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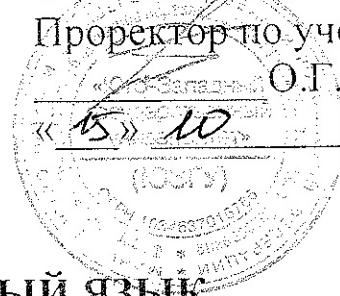
Кафедра теоретической и прикладной лингвистики

УТВЕРЖДАЮ

Проректор по учебной работе

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ИНОСТРАННЫЙ ЯЗЫК

Методические рекомендации для самостоятельной работы
студентов I курса
направления подготовки
43.04.03 Гостиничное дело

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Методические рекомендации предназначены для организации самостоятельной работы студентов по дисциплине «Иностранный язык». Содержат выстроенную систему практических заданий, обеспечивающих формирование и закрепление знаний и навыков по изучаемой дисциплине.

Особое внимание уделено проектной деятельности студентов.

Методические рекомендации составлены в соответствии с программой дисциплины «Иностранный язык» направления подготовки 43.04.03 Гостиничное дело.

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Введение

Предлагаемые рекомендации по дисциплине «Иностранный язык» составлены для студентов направления подготовки 43.04.03 Гостиничное дело факультета лингвистики и межкультурной коммуникации.

Основная цель самостоятельной работы студента при изучении дисциплины «Иностранный язык» - сформировать практические навыки оперирования языковыми средствами иностранного языка с учетом различных условий и ситуаций общения.

Преподаватель уже на первых занятиях объясняет студентам, какие формы обучения следует использовать при самостоятельном изучении дисциплины «Иностранный язык»: работа с двуязычными и одноязычными словарями, составление словарей новой лексики, подготовка монологических и диалогических высказываний, изучение грамматических правил, работа с текстами профессиональной направленности.

Самостоятельная работа дает студентам возможность равномерно распределить нагрузку, способствует более глубокому и качественному освоению учебного материала. В случае необходимости студенты обращаются за консультацией к преподавателю по вопросам дисциплины «Иностранный язык» с целью освоения и закрепления компетенций.

Тема №1

Тема: Introductions and the check-in

1. Изучите правило “Глагол to be в настоящем времени”.

Число	Утвердительная форма
Ед.число	I am (I'm) he is (he's) she is (she's) it is (it's)
Мн.число	we are (we're) you are (you're) they are (they're)

Примеры.

I'm young. I am a student.

He is rich. He's a businessman.

She's my friend. She is very sweet.

It's summer. It's warm and sunny.

We're your neighbours.

You're our new programmers.

They're tourists from Australia.

Запомните!

В русском языке глагол-связка <i>быть, иметься, находиться</i> опускается.	В английском языке глагол-связка be никогда не опускается!
Я (есть) учитель.	I'm a teacher.
Он (есть) занят.	He is busy.
Мы (находимся) здесь.	We are here.
Это (есть) хорошо.	It is good.

Вопросительная форма

Am I ... ?

Is he ... ?

Is she ... ?

Is it ... ?

Are we ... ?

Are you ... ?

Are they... ?

Примеры.

Am I right or **am** I wrong?

Is he in London now?

Is she your cousin?

Is it really important?

Are we no longer friends?

Are you good partners?

Are they good lawyers?

Отрицательная форма

I **am not** (I'm not)

he **is not** (he isn't)

he **is not**(she isn't)

it **is not**(it isn't)

we **are not**(we aren't)

you **are not**(you aren't)

they **are not**(they aren't)

Примеры.

I'm **not** right.

He **isn't** in London now.

She **isn't** my cousin.

It **isn't** really important.

We **aren't** friends any longer.

You **aren't** good partners.

They **aren't** good lawyers.

Запомните!

to be in (быть дома, в офисе и т.д.)

to be out/away (отсутствовать, не быть дома, в офисе и т.д.)

to be in order (быть исправным),

to be out of order (сломаться, работать) не работать)

to be eager (очень чего-то хотеть)

to be fond of (увлекаться чем-то)

to be over (закончиться)

to be sure (быть уверенным)

to be sorry (сожалеть о чём-то)

to be hungry (thirsty, hot, cold, lucky, miserable, smart, cool, ...)

to be on duty (дежурить)

to be out of service (быть вне зоны обслуживания, о телефоне)

Выполните упражнения.

Употребите правильную форму глагола *to be*.

1. Who you? What your name? Where..... you from? How old you? 2. I Maria. I a Muscovite. I twenty. I a student. 3. — Where your parents? — They at work now. My father a doctor, and my mother a nurse. 4. This my friend, Nikita. He an actor. All his friends actors too. 5. — I happy. My life great. you happy? everything all right? — Yes, thank you, I fine. There no problems. 6. There two birds in the cage. 7. There a big bright star in the sky. 8. He a photographer. 9. they your classmates? 10. There many channels on our television. 11. There two computers in the office, but there only one printer. 12. — It Olga's file. — Yes, that right. 13. Denis my workmate. 14. I sorry, very sorry. 15. — you from this

office? — Yes, I 16. The facts clear. 17. — You always on my mind! — Oh, I? 18. This telephone number out of service. Call back later.

Употребите вопросительную и отрицательную формы следующих предложений.

1. I am a teacher. 2. My brother is an artist. 3. She is a programmer. 4. He is a reporter. 5. We are managers. 6. I am eager to see the world. 7. Life is hectic. 8. The shops are closed today. 9. Kate is at home now. 10. I am a bus driver. 11. My keys are lost. 12. My children are I very well. 13. Our students are very good. 14. My job is well-paid. 15. The traffic is heavy today. 16. They are Japanese. 17. Boris is in Spain. 18. English is difficult. 19. Chinese is easy. 20. Computers are very useful. 21. Robert is a friendly boy. 22. My friends are always helpful.

Заполните пропуски правильной формой глагола *to be*.

1. My name Tanya. My family name Serova. It the fifth of May. I eighteen today. It a special day for me. My parents and my friends all in our house. They eager to congratulate me. We very happy. 2. Moscow a modern city. There many sights in it. I a Muscovite and I in love with my city. 3. It a good dictionary. Good dictionaries expensive, but as I a great book lover, my wish to buy it. 4. Mr. Hunt out, but his wife and children in. And I their babysitter. 5. My house comfortable. The rooms big and bright. I happy to live in it. 6. I sure that it a great show. Many fine actors and actresses in it. 7. It winter. It cold and snowy. The days short, and the nights long. There practically no sun. I always miserable in this season. 8. — I glad that you at home. Supper ready, I hope it tasty. — I sure

that it, you a wonderful cook.
And wevery hungry and thirsty.

4. Подготовьте устное и письменное монологическое высказывание по теме “Introducing yourself”. Воспользуйтесь следующим планом.

What is your name?

Where do you study?

What kind of profession would you like to get in the future? Why?

Do you like animals? What is your favourite pet?

What are your preferences in food?

What are you fond of? What are you good at?

3. Прочитайте текст и выполните упражнения. Выпишите в словарь лексику по теме.

Речевые формы профессионального общения.

FORMS OF ADDRESS.

Если обращаются к человеку, не называя его имени или фамилии, то возможны следующие формы обращения:

Dear Sir! Уважаемый сэр!

Dear friend! Дорогой друг!

Young man! Молодой человек!

Gentlemen! Господа!

Обращение Mister [ˈmɪstə] (мистер, господин) сокращенно пишется Mr и употребляется только вместе с фамилией или должностью лица мужского пола.

Mr Chairman! Господин Председатель!

Dear Mr President! Уважаемый господин Президент!

Mr White! Господин Уайт!

Mr Ivanov! Господин Иванов!

Вежливой формой обращения служит также слово Sir [sɜː] сэр, в случае, когда имя того, к кому обращаются, неизвестно.

Thank you, sir! I am at your service. Спасибо, я к вашим услугам.

Перед именем или фамилией девушки или незамужней женщины употребляется слово Miss (мисс).

Miss Mary. Мисс Мэри.

Miss Blake. Мисс Блейк.

Вежливой формой обращения к девушке или молодой женщине могут быть слова: Young lady. Юная (молодая) леди (девушка).

Meet this young lady. Познакомьтесь с этой девушкой.

Перед фамилией замужней женщины употребляется слово Missis(сокращенно Mrs — читается как f'misiz]) миссис, госпожа.

Mrs Jones! Госпожа Джоунс!

В последнее время форма Ms (читается как [miz]) стала употребительной при обращении как к замужней женщине, так и к девушке или молодой женщине.

Вежливой формой обращения к женщине, не называя ее фамилию, служит слово Madame ['mædam (сокращенно ma'am — читается как [mæm]).

Thank you, Madame (ma am).

При обращении к группе мужчин и женщин употребляются слова:

Dear friends! Дорогие друзья!

Ladies and gentlemen! Дамы и господа!

Do some exercises:

Exercise 1 Ответьте на вопросы:

What words do we use:

- 1 before the name (surname) of a man when we address him?
- 2 when we address a man and we don't know his name?
- 3 before the name of a married woman when we address her?
- 4 before the name of an unmarried woman or a young girl?
- 5 when we address a girl or a young woman?
- 6 when we address a group of guests (men and women)?

Exercise 2 Ответьте на вопросы:

- 1 How can we greet our colleagues and what do they say in answer to our greeting?
- 2 How do we greet our friends and what do they say in answer to our greeting?

3 What are the forms of greetings in the morning, in the afternoon, in the evening?

4 What words do we say when parting?

5 What do we say when parting in the morning, in the afternoon, in the evening?

Exercise 3 Translate from Russian into English:

1 Как поживаете, г-н Браун? Мы счастливы принимать Вас в нашем ресторане. 2 Спасибо за приглашение! 3 Дорогие гости! Добро пожаловать в наш город! 4 Добрый вечер, дамы и господа! 5 Дорогие гости! Мы рады видеть вас в нашем ресторане! 6 Я к вашим услугам, сэр. 7 Дорогие друзья, мы счастливы видеть вас снова! 8 Приятно с вами познакомиться. 9 Доброе утро, дорогие друзья! 10. Надеюсь встретиться с вами опять. 11 Как это любезно с вашей стороны! 12 Приходите снова! 13 Прошу прощения за беспокойство. Все в порядке. Ничего страшного. 14 До свидания. Желаю вам удачи! 15 «Алло, это Питер Браун. Могу я поговорить с Робертом?» — «Простите, его нет дома. Что ему передать?»

4. Подготовьте диалоги по теме занятия.

Тема №2

Тема: The hotel bedroom and bathroom

1. Изучите правило “*Indefinite pronouns*”. Выполните упражнения.

Some, something, somebody (someone)	Any, anything, anybody (anyone)	No, nothing, nobody (no one)
Утвердительные предложения	Вопросительные предложения	Отрицательные предложения
There are some good dictionaries in our shops.	Are there any good dictionaries in our shops?	There aren't any good dictionaries in our shops. = There are no good dictionaries in our shops, (более категорично)
He brought some news.	Did he bring any news?	He didn't bring any news. = He brought no news.
There is something new for me in this article.	Is there anything new for you in this article?	There isn't anything new for me in this article.

		= There is nothing new for me in this article.
Someone knows his address.	Does anyone know his address?	Nobody knows his address.
Some употребляется в вопросительных предложениях, когда вы предлагаете или просите что-то. Would you like some juice? Will you have some more salad? Can I have some tea, please? Could you lend me some money?	Запомните: Any в утвердительных предложениях имеет значение «любой», «всякий», «всё, что угодно». Any child likes toys. We are interested in any information. I can give you anything you need. If anyone calls, tell me about it.	— Is anything the matter? — Nothing is the matter. No news is good news.

Поставьте следующие предложения в вопросительную и отрицательную формы.

1. There are some letters to answer. 2. There is nothing new under the moon. 3. Something is wrong with my computer. 4. There is some money in the safe. 5. There are some goodthings in our life. 6. There is somebody in the flat. 7. There are some biscuits in the tin. 8. There is some olive oil in the bottle. 9. There are some doubts about it. 10. There is something interesting on the display. 11. I would like to read something interesting.

Заполните пропуск словами *somebody, something, anybody, anything, nobody, nothing*.

1. got into our dacha again! 2. worries him. 3. will stop me! must be done. 4. We saw at the door. 5. Does know his name? 6. Is in? 7. It's dark here. I can't see 8. Hewas silent. He had to say. 9. There was inthe box. It was empty. 10. — Did you say ? — No, I didn't say 11. My life is dull ever happens. 12. If you need, just tell me. 13. I am hungry. I want..... to eat. 14. I'm not thirsty. I don't want to drink. 15. — There is in my eye. — No, there is..... in it.

2. Выпишите в словарь лексику по теме.

Double bed, TV, sheets, CD player, coat hangers, wardrobe, desk, chair, radio alarm, mini-bar, blanket, writing paper, duvet, bedside lamp, trouser press, plants, personal safe, air-conditioning, laundry bag, central light switch.

3. Подготовьте дизайн ванной комнаты и номера отеля с использованием лексики по теме.

Тема №3

Тема: Services in the hotel. Location off facilities.

1. Выпишите в словарь лексику по теме.:

a) Turn right, turn left, go up, go down, next to, opposite.

b) Travel desk, ground floor, main lobby, reception desk, fitness centre, lift, swimming pool, the bar, the main restaurant, the business centre, the third floor, conference rooms, the gift shop, the basement.

2. Прочитайте и переведите следующие диалоги. Обратите внимание на использование лексики по теме.

Conversation 1

Guest: Excuse me, where's the travel desk, please?

Employee: The travel desk, madam, is in the main lobby, on the ground floor, right opposite the reception desk.

Guest: Sorry, I didn't catch that.

Employee: Go down to the main lobby and just opposite the reception desk you'll see the travel desk.

Guest: Oh, I see, thank you very much.

Conversation 2

Guest: Excuse me, I am looking for the bar, please.

Employee: Yes, sir, it's inside the restaurant on the ground floor, turn left out of the lift, and the bar is just there, on your left, inside the main restaurant.

Guest: Oh, it's inside the restaurant... I see, thanks very much.

Employee: It's a pleasure, sir.

Conversation 3

Guest: Could you tell me where the fitness centre is, please.

Employee: Of course, madam, on the top floor. As you come out of the lift, it's on your left, near the swimming pool.

Guest: So that's the top floor, out of the lift, and turn left.

Employee: Yes, that's right, just next to the swimming pool.

Guest: Thank you.

Employee: You're welcome, madam.

Conversation 4

Guest: Excuse me ... the business centre is on the third floor, isn't it?

Employee: No, sir, it's on the second floor. Take the lift, and as you come out of the lift it's on your right, just next to the main conference rooms.

Guest: Thank you very much.

Employee: You're welcome.

3. Ситуационная задача.

You are in the reception area of the hotel where you work. Choose four places guests want to go to inside the hotel. Start from reception. Write down these four directions for guests.

4. Изучите правило «Модальный глагол *can*».

Формы		
Can настоящее время	Could прошедшее время	Could сослагательное наклонение
Значения	Примеры	
1) способность (физическая, умственная), навыки, умения	I can run fast. She can drive well. He could read when he was four. These children can use computers well.	
2) просьба, разрешение —	Can I use your telephone? — Of course you can . (No, you can't .) — Could you help me? — Of course I can . (I'm afraid I can't .)	
3) объективная возможность	We'll be able to do it next month. You can always have a quick snack at McDonald's. You can cross the street here.	
4) сомнение, неуверенность, недоверие	Can it be true? (Неужели это правда?) It can't be true . (Не может быть, что это	

(сравн. в русском: <i>неужели, неможетбыть</i>)	правда.)
5) упрёк (<i>тымогбы...</i>) You could be more polite . (Ты мог бы быть повежливее.)	She could have called us. (Она могла бы и позвонить нам, но не сделала этого.)

Запомните!

1. Модальный глагол + **инфинитив** без *to* (за исключением *be to, have to, ought to*).

Модальные глаголы не являются полнозначными глаголами и не могут употребляться в роли сказуемого в предложении. Модальные глаголы выражают различные оттенки значений и являются в предложении частью составного модального сказуемого.

2. *To be able to* употребляется в прошедшем, настоящем и будущем времени в значении «быть в состоянии сделать что-либо».

He is (**was, will be**) **able to** solve all his problems.

3. В прошедшем времени вместо глагола *could* часто употребляется глагол *manage* (удалось...).

It was difficult but we **managed to do** it.

Выполните упражнения.

Поставьте следующие предложения в вопросительную и отрицательную формы.

1. A lot of kids can work on computers now.
2. They can always ask us for help.
3. She can sing professionally.
4. You can believe me.
5. He can trust his partners.
6. She will be able to leave the hospital soon.
7. We could always get tickets to the Bolshoi Theatre when we were students.
8. My Granny is able to look after herself.
9. I can give you a lift to the supermarket.
10. My family will be able to move to the country in a few years.
11. My parents can always give me good advice.
12. He was able to explain everything to the police.
13. The detective will be able to find

the criminal. 14. He could play football very well when he was a teenager. 15. She can be here at exactly eight o'clock. 16. The manager couldn't pay the workers.

Выразите удивление и недоверие согласно образцу.

It's Tom Cruise. — **Can** it be Tom Cruise?

— It **can't be** Tom Cruise. He is in Hollywood now.

1. It's very late. 2. This TV-set is so expensive! 3. This meeting is very important. 4. She is a model. 5. He knows five languages. 6. Mr. Grant is our chief. 7. He is a bodyguard. 8. Tom is Bess's boyfriend. 9. This is my new car. 10. The Queen is in Scotland now. 11. It's our last lecture this term. 12. This is my present to you. 13. Hugh Grant is a filmstar. 14. It's frosty outside. 15. There is an e-mail for you today. 16. He is a great liar.

Ответьте на следующие вопросы.

1. What languages can you speak? 2. Can you read English books in the original? 3. Can you do some housework, what exactly? 4. When will you be able to visit your relatives? 5. What dishes can you cook? 6. Could you read and count when you were four years old? 7. Can any of your friends ride a horse? 8. Can all your friends use the Internet? 9. Can we cross the street when the light is red? 10. Could you swim when you were a child? 11. Were you able to pass all your exams successfully? 12. Did your parents manage to become your best friends? 13. Could you play any musical instrument when you were younger? 14. Will you be able to give up smoking one day? 15. What can you never do in this life? Now say what things you **can** do!

Тема №4

Тема: Room services. Problems and solutions.

1. Ситуационная задача.

What problems do guests usually have in their rooms? Brainstorm ideas. Now read five conversations between guests and hotel employees and match them with the following problems. Be attentive, two of the options are not necessary.

- a. Guest forgets razor and shaving cream
- b. Sheets are dirty

- c. Mini-bar is empty
- d. Guest needs a hair dryer
- e. Not enough hot water
- f. No bulb in bedside lamp
- g. More coathangers are needed

Conversation 1

Guest: Hello, reception, this is room 329. We've managed to empty the mini-bar. Could you get someone to restock it, please?

Reception: Certainly, madam. Is there anything in particular you need?

Guest: Yes, a bit of everything really, especially plenty of whisky and coke.

Reception: I'll send someone up right away.

Guest: Thank you.

Conversation 2

Guest: Hello, reception, I'm afraid I've forgotten my hair dryer. I wonder if you could send one up to my room?

Reception: Well, madam, there should be one in your room. Have you had a look in the bathroom, by the basin?

Guest: Yes, and I can't see one.

Reception: I'm sorry about that. I'll see to it immediately. And your room number, please?

Guest: Room 309.

Conversation 3

Guest: Look, I've just arrived in the room, and I don't know what's happened, but the sheets are dirty. Can you change them, please?

Reception: Oh, I'm very sorry, that shouldn't happen. What room are you in?

Guest: 709.

Reception: I'll contact housekeeping now.

Conversation 4

Guest: Hello, is that reception?

Reception: Speaking.

Guest: My wife and I have rather a lot of clothes and we need some morecoat hangers. We're in room 438.

Reception: I'll get someone to bring some up at once.

Conversation 5

Guest: Oh, hello, is that reception? Look, I've forgotten all my shavingstuff. Can I get a razor and some shaving cream, please?

Reception: Yes, we can provide all these items. If you would like to contacthousekeeping they will be able to help you. Just dial 121.

Guest: Oh, 121, I see ... thank you.

2. Изучитеправило "The Future Simple Tense".

Shall/will +инфинитив глагола без "to".

+			?			-		
I We	shall/ will('ll)	be here phone you	Shall	I we	be here? phone you?	I We	shall not (shan't) will not (won't)	be here phone you
You He She It They	will (‘ll)	be here phone you	Will	you he she it they	be here? phone you?	You He She It They	will not (won't)	be here phone you
I'll visit you soon. She will help us. They will discuss it soon.			Shall I visit you soon? Will she help us? Will they discuss it soon?			I shan't (won't) visit you soon. She won't help us. They won't discuss it soon.		

Случаи употребления	Примеры
1. Единичные и повторяющиеся действия в будущем.	We shall meet at five o'clock tomorrow. My students will have tests every month. It will be cold tomorrow.
2. Предложение помощи (в вопросительных)	Shall I help you? What shall we do next?

предложениях).

Обстоятельства времени:

tomorrow, the day after tomorrow, one of these days («наднях»), next week (month, year), in the near future, soon, as soon as possible, some day, in an hour (a week, ...)

Запомните!

Let's talk about your problems, **shall we?**

Don't be late, **will you?**

Be on time, **will you?**

Выполните упражнения.

Дополните следующие вопросы, используя *Shall we...?* и данные ниже вопросительные слова согласно образцу.

where, when, what, how, how much, how long, whom

What shall we tell them?

1. do tomorrow?
2. go tomorrow evening?
3. buy Susan for her birthday?
4. go on holiday? To Paris?
5. go? In August or in May?
6. travel? By car or by train?
7. do at the weekend?
8. go on Sunday? To a museum?
9. invite to dinner on Saturday? All our friends?
10. stay in Paris? For a week?
11. have to pay for the trip?

Заполните пропуски глаголами *shall (not) (shan't)* или *will (not) (won't)*.

1. Jack pass the test? — I'm afraid he He doesn't work hard enough.
2. there be many people at the party? — No, there
3. it snow tomorrow? — I hope it
4. — Let's stay at home today, we? — And what we

do? 5. — Who meet you at the airport? — Nobody 6.
 It's raining. Take your umbrella or you catch a cold. 7.
 I do the washing up, Mum? — No, I do it. 8. you be at
 home tomorrow? — No, we We are having a party.
 9. I sign all these papers? — No, the manager do it.
 10. I have eaten two big round pizzas. I hope Ifall ill. 11. Next year
 at this time I be in Florida. 12. I'm afraid you catch
 your train. It's too late. — So, what I do? 13. I expect the
 traffic be heavy on Monday morning. 14. Stay cool,
 you? 15. Don't ask me too many questions, you? 16. — I help you
 with cooking?..... it be all right with you? 17. What the
 weather be like next week? 18. We haven't got any money. So we
 go on holiday this summer. We stay in our dacha. —
 you visit us? — Thank you, I

3. Solutions. Notice how the employee offers a solution to the guests' problems. The future with 'will' is used for a decision made at the time of speaking.

I'll send someone up right away. (to send a person to a room)

I'll see to it immediately. (to do something, to act)

I'll contact housekeeping now. (to call, tell, inform someone)

I'll get someone to bring some up. (to tell someone to do something)

Look at these problems, what would you say? Write your answer.

1. *Guest:* We need some more towels in the bathroom.

Reception: _____

2. *Guest* I need to sew some buttons on to a shirt.

Reception: _____

3. *Guest* There's too much noise next door.

Reception: _____

Complete these sentences using the correct words from the box.

send up right away contact them provide have send one up some more I'll get

I'll bring it ask no

1. Could I some toothpaste and a toothbrush, please?
2. housekeeping to bring up some more towels.....
3. Can you a hair dryer, please?
4. That's no problem, madam, I'll right away.
5. There's shampoo or soap in the bathroom.
6. I'll maintenance to see to it at once.
7. We need coat hangers.
8. I'll at once.
9. Don't worry, sir, to your room myself.
10. We can those things for you, madam.

Тема №5

Тема: In the restaurant and bar.

1. Ситуационная задача. *Some guests are ordering drinks. Read the conversations between the guests and the bar person, and write down the orders.*

Conversation 1

Bar person: Good afternoon, madam, what can I get you?

Guest: Just a dry martini, please.

Bar person: Right, madam. A dry martini.

Conversation 2

Bar person: Good evening, madam, what would you like to drink?

Guest: Two glasses of white wine, please, and a small orange juice.

Bar person: Certainly, madam.

Conversation 3

Bar person: Good evening, sir, what can I get you?

Guest: Let's see, a small beer, a small vodka and orange, and a coke, please.

Bar person: Small beer, vodka and orange, and a coke. Would you like ice and lemon in the vodka?

Guest: Just some ice, please.

Conversation 4

Bar person: We have a wonderful local beer ...

Guest: Is it draught or bottled?

Bar person: Both, sir, we have large and small bottles, and we have it on draught too.

Guest: OK, I'll try that, but not draught; a large bottled beer then, and a small glass of rum.

Conversation 5

Bar person: I am sorry, madam, we don't have that type of mineral water, but we do have this one; it's very good.

Guest: That's fine then, half a bottle, please.

Bar person: Here you are, madam.

Conversation 6

Bar person: This house cocktail is excellent, sir.

Guest: OK, then make that two, and a large gin and tonic.

Bar person: Here you are, sir.

2. Изучите этапы разговора:

1. Welcome the guest *Good evening, madam.*

.....

2. Enquire *What would you like?*

.....

3. Explain the choice *We have a wonderful local beer.*

.....

4. Apologise *I'm sorry we don't have that whisky.*

.....

5. Offer an alternative ... *but we do have this one.*

.....

6. Serve the drink *Here you are, sir.*

.....

3. Прочитайте предложения, каждое из которых подобно предложениям 1-6. Определите к какому этапу разговора они относятся.

- a)... but we do have this natural water.
- b) The house cocktail is excellent.
- c) Your drinks, sir.
- d) Good afternoon, madam.
- e) What can I get you?
- f) I'm afraid there's no more of that beer.

4. Посмотрите на этот разговор между барменом и гостем. Сначала заполните пропуски в предложениях словами из рамочки. (Look at this conversation between a bar person and a guest. First complete the sentences using the words in the box).

Very popular are your we don't have can I get you like ice just some ice draught beer Good I'd like This
--

- Bar person:* 1..... evening, madam.
- Bar person:* __ Would and lemon in the coke?
- Guest:* __ a large Please, and a coke.
- Guest:* __ OK, that's fine.
- Gues:t* __ No lemon,, please.
- Bar person:* __ What you to drink?
- Bar person:* __ Here drinks, madam.
- Bar person:* __ I'm sorry, any draught beer.
- Bar person:* __ local beer is.....
- Bar person:* 9 Certainly.

Теперь расположите эти предложения в таком порядке, чтобы получился диалог. Первое и последнее предложения уже указаны. (Now number these sentences 1-10 to put the conversation in the correct order. Two have been done for you).

5. Что вы говорите, когда приветствуете гостя в ресторане? Прочитайте и переведите.

- 1. Do you have a reservation?
- 2. What is your name, please?

3. Shall I take your coats?
4. Here is the menu.
5. Would you like an aperitif?
6. I'm sorry, we're fully booked tonight.

Прочитайте предложения.

O'Connor, yes, Mr O'Connor. The name's O'Connor. This way, please. Non-smoking, by the window. Here's your table by the window. Yes, we have a table for four.

Составьте диалог, используя эти предложения. Начните так:

Waiter: Do you have a reservation?

Guest:

Прочитайте предложения.

So that's a fruit cocktail and dry martini. Yes, a dry martini... Thank you. Not for the moment. ... and a fruit cocktail, please. Would you like anything else?

Составьте диалог, используя эти предложения. Начните так:

Waitress: Can I get you an aperitif?

Guest:

Study the way we build the conversation after greeting the guest and taking the order for the aperitif. Complete the conversation using the words in each list.

Starter smoked me ready salad

Waitress: Are you to order?

Guest 1: Yes, the salmon for me.

Guest 2: And the waldorf for, please.

Main dish (1) Asking and recommending light follow turbot some how about recommend

Waitress ... and to , madam?

Guest 1 I'd like fish but something What can you?

Waitress The steamed turbot is very light, or the prawns and a salad?

Guest 1 The, please.

Main dish (2) Explaining a dish. Try that baked fine sole

Guest 2 What is the meuniere?

Waitress It's sole lightly..... in oil.

Guest 2 OK, that's....., I'll

Choosing drinks recommend then like goes

Waitress What would you to drink?

Guest 1 Can you a good wine, white preferably?

Waitress Well, the Soave Classico Superiore very well with fish.

Guest 1 Good, a bottle of Soave, and a small bottle of mineral water.

Checking bottle steamed that's mineral

Waitress: So the sole meuniere, the turbot, a bottle of Soave Classico Superiore, and a small of water. Thank you.

Тема №6

Тема: Places to visit

1. Изучите правило "Degrees of comparison of Adjectives".

	Положительная Positive	Сравнительная Comparative	Превосходная Superative
Синтетическая (одно- и двусложные прилагательные)	-er, -est nice hot long happy	nicer hotter longer happier	nicest hottest longest happiest
Аналитическая (многосложные прилагательные) more, most	interesting beautiful comfortable serious	more interesting more beautiful more comfortable more serious	most interesting most beautiful most comfortable most serious

Примечание. Прилагательные angry, clever, common, cruel, friendly, gentle, handsome, narrow, pleasant, polite, quiet,

simple могут иметь как синтетические, так и аналитические формы степеней сравнения.

simple **simpler** **simplest** (**more** simple **most** simple)

handsome **handsomer** **handsomest** (**more** handsome **most** handsome)

2. Выпишите в словарь лексику по теме.

3. Подготовьте монологическое высказывание по теме "Tourist attractions of Kursk".

4. Подготовьте диалоги по теме занятия.

Тема №7

Тема: Enquiries

1. Выпишите в словарь лексику по теме.

a) Dollar, yen, pound, euro, frank, yuan, rouble, peso, dinar, rupee.

b) room, single, double/twin, suite, breakfast, extra bed, mini bar, airport shuttle, bath, shower, sea view, balcony, tax, service charge.

2. Повторите тему «Числительные в английском языке».

Цифра	Числительное	Транскрипция
1	one	[wʌn]
2	two	[tu:]
3	three	[θri:]
4	four	[fɔ:]
5	five	[faiv]
6	six	[siks]
7	seven	[ˈsev(ə)n]
8	eight	[eit]
9	nine	[nain]
10	ten	[ten]
11	eleven	[iˈlev(ə)n]
12	twelve	[twelv]

Интересно: разные правила в образовании чисел до 12 и после связаны с тем, что в древние времена использовали двенадцатеричную систему счисления и считали не десятками, а дюжинами (кстати, дюжина по-английски будет dozen [ˈdʌzən]).

Чтобы считать от 13 до 19, к корню простого числа от 3 до 9 добавляем суффикс -teen. Не бывает правил без исключений: в числительных thirteen

(13) и fifteen (15) корни слов изменяются, а в слове eighteen буква t не удваивается.

Цифра/число	Число прописью	Транскрипция
13	thirteen	[θə:'ti:n]
14	fourteen	[,fɔ:'ti:n]
15	fifteen	[,fɪf'ti:n]
16	sixteen	[,sɪk'sti:n]
17	seventeen	[,sev(ə)n'ti:n]
18	eighteen	[,eɪ'ti:n]
19	nineteen	[,naɪn'ti:n]

Чтобы называть десятки, к корню простых чисел добавляем суффикс -ty. Чтобы собеседник мог легко различить похожие числительные на слух, важно правильно ставить ударения. В числах от 13 до 19 ударение идет на последний слог, в десятках — строго на первый.

Цифра/число	Число прописью	Транскрипция
20	twenty	['twenti]
30	thirty	['θɜ:ti]
40	forty	['fɔ:ti]
50	fifty	['fɪfti]
60	sixty	['sɪksti]
70	seventy	['sevnti]
80	eighty	['eɪti]

Внимание: исключения (20, 30, 40 и 50). В числительном 80 (eighty) буква t не удваивается.

Чтобы к десяткам добавить единицы, к числительным из предыдущего раздела добавляем дефис и названия чисел от 1 до 9 (например, twenty-three — 23, sixty-four — 64).

Сотни, тысячи, миллионы, миллиарды

Когда речь идет об одной сотне, тысяче и миллионе и других больших числах, перед числом ставим артикль **a** или слово **one** (один).

Цифра/число	Число прописью	Транскрипция
100	a hundred / one hundred	['hʌndrəd]
1 000	a thousand / one thousand	['θaʊzənd]
1 000 000	a million / one million	['mɪjən]
1 000 000 000	a billion / one billion	['bɪjən]

Пример: nineteen thousand — 19 000, 444 — four hundred and forty-four, 1044 — one thousand and forty-four. Если говорим о конкретном количестве сотен,

тысяч, миллионов, миллиардов, добавляем перед этими словами нужное число. Перед десятками часто употребляется союз and (и).

Обычно в больших числах слова hundred, thousand, million и другие используют только в единственном числе. Окончание множественного числа -s/es добавляют, только когда речь идет о неопределенном количестве. Сравните:

Определенное количество	Неопределенное количество
Thirty thousand people work in this company.	Thousands of people lost their job during the pandemic.

Запишите словами следующие числительные.

1, 4, 14, 19, 29, 33, 48, 50, 66, 76, 80, 90, 100, 240, 330, 450, 600, 740, 820, 901, 1000.

Переведите на английский язык следующие предложения.

1. Цены на двухместные номера от 240\$ до 280\$ за ночь.
2. Сервисный сбор составляет 15%.
3. Цена включает полный английский завтрак.
4. Цена указана с учетом НДС.
5. Тарифы немного изменились с прошлого года.
6. Налог и сервисный сбор включены.
7. ... но в цену не включен завтрак, стоимость которого 18\$.

Выпишите в словарь лексику по теме «Ответ на запрос гостя».

- A. *Thanking the guest:* Thank you for your enquiry
- B. *Saying what is enclosed:* please find enclosed/attached a list of our room rates,
- C. *Giving instructions:* please notice the high and low season rates, if you wish to book byemail/fax/letter, please include your credit card number and expiry date
- D. *Offering further help:* if you need any more information, please don't hesitate to contact us.

Ситуационная задача.

Study this extract from an email enquiring about room rates. Write an answer to this enquiry. Include the dates of the high and low season. Say if breakfast is included in the price. Decide these yourself.

Would you please send me a full list of the room rates, including the dates of the high and low season rates?

Is breakfast included in the price?

Thank you.

Yours sincerely,

Mary Hoffman

Тема №8

Тема: The checkout

1. Выпишите в словарь лексику по теме.

to require [ri'kwaɪə] - требовать; нуждаться (в чем-л.);

to vacate [və'keɪt]- освобождать;

to lend - брать в аренду, нанимать;

property ['prɒpərti] - собственник;

delay [di'leɪ] - задержка;

the hour of departure - время отправления;

to refund ['ri:fʌnd] - возвращать;

at the discretion [dɪs'kreʃən] - по собственному усмотрению;

2. Прочитайте и переведите текст.

Check-out: the release number. Payment for the services.

The administrator requires you to vacate the room before noon. And the checkout time in hotels is strictly regulated, if the departure is at 18: 00, and you offer to vacate the room at 12? Solutions to this problem are several:

- to take advantage of late check out (late check out) and pay for your room, if it is not occupied;
- to rent a cheap room for a few hours and spend the rest of your time;
- expect departure in the hotel lobby.

The hotel always gives your client the opportunity last time to have lunch or dinner in the restaurant, as well as take care of your luggage. Checkout time is an internal rule that sets the property. According to him, the guest can not check in to the room earlier and leave it later than the prescribed time. In accordance with the terms of service in hotels of the Russian Federation, the cost of hotel accommodation should apply given the common settlement hours. Usually it is 12 hours current day.

If the hotel offers hourly pay, in case of delay of departure the accommodation must be paid according to the following rules:

- up to 6 hours after checkout time – hourly payment;
- 6 to 12 hours after checkout time – payment for half of days;
- 12-24 hours after checkout time – payment for the entire day (no hourly

If the guest stayed at the hotel less than a day, you will be charged for a full day irrespective of checkout time. At some hotels for accommodation in a room that is available to tourists for a period of 24 hours, the hour of departure is not taken into account and discounted day. The hotel, which keeps records of local characteristics, can change time a single checkout time.

If you need early check out the hotel due to an emergency (illness, death of relatives, etc.), the credit or refund at the discretion of the receptionist. If early check-out is made without a valid reason, the money is not refunded. You must leave the rooms not later than on the hour. Payment for accommodation is due at check-in time at check-in. Additional paid services or damage (damage or loss of property of the hotel) are paid upon departure. You must collect all your things and hand in before leaving the hotel.

ОТВЕТЬТЕ НА ВОПРОСЫ:

- 1 The check-out time in hotels is strictly regulated, isn't it?
- 2 What does the hotel give the client last time?
- 3 Who sets the checkout time?
- 4 How should the cost of hotel accommodation apply?
- 5 When must the clients leave the rooms?

3. Сравните использование времен Present Perfect и Past Simple.

Present Perfect	Past Simple
<p>Выражает законченное действие, связанное с настоящим моментом.</p> <p>Употребляется со следующими словами: just, already, recently, lately, still, yet, never, ever, so far, until, up till now.</p>	<p>Выражает законченные действия или события в прошлом.</p> <p>Употребляется со следующими словами: ago, just now, yesterday, last..., the day before yesterday, the other day (на днях).</p>
<p>Сравните:</p> <p>She has just called me.</p> <p>I have already done it.</p> <p>We have met a few times.</p> <p>It has just happened.</p>	<p>She called me just now.</p> <p>I did it yesterday.</p> <p>We met last year.</p> <p>It happened long ago.</p>

Выполните упражнения.

Употребите глаголы в скобках в Present Perfect или Past Simple.

1. — When you (be) at the theatre last? — I (go) there two weeks ago.
2. — You ever (be) at the Bolshoi Theatre? — No, I not (be) there yet.
3. The Chinese (invent) many useful things.
4. Just listen to him! He again (invent) another story.
5. My boss just (offer) me another job.
6. I can't find my new disc. I'm afraid I (lose) it.
7. I was very much upset when I (lose) my new mobile phone.
8. They (get married) in Las Vegas.
9. They are very happy. They just (get married).
10. She (go) out an hour ago and not (come) back yet.
11. He not (be) at work yesterday. He (be) unwell.
12. He not (come) to work today. He (be) unwell lately.
13. I (speak) to him the other day.
14. I not (speak) to him today.
15. It (happen) many years ago.
- 16.

Nothing (change) in my life recently. 17. My secretary (call) me just now. 18. You not (make) any progress so far. 19. Life (be) kind to me up till now. 20. Life (be) hard for him when he was a child.

Ответьте на следующие вопросы.

1. When and where were you born? 2. When did you move to Moscow (or to the area where you live now)? 3. When did you begin to walk and to speak? 4. When did you go to school? Who was your first teacher? 5. When did you first fall in love? 6. When did you first see the sea? Where was it? 7. When did you start learning English? 8. When did you enter the University? 9. When was the last time you went to the circus? 10. When was your last visit to the theatre? 11. When did you last go shopping? 12. When was the last time you went to a party? 13. When did you last talk frankly to your parents? 14. When did you last have a holiday?

Употребите правильную форму глагола в скобках.

1. She is an intelligent girl, but she not (read) a book since she (leave) school. 2. I (buy) an electronic organizer today, and I just (type) my personal data into it. 3. Her solo album already (sell) a million copies. She is happy. 4. This doctor's methods (show) good results recently. 5. So much (happen) since I last (see) you. 6. — You ever (be) in Norway? — Yes, I (go) there on business last year. 7. — You (miss) a lecture recently? — I (miss) one a week ago. 8. Success not (spoil) her. She simply (become) more sure of herself. 9. I (have) a video for some years but I not (manage) to learn the instructions. 10. We not (have fun) for a long time. We (have) our last party a month ago. 11. — How long Lucy (have) problems with her back? — It first (start) last year. 12. We (be engaged) since we (leave) high school. 13. — You always (have) a dog? — I (have) it for the last six years. 14. — Guess what I (decide) to do! — I can't guess. What? — I (decide) to start my own business. — When you-(decide) to do it? — I (think) about it just now. 15. It not (rain) here for a very long time. 16. Yesterday all your troubles (seem) so far away. Today the thieves (take) your car away!

Тема №9

Тема: The Housekeeping profession

I. ПОДГОТОВЬТЕСЬ К ОБСУЖДЕНИЮ СЛЕДУЮЩЕГО ВОПРОСА:

What is the role of housekeeping in a hotel from your point of view?

II. Прочитайте текст.

The Housekeeping profession

Since people have always traveled there has always been a need for housekeepers and hospitality. The function of housekeepers has changed over the years, from doing specific tasks to managing the people, material, and other resources required for task accomplishment.

Over the last 30 years the profession of executive housekeeping has passed from the realm of art to that of scientific management. Previously, professional housekeepers learned technical skills related to keeping a clean house. Now, the executive housekeeper and other housekeeping supervisory personnel are not only learning how to do such work but also how to plan, organize, staff, direct, and control housekeeping operations. They are learning how to inspire others to accomplish this with a high degree of quality, concern, and commitment to efficiency and cost control.

Origins of Hospitality and Housekeeping

Hospitality is the cordial and generous reception and entertainment of guests or strangers, either socially or commercially. From this definition we get the feeling of the open house and the host with open arms, of a place in which people can be cared for. Regardless of the reasons people go to a home away from home, they will need care. They will need a clean and comfortable place to rest or sleep, food service, an area for socializing and meeting other people, access to stores and shops, and secure surroundings.

Creating Proper Attitudes

Professional housekeeping requires a staff with a sense of pride. Housekeeping staffs must show concern for guests, which will make the guests want to return—the basic ingredient for growth in occupancy and success in the hotel business. Such pride is best measured by the degree to which the individual maids (guestroom attendants or section housekeepers) say to guests through their attitude, concern, and demeanor, “Welcome, we are glad you chose to stay with us. We care about you and want your visit to be a memorable occasion. If anything is not quite right, please let us know in order that we might take care of the problem immediately.”

A prime responsibility of the executive housekeeper is to develop this concern in the staff; it is just as important as the other functions of cleaning bathrooms, making beds, and making rooms ready for occupancy. Throughout this text, we present techniques for developing such attitudes in housekeeping staffs.

III. Ответьте на вопросы по тексту.

1. How has the function of housekeepers changed over the years?
2. What are executive housekeepers learning now?
3. What is the definition for hospitality? How do you understand it?
4. What do people usually need when they come to a hotel?
5. What must housekeeping staff show in their work and why?
6. What members of housekeeping staff were mentioned in the text?
7. What phases can help hotel staff show their attitude and concern?
8. What is a prime responsibility of an executive housekeeper?
9. What are main functions of housekeeping staff?

IV. Переведите с английского языка на русский.

1. task accomplishment
2. technical skills
3. supervisory personnel
4. high degree of quality
5. commitment to efficiency
6. cost control

7. generous reception
8. feeling of the open house
9. host with open arms
10. area for socialising
11. access to stores and shops
12. secure surrounding
13. sense of pride
14. growth in occupancy

V. Заполните пропуски в предложениях.

1. Housekeeping staff must show _____ for guests, which will make the guests want _____.
2. Essential functions of housekeeping staff are cleaning bathrooms, _____ beds, and making rooms ready for _____.
3. Hospitality is the cordial and generous _____ and _____ of guests or strangers, either socially or commercially.
4. Guests will need a clean and comfortable place to rest and sleep, food _____, an area for _____ and meeting other people, _____ to stores and shops and secure _____.
5. The function of housekeepers has changed over the years, from _____ specific tasks to _____ the people, material, and other _____ required for task _____.
6. "Welcome, we are glad you chose _____ with us."
7. "If anything is not quite right, please let us _____ in order that we might _____ of the problem immediately.

VI. Подготовьте монологическое высказывание по теме.

What have you learned from the text about functions of housekeepers and executive housekeepers in a hotel?

Тема №10

Тема: Housekeeping management

I. ПОГотовьтесь к обсуждению следующего вопроса.

What do you know about the work of an executive housekeeper in a hotel?

II. Прочитайте текст.

The sequential functions of management are more recognizable as a part of the classical definition of management. They involve the planning, organizing, staffing, directing, and controlling of ideas, things, and people.

Activities of Sequential Functions

A manager's sequential functions are divided into five areas—planning, organizing, staffing, directing, and controlling.

Planning

The **management plan** involves seven basic activities:

1. *Forecasting*: Establishing where present courses will lead
2. *Setting objectives*: Determining desired results
3. *Developing strategies*: Deciding how and when to achieve goals
4. *Programming*: Establishing priorities, sequence, and timing of steps
5. *Budgeting*: Allocating resources
6. *Setting procedures*: Standardizing methods
7. *Developing policies*: Making standing decisions on important recurring matters

Organizing

Getting organized involves arranging and relating work for the effective accomplishment of an objective. Managers organize by making administrative or operational decisions. The four activities involved in getting organized are as follows:

1. Establishing an organizational structure: Drawing up an organizational chart
2. Delineating relationships: Defining liaison lines to facilitate coordination
3. Creating position descriptions: Defining the scope, relationship, responsibilities, and authority of each member of the organization

4. Establishing position qualifications: Defining the qualifications for people in each position

Staffing

The third sequential function, staffing, involves people. Leadership now comes into play, and communication is established to ensure that understanding takes place.

There are four activities:

1. *Selecting employees*: Recruiting qualified people for each position
2. *Orienting employees*: Familiarizing new people with their environment
3. *Training*: Making people proficient by instruction and practice
4. *Developing*: Improving knowledge, attitude, and skills.

Directing

The first three sequential functions of management—planning, organizing, and staffing—might be performed before an operation gets under way. The last two sequential functions—directing and controlling—are carried out after the operation has begun or is in process. As with other managerial relationships involving people, leadership is accomplished through communication. In the directing of operations, there are five basic activities:

1. *Delegating*: Assigning responsibility and exacting accountability for results
2. *Motivating*: Persuading and inspiring people to take a desired action
3. *Coordinating*: Relating efforts in the most efficient combination
4. *Managing differences*: Encouraging independent thought and resolving conflict
5. *Managing change*: Stimulating creativity and innovation in achieving goals.

Controlling

The final sequential function of management is to control organizations and activities to ensure the desired progress toward objectives. There are five basic activities in the controlling of operations:

1. *Establishing a reporting system:* Determining what critical data are needed
2. *Developing performance standards:* Setting conditions that will exist when key duties are well done
3. *Measuring results:* Ascertaining the extent of deviation from goals and standards
4. *Taking corrective action:* Adjusting plans, counseling to attain standards, replanning, and repeating the several sequential functions as necessary
5. *Rewarding:* Praising, remunerating, or administering discipline.

III. Ответьте на вопросы.

1. What areas are a manager's sequential functions divided into?
2. What activities does the management plan involve?
3. What activities are involved in getting organized?
4. What does staffing involve?
5. What two sequential functions are carried out after the operation has begun or is in process?
6. What five basic activities are there in the controlling of operations?
7. Name five basic activities for directing. Which of them do you find the most important and why?

IV. Переведите с английского языка на русский.

1. sequential functions
2. staffing
3. forecasting
4. objectives
5. budgeting
6. delineate
7. liaison lines
8. remunerating
9. counseling
10. rewarding

V. Заполните пропуски в предложениях следующими словами:

*stimulating adjusting lead persuading drawing up achieve
inspiring*

1. Forecasting means establishing where present courses will _____.
2. Developing strategies means deciding how and when to _____ goals.
3. Establishing an organizational structure means _____ an organizational chart.
4. Motivating means _____ and _____ people to take a desired action.
5. Managing change involves _____ creativity and innovation in achieving goals.
6. Taking corrective action includes _____ plans, counseling to attain standards, replanning, and repeating the several sequential functions as necessary.

VI. Подготовьте монологическое высказывание на тему "Управление персоналом отеля».

Тема № 11

Тема: Motivation and productivity

I. Подготовьтесь к обсуждению следующих вопросов:

1. Is it important to motivate people during their work?
2. What examples of motivation can you give?

II. Прочитайте текст.

Motive is defined by Webster's 21 as "something (as a need or desire) that leads or influences a person to do something." The motivation of employees is accomplished by the manager creating an environment in which employees can motivate themselves. Managers cannot hope to directly motivate other human beings; however, they can provide a climate where self-motivation will take place.

III. Прочитайте примеры мотивационных советов.

Motivational Tip

If you have an ESL (English as a second language) program for your housekeeping department, recognize those who successfully complete the program. Give them “diplomas” and have a graduation ceremony in their honor. Rent caps and gowns, invite their friends and relatives, and have a reception with cake and ice cream. It will be one of the proudest moments of their lives.

Motivational Tip

One of the highlights of the Las Vegas International Hotel and Restaurant Show is the Hospitality Skills Competition. This event shows off the skills of the staff of 22 housekeeping departments. Games include the Bed-Making Competition, Vacuum Relay, Johnny Mop Toss, and Buffer Pad Toss. Each game has specific rules, and the contestants are judged on speed, accuracy, and the appearance of the contestant. Judges include top hotel management. Each team has a cheering section in the packed audience, holding up signs of support and cheering incessantly for its colleagues. In addition to the recognition received, the hotels donate dozens of great prizes to the winners). The event is usually covered by the local news media, so contestants can see themselves on the evening news. Every state hospitality show should sponsor an event like this one.

IV. Напишите свой мотивационный совет.

V. Прочитайте рекламное объявление о 23 ежегодном соревновании в индустрии гостеприимства (The 23rd Annual Hospitality Competition).

Тема № 12

Тема: Careers in the hotel industry

I. Прочитайте текст.

Executive Profile

Bryan Cornelius: A Future CEO on the Go

Depictions of young adults these days are filled with tales of apathy, hours on the PlayStation, laziness, misbehavior and over-indulgence. For those young people who strive for something better for themselves, they follow the well-worn path from high school to college, which leads them to a career in something that oftentimes pertains little to what they studied in school.

It's a pretty safe bet to say that at age 22, Bryan Lee Cornelius is the youngest member of I.E.H.A.; however, he's really not your typical young adult. At the moment, he has no time for video games or college courses. Working ten hours a day, six days a week as the Executive Housekeeper at the Radisson Hotel in the Historic District of Savannah, Georgia, he is prevented from doing much even in terms of socializing with his friends. He spends his time managing the housekeeping department as well as cross-training in other departments. In fact, sleeping comprises much of his free time. By going against the grain, diligently working and learning everything within his reach, Bryan Cornelius continues to gain prominence in the hotel industry. He confesses that he's found his niche.

Many jobs in the service industry don't come without their fair share of challenges. Cornelius' persistence and dedication to his position has yielded many rewards throughout his short career. At the age of 18, he was completely green to hotels. Looking to earn some spending money during high school, he worked as a shipping and receiving clerk at a local Marriott hotel. Fueled by an intense desire mixed and driven by foresight, Bryan anxiously pursued the countless opportunities available to him in the hotel business.

Unlike many of his younger peers, Bryan wholeheartedly dedicates himself to his job. His job is his life. Watching the construction of the 403-room Westin

Savannah Harbor Resort across the river, Bryan anxiously submitted his application for employment along with half of the town of Savannah. An article in the local paper had revealed that over 20,000 people had applied at the hotel, so he was quite shocked to find he was one of only 300 who were selected.

With experience in shipping and receiving, he gained employment in this department, only to find they had overstaffed it. Cornelius volunteered himself to be transferred elsewhere, landing himself a supervisory position in Housekeeping at age 19. “After speaking with one of my friends and the Executive Housekeeper, I accepted the position,” he anxiously recalls. “That was probably one of the best decisions I’ve made in my life. It was a daredevil opportunity. From then on, I knew Housekeeping was for me.”

Equipped with little knowledge, but armed with a fierce work ethic, Cornelius set to face the many battles lying before him. Breaking down stereotypes and misjudgments regarding his young age presented his biggest dilemma. “It’s very tough when you are trying to work with room attendants and show them the proper way of doing something, and they just look at you and say, ‘I have grandchildren as young as you. You’re not going to show me anything about this job I don’t already know.’”

*-I.E.H.A. – The International Executive Housekeeping Association

II. Определите, являются ли следующие утверждения верными или неверными.

1. Bryan Cornelius is the youngest member of International Executive Housekeeping Association.
2. Bryan has spent much time studying in college.
3. Socialising with friends comprises much of Bryan’s free time.
4. Bryan believes that hotel industry is his niche.
5. At the age of 18 he knew a lot about hotel business.
6. Bryan wholeheartedly dedicates himself to his job like many of his younger peers.

7. Bryan was the only person of the town of Savannah who had applied for a position at the hotel.

8. At the age of 19 he got a supervisory position in Housekeeping.

9. It was difficult for Bryan to break down stereotypes about his young age.

IV. Прочитайте предложения и объясните их значения своими словами.

1. Many jobs in the service industry don't come without their fair share of challenges.

2. At the age of 18, he was completely green to hotels.

3. Equipped with little knowledge, but armed with a fierce work ethic, Cornelius set to face the many battles lying before him.

V. Дайте синонимы следующих выражений.

1. go against the grain

2. younger peers

3. a daredevil opportunity

VI. Подготовьте монологическое высказывание о Брайане Корнелиусе.

VII. Прочитайте вторую часть рассказа о Брайане Корнелиусе.

Bryan Cornelius: A Future CEO on the Go (Part 2)

Gaining Respect

....Soon after, Cornelius accepted a supervisory position in Housekeeping at the Mandarin Oriental Hotel in Miami. "This hotel is just awesome," he relates with a sound of awe in his voice. "It's a 5-star hotel where rooms start at \$600. If you want a suite, that runs you at \$8,000 a night.

As if moving from Savannah to South Beach wasn't enough culture shock thrown at Cornelius, the carpets of the hotel were routinely studded with famous actors and movie stars who required particular attention. "I met Puff Daddy, and Michael Jackson stayed there for a month," he casually mentions. "It was fun; every day, you'd go up to the computer and print out the sheet of arrivals. When you saw Scooby Doo or Superman, you knew it was a celebrity. It was definitely exciting."

Cornelius returned to Savannah eight months later in February 2002. Hired initially as the Assistance Executive Housekeeper, he gained a promotion to Executive Housekeeper at the age of 21.

He remembers the day like it was yesterday. “Everyone was standing around and congratulating me when realization hit: I was now responsible for running the entire department. This was now my whole department.

Staff

Cornelius admits that keeping people working can sometimes be difficult in Savannah, due to the poor economic conditions, but he found a way to establish loyalty: “You want to speak with them and stay on their level, never acting like you’re better than them.”

Bryan’s interaction with his staff begins with their point of hire. During the interview, he details the Three Zero-Tolerance Rules, which are cause for termination: 1) If you pop sheets (don’t change them), you’re gone; 2) If you no call, no show, you’re gone; 3) If you leave a room at the end of the day without cleaning it, you’re gone. In his experience, over 95% of the housekeepers who are discharged leave for one of these three reasons. After welcoming a new employee to his staff, Bryan makes an effort to spend time with an employee to better know him or her. “I get to know them on a personal level,” he relates. “I want to know their favorite foods, interests, movies, and about their families. This shows them that you not only care about an employee as a worker, but a person as well. It pays off in the long run, because when you really need someone to come into work, they will respond to you a lot better.”

Awards

Bryan Cornelius’ early managerial success is the result of a perfect recipe of dedication, hard work, ambition and a willingness to learn everything he can from everyone around him. Much recognition has already been bestowed upon him as a result. In fact, the week prior to his interview, the Radisson awarded Bryan with the Manager of the Year Award for 2002. “I was so surprised,” he admits. “Everyone had been saying that I would get it, but until my name came out of my

GM, Whip Triplett's mouth that night, I didn't believe it. It was amazing. One of the first things I did was calling my mother. She was so happy for me; I work so hard to make my mother proud." Bryan has also received the Bill Tiefel Award of Excellence. Distributed by the Marriott, this award is given to employees who show such exemplary service that a guest writes a letter to Bill Tiefel and expresses appreciation for the service. Bryan has no recollection of the guest who was impressed by his service, but was extremely honored by the award. He has also been honored as Employee of the Month. Regardless of the facility or state where he works and the administration or staff with whom he works, Bryan Cornelius maintains five-star standards. He goes to every effort to ensure the best possible experience for everyone, while aiming to become a mogul in the hospitality industry. "I tell my friends who want me to go out and party that I'm a future CEO on the go. I spend a majority of my time working to advance my career."

VIII. На основании текста определите, являются ли следующие утверждения верными или неверными.

1. Mandarin Oriental Hotel was visited by a lot of famous people.
2. Meeting a lot of celebrities was complicated for Bryan.
3. Cornelius returned to the previous hotel as an Executive Housekeeper.
4. Bryan was happy to run the entire department.
5. It was too hard for Bryan to get people in Savannah work.
6. To better know a new employee Bryan tries to get to know him or her on a personal level.
7. Nobody believed that Bryan Cornelius would get the Manager of the Year Award in Radisson.

IX. Ответьте на вопросы.

1. What are Three Zero-Tolerance Rules? What do you think about them?
2. What was one of the first things he did when he had been awarded with the Manager of the Year Award?
3. What does Bryan Cornelius think about his future in a hotel?

X. Прочитайте советы Брайана Корнелиуса молодым людям, которые только начинают в профессии.

1. Set one goal at a time. If you set too many, you'll get discouraged. So set one and follow it through.
2. Always ask questions.
3. Listen. It's the most effective way to gain intelligence.
4. Keep your eyes open to opportunities.
5. Work hard.
6. Defy adversity and negativity.
7. Never set yourself above your coworkers.
8. Remember that age is only a number.
9. Always ask for additional responsibilities, when you can handle it.

XI. Подготовьте монологическое высказывание по теме: «Which of the Bryan's advice do you find the most important and why?»