

МИНИСТЕРСТВО ОБРАЗОВАНИЯ И НАУКИ РОССИЙСКОЙ ФЕДЕРАЦИИ
Нижегородский государственный университет им. Н.И. Лобачевского

BE OUR GUEST

Сборник текстов и заданий по английскому языку

Практикум

Рекомендовано методической комиссией Института филологии и журналистики
для студентов ННГУ, обучающихся по направлению подготовки 43.03.03
"Гостиничное дело" и работников гостиничного бизнеса

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Настоящий практикум предназначен для студентов, обучающихся по направлению подготовки 43.03.03 "Гостиничное дело" и работников гостиничного бизнеса, и является специализированным дополнением к общему базовому курсу английского языка. Пособие включает в себя 7 разделов, каждый из разделов направлен на обучение и совершенствование навыков устной монологической и диалогической речи на профессиональные темы: "Hotel jobs and departments", "The check-in and check-out", "Hotel bedroom and bathroom", "Location of facilities", "Problems and solutions", "Taking bar orders", "In the restaurant". Задания, включенные в приложение, могут быть использованы для самостоятельной работы студентов.

Ответственный за выпуск:

Зам. директора Института филологии и журналистики ННГУ по
методической работе
к. ф. н., доцент **И.В. Кузьмин**

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UNIT 1 HOTEL JOBS AND DEPARTMENTS

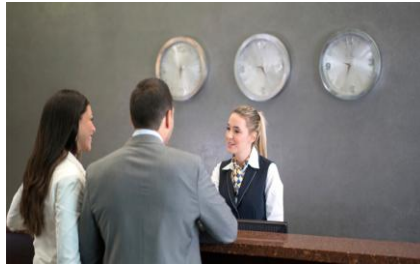
PART A *Hello, I'm Natalia, I'm a receptionist.*



1.1 Look at the photos of staff at the hotel. Study the job titles and then match each photo with a job.



1



2



3

- A I'm a waitress.
- B I'm a laundry maid.
- C I'm a receptionist.



4



5



6

- D I'm an accountant.
- E I'm a parking attendant.
- F I'm a head chef.

To be

*I am/ am not
You are/are not/aren't
He, She, It is/is not/isn't*

*We are/ are not/ aren't
You are/are not/aren't
They are/ are not/ aren't*

What do you think they do? Match each photo with a job



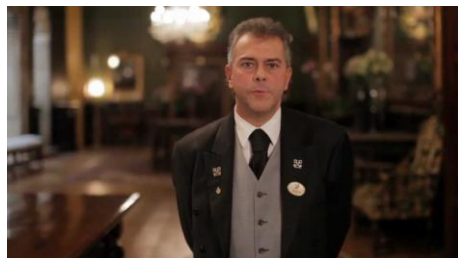
7



8



9



10



11

H I'm a maintenance engineer.

I I'm a concierge.

J I'm a barman/ bar tender.

K I'm a room maid/ chambermaid.

L I'm a porter.

1.2 Look at the words in the box. Practice reading them. Translate the words into Russian.

General Manager, Assistant General Manager, Receptionist, Reservations Clerk, Room maid/ Chambermaid, Laundry Maid, Concierge, Doorman, Porter, Parking Attendant, Lift Attendant or Elevator Operator, Valet, Cashier, Accountant, Maintenance Engineer, Storekeeper, Head Waiter/ Maitre d'hôtel, Room Service Waiter/Waitress, Barman, Platewash Assistant, Head Chef

To speak about your job responsibilities:

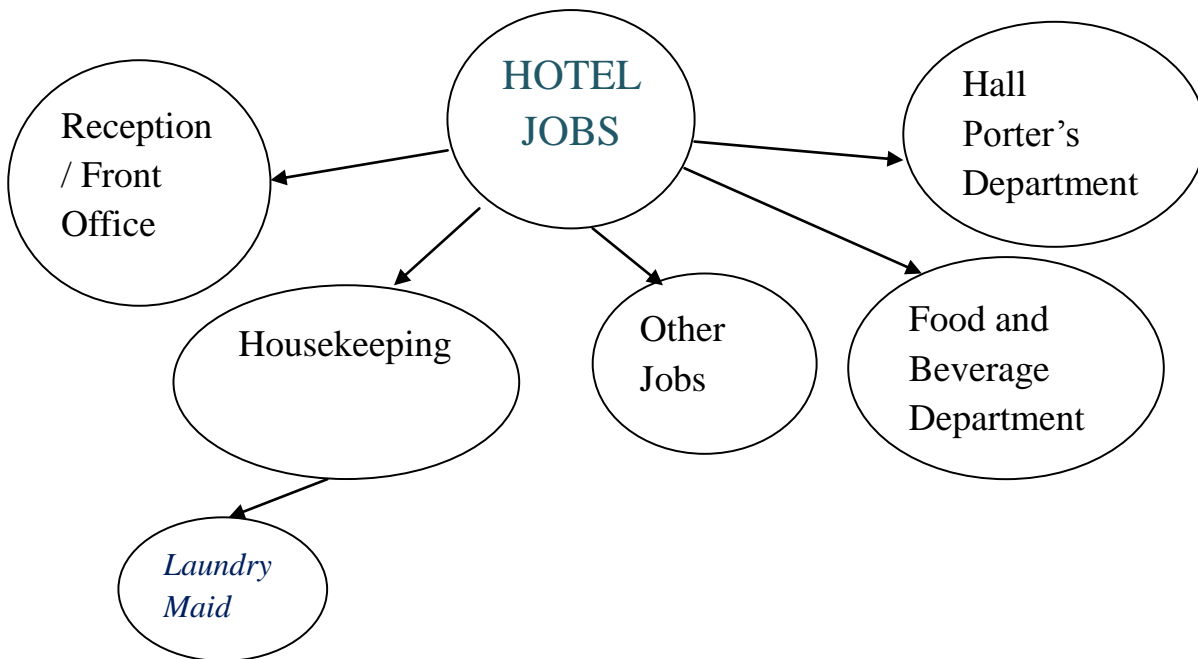
I am responsible for.../ I'm in charge of + *Verb-ing* (e.g. *cleaning the room*)

I look after ...

I deal with ...

I liaise with...

1.3 Add the words and phrases from the box in exercise 1.2 under the correct heading in the word map.



Here are some jobs and duties. Match the jobs and duties of employees in a hotel.

General Manager, maintenance engineer, receptionist, room maid, laundry maid

1. to take reservations by phone, to cancel reservations, to check-in and check-out guests;
2. to make a bed, to strip linen off each bed, to vacuum the floors;
3. to prepare a yearly budget, to hire new staff, to solve every-day problems;
4. to do the laundry, to wash, to dry, to fold all linens;
5. to change light bulbs, to fix and replace electric wiring, to fix air conditioning.

Present Simple

I, We, You, They make / do not make / don't make

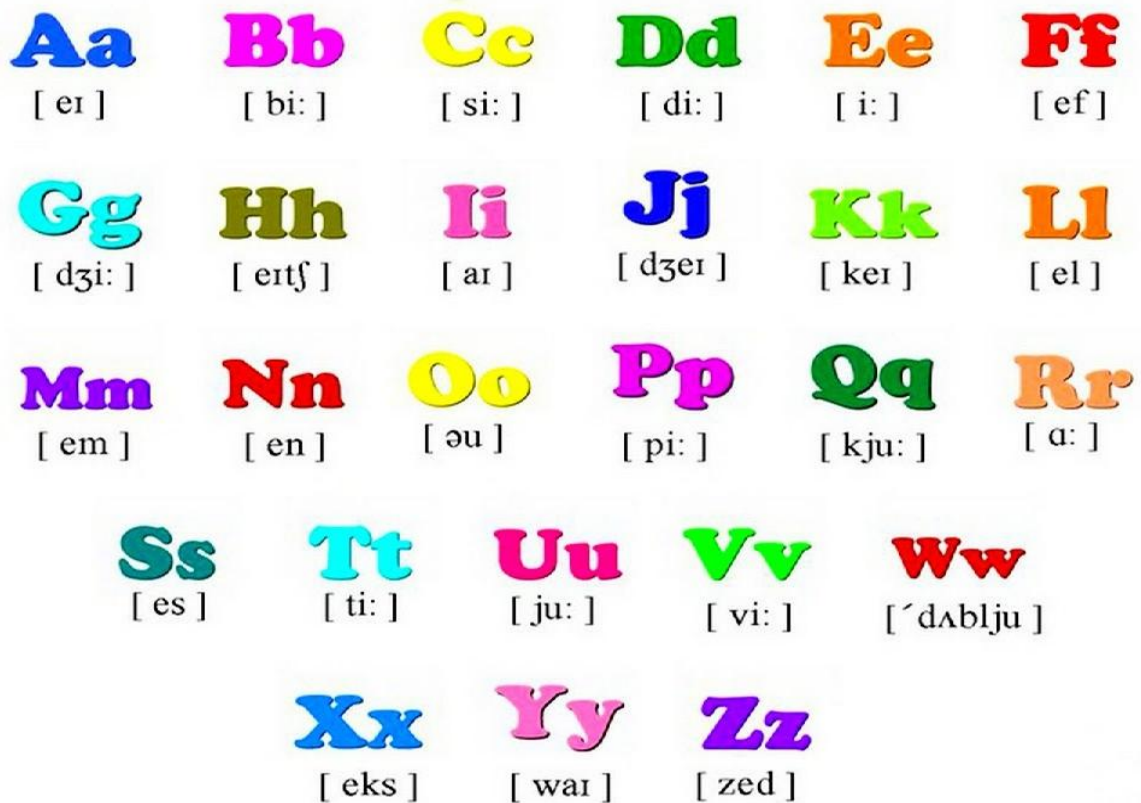
He, She, It makes / does not make / doesn't make

Do *I/We/You/They* make ...?

Does *He/She/It* make...?

PART B *Where are you from?*

1.4 *Here is the English alphabet. Practice saying it*



Spell these names and surnames.

Hannah Schmidt, Pablo Torres, Yoshida Kapachu, Travis Knightley

1.5 *Study the following questions and answers.*

Question	Answer
What`s your name?	I`m Anita/My name is Anita.
How do you spell it?	A-N-I-T-A.
What`s your job?/What do you do?	I`m a chambermaid.
What`s his name?	His name`s Jimmy.
How do you spell it?	J-I-M-M-Y.
What`s his job?	He`s a Head Chef.
What`s her name?	Her name`s Naomi.
How do you spell it?	N-A-O-M-I.
What`s her job?	She`s a waitress.

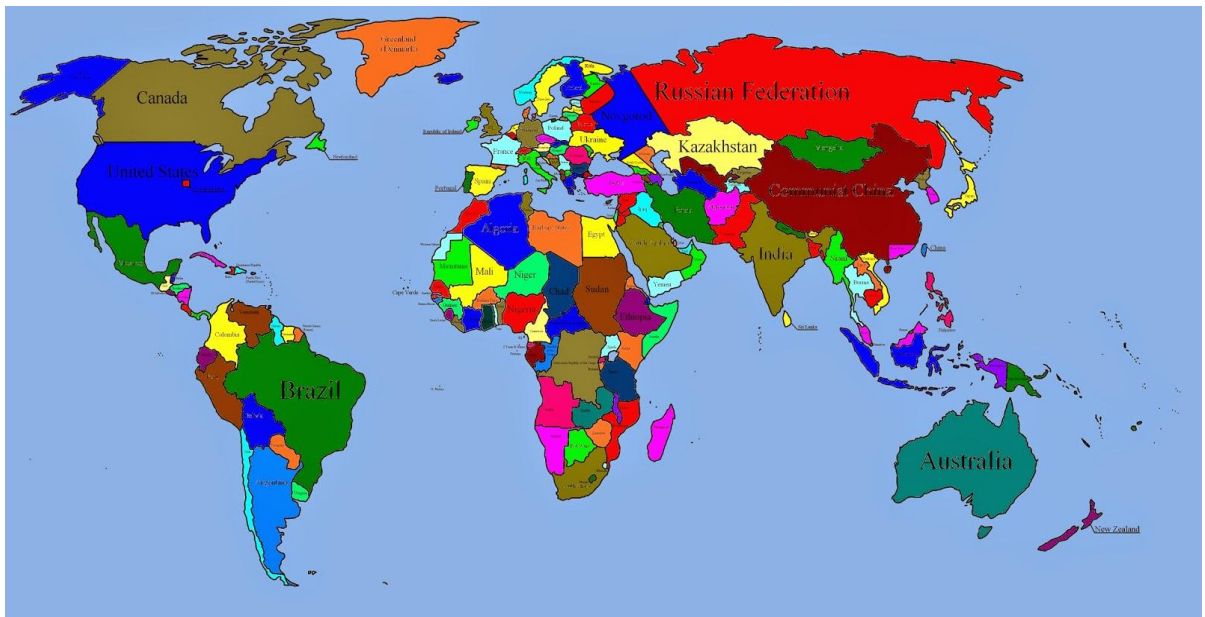
Now write the questions

- | | | |
|----|--------|------------------------|
| 1. | | ? Her name`s Svetlana. |
| 2. |? | ? S-V-E-T-L-A-N-A. |
| 3. | | ? She`s a waitress. |
| 4. | | ? My name`s Mikhail. |
| 5. | | ? M-I-K-H-A-I-L. |
| 6. | | ? His name`s Shaun. |
| 7. | | ? He`s a porter. |

1.6 *Where are you from? Mark your country on the map. Ask your partner like this:*

Question: Where are you from?

Answer: I`m from London, Great Britain.



Find the countries on the map.

United States of America

Brazil

Australia

France

China

Portugal

Poland

Czech Republic

New Zealand

Turkey

Iran

Argentina
Spain
Italy

These are five employees from different countries. Where do you think they are from?

Zita	Marta	Theodore	Mehmet	Hiroshi
------	-------	----------	--------	---------

Turkey	England	Japan	Germany	India
--------	---------	-------	---------	-------

1.7 Complete the table.

<i>Country</i>	<i>Nationality</i>	<i>Ending</i>
Australia	1 Australian	-(i)an
Argentina	2	
3	American	
Brazil	4	
Italy	5	
6	German	
Russia	Russian	-ish
7	Spanish	
Poland	8	
England	9	
Turkey	10	-ese
China	Chinese	
Japan	11	
12	French	
Czech Republic	Czech	
13	Greek	

1.8 Study these sentences.

Question: Are you American?
Australian.

Answer: Yes, I am/No, I'm not. I'm

Question: where are they from?
Greek.

Answer: They're from Greece. They are

Complete the sentences about yourself.

I'm from I'm

1.9. Study this extract from the conversation.

Naomi: Hello, my name`s Naomi. I`m from Italy.

Hiroshi: Nice to meet you, Naomi. I`m Hiroshi.

Naomi: Where are you from, Hiroshi?

Hiroshi: I`m from Japan.

Naomi: Oh, really, which part?

Hiroshi: The north, near Sapporo.

1.10 Complete the dialogue in pairs. Roleplay the dialogue.

A: Hello, my name`s I`m from..... I`mI work in the hotel.
And?
B: Hi,..... MyMaria.
A: Hi, Maria. Nice to meet you. Wherefrom?
B: Spain.
A: Oh, what part?
B: Madrid.
A: And what job?

UNIT 2 THE CHECK-IN AND CHECK-OUT

PART A I have a reservation



Is this like the reception area of the hotel you work in? How different is it?

2.1 Look at these room types. Match an abbreviation to the room types.

Std	SGL	DBL	S
TRPL	SV	GV	

single room
twin room
suite
studio

double room – one bed
garden view room
triple room
sea view room

2.2 Read Mr Doyle's e-mail. Is there a room available for him? Complete the reservations chart.

"Dear Sir or Madam,

I'd like to reserve a standard room with bath, from 6 till 9 November, if possible with a balcony. I'll be with my wife."

Month: November 2007
 Std=Standard room S=Single, D = Double, T= Twin

DATE/ ROOM	01	02	03	04	05	06	07	08	09	10	11
1 01 Std Sgl		← IHSAN, MR →									
1 02 Std Dbl			← DANISH, MS →			← TENNY, MR →					
1 03 Std Twn											

2.3 Now read the conversation between Mr Doyle and hotel receptionist. Can he change the dates of the reservation?

R: Hello, Globe Hotel. How can I help you?

D: Yes, I have a reservation from the 6th to the 9th November for a double room with bath and balcony.

R: And your name please, sir?

D: Doyle.

R: Could you spell that for me, please?

D: Yes, that's D-O-Y-L-E. I would like to change the dates, if possible, from the 8th to the 11th November.

R: Hold the line a moment and I'll just check Mr Doyle. Yes, I think that's possible... from the 8th to the 11th did you say?

D: That's right.

R: I'm just checking... That's fine, Mr Doyle, a double with bath and balcony for three nights, from the 8th to the 11th.

D: Thank you. So, that's fixed up, then?

R: Yes, it's done, Mr Doyle. We look forward to welcoming you on the 8th.
 Goodbye.

D: Thank you. Goodbye.

R: Goodbye.

2.4 Look at these days and dates, read and remember them.

Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

January 2017						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

1st of January, 2nd of February, 3rd of March, 4th of April, 5th of May, 6th of June, 7th of July, 8th of August, 9th of September, 10th of October, 11th of November, 12th of December

First, second, twenty-first, thirty-first, twenty-second, third, twenty-third, fourth, twenty-fourth

2.5 Answer these questions in pairs.

1. What`s today`s date?
2. What`s your day off?
3. When is the next national holiday?
4. When do you go on holiday?
5. When`s your birthday?



PART B *When guests arrive at reception, what do you say to them?*

2.1. Study these sentences. Which are polite and which are not polite? Say why. Write P or NP

- Hello, can I help you?
- Do you have a reservation?
- Hello, what do you want?
- And your name, please?
- I`m sorry, the hotel is full.
- We have nothing for you.
- I`m sorry. We don`t have any vacancies.

2.2 *Mr and Mrs Doyle arrive at reception. First mark the sentences G(uest) or R(eceptionist). Then put the sentences in order to make the dialogue between the guest and the receptionist.*

- R... Good evening sir, good evening, madam.
- ... Thank you. Doyle, yes,... so that`s a double room with bath and balcony for three nights.
- ... Thank you, sir, here`s your key. It`s on the fourth floor, room 401.
- ... Yes, of course.
- ... Could you just sign here, please?
- ... D-O-Y-L-E.
- ... Could you spell that, please?
- ... Thank you.
- ... Good evening, we have a reservation, please, the name`s Doyle.
- ... That`s right.
- ... I`ll call a porter.
- ... Enjoy your stay.

2.3 *This conversation is like the one in the previous exercise. Complete it using the following words and expressions. Then roleplay it.*



we've reserved a double room for you	Good afternoon
a reservation	call him.....Room 487
Would you like	spell that for me How may I help you
Have a wonderful stay	

R:..... Welcome to the Grand Woodward Hotel.?

Guest: I have for today. It's under the name of Hannighan.

R: Could you please....., sir?

Guest: Sure. H-A-N-N-I-G-H-A-N.

R: Let me look on the system. Yes, Mr. Hannighan,with a view of the ocean for two nights. Is that correct?

Guest: Yes, it is.

R: Could I see some ID, please. A passport or an identity card are both fine.

Guest: Here you go.

R: Excellent. Thank you.

Guest: What room am I in?

R:..... Here is your key. a porter?

Guest: Great. Thanks.

R: I'll just

Guest: Ok, thanks.

R: My pleasure, sir.at the Grand Woodward Hotel.

2.4. Study some other phrases which can be used by a receptionist when welcoming guests. Practice reading them in pairs.

- Would you, please, complete the guest registration card?
- Would you sign here, please?
- This is your room charge card.
- How will you be paying: cash, cheque, credit card?
- We accept all major credit cards.

2.5. If guests see this sign on the door of a hotel, what will they do?



Read the dialogue and say if you could see the sign on the door of this hotel.

Receptionist: Good evening. How can I help you?

Guest: Good evening. **Do you have any rooms available** for tonight?

Receptionist: Do you have a reservation?

Guest: No, we don't.

Receptionist: A double or single room?

Guest: A double room for one night.

Receptionist: **Let me just check our system.** I am afraid that **we are fully booked tonight**, madam. There are no rooms available, sorry.

Guest: Ok, **could you recommend another hotel?**

Receptionist: You could try the Bristol Hotel.

Guest: **Would you mind calling them** to see if they have any vacancies?

Receptionist: No problem.

2.6. Now match the phrases here and the phrases printed in bold in the conversation.

A polite phrase which means 'can you suggest another hotel', is -

A phrase a guest asks when they want to have a room in a hotel -

A very polite phrase where a guest asks a receptionist to ring another hotel for them -

A phrase which means that there are no vacant rooms in the hotel at the moment -

A phrase a hotel receptionist uses when they need to check/confirm something on their computer -

Roleplay the conversation

PART C How would you like to pay?

2.7 What would you say to a guest who is checking out and paying the bill?



Match A and B to make complete sentences.

A
How would
Have you used
Everything is
How will you
The service

B
the mini-bar today?
you like to pay?
charge 10%
included.
be paying?

How do guests usually pay at the hotel where you work?

By cheque by credit card by account in cash

2.8 Study some other phrases which can be used by a receptionist when guests check out. Practice reading them in pairs.

Your bill is ready, sir.	We`ll need some identification
How would you like to settle your account?	Would you just sign here, please?
It comes to \$390, madam.	And here is your receipt.
Here`s your bill. Would you like to check it?	
Would you like to check and see if the amount is correct?	
We had to charge you for ...	

2.9. Look at the hotel bill. Is it like a bill in the hotel where you work? What's the same? What is different?

HOTEL LETTER HEAD					
Manual GRC : 4162			Bill No : A17737		
Room No	Name	Room Rate	Pax	Room Type	Days
				STD (Executive)	5
Company / TATO Name & Address			Arrival Date	Departure Date	
M/s. XXXXXXXXXXXXXXXXXXXX LTD No .10, xxxxxxxxxxx,			11/01/2010 02:06	15/01/2010 21:26	
Date	Description	Charges	Credit	Balance	
7200.00	TARIFF		7200.00		
7920.00	LUXURY TAX		720.00		
8019.00	LAUNDRY (7340)		99.00		
8019.00			Total		
6000.00			Advance		
0.00			Advance Refund		
2019.00			Nett		
PLEASE RETURN YOUR KEY ON DEPARTURE					
<small>I Agree that I am responsible for the full payment of this bill in the event if not paid by the Company, Organisation or Person indicated</small>					
Billing Instructions : DIRECT					
Cashier : xxxxx					
Cashier's Signature			Guest's Signature		
..... Thank you for Honouring us by your visit					

What questions do guests ask about the bill? What do you reply?

The guest who wants to ask about items on the bill may say:

Can you explain this item, please?

What`s this charge for?

The hotel employee may say:

That`s for the phone calls you made.

That`s for the separate dry cleaning you ordered.

Here are the details of the calls you made.

I`m sorry, this is our mistake.

2.10 A guest is asking the hotel employee questions about the bill. Read the conversation and number these sentences in the correct order. The first and last have been done.

Guest: Could you explain these items on my bill, please? 1

Employee: That`s the usual practice, the laundry is charged separately.

Employee: Is everything OK now, madam?

Guest: Why are there two charges for dry cleaning and laundry?

Employee: I`ll check again.

Employee: That`s the 10% service charge in lieu of gratuities.

Employee: Yes, our records show you made three calls overseas.

Guest: Oh, I see. And did I really make three phone calls overseas?

Guest: Oh, did I really?

Employee: Certainly, madam. What would you like to know?

Guest: But what`s this 10% charge?

Guest: Yes, I think so.

Employee: Have a good day, madam, and we hope to see you again. 13

2.11 Here are four questions. Write appropriate answers.

Q: How would you like to pay? A:.....

Q: Can I pay by cheque? A:.....

Q: Is everything ready? A:.....

Q: Have you checked everything? A:.....

Here are four answers. Write appropriate questions

Q:.....A: Yes, we`ve got everything.

Q:.....A: Yes, you`re right. We`ve made a mistake.

Q:.....A: That`s for the phone calls you made.

Q:A: That`s the 15% of service charge in lieu of gratuities.

UNIT 3 THE HOTEL BEDROOM AND BATHROOM

PART A *Can you describe the room, please?*

3.1 *Look at these objects.*



Look at the list of objects and label the illustrations.

Double bed sheets chair TV coat hangers pillows telephone
wardrobe desk remote control

There`s a telephone **by** the bed.

You have the radio alarm **next to** that.

The sheets are changed every day.

There`s a TV, of course, **with** remote control.

There are plenty of coat hangers **in** the wardrobe.

I`m afraid, there isn`t a CD player **in** the room, madam.

There`s a desk **by** the window, with two very comfortable chairs.

3.2 Study these structures:

Singular

There is a mini-bar in every room.

There isn't a DVD player in the room

room.

Is there a TV in every room?

Plural

There are plenty of coat hangers.

There aren't any plants in the

Are there any flowers in the room?

Put the words in the following sentences in the correct order. The first has been done for you.

Affirmative: is TV in room There a the

Example: **There is a TV in the room.**

Negative: double bed isn't There a in room the

.....
Question: CD player there room in is a the?

.....
Answers: is there Yes/ the room Yes there CD player in a is

.....
There isn't No / CD player No there in room isn't a the

.....
Affirmative: coat changers of plenty wardrobe there are the in

.....
Negative: in room There aren't the flowers any

.....
Question: the plants there in Are any room?

.....
Answers: are Yes there / room some in plants Yes there the are

.....
There No aren't/ any there room plants No aren't the in

Practice reading these sentences

There's a full air-conditioning in the room, of course.

I'm afraid there isn't a mini-bar in the room.

There is a very quiet room on the top floor. We can give it to you.

Everything you need is included in the room.

It's small but very quiet.

3.3. Study this description and complete the sentences below with one of these phrases.

The Explorer Hotel

- Panoramic Views
- Best Hotel for Business Travel
- Rooms and Suites
- Fitness Center Available
- Free Wi-Fi
- Over 180 Rooms

Complimentary Airport Shuttle Bus Available

Book your stay with us today!

Toll Free: **1-800-661-0892**
Local: **867-873-3531**

The Explorer Hotel
4825 49th Avenue, Yellowknife, NT
Canada X1A 2R3

www.explorerhotel.ca

In the Explorer Hotel:

There is/are There isn` t/aren` t

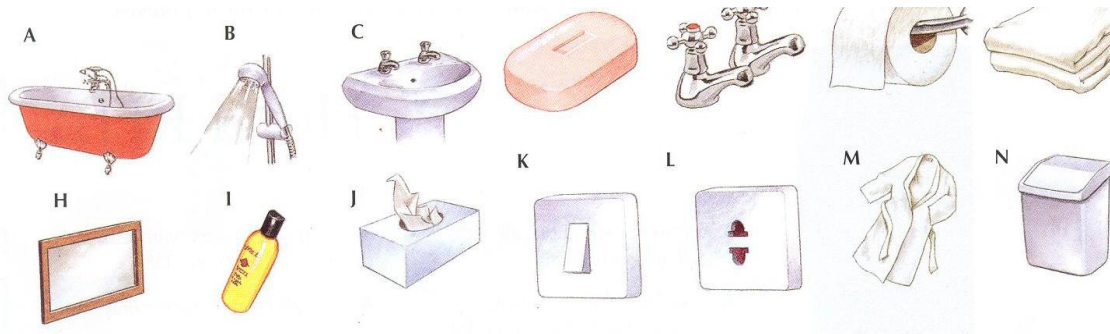
-airport shuttle bus
- a king-size bed
- a shower and WC
- a fitness centre
- standard rooms and suites
- a computer
- free WI-Fi

3.4 Describe a standard bedroom in the hotel where you work using some of these words:

Mini-bar, blanket, duvet, bedside lamp, suitcase stand, dressing table, central light switch, trouser press, laundry bag, air-conditioning, writing paper, flowers, plants, personal safe

.....

PART B *Can you send up some more towels, please?*



Shampoo, bin, shower, mirror, washbasin, toilet paper, towels, bath, bathrobe, tissues, light switch, soap, hot/cold water taps, shaver socket

3.6 *Read the sentences. Who would say them? Write:*

R – G=Receptionist to Guest

G – R= Guest to Receptionist

H – M = Housekeeper to Maid

1. Yes, madam, all the doubles have a bath. **R – G**
2. Can you send up some more towels, please?
3. Some of the single rooms have a shower only.
4. There`s a light switch next to the mirror.
5. Yes, sir, there`s always plenty of hot water.
6. Could we have some more shampoo and soap, please?
7. Make sure there`s always plenty of toilet paper.
8. We keep the extra tissues in the cupboard under the washbasin.
9. There should be a bathrobe just behind the door, madam.
10. Don`t forget to empty the bin every time.

3.7. Look at this picture of a bathroom.



Complete these sentences using the following words.

Mirror tap extra tissues shaver socket bathrobe bin shower soap washbasin towels

1. The ... is on the wall next to the ...
2. There`s a hot and cold mixer for the ...
3. We keep ... and toilet paper here in the cupboard.
4. The ... is here under the ...
5. The ... is here behind the door and the ... are on the rack over the bath.
6. Always put plenty of ... and shampoo here, near the taps.

Now read the instructions and check your answers.

We keep extra tissues and toilet paper here in the cupboard. The shaver socket is on the wall next to the mirror. The bin is here under the washbasin. There`s a hot and cold mixer tap for the shower. The bathrobe is here behind the door and the towels are on the rack over the bath. Always put plenty of soap and shampoo here, near the taps.

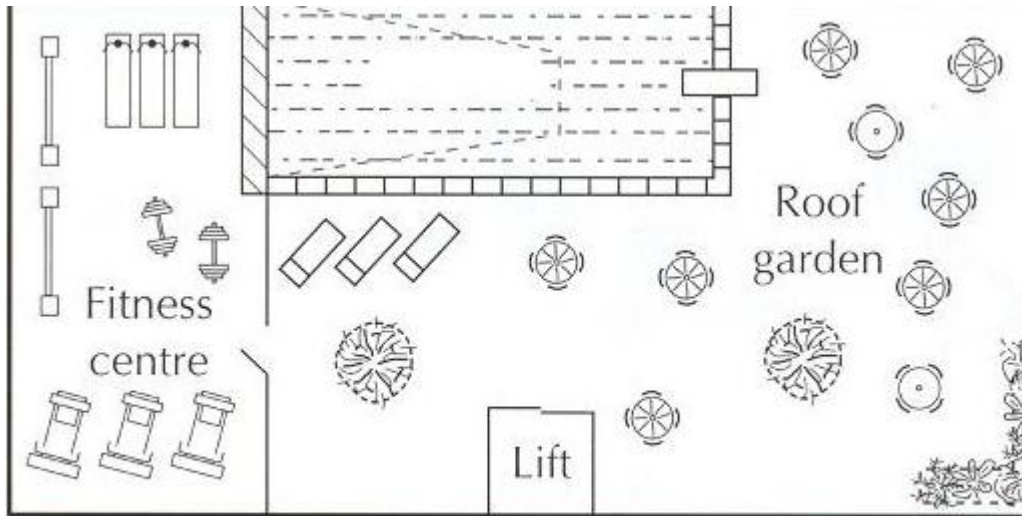
UNIT 4 LOCATION OF FACILITIES

PART A. Giving directions to facilities in and near the hotel

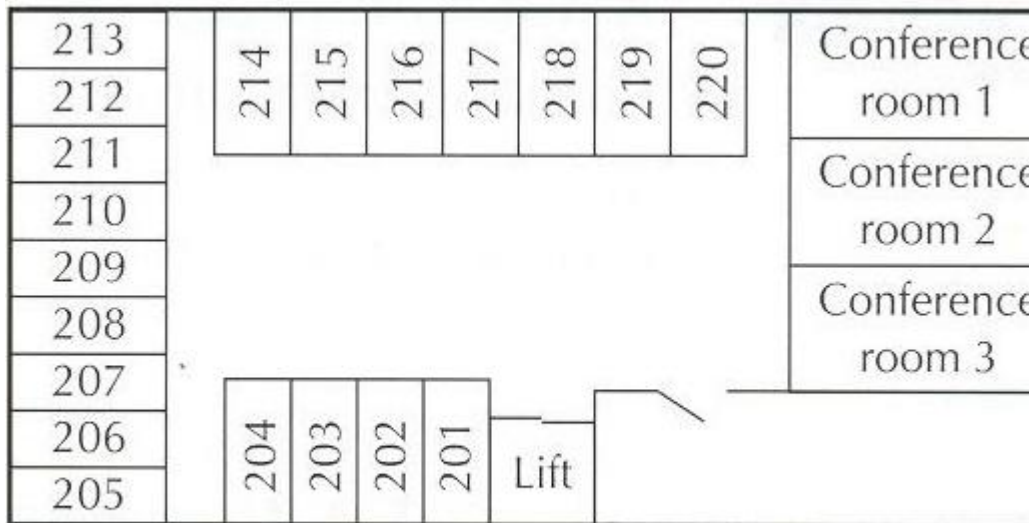
4.1 Do you know what these directions mean? Work in pairs and make a simple drawing of each one.

<i>Turn right</i>	<i>turn left</i>	<i>go up</i>	<i>go</i>
<i>down</i>	<i>next to</i>	<i>opposite</i>	

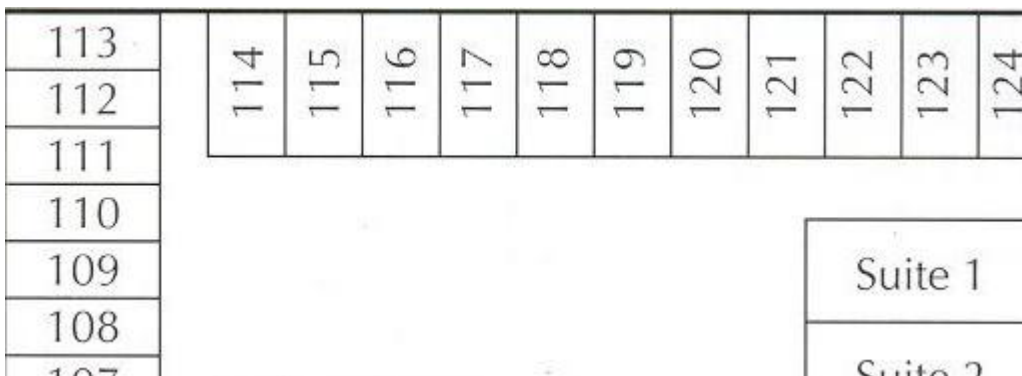
4.2 Look at the plan of the hotel. Some guests are asking for directions in the hotel. Read the conversations and write down the place each person is looking for.

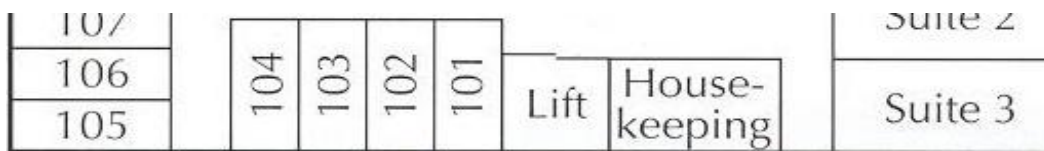


Top floor

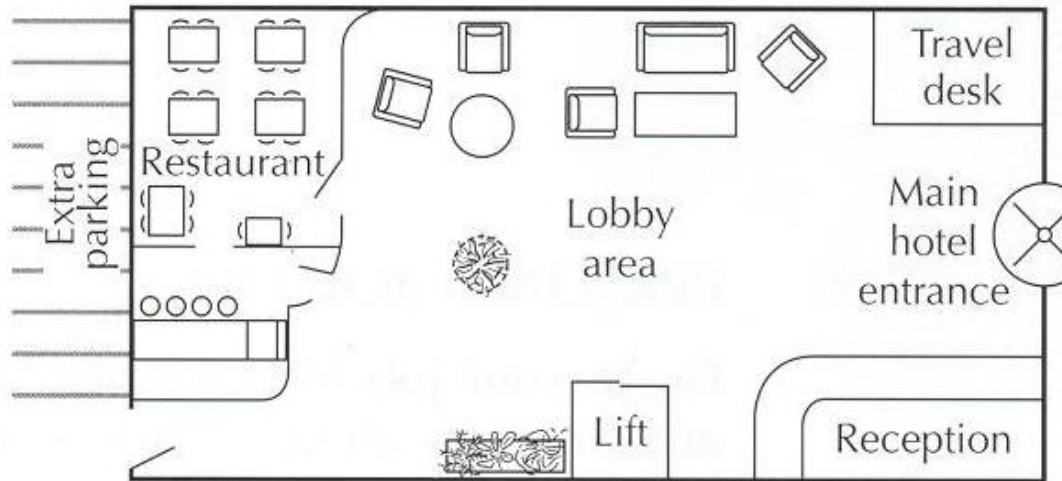


Second floor

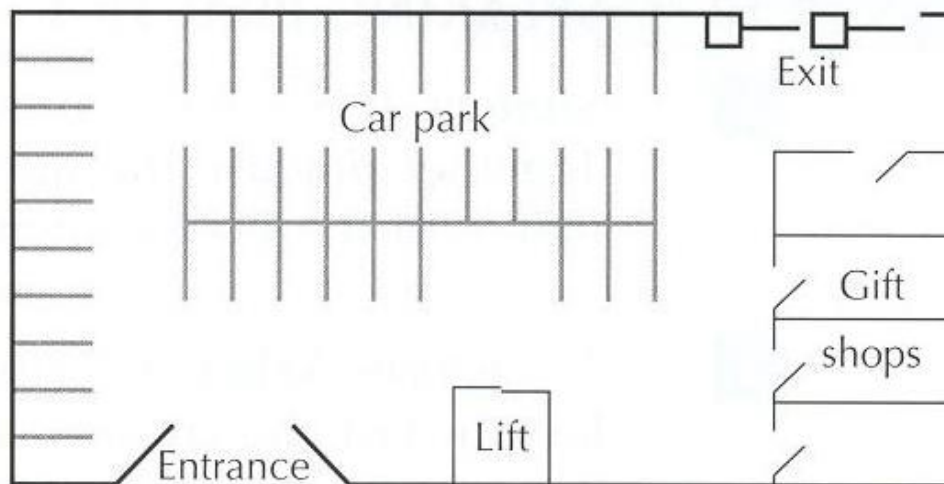




First floor



Ground floor



Basement

Conversation 1

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

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

Guest Sorry, I didn't catch that.

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

Guest Oh, I see, thank you very much.

Conversation 2

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

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

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

Employee It's a pleasure, sir.

Conversation 3

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

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

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

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

Guest Thank you.

Employee You're welcome, madam.

Conversation 4

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

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

Guest Thank you very much.

Employee You're welcome.

Conversation 5

Guest Can you tell me where the gift shop is, please?

Employee Certainly, sir, the gift shop is in the basement, in fact there are several gift shops. Take the lift to the basement, and when you go out of the lift, turn right, and you'll see them on your right.

Guest Thanks.

4.3 Read again and label the following places on the hotel plan: bar, business centre, swimming pool.

4.4 In the conversations the guests asked questions like this (pay attention to the verbs):

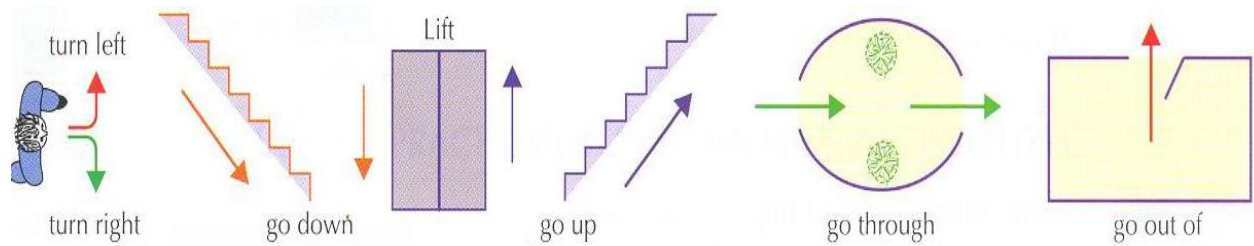
Be Excuse me, where is the travel desk, please?

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

Can Can you tell me where the gift shop is, please?

Look Excuse me, I am looking for the bar, please.

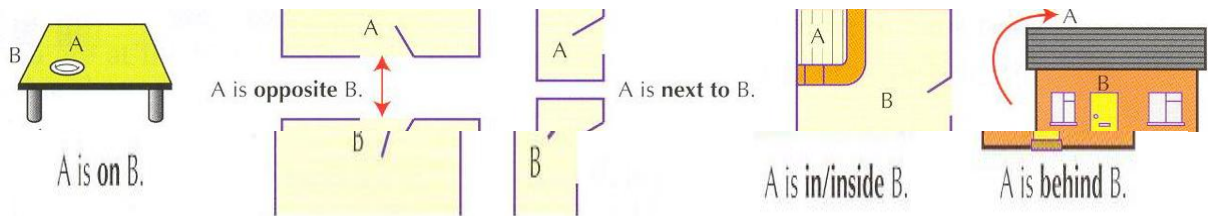
4.5 The employee gives directions using these verbs (verbs of direction):



Look at the plan of the hotel. Complete these sentences.

1. To get to the gift shops, go out of the lift and
2. The restaurant is on the ground floor; the lobby and it's at the end.
3. To get to the business centre, to the second floor, and as you the lift it's on your right.
4. From our room, go To the restaurant near the lobby, and the bar is inside the restaurant.
5. The fitness centre is on the top floor; as you come out of the lift, and you'll see the fitness centre next to the pool.

4.6 Prepositions of place. Look at the plan of the hotel. Complete the sentences below.



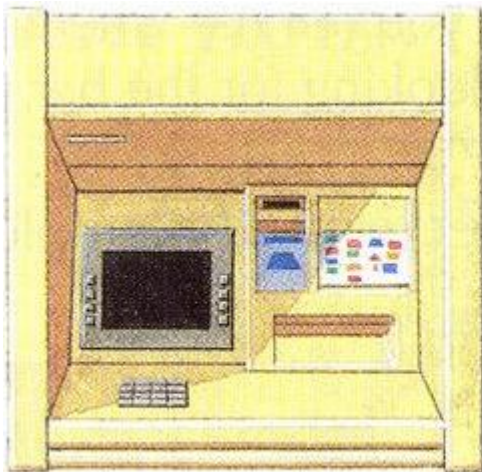
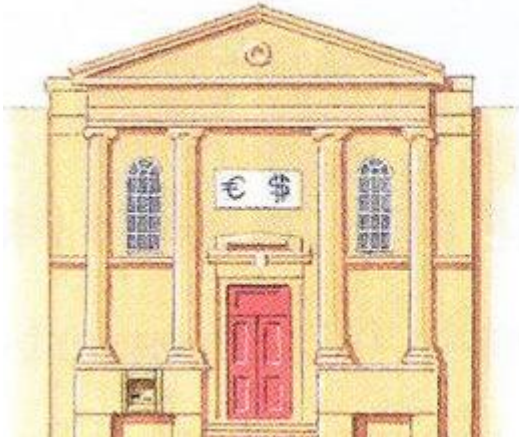
1. The car park is the basement.
2. The travel desk is reception, in the lobby.
3. All the conference rooms arethe second floor.
4. The pool is on the top floor,the fitness centre.
5. The bar isthe restaurant.
6. You can also park justthe hotel.

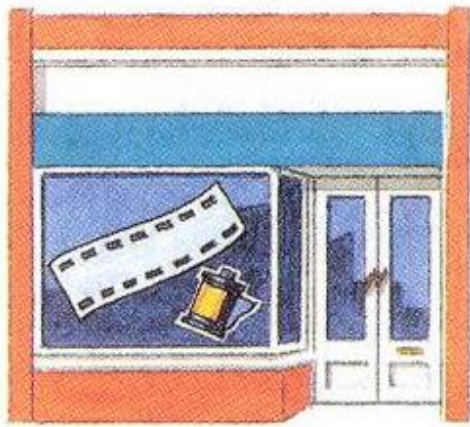
4.7 You are in the reception area of the hotel where you work. Choose four places guests want to go to inside the hotel. Start from reception. Write down these four directions for guests.

PART B. *It's about five minute walk from here.*

4.8 *Look at these names of places and label the illustrations.*

post office	photo shop	cash point
shopping centre	cinema	bank
agent	railway station	travel





4.9 Some guests are asking for directions to places outside the hotel. Write down the place each guest is looking for. Can we find similar places in Nizhny Novgorod? How far are they from the hotel where you work?

Conversation 1

Guest Good morning, can you help me? I'm looking for a travel agent, as I need to change my ticket.

Employee Certainly, it's not far. Go out of the hotel and turn left. Go along Avenue de Verdun for about 100 metres and there are two travel agents on your left.

Guest So I go out of the hotel, turn left and along Avenue de Verdun for 100 metres.

Employee That's right.

Guest Thank you very much.

Employee You're welcome.

Conversation 2

Guest Can you tell me where the nearest bank is, please?

Employee Yes, sir, it's just a few minutes walk. Go out of the hotel, turn right, go along Avenue de Verdun to Avenue de Suede, then turn right and go up Avenue de Suede until you get to Rue de la Buffa. The bank is on the corner, on your right.

Guest So that's out of the hotel, right, right again up to Rue de la Buffa.

Employee Yes, and the bank's on the corner.

Guest Thanks very much.

Employee It's a pleasure.

Conversation 3

Guest I'm looking for a photo shop, please.

Employee There's one very near the hotel in Avenue de Suede. Go out of the hotel, turn right and go along to Avenue de Suede, and you'll see the photo shop opposite.

Guest Avenue de Suede, OK, thank you.

Employee You are welcome.

Conversation 4

Guest Is the cinema far from here, please?

Employee It's about a 10-minute walk from here, sir. Turn left out of the hotel, and go along Avenue de Verdun until you get to Avenue Jean Medicin, and there are two cinemas, one on your left and one on your right.

Guest Let me see, that's left along Avenue de Verdun until I get to Avenue Jean Medecin.

Employee That's right. Here, I can show you on the map.

Guest Thank you.

Employee You are welcome.

Conversation 5

Guest Is there a cash point near here, please?

Employee Yes, it's not far. Go out of the hotel, turn right, then right again into Avenue de Suede. Go up the street to the corner, and there on the corner, on your right, is the cash point next to the bank.

Guest So that's out of the hotel, turn right, right again into Avenue de Suede, and then up that street to the corner.

Employee That's it, madam, the cash point is on the corner, on your right next to the bank.

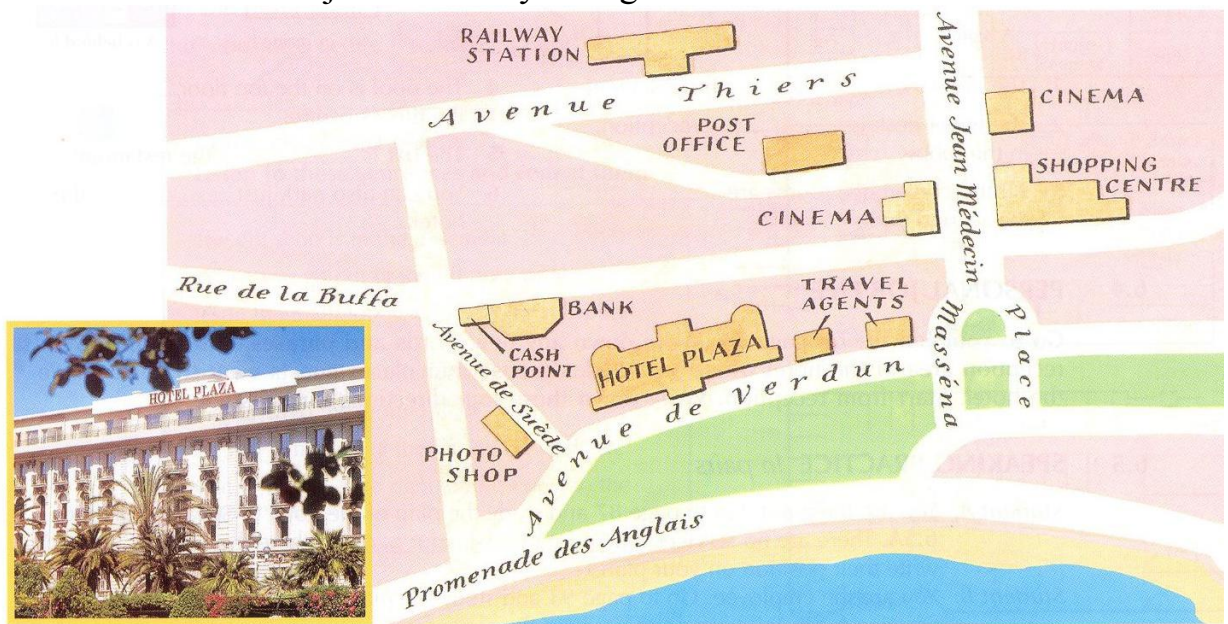
Guest Next to the bank, yes, of course. Thank you.

Employee You're welcome.

4.10 You are at the Hotel Plaza in Nice. Look at the street plan. Read and follow the directions. Where does the guest want to go to?

Employee It's not very far, about 15 minutes on foot, five minutes by car. Go out of the hotel into Avenue de Verdun. Turn left and go along Avenue de Verdun until you get to Place Massena. Turn left at Place Massena into Avenue Jean

Medecin. Go along Avenue Jean Medecin until you get to Avenue Thiers – it's about 500 metres. Turn left and it's just there on your right.



Hotel Plaza, Nice, France

4.11 You are at the Hotel Plaza in Nice. Find the travel agents on the map. Complete the directions using phrases from the box.

turn left	go along	go out of
on your left	it's not far	

Guest Good morning, can you help me? I'm looking for a travel agent, as I need to change my ticket.

Employee Certainly, from here. the hotel and and Avenue de Verdun for about 100 metres and there are two travel agents

4.12 You are at the Hotel Plaza. Find the shopping centre on the map and write out the directions using phrases from the box.

turn left	out of the hotel	go along
until you get to	go up	on your right

To get to the shopping centre, go

4.13 Work in pairs. Imagine that you a foreign tourist, you are staying at the hotel where your partner works. Choose two sights in Nizhny Novgorod you'd like to visit. Ask your patner directions to them. Change roles.

UNIT 5 PROBLEMS AND SOLUTIONS

PART A *I'll see to it immediately*

5.1 *What problems do guests usually have in their rooms? Brainstorm ideas.*

Now read five conversations between guests and hotel employees and match them with the following problems. Be attentive, two of the options are not necessary.

- a. Guest forgets razor and shaving cream
- b. Sheets are dirty
- c. Mini-bar is empty
- d. Guest needs a hair dryer
- e. Not enough hot water
- f. No bulb in bedside lamp
- g. More coathangers are needed

Conversation 1

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

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

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

Reception I'll send someone up right away.

Guest Thank you.

Conversation 2

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

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

Guest Yes, and I can't see one.

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

Guest Room 309.

Conversation 3

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

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

Guest 709.

Reception I'll contact housekeeping now.

Conversation 4

Guest Hello, is that reception?

Reception Speaking.

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

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

Conversation 5

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

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

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

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

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

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

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

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

5.3 Complete these sentences using the correct words from the box.

send up	right away	contact them	provide	have
send	one up	some more	I'll get	
I'll bring it	ask	no		

1. Could I some toothpaste and a toothbrush, please?

2. housekeeping to bring up some more towels.....

3. Can you a hair dryer, please?

4. That's no problem, madam, I'll right away.

5. There's shampoo or soap in the bathroom.

6. I'll maintenance to see to it at once.

7. We need coat hangers.

8. I'll at once.

9. Don't worry, sir, to your room myself.

10. We can those things for you, madam.

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

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

Reception _____

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

Reception _____

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

PART B *You can choose your own code number for the safe*

5.5 *What kinds of problems do guests have with the amenities in the room? Do guests have problems operating the TV or using the safe? Here are two jumbled explanations. What do you think the correct order is? There is more than one possibility.*

The TV

- a. Press Play on the remote control
- b. Choose a film
- c. Sit back and enjoy the film
- d. You will see a list of films
- e. Press OK on the remote control
- f. First switch on the TV
- g. Then press Video on the remote control

The safe

- a. Turn the dial quickly and the safe is locked
- b. Put your valuables in and close the door
- c. Remember this number; you'll need it to open the door again
- d. Open the safe door
- e. Tap A, then tap a six digit number, then tap C
- f. On the front of the door you will see some letters and numbers

5.6 *Explaining how it works. Study the words in the box. How many do you know?*

Turn on	turn off	turn up	turn down	press		
tap in	key in	choose	open	close	put in	take out

What words would you use to explain how these things work?

Choose at least three verbs for each object. The first has been done for you.

Television = *turn on, turn off, choose*

Air-conditioning =

In-room films =

Mini-bar =

Bedroom safe =

5.7 Look at these photos. They explain how the keycard works. Write out the instructions.

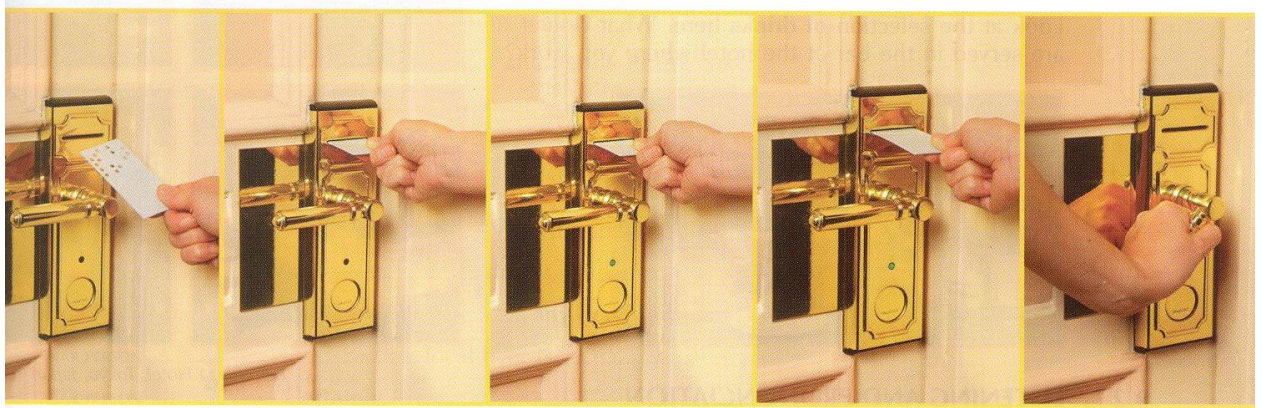
Begin like this:

I'll show you, it works like this.

First

.....
Then

.....
Is that OK?



UNIT 6 TAKING BAR ORDERS

PART A *What would you like to drink?*

6.1 *What is the bar like in the hotel where you work? Look at the selection of drinks here. What drinks are served in the bar at the hotel where you work?*



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

Conversation 1

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

Guest Just a dry martini, please.

Bar person Right, madam. A dry martini.

Conversation 2

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

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

Bar person Certainly, madam.

Conversation 3

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

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

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

Guest Just some ice, please.

Conversation 4

Bar person We have a wonderful local beer ...

Guest Is it draught or bottled?

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

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

Conversation 5

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

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

Bar person Here you are, madam.

Conversation 6

Bar person This house cocktail is excellent, sir.

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

Bar person Here you are, sir.

6.3 Study these stages of a conversation:

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

.....
2. Enquire *What would you like?*

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

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

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

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

.....

Study these six sentences. Each one is similar to one of sentences 1-6. Match them with the stages above.

... but we do have this natural water. The house cocktail is excellent.

Your drinks, sir. Good afternoon, madam.

What can I get you? I'm afraid there's no more of that beer.

6.4 Look at this conversation between a bar person and a guest. First complete the sentences using the words in the box.

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

Bar person 1 evening, madam.
 Bar person ___ Would and lemon in the coke?
 Guest ___ a large Please, and a
 coke.
 Guest ___ OK, that's fine.
 Guest ___ No lemon,, please.
 Bar person ___ What you to drink?
 Bar person ___ Here drinks, madam.
 Bar person ___ I'm sorry, any draught beer.
 Bar person ___ local beer is

 Bar person 9 Certainly.

6.5 Now number these sentences 1-10 to put the conversation in the correct order. Two have been done for you.

PART B *Shall I charge it to your room?*

How do guests pay for drinks in the hotel bar?

- They pay by Visa/credit card.
- They pay by cheque.
- They pay cash.
- They charge it to their room.

6.6 Four guests are ordering drinks at a hotel bar. Read the conversations between the guests and the bar person, and complete the table. Write (Guest) 1, 2, 3 or 4 next to the correct order, method of payment and total.

Order	Payment method	Total
..... 2 large beers, 1 whisky, 1 vodka Visa €13.00
..... gin + tonic, coke, small beer cheque €23.50
..... double brandy, rum + coke, tonic charge to room €11.50
..... rum, dry martini cash €24.00

Conversation 1

Bar person Here you are, madam, a small rum and a dry martini. Shall I charge it to your room?

Guest No, I'll pay cash. How much is that?

Bar person That comes to €11.50.

Guest Thanks, here, keep the change.

Bar person Thank you, madam.

Conversation 2

Bar person Here you are, sir, two large draught beers, a whisky, and a vodka. Are you staying in the hotel?

Guest No, I'm not. How much does it come to?

Bar person That's €23.50, sir.

Guest I'll pay by Visa, here you are.

Bar person Thank you, sir.

Conversation 3

Bar person What can I get you, madam?

Guest I'd like a gin and tonic, and a coke with plenty of ice.

Bar person Lemon with the gin, madam?

Guest Yes, please and, oh, wait a moment ... and a small draught beer, please.

Bar person Right, a gin and tonic, a coke and a small draught beer ... Here you are. Shall I charge it to your room?

Guest Yes, please.

Bar person That's €13, madam. Could you sign here, please?

Conversation 4

Bar person Here you are, sir, a double brandy, a rum and coke, and a tonic water. That comes to €24.

Guest Look, I'll pay by cheque ... here you are.

Bar person Thank you, sir.

6.7 Study these three tenses.

We use **the present simple** to express general statements of no particular time:
→ How much is it?

We use **the present continuous** to talk about things happening now or around now:
→ Are you staying in the hotel?

We use **'Shall I'** for polite offers: → Shall I charge it to your room?

6.8 Make complete sentences.

1. *Guest* Could / bill / please?
2. *Guest* How / it / come to?
3. *Guest* Can / pay / credit card?
4. *Bar person* €11.90
5. *Guest* I / cash
6. *Bar person* guest / hotel?
7. *Bar person* charge / your room?

8. *Bar person* room / number?
9. *Guest* keep / change
10. *Bar person* Thank / much

6.9 *What currencies and methods of payment are used in the hotel where you work?*

6.10 *Write complete sentences for these three stages of a dialogue between a bar person and guest: the bill, method of payment, and the tip.*

1. Guest asks for the bill. You present it.

Guest

.....
Bar person

.....
2. Guest asks about payment. You explain.

Guest

.....
Bar person

.....
3. The tip

Guest

.....
Bar person
.....

UNIT 7 IN THE RESTAURANT

PART A *Are you ready to order?*

7.1 Greeting the guest. What do you say when you greet a guest at the hotel restaurant? Read and translate.

1. Do you have a reservation?
2. What is your name, please?
3. Shall I take your coats?
4. Here is the menu.
5. Would you like an aperitif?
6. I'm sorry, we're fully booked tonight.

7.2 Study these sentences.

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

Build a conversation using these sentences. Begin like this:

Waiter Do you have a reservation?

Guest

Study these sentences.

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

Build a conversation using these sentences. Begin like this:

Waitress Can I get you an aperitif?

Guest

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

Starter *smoked me ready salad*

Waitress Are you to order?

Guest 1 Yes, the salmon for me.

Guest 2 And the waldorf for, please.

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

Waitress ... and to , madam?

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

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

Guest 1 The, please.

Main dish (2) Explaining a dish *try that baked fine sole*

Guest 2 What is the meuniere?

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

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

Choosing drinks *recommend then like goes*

Waitress What would you to drink?

Guest 1 Can you a good wine, white preferably?

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

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

Checking *bottle steamed that's mineral*

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

PART B *Would you like to see the dessert menu?*

7.4 *Study these two conversations between the waitress and the guests. Put the sentences in the correct order to make the conversations.*

Conversation 1

Guest I'm afraid I'm full.

Waitress Would you like to see the dessert menu?

Waitress How was the fish, sir?

Waitress Can I get you a coffee or a liqueur?

Guest Very good.

Guest Just an espresso, please. Oh, and the bill.

Conversation 2

Waitress It's a light cake with chocolate, biscuit, cream and marsala.

Guest 1 Oh, just something light, what can you recommend?

Waitress Would you like a dessert, madam?

Waitress And for you, sir?

Guest 1 The fruit salad sounds fine.

Guest 2 What's tiramisu?

Waitress How about the fresh fruit salad or some ice cream?

Guest 2 OK, I'll try that.

7.5 Recommending items on menu. Here are some possibilities:

If you like chocolate, I can recommend the chocolate soufflé.

If you like very strong coffee, try the espresso.

If you prefer exotic tea, I suggest the Chinese lotus tea.

Match A and B.

A

1. If you prefer a milky coffee,
2. If you'd like something very English,
3. For a hard cheese,
4. If you prefer something light,
5. The Irish coffee is just light
6. For a typically Viennese dessert,

B

- a. try the Irish or English cheddar.
- b. the fruit salad is very popular.
- c. try the cappuccino.
- d. I can recommend the sherry trifle.
- e. I suggest the apple strudel.
- f. if you like whiskey in your coffee.

7.6 Was everything all right, sir? What problems could there be with the bill?

- The total is wrong.
- An item was charged on the bill but not ordered by the guest.
- An extra service charge was added.

Brainstorm the ideas to correct the mistakes.

7.7 Asking, and correcting a mistake. Study the sentences:

A Asking about the meal:

Waitress Was everything all right, sir? *How was your meal?*

Woman The chocolate soufflé was delicious.

B Correcting a mistake on the bill

Man Is this item correct?

Waitress I'll check that for you.

I'm very sorry.

We've corrected the mistake.

C Saying goodbye

Waitress We hope to see you again.

Study the sentences below. They are also about the meal, the bill and saying goodbye, but they are from a slightly different conversation.

Write each sentence by a sentence above to create a new conversation about the meal, the bill and saying goodbye. The first has been done for you.

- Excuse me, sir, I'll go and check.
- I don't think this is right.
- Do come back again.
- How was your meal?
- Oh, I'm terribly sorry.
- Here's the correct bill, sir.
- The soup was a little cold.

7.8 You are the waiter/waitress. Reply to the guest.

1. *Guest* You've charged us for the cheese, but we didn't have any after all.

Waiter/waitress

.....

2. *Guest* We only had one coffee, not two.

Waiter/waitress

.....

3. *Guest* Is service included in the bill?

Waiter/waitress (decide yourself)

4. *Guest* Is VAT included in the total?

Waiter/waitress (decide yourself)

7.9 Prepare a presentation about the hotel you work in. Try to mention as many topics you've learned as you can.

SUPPLEMENT

1. Label the following pictures using the words from the box.

remote control	cot	conference room	reception desk (front desk)				
bell	mini-bar	microwave	eye shade	pool	robe	sheets	sign
staircase	alarm clock	uniform	key	luggage	jacuzzi		



2. Study the following vocabulary.

Adjoining rooms – Two hotel rooms with a door which joins them.

If you would like, we can book two adjoining rooms, for you and your children.

Baggage, luggage – Bags and Suitcases with clothing and personal belongings. We can send your luggage up to room for you while you check in.

Bellboy – a person who works for the hotel moving luggage.

The bellboy will be right up with all your baggage Mr. Johnson.

Fully Booked – When the hotel is full and there are no rooms available.

I am sorry Mr. Henderson; we are fully booked for the next four days.

Check In – When someone comes into the hotel and receives the keys for his or her room.

You can check in any time after 2 in the afternoon.

Check Out – When someone returns the keys to the front desk and pays the bill.

When you check out at 11 o'clock tomorrow morning, we will need the keys for the room as well as the parking pass.

Complimentary (services) – Any services that are free of charge.

Mr. Kingsley, since you are platinum member you have complimentary access to our pool, gym, spa, and breakfast bar.

Deposit – amount paid ahead of check in to secure someone's reservation.

Unfortunately, we cannot refund your 100 dollar deposit unless you cancel at least 5 hours before check in.

Double bed and twin sized bed – A bed large enough for two people to sleep on and one person to sleep on.

Would you like to book a room with a twin or double bed Mrs. Gill?

Floor – Level on which the rooms are located.

Would you like for us to book you a room on the tenth floor?

Housekeeping – Staff members who are responsible for cleaning the rooms and changing the linens.

Housekeeping usually comes around 6 to 7, however if you do not need the cleaning services, just put the "do not disturb" sign on the door.

Jacuzzi, hot tub – a small hot pool usually with jets, for relaxation.

The honeymoon suite comes with its own Jacuzzi.

Kitchenette – A miniature kitchen.

All our double rooms come with a small kitchenette.

Maximum capacity – The most amount of people allowed somewhere.

I am sorry sir; however our rooms have a maximum capacity of 5 guests.

Valet – Member of staff that is responsible for parking vehicles.

Would you like me to call the valet and tell him to bring your car to the front?

3. Study the sentences. At the restaurant (guest – waiter).

The guest

- A table for two, please.
- May we sit at this table?
- The menu, please.
- What's on the menu?
- What's Irish Stew like?
- We're not ready yet.
- The steak for me, please.
- Can you bring me the ketchup, please?
- A salad, please.
- I'll have the same.
- That's all, thank you.
- Can I have the bill (AE: check), please?
- This is on me.
- Here you are.
- The rest is for you.
- Do you have wine by the glass?
- I'd prefer red wine.
- Please bring us another beer.
- Could I have chips (AE: French Fries) instead of salad?
- What can you recommend?
- Please bring me the bill (AE: check) with my coffee.
- I think you've made a mistake.

The waiter

- Hi, I'm Sue, I'll be your server for tonight.
- What can I do for you?
- Can I help you?
- Can I take your coat?
- Have you booked a table?
- How many are you?
- Would you follow me, please?
- Can I take your order, sir/madam?
- What would you like to start with?
- What would you like to drink?
- What would you like for dessert?
- How would you like your steak? (rare, medium, well done)
- Do you want a salad with it?
- What kind of dressing?
- Anything to drink?
- Do you want a dessert?
- The burgers are very good.

- Sorry, the hamburgers are off.
- Is everything all right?
- Did you enjoy your meal?
- Are you paying together?
- May I show you to a table?
- If you wait, there'll be a table for you free in a minute.
- Do you want vegetables with it?
- Why don't you try the pizza?
- It'll take about 20 minutes.

4. Read and translate the text.

Max: Good evening. A table for two, please.

Waiter: Good evening, sir. Do you have a reservation? No? This way, please. Here's the menu. Something to drink?

Max: Yes, Anna, what would you like? For me, a beer, please.

Anna: A glass of house white, please. And some mineral water.

Waiter: Here are your drinks. Are you ready to order? Would you like a starter?

Max: Yes, can we have one prawn cocktail, and...

Anna: What's the soup of the day, please?

Waiter: It's leek and potato, madam.

Anna: All right, one soup, and then to follow I'd like the grilled fish, please.

Max: And then roast chicken for me.

Waiter: Very good. Anything else?

Max: Yes, a mixed salad, please.

Waiter: ...Here's your food. Enjoy your meal... (Later)...Would you like to see the dessert menu?

Anna: Yes, please. I'd like some ice cream.

Waiter: Certainly. What flavour?

Anna: Chocolate, please.

Waiter: And for you?

Max: Nothing for me, thanks. And can we have two coffees and the bill, please? ... Thank you, here's my card

Waiter: How was your meal?

Anna: It was very tasty, thanks.

5. What is the meaning of these words?

reservation

what would you like

house white

order

starter
prawn
leek
roast
enjoy your meal
some
certainly
flavour
bill
meal
tasty

6. Answer the questions about the text.

1. Has the couple booked a table?
2. What did Max order for a drink?
3. What did Anna order for a meal?
4. What did Anna have for dessert?
5. What did Max order at the end of conversation?

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BE OUR GUEST
СБОРНИК ТЕКСТОВ И ЗАДАНИЙ ПО АНГЛИЙСКОМУ ЯЗЫКУ

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