

МИНОБРНАУКИ РОССИИ
Юго-Западный государственный университет

УТВЕРЖДАЮ:

И.о. заведующего кафедрой
теоретической и прикладной
лингвистики

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ОЦЕНОЧНЫЕ СРЕДСТВА
для текущего контроля успеваемости
и промежуточной аттестации обучающихся
по дисциплине
Иностранный язык

43.04.03 Гостиничное дело, профиль «Гостиничное дело»
(код и наименование ОПОП ВО)

ОПОП ВО реализуется по модели проектного обучения

I. Оценочные средства для текущего контроля успеваемости

Кейс-задачи проектного типа.

Раздел дисциплины: «Introductions and the check-in»

Situation. Two foreign tourists Mr. And Mrs. Bouvier arrive at reception. They have a reservation: a double room with bath and balcony for three nights. The receptionist checks the reservations and it turns out that the room is already occupied, so he refuses to check them in.

Assignment:

1. What would you do if you were the receptionist?
2. What actions will you take to get out of the conflict situation?
3. How do you explain to clients that their room is occupied?
4. What violations did you notice in this situation?

Раздел дисциплины: «Room services. Problems and solutions»

Situation. A regular guest, a young woman, approaches the chambermaid cleaning the floor with a request to open her room, explaining that in her haste she forgot to take the key at the Reception. At the same time, the maid sees that in the woman's stroller there are two babies - twins, they are bursting with tears. The young mother is trying to calm them down, but is very worried and nervous. The maid has known this family for a long time. They have been living in the hotel for a week and have paid for another week in advance.

Assignment.

1. What should the maid do in this situation?
2. What are the basic requirements for maids to interact with guests?

Раздел дисциплины: «Enquiries»

Situation. You work at the hotel "Central" in Kursk. You receive an email from your guest with questions about conference facilities in your hotel

Assignment. Write an email to your client answering their questions and offering your help with any further information.

Раздел дисциплины: «The check out»

Situation. A client staying at the Plaza Hotel had to leave it two days before the date specified in the questionnaire. He had paid for the accommodation for 7 days, and had also ordered laundry and ironing services, the cost of which was included in the final payment.

Assignment.

- 1) Are the actions of the staff legal?
- 2) What actions should be taken in this case by the maid, the Head Maid, the porter, the driver, the laundry and ironing staff?

Раздел дисциплины: «Housekeeping management»

Situation. You are the owner of a small hotel in Kursk. There are 20 rooms in it. The conception of the hotel supposes that foreigners often stay in it. You have

faced staff shortage recently. You need some new employees: 2 maids, a receptionist, maintenance engineer.

Assignment. Prepare advertisements for posting on the Internet to find employees for your hotel. Describe your requirements in detail and provide the necessary information about wages, work schedule, vacation, etc.

Мини-проекты.

Раздел дисциплины: «The hotel bedroom and bathroom»

1. Create a design of the bedroom and bathroom in the deluxe suite of the hotel “Harten” in Kursk. Provide a detailed description of the interior and the equipment which should be there.

2. Use the following words: mini-bar, blanket, writing paper, duvet, bedside lamp, trouser press, plants, personal safe, air-conditioning, laundry bag, central light switch.

Раздел дисциплины: «Services in the hotel. Location of facilities»

1. Search for the examples of hotel brochures on the internet. Study their structure and design.

2. Imagine that you own a mini-hotel in Sochy. Think of the name for your hotel and create a hotel brochure. Include the following parts: general information about the hotel, facilities and other services, types of rooms, contact information. (address, telephone number, fax, Email address, website).

Раздел дисциплины: «In the restaurant and bar»

1. Search for the examples of menus of the hotel restaurant, room delivery service.

2. Imagine that the owner of the hotel asked you to create the menu. Use the samples that you found as examples.

Раздел дисциплины: «Places to visit»

1. Imagine that you are the manager of the hotel “Diana” in Kursk.

2. Create a brochure for the guests of your hotel describing what places in Kursk and Kursk region they can visit while staying in your hotel.

Раздел дисциплины: «The Housekeeping profession»

Develop a capsule hotel project in your city. Justify why it is necessary, what kind of clients you can attract, where it will be located, describe the size of the rooms, their equipment, what services you will provide for clients.

Раздел дисциплины: «Motivation and productivity»

1. Explain what motivation is. Give examples.
2. Imagine that you are a manager of a hotel in Kursk. Your employees are not interested in working well. Create your motivation tips for them.

Раздел дисциплины: «Careers in the hotel industry»

1. Imagine that you are Executive Housekeeper of the Hotel “Kursk”.
2. Share your experience writing an article for a youth magazine “How to make a career in the hospitality business”.

II Оценочные средства для промежуточной аттестации

Задания в тестовой форме.

Задания в закрытой форме.

1. Выберите правильный ответ: A temporary home for people who are travelling.
a) hotel b) home c) house d) bungalow
2. Выберите правильный ответ: The function of hospitality industry is to provide tourists with:
a) accomodation. b) food and drinks. c) music. d) house.
3. Выберите правильный ответ: There are ___ for recreation, such as a swimming pool, a beach and the like.
a) facilities b) hotels c) things d) varieties
4. Выберите правильный ответ: The word “motel” was created by combining ___ and "hotel".
a) "motor" b) "month" c) moth d) monk
5. Выберите правильный ответ: What is usually located in vacation areas?
a) Resort hotels b) Business hotels c) Airport hotels d) Resident hotels
6. Выберите правильный ответ: What hotels are built along the roads?
a) Luxury hotels b) Tourist cabins c) Motels d) Airport hotels
7. Выберите правильный ответ: Hospitality –
a) враждебность b) дружелюбие c) гостеприимство d) радушие
8. Выберите правильный ответ: Catering –
a) доставка b) общественное питание c) ресторанный бизнес d) обслуживание
9. Выберите правильный ответ: Cabin –
a) кабина b) коттедж c) сарай d) бунгалю
10. Выберите правильный ответ: Facilities –
a) удобства, оборудование b) способности c) средства обеспечения d) развлечения
11. Выберите правильный перевод: Resident hotels –
a) гостиницы для постоянного проживания b) многоквартирные дома c) общежития d) курорты

12. Продолжите предложение: Hotels can provide a wide range of _____.
a) services b) comforts c) foods d) drinks
13. Выберите правильный ответ: _____ provides accommodation for people going to or coming from other countries by air.
a) Airport hotel b) Resident hotel c) Tourist cabin d) Motel
14. Выберите правильный ответ: Luxury hotels offering the highest international standards are called
a) 6-star b) 4-star c) 5-star d) 0-star.
15. Выберите правильный ответ: Staff –
a) штат сотрудников b) набор кадров c) условия работы d) отдел кадров.
16. Выберите правильный ответ: Inn –
a) таверна b) пивной дом c) сельская гостиница d) паб
17. Продолжите предложение: The rapid construction of the new hotels led to emergence of _____.
a) hoteliers b) hotel chains c) penthouses d) suites.
18. Выберите правильный ответ: Hotelchains –
a) отельные цепи b) сети гостиниц c) сетевой бизнес d) филиалы.
19. Выберите правильный ответ: Management —
a) заправка b) управление c) менеджеры d) служащие
20. Выберите правильный ответ: Advertising –
a) реклама b) размещение объявлений c) скидочная акция d) служба рекламы
21. Выберите правильный ответ: Public relations personnel –
a) персонал по работе с газетами b) персонал по связям с общественностью
c) черный пиар d) персональные отношения
22. Выберите правильный ответ: Suite –
a) люкс b) семейный номер c) номер с удобствами d) пентхаус
23. Выберите правильный ответ: Juniorsuite -
a) номер без удобств b) полулюкс c) номер для двух постояльцев d) одноместный
24. Продолжите предложение: A well-furnished and luxurious suite at the top of the building is called _____.
a) senior suite b) penthouse c) top room d) attic.
25. Продолжите предложение: A room not used as a bedroom, where guests may read, watch television, is called
a) lounge b) single room c) bathroom d) penthouse.
26. Продолжите предложение: If you need a ride from the airport, the hotel may provide
a) a courtesy bus b) a free taxi c) an airplane d) a walking tour.
27. Продолжите предложение: Guests with children are sometimes provided with
a) bedrooms b) playrooms c) toilets d) toys.
28. Продолжите предложение: Guests with babies are usually provided with____
a) change b) changeable clothes c) nappy-changing facilities d) paper napkins.
29. Продолжите предложение: In case elderly guests need medical attention, the hotel may provide

- a) a tour to the hospital b) a resident nurse c) a resident doctor d) a paramedic.
30. Продолжите предложение: Our hotel is replacing smaller beds with ____ ones.
a) king-size b) queen-size c) prince-size d) duke-size.

Задания в открытой форме.

31. Say in other words: a place where you can wash your clothes at a hotel.
32. Say in other words: a person who can stay with your child if you want to go somewhere.
33. Say in other words: a place where you can leave your car.
34. Say in other words: people who can't see or walk or have other problems with their health.
35. Say in other words: a visitor from another country.
36. Say in other words: a place to live in (a room, a house, a flat...)
37. Say in other words: a person who helps you with your luggage.
38. Say in other words: a style of cooking (national dishes).
40. Say in other words: a person who serves you in a restaurant.
41. Say in other words: Everything that makes you feel comfortable in a hotel (swimming-pools, tennis courts, laundry service, baby-sitting...)
42. Say in other words: a place at the seaside where people like to lie in the sun.
43. Say in other words: a room in a hotel for one person.
44. Say in other words: the most comfortable and expensive room in a hotel.
45. Say in other words: «A meal in a restaurant where each dish has a separate price».
46. Translate into English: «Шеф-повар работает на кухне, он не имеет дело с гостями».
47. Translate into English: «Почему он не любит этот ресторан, интересно? У них хорошая кухня».
48. Translate into English: «К сожалению, это зависит от погоды».
49. Translate into English: «Простите, но мы не подаём ланч до 11 часов».
50. Translate into English: «Если человек хочет отдохнуть, он предпочитает отель недалеко от пляжа с казино и ресторанами».
51. Translate into English: «У вас есть какие-нибудь пожелания? – Да, я бы хотела комнату с видом на море, кондиционером и спутниковым телевидением».
52. Translate into English: «Извините, но я не говорю по-французски. Я попрошу администратора помочь».
53. Translate into English: «Он решил все проблемы, и мы поняли друг друга и обменялись визитными карточками».
54. Translate into English: «У вас есть паспорт или какое-нибудь удостоверение личности? – Только водительские права».
55. Translate into English: «Я не собираюсь извиняться».
56. Translate into English: «Они собираются работать каждый день кроме понедельника без перерыва».
57. Translate into English: «У меня уходит 10 минут, чтобы добраться на

работу на метро».

58. Translate into English: «На следующей неделе у нас будет годовщина свадьбы. Мы собираемся провести её в ресторане с великолепной живой музыкой».

59. Translate into English: «Он проводил меня в мою комнату и предложил помочь мне с багажом».

60. Translate into English: «У меня было приятное впечатление об этом отеле».

Задание на установление соответствия.

61. Match the words with their definitions.

1) to clean using a vacuum cleaner	a) to rinse
2) to clean using a broom	b) to tidy up
3) to pour water over something (to get rid of soap, dirt, etc.)	c) to sanitize
4) to clean using a special anti-bacterial cleaner	d) to sweep
5) to arrange everything in its proper place	e) to vacuum

62. Match the words with their definitions.

1) to clean the floor using soap and water	a) to finish
2) to complete your work	b) to hang
3) to put a towel on a hook or a hanger	c) to scrub
4) to rub something hard in order to remove dirt	d) to mop

63. Match the hotel guest's questions to the answers.

1) The carpet is dirty.	a) I will change your sheets.
2) The trash can is full.	b) I will mop the floor.
3) The bed linen has not been changed for two days.	c) I will vacuum the carpet.
4) The floor has dirty stains on it.	d) I will empty the trash.

64. Match the hotel guest's questions to the answers.

1) I'm a little busy right now.	a) I will bring it to you tomorrow.
2) There is no more coffee.	b) I will get you some fresh ones right away.
3) Can we get some new towels?	c) I will bring you some more coffee.
4) When will my laundry be ready?	d) I will come back later

65. Match parts of the conversations between the customer and the waiter.

1) Do we have to wait to be seated?	a) I'm sorry. I'll get the chef to warm it up for you.
2) What do you recommend?	b) Please follow me. I'll show you to your table.
3) This soup is cold.	c) Yes, the hostess will seat you.
4) We reserved a table under the name	d) Our specialty is grilled trout.

(of) Brown.	
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66. Match parts of the conversations between the customer and the waiter.

1) Can I get a salad with that?	a) It's down the hall to the right.
2) Where's your restroom? (=toilet)	b) I'm sorry, I'll get the chef to make you another one.
3) This steak is well done. I ordered it rare.	c) Yes, I'll be right back with that.
4) Can I get a refill?	d) Yes, all of our entrees come with a choice of soup or salad.

67. Match parts of the conversations between the customer and the waiter.

1) Our compliments to the chef.	a) I'm sorry. That table is reserved.
2) Can we sit at that table by the window?	b) That's the "Pasta Primavera."
3) (Pointing to another table) What are they having?	c) Thank you. I'll let him/her know you enjoyed your meal.
4) Can I get a new fork? Mine fell on the floor...	d) Certainly. I'll be right back.

68. Match parts of the conversations between the customer and the waiter.

1) I'm allergic to seafood.	a) Yes. I'll pack it up for you.
2) This isn't what I ordered!	b) In that case I recommend the chicken.
3) This card might be maxed out. Let me know if there's a problem.	c) I'm sorry there must have been a mix-up.
4) Can we get a box for this?	d) OK. If your credit card doesn't go through I'll let you know.

68. Match parts of the conversations between the customer and the waiter.

1) You spilled soup on my lap!	a) It's spicy, but we can make a mild version for you if you like.
2) How big are the portions?	b) It's coming right out. Sorry for the delay.
3) Is this dish very spicy? I can only eat mild food.	c) Generally, our portions are very big.
4) Excuse me, we ordered a while ago and our food hasn't arrived yet.	d) I'm so sorry! I'll get a towel.

69. Match parts of the conversations between the customer and the waiter.

1) Here's my card. You accept Visa, right?	a) How would you like your eggs?
2) Three breakfast specials, please.	b) I'm sorry, our machine is broken. You'll have to pay cash. (= we can only accept cash)
3) Is this entree big enough to share?	c) How about that one by the window?
4) Can we get a table that's not next to the kitchen?	d) Yes. It's big enough for two people.

70. Match the words to the sentences they fit in.

1) I have to _____ this knife. It's too dull.	a) proportions
2) _____ these ingredients. (= Mix these ingredients thoroughly).	b) sharpen
3) Are we going to cook the vegetables, or are we going to serve them _____?	c) blend
4) Make sure you measure all the ingredients. The _____ have to be correct.	d) raw

71. Match the words to the sentences they fit in.

1) We're _____ of parsley. Go to the shop and buy some.	a) fries
2) To "_____ " something means to cook it just below the boiling point.	b) special
3) The _____ of the day is vegetarian lasagna.	c) running out
4) He ordered _____, not baked potatoes.	d) simmer

72. Match the words to the sentences they fit in.

1) When I cook, I often _____ what I'm preparing to make sure it tastes the way it should.	a) refrigerate
2) Please _____ the juice. Otherwise it'll go bad.	b) rinse
3) Don't just _____ the plate. Wash it thoroughly!	c) taste
4) We're going to make the cake in the _____.	d) baking pan

73. Match the words to the sentences they fit in.

1) Get the _____. We need to drain the pasta.	a) spices
2) If pasta is cooked " _____ ", it means it is not completely soft.	b) al dente
3) This is a little too bland. We need to add more _____.	c) spatula
4) Get the _____. We need to flip these tomatoes.	d) colander

74. Match the words to the sentences they fit in.

1) Make sure you put in exactly 300ml of flour. Use the _____.	a) cover
2) Take the _____ off the pot.	b) measuring cup
3) Don't forget to put the ice cream in the _____.	c) wooden
4) Don't use the metal spoon to saute the	d) freezer

vegetables; use the _____ one.	
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75. Match the words to the sentences they fit in.

1) To " _____ " something means to cook it using the hot vapor from boiling water.	a) dough
2) All kitchen staff must wear a hat or a _____ while they're working.	b) steam
3) The first step in making a pizza is to make the _____.	c) preheat
4) _____ the oven to 350 degrees before you put the pizza in.	d) hairnet

76. Match the words to the sentences they fit in.

1) Don't forget to _____ the vegetables (= to put a bit of oil on them) before you bake them.	a) oil
2) Don't stop stirring the pot or you'll the _____ sauce.	b) grease
3) The plates were dirty, so we put them in the _____ .	c) burn
4) Add a bit of olive _____ to this dressing.	d) dishwasher

77. Match the verbs to the sentences to complete them.

1) We _____ the paintings in the den last week.	a) hang
2) The workers are _____ the paintings in the den at the moment.	b) hung
3) We'd like to _____ some new paintings in the den.	c) hanging

78. Match the verbs to the sentences to complete them.

1) She _____ the windowsills, when the manager came in.	a) dusted
2) The maid _____ the windowsills at the moment.	b) was dusting
3) The maid has already _____ the windowsills.	c) is dusting

79. Match the verbs to the sentences to complete them.

1) I still _____ the floor in the living room.	a) was sweeping
2) I _____ the floor in the living room yet.	b) have to sweep
3) I _____ the floor in the living room when the guest came in.	c) haven't swept

80. Match the verbs to the sentences to complete them.

1) _____ the plants yet?	a) Did you water
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2) _____ in the morning?	b) Have you watered
3) _____ at the moment?	c) Is the maid watering

Задания на установление правильной последовательности.

81. Put the words in the sentence in the correct order.
my name's / I'm / Ireland / from / Hello / Niamh
82. Put the words in the sentence in the correct order.
Niamh / to / meet / Nice / you / Akoun / I'm
83. Put the words in the sentence in the correct order.
from / are / Where / you / Akoun ?
84. Put the words in the sentence in the correct order.
France / from / I'm
85. Put the words in the sentence in the correct order.
part? / really / which / Oh
86. Put the words in the sentence in the correct order.
part? / really / which / Oh
87. Put the words in the sentence in the correct order.
can / help / I / you / Hello ?
88. Put the words in the sentence in the correct order.
please / you / could / spell / that ?
89. Put the words in the sentence in the correct order.
Here / sign / you / could / please ?
90. Put the words in the sentence in the correct order.
double / room / so / that's / a / balcony / with / and / bath / nights / for / three
91. Put the words in the sentence in the correct order.
good / evening / reservation / we / a / have /
92. Put the words in the sentence in the correct order.
telephone / by / bed / the / there's / a
93. Put the words in the sentence in the correct order.
day / every / sheets / are / the / changed
94. Put the words in the sentence in the correct order.
plenty / coat / hangers / there / are / of
95. Put the words in the sentence in the correct order.
any / plants / there / aren't / the / room
96. Put the words in the sentence in the correct order.
there / any / are / in / the / room / flowers ?
97. Put the words in the sentence in the correct order.
room / a / very / quiet / can / give / we / you / floor / top / the / on
98. Put the words in the sentence in the correct order.
isn't / there / mini-bar / a / there / I'm / afraid / the / in / room
99. Put the words in the sentence in the correct order.
large / room / it's / a / sunny / view / a / sea / of / the

100. Put the words in the sentence in the correct order.
need / you / everything / in / the / room / included / is

Компетентностно-ориентированные задачи

1

Situation. Two foreign tourists Mr. And Mrs. Bouvier arrive at reception. They have a reservation: a double room with bath and balcony for three nights. The receptionist checks the reservations and it turns out that the room is already occupied, so he refuses to check them in.

Assignment:

1. What would you do if you were the receptionist?
2. What actions will you take to get out of the conflict situation?
3. How do you explain to clients that their room is occupied?
4. What violations did you notice in this situation?

2

Situation. A regular guest, a young woman, approaches the chambermaid cleaning the floor with a request to open her room, explaining that in her haste she forgot to take the key at the Reception. At the same time, the maid sees that in the woman's stroller there are two babies - twins, they are bursting with tears. The young mother is trying to calm them down, but is very worried and nervous. The maid has known this family for a long time. They have been living in the hotel for a week and have paid for another week in advance.

Assignment.

1. What should the maid do in this situation?
2. What are the basic requirements for maids to interact with guests?

3

Situation. You work at the hotel "Central" in Kursk. You receive an email from your guest with questions about conference facilities in your hotel

Assignment. Write an email to your client answering their questions and offering your help with any further information.

4

Situation. A client staying at the Plaza Hotel had to leave it two days before the date specified in the questionnaire. He had paid for the accommodation for 7 days, and had also ordered laundry and ironing services, the cost of which was included in the final payment.

Assignment.

- 1) Are the actions of the staff legal?
- 2) What actions should be taken in this case by the maid, the Head Maid, the porter, the driver, the laundry and ironing staff?

5

Situation. You are the owner of a small hotel in Kursk. There are 20 rooms in it. The conception of the hotel supposes that foreigners often stay in it. You have

faced staff shortage recently. You need some new employees: 2 maids, a receptionist, maintenance engineer.

Assignment. Prepare advertisements for posting on the Internet to find employees for your hotel. Describe your requirements in detail and provide the necessary information about wages, work schedule, vacation, etc.