичив їм вчора грошей?
21. Якби я зустрів її раніше, я б одружився з нею, я не з Марією.
22. Якщо ви відмовитеся від роботи зараз, вам ніколи більше не трапиться така блискуча нагода.
23. Якби він працював, йому б не довелося постійно просити гроші у матері.
24. Якби в мене був час вчора, я б прийшла раніше.
25. Я не піду туди, якщо дощ не припиниться.
26. Якби я не була ледачою, я б вчилася на «відмінно».
27. Якби ти прийшла на вокзал дві години тому, то зустріла б його.
28. Я поговорю з ним про це, якщо зустріну його.
29. Якщо ви будете працювати наполегливо, то до кінця дня закінчите роботу.
30. Якби я зустрів тебе десять років тому, моє життя склалося б інакше.

## MODAL VERBS

### 1. Modals of Ability. Put in '*can*', '*can't*', '*could*' or '*couldn't*'. If none of these is possible use '*be able to*' in the correct tense.

1. ... you swim when you were 10?
2. We ... get to the meeting on time yesterday, because the train was delayed by one hour.
3. He ... arrive at the party on time, even after missing the train, so he was very pleased.
4. He's amazing, he ... speak five languages, including Chinese.
5. I ... drive a car until I was 34. Then I moved to the countryside, so I had to learn.
6. I looked everywhere for my glasses but I ... find them anywhere.
7. I searched for your house for ages. luckily I ... find it in the end.
8. She's seven years old, but she ... read yet. Her parents are getting her extra lessons.
9. I read the book three times, but I ... understand it.
10. James ... speak Japanese when he lived in Japan, but he's forgotten most of it now.
11. I ... understand the chapter we had to read for homework. It was so difficult.
12. I ... lift this box - it's too heavy! Would you help me?
13. Lucy ... make it to our meeting after all. She's stuck in traffic.
14. John ... play tennis really well. He's champion of his club.
15. Julian ... play excellent golf when he was only ten.

### 2. Modals of Obligation. Put in '*mustn't*' or '*don't / doesn't have to*'.

1. We have a lot of work tomorrow. You ... be late.
2. You ... tell anyone what I just told you. It's a secret.
3. The museum is free. You ... pay to get in.
4. John's a millionaire. He ... go to work.
5. We ... rush. We've got plenty of time.
6. You can borrow my new dress, but you ... get it dirty.
7. We ... miss the train, because it's the last one tonight.
8. She ... do this work today, because she can do it tomorrow.
9. I ... clean the floor today because I cleaned it yesterday.
10. We ... forget to lock all the doors before we leave.
11. We ... stay in a hotel in London; we can stay with my brother.
12. I ... spend too much money today, as I've only got a little left.
13. They ... get up early today, because it's Sunday.
14. We ... be late for the exam.
15. He ... cook tonight because he's going to a restaurant.

### 3. Modals of Probability. Choose '*must*' or '*can't*'.

1. Why is that man looking around like that? He ... lost.
2. That woman ... be a doctor! She looks far too young.
3. The food is really good at that restaurant. They ... have a great chef.
4. This ... be John's house. This house has a red door and it's number 24, just like he said.
5. What a lot of lovely flowers you have! You ... really like gardening.
6. This ... be Jamie's coat. He's tall and this is tiny.
7. He ... be at work now, can he? It's nearly midnight.

8. Where's Lucy? She ... be at the library, as she often goes there at this time.
9. This bill ... be right! £50 for two cups of coffee!
10. Emma's amazingly good at the piano. She ... practise a lot.
11. The car in front is driving so slowly that I think they ... be looking for something.
12. You've already eaten enough for three people! You ... still be hungry!
13. This book ... belong to the library. It's certainly not mine.
14. It only takes three hours to fly from London to Sydney? That ... be correct!
15. There ... be something wrong with the fridge! It's making a very unusual noise.

**4. Rewrite the sentences and use the verbs *can*, *may* or *must*.**

1. Maybe she will return tonight. - She ... return tonight.
2. Don't stand up! - You ... stand up!
3. I'm sure they will finish it in a minute. - They ... finish it in a minute.
4. There is no need to answer the letter. - You ... answer the letter.
5. Please, do it for me. - ... you do it for me?
6. I'd like to see your children. - ... I see your children?
7. I am not good at football. - I ... play football.
8. Do your homework! - You ... do your homework.
9. Let's take a taxi. - We ... take taxi.
10. Read this book! - You ... read this book.

**5. Choose the right modal verb in the brackets to fill the gap.**

1. You ... (must/may) obey the law!
2. You ... (must/should) write her a letter.
3. ... (Must/May) I smoke ?
4. You ... (must/mustn't) drive on the right in Great Britain.
5. It ... (must/may) rain this afternoon.
6. How ... (must/can) I contact you ?
7. You ... (mustn't/shouldn't) have drunk so much.
8. She looks beautiful, she ... (must/could) be a model.
9. She ... (must/can't) be more than thirty, she looks so young.
10. Who's that man over there ? He ... (must/should) be the one you were waiting for.

**6. Use the verbs *can*, *may*, *must*, *need* in positive or negative forms.**

- Excuse me! ... you speak French?
- Alan isn't coming tonight. He ... come tomorrow, I hope.
- There's a lot of work to do in the house. You ... help me!
- You ... call him anymore. I have already called him.
- She is over there. ... you see her?
- ... I borrow your pen, please?
- Teachers ... beat children. It's forbidden.
- I can hear some voices. Someone ... be in the house.
- We ... eat sweets! We are on a diet.
- You ... buy it on Sunday if you want. The shops are open.
- You ... drive me to the station. I can walk.

We want to be the best. We ... practise!

**7. Choose the most appropriate answer to express the idea specified in parentheses.**

1. You ... go there with me. I can handle it, it's not difficult. (Absence of necessity)  
 may not  must not  don't have to  had better not
2. ... bring me a glass of cold water? (Request)  
 Could you  Can't you  Would you mind  Why don't you
3. I ... give you a lift to the station. My car broke down yesterday. (Ability)  
 must not  should not  may not  can't
4. I don't know what to do. – You ... your father for advice. (Suggestion)  
 are able to ask  could ask  must ask  have to ask
5. He didn't go to the park with us yesterday because he ... write a report. (Necessity)  
 should  must  had to  could
6. I left my bag here just five minutes ago. You ... it! (Strong probability)  
 may have seen  must have seen  were able to see  could see
7. You ... the bills two weeks ago. (Advice)  
 had better pay  should pay  ought to pay  should have paid
8. I don't know how to help you. Try asking Anton for help. He ... be able to find a solution. (Possibility)  
 must  has to  might  will
9. I ... play tennis every day when I was younger. (Repeated action in the past)  
 had to  was able to  used to  could
10. You want to call them now? It's already after midnight! They ... (Strong probability)  
 must sleep  should sleep  may sleep  must be sleeping

**8. Make statements or questions.**

1. I - ask - may - her?
2. he - not - cook - dinner – need.
3. round - she - the corner - be - must
4. feel - it - they – can?
5. we - not - drink - must – this milk.
6. can - the - she - violin - play?
7. invite - he - may – to the party - us.
8. wait - must - I – outside?
9. Jack - can - stay - not – there.
10. must - swim - not – here - I.

**9. Fill in each gap using one of the above modal verbs: *must, can't, could, may, might*.**

*Example:* Someone is knocking on the door. I'm sure it's my brother – he promised to come today. - Someone is knocking on the door. It *must* be my brother – he promised to come today.

1. I'm sure he is here - I can see his car in front of the building. - He ... be here. I can see his car in front of the building.

2. They're coming this week but I don't know which day. They ... be coming tomorrow.
3. I'm not sure I'm going to pass the exam. I don't feel very confident. - I ... pass the exam. I don't feel very confident.
4. I've bought a lottery ticket. There's a chance I'll become a millionaire! – I ... become a millionaire!
5. I'm sure she doesn't speak French very well - she's only lived in Paris for a few weeks. – She ... speak French very well. She's only lived in Paris for a few weeks.
6. My key's not in my pocket or on my desk so I'm sure it's in the drawer. - My key's not in my pocket or on my desk so it ... be in the drawer.
7. Someone told me that Mark was in Mexico but I saw him yesterday so I'm sure he's not abroad. - Mark ... be abroad.
8. You got the job? That's great. I'm sure you're delighted. - You got the job? That's great. You ... be delighted.
9. They told me to prepare the project by tomorrow but it's almost impossible to have it done so fast. – I ... finish it by tomorrow if I stay at work all night, but I'm not sure.
10. I asked them to send the goods as soon as possible; we ... receive them by the end of the week if the post is fast.

### **10. Translate into English.**

1. Вона мала б це знати.
2. Він не зможе прийти завтра.
3. Їм не слід туди ходити.
4. Він повинен це зробити сам?
5. Де можна придбати підручник?
6. Їм довелося довго чекати.
7. Хто може їх зустріти?
8. Вона не має виходити з кімнати.
9. Ми можемо поговорити зараз?
10. Він повинен залишитися тут.



## INFINITIVE. GERUND

### 1. Use the infinitives in brackets with or without to.

1. You ought \_\_\_\_\_ (to know) foreign languages if you want \_\_\_\_\_ (to work) for a foreign company. 2. Mary needs \_\_\_\_\_ (to find) another job because her company is going out of business. 3. Can you \_\_\_\_\_ (to help) me \_\_\_\_\_ (to translate) this article? 4. I would like \_\_\_\_\_ (to speak) to your manager, please. 5. The policeman made the kids \_\_\_\_\_ (to tell) the truth. 5. Let me \_\_\_\_\_ (to call) you next week. 6. You should \_\_\_\_\_ (to devote) more attention to your parents. 7. You have better \_\_\_\_\_ (to do) it yourself and not \_\_\_\_\_ (to ask) for a help. 8. I was made \_\_\_\_\_ (to leave) without any explanation. 9. Why not \_\_\_\_\_ (to go) to Bulgaria this summer? They say it isn't very expensive.

### 2. Complete the sentences, choosing the correct variants.

1. When I told Jane the news, she seemed \_\_\_\_\_ .  
A to surprise                      B to be surprised      C to have been surprised      D have surprised
2. We agreed \_\_\_\_\_ the food equally.  
A to divide                      B to be dividing      C to be divided      D to have been divided
3. Are you sure you told me? I don't recall \_\_\_\_\_ about it  
A to tell                      B to have been told      C to be telling      D be told
4. We'd better not call Ann now: it's very late and she may \_\_\_\_\_ .  
A to sleep                      B be sleeping      C to be sleeping      D to have been slept
5. Mary decided \_\_\_\_\_ her friend's critical remarks.  
A to ignore      B to have ignored      C to be to be ignored      D to have been ignored
6. I expect \_\_\_\_\_ at the airport by my cousin.  
A to meet                      B to be met      C to have been met      D to be meeting
7. After I failed at the exam, I was allowed to try again in a month. I am so lucky \_\_\_\_\_ a second chance.  
A to give                      B to have been given      C to be giving      D to have been giving
8. It's nice \_\_\_\_\_ in the shadow of the tree on such a hot day.  
A to sit                      B to have been sitting      C sit                      D to be sitting

### 3. Paraphrase the following sentences according to the model.

Model: To get used to the left side traffic in Great Britain is very difficult.

→ It is very difficult to get used to the left side traffic in Great Britain.

1. To meet her there was totally unexpected for me. 2. To understand a foreign language when people are talking fast is very difficult. 3. To swim in such windy weather is very dangerous. 4. To get away from everybody and everything for a couple of weeks was really great. 5. To ask him to tell the truth was out of the question. 6. To expect immediate results will be naive. 7. To persuade all the rest to follow our example will be very easy. 8. To tease animals is cruel.

### 4. Combine the sentences using the Complex Object.

Example: I did not see him. He entered the house.

I did not see him enter the house.

1. They did not notice us. We passed by. 2. He saw her. She burst into tears. 3. I haven't heard you. You called my name. 4. She heard the footsteps. They were dying away. 5. He hasn't seen the accident. It occurred round the corner. 6. We many times heard him. He told this story. 7. You will become my friend one day. 8. I expect it the car disappeared round the corner. The girls saw it. 9. You must tell me the truth. I want it. 10. Nick is the best friend in the world. Mary believes it. 11. Your kids often watch horror films before going to bed. You shouldn't let that. 12. We shall go to the party together. I would like that. 13. The poet read some more of his poetry. The public made him do it. 14. The burglar got into the house. The neighbors noticed it. 15. Don't worry! You will go to the party. We'll let it.

### 5. Translate into English.

1. Мені залишити вікно відкритим чи ти хочеш, щоб я його закрив? 2. Ти чув, що я сказав, чи мені повторити? 3. Вона сказала йому, щоб він закрив шухляду стола на ключ. 4. Мій батько дозволив мені взяти його машину. 5. Я хочу, щоб ви знали правду. 6. Ми не чекали, що про це нам об'являть по радіо. 7. Коли він почув, що його дочка плаче, він встав і пішов до дитячої кімнати. 8. Я б хотів, щоб ніхто не брав моїх речей. 9. Він не помітив, як ми підійшли до нього. 10. Ми б хотіли, щоб ви доставили товари до кінця липня. 11. Вони не чекали, що його запитають про це. 12. Батько хоче, щоб його син часто бував на свіжому повітрі. 13. Ми відчули, що кава починає кипіти і поспішили на кухню. 14. Терпіти не можу, коли ти втручаєшся в моє життя. 15. Я відчував, що щось рухалось, по кімнаті і побачив великого метелика, що літав під люстрою. 16. Батьки Чарльза не дозволяють йому дивитися телевізор пізніше дев'ятої години. 17. Вона помітила, що він передав записку на сцену. 18. Повернувшись додому, він побачив, що діти лікували собачку. 19. Я відчула, що в мене з душі звалився камінь. 20. Вони почули, як спрацювала нічна сигналізація, і побачили двох охоронців, що бігли до входу в банк. 21. Ми відчували, що у нього є почуття гумору. 22. Через деякий час він помітив, що його переслідує поліцейська машина. 23. Дайте мені знати про ваші плани. 24. Батьки зазвичай припускають, що їх діти будуть слухняними. 25. Хто-небудь хоче, щоб я зробила бутерброди?

### 6. Open the brackets and use the Complex Subject.

Model: He is said \_\_\_\_\_ (to study) now.

He is said to be studying now.

1. He is believed \_\_\_\_\_ (to work) at an urgent problem now. 2. They are known \_\_\_\_\_ (to make) a new discovery a month ago. 3. She is supposed \_\_\_\_\_ (to work) in the phonetic study from 2 to 6 p.m. tomorrow. 4. The delegation is reported \_\_\_\_\_ (to leave) London tonight at 10 a.m. 5. They are known \_\_\_\_\_ (to live) in France for a long time. 6. She is considered \_\_\_\_\_ (to be) a good actress. 7. Mary is expected \_\_\_\_\_ (to make) a report next Monday. 8. The film is considered \_\_\_\_\_ (to be) the worst of the year. 9. They are thought \_\_\_\_\_ (to go away) some days again. 10. Ann is known \_\_\_\_\_ (to help) them to solve a problem when they were in trouble. 11. The expedition is said \_\_\_\_\_ (to reach) the North Sea. 12. He is known \_\_\_\_\_ (to have) a large art collection. 13. The US President is reported

\_\_\_\_\_ (to arrive) in Paris. 14. The plan proved \_\_\_\_\_ (to be) a great success. 15. They seem \_\_\_\_\_ (to wait) for the professor upstairs. 16. The treaty is expected \_\_\_\_\_ (to sign) soon. 17. They are likely \_\_\_\_\_ (to join us). 18. There is certain \_\_\_\_\_ (to be) some good news from my brother. 19. There happened \_\_\_\_\_ (to be) an actor among them. 20. The new art gallery is said \_\_\_\_\_ (to be) the most beautiful

### 7. Choose the right variant.

- The rain seems \_\_\_\_\_. Call the children in. I don't want them \_\_\_\_\_.  
A to be, to be got wet through  
B to be starting, to get wet through  
C to have started, to have got wet through  
D to have been started, to be getting wet through
- The English colony, Plymouth, in Massachusetts, is known \_\_\_\_\_ by the Pilgrims who arrived on the Mayflower in 1620.  
A to be established  
B to have been established  
C to have been establishing  
D to have established
- Look, they are likely \_\_\_\_\_ to the news. They seem \_\_\_\_\_.  
A to listen, to be excited  
B to be listening, to be excited  
C to have listened, to be being excited  
D to have been listening, to have excited
- He is sure \_\_\_\_\_ a liar. Everybody heard him \_\_\_\_\_ that in go many words.  
A to be, to say  
B be, say  
C to be, say  
D be, to say
- When I came in, the discussion seemed \_\_\_\_\_ to an end. They appeared \_\_\_\_\_ patience because they turned out \_\_\_\_\_ for it.  
A to have been coming, to have been losing, be ready  
B to be coming, to be losing, not to be ready  
C to have come, to have lost, not to be being ready  
D to come, to lose, to be ready
- Jane, you seem \_\_\_\_\_ too fast. The speed is already 100 miles. I am afraid. I want you \_\_\_\_\_ the speed to 40 miles.  
A to have driven, slow down  
B to be driving, to slow down  
C to be driving, to be slowing down  
D to drive, to slow down

### 8. Translate into English.

1. Відомо, що він великий любитель книжок. 2. Повідомляють, що багато будівель було пошкоджено під час пожежі. 3. Вважають, що цей студент кращий в

нашій групі. 4. Ми знали, що він дуже хоробрий. 5. Кажуть, що у нього велика колекція картин. 6. Здається, ця книга дуже популярна серед читачів. 7. Очікують, що договір підпишуть у п'ятницю. 8. Очевидно, вони до нас приєднаються. 9. Навряд чи я піду на вечірку до Сема. Він так і не надіслав запрошення. 10. Напевно, вони поїдуть цього літа в Одесу. 11. Малоімовірно, що він виконає це завдання вчасно. Його немає в місті. 12. Він обов'язково прийде до нас на вечерю. 13. Навряд, щоб їй чоловік дав гроші на нові черевики. Вони занадто дорогі. 14. Нора виявилась талановитою піаністкою. Її весь час запрошують гастролювати. 15. Мабуть, ймовірно, що партнери згодяться на наші умови. 16. Схоже, що буде дощ. Стало темно і хмари такі чорні. 17. Мама випадково знайшла мої листи, написані Роном. 18. Він виявився найкращим танцівником у школі. 19. Очікують, що делегація прибуде завтра. 20. Кажуть, що він пише цей роман вже три роки. 21. Я випадково зустріла свою подругу по дорозі додому. 22. Здається, ви не можете вирішити цю проблему. 23. Трапилось так, що з нами в літаку летів відомий художник. 24. Здається, Патрик витратив усі гроші на нові касети. 25. Виявилось, що Майк знає декілька іноземних мов.

### 9. Form the gerund, using the verbs in the gaps.

1. When a boy, he was very fond of \_\_\_\_\_ (to skate). 2. I remember \_\_\_\_\_ (to hear) something about it. 3. Are you looking forward to \_\_\_\_\_ (to see the New Year in)? 4. They spoke about \_\_\_\_\_ (to buy) a house on the Dnipro. 5. Her father strongly objected to \_\_\_\_\_ (to smoke). 6. I really don't know what is the use of \_\_\_\_\_ (to send) you to school. 7. The child is still very sick. He needs \_\_\_\_\_ (to look after) more than his elder sister. 8. The fence looks so dull. It requires \_\_\_\_\_ (to paint). 9. He appeared almost to dislike \_\_\_\_\_ (to hear) music. 10. I suggest \_\_\_\_\_ (to telephone) the hospital before \_\_\_\_\_ (to ask) the police to look for him. 11. Would you mind \_\_\_\_\_ (to lend) me \$10? 12. Would you mind \_\_\_\_\_ (to shut) the window? I hate \_\_\_\_\_ (to sit) in a draught. 13. He wore dark glasses to avoid \_\_\_\_\_ (to be) recognized. 14. Nick was fined for \_\_\_\_\_ (to exceed) the speed limit. 15. If a thing is worth \_\_\_\_\_ (to do) at all it is worth \_\_\_\_\_ (to do well). 16. I don't enjoy \_\_\_\_\_ (to go) to the dentist. 17. Stop \_\_\_\_\_ (to argue) and start \_\_\_\_\_ (to work). 18. They stopped \_\_\_\_\_ (to laugh) when they saw me. 19. After \_\_\_\_\_ (to finish) the experiment they discussed the results.

### 10. Choose the correct answer.

- I wonder if there is any use \_\_\_\_\_ \_\_\_\_\_ him.
  - trying, to improve
  - trying, improving
  - to try, to improve
  - to try, improving
- He had some difficulty \_\_\_\_\_ his temper. This scene was worth \_\_\_\_\_. After that he avoided \_\_\_\_\_ by his friends.
  - being controlled, being watched, to be seen
  - to control, to watch, to see

- C. controlling, watching, being seen  
 D. controlling, watching, seeing
3. I don't object \_\_\_\_\_ there, but I don't want \_\_\_\_\_ alone.  
 A. to your living, you living  
 B. to your living, you to live  
 C. your living, you to live  
 D. you to live, your living
4. I remember \_\_\_\_\_ that hill in twilight. An age seemed \_\_\_\_\_ since the day that brought me first to Liverpool.  
 A. to descend, to elapse  
 B. being descended, to be elapsed  
 C. to descend, to elapse  
 D. descending, to have elapsed
5. He felt \_\_\_\_\_ something from him and demanded \_\_\_\_\_ truth. He wasn't worth \_\_\_\_\_ lie.  
 A. they were hiding, being told the, telling a  
 B. them to hide, to tell the, telling the  
 C. them hiding, they will tell a, to tell a  
 D. they hide, telling a, telling the
6. On his way home Ann couldn't help \_\_\_\_\_ what \_\_\_\_\_ charming fellow John had turned out \_\_\_\_\_.  
 A. reflecting, the, be  
 B. to reflect, a, to be  
 C. reflecting, a, to be  
 D. being reflected, the, have been
7. Susan was looking forward to \_\_\_\_\_ the leading part \_\_\_\_\_, and she was greatly \_\_\_\_\_ at not even \_\_\_\_\_ it.  
 A. being given, to play, disappointed, being offered  
 B. give, playing, disappointed, offering  
 C. to be given, to play, disappointed, to be offered  
 D. giving, playing, disappointing, being offered
8. Did you remember \_\_\_\_\_ the parcel I gave you? Yes, I remember \_\_\_\_\_ it a week ago.  
 A. to post, to post  
 B. to post, posting  
 C. posting, to post  
 D. posting, posting
9. I suggest \_\_\_\_\_ as soon as possible. I \_\_\_\_\_ before sunset.  
 A. our starting, would rather come  
 B. us to start, would rather to come  
 C. us starting, would prefer to come  
 D. our starting, had rather come
10. The accused men \_\_\_\_\_ near the bank during the robbery. It's no use \_\_\_\_\_ the case without direct \_\_\_\_\_.  
 A. denies to be anywhere, to investigate, evidences  
 B. deny being somewhere, investigating, evidence

- C. deny being anywhere, investigating, evidence  
 D. denies to be somewhere, to investigate, evidences

### 11. Translate into English.

1. Колекціонування марок – це хоббі, яким захоплюються не тільки діти. 2. Описати те, що сталося, буде нелегко. 3. Уміння залагоджувати свої справи успішно приходить з практикою. 4. Утримання від жирної їжі дуже корисне. 5. Було б дуже цікаво вислухати іншу сторону. 6. Ти не проти того, щоб поїхати нам за кордон на відпочинок? 7. Він розповів нам смішний анекдот. Ми не могли не розсміятись. 8. Я продовжую сподіватися на те, що він прийде. 9. Давайте відкладемо наш від'їзд до суботи. 10. Вона порадила нам почекати до завтра. 11. Вони заперечували, що вкрали гроші. 12. Замість того, щоб займатися, Мойра пішла на концерт. 13. Дякую вам за те, що допомогли мені донести ці важкі валізи. 14. Я вибачилась перед сусідкою за те, що не купила їй сьогоднішньої газети. 15. Куди ми підемо сьогодні обідати? Ти не заперечуєш, якщо ми підемо в китайський ресторан? 16. Незважаючи на те, що Мері погано себе почувала, вона пішла на роботу. 17. Вони одружились, нікому нічого не сказавши. 18. Ці ножі призначені тільки для нарізання овочів та фруктів. 19. Дощ завадив нам закінчити роботу в саду. 20. У Стіва немає ніякого шансу скласти іспит з математики. 21. Я радий, що зустрівся з вами. 22. Я мала намір закінчити свою доповідь учора, але мені це не вдалося. 23. Він з нетерпінням чекав зустрічі з нею. 24. Було так смішно. Я не міг не розсміятись. 25. Вона запропонувала відвідати картинну галерею. 26. Цей фільм варто подивитись. Вам не може не сподобатись гра акторів. 27. Він терпіти не може, коли його хвалять. 28. Чому ви настоюєте, щоб він був тут присутнім? 29. Сподіваюсь, що ви не заперечуєте, якщо я говоритиму з вами відверто. 30. Її мамі не сподобалось, що вона прийняла цю пропозицію. 31. Ми нічого не маємо проти того, щоб вони поїхали відразу. 32. Він боявся, що я зміню рішення. 33. Мені дійсно соромно за те, що я не писав вам так довго. 34. Після того, як він детально вивчив прогноз погоди, він сказав, що повернеться до Лондона. 35. Вам не потрібно заперечувати, що вони сказали правду.

### 12. Put the following verbs into the correct columns.

apologize, arrange, avoid, approve, decide, demand, discourage, dream, enjoy, expect, finish, help, hope, imagine, enquire, insist, intend, invite, learn, would like, look forward, manage, mind, miss, object, offer, plan, pretend, refuse, seem, succeed, want, wish

Verb (+ person) + infinitive	Verb + preposition + gerund	Verb + gerund
arrange (for smb.)	apologize for	avoid

### 13. Put the verbs in brackets into the infinitive or the gerund.

- The monopolist will keep on \_\_\_\_\_ (produce) the good as long as the current profit associated with it exceeds the fixed cost.
- You are strongly recommended \_\_\_\_\_ (seek) professional advice.
- She will regret \_\_\_\_\_ (lose) a close political ally.

4. I take all the blame for not \_\_\_\_\_ (see) further than my nose.
5. A passer-by told the driver \_\_\_\_\_ (move) his car so that it was not causing an obstruction.
6. Did you invite him? - Yes, I did and he promised \_\_\_\_\_ (come).
7. He has been invited \_\_\_\_\_ (attend) the meeting as an observer.
8. I don't mind \_\_\_\_\_ (give) it if it's for a good cause.
9. If you decide \_\_\_\_\_ (return) the merchandise, you have 14 days.
10. People usually complain about \_\_\_\_\_ (have) to deal with too much bureaucracy.
11. A man claiming \_\_\_\_\_ (be) a journalist threatened to reveal details about her private life.
12. You certainly believe in \_\_\_\_\_ (give) tit for tat! You have to pay your debts, you know.
13. Do you approve of \_\_\_\_\_ (hunt) after foxes?
14. I know you don't approve of \_\_\_\_\_ (smoke) so I won't smoke in here.

## 3.2. ДОДАТКОВІ ВПРАВИ НА ПЕРЕКЛАД

### Unit 2.

Необхідно пам'ятати, що люди, які подорожують з особистими або діловими цілями, мають різні потреби, так само як відрізняються вимоги до готелю у групових та індивідуальних туристів.

Готелі з повним набором послуг, які можуть поділятися на готелі типу люкс, висококласні готелі і готелі з набором основних послуг, що забезпечують саме широке розмаїття засобів обслуговування і зручностей.

Час від часу всі категорії готелів з повним набором послуг схильні до надмірної пропозиції (особливо готелі з основним набором послуг).

Розміщення економічного класу обслуговує обмежений сегмент споживачів і надає особливого значення номерами, які конкурують з номерами готелів з повним набором послуг.

Служби харчування і напоїв, Банкетинг серйозно обмежені, але компанії наголошують високу якість послуг, що надаються.

Частка державних і бюджетних готелів серед готелів економічного класу робить акцент на низькі ціни і менші кімнати для гостей або мінімальні зручності. Державні готелі типу люкс комбінують маленький розмір номера з розкішною обстановкою кімнати для гостей.

Акцент в готелях типу апартаменти робиться на номери, але часто пропонуються також послуги служби харчування і напоїв.

Фінансові результати показують, що готелям з повним набором послуг наноситься дуже істотної шкоди конкуренцією з боку готелів з обмеженим набором послуг.

Готелі для відпочинку призначені для подорожі і повинні надавати широкий спектр розваг і видів діяльності.

Таймшери стають окремим видом послуг, пропонованих готельними компаніями, який характеризується більшою складністю і більш тривалим терміном зобов'язань.

Розміщення в готелях виконує важливі суспільні функції, але ці функції не можуть бути успішно реалізовані доти, поки готель не зможе працювати прибутково.

### Тризіркові перспективи

У столицях світу малих готелів більше, ніж великих, але не в Москві.

Москва на порозі нової, глобальної програми розвитку туризму до 2010 р Щоб ви знали: щорічно на столицю приїжджають подивитися 900 тис. Чоловік, тоді як завдяки програмі планується збільшити це число до 5 млн. Чоловік.

І щоб десь розмістити майбутніх туристів, програмою вирішено ПОДВОЇТИ число міських готелів середнього класу - так званих 2-3-зіркових малих готелів.

У Москві сьогодні готелів близько 140, половина пустує і цілком могли б зайняти нішу малих, принісши користь собі і своїм потенційним гостям.

Адже крім «Національ», «Метрополя», «Росії» і «Президент-Готелю» існують, наприклад, комплекс «Молодіжний», «Юність», «Академічна», «Арктика», які



відповідають основним вимогам 2-3-зіркових готелів по набору послуг, що надаються і за цінами на ці послуги.

Звичайно, з формальної точки зору, жодна московська готель не може називатися малою в силу свого розміру. Загальноприйнято, що в малої не більш 150 номерів. Але ми звикли жити і будувати по-крупному, і те, що в усьому світі називається середньою та великою готелем (від 300 до 600 номерів), у нас там не є мала. Але як легше зруйнувати будинок, ніж відреставрувати його, так і простіше побудувати новий готель, ніж розділити одну велику на кілька поменше. Даєш мотелі!

Як ви вже встигли здогадатися, за новою програмою в Москві побудують малі готелі, виходячи в першу чергу з загальноприйнятих стандартів. Це будуть і мотелі, і кемпінги, і просто готелі. Вони не тільки «сформують ділову і туристську привабливість міста, але і посприяють розвитку малого бізнесу, створенню нових робочих місць у сфері послуг, зростання надходжень до бюджету міста і муніципальні бюджети».

З тим, що нові будівлі формують міське середовище, сперечатися ніхто не буде. А от щодо бізнесу, так визначення «малий» - дуже умовне.

У всьому світі малі готелі - це в першу чергу невеликий, сімейний бізнес. Але у нас малий - значить, що складається з декількох пайовиків, одним з яких неодмінно є місто, іншим - якась відома туристична компанія, а третім ... бізнесмен, причому великий, тому як маленькому грошей не вистачить, щоб брати участь у міській програмі .

Що стосується створення нових робочих місць, так це ще більш умовно. Багато готелів в Москві реконструюється, частина закривається, що звільнилися кадри після перепідготовки передбачається задіяти в малих готелях. Так багато чи вийде нових робочих місць?

Чи не краще було спрямувати виділені ресурси на створення в уже існуючих готелях пансіонів для постійних клієнтів.

Це і підтримка малого бізнесу, і підтримка москвичів, які не мають постійного житла і вимушених орендувати його за чималі гроші. Таких в Москві дуже багато - п'ята частина від загального числа москвичів.

Так прийнято в європейських столицях. Чому не зробити так в Москві? Тим більше, що на 1,8 млн. Дол. Вже витрачених на програми грошей, можна було б підтримати відразу кілька існуючих готелів.

(За матеріалами газети «Аргументи і факти»)

#### **Unit 4.**

Головна функція готельного підприємства – надання тимчасового житла. Організаційна структура визначається призначенням готелю, її розташування, специфікою гостей та іншими факторами. Вона є відображенням повноважень і обов'язків, покладених на кожного її працівника. Необхідно визначити основні служби, наявні в будь-якому готелі:

- служба управління номерним фондом;
- адміністративна служба;
- служба громадського харчування; комерційна служба;

- інженерні / технічні служби;
- допоміжні і додаткові служби.

Служба управління номерним фондом займається вирішенням питань, пов'язаних з бронюванням номерів, прийомом туристів, які прибувають в готель, їх реєстрацією та розміщенням по номерах, а також відправленням додому або до наступного пункту маршруту подорожі.

Вона також забезпечує обслуговування туристів в номерах, підтримує необхідний санаторно-гігієнічний стан номерів і рівень комфорту в житлових приміщеннях, займається наданням побутових послуг гостям. До складу служби входять директор або менеджер з експлуатації номерів, служба прийому і розміщення, служба покоївок, об'єднана сервісна служба (швейцари, коридорні, гардеробники, службовці гаражного господарства), служба порт'є, служба консьєржа, служба посильних, інспектор з прибирання номерів, служба безпеки.

Адміністративна служба відповідає за організацію управління всіма службами готельного комплексу, вирішує фінансові питання, питання кадрового забезпечення, займається створенням і підтримкою необхідних умов праці для персоналу готелю, контролює дотримання встановлених норм і правил з охорони праці, виробничої санітарії та протипожежного та екологічної безпеки. Служба включає секретаріат, фінансову службу, кадрову службу, еколога та інспектора з протипожежної безпеки і техніки безпеки.

Комерційна служба займається питаннями оперативного і стратегічного планування, а також аналізує результати господарської і фінансової діяльності. До її складу зазвичай входить комерційний директор і служба маркетингу.

Інженерні (технічні) служби створюють умови для функціонування систем кондиціонування, теплопостачання, санітарно-технічного обладнання, електротехнічних пристроїв, служб ремонту і будівництва, систем телебачення і зв'язку.

Допоміжні служби забезпечують процес роботи готельного комплексу, пропонуючи послуги пральні, кравецької, білизняний служб, служби прибирання приміщень, послуги складу та ін.

Додаткові служби надають платні послуги. До їх складу входять перукарня, басейн, сауна, солярій, спортивні споруди та інші підрозділи.

Служба громадського харчування забезпечує обслуговування гостей підприємства в ресторанах, кафе і барах готелю, вирішує питання з організації та обслуговування банкетів, презентацій і т.д.

Сучасний готель – це складний, комплексний механізм, чіткість і злагодженість роботи якого залежить від правильної і ефективної системи управління. Щоб бути конкурентоспроможною в сучасних умовах, ця система управління повинна бути простою і гнучкою, націленою, в першу чергу, на створення приємної і доброзичливої атмосфери, яка так приваблива для гостей готелю.

## Unit 5

1. Служба прийому і розміщення традиційно називається «службою переднього плану», оскільки безпосередньо займається постояльцями.

2. Потрібно відзначити, що не всі підрозділи адміністрації безпосередньо працюють з гостями.

3. Види допоміжного обслуговування такі, як служба громадського харчування, пральні, технічне обслуговування, служба прибирання приміщень називаються «службою заднього плану». Однак, їх співробітники (офіціанти, покоївки, кравці) регулярно мають справу з постояльцями.

4. Стійка адміністратора - це те місце в готелі, де гість реєструється, бере ключі і пошту, наводить довідки, оплачує рахунки і навіть здає на зберігання цінності.

5. У маленькому готелі стійка маленька і, ймовірно, укомплектована тільки одним або двома порт'є.

Кожен з них готовий до виконання повного діапазону функцій, яких вимагає гість.

6. Стійка адміністратора, як правило, розміщена в холі готелю, звідки легко потрапити в номери, ресторани, бари, магазини та інші служби готелю.

7. Дуже часто хол служить місцем зустрічей і відпочинку постояльців і жителів міста.

8. У багатьох готелях процес прибуття гостя здається простою справою. Гостя вітають, ін формація про нього перевіряється, проводиться оплата і вибирається номер. Більшість гостей проходять реєстрацію без єдиної думки про складність функція служби прийому і розміщення.

9. У процесі реєстрації з'ясовується наявність або відсутність попереднього бронювання, характер розміщення. Якщо підтвердження на розміщення отримано, гість заповнює реєстраційну картку, в якій вказує адресу постійного місця проживання та будь-яку іншу необхідну інформацію.

10. Ідеальна реєстрація йде непоміченою гостем, тому що вся готель - і служба прийому і розміщення - функціонують злагоджено. Від чергового, паркування автомобіль, до швейцара, який вітає гостя, від посильного, який звертається з багажем, до персоналу за стійкою - вся система повинна працювати синхронно.

11. У великих готелях стійка може бути з 20 або більше порт'є, і кожен порт'є має строго певну функцію. У кожного порт'є є табличка, яка визначає його функції, і прибувають гості зазвичай самі вибирають, до якого порт'є підійти.

### **Translate from Ukrainian into English:**

Зазвичай процедура реєстрації здійснюється швидко, гість вказує в реєстраційній картці свою адресу, ім'я, підписує її, а порт'є вказує дати прибуття і від'їзду, номер, ціну і свій персональний код. З комп'ютера багато дані роздруковуються протягом попередньої ночі, так що час реєстрації скорочується. Під час реєстрації одночасно відбувається безліч подій: перевіряється наявність броні; гість вітається; визначаються або переоцінюються потреби гостя; проводиться невеличка розмова; порт'є пропонує гостю додаткові послуги; перевіряється особистість гостя; уточнюється правильний запис імені і адреси; узгоджується очікувана дата від'їзду; заповнюється реєстраційна картка; перевіряється кредитна картка. Нарешті, викликаний посильний, і гість розміщений в номері.

Все це - звичайна робота, однак, службовці повинні залишатися уважними до

певних ситуацій.

Портъє повинні стежити за номерами, заброньованими по рекламних оголошеннях, за ваучерами туристських агентств (гість оплачує проживання туристському агентству, яке замовляло номер), і за спеціальними цінами.

Протягом всієї процедури портъє незмінно повинен залишатися спокійним і доброзичливим. Деякі вважають, що ставлення портъє - найбільш важлива частина всієї процедури реєстрації.

Перед прийняттям рішення, які номери будуть надані прибувають гостям, необхідно з'ясувати завантаження готелю. Також визначається обсяг очікуваного заїзду. Ці дані можуть бути переглянуті кілька разів протягом дня. Бронювання гарантує високий рівень впевненості, що спеціальні запити будуть задоволені. Коли ж готель переповнена, встановлюється список пріоритету. Бронь керівництва, VIP і заброньовані заздалегідь місця очолюють список пріоритету. Незалежно від планування, кваліфікований менеджер завжди рано вранці резервує кілька номерів на непередбачений випадок. У цю категорію входять апартаменти, номери на випадок раннього прибуття, номери для некурящих, заброньовані керівництвом.

Якщо готель сильно переповнена, навіть спеціальні запити можуть чекати звільнення номерів. Вони оформляються спочатку на вільні номери (якщо номери відповідають вимогам), і тільки потім на інші номери.

## **Unit 6**

1) Служба управління номерним фондом забезпечує комфортне і спокійне перебування гостей в готелі. Вона займається вирішенням питань, пов'язаних з обслуговуванням туристів в номерах, підтримує необхідний санітарно-гігієнічний стан номерів і рівень комфорту в житлових приміщеннях, займається наданням побутових послуг.

2) Готель - це підприємство, яке пропонує послуги, іншими словами, послуги є основним продуктом індустрії гостинності. Тому великі готелі можна порівняти зі складним промисловим підприємством зі складною системою управління і висококласним устаткуванням.

3) Господарський відділ відіграє основну роль як у великих, так і в малих готелях. Різниця лише в тому, що в малих готелях кілька покоївок працюють під управлінням безпосередньо господаря або його дружини, а у великих готелях існує організаційна структура, на чолі якої знаходиться директор з експлуатації номерів з декількома заступниками, які обіймають керівні посади великим колективом покоївок, майстрів і робітників по прибирання приміщень.

4) У готельному господарстві використовується велика різноманітність господарських матеріалів і предметів, таких як постільна білизна, подушки, рушники, канцелярські товари, миючі речовини і т. П.

5) В обов'язки покоївок входить прибирання номерів, зміна постільної білизни, стирання пилу і чищення килимів, заміна рушників і прибирання ванних кімнат. Вони також повинні своєчасно повідомляти про всі ознаки ушкоджень і зносу.

6) Іноді гості просять, щоб їх не турбували, і для цих цілей у всіх готелях є спеціальні таблички, які вивішуються зовні на дверній ручці.

7) Більш важкі роботи, такі як миття вікон, миття килимів, зміна штор,

прибирання громадських приміщень, полірування металевих поверхонь і т. П. Виконуються, як правило, чоловіками, оскільки ці роботи фізично важкі для жінок.

8) Технічне обслуговування здійснюється інженерними службами. Сучасний готель - це складне в технічному відношенні споруда, де є системи опалення, кондиціонування повітря, ліфти, ескалатори, складне сантехнічне обладнання та т. П., Які вимагають постійного контролю з боку фахівців. Завдання технічних служб в тому, щоб не допускати збоїв в цій складній технічній системі.

9) Прилеглі території готелів вимагають стільки ж уваги і догляду, скільки і внутрішнє оздоблення. Тому існує штат садівників і дизайнерів ландшафту, які відповідають за всі роботи на прилеглих територіях. Садівники і доглядачі поливають газони, доглядають за квітами, деревами та чагарниками, підрізають траву і виконують інші садовні роботи.

### **Апартаменти не на один день.**

Що з себе представляють апарт-готелі? У Росії готелю для тимчасового, але тривалого проживання відомі давно. Їх називали за часів Достоевського прибутковими будинками. За романами ми можемо судити, як протікала життя простих смертних під дахом дохідних будинків: книжкові власники готелів були скнара, вони гнобили і ображали своїх постояльців, вимагали плату вперед і виганяли тих, хто не міг вчасно заплатити. Кімнати в дохідних будинках відрізнялися тісністю і убогістю обстановки.

У сучасній Москві теж є готелі для постояльців, що знімають номери на тривалий термін (найвідоміші «Міжнародна-2» або «Ізмайлово»). У подібних готелях гості отримують знижку в залежності від терміну проживання - чим довше, тим дешевше.

У апартаментних готелях можна жити майже в домашніх умовах. Площа Апарт-номерів більше, ніж в звичайних готелях, на 25% (середня площа орендованої квартири - 60 кв. М).

Крім спальні в апартаментах зазвичай знаходиться вітальня з кріслами і диваном, сервантом, невелика кухня з плитою та повним набором кухонного приладдя.

Керуючі апарт-готелів прагнуть до створення домашнього затишку для своїх гостей, вони зацікавлені, щоб їхні клієнти далеко від батьківщини відчували себе комфортно і в безпеці.

У апартаментних готелях Москви зупиняються не тільки жителі нашої країни, а й іноземні громадяни: комерсанти, сімейні туристи, люди, які приїхали на навчання, і т. Д.

Чи не багато гостей столиці знають, що в південній частині Москви розташований пристойний Апарт-готель «Орехово», в якому зупиняється цілком пристойна публіка: спортсмени, комівояжери, бізнесмени середньої руки і навіть москвичі, які тимчасово знімають в «Орехово» квартиру, оскільки в своєму власному будинку роблять ремонт.

Як виглядає типовий житловий будинок, уявити неважко. Але готель в блоковому будинку уявити складніше.

Директор готелю власноруч взявся за складання плану реконструкції готелю.

В готелі зробили наскрізні проходи на поверхах, побудували вестибюлі, до основної будівлі прибудували фойє. На сьогоднішній день в «Орехово» - 800 місць і близько 475 номерів. У просторих номерах з'явилася сучасна красиві меблі. 10 номерів підвищеної комфортності зроблені в стилі західних готелів, з ухилом в модерн. На території готелю розташовані закрита автостоянка, тенісні корти, сауна і салон краси.

Готель дійсно змінилася, звичайний багатоповерховий житловий будинок перетворився в комфортабельний готель категорії «три зірки».

За словами її директора, гостям, які провели в готелі місяць, надаються значні знижки. Чим довший термін проживання - тим істотніше дисконти.

Клієнтам «зі стажем» абсолютно безкоштовно виявляються додаткові приємні послуги. Наприклад, іноземним сім'ям допомагають влаштувати дітей в московську школу.

До речі, майже 40% проживають складають іноземці. Їм подобається готель ще й тим, що вона розташована в красивому Царицинському парку, в екологічно чистому районі Москви.

Мета готелю «Орехово», за словами її керівника, стати другою домівкою для своїх гостей.

Правда, на подібний «будинок» можуть розраховувати, звичайно, люди платоспроможні, яким, скажімо, нескладно викласти в місяць приблизно 600 доларів.

## **Unit 7**

Готельний комплекс «Космос» знаходиться в одному з найкрасивіших і екологічно чистих районів Москви, в зручному комфортабельному 26-поверховому будинку, побудованому в 1979 році за французьким проектом. Готель розташований поруч з ВВЦ (Всеросійський Виставковий Центр) - центром ділової активності і місцем проведення виставок і фестивалів.

З вікон готелю відкривається прекрасний вид на національний парк «Лосиний острів» і Ботанічний сад.

Будівля готелю розташована в 20 хвилин їзди від Червоної площі і в 100 метрах від найближчої станції метро, що дозволяє за 10 хвилин дістатися до центру міста, а поїздка в аеропорт займе у Вас не більше 45 хв.

1700 світлих і просторих однокімнатних двомісних номерів, 53 комфортабельних номерів-люкс і 6 розкішних апартаментів складають номерний фонд готелю.

Всі номери мають ванну кімнату, кондиціонер, супутникове і кабельне телебачення, прямий міжнародний телефон, радіоприймач, холодильник, міні-бар.

У ресторані «Галактика» Вам запропонують Європейську і Російську кухні, любителі національної кухні зможуть скуштувати найкращі грузинські страви в ресторані «Даріан».

Казино «Космос» дасть Вам можливість випробувати свою долю, а любителів нічного життя завжди раді бачити в нічному клубі «Солярис».

Цілодобово працює бізнес-центр пропонує всі види секретарських послуг,

включаючи комп'ютер, переклад, копіювання документації, послуги міжнародного телефонного та факсимільного зв'язку в сучасній конфіденційній обстановці.

Концертний зал на 1000 місць пропонує обладнання для синхронного перекладу і аудіо-відео обладнання міжнародних стандартів.

До Ваших послуг також різноманітні зали для проведення конференцій і переговорів на 20-400 людина, банкетні зали, що дозволяють розмістити до 1000 чоловік, приміщення для проведення виставок і презентацій.

Ви також можете скористатися послугами салону краси, підземною автостоянкою; хімчисткою, пральною, пунктами обміну валюти.

Крім того, до Ваших послуг сувенірні та аптечні кіоски, боулінг, фітнес-центр з басейном та сауною, замовлення квитків на всі види транспорту, в театр, екскурсійне і транспортне обслуговування.

## Unit 8

1. Діяльність будь-якого готелю складається з взаємозв'язаних аспектів, які по-різному поєднують і створюють загальне враження від якості роботи готелю.

2. На перший погляд, багато готелів пропонують дуже схожий спектр послуг, але різниця полягає в важко визначених елементах, які приваблюють більшу кількість постояльців.

3. Цінова конкуренція не завжди себе виправдовує. Багато людей готові заплатити більше, але при цьому отримати сповна за свої гроші. Нескінченні знижки перестають залучати споживачів, тому що вони починають підозрювати, що за цим криється більш низька якість.

4. При гнучкій системі оплати в індустрії гостинності стає можливим створювати нові робочі місця і пристосовуватися до сучасних умов економічної діяльності.

5. Інвестиції в будівництво нових готелів вимагають величезних капіталовкладень, які окупаються лише протягом тривалих термінів.

6. Співвідношення кількості обслуговуючого персоналу до кількості номерів зазвичай дуже висока, особливо в готелях вищої категорії. Це дозволяє вважати готельний бізнес індустрією з високим ступенем зайнятості.

7. При надлишку робочої сили в країнах, що розвиваються країнах існує дефіцит необхідних матеріальних ресурсів, що не дозволяє розвивати туристичний бізнес належним чином і вигравати в жорсткій конкуренції.

8. У розвинених країнах основна частка готельних номерів припадає на готельний бізнес. Ці країни мають очевидну перевагу в конкуренції, тому що джерела фінансування і інвестиції набагато доступніше в цих країнах.

9. Дослідження готельного бізнесу показують, що відносно прибутковості, мережеві готелів вісім разів прибутковіше одиночних.

10. Вступ до консорціуму дає малим готелям масу переваг, головне з яких - економія на масштабах. Це означає, що залишаючись незалежним, готель представлена на міжнародному ринку.

11. У будь-якому типі готелю бухгалтерія є одним з головних підрозділів, від чіткої роботи якого залежить успіх всього підприємства.

12. У штаті бухгалтерії працюють висококваліфіковані фахівці, які вміють у

найкоротший термін визначити проблемні ділянки і швидко ліквідувати збої в роботі.

13. Нічний аудитор приступає до роботи в 22.45 і закінчує свій робочий день о 7.15. Коли все оформлення закінчене, аудитор складає рахунок, які не були враховані попередніми змінами, після чого він підводить підсумок (баланс) за добу, враховуючи всі витрати і платежі.

14. Всіх гостей просять вказати кредит при реєстрації. Гостей, які платять готівкою або які вселяють підозру (якщо у них мало або немає багажу), готель просить заздалегідь оплатити своє перебування.

## **Unit 10**

Підрозділи громадського харчування, що включають в себе ресторан, кафе, бари, підрозділ з обслуговування банкетів і конференцій, а також харчоблок (кухню), забезпечують гостей послугами харчування.

Керівник служби громадського харчування складає меню, забезпечує поставку необхідних вихідних продуктів, розподіляє по ділянках обслуговуючий персонал, контролює якість готової продукції і обслуговування, дотримуючись при цьому розумний режим економії.

Кожен відділ в службі має свого керівника, включаючи менеджера з обслуговування в номерах.

Ресторан як підрозділ громадського харчування обслуговує гостей згідно меню, яке є основою будь-якої ресторанної концепції, незалежно, до якого типу дане підприємство харчування відноситься. Велику роль при цьому відіграє професіоналізм метрдотелів і офіціантів, що знаходяться в безпосередньому контакті з клієнтами.

Буфетне або барне обслуговування полягає в основному в забезпеченні клієнтів спиртними напоями. У барах можуть також готуватися напої для їх вживання в ресторані. Такий бар носить назву сервісного.

Кухня є виробничим центром. Замовлення на виробництво конкретної продукції надходять з ресторану від офіціантів (на основі складеного і пропонованого клієнтам меню), а також з банкетного залу, що працює за попереднім замовленням.

Кухарі готують необхідні страви, а головним обов'язком керівництва в цьому секторі є лише контроль за ціною та якістю кінцевого продукту. При цьому основним обличчям, у веденні якого знаходиться виробництво харчування в готелі, є шеф-кухар.

Це людина, яка отримала спеціальну освіту, кваліфікується його як професійного кухаря.

Хоча управлінському персоналу не потрібно завжди присутній при відкритті і закритті місць харчування, деякі провідні співробітники, такі як касир або шеф-кухар, повинні взяти на себе відповідальність за відкриття і закриття площ для зберігання продуктів, за включення світла і устаткування, за встановлення касового реєстра і т.д.



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### **На канікули до Діда Мороза**

Взимку тисячі туристів поспішають на батьківщину російського Діда Мороза - в Великий Устюг. Відвідують його резиденції, оглядають вологодські монастирі і фортеці, після чого задаються питанням - де поїсти. Старшому поколінню старожили Великого Устюга рекомендують перекусити в «Ресторані на Успенській».

Він оброблений деревом і драпом, через це походить на справжню російську закусочну (в хорошому сенсі цього слова). Для бажаючих усамітнитися є кабінки. У цьому ресторані радять обов'язково спробувати м'ясо «Лісовий горіх» - відбивну під соусом з майонезу і товчених горіхів.

Для тих, хто приїхав в Великий Устюг з дітьми, підійде культурно-розважальний центр «Водолій». Дітей тут можна відправити в басейн або в зал ігрових автоматів. Тим часом дорослі можуть пограти в більярд або розслабитися в сауні. Кафе знаходиться на першому поверсі центру. нагадує печеру первісної людини. Повний обід по сусідству з опудалом ящера обійдеться для сім'ї з трьох осіб приблизно в 300 рублів.

Тим часом молодим людям можна порадити кафе-дискотеку «Джага-джага». Правда, вибір їжі тут досить скромний - в барі є напої і закуски. Зате потанцювати можна вдосталь.

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### **Мода на мус**

Струнка дівчина, менеджер кафе "Fame", розповіла, що останні тенденції в кондитерському світі - це муси. Вони легкі і менш калорійні, ніж звичайні тістечка з жирним кремом. Фірмове тістечко "Fame" в формі краплі зроблено з трьох шарів мусу: шоколадного, кавового і вершкового. Fame - типове міське кафе. Життя в ньому тече швидко, люди зустрічаються, розмовляють і розходяться по своїх справах. І сама обстановка передбачає діловий стиль спілкування - скляні столи, великі вікна,

В Fame не вдасться розслабитися - всі зайняті, всі поспішають. Незабаром по четвергах в Fame почнуть проводити коктейльні вечірки. Рівно о 9 годині вечора будуть гасити світло і співати коктейльні гімни. Кухня в кафе працює цілодобово, і якщо раптом посеред ночі захочеться поласувати - ніщо не зможе цьому перешкодити.

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