

**МІНІСТЕРСТВО КУЛЬТУРИ УКРАЇНИ**

**ВІДОКРЕМЛЕНИЙ ПІДРОЗДІЛ «МИКОЛАЇВСЬКА ФІЛІЯ  
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**Методичні рекомендації та завдання  
для самостійної роботи студентів 1 курсу спеціальності 242 «Туризм»  
з дисципліни «Англійська мова (за професійним спрямуванням)»**

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## **Unit I**

### **Text 1**

#### **Cities around the world (USA)**

*A series of exercises based on descriptions of some of the most famous American cities. Read it and choose the right word for each blank space.*

#### **Washington, DC**

Washington, D.C. is the capital city of the United States of America. "D.C." is an \_\_\_\_\_ (aberration/abbreviation) for the District of Columbia, the federal district \_\_\_\_\_ who/which) the city of Washington is a part of. The centers of all three \_\_\_\_\_ (branch/branches) of the U.S. federal government are in the District. It \_\_\_\_\_ (services/serves) as the headquarters for the World Bank, the International Monetary Fund, and the Organization of American States, and \_\_\_\_\_ (other/others) national and international \_\_\_\_\_ (instigators/institutions). Washington is the \_\_\_\_\_ (sight/site) of numerous national landmarks, monuments, and museums, and is a popular destination for tourists. The \_\_\_\_\_ (everywhere/world)-famous Smithsonian Institution is located in the District. The Smithsonian today is a \_\_\_\_\_ (collection/collocation) of museums that includes National Museum of American History, Smithsonian American Art Museum, Renwick Gallery, the National Zoo, and many \_\_\_\_\_ (other/others).

#### **New York, NY**

New York City is the most populous city in the United States and one of the world's major global cities. The city's business, financial and trading \_\_\_\_\_ (organizations/organs) play a major \_\_\_\_\_ roll/role) in the economy of the nation and of the world and \_\_\_\_\_ (attribute/contribute) to the largest regional economy in the country. The city is also one of the world's most important cultural centers and

is the \_\_\_\_\_ (home/house) of the United Nations. New York City is the \_\_\_\_\_ (birthplace/birth) of many American cultural movements, \_\_\_\_\_ (inclusive/including) the Harlem Renaissance in literature, abstract expressionism in visual art, and hip-hop in music. The city's cultural vitality has been \_\_\_\_\_ (fooled/fueled) by immigration since its founding by Dutch \_\_\_\_\_ (setters/settlers) in 1625. In 2005, 36.6% of the city's population was foreign-\_\_\_\_\_ (birth/born). New York City is also notable for having the lowest crime rate \_\_\_\_\_ (between/among) major American cities. The "New York City accent" is very distinct and recognizable.

### **Las Vegas, NV**

Las Vegas (often informally \_\_\_\_\_ (called/referred) to as "Vegas") is the most populous city in the state of Nevada, and an \_\_\_\_\_ (internationally/international) known vacation, shopping, entertainment, and \_\_\_\_\_ (betting/gambling) destination. It was \_\_\_\_\_ (made/established) in 1905 and officially became a city in 1911. It is the largest U.S. city \_\_\_\_\_ (founded/found) in the 20th century. The center of gambling in the United States, Las Vegas is \_\_\_\_\_ (marked/marketed) as "The Entertainment Capital of the World", and is commonly known as Sin City or Vice City, due to the popularity of legalized gambling, availability of \_\_\_\_\_ (alcoholic/alcohol) beverages at any time (as is true throughout Nevada), and \_\_\_\_\_ (varying/various) forms and \_\_\_\_\_ (decrees/degrees) of adult entertainment. The city's \_\_\_\_\_ (glamour/glamorous) image has made it a popular setting for films and television programs.

### **Los Angeles, CA**

Los Angeles, often called L.A., is the largest city in the state of California and the second-largest in the United States. The Los Angeles area is one of the world's centers of culture, science, technology, international \_\_\_\_\_ (trade/trading), and \_\_\_\_\_ (high/higher) education, and is home to world-renowned institutions in a \_\_\_\_\_ (big/broad) range of professional and cultural \_\_\_\_\_ (field/fields). The city and its \_\_\_\_\_ (around/surrounding) vicinity \_\_\_\_\_ (lead/leads) the world in producing popular entertainment - such as \_\_\_\_\_ (motion/moving) pictures, television, and recorded music - which forms the base of Los Angeles's international fame and global \_\_\_\_\_ (state/status). Los Angeles, like most of Southern California, has an almost \_\_\_\_\_ (idealistic/ideal) climate. The \_\_\_\_\_ (downturn/downside) of the city is that it is huge and sprawling.

### **Text 6**

#### **Ottawa, ON, Canada**

Ottawa is the \_\_\_\_\_ (capitol/capital) of Canada, \_\_\_\_\_ (although/altogether) it is not the country's largest city. It is located \_\_\_\_\_ (on/in) the Ottawa River, and is the country's fourth largest metropolitan area. It is the \_\_\_\_\_ (seat/site) of the Canadian federal government, including the Canadian Parliament, which is located on Parliament Hill downtown. Ottawa's economy is \_\_\_\_\_ (dominated/seated) by the Canadian federal government and the hi-\_\_\_\_\_ (technological/technology) industry. The city's \_\_\_\_\_ (skyline/sky)

doesn't have a lot of very tall buildings, due to a skyscraper height- \_\_\_\_\_ (restriction/resolution). Ottawa is located \_\_\_\_\_ (across/along) the river from the province of Quebec. The region is one of the most \_\_\_\_\_ (bilingual/two-tongued) in Canada, and many of its residents speak both of Canada's official languages: English and French.

### **Vancouver, BC**

The city of Vancouver has a population of about 580,000 and the population of its metropolitan area \_\_\_\_\_ (exceeds/accesses) 2 million. Vancouver is famous for its beautiful nature, which \_\_\_\_\_ (surrounds/around) the city. Tourism is a very important industry. Many movies are \_\_\_\_\_ (shot/done) (= filmed) in the area, making it the third largest film \_\_\_\_\_ (product/production) center in North America \_\_\_\_\_ (with/after) Los Angeles and New York City. Vancouver is a cosmopolitan place. Its residents are \_\_\_\_\_ (ethnic/ethnically) diverse, with over \_\_\_\_\_ (half/medium) having a first language other than English. The city also boasts one of the \_\_\_\_\_ (mildest/softest) climates in Canada. The only drawback to the climate is that it \_\_\_\_\_ (rains/rain) for much of the year. Vancouver was the \_\_\_\_\_ (host/guest) city for the 2010 Olympic Winter Games.

### **Quebec City, Quebec, Canada**

Quebec City is the capital of the Canadian province of Quebec, and \_\_\_\_\_ (its/it's) second largest city. It is one of North America's oldest cities, having been \_\_\_\_\_ (found/founded) in 1608 by French (explorer/searcher) Samuel de Champlain. The majority of Quebec City's \_\_\_\_\_ (residence/residents) are native-French \_\_\_\_\_ (talkers/speakers). The historic central part of the city was \_\_\_\_\_ (declared/become) a World Heritage Site by UNESCO in 1985. The city hosts two \_\_\_\_\_ (popularity/popular) festivals - the Summer Festival and the Winter Carnival. Both \_\_\_\_\_ (draw/take) many tourists both from the region and (out/beyond). The city's most famous \_\_\_\_\_ (landfill/landmark) is the Château Frontenac hotel, which dominates the city's skyline.

### **Montreal, Quebec, Canada**

Montreal is the second-largest city in Canada and the largest city in the province of Quebec. Although many people in Montreal speak \_\_\_\_\_ (and/both) French and English, the \_\_\_\_\_ (most/majority) of people speak French \_\_\_\_\_ (in/at) home. In \_\_\_\_\_ (truth/fact), Montreal is considered the second largest French-\_\_\_\_\_ (talking/speaking) city in the world, after Paris. The city is truly a \_\_\_\_\_ (vibrant/vibrating) place, with a lot of great cultural \_\_\_\_\_ (attractions/traits) such as museums and galleries, many great restaurants, and tons of \_\_\_\_\_ (nightlife/might) options. Its architecture is \_\_\_\_\_ (among/with) some of the most interesting in all of Canada. It is a fairly large city, but the metro (= subway) makes it fairly easy to get \_\_\_\_\_ (out/around).

### **Toronto, Ontario, Canada**

Toronto is the capital of the Canadian province of Ontario, and the most \_\_\_\_\_ (populous/populist) city in the country. It is also the economic capital of Canada, and one \_\_\_\_\_ (in/of) the world's \_\_\_\_\_ (topped/top) financial centers. Toronto has always \_\_\_\_\_ (attracted/attained) immigrants due to its high standard of living and \_\_\_\_\_ (relative/relatively) low crime rate. This is why the city has one of the highest percentages of foreign- \_\_\_\_\_ (birth/born) residents in the world. Almost half of Torontonians were born \_\_\_\_\_ (abroad/afloat). Toronto is a \_\_\_\_\_ (busting/bustling), cosmopolitan metropolis with a \_\_\_\_\_ (wealth/fortune) of cultural attractions, including great restaurants, world- \_\_\_\_\_ (class/level) museums, theaters, and much more.

## Text 2

### Cities around the world (UK)

#### London

London, with 8 million people, is by \_\_\_\_\_ (far/long) the biggest city in the United Kingdom, and is one of the most \_\_\_\_\_ (famous/fame) cities in the world. With close to 300 languages spoken within its boundaries, it \_\_\_\_\_ (truth/truly) is an international city. London is one of the \_\_\_\_\_ (cultural/cultured) capitals of the world. Its collection of museums, galleries, and historic landmarks (including Buckingham Palace, Piccadilly Circus, St Paul's Cathedral, Tower Bridge, Trafalgar Square, and many more) is beyond \_\_\_\_\_ (impressive/impressed). The city \_\_\_\_\_ (boosts/boasts) four World Heritage Sites, including the Tower of London and Westminster Abbey. London is also one of the world's leading \_\_\_\_\_ (financing/financial) centres, and is second \_\_\_\_\_ (just/only) to New York City in this regard. The famous London Underground is one of the most \_\_\_\_\_ (extensive/extended) underground railway networks in the world, second \_\_\_\_\_ (just/only) to the Shanghai metro in \_\_\_\_\_ (term/terms) of total miles.

#### Glasgow

Glasgow is the capital and largest city of Scotland, with the city and its surrounding region being home to about 40% of Scotland's \_\_\_\_\_ (folks/population). Although it was once \_\_\_\_\_ (ruled/rolled) by heavy industry, especially shipbuilding/marine engineering, these days it's the financial sector that \_\_\_\_\_ (thrives/thriving) here, making Glasgow one of the top financial centres in all of Europe. Before the Second World War, Glasgow was the fourth \_\_\_\_\_ (large/largest) city in all of Europe. Due to the decline of heavy industry, geographic

restructuring, the movement of its inhabitants to the \_\_\_\_\_ (suburban/suburbs), as well as other factors, the city saw a long period of \_\_\_\_\_ (up/high) unemployment, urban \_\_\_\_\_ (decay/decade), and population decline. During the past several decades, Glasgow has \_\_\_\_\_ (undergone/underwent) a lot of urban renewal, and has become more and more of a \_\_\_\_\_ (desirable/despicable) place to live. These days, both residents and tourists \_\_\_\_\_ (injure/enjoy) what this vibrant metropolis has to offer.

### **Cardiff**

Cardiff is the capital and largest city in Wales, and is Wales' \_\_\_\_\_ (chef/chief) commercial and cultural centre. It is the \_\_\_\_\_ (sit/seat) of the National Assembly for Wales. Cardiff was once an important port for the transport of coal, \_\_\_\_\_ (do/due) to its proximity to Wales' coal-producing (regents/regions). Currently, the local economy is \_\_\_\_\_ (shafting/shifting) towards other sectors - finance, public \_\_\_\_\_ (administer/administration), education and health, among (more/others). Cardiff is known for its green space, with parks covering over 10% of the area of the city. Since the 1990s, many parts of the city have been revitalized. The \_\_\_\_\_ (revitalized/revitalization) of Cardiff Bay is now widely \_\_\_\_\_ (regarded/regretted) as one of the most successful projects of its \_\_\_\_\_ (kin/kind) in the United Kingdom. Despite being located in Wales, only about 10% of Cardiff's inhabitants speak Welsh.

### **Belfast**

Belfast is the capital and largest city of Northern Ireland. It is, after Dublin, the \_\_\_\_\_ (two/second) largest city on the island of Ireland. Historically, the city has \_\_\_\_\_ (experimented/experienced) a lot of \_\_\_\_\_ (political/politics) violence, although these days things are fairly \_\_\_\_\_ (calm/cold) in that respect. That said, much of the city is still \_\_\_\_\_ (segregated/synchronized) along religious or political \_\_\_\_\_ (lanes/lines). Belfast has always been (and in some ways still is) an important industrial centre, especially for the linen, tobacco, and \_\_\_\_\_ (shipmaking/shipbuilding) industries. In fact, the city was \_\_\_\_\_ (nicknamed/nicked) "Linenopolis" in the 19th century because of all the linen that was produced there. The city does get quite a \_\_\_\_\_ (few/many) visitors, and \_\_\_\_\_ (boosts/boasts) some interesting landmarks, including the beautiful neoclassical \_\_\_\_\_ (city/civil) hall, Belfast Castle, and the Grand Opera House.

### **Edinburgh**

Edinburgh is the second largest city in Scotland. Its \_\_\_\_\_ (prominent/permanent) university, the University of Edinburgh, helped \_\_\_\_\_ (do/make) it one of the historical centres of the Enlightenment, and earned it the \_\_\_\_\_ (virtue/nickname) "Athens of the North". Edinburgh is an \_\_\_\_\_ (attracted/attractive) city, with much of \_\_\_\_\_ (it's/its) centre (both the Old Town and New Town) on the UNESCO World Heritage Site list. Impressive architecture abounds, and over 4,500 buildings in the city are officially \_\_\_\_\_ (consistent/considered) to be of historic \_\_\_\_\_ (important/importance). The city's festivals (the most prominent of which is the Edinburgh Fringe festival), are

\_\_\_\_\_ (held/taken) in August and draw a large number of tourists. The above-  
\_\_\_\_\_ (noted/mentioned) attractions help make Edinburgh the second most  
\_\_\_\_\_ (visited/visited) city in the United Kingdom after London.

## **Unit II.**

### **Text 1**

#### **Hotels**

##### **AAA Diamond Ratings**

AAA rates hotels in the United States, Canada, Mexico and the Caribbean. Hotels do not pay to be included in the ratings, but can apply for a rating. To become AAA Approved, the hotel must first meet 27 basic requirements, covering comfort, cleanliness and safety.

If the hotel is approved, AAA sends out anonymous raters to evaluate the hotel and assign a diamond rating from one to five. At present count, about 32,000 hotels are AAA Diamond rated.

Hotels that are approved but not rated by AAA appear with an FYI symbol instead of a Diamond rating. This may not be bad news; the hotel may be too new to be rated yet, or may be undergoing a major renovation. However, it could possibly mean the hotel did not reach the criteria for a AAA Diamond rating.

In general, the AAA Diamond ratings system evaluates the service, amenities and décor of each hotel. Here's an overview of what you can (generally) expect from each Diamond rating level, with example hotels pulled from around the Walt Disney World area:

##### **AAA One Diamond**

No-frills accommodations for the budget traveler:

Basic building and landscaping

Guest rooms with functional furniture, a wall-mounted TV, a clothes rack, a couple of bars of soap and a pack of tissues



Telephone, vending and ice machines

Examples: Motel 6 Orlando-Kissimmee Main Gate East (from \$33)

### **AAA Two Diamond**

Still low-priced and low-frills, but with some added design and amenities:

Good curb appeal, landscaping and lighting in the parking lot; covered drive-up entry

Coordinated décor and furnishings with seating in the registration area

Sundries at the front desk

Food court, restaurant or at least continental breakfast

Guest rooms with inexpensive furniture, a TV in view (with remote), a partially enclosed clothes rack, a vanity area outside of the bathroom, a couple of bars of soap and a box of tissues

Elevator, coin-op laundry, telephone, vending, ice machines

Examples: Disney's Pop Century Resort (from \$82); Best Western Lakeside (from \$55)

### **AAA Three Diamond**

More attention has been paid to style and décor, and amenities and services have been added:

Better curb appeal, landscaping and lighting in the parking lot; porte-cochere entry

Carpet, wood or tile floors with accent rugs; more seating in the registration area; luggage carts

Small gift shop

Swimming pool, hot tub and an exercise room

Full service restaurant or food court (or an expanded continental breakfast) and a lounge

Larger guest rooms with coordinated furniture and décor, better bed linens, blackout drapes or shades, closet with hangers, TV on a credenza with remote and movie channels, coffee maker, two-line phone, video games, wall-mounted hair dryer, shampoo.

Internet access, elevator, valet laundry, telephone, vending, ice machines

Examples: Nickelodeon Family Suites (from \$136); Holiday Inn Express Lake Buena Vista (from \$89); Disney's Animal Kingdom Lodge (from \$215)

### **AAA Four Diamond**

More attention has been paid to style and décor, and amenities and services have been added:

Excellent curb appeal, landscaping and lighting in the parking lot; impressive architectural features; added security

Upscale décor and furniture; excellent quality flooring (marble, wood, granite, etc.); plenty of seating in a larger registration area; bell desk; better luggage carts

Upscale gift shop

Swimming pool with food served poolside, hot tub, steam room, exercise room with state-of-the-art equipment and lockers

At least one upscale, full service restaurant and a lounge

Larger guest rooms with upscale or designer furniture and décor, excellent bed linens;

comforters with duvet covers; closet with wood hangers; luggage racks; oversized desk; TV in a closed armoire; mini bar; iron and ironing board; marble or highergrade tile bathrooms; upgraded shower heads; plush towels; free-standing hair dryer; makeup mirror; five-piece amenity set (shampoo, body lotion, etc.)

High-speed Internet access, service elevators for staff, valet laundry

Example: Disney's Grand Floridian Resort & Spa (from \$375); Gaylord Palms Resort (from \$150); Hyatt Regency Grand Cypress (from \$200)

### **AAA Five Diamond**

A much higher level of service is required for Five Diamond status, and the facilities must be quite luxurious; fewer than 100 hotels are on the list.

Stunning curb appeal and architectural features; extensive landscaping; valet parking

Antiques and paintings; live floral arrangements; highest quality flooring (polished marble, stone, distinctive tile); concierge area

Upscale shops

Swimming pool with attendants; full-service spa; exercise room with customized fitness programs

Multiple upscale full service restaurants and a lounge

Elegantly appointed guest rooms with high-quality furniture; outstanding linens and comforters; triple sheeting; multiple pillow choices; lit closets with at least ten hangers; umbrella; robe and slippers; CD player with at least one CD; fax machine; separate shower; toilet in its own room; seven-piece amenity set

Example: There are none in Orlando. The closest is The Ritz-Carlton, Sarasota (from \$200).

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

### **II. Match each word on the left with the correct definition on the right:**

1. motel	a) the amount of money that you have to pay in order to buy something.
2. resort	b) someone who is paying to stay at a hotel or eat in a restaurant
3. guest	c) a building where you pay to stay in a room and have meals
4. criteria	d) a place that many people go to for a holiday
5. casino	e) a prize or other reward that is given to someone who has achieved something
6. price	f) a hotel for people who are travelling by car
7. manager	g) a set of rooms at a hotel
8. award	h) a place where people risk money in the hope of winning

	more by playing card games, roulette, or slot machines
9. suite	i) someone whose job is to organize and control the work of a business or organization or a part of it
10. hotel	j) standards that are used for judging something or making a decision about something

### III. Match the hotels with their definitions:

Resort hotels	a) appeal to business people that prefer a separate work space or families that want one room, yet also want some room separation from children. They often feature multiple rooms, and may have a pullout bed in addition to the main sleeping area.
Airport hotels	b) are unique because they provide preferential service to gamblers. These hotels are often luxurious and offer full service restaurants, indoor shopping, pools and fitness facilities. These hotels offer plenty of night life including shows, dance clubs and comedians. Sometimes they are located in resort areas.
Casino hotels	c) provide limited amenities at reasonable rates. Hotels offer basic room accommodations, and many do not have full service on-site restaurants.
Economy hotels	d) are frequented by the customer on vacation. They may feature amenities that will permit their clientele to relax and have fun. Popular amenities may include: spas, spas, pools, beach or mountain locations, on-site kids' activities, restaurants, pool bars and babysitting services.
Conference centers and commercial hotels	e) are designed to have clean rooms and are booked because of their close proximity to the airport. Often, they offer shuttles to and from the airport.
Suite hotels	f) are designed for business clientele. These hotels feature multipurpose rooms that can accommodate seminars and business programs. T

## **Text 2**

### **Hotel jobs**

#### **I. Read and translate the text:**

Bartender, restaurant worker, lifeguard, hotel concierge, sports instructor, housekeeping, tour bus driver and even snowmaking supervisor are some of the jobs available at resorts and hotels around the country.

Bartenders and restaurant workers tend to guests staying at the resort or hotel by taking and delivering orders, receiving and processing payment, and keeping their work areas neat and clean. Hotel and front desk concierges perform administrative duties such as answering the phones, booking reservations, filing paperwork, helping guests check in and out of the facility, and fulfilling special requests.

Are you a mover and a shaker? If you hate staying in a stuffy office all day, consider one of the more active positions in this industry. Apply to be a lifeguard and splash around the pool while making sure all swimmers are safe and looked after. Lifeguards usually rotate posts during shifts and enforce water safety rules to prevent injuries. They are also responsible for checking the pH level of the water, cleaning filters and performing first aid when necessary.

Another job where you never stop moving is tour bus guide. Many resorts and hotels, especially in vacation destinations, offer the services of a tour bus to take guests around town to see the sights and showcase what the city has to offer. You'll explain safety procedures to passengers while on the bus and point out hotspots like restaurants and shopping, so you'll need to know your way around. Sports instructors are also

always on the go, leading classes by combining lectures and demonstrations to help guests perfect their game.

Working conditions for resort and hotel employees differ depending on their jobs—for example, front desk employees and housekeepers usually stay inside in well-lit, clean and climate-controlled areas while sports instructors and lifeguards should be comfortable working in the great outdoors. Similarly, employees of a ski resort work in a very different environment than employees of a beachfront hotel.

Workers are often required to be on their feet all day and should be prepared for any type of weather. Work hours vary depending on the job, but the front desk usually operates 24 hours a day, so a flexible schedule is important. Holidays and weekends are a very busy time for hotels and resorts, so don't make any Spring Break plans just yet. Risks include sun or wind burn, slips and falls in greasy kitchens, and overexposure to heat or cold can result in heat stroke or frostbite.

Requirements are dependent upon the specific position, but certain restrictions apply to some of these jobs. Bartenders or restaurant workers who serve alcohol must be at least 21 years of age in many states, and understand the policies and procedures according to the law. Lifeguards usually have to be at least 15 years old, and they must be trained in first aid and CPR. Employers prefer to hire sports instructors with at least a bachelor's degree and sufficient experience in their athletic field. Tour bus drivers must have a clean driving record and be familiar with the area in which they will be giving tours. Concierge employees should be able to work a multi-lined phone system to transfer calls or put callers on hold, and have great customer service skills.

Most resorts and hotels require all of their employees to undergo a criminal background check and a drug test, so stay on your best behavior.

All employees must have great communication skills because interaction with guests occurs every day. Sometimes tourists can be a tad bit demanding if, for instance, their mini-bar isn't fully stocked or housekeeping failed to leave a chocolate with their turndown service. When these little fires arise, keep your calm and always remain pleasant, even if what you want to do would get you fired.

Experience and proper training in this field can lead to promotions to management positions such as hotel manager, entertainment director, restaurant manager or front desk administrator.

Wages vary greatly depending upon the type of work, but many employers offer medical benefits after 90 days of employment. The on-the-job perks are the most fun part of working at a hotel or resort because employees typically receive free or discounted stay, access to all events and entertainments, and free or discounted meals. If you are hired for seasonal employment and do not live in the area, some resorts will cover the costs of your housing and meals, as well as pay you a weekly or monthly stipend. So whether you need to practice your backstroke, your golf swing or your phone demeanor, resort and hotel jobs are a vacation from the ordinary. For more specific information, check out our wage calculator to help you determine pay for this job in your neck of the woods.

## **II. Fill in the gaps:**

1. Bartenders and restaurant workers tend to guests staying at the \_\_\_\_\_ or hotel by taking and delivering orders, receiving and processing \_\_\_\_\_, and keeping their work areas neat and clean.
2. \_\_\_\_\_ usually rotate posts during shifts and enforce water safety \_\_\_\_\_ to prevent injuries.
3. Many resorts and hotels offer the services of a tour bus to take guests around town to see the \_\_\_\_\_.
4. Concierge employees should be able to work a multi-lined phone system to \_\_\_\_\_ calls or put callers on \_\_\_\_\_, and have great customer service skills.
5. All employees must have great \_\_\_\_\_ skills because interaction with guests occurs every day.

**III.** This exercise is for hotel concierges, bellhops, reception desk workers, managers, etc. It will help you have better conversations in English. A guest wants some information from you. Choose the most natural sounding response:

1. I'd like to file a complaint with the manager.
  - a) There's a conference in the hotel this weekend.
  - b) He's not around right now, but I'll have him call you as soon as possible.
  - c) The manager likes to complain, but he's a good person.

2. Hi, I have a reservation. My name is McAlister.

- a) Spelling?
  - b) I don't know how to spell that.
  - c) OK. How do you spell your last name?
3. How do I get to your hotel from the airport?
- a) Our shuttle bus runs until 11:00 PM
  - b) We have a shuttle bus that runs to and from the airport.
  - c) Public transportation is not very convenient here.

4. How far is your hotel from the train station?

- a) We're about 2 kilometers away.
- b) You can come by taxi.
- c) The fact that we're located close to the train station makes us a very convenient choice.

5. I think the taxi driver cheated me!

- a) You have to make sure that the taxi driver uses the meter.
- b) The best way to get to the airport is by taxi.
- c) Sometimes you have to wait a long time for a taxi to come.

6. I don't want my sheets changed every day.

- a) There's a card you can put on your door handle to let the cleaning staff know.
- b) Yes, it's part of room service.
- c) The cleaning staff does that every day.

7. Can I stay an extra night?

- a) \$100 per night.
  - b) We don't accept credit cards.
  - c) I'm sorry, but we're all-booked for tonight.
8. Why do I have to leave my passport?
- a) You have leave your passport at the reception desk.
  - b) Give me your passport, please.
  - c) It's hotel policy. All guests have to leave their passports at the reception desk for the duration of their stay.
9. Do you accept Mastercard?
- a) You can pay with your bank card as well.
  - b) Yes, we accept all major credit cards.
  - c) You can pay with a credit card.
10. I reserved a room for Friday. I'd like to change that to Saturday.
- a) OK, you will be leaving on Saturday?
  - b) I see that you've already made a reservation.
  - c) OK, let me check your reservation.

**IV. Find English equivalents for the following words and word combinations:**

- a) виконувати обов'язки
- b) рятувальник
- c) наймати на роботу інструкторів
- d) достатній досвід
- e) піддавати щось перевірці
- f) взаємодія
- g) заробітна платня
- h) місцевість

**Text 3**  
**Check-in**

**I.** Most people look for budget or cheap hotels when they go on vacation, but no matter whether you stay in a cheap hotel or a luxurious one, you can encounter problems when making hotel reservations. Write a list all of the possible problems that could occur with hotel reservations (e.g., the receptionist who took your reservation misunderstood the date you were scheduled to arrive). Talk with a partner and discuss these.

*Guest:* Hi. I have a reservation for tonight.

*Hotel Clerk:* And your name?

*Guest:* It's Nelson. Charles Nelson. *Hotel Clerk:* Okay. Mr. Nelson. That's a room for five, and . . .

*Guest:* Excuse me? You mean a room for five dollars? I didn't know the special was so good.

*Hotel Clerk:* No, no, no. According to our records, a room for five guests was booked under your name.

*Guest:* No. No. Hold on. There must be some mistake.

*Hotel Clerk:* Okay. Let's check this again. Okay, Mr. Charles C. Nelson for tonight . .

*Guest:* Ah. There's the problem. My name is Charles Nelson, not Charles C. Nelson. [Uhh] You must have two guests under the name.

*Hotel Clerk:* Okay. Let me check this again. Oh. Okay. Here we are.

*Guest:* Yeah.

*Hotel Clerk:* Charles Nelson. A room for one for the 19th . . .

*Guest:* Wait, wait! It was for tonight. Not tomorrow night.

*Hotel Clerk:* Hum. Hum. I don't think we have any rooms for tonight. There's a convention going on in town, and uh, let's see. Yeah, no rooms.

*Guest:* Ah come on! You must have something. Anything.

*Hotel Clerk:* Well. We do have some rooms under renovation with just a roll-a-way bed. [U-hh] None of the normal amenities like a TV or working shower or toilet.

*Guest:* Ah man. Come on. There must be something else.

*Hotel Clerk:* Well. Let, let me check my computer here. Ah!

*Guest:* What?

*Hotel Clerk:* There has been a cancellation for this evening. A honeymoon suite is now available.

*Guest:* Great. I'll take it.

*Hotel Clerk:* But I'll have to charge you two hundred fifty dollars for the night.

*Guest:* Ah. Man. I should get a discount for the inconvenience.

*Hotel Clerk:* Well. The best I can give you is a ten percent discount plus a ticket for a free continental breakfast.

*Guest:* Hey. Isn't the breakfast free anyway?

*Hotel Clerk:* Well, only on weekends.

*Guest:* I want to talk to the manager.

*Hotel Clerk:* Wait, wait, wait Mr. Nelson. I think I can give you an additional 15 percent discount and I'll throw in a free room for the next time you visit us.

*Guest:* That I'll be a long time.

## **II. Choose the best variant:**

1. What is the first problem with the man's reservation?

- a) The hotel confused him with another guest.
- b) Rooms are overbooked for that evening.
- c) There are no more rooms available for five people.
- d) The price for the room is more than he expected.

2. For what day did Mr. Nelson make a hotel reservation?

- a) the eighteenth
- b) the nineteenth
- c) the twentieth
- d) the twenty-first

3. What is taking place in the city that makes getting another room almost impossible?

- a) a marathon
- b) an outdoor music festival



- c) a conference
- d) building renovation
- 4. How much is the initial discount on the honeymoon suite after Mr. Nelson complains about the hotel service?
  - a) \$10
  - b) \$15
  - c) \$20
  - d) \$25
- 5. How does Mr. Nelson respond when the hotel clerk offers to provide him with a free room on his next visit?
  - a) He thinks it will take a long time for him to receive the free coupon for the room.
  - b) He feels he should first receive an apology from the manager for what has happened.
  - c) He suggests that the hotel should give guests an additional 15% discount in cases like his.
  - d) He implies that he might not visit again because of the problems he has had.

### **III. Fill in the gaps with the following words:**

*available, convention, renovated, book, amenities*

1. You ought to \_\_\_\_\_ a hotel room way in advance.
2. Some of the hotel rooms were \_\_\_\_\_ last month, and they look brand new.
3. I'm attending a business \_\_\_\_\_ in the city, so I need a hotel room.
4. The hotel offers a number of nice \_\_\_\_\_ including a refrigerator and microwave in each room.
5. Are there any rooms \_\_\_\_\_ for tomorrow night?

**IV.** Summarize the problems that the guest encountered on his visit to the hotel in the conversation. Was each problem resolved to his satisfaction? What would you have done if you had been in his shoes? Discuss your feelings.

**V.** Imagine that you want to make hotel reservations for your dream vacation in another country, but you are looking for very cozy, traditional accommodations instead of a big-chain hotel. Select a city and then find two places that you are within your budget, but also will give you a taste of the local culture. Compare the prices and amenities of each place.

## **Text 4**

### **Hotel reservations**

#### **I. Read and translate the dialogue.**

**a) Receptionist:** Good afternoon! What can I do for you?

**Mr Brown:** Good afternoon! I sent you a telegram: "Please reserve two single rooms for the 27<sup>th</sup>?"

**Receptionist:** two single rooms for the 27<sup>th</sup>... In whose name?

**Mr Brown:** Brown and Jones.22

*Receptionist:* Oh, you're quite right. Here's your telegram. We put it in the pigeon hole, where the room keys are kept. Are you tourists from England?

*Mr Brown:* Yes, we're both from Liverpool.

*Receptionist:* There! We've reserved rooms 24 and 25 for you. (Opening the hotelregister) Will you please sign the register stating your name, address and nationality?

*Mr Brown:* May we use a ball-point pen?

*Receptionist:* Of course.

(They do as requested)

**b) Desk clerk:** Good evening, sir, may I help you?

*Rensky:* Good evening. My name is Rensky, Alexander Rensky. I believe you have a room reserved for me.

*Clerk:* Just a moment, sir. Let's see. When did you make the reservation?

*Rensky:* On the 15.

*Clerk:* Oh, yes. Here is the entry. Single room with a bath, number 503 on the fifth floor. Will you fill out this card, please?

*Rensky:* Well, now... name in full, place of permanent residence, passport number. Here you are. Is it OK?

*Clerk:* Absolutely, sir, thank you! How are you going to pay, sir, cash or credit card?

*Rensky:* Credit card.

*Clerk:* May I have it?

*Rensky:* Here it is.

*Clerk:* How long do you intend to stay, Mr Rensky?

*Rensky:* I'm not sure. It all depends. I'm probably going to leave on Wednesday.

*Clerk:* Would you tell us as soon as you know?

*Rensky:* Yes, certainly. I'll let you know in advance.

*Clerk:* Here is the key, sir. The bellman will show you up to your room, sir. Just follow him.

*Rensky:* Thanks.

**c) Receptionist:** Good evening. Can I help you?

*Guest:* Good evening. My name is Panova. I believe you have a room reserved for me.

*Receptionist:* Just a moment. Did you send a telegram or a letter?

*Guest:* I made a trunk call a week ago.

*Receptionist:* A telephone call, you say? A week ago?

*Guest:* Yes, I spoke to the manager of your hotel. He said I shouldn't worry, a room would be reserved for me.

*Receptionist:* Ah! Here is his note. Yes, your room is 1204. Will you fill in this form, please?

*Guest:* You say the number of the room is 1204?

*Receptionist:* Yes.

*Guest:* On what floor is it?

*Receptionist:* On the 12<sup>th</sup>. It has a wonderful view of the city. The room faces the

central square.

*Guest:* Wouldn't it be too noisy there? I don't sleep very well. I want a quiet room away from the noise of traffic.

*Receptionist:* You needn't worry. It's so high up. The room is really very quiet, the air is pure and the panorama of the city is magnificent. I'm sure you'll like it.

*Guest:* How much do you charge for the room?

*Receptionist:* Three hundred roubles per day.

*Guest:* All right. I'll take it.

*Receptionist:* How long will you be staying for?

*Guest:* I don't know. It all depends. But I'm probably going to leave on Thursday.

*Receptionist:* On Thursday. I see. Would you tell us as soon as you know?

*Guest:* Yes, of course. I've come to Moscow on business. There's a conference of ornithologists here.

*Receptionist:* Would you mind signing the hotel register, please?

*Guest:* Where am I to put the number of my passport?

*Receptionist:* Just at the bottom. That's right. Thank you. Here is your guest's card. You'll get the key to your room from the receptionist on the 12<sup>th</sup> floor.

*Guest:* Thank you.

**d)** Mr and Mrs Taylor and their two sons and a daughter have arrived in New York for a few days. The Taylors have never been there before and they decided to visit New York to see the life of this big city, its parks, beautiful houses, cinemas and other places. Now they are at the reception desk at the Hilton Hotel.

*Receptionist:* Good evening, sir.

*Taylor:* Good evening. My name is Taylor.

*Receptionist:* Oh, yes, sir. I've got your letter here. We have three rooms for you. Two double rooms and a single room with baths. You are staying with us for a week, Mr Taylor, aren't you?

*Taylor:* Yes, we'll be here till Thursday afternoon.

*Receptionist:* Please, fill in the forms.

*Taylor:* Sure. Which floor are the rooms on?

*Receptionist:* The second floor. I hope you'll like them. They are very quiet. You've got telephones and television – sets in the rooms. Here are the keys to your rooms. You can see the lift on your left. The porter will take your luggage upstairs.

*Taylor:* Thank you.

**e)** *Receptionist:* Good afternoon, sir. What can I do for you?

*Visitor:* We are businessmen from Russia. Reservations have been made to accommodate 16 people.

*Receptionist:* Oh, yes, sir. 8 double rooms, for a fortnight.

*Visitor:* Sorry, but we now need 7 double rooms and 2 single rooms.

*Receptionist:* I'm sorry, sir. But we are having a big international conference here this week, and we are completely booked out. You should really have mentioned the change when you confirmed your reservation.

*Visitor:* Yes, I suppose I should have, but do you think you could do something now?

We need the single rooms for our top executives.

*Receptionist:* Top executives. Are they going to stay for a fortnight?

*Visitor:* No, about a week.

*Receptionist:* Then, you can have two single rooms on the first floor.

*Visitor:* Thank you, you've been very helpful. How much are the rooms?

*Receptionist:* Single rooms are \$... and doubles \$... a day. Have you filled in your arrival card? Good. Then, sign here, please. Here's your key. When you go out, please leave the key at the reception desk.

*Visitor:* Sure, what if we want to extend our stay?

*Receptionist:* You'll have to contact the chief receptionist at least 24 hours before the original date of your departure.

*Visitor:* Thank you.

**f)** *Receptionist:* Will you fill in this form, please?

*Visitor:* Surname, Christian name... Well, I'm not quite clear about what to write down for Christian name.

*Receptionist:* It's your first name.

*Visitor:* Should I write down my patronymic?

*Receptionist:* Yes, please, after your first name.

*Visitor:* Nationality, permanent address. Place and date of birth. Signature. That is all right, thank you.

## **II. Translate the following dialogues into English:**

А. Я замовив у вас номер для одного з ванною. Можу я його зайняти?

Б. Прошу вибачення. Ваше прізвище?

А. Барсов, Семен Петрович. Я три дні тому відправив телеграму зі Львова.

Б. Все в порядку. Ми приготували для вас кімнату 315, 3-й поверх з ванною.

А. Телефон в номері є?

Б. У нашому готелі телефони є у всіх номерах. Комутатор готелю К-1-00-00.

А. Добре. Що від мене потрібно для прописки?

Б. Заповніть цей листок прибуття та залиште у нас ваш паспорт та 100 гривень збору.

А. Будь ласка, візьміть. Я все заповнив. Сподіваюся, правильно?

Б. Все абсолютно правильно. Скільки днів ви плануєте у нас пробути?

А. Дня три-чотири.

Б. Прошу вас сплатити за три дні вперед, - друге вікно наліво, - і з квитанцією пройдіть знову до мене. Потім вас проводять в номер.

№2

А: Добрий день. Я думаю, ви залишили номер для мене?

В: Ваше ім'я, сер?

А: Смок. С-м-о-к.

В: Зараз я перевірю. Так, сер, все вірно.

А: Це має бути номер для одного, з ванною, на 3 дні, починаючи з

сьогоднішнього.

В: Так, все вірно. Підпишіть, тут, будь ласка.

А: Будь ласка, дозвольте взяти вашу ручку.

В: Ось, будь ласка, а тепер назвіть вашу постійну адресу та паспортні данні.

Ваш підпис ось тут внизу. Ось ваш ключ та картка проживаючого.

А: Дякую.

## Text 4

### Hotel facilities

Most hotels offer their guests many facilities and amenities for their use and enjoyment. The facilities may include pools, sauna and steam room, a number of restaurants, a health center, tennis courts, putting greens, programs for children, a business center, etc. Throughout the course of the day a guest may ask a hotel employee about any one of them. Questions that guests might have are: does the hotel have a particular facility, where it is located, when are it's hours of operation, how much does it cost, do the facility staff speak English, etc.

Guests may also ask about facilities or places outside the hotel. Such places may be a diving school, an historical site to visit, a hot night club, or a panoramic vista. The list could be endless. The more knowledgeable hotel staff are about the local facilities and points of interest, the better service they will be able to give to the guests.

Below are lists of various facilities or activities that guest may inquire about.

At a Hotel	In the Community
Restaurants	Shopping Malls
Cafés	Scuba diving
Lounges	Snorkeling
Spas	Golf
Saunas	Island Tours
Steam Rooms	Boat Charters
Gift Shops	Elephant Treks
Gym/Fitness	Centers Zoos
Conference Rooms	Museums

Business Centers	Panoramic Vistas
Swimming pools	Aquariums
Squash Courts	Sea Kayaking
Tennis Courts	Open Traditional Markets
Putting/chipping greens	Nature treks
Children's Programs	Grocery Stores

Look at these examples of guests requests about facilities.

Question: Where can we (... see a good a good live band)?

Response: You might want to try (...The Saxophone Restaurant).

Question: I am looking for (... hot night club. Do you know of any)?

Response: Well, one of my favorite places is ( ... The Pink Pony).

Question: Do you know where I can find (... fine jewelry)?

Response: You may enjoy shopping at (...The Diamond Shop).

Question: Could you recommend a (... good Italian restaurant)?

Response: I would highly recommend ( ... Guido's).

Question: Where's a good place (... to see a movie)?

Response: Have you been to (...the cinema at Central Festival)?

Question: What is there to do (... here that is different)?

Response: What about a tour of (...James Bond Island)?

### Dialogues

*Guest:* We're looking for a good restaurant for dinner?

*Staff:* What kind of food are you interested in?

*Guest:* Since we are in Thailand, we want to try Thai food.

*Staff:* The Thai Thai Restaurant is always a good choice.

*Guest:* Thank you very much. We'll try it.

*Guest:* Could you recommend a place to take our kids? They're getting bored at the beach.

*Staff:* There's a movie theater in Phuket Town at Central Festival they might enjoy.

*Guest:* Well maybe. Is there anything else more exciting?

*Staff:* Lots of kids seem to have a great time at the Go-Cart track.

*Guest:* No way. That's way too dangerous.

*Staff:* Have they ever ridden an elephant?

*Guest:* No, but is it safe?

*Staff:* Oh, absolutely. The elephants are well trained and the trainer leads the elephant

along the path. Riders are strapped into the seats with safety belts, just like in a car. And to be truthful, the rides are not that long- 30 minutes or so.

*Guest:* That sounds OK.

*Guest:* I need to check my e-mail. Is there an Internet café near here?

*Staff:* Certainly, sir. The Business Center at the hotel has Internet access.

*Guest:* Can I also surf the Internet there? I need to find some information for a meeting.

*Staff:* Absolutely sir.

*Guest:* Can I also save information to a disk or flash memory?

*Staff:* Of course.

*Guest:* Do you know what it cost?

*Staff:* To be honest sir, I don't really know. But I'm sure it's a nominal fee.

*Guest:* Ok, thank you.

*Staff:* My pleasure, sir.

### **I. Read and translate the dialogue.**

### **II. Write the correct word on the line that will complete the sentence.**

colorful	dancing	go	is
snorkeling	cinema	squash	golf
island	elephant	kid	parasailing
complex	tan	souvenirs	eat
should	best	movie	want

1. I want to go see a \_\_\_\_\_. Where's the nearest \_\_\_\_\_?

2. Where \_\_\_\_\_ a good place to \_\_\_\_\_ Thai food?

3. I'm looking for some \_\_\_\_\_ for my friends back home. Where \_\_\_\_\_ I go?

4. Where is the \_\_\_\_\_ night club in town to go \_\_\_\_\_?

5. I need some exercise. Is there a \_\_\_\_\_ court in the hotel \_\_\_\_\_?

6. I \_\_\_\_\_ some excitement. I want to feel the wind in my hair. Where can I go to do some \_\_\_\_\_.

7. I want to sit on the beach and work on my \_\_\_\_\_. Where should I \_\_\_\_\_?

8. What's the best 18 hole \_\_\_\_\_ course on the \_\_\_\_\_?

9. I want to see some \_\_\_\_\_ fish. Can you arrange a \_\_\_\_\_ excursion?

10. My \_\_\_\_\_ wants to ride an \_\_\_\_\_. Where should I go?

**III. Match the appropriate responses with the questions by putting the correct number of the question on the line.**

1. Where can I get a good work out?	____ Certainly sir, the Business Center can handle all of your needs.
2. We're looking for a Thai restaurant. What would you suggest?	____ You might try Patong beach road. There are a multitude of shops that cater specifically to tourists.
3. Does the hotel have facilities for getting online?	____ Absolutely sir; the Kids Club provides planned activities for children four to twelve.
4. Is it possible to eat by the pool?	____ Yes sir, let me get you a brochure that describes them and their locations.
5. Does the hotel have activities for children?	____ Well, you could always go on a snorkeling tour. They're always fun and require little skill.
6. Where can I do some shopping for souvenirs?	____ The hotel gym is available for your convenience.
7. I'm looking to try an easy water sport. Do you have any suggestions?	____ There is a movie theater at Central Festival in Phuket City.
8. Does the island have any good golf courses?	____ Of course sir. Would you like me to reserve a tee off time for you?
9. My kids want to see a movie? Where should we go?	____ The Thai Thai Restaurant located by the Lost Horizons pool is always an excellent choice.
10. I understand that there are a number of beautiful Buddhist temples on the island. Is that correct?	____ Of course sir, just ask any of the pool staff for a menu.

**IV. Translate the words in brackets and fill in the gaps:**



Recreational facilities include the attractive, large fresh water outside \_\_\_\_\_ (басейн) with a children`s section and an indoor pool (not heated) with jacuzzi and \_\_\_\_\_ (суміжний) fitness room. There are a sauna and massage services at an \_\_\_\_\_ (додаткова плата). The owners are particularly proud of the high standard of these facilities, intended to be among the best in the region.

Free Wireless (Broadband) internet is \_\_\_\_\_ (доступний) around the Lobby, Restaurant, Bar and Pool Bar. A champion- sized tennis court is also within the hotel's grounds. The hotel is well-suited as a centre for walking holidays in spring and autumn. There is a choice of bars, with meals and snacks available. The large \_\_\_\_\_ (головний бар) is open all day. It is typical of a high class British bar and is the focal point for guests to meet. The Ship Inn maintains a large fleet of hire cars and jeeps. Our own taxi service can pick up from or \_\_\_\_\_ (доставляти) to the Airport or other local restaurants & bars at very competitive rates.

Safe deposits, professional laundry service, \_\_\_\_\_ (обмін валют), Whole / Half Day Island Tours are only but a few of many services we provide. The A la carte Restaurant has a good reputation and \_\_\_\_\_ (догоджати) for every taste with local and international specialities. There is an excellent collection of restaurants in the local area (see the Rough Guide) for guests who like to dine.

\_\_\_\_\_ (Розміщення) comprises 49 twin, and double-bedded hotel rooms, 24 Garden rooms, 6 two-bedroom villas and 4 Vista Apartments.

## Text 5 Resort

### I. Read and translate the text:

A resort is a place used for relaxation or recreation, attracting visitors for holidays or vacations. Resorts are places, towns or sometimes commercial establishment operated by a single company.

Towns which are resorts — or where tourism or vacationing is a major part of the local activity — are sometimes called resort towns. If they are by the sea they are called seaside resorts. Inland resorts include ski resorts, mountain resorts and spa towns. Towns such as Sochi in Russia, Sharm el Sheikh in Egypt, Barizo in Spain, Cortina d'Ampezzo in Italy, Druskininkai in Lithuania, Cancun in Mexico, Newport, Rhode Island in America, St. Moritz in Switzerland, Blackpool in England and Malam Jabba in Pakistan are well-known resorts.

In North American English, the term "resort" is now also used for a selfcontained commercial establishment which attempts to provide for most of a vacationer's wants while remaining on the premises, such as food, drink, lodging, sports, entertainment, and shopping. The term may be used to identify a hotel property that provides an array of amenities and typically includes entertainment and recreational activities.

The Walt Disney World Resort is a prominent example of a modern, selfcontained commercial resort. Self-contained resorts are common in the United States, but exist throughout the world. Resorts are especially prevalent in Central America and the Caribbean. Closely related to resorts are convention and large meeting sites.

Generally these occur in cities where special meeting halls, together with ample accommodations as well as varied dining and entertainment are provided.

Seaside resorts are located on a coast. In the United Kingdom, many seaside towns have turned to other entertainment industries, and some of them have a good deal of nightlife. The cinemas and theatres often remain to become host to a number of pubs, bars, restaurants and nightclubs. Most of their entertainment facilities cater to local people and the beaches still remain popular during the summer months. Although international tourism turned people away from British seaside towns, it also brought in foreign travel and as a result, many seaside towns offer foreign language schools, the students of which often return to vacation and sometimes to settle. In Europe and North America, ski resorts are towns and villages in ski areas, with support services for skiing such as hotels and chalets, equipment rental, ski schools and ski lifts to access the slopes.

**II. Find English equivalents for the following words and word combinations:**

- a) приморський курорт
- b) автономний, окремий
- c) приміщення
- d) просторе розміщення
- e) узбережжя
- f) розваги
- g) прокат обладнання

**III.** This exercise is for anyone who works in a hotel, motel, resort, etc. and wants to improve their English in order to server customers better. Fill in each blank with the proper (best) response from the following list:

course	balcony	served	charge	voice
seeing	safe	quoted	pets	coffeemaker

1. Do I have to pay for this? No, our resort provides this free-of-\_\_\_\_\_.
2. That's not the price I was \_\_\_\_\_over the phone.
3. Guests are allowed to keep small \_\_\_\_\_such as dogs and cats in their room.
4. Breakfast is \_\_\_\_\_ from 7:00 AM to 11:00 AM in the hotel restaurant.
5. Each room comes with an electric fireplace and a private\_\_\_\_\_ overlooking the ocean.
6. You can access/check your \_\_\_\_\_ mail by dialing "55" on your telephone.
7. Each suite comes with a \_\_\_\_\_where you can store all your valuables.
8. We organize sight-\_\_\_\_\_ every other day.
9. I'll get the staff to bring up some new filters for the \_\_\_\_\_.
10. Use of the golf \_\_\_\_\_ is included in the price.

#### IV. The task is the same as in exercise 3.

advance	ports	sleeps	top	delivered
overnight	queen	form	vacancies	front

1. There's a 10% tax on \_\_\_\_\_ of ( = in addition to) the basic room rate.
2. Yes, your guests are allowed to stay \_\_\_\_\_ in your room.
3. The "reception desk" is often referred to as the \_\_\_\_\_ desk.
4. This suite \_\_\_\_\_ up to 5 people.
5. If you like, I can have your dry cleaning picked up and \_\_\_\_\_ to you later.
6. I suggest you book our executives suites well in \_\_\_\_\_.
7. We don't have any free rooms = We don't have any \_\_\_\_\_.
8. Please fill out this \_\_\_\_\_.
9. Would you like a room with one king bed or two \_\_\_\_\_ beds?
10. Each suite has multiple data \_\_\_\_\_, so you can go online ( = access the internet) anytime you like.

### Text 6

#### Spa hotels

The term spa is associated with water treatment which is also known as balneotherapy. Spa towns or spa resorts (including hot springs resorts) typically offer various health treatments. The belief in the curative powers of mineral waters goes back to prehistoric times. Such practices have been popular worldwide, but are especially widespread in Europe and Japan. Day spas are also quite popular, and offer various personal care treatments.

The term is derived from the name of the town of Spa, Belgium, whose name is known back to Roman times, when the location was called Aquae Spadanae, sometimes incorrectly connected to the Latin word "spargere" meaning to scatter, sprinkle or moisten.

A spa hotel, also known as a hotel spa or an urban hotel spa, is usually found in big cities and major tourist and business destinations, such as a New York City, Las Vegas, Washington D.C. and Los Angeles.

A spa hotel typically offers luxurious and beautiful spa facilities, drama like personal tea service, signature spa treatments you can't find anywhere else, and a higher level of amenities and customer service. In exchange, you pay a premium. Prices at spa hotels tend to be much higher than the average day spa. And the more luxurious the hotel and the spa, the higher the price.

Spa hotels usually have facilities like steam, sauna, fitness facilities, and a swimming pool. Regular exercise classes are unusual, but some spa hotels have them. You might also be able to hire a personal trainer or yoga teacher for a private class. Spa hotels are open to locals as well as hotel guests. However, locals may not have full access to all the facilities a hotel guest would, like the pool or fitness facilities, or you may have to pay extra for a day pass. Make sure to ask if that's important to you. Sometimes spa hotels have special loyalty program for locals or offer discounts in in off-season.

Spa hotels are different from spa resorts (also known as resort spas), which offer outdoor recreation like golf, tennis, and swimming pools and sometimes even kids clubs.

Both spa hotel and spa resorts are different from destination spas, also known as health spas, where the focus is on a healthy, engaged vacation full of exercise and spa cuisine.

Spa hotels tend to have luxurious room, fine dining restaurants, and a luxurious spa that is all about rest and relaxation. It's a good choice when you're visiting a city, either as a tourist or a business traveler, and want top-notch spa treatments as part of the experience.

To make the most of your time at a spa hotel, arrive at the spa 45 minutes or so in advance. This gives you plenty of time to get changes, shower, enjoy the amenities and atmosphere, and relax, so you're already relaxed when you're treatment starts. Give yourself time to rest after the spa treatment, to receive the full benefit. And if you're on business, book your treatment near the end of the day so you can go to bed right after.

**I. Read and translate the text.**

**II. Fill in each blank with the correct word. If both words can be used, choose the one that sounds more natural in each situation:**

1. We only hire \_\_\_\_\_ (certificate/licensed) massage therapists.
2. You can have/receive up to 3 treatments \_\_\_\_\_ (daily/day).
3. I recommend our \_\_\_\_\_ (hydro/water)therapy treatments.
4. We've got a world- \_\_\_\_\_ (level/class) fitness center with a weight room and aerobics lessons.
5. That's Tim. He's one of our yoga \_\_\_\_\_ (instructors/tutors).
6. A \_\_\_\_\_ (day/daily) spa is a place where one can come for a quick treatment.
7. Acupuncture is a traditional Chinese healing \_\_\_\_\_ (thing/technique).
8. Acupuncture can be used to treat various types of \_\_\_\_\_ (ailments/coughs) ( = diseases, etc.)
9. We also offer a two-week treatment \_\_\_\_\_ (plan/planning), which is designed to lower your blood pressure.
10. These treatments will help you get \_\_\_\_\_ (rid/red) of ( =eliminate) your back pain.
11. The use of all our \_\_\_\_\_ (facilities/faculties) ( = sauna, pool, fitness center, etc.) is included in the price.

12. There are licensed health \_\_\_\_\_ (professionals/pros) available on site. (= at our spa)
13. My wife underwent a \_\_\_\_\_ (series/serious) of treatments last year.
14. You might feel a little \_\_\_\_\_ (dizzy/class) (= feel like you're going to fall) after that treatment.
15. These treatments will \_\_\_\_\_ (cleanse/clarify) your skin by removing/exfoliating dead skin cells.
16. This massage is perfect for those who have never had a massage before. In other words, it's a great \_\_\_\_\_ (beginner/premier) massage.
17. The two main reasons people go to spas are to relieve some kind of \_\_\_\_\_ (discomfort/comfort), and to promote physical well-being.
18. If something has a strong, pleasant smell, you can say that it's \_\_\_\_\_ (fragrant/smelly).
19. Since you have dry skin, it'll be best to include treatments that will \_\_\_\_\_ (hydrate/water) it.
20. This brochure \_\_\_\_\_ (outlines/outlives) (= describes) the different types of massage that we offer.

### III. People who work in spas often have to speak English to their clients.

This exercise will help you learn some of the common English words and expressions used to describe treatments, talk about services, etc. Fill in each blank with the proper (best) response from the list.

peace	weightless	pedicure	range	expert
specialize	standard	physicians	boarding	therapeutic

1. We offer a wide \_\_\_\_\_ of treatments for the face, body, hands, and feet.
2. Most of our clients stay at the \_\_\_\_\_ house next door to the health spa.
3. You will begin treatment after one of our \_\_\_\_\_ examines you.
4. Our modern facility aims to provide you with the highest \_\_\_\_\_ of treatment.
5. Should I sign you up for both a manicure and a \_\_\_\_\_?
6. We \_\_\_\_\_ in treating pulmonary disorders.
7. The treatment known as "floatation" makes your body seem \_\_\_\_\_.
8. If you have any questions, our therapists are always happy to give their \_\_\_\_\_ advice.
9. People come from all over to experience the \_\_\_\_\_ (= healing) power of these mineral waters.
10. Some of our clients aren't interested in treatments. They just want some \_\_\_\_\_ and quiet.

### IV. The task is the same as in exercise 3.

consists	rejuvenated	art	problems	scrub
sessions	surgery	unwind	related	reasonable

--	--	--	--	--

1. Is this a sport-\_\_\_\_\_ injury?
2. You'll find our prices to be quite \_\_\_\_\_. (= not very expensive)
3. This treatment plan \_\_\_\_\_ of five separate massages, as well as four hydrotherapy sessions.
4. A body \_\_\_\_\_ is an effective method of exfoliating dead skin.
5. After this treatment, you'll feel refreshed and \_\_\_\_\_.
6. To \_\_\_\_\_ down = To relax
7. Apart from the outdoor pool, we have a sauna and a state-of-the-\_\_\_\_\_( = very modern) gymnasium.
8. We have a special center for post- \_\_\_\_\_rehabilitation.
9. Our physiotherapists specialize in treating back\_\_\_\_\_.
10. You might require as many as 10 \_\_\_\_\_ before you see any visible improvement.

**V.** This exercise is for any resort/spa employee who wants to communicate better in English. A guest wants some information from you. Choose the most natural-sounding response:

1. Can anyone access the beach?
  - a) Just down this hallway and to the left.
  - b) No, only registered guests can access the beach.
  - c) Access to the beach is prohibited at night.
2. There's a problem with the sauna.
  - a) The sauna is next to the main conference room.
  - b) If there's a problem, please let me know about it.
  - c) What seems to be the problem?
3. What kind of champagne do you have?
  - a) The drink prices are listed in the menu in your room.
  - b) That information is listed in the menu in your room.
  - c) We do have champagne. And wine.
4. Keep the change.
  - a) Thank you, sir.
  - b) I'm sorry but I don't have any change.
  - c) Here's let me give you some money.
5. Tell me about the golf course.
  - a) It's an 18-hole championship golf course.
  - b) It's tip-top.
  - c) Feel free to use the golf course.
6. I want to explore the surrounding countryside. Do you have any guided tours available?
  - a) Ah, yes. We have a beautiful country, don't we?
  - b) Would you like to visit the capital?
  - c) No, but there's a self-guided nature trail that starts right outside the

hotel.

7. When the shops are open until?

a) They close at 8:00 PM today.

b) From 11:00 AM.

c) You don't have to be a guest at the hotel to shop there.

8. Does the casino have a dress-code?

a) No, you can pretty much go as you like.

b) There's a shop nearby that sells beautiful evening dresses.

c) A special code? I don't think so.

9. What's the minimum bet in the VIP rooms?

a) Poker.

b) \$100.

c) You have to be at least 21.

## Text 7

### Paying bills

When it's time to pay for services rendered there are several expressions that both the guests and staff may use. Look at these examples.

From Staff	From Guests
Will that be cash or charge?	I'll be paying with cash.
How will you be paying?	Do you accept VISA or MasterCard?
Could you sign here please?	There you are.
Here's your change sir.	That's OK, keep the change.
Would you like a receipt?	Could I have a receipt please?
I'll check the bill again if you like.	This seems a bit much. Can this be right?
Yes, a service charge is included in the bill.	Is a tip or gratuity included in the bill?

Let me double check that for you ma'am.	I think there's been a mistake on the bill.
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## Dialogues

*Guest:* Could I have the check please?

*Staff:* Of course sir, I'll be back in a moment.

*Guest:* I'd like to check out please.

*Staff:* Of course sir, could I have your room number and room key?

*Guest:* The room was 333. Here's the key.

*Staff:* Did you use the mini bar sir?

*Guest:* Yes, I had a couple of sodas.

*Staff:* The total comes to \$577.99. Will you be charging this sir?

*Guest:* Yes, put it on my Visa Card.

*Staff:* Sign here please. And thank you for staying with us.

*Guest:* There you go. Thanks

*Staff:* How will you be settling your bill sir?

*Guest:* I'll be paying by cash.

*Staff:* Yes sir, here's the bill.

*Guest:* Excuse me, but what is this charge for?

*Staff:* Let me see, it's for an apple pie.

*Guest:* But we didn't order apple pie.

*Staff:* I'm terrible sorry for the error sir. Let me refigure this. Here you go sir.

*Guest:* That looks right. Thank you.

*Staff:* Sorry for the error sir, and please come again.

*Staff:* Would you like to pay for the tennis court in cash or charge it to your room?

*Guest:* Just charge it to my room please.

*Staff:* Yes sir, if you could just sign here.

*Guest:* There you are.

*Staff:* Thank you sir, have a pleasant day.

## I. Read and translate the dialogues.

## II. Write the correct word on the line that will complete the sentence.

Will	Cash	Do	Mistake
High	Checks	Service	How
Paying	Bill	Been	Charge
Settling	A lot of	Brochure	Accept
Would	Receipt	Cash	Much



1. Will that be \_\_\_\_\_ or \_\_\_\_\_?
2. \_\_\_\_\_ you \_\_\_\_\_ VISA cards?
3. There are \_\_\_\_\_ guests at the hotel during the \_\_\_\_\_ season.
4. There isn't \_\_\_\_\_ information in this \_\_\_\_\_.
5. A \_\_\_\_\_ charge is included in the \_\_\_\_\_.
6. \_\_\_\_\_ will you be \_\_\_\_\_?
7. This can't be right! I think there's \_\_\_\_\_ a \_\_\_\_\_ on the bill.
8. Can I \_\_\_\_\_ some travelers \_\_\_\_\_?
9. \_\_\_\_\_ you like a \_\_\_\_\_?
10. How \_\_\_\_\_ you be \_\_\_\_\_ your bill sir?

**III. Match the appropriate responses with the questions. Put the correct number of the question on the line.**

1. How will you be paying today sir?	____ I'm sorry for the mix up sir. Let me correct that.
2. Do you accept Master Card?	____ Yes it does sir.
3. This bill seems to be really high. Is this right?	____ You can do that at the front desk sir.
4. That will be \$39.75, sir.	____ No, that's OK. I'll pay cash.
5. Could I have a receipt please?	____ With the prices you charge! No way.
6. Does this include the service charge?	____ I'm sorry sir, we only accept Via or American Express
7. Would you like that charged to your room sir.	____ Here's \$50. Keep the change.
8. Did you have anything from the mini bar sir?	____ Of course ma'am, here you go.
9. This bill includes the cost of a coffee. I didn't have any coffee.	____ With cash.
10. Where can I exchange dollars into baht?	____ I'll double check it for you sir, if you like.

**IV. Learn the following idioms and figurative expressions:**

1.	<i>to leave a bad taste in sb's mouth</i>	to have an	Залишити
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	e.g. The whole business about the missing money from the hotel room left a bad taste in everybody's mouth.	unpleasant feeling	неприємний осад, спогад
2.	<i>to make light of</i> e.g. We made light of booking a room in a good hotel and when we arrived in Liverpool all good hotels were fully booked and we had to stay in a shabby country inn.	to behave not seriously / playfully about sth	недбало / несерйозно ставитися до
3.	<i>I could hardly / scarcely believe my ears / eyes</i> e.g. The hotel I usually stay at is very comfortable and clean. So I could hardly believe my ears when Miranda, who stayed there last month, said that there were insects in her bathroom.	to be extremely surprised at sth one has heard / seen	я ледве повірив своїм вухам / очам
4.	<i>one's spirits (heart) sank</i> e.g. My heart sank when the receptionist said that the hotel was fully booked.	to suddenly become depressed after learning sth unpleasant	я впав духом / у мене впало серце
5.	<i>to leave much to be desired</i> e.g. The weather leaves much to be desired, too cold for this time of the year.	sth could be better	залишати бажати кращого
6.	<i>to fly off the handle</i> e.g. She flew off the handle when I said that I forgot to book a room in a hotel beforehand.	to become visibly angry	розлютитися
7.	<i>to pin sth on another person</i> e.g. Please don't pin his failure on me. I hope you remember that I kept telling him to read up for exams in a proper way?	to blame someone else for sth	(с)валити провину на когось
8.	<i>to add insult to injury</i> eg My room is small and dark and to add insult to injury, someone next door is playing the violin from morning till	to make matters worse	вдобавок к усім бідам

	night.		
9.	<i>not to sleep a wink</i> e.g. Could I have another room, far from the traffic noise? I didn't sleep a wink last night.	not to sleep at all	не зімкнути очей
10.	<i>to have an itchy palm</i> e.g. This waiter always has an itchy palm, though his service leaves much to be desired.	to have a wish for money	бажати чайових
11.	<i>to live out of a suitcase</i> e.g. As I'm not going to stay in this hotel long, only a couple of days, I live out of a suitcase.	to have no permanent residence or a permanent home	жити, не розпаковуючи речей
12.	<i>to put up with sth / to rough it</i> eg As we didn't reserve a room beforehand, we'll have to put up with having no balcony and private bathroom. / Norman doesn't like to rough it when he goes on vacation. He prefers to stay at luxury hotels.	to tolerate sth, to live without the usual comforts of life	миритися з чим-л., жити без звичайних зручностей
13.	<i>... is not the only place in the world / the world is bigger than ...</i> e.g. Let's go to another hotel if they can't give us a quiet room. The world is bigger than this old noisy hotel.	a certain place (thing, person) is not the only one acceptable or desirable, there are other places, things, people that are just as good	світ клином не зійшовся на
14.	<i>beyond one's means</i> e.g. Unfortunately this suite is beyond our	sth that one can't afford	Не по засобам

	means, we'll have to book something cheaper.		
15.	<i>to be not so black as sb / sth is painted</i> e.g. The hotel was not as black as you painted. It was clean, cosy and cheap.	to be not so bad as sb / smth. is said to be	бути не таким вже поганим як/ щось описували
16.	<i>to sleep like a log</i> e.g. Ann was very tired of driving. So when she got a room in the motel she fell asleep at once and slept like a log.	to have a sound sleep	спати, як вбитий
17.	<i>to make up one's mind</i> e.g. – There are so many interesting dishes on the menu that's it's hard for me to make up my mind which one I want.	to decide	вирішити
18.	<i>Search me!</i> e.g. – What's the checking out time in this hotel? – Search me!	I have no idea (I don't know)	не знаю
19.	<i>in the long run</i> e.g. In the long run we found a vacant room in a very old and ugly country inn.	after a long period of time	в кінці кінців
20.	<i>far from</i> e.g. The hotel I stayed at was far from being comfortable	not at all	далеко не

V. This exercise is for hotel concierges, bellhops, reception desk workers, managers, etc. It will help you have better conversations in English. A guest wants some information from you. Choose the most natural-sounding response:

1. I'd like to file a complaint with the manager.
  - a) There's a conference in the hotel this weekend.
  - b) He's not around right now, but I'll have him call you as soon as possible.
  - c) The manager likes to complain, but he's a good person.
2. Hi, I have a reservation. My name is McAlister.
  - a) Spelling?
  - b) I don't know how to spell that.

- c) OK. How do you spell your last name?
- 3. How do I get to your hotel from the airport?
  - a) Our shuttle bus runs until 11:00 PM
  - b) We have a shuttle bus that runs to and from the airport.
  - c) Public transportation is not very convenient here.
- 4. How far is your hotel from the train station?
  - a) We're about 2 kilometers away.
  - b) You can come by taxi.
  - c) The fact that we're located close to the train station makes us a very convenient choice.
- 5. I think the taxi driver cheated me!
  - a) You have to make sure that the taxi driver uses the meter.
  - b) The best way to get to the airport is by taxi.
  - c) Sometimes you have to wait a long time for a taxi to come.
- 6. Is it safe to walk alone around here?
  - a) Yes, we care about your safety.
  - b) Safety first!
  - c) Yes, this is a very safe neighborhood.
- 7. Where is the conference room?
  - a) It's on the second floor.
  - b) There is a conference this weekend.
  - c) Would you like a room?
- 8. How do I get to the conference room?
  - a) Take the elevator up to the second floor and turn right. You'll see the door marked "Conference Room."
  - b) Take the elevator up to the second floor and turn right. You'll see the door named "Conference Room."
  - c) Your room is on the third floor. You can take the elevator or the stairs.
- 9. Hmm... that's a little out of my price range.
  - a) Will you be paying by cash or credit card?
  - b) OK. Let's see if we can find you something more affordable.
  - c) OK. When will you be leaving?
- 10. Why do I have to leave my passport?
  - a) You have leave your passport at the reception desk.
  - b) Give me your passport, please.
  - c) It's hotel policy. All guests have to leave their passports at the reception desk for the duration of their stay.

## **Unit 3**

### **Tour Guide Tips**

#### **Text 1 Explaining Rules, Safety and Etiquette**

When giving a tour there may be rules and safety precautions that you need to explain. It is best if you memorize a speech rather than read from a card. People will pay more attention to you and understand you more clearly if you look into their eyes as you speak. After you have explained the rules and safety precautions make sure that guests have understood you, by asking, "Are there any questions about this?" or "Is everyone clear on the rules?". Also, tourists will appreciate any helpful advice you can give them, such as where to exchange their money, what types of transportation to use, and how to obey the traffic rules. Finally, if there are any customs or matters of etiquette that you think tourists should be aware of, this is a good time to let them know.

**Read and translate given below phrases into native language.**

#### **Explaining rules**

##### **Tour Guide**

- You are strictly forbidden from taking photographs inside the museum.

- Please stay on the marked path.
- I'm sure this goes unsaid, but remember to place all trash in the garbage bins.
- Please pay attention to the time. We don't want to keep the driver waiting.
- Classes are in session, so we need to keep our voices down.
- The bus will be leaving at 5:00 pm sharp.
- You'll have some free time to look around after lunch.
- Please meet back here in one hour.

### **Explaining safety**

#### **Tour Guide**

- Please keep your seatbelts fastened at all times.
- I ask that you keep your hands inside the train.
- As a safety precaution, please stand behind the yellow line.
- For your own safety, we ask that you refrain from putting your arms out the window.
- Please do not feed the animals.
- Please remain seated until we come to a full stop.
- Please stay with your group at all times.
- Please keep to the sidewalk.
- I do not recommend swimming here. The water is very rough.
- We suggest only carrying small amounts of cash.
- These rules are for your own comfort and safety.

### **Explaining etiquette and customs**

#### **Tour Guide**

- It is customary in our country to tip the friendly bus driver.
- In this region we bow rather than shake hands during a first meeting.
- Though the all-inclusive includes tips for the servers, it does not include tips for the bellboy.
- To indicate that you want to get on or off the bus simply wave your hand at the driver.

### **Text 2 Answering Questions**

As a tour guide you will face new challenges every day. One of the hardest parts of your job may be answering questions. Unlike a speech that you can memorize, you won't always know what questions people will ask. However, you can anticipate certain types of questions and certain ways that questions will be asked. You should also learn how to use variety when you answer questions or respond to comments. You may lose interest

in your job if you say the same thing each time. Finally, it is important to know how to politely explain that you don't understand a question.

**Read and translate given below phrases into native language. Give the synonyms where possible. Fill in the gaps with possible variants.**

### **Tour Guide**

- Do you have a question, Sir?
- Yes? (if you see a hand raised)
- Is there something I can help you with?
- I'll try my best to answer your questions.
- I'm afraid I don't have the answer to that. (Sorry I don't know.)
- That's an interesting question.
- I wish I knew the answer. (Sorry, I don't know.)
- Hmm. That's a tough (difficult) question.
- I'll have to look into that further.
- I'll have to ask someone about that.
- Hmm. I've never been asked that before.
- Pardon my English; I don't quite understand your question.
- I'm not sure, but I can find out for you.

### **Tourist**

- Where is the \_\_\_\_\_ from here?
- How long has \_\_\_\_\_ been here?
- Where are we headed (going) now?
- What time does \_\_\_\_\_ stay open until?
- What else is there to do here?
- Which \_\_\_\_\_ do you recommend?
- Are we allowed to take pictures?
- What's that over there? (tourist points)
- Where's the best place to buy \_\_\_\_\_?
- My son wants to know if \_\_\_\_\_? (parent asking a question for shy child)
- Do you know where the nearest washroom is?
- Could you tell us where the nearest bank is?
- You don't happen to have a first-aid kit, do you?

### ***Sample Conversation***

**Guide:** If you have any questions while we're going along, please don't hesitate to ask.

**Man:** I have a question actually.



- Guide:** Sure, what's that?
- Man:** Where's the best place to have dinner around here?
- Guide:** Well, that's a tough question. There are so many good restaurants. My personal favourite is Spaghetti Alley.
- Man:** How do we get there?
- Guide:** I'll point it out when we pass it. It's going to come up on your right in a few minutes.
- Woman:** My daughter wants to know if we're going to be passing any castles today?
- Guide:** Castles. No I'm afraid all of the castles are further into the city. We're going to be staying near the coast today. I can give you a map of the city, though. It shows where all of the castles are.
- Man:** Sorry, I have another question.
- Guide:** No problem. That's what I'm here for.
- Man:** Are we allowed to take pictures once we get inside the museum?
- Guide:** Oh, I'm glad you asked that. I forgot to mention that taking photographs inside the art gallery and the museum is prohibited. However, you can take pictures of the grounds and the outside of the buildings. The architecture is beautiful.
- Woman:** Oh, and what time will we be stopping for lunch?
- Guide:** We'll break around noon and meet back at the bus at 12:45 sharp.

### **Text 3 Showing Places of Interest**

Silence can be uncomfortable during a tour. While you can't talk the whole time, you should try to know as much about the history, scenery, and culture (in English) for the places where you are giving tours so that you can keep the tourists interested. If you ever run out of something to say, you can always point out something such as a landmark or a type of tree or flower. Here are some different ways you can point out interest points during the tour.

**I. Read and translate given below phrases into native language. Give the synonyms where possible.**

#### **Tour Guide**

- In front of you is...
- On your right/left you will see...
- Up ahead...

- On your left you will see...
- As we turn the corner here, you will see...
- In the distance...
- If you look up you will notice...
- Off to the north...
- Look to the east...
- To your west...
- In a few minutes we'll be passing...
- We are now coming up to...
- As you will see...
- You may have noticed...
- Take a good look at...
- I'd like to point out...
- Keep your eyes open for...

### **Tourist Questions**

- Is that the...you were talking about?
- Are we going to pass the...?
- Are we going to see any...?
- Is it on the right or the left?
- I don't see it. Can you point it out again?
- Did I miss it?
- Will we see it on the way back?

### ***Sample Conversation***

**Guide:** It's about a three minute ride up to the top of the mountain. As we pass the two towers the gondolla may sway a little.

**Man:** This thing is safe, right?

**Guide:** Yes, you don't have anything to worry about. We do about 100 trips a day up the mountain, and these tours have been going on for over ten years without any accidents. Keep your eyes open for wildlife as we ascend. It isn't uncommon to see deer and even bears.

**Woman:** What's that mountain to the left called?

**Guide:** That's Mount Karen. And to the right of that with the three small points is Mount Brown. Now, if you look up straight ahead, you should be able to see a large eagle's nest. Does everyone see it there?

**Man:** Are there any baby birds?

**Guide:** That's a good question. I haven't seen any yet, but we usually see them around this time of year.

**Woman:** What's that lake down there, to the right of the green meadow?

**Guide:** I'm glad you asked. That's John Lake. It's actually a man made pond that was built as part of a conservation effort over twenty years ago. During the 70's there was a lot of clearcutting of forests in the area, and much of the wildlife was lost. Since John Lake was built, ducks, swans, and geese have returned to the area.

**Man:** Is this the highest mountain in this region?

**Guide:** No, actually, Mount Heather, which you we will be able to see in just a minute or so has the highest peak. But, this is the highest mountain for recreational purposes like skiing and guided tours.

**Woman:** Can you ski throughout the year?

**Guide:** No, it warms up enough to actually suntan up there in the summer. Oh, look everyone. There are two deer feeding in the clearing right below us.

**Man:** Thanks, that should be a great photo. So... what is there to do besides ski at the top of the hill at this time of year?

**Guide:** Oh, there's plenty to do. We have horseback riding, snowmobile tours, and a petting zoo for children. If you look to your left you'll see the snowmobile trail going through the mountain.

## **II. Prepare the tour guide speech of your own according to the given sample.**

### **Sample Tour Guide Speech**

Listen to a tour guide on a shuttle bus from the airport to the resort.

**Welcoming tourists:** Hello everyone. My name is Luca. On behalf of Suntan Tours I'd like to welcome you all to Los Cabos. The bus ride to your hotel will take about fifteen minutes. Right now I'd like to take a minute to familiarize you with the area and discuss some brief safety precautions. Firstly, I ask that you remain seated until we reach our destination and that you not eat or drink while on the bus. Secondly, please realize that it is against the law to get drunk in public. Enjoy your vacation, but do drink responsibly and do not drink and drive.

**Describing the location:** I promise you are going to enjoy your stay here in San Jose, Los Cabos. This is a beautiful, quiet city where you can relax, sit by the beach, enjoy great meals and feel very safe. You can walk into town and enjoy the fountains or take a moonlit walk along the water. Please do not swim here. This is not a safe place to swim because

there is a strong undertow. Cabos San Lucas is the place to go if you want to enjoy swimming in the ocean. You can take a short bus ride from your hotel. There you will also enjoy entertainment and dancing.

**Introducing  
special events  
and offers:**

Suntan tours offers a variety of special discounts depending on your travel plans. We have golf packages, as well as guided whale boat tours, and fishing charters. There will be a short information session at 1pm in the lobby of the hotel tomorrow where you can learn all about these offers. We recommend that you do not purchase packages from street vendors as they are not always 100 percent reliable. They also may charge you more than what they say. Please take my advice and allow Suntan tours to book all of your day trips and activities while you are here.

**Offering advice:**

If you need to exchange your dollars into pesos, please use a bank or money exchange. We don't recommend exchanging your money at the hotel because you won't get a fair rate. Some restaurants will accept American or Canadian money, but you are better off to exchange your money and pay with pesos. Or, if you prefer, you can always use your credit cards. Also, if you want to get around the city, or travel to Cabos San Lucas, we recommend that you take the local bus rather than a taxi. The bus costs about one American dollar, and the driver can give you change if you don't have the exact amount. If you do decide to take a taxi make sure that you negotiate a price before you go.

**Closing  
remarks:**

We're going to be pulling up to the hotel in just a few minutes. Please sit back and enjoy the view of the ocean on the left hand side of the bus as we enter the city. I ask that you remain in your seats until we have come to a complete stop. Javier will be meeting us at the bus to help you with your bags. Please double check to make sure your bag has been taken off the bus. On behalf of Suntan Tours, have a wonderful vacation in San Jose and I hope to see you tomorrow at the information session.

## **ADDITIONAL TEXTS FOR READING**

### **# 1**

Interesting facts about English language Rudyard Kipling was fired as a reporter for the San Francisco Examiner. His dismissal letter said, "I'm sorry, Mr. Kipling, but you just don't know how to use the English language. This isn't a kindergarten for amateur writers." No language has more synonyms than English.

According to the Oxford English Dictionary, the longest word in the English language is "pneumonoultramicroscopicsilicovolcanoconiosis".

The word "set" has more definitions than any other word in the English language.

The longest one-syllable word in English is "screeched."

"Dreamt" is the only English word that ends in the letters "mt".

There are only four words in the English language which end in "-dous": tremendous, horrendous, stupendous, and hazardous.

The seven letter word "therein" contains ten words without rearranging any of its letters: the, there, he, in, rein, her, here, ere, therein, herein.

The sentence "The quick brown fox jumps over the lazy dog" uses every letter in the alphabet.

The shortest complete sentence in the English language is "Go".

"Almost" is the longest word in the English language which has all the letters in alphabetical order.

"Widow" is the only female form in the English language that is shorter than its corresponding male term ("widower").

“Bookkeeper” is the only word in the English language with three consecutive sets of double letters.

“Invisibility” is the only word in the English language which has one vowel, but this vowel occurs five times.

The most common letters in English are "R", "S", "T", "L", "N", "E" and the letter "Q" is least used.

## **# 2**

### **Ivy League**

The Ivy League is an athletic conference composed of sports teams from eight private institutions of higher education in the Northeastern United States. The conference name is also commonly used to refer to those eight schools as a group.

The eight institutions are Brown University, Columbia University, Cornell University, Dartmouth College, Harvard University, Princeton University, the University of Pennsylvania, and Yale University. The term Ivy League also has connotations of academic excellence, selectivity in admissions, and social elitism.

The term became official after the formation of the NCAA Division I athletic conference in 1954. The use of the phrase is no longer limited to athletics, and now represents an educational philosophy inherent to the nation's oldest schools. Seven of the eight schools were founded during the United States colonial period; the exception is Cornell, which was founded in 1865. Ivy League institutions, therefore, account for seven of the nine Colonial Colleges chartered before the American Revolution.

Ivy League schools are viewed as some of the most prestigious, and are ranked amongst the best universities in the United States and worldwide. All eight Ivy League institutions place within the top sixteen of the U.S. News & World Report College and university rankings, including the top four schools and five of the top nine. A member of the Ivy League has been the U.S. News number-one-ranked university in each of the past twelve years: Princeton University five times, Harvard University twice, and the two schools tied for first five times.

The Ivies are all in the Northeast geographic region of the United States. Each school receives millions of dollars in research grants and other subsidies from federal and state government.

Undergraduate enrollments among the Ivy League schools range from about 4,000 to 14,000, making them larger than those of a typical private liberal arts college and smaller than a typical public state university. Overall enrollments range from approximately 6,100 in the case of Dartmouth to over 20,000 in the case of Columbia, Cornell, Harvard, and Penn. Ivy League university financial endowments range from Brown's \$2.2 billion to Harvard's \$32 billion, the largest financial endowment of any academic institution in the world.

## **#3**

The University of Cambridge (informally Cambridge University, or simply Cambridge) is a public research university located in Cambridge, United Kingdom. It

is the second oldest university in both England and the English-speaking world and the seventh oldest university globally. In post-nominals the university's name is abbreviated as Cantab, a shortened form of Cantabrigiensis (an adjective derived from Cantabrigia, the Latinised form of Cambridge).

The university grew out of an association of scholars in the city of Cambridge that was formed, early records suggest, in 1209 by scholars leaving Oxford after a dispute with townsfolk. The two "ancient universities" have many common features and are often jointly referred to as Oxbridge. In addition to cultural and practical associations as a historic part of British society, the two universities have a long history of rivalry with each other.

Academically, Cambridge ranks as one of the world's top universities, as well as a leading university in Europe, and contends with Oxford for first place in UK league tables. Affiliates of the University have won more Nobel Prizes than those of any other institution in the world - with 88 Nobel Laureates as of October 4, 2010 - the most recent one being Robert G. Edwards for the prize in physiology or medicine.

The University is a member of the Russell Group of research-led British universities, the Coimbra Group, the League of European Research Universities and the International Alliance of Research Universities. It forms part of the 'Golden Triangle' of British universities.

### *History*

Cambridge's status was enhanced by a charter in 1231 from King Henry III of England which awarded the *ius non trahi extra* (a right to discipline its own members) plus some exemption from taxes, and a bull in 1233 from Pope Gregory IX that gave graduates from Cambridge the right to teach everywhere in Christendom.

After Cambridge was described as a *studium generale* in a letter by Pope Nicholas IV in 1290, and confirmed as such in a bull by Pope John XXII in 1318, it became common for researchers from other European medieval universities to come and visit Cambridge to study or to give lecture courses.

### *Organisation*

Cambridge is a collegiate university, meaning that it is made up of selfgoverning and independent colleges, each with its own property and income. Most colleges bring together academics and students from a broad range of disciplines, and within each faculty, school or department within the university, academics from many different colleges will be found.

The faculties are responsible for ensuring that lectures are given, arranging seminars, performing research and determining the syllabi for teaching, overseen by the General Board. Together with the central administration headed by the Vice-Chancellor, they make up the entire Cambridge University. Facilities such as libraries are provided on all these levels: by the University (the Cambridge University Library), by the departments (departmental libraries such as the Squire Law Library), and by the individual colleges (all of which maintain a multi-discipline library, generally aimed mainly at their undergraduates).

## *Colleges*

All students and many of the academics are attached to colleges, where they socialise. It is also the place where students may receive their small group teaching sessions, known as supervisions. Each college appoints its own teaching staff and fellows in each subject; decides which students to admit, in accordance with university regulations; provides small group teaching sessions, for undergraduates (though lectures are arranged and degrees are awarded by the university); and is responsible for the domestic arrangements and welfare of its own undergraduates, graduates, post-doctoral researchers, and staff in general.

The University of Cambridge currently has 31 colleges, of which three, Murray Edwards, Newnham and Lucy Cavendish, admit women only. The other colleges are now mixed, though most were originally all-male. Darwin was the first college to admit both men and women, while Churchill, Clare and King's colleges were the first previously all-male colleges to admit female undergraduates in 1972. Magdalene was the last all-male college to become mixed in 1988. Clare Hall and Darwin admit only postgraduates, and Hughes Hall, Lucy Cavendish, St Edmund's and Wolfson admit only mature (i.e. 21 years or older on date of matriculation) students, including graduate students. All other colleges admit both undergraduate and postgraduate students with no age restrictions. Colleges are not required to admit students in all subjects, with some colleges choosing not to offer subjects such as architecture, history of art or theology, but most offer close to the complete range. Some colleges maintain a bias towards certain subjects, for example with Churchill leaning towards the sciences and engineering, while others such as St Catharine's aim for a balanced intake. Costs to students (accommodation and food prices) vary considerably from college to college. Others maintain much more informal reputations, such as for the students of King's College to hold left-wing political views, or Robinson College and Churchill College's attempts to minimise its environmental impact.

There are also several theological colleges in Cambridge, including Westcott House, Westminster College and Ridley Hall Theological College that are affiliated to the university and are members of the Cambridge Theological Federation.

## *Teaching*

The principal method of teaching at Cambridge colleges is the supervision. These are typically weekly hour-long sessions in which small groups of students – usually between one and three – meet with a member of the university's teaching staff or a doctoral student. Students are normally required to complete an essay or assignment in advance of the supervision, which they will discuss with the supervisor during the session, along with any concerns or difficulties they have had with the material presented in that week's lectures. Lectures at Cambridge are often described as being almost a mere 'bolt-on' to these supervisions. Students receive between one and three supervisions per week, depending upon their subject. This pedagogical system is often cited as being unique to Cambridge and Oxford (where "supervisions" are known as "tutorials").

The concept of grading students' work quantitatively was developed by a tutor



named William Farish at the University of Cambridge in 1792.

#### *Schools, faculties and departments*

In addition to the 31 colleges, the university is made up of over 150 departments, faculties, schools, syndicates and other institutions. Members of these are usually also members of one or more of the colleges and responsibility for running the entire academic programme of the university is divided amongst them.

A 'School' in the University of Cambridge is a broad administrative grouping of related faculties and other units. Each has an elected supervisory body – the 'Council' of the school – comprising representatives of the constituent bodies. There are six schools:

Arts and Humanities

Biological Sciences

Clinical Medicine

Humanities and Social Sciences

Physical Sciences

Technology

Teaching and research in Cambridge is organized by faculties. The faculties have different organizational sub-structures which partly reflect their history and partly their operational needs, which may include a number of departments and other institutions. In addition, a small number of bodies entitled 'Syndicates' have responsibilities for teaching and research, e.g. Cambridge Assessment, the University Press, and the University Library.

#### *Academic year*

The academic year is divided into three terms, determined by the Statutes of the University. Michaelmas Term lasts from October to December; Lent Term from January to March; and Easter Term from April to June.

Within these terms undergraduate teaching takes place within eight-week periods called Full Terms. These terms are shorter than those of many other British universities. Undergraduates are also expected to prepare heavily in the three holidays (known as the Christmas, Easter and Long Vacations).

Cambridge maintains a long tradition of student participation in sport and recreation. Rowing is a particularly popular sport at Cambridge, and there are competitions between colleges, notably the bumps races, and against Oxford, the Boat Race. There are also Varsity matches against Oxford in many other sports, ranging from cricket and rugby, to chess and tiddlywinks. Athletes representing the university in certain sports entitle them to apply for a Cambridge Blue at the discretion of the Blues Committee, consisting of the captains of the thirteen most prestigious sports.

#### **#4**

#### **How to work front desk at a hotel**

*Working at the front desk of a hotel can be an excellent way to begin a career in hotel management. However, this can also be a very stressful and at times annoying job. With the right amount of patience and skills, this could be a job that catapults you into a very fulfilling career. Here is how to work front desk at a hotel.*

## **Instructions**

1. Work on your typing skills. Most hotels will require you to have the ability to type so many words a minute. You can test your typing skills online through several different websites. In order to work front desk at a hotel, you should be able to type somewhere between 60 and 80 words per minute. The exact number will depend on the hotel where you work.

2. Expand on your computer skills. Most hotels have a specific software program used for checking in and billing guests. Chances are that you will not know how to use every tool of this program unless you've worked in a hotel before.

However, you should be knowledgeable in both word processing programs and spreadsheet programs. The hotel you are interviewing with may even test you on your competency in these two programs. You won't have to perform large tasks with these programs but you should know the basics. If you've taken any class in high school, college or technical regarding these two programs, you will be more than prepared to work front desk at a hotel.

3. Be able to multi-task. There will unquestionably come a time while working front desk at a hotel when you will have to perform a couple of tasks at the same time. For example, you may have to be on the phone while checking the computer to see if a room is available and then checking that person in. It's important that you can handle all of these tasks without making any mistakes.

4. Be personable yet confident during your interview. You need plenty of people skills to work front desk at a hotel. You will encounter a variety of people throughout your day and some will be difficult. It's important that you can be friendly with these people, all the while not giving in too much. If you can show these characteristics during the interview process, you will increase the likelihood of getting hired.

5. Have patience and lots of it. This is especially important if you are working front desk at an upscale hotel. Unfortunately, many of the guests at these establishments will believe that they are “better” than you (or at least that is how you will be treated). You obviously cannot raise your voice to these individuals. There are also people out there who are simply looking to get a deal on their hotel room. These people may decide to come up with “complaints” while checking out. It's important that you handle every situation carefully and with a good attitude. Working front desk at a hotel means that you are the face of the company to guests, even if only for a few minutes. You want the guests to always leave feeling that they received the best service possible so that they will return for another stay.

## **Glossary of hotel and tourism terms**

### *Advance deposit*

Money paid by a guest before arriving at a hotel in order to guarantee a reservation. The amount is usually equal to one night's accommodation fee.

### *Airport transfer*

Transportation service to/from an airport to hotel that is free of charge

### *Average room rate*

Total room revenue divided by the number of rooms occupied for a given period

*Blackout period*

Period of high demand when special rates are not in effect

*Complimentary room*

A guest room for which no price is charged. This may be part of a group reservation or a room occupied by a hotel employee.

*Concierge*

Staff in a hotel responsible for attending to special needs of guests

*Connecting rooms*

They are separate but adjoining guest rooms connected to each other by a door.

*Continental plan*

Also known as bed and breakfast (B&B). It refers to a type of room rate that includes the price of the room and breakfast.

*Corporate rates*

Special rates assigned to hotel rooms usually for certain corporations

*Guest amenities*

A range of disposable items provided in guest room bathrooms, including shampoos, soaps, toothpaste, toothbrush and shower caps

*High (Peak) season*

Consecutive months in which a hotel generates optimum revenues, room occupancy and average room rates

*Hotel Representative*

An individual or firm responsible for facilitating market accessibility to a hotel by the travel trade

*Low (Off peak) season*

Consecutive months in which a hotel generates the lowest revenues, room occupancy and average room rates

*Mini bar*

A small refrigerator inside guest rooms providing beverages and snacks

*Occupancy, percentage of*

The percentage of available rooms occupied in a given period of time

*Overbooking*

The practice of hotels in confirming more reservations than they can accommodate

*Package*

It refers to a set of components in a one-price system. The components may include return transportation, accommodation and meals.

*Rack rate*

It is the published full price for hotel rooms.

*Resort hotel*

A hotel catering mainly to vacationers or tourists, providing more recreational services in a more aesthetically setting than other hotels

*Room block*

A number of hotel rooms set aside in advance for a client or a group, usually for meetings

*Room service*

Food and beverage served in a guest room

*Split rate*

Different room rates offered to a group, based on different room types, or different types of days, etc.

*Standby*

The class of air passengers who have tickets that do not allow advanced reservations or are awaiting available seats

*Suite*

A set of connected rooms in a hotel, usually located at higher floors. An executive suite usually contains a spacious bedroom, a living room with comfortable furniture, and a large bathroom with additional facilities.

*Wake up call*

A phone call made by front office to a guest room at the time requested by a room guest

**Test Your Hotel and Catering English**  
**Choose the best answer:**

1. We apologize for any inconvenience caused during the \_\_\_\_\_ of the new swimming pool.

- a) composition
- b) formation
- c) assembly
- d) construction

2. Could you send someone up to my room? It \_\_\_\_\_ been cleaned.

- a. isn't
- b. doesn't
- c. haven't
- d. hasn't

3. The receptionist is responsible for \_\_\_\_\_

- a. organizing the waiters
- b. cooking the bread
- c. serving the customers
- d. taking bookings

4. I'm sorry there are no towels in your room. I \_\_\_\_\_ send some up immediately.

- a. must have
- b. should have
- c. will
- d. would

5. I'm sorry you haven't got your coffee. I'll send someone up straight\_\_\_\_\_
- a. up
  - b. down
  - c. off
  - d. away
6. The sheets should have \_\_\_\_\_ I'll contact Housekeeping at once.
- a. change
  - b. changed
  - c. be changed
  - d. been changed
7. When guests arrive the receptionist usually asks them to sign the\_\_\_\_\_
- a. register
  - b. bookings form
  - c. ledger
  - d. guest bill
8. We should provide our cleaners \_\_ new uniform.
- a. on
  - b. to
  - c. about
  - d. with
9. I'm afraid I can't sleep in my room. The\_\_\_\_\_ is awful.
- a. sound
  - b. noise
  - c. hearing
  - d. disturbance
10. I will ask the maintenance people to \_\_\_\_\_ to the broken light at once.
- a. mend
  - b. fix
  - c. repair
  - d. see
11. Please put these dirty plates into the\_\_\_\_\_
- a. refrigerator
  - b. blender
  - c. dishwasher
  - d. deep frier
12. In order to be successful, a hotel must try to maximize room\_\_\_\_\_
- a. availability
  - b. turnover
  - c. status
  - d. occupancy
13. When you make pastry, you need to put the flour through a \_\_\_\_\_
- a. ladle

- b. sieve
- c. colander
- d. whisk

14. When you make a flan, you put the flan dish into the \_\_\_\_\_

- a. hob.
- b. grill
- c. mincer
- d. oven

15. Pierre is on the early \_\_\_\_\_ He starts work at 7 am.

- a. supply
- b. station
- c. shift
- d. kitchen

16. We make the soup by putting the stock and cooked vegetables into a \_\_\_\_\_.

- a. mincer
- b. stockpot
- c. rack
- d. blender

We usually have a break for about half an hour \_\_\_\_\_ 11 am.

- a. in
- b. on
- c. at
- d. with

17. We keep the food warm under the heat \_\_\_\_\_

- a. lamps
- b. racks
- c. lines
- d. stations

18. The head chef is responsible for \_\_\_\_\_

- a. taking bookings
- b. cooking the main courses.
- c. preparing salads and side orders
- d. serving the customers

19. The restaurant is closed for two months while it is being \_\_\_\_\_

- a) renewed
- b) remade
- c) renovated
- d) reformed

20. The \_\_\_\_\_ around the hotel are beautifully planted with flowers.

- a) earth
- b) floors
- c) grounds

d) lands

21. The pastry chef is responsible for \_\_\_\_\_

- a. serving the customers
- b. preparing salads and side orders
- c. cooking the bread
- d. cooking the main courses

There will be ten new bedrooms when the builders finish the \_\_\_\_\_

- a) extension
- b) extent
- c) enlargement
- d) utility

22. People who use the same hotel on several occasions are called \_\_\_\_\_

- a. normals
- b. returners
- c. regulars
- d. usuals

23. The chalets have everything a guest could require: they are \_\_\_\_\_

- a) self-catered
- b) self-formed
- c) self-made
- d) self-contained

24. Messages for guests who are out should be placed in the appropriate\_\_ at reception.

- a. pigeon hole
- b. key hole
- c. bird box
- d. key hook

25. This room is very quiet as it's not at the front of the hotel. It is \_\_\_\_\_

- a) back-looking
- b) rear-facing
- c) rear-looking
- d) back-facing

26. Look over there, next to the window: \_\_\_\_\_ is the door to the cold store.

- a. this
- b. that
- c. these
- d. those

27. The building is very old and the management have spent a lot of money \_\_\_\_\_ the original features.

- a) restoring
- b) installing
- c) re-equipping
- d) servicing

28. The new restaurant is to be built on the \_ of the old factory which was pulled down three years ago.
- a) site
  - b) position
  - c) ground
  - d) basis
29. The waiter is responsible for\_\_\_\_\_
- a. taking bookings
  - b. serving the customers
  - c. organizing the waiters
  - d. cooking the main courses
30. The present location of the restaurant is not good and now Mr Martin is looking for new\_\_\_\_\_
- a) places
  - b) premises
  - c) estates
  - d) resorts
31. Guests entering the hotel will find the reception desk in the\_\_\_\_
- a. scullery
  - b. foyer
  - c. back office
  - d. corridor
32. One of the jobs of a receptionist is to\_\_\_complaints.
- a. manage
  - b. deal with
  - c. organize
  - d. regret
33. Customers with valuable items should use the\_\_provision.
- a. safe deposit
  - b. secure
  - c. savings
  - d. lock up
34. You usually cook bread in a \_\_\_\_\_.
- a. baking-tin
  - b. frying-pan
  - c. saucepan
  - d. stockpot
35. The building has fallen into a state of\_\_\_and now it needs a lot of work doing on it.
- a) despair
  - b) dispersal
  - c) disrepair
  - d) distress
35. The maitre d' is responsible for\_\_\_\_\_



- a. organizing the waiters
- b. serving the customers
- c. taking bookings
- d. cooking the main courses

37. The people who use a particular hotel are known as the \_\_\_\_\_

- a. guest list
- b. long stays
- c. clientele
- d. usuals

38. I would like to speak \_\_\_\_\_ someone about the mess in my room.

- a. to
- b. about
- c. for
- d. by

39. Each day the \_\_\_\_\_ list shows the names of the guests expected.

- a. stop-go
- b. records
- c. arrivals
- d. room

40. Could you send someone up to look at the bathroom? The toilet isn't . \_\_\_\_\_

- a. going
- b. marching
- c. doing
- d. working

41. If guests lose their room keys, a member of staff can open their room door with a \_\_\_ key.

- a. main
- b. passage
- c. pass
- d. card

42. If you want to sleep late, put the 'Do Not Disturb' \_\_\_\_\_ on the door.

- a. sign
- b. note
- c. paper
- d. letter

43. The assistant chef is responsible \_\_\_\_\_ the hot soups, starters, and side orders.

- a. of
- b. from
- c. to
- d. for

44. Hotels may manage to fill vacant rooms with \_\_\_ bookings.

- a. opportunity
- b. chance

- c. early
- d. provisional

45. The commis is responsible for \_\_\_\_\_

- a. peeling and preparing the vegetables
- b. preparing salads and side orders
- c. taking bookings
- d. cooking the main courses

46. The waste-paper \_\_\_\_\_ in my room needs emptying.

- a. box
- b. bag
- c. basket
- d. can

47. People who have booked but don't arrive are known as \_\_\_\_\_

- a. delays
- b. no comers
- c. failures
- d. no shows

48. One way to find out about your customers, their needs and how much money they are willing to spend is to ask them to complete \_\_\_\_\_

- a. an inquiry form
- b. a questionnaire
- c. an application form
- d. a booking form

## **Country Presentation**

**Using given below phrases to prepare the presentation of one of the countries in the list:**

1. Sweden
2. Norway
3. Finland
4. The Netherlands
5. France
6. Belgium
7. Denmark
8. Hungary
9. Switzerland
10. Austria
11. Luxembourg
12. Italy
13. Spain
14. Andorra
15. Monaco
16. Greece
17. Israel
18. The United Arab Emirates
19. The Caribbean
20. Seychelles
21. Bermuda
22. Galapagos Islands

23. The Philippines
24. South Africa
25. Mexico
26. India
27. Nepal
28. China
29. Japan
30. CIS

1. I'd like to present (speak on, introduce, tell about).....	
2. The official name of the country is...	
3. The total area is ..... mln kms.	
4. The country is located in the south (north, east, west) of ... (Europe, Asia, American continent)/ in the southern, eastern, western, northern part of...	
5. It borders on.../ It is between..and../Its neighbors are...	
6. There are (mountains). The highest peak is...	
7. There are (rivers). The longest river is...	
8. The southern (western, eastern, northern) coast is washed by (The Arctic, the Pacific ocean, the Atlantic Ocean, the Indian Ocean/ The Black Sea, The Sea of Azov, The Caspian Sea, The Red Sea, The Dead Sea, the Mediterranean Sea)	
9. The official language of the country is.../.....is spoken as an official language.	
10. National currency is/is called/is in circulation.	
11. The population of (country) is....	
12. The major religions of (country) are..../ Christianity (Catholicism, Orthodoxy),Hinduism, Islam, Buddhism, Judaism, Sikhism/.	
13. The main executive body is government headed by...(prime minister, president, etc), legislative body is (parliament), judicial body is (Supreme court).	
14. The political system is.. (democratic republic, monarchy, constitutional monarchy, republic, parliamentary republic, democratic republic etc).	
15. The head of the state is...(president, monarch, prime minister, chancellor etc).	
16. The parliament of the (country) is... (one	

chamber/two chamber..).	
17. The capital of (country) is.....	
18. It is situated.../It stands on (river)/Its population is...	
19. The main cities of (country) are the following...	
20. The (country) is highly-developed industrial/agricultural country.	
21. The major sights (tourist attractions) are as follows ...(monuments, art galleries, museums, cinema-houses, theatres, parks, national parks, churches, cathedrals, mosques, temples, castles)	
22. Such sights as.... are worth seeing/visiting/attending.	
23. The means of transport/public transport are ... (buses, cars, trams, trolley-buses, double-deckers, cabs, taxis)/ Main airport(s) of the country is/are .....	
24. One can stay in such hotel chains as.../There are three/four/five-star hotels with all modern facilities ...(private balconies, 24-hour service, night porter, air conditioning, mini bar, buffet breakfast, facilities for disabled, baby-sitting, indoor/outdoor swimming pool, single/double rooms/suites, deluxe accommodations,, indoor glass elevator, ultrafast Internet access, keyed-access, evening turndown service, plush bathrobes, daily newspaper delivery, a later checkout time, heated spa pool, sauna, cafeteria, bar, tea and coffee making facilities, whirlpool bathtubs, spa pool, gym, tennis court, conference hall, children's playground, playroom, TV room, games room etc)	
25. National cuisine is called.../Traditional dishes/products are.../ Table manners are as follows....	
26. Traditions, customs, festival, celebrations are such as...	
27. To sum up, I'd like to say that it's really true as people say- it's better once to see than hundred times to hear./ You will be amazed by these unforgettable sights, which should be definitely not be missed by any visitor to this area.	
<i>Connecting words:</i> Anyway/True- but/As a matter of fact/Firstly, secondly, Thirdly, Finally/As you know/Believe me that/To my	

mind/Traditionally/Telling the truth /Therefore/No way/ /Frankly speaking/Moreover/Thus/So/Speaking about ...I can't help saying about/It should be noted that/It should be mentioned that/It is worth saying that/ In spite of../Unbelievable -but	
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### Rendering the Article

1. The article (The piece of news) is headlined

The title (headline) of the article is “ ”

2. It was (has been) published in a (an) British (American, Canadian, Australian) newspaper (magazine, journal, supplement) this (last) week (month, year).

3. It's the daily (evening, Sunday, weekly, fortnightly, monthly, quarterly) newspaper (magazine, journal, supplement).

It (the newspaper, magazine, journal, supplement) comes out daily (in the evenings, weekly, fortnightly, monthly, quarterly).

4. The author of the article (the editorial) is Mr. X (not pointed out).

The article (the editorial) is written by the special correspondent (editor, editor-in-chief).

5. The article (the editorial, issue) is about (is devoted to, is dedicated to, describes, deals with, is connected, considers, opens with, contains, touches upon, is concerned with, dwells on, points out, draws reader's attention to, comments on, discusses, reviews, stresses, emphasizes).

6. It should be noted (stressed, pointed out, emphasized, mentioned) that.
7. The author starts (notes, writes, states, stresses, points out, mentions, comes to the conclusion).
8. The article (editorial, issue, supplement) about made me think about ...(made me feel ... because..).

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