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***Учебно-методическое пособие для
студентов языковых факультетов высших
учебных заведений 'Hotels and Eating Out'***

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Настоящее учебно-методическое пособие ставит своей целью активное овладение лексикой по темам туристского бизнеса. Материал пособия нацелен на обеспечение руководства как аудиторной, так и самостоятельной работой студентов. Данное пособие является комплексным и коммуникативно-ориентированным, способствует развитию умений и навыков во всех видах речевой деятельности. Пособие предназначено для студентов высших учебных заведений, может быть использованы для работы со студентами АО, НО на продвинутом этапе обучения.

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HOTELS AND HOTEL BUSINESS

The PRE-start Vocabulary on the Topic “Hotel”

ENGLISH	RUSSIAN
make a reservation for a room	забронировать гостиничный номер
booking confirmation	подтверждение бронирования
in advance	заранее
discount	скидка
hotel facilities	комплекс услуг, которые предлагает гостиница
The rate includes sauna, gym, parking, safe deposit box.	В стоимость включено: посещение сауны, спортивного зала, парковка автомобиля на территории отеля, возможность пользоваться сейфом для хранения ценностей.
check-in time	час, с наступлением которого возможно заселение в номер (устанавливается администрацией гостиницы)
check-out time	час, до которого необходимо освободить номер в день отъезда
pay for services	оплатить услуги
payment in local currency	оплата в местной валюте
pay cash	расплатиться наличными
cater	обслуживать
available	имеющийся в наличии
At the moment there are no rooms available.	В данный момент свободных номеров нет.
ROOMS:	
single room	одноместный номер
twin room	двухместный номер с двумя кроватями

double room	двухместный номер с одной двухспальной кроватью
ROOM CATEGORIES (according to comfort):	
Standard room	стандартный номер
Superior room	номер повышенной комфортности
Junior suite room	номер "полулюкс"
Suite room	номер "люкс"
Classification of accommodation (according to food):	
B&B - bed and breakfast	питание: завтрак
HB - half board	полупансион (как правило, завтрак и ужин)
FB - full board	трёхразовое питание
All inclusive	всё включено

Unit 1.
Accommodations at the Hotel

WORD BANK

accommodations industry — индустрия размещения
accommodations — размещение (ночлег)
clientele — клиентура (потребитель)
commercial hotel — коммерческий отель
convention — конференция, симпозиум
deluxe category — высшая категория
deluxe hotel — отель высшего разряда, отель-люкс
employee — рабочий; служащий; работающий по найму
equipment — оборудование; снаряжение; аппаратура
facilities — удобства; средства обслуживания; оборудование; средства; устройства; установка, аппаратура
furnishings — обстановка, меблировка
inn — гостиница (обычно за городом); кафе; ист. постоялый двор; трактир
labour-intensive — трудоемкий
luxury hotel — отель класса люкс
means of transportation — средства передвижения
motel — мотель; гостиница для автотуристов
rating — отнесение к классу, разряду, категории
recreation — отдых, восстановление сил; развлечение
resort hotel — курортная гостиница, курортный отель (resort — курорт, тж. health или holiday resort)
seaside resort — морской курорт
summer resort — летний курорт
transient — временный жилец (в гостинице или пансионе)

Special Terms:

Accommodations —

(1) lodging, food, drink and other services for travellers or transients.

(2) a seat or place to sleep, esp. on a boat or train: *tourist accommodations on a boat.*

Accommodation — a place to live or work in; house, flat, hotel room, etc.

Inn — an establishment offering shelter and food for travellers. The term was customary in the days of travel by horse; it has been revived because it conveys an idea of old-fashioned hospitality,

Tavern — in modern usage, a place that serves alcoholic drinks. Formerly, it was an alternate term for an inn.

Motel — a shortened form for motor hotel. A motel provides accommodations for the traveller and a parking place for his or her automobile.

Resort — a place or area to which people travel for recreational purposes. Hotels are important features of resort areas.

Convention — a meeting of a business or professional group for the purpose of exchanging information, electing officers and discussing.

Deluxe — of a highest quality. Hotels rated as deluxe offer the greatest possible convenience, comfort and service to their guests. Such hotels are often called luxury hotels and are generally the most expensive.

Labour-intensive — requiring a large number of people for the services that are provided by a business or industry. The accommodations industry is labour-intensive.

Luxury hotel — provides every facility a wealthy guest might need.

Resort hotel — is situated in a place where tourists like to stay, often near the sea, lake or in the mountains. Guests usually book it in advance.

Commercial hotel — is often situated in a town centre and provides accommodation for travelling businessmen, staying only one or two nights.

Congress hotel — provides everything necessary for large meetings and conferences, with a lecture, theatre and exhibition facilities.

Airport hotel — provides accommodation for people going to or coming from other countries, usually only staying for one night.

Country house hotel — is situated in pleasant scenery and provides comfortable but informal accommodation for people who want to relax in a quiet place.

Guest house — provides low-priced accommodation, usually on a small scale for holiday visitors or for long-stay guests.

Motel — is built especially to provide a service to motorists. B&B — is a small hotel, a kind of boarding-house, which provides home-like low-priced accommodation and the morning meal for visitors. The letters B&B stand for “Bed and Breakfast”.

TEXT 1. THE ACCOMMODATIONS INDUSTRY

Read the information from text:

A hotel is a temporary home for people who are travelling. In a hotel the traveller can rest and has access to food and drink. The hotel may also offer *facilities for recreation*, such as a swimming pool, a golf course or a beach. In many cases the hotel also provides free space for the traveller's *means of transportation*. All of these services are designed to accommodate the traveller, so the hotel business is often referred to as the accommodations industry.

Travel and hotels have always been closely related. In Europe and America, *inns* and taverns were spaced along the roads at the distance a horse could travel in a day. The inns were primitive by modern standards. The traveller usually had to

share his bed with at least one other person, and as many as four other persons in some remote areas. The old-fashioned inns, however, did provide food and shelter for both men and horses and therefore became a symbol for hospitality. Indeed, the word “inn” has been used recently by many modern hotels and motels.

Modern mass transportation, that is, the movement of large numbers of people at relatively low prices, began with the development of the railroads in the 19th century. Up to that time, accommodations had been provided by country inns or by family-owned and — operated hotels in the cities. As the railroads carried larger numbers of people further and more rapidly, large hotels were constructed near the train stations. The cluster of hotels around Grand Central terminal in New York is a good surviving example of this stage of development of the hotel industry.

The other means of transportation — the automobile and the airline — resulted in the growth of corresponding accommodations facilities. In the case of automobile, motels that serve people travelling by car have sprung up along highways all over the world.

The word “motel” was created by combining motor and hotel. When automobiles were first used, flimsy and inexpensive tourist cabins were built beside the highways. Then, as people demanded greater comfort, the cabins were replaced by tourist courts and then by the modern hotels. Motel or motor hotels providing parking facilities for cars were also constructed in many large cities, where they now compete with the other commercial hotels.

The airline extended the distances that people could travel in a short period. For the accommodations industry it was a boom in the construction of *resort hotels*. A resort is a place to which people travel for recreation. It may offer mountain scenery, the combination of sun and sea, or features that are entirely man-made, like Disneyland in California.

All hotels do not serve the same *clientele*, that is, the same kind of guests. In fact, it is possible to place hotels in four broad categories. The first is the *commercial hotel*, which provides services essentially for *transients*, many of them travelling on business. Many city hotels and diversely located motels fall into this group. The second category is resort hotels. Located in vacation areas, they often provide recreational facilities of their own as well. A third type of hotel aims its services largely at the *convention trade*. Conventions are meetings, usually held yearly, of various business or professional groups. Not so long ago, most conventions were held in large urban centres such as New York and Washington D.C. The fourth category is resident hotels. People who do not wish to keep house themselves can rent accommodations on a seasonal basis or even permanently in many hotels.

No firm distinction exists between the different kinds of hotels. In large cities that are also tourist centres, such as New York, Paris, Tokyo, London and Rome, one hotel may offer all types of service. And even a small hotel may have banquet rooms and meeting rooms in addition to its accommodations for transients.

Another way of categorising hotels by its quality of service they offer. At the top are the *luxury hotels*, which generally offer their guests the greatest comfort and convenience possible. At the bottom are those that provide merely a place to sleep. A system for *rating* hotels according to quality is widely used in France and a number of other countries. This system puts the top hotels in a special *deluxe category*, with other receiving from five stars to one star or “AY\ The standard features include private bathrooms, room telephones, recreational facilities and so on.

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

The larger and more luxurious the hotel, the greater the variety of jobs that it offers. Nevertheless, the administration and organization of a small hotel is similar to a large one. Engineering and maintenance for a small establishment may be done by contract with local firms, whereas a large hotel will hire its own staff for these functions.

Generally, the problems and opportunities in all hotels are comparable, since all provide shelter, food and other services for the travelling public.

(by E.J. Hall)

Comprehension questions:

1. What is a hotel? What does it provide for a traveller?
2. In the age of travel by horse, how were inns and taverns related to travel?
3. Why did old-fashioned inns become symbols of hospitality? What kind of image do they bring to mind for many people even at the present time?
4. What is meant by modern means of transportation? When did it begin?
5. What new development in the location hotels did the railroads bring about? What is the surviving example?
6. Do many people travel by car?
7. From what words was the word “motel” derived? What kinds of accommodations were offered?
8. What are some of the attractions that a resort may offer? Give your examples.
9. What are four broad categories in which it is possible to place hotels?
10. Are there any firm distinctions between hotels in the different categories?

11. What is the other way of dividing hotels into categories? What kind of hotels are at the top? At the bottom?

12. Why are there comparable problems and opportunities in all hotels?

TEXT WORK

Exercise 1. Phonetic Drill.

Transcribe, translate and pronounce correctly:

Access, facilities, recreation, designed, accommodation, taverns, automobile, inexpensive, extended, resort, scenery, clientele, transients, diversely, convention, urban, luxury, luxurious, merely, furnishings, employee, ratio, maintenance, shelter.

Exercise 2. Vocabulary Drill.

Find English equivalents in the text and use them in the sentences of your own:

- (1) временный кров
- (2) предоставлять возможности для отдыха
- (3) средства передвижения
- (4) разработаны для размещения путешественников
- (5) индустрия размещения
- (6) примитивны по современным стандартам
- (7) отдаленные районы
- (8) старомодные гостиницы
- (9) символ гостеприимства
- (10) относительно низкие цены
- (11) требовать большего комфорта
- (12) рукотворный
- (13) предоставлять обслуживание
- (14) банкетный зал
- (15) качество обслуживания
- (16) оборудование и обстановка
- (17) работники
- (18) вопрос первоначальной важности

Exercise 3. Vocabulary Drill.

Give synonyms to the following words:

- (1) hotel
- (2) facility

- (3) accommodation
- (4) luxurious
- (5) employee

Exercise 4. Vocabulary Drill.

Match the words below with their definitions:

inexpensive
 transportation
 accommodation
 luxury
 fashionable
 facilities

- a. a means or system of carrying passengers or goods from one place to another
- b. a condition of great comfort provided without any consideration of the cost
- c. reasonable in price
- d. things such as buildings, shops or services that are useful or help one to do something
- e. a place to work or live in; lodging, food and services (AmE)
- f. made according to the latest fashion

Exercise 5. Comprehension Drill.

Agree or disagree with the following statements. Give your reasons.

Use:

For disagreement:

- that's not quite right...
- Oh, no, quite on the contrary...
- It says in the text...

For agreement:

- that's right...
- exactly...
- I agree entirely...

1. A hotel is a temporary home for people who are travelling.
2. The hotel usually does not offer facilities for recreation and never provides shelter and food.
3. By modern standards inns were a sort of luxury hotels with all kinds of recreational facilities.
4. The word "motel" was created by combining motor and hotel; it usually provides parking facilities for cars.
5. All hotels do not serve the same kind of guests.

6. Luxury hotels are at the bottom of the list comparing with the other kinds of hotels.
7. The difference in quality between hotels is not entirely a matter of equipment or furnishings.

Exercise 6. Comprehension Drill.

Fill in the spaces in the following sentences with the appropriate word or phrase:

1. The word “motel” is a combination of the words ... and
 2. ... include such things as shelter, food and special services for travellers.
 3. ... and ... were places for the accommodation of travellers in Europe and America when most people travel by horse.
 4. A ... is an establishment that provides not only accommodations for travellers but also parking space for their cars.
 5. A... area is a place that people visit for recreational purposes.
 6. A ... hotel provides accommodations for people who do not wish to keep house themselves.
 7. The accommodations industry is ... because it employs a large number of people.
- A hotel in the ... category may employ as many as three staff members per guest room.

Exercise 7. Comprehension Drill.

Explain the meaning of the following terms:

Accommodations, inn, motel, resort, luxury hotel, B&B, airport hotel, commercial hotel, guest house, resort hotel.

Exercise 8. Grammar Drill.

Fill in the blanks with prepositions:

- (1)The hotel may also provide facilities ... recreation.
- (2)... Europe and America, *inns* and taverns were spaced ... the roads ... the distance a horse could travel ... a day.
- (3) Modern mass transportation, that is, the movement... large numbers ... people ... relatively low prices, began ... the development... the railroads ... the 19th century.
- (4) Another way ... categorizing hotels ... its quality ... service they offer.
- (5) This system puts the top hotels ... a special *deluxe category*,... other receiving ... five stars ... one star or “A’s”.
- (6) ... a luxury hotel, there may be three employees ... every guest room.

(7) The proportion ... *employees* ... guests and guest rooms is also a matter ... prime importance.

(8) Engineering and maintenance ... a small establishment maybe done ... contract... local firms, whereas a large hotel will hire its own staff... these functions.

(9)... a large commercial hotel... a big city, the ratio is usually closer... one employee ... guest room.

(10) The traveller usually had to share his bed least one other person, and as many as four other persons ... some remote areas.

Exercise 9. Comprehension Drill.

Give the detailed retelling of the text.

DIALOGUE 1.

Read, memorize and dramatize the dialogue:

Peter and Mary Almar arrive at the Hotel international in Athens, where they have reserved a room, they go to the reception desk and address the receptionist.

P.: Good evening. My name's Almar. I reserved a double room with bathroom for three nights. Can we check-in now?

R.: Mr. Almar... I'll check your reservation record... Yes, room 312. Would you like to register, please? Just fill in this form.

P.: Thank you.

R.: And could I see your passports, please?.. Thank you.

P.: How much do you charge for a double room?

R.: The rate of this room is 1500 drachmas a night, which includes a service charge.

M.: Can we get dinner this evening?

R.: Yes, we're serving dinner in the Roof garden.

M.: And what time is breakfast?

R.: Breakfast is from 7.30 to 9.00 in the ground-floor restaurant. ,

P.: And could we have a call in the morning, please?

R.: Certainly. What time would you like it?

P.: Eight o'clock, please.

R.: Very good, sir. And here's your key. Room 312. Thank you.

P.: Oh, are there any letters or telephone messages for us?

R.: No, sir, nothing. I'll just get a porter to take your luggage up. Enjoy your stay with us.

Exercise 1.

Ask for things you want according to the model:

You want a 7 o'clock call. — Could I have a 7 o'clock call, please?

1. a tin of beer
2. a glass of mineral water
3. a taxi
4. a city map
5. weekend return to Oxford
6. a room with a shower
7. your bill
8. a wake-up call
9. a morning paper
10. your key

Exercise 2.

Ask questions according to the model:

You'd like to know if it is allowed to smoke in the lobby. — May I smoke in the lobby?

1. to pay when you check out
2. to bring in a guest
3. to make a long distance call from the room
4. to pay by personal cheques
5. to book a table in advance
6. to fill in the form in Russian
7. to arrange a party in our room
8. to keep the room key
9. to have the hotel booklet
10. to bring children in the bar

Exercise 3.

Ask questions according to the model:

There are three restaurants in the hotel. — How many restaurants are there?

- The price is 30\$.
- Lunch is from 12.30 to 2.30.
- The restaurant is on the third floor.
- Your room is number 425.
- You have to pay extra for another night.

- The bar is opposite the entrance door.
- An English breakfast is 1.75 pounds.
- Your suitcases are over there.
- Everybody has to register.
- Porters take your luggage to your room.

Exercise 4.

Give the summary of the dialogue.

EXERCISES ON WRITING

Exercise 1.

List several hotels in your city and give them ratings from deluxe to one star hotel on the basis of their facilities and the quality of service that they offer. Briefly give the reason for your classification in each case.

Exercise 2.

Give a good literary translation of the following advertisements of The Peninsula hotel-chain:

1. “The timeless elegance of *The Peninsula Hong Kong*”
2. “The traditional hospitality of *The Peninsula Manila*”
3. “The striking grandeur of *The Peninsula Bangkok*”
4. “The regal splendour of *Palace Hotel Beijing*”
5. “The classic style of *The Peninsula New York*”

Exercise 3.

Translate into English:

(1) В Турции ежегодно строится много курортных отелей. В них обслуживают гостей из разных стран. Большинство из них соответствуют международным стандартам.

(2) Отели класса «люкс» и «суперлюкс» обычно расположены в фешенебельных районах. Они предназначены для обеспеченных клиентов и деловых людей.

(3) Номера в отелях класса «люкс» оснащены современным оборудованием и дорогой мебелью.

(4) Мотели предоставляют клиентам комфортабельные номера, ужин и стоянку для автомобиля. Это очень удобно для тех, кто любит путешествовать на собственном автомобиле.

(5) Курортные отели почти всегда расположены в живописных уголках — в горах, на берегу реки или моря, в лесу.

(6) Согласно Европейской классификации, все гостиницы делятся на 5 категорий — 1, 2, 3, 4 и 5-звездочные. Основанием для такой классификации служит качество предлагаемого обслуживания и предоставляемые отелем удобства.

(7) Количество обслуживающего персонала зависит от категории отеля. В гостинице класса «люкс» один номер могут обслуживать до 3 человек. В других отелях количество персонала колеблется от 1 человека на номер и даже 1 человека на несколько номеров.

TALKING POINTS

Using tourist booklets be ready to say what types of hotels are described in them.

PROJECT WORK

Finishing your work at the topic “Hospitality” you will have to make your individual project work — a tourist booklet of accommodations in any European capital.

*Working at Unit 1 you should collect the material. You may visit travel agencies or tourist exhibitions and prepare **a list of hotels (at least 7) and description of their location.***

ADDITIONAL EXERCISES ON ACCOMODATIONS

Remember the active vocabulary:

Accomodation

dormitory
double room
family room
twin room
single room
double bed
youth hostel
bunk bed
fill in a form
reception
receptionist
key
book in advance
B&B
vacancies

no vacancies

Hotel

arrival date / date of arrival

departure date / date of departure

room service

air conditioning

make a reservation / book a room

request more information

complete / fill in the form

staff

cancel a booking

Exercise on Accommodations

Fill in the words correctly:

advance, bunk beds, dormitory, double room, family room, key, reception, single room, twin room, vacancies

1. If you book a room for one person, you usually book a _____.
2. If you want a room with a double bed, you book a _____.
3. If you want a room with two separated beds, you book a _____.
4. For families there are usually special offers if they take a _____.
5. In youth hostels rooms are often shared by 10 or more people. This kind of room is called _____.
6. To get 10 people into one room, two beds are usually placed on top of each other. They are called _____.
7. No matter where you're staying, you usually have to fill in a form at the _____.
8. Then the receptionist tells you your room number and gives you the _____ for your room _____.
9. During high season it's advisable to book a room in _____.

If a B&B is fully booked, they usually have a sign in the window saying «No».

Exercise on Booking a Room

Complete the sentences:

- Hotel Beach House, can I _____ you?
- I'm phoning to _____ a room.
- _____ would you like to arrive?
- Tomorrow.
- How many nights are you going to _____?

- Two nights.
- What kind of room would you _____?
- A double room with a shower.
- Just a moment, I'll check. ... We have a nice room on the second.
- How _____ is it?
- It's \$25 per person and _____, breakfast included.
- That's a good price. I'd like to make a _____ for that room, please.
- Very well. May I have your _____, please?
- Conners.
- Could you _____ that, please?
- It's C-O-N-N-E-R-S.
- Thank you for your reservation. See you _____.

Text **Booking a Room**

The following text is from an online travel agency. Read the text carefully and answer the questions on the text.

The hotel has 8 Standard, 6 Deluxe, 4 Family rooms and 9 Cottages. Rooms have hot and cold shower and private balcony. Room service and laundry are available. All rooms except Cottages offer air conditioning.

Each room has two single beds, Family rooms have 4 single beds. All rooms (except for Cottages) have televisions. If you wish to make a reservation or request more information simply complete the form. Our travel staff will typically respond to any request in 1 working day. A confirmation of your booking will be sent to you via e-mail (and fax if required).

If for any reason you need to cancel your booking we would ask you to do so as early as possible by e-mailing our travel staff.

Questions on the text.

1. Showers

- There are no showers in the Cottages.
- There is a shower in every room.
- Only the Cottages have showers.

2. Air Conditioning

- There's no air conditioning available in the Cottages.
- Air conditioning is available in every room.
- Air conditioning is only available in the Cottages.

3. Except for the Family rooms, all rooms are ...
 - double rooms.
 - twin-bedded rooms.
 - single rooms.
4. To book a room you must ...
 - respond in one working day.
 - send a fax.
 - fill in a form.
5. Everyone who makes a reservation will receive a confirmation via ...
 - fax.
 - e-mail.
 - air-mail.

TEST. Choose the right variant:

1. - **Hello, I have a _____. My name is Matthew Jones.**

reserve
reservation
reserving
reserved

2. - **Beach equipment is _____ to all of our guests, free of charge.**

avail
available
advantage
average

3. - **We only have one _____ left, and it's for a single room. The rest of the hotel is full.**

vacancy
vacation
vaccination
vagrant

4. - **I'd like to order room _____ please. I'd like a bottle of red wine sent up to room 407.**

staff
standard
stuff
service

5. - Can I ___ my stay for another day please?

extension
express
exit
extend

6. - I'm leaving tomorrow. What time do I have to check ___ by?

up
over
out
through

7. - The ___ for a single room is \$60 a night.

rate
hire
rent
pay

8. - Could you give me a ___ up call at 6 o'clock in the morning please?

start
sleep
wake
morning

Unit 2.
Hotel Facilities and Services

WORD BANK

- double room** — комната на двоих
family room — комната, рассчитанная на семью
health club — фитнес клуб
lounge — 1) салон; комната для отдыха с удобными креслами, диванами, особ, гостиная в отеле и т. п.
2) вестибюль (в гостинице, ресторане)
3) бар первого класса (в некоторых пивных; тж. lounge bar)
single room — одноместный номер
triple room — трехместный номер
“packaged hotel” — комплексный отель
auditorium — (pi -ria) зрительный зал, аудитория; конференц-зал
casino — казино
catering — поставка продуктов; обслуживание обедов
exhibit area — выставочная площадка
gambling — азартная игра, игра на деньги
resort — курорт (тж. health или holiday resort)
self-contained complex — самообслуживающийся; независимый, автономный комплекс
snack bar — закусочная, буфет
trend — общее направление, тенденция

General services:

- 24-hour hall-porters
24-hour room service
a staff to guest room of 2:1
baby cots
bar
car hire
chauffeur driven car service
complimentary shoe cleaning
currency exchange
doctor on call
guest laundry service
interconnecting rooms
luggage unpacking and packing
minimum twice daily maid service
multi-lingual staff
non-smoking rooms
restaurant

three lifts
valet parking
valet service

Beauty and fitness:

fitness centre
gentlemen's barber
ladies' hair salon

Business and technology:

Business trolley with printer, scanner, word processor, facsimile machine and manual typewriter available
facsimile point in every room
ISDN, direct dial and voicemail
USA and UK modem points
In-room facilities and services
bulgari toiletries, bathrobes, slippers and hair dryers in every room
in-room safe
newspaper twice daily
safety deposit boxes available
security staff on duty 24-hour

Special terms:

Full board or enpension — it is a room and all meals included.

Half-board or demi-pension — includes the room plus breakfast and one other meal (lunch or dinner).

Bed and breakfast (B&B) or continental plan — it is the rate that includes the room and breakfast (the breakfast itself may be “English” or “continental”).

European plan — it is the rate for a room alone, with no meals included at all.

TEXT 1.

SPECIAL SERVICES AND HOTEL FACILITIES

Nowadays large, modern hotels contain not only guest rooms, but many other facilities as well. They usually contain restaurants and cocktail lounges, shops and recreational facilities for social functions, conventions and conferences — ballrooms, auditoriums, meeting rooms of different sizes, exhibit areas and so forth.

Not so long ago, convention facilities were ordinarily found only in large cities or in intensively developed resort areas like Miami Beach. Nowadays they

are more often included in resort hotels so that the people who attend conventions there can combine business with pleasure.

Another trend in the hotel industry is the construction of the self-contained resort complex. Recreational facilities are another feature of many hotels and motels. A swimming pool is the most common of these, particularly in warmer climates and in resort areas. A swimming pool in front of the building is a form of advertisement for motel in places such as Florida, California, Egypt, Turkey and other resorts. Other recreational facilities include tennis courts and golf courses at resort hotels. Many resorts are designed for winter sports such as skiing and ice skating; others provide horseback riding and other outdoor activities.

Casinos, wherever they are legal, are another feature of some hotels. In Las Vegas, Nevada, the hotels feed, house and entertain guests, but the real profits come from the casinos. In Puerto Rico and other places, gambling usually acts as an additional, rather than principal, attraction for hotels.

A few hotels, most of them in resort areas or large cities, include nightclubs as a part of their operation. Sometimes the nightclub is rented out to a concessionaire, but in other hotels it is the responsibility of the food and beverage department or of a special staff. A nightclub offers entertainment, such as dancing, a singer, a band, or a floor show, in addition to food and drink. The engagement of a well-known entertainer obviously gives the hotel an excellent promotional opportunity. The hotels in the gambling resort of Las Vegas, Nevada, for example, publicize not only the entertainers in their nightclubs, but also the huge salaries that they receive, perhaps on the theory that the higher the fee, the better the entertainer.

All of these recreational facilities require the employment of additional personnel. Necessary swimming-pool maintenance is often contracted out. Golf courses must be carefully tended by a special staff of groundskeepers. Horses require stables and grooming. Many resort hotels hire professional athletes to give lessons to the guests in tennis, golf and skiing. Other employees include riding instructors and guides for hikers and campers. Lifeguards are often necessary at swimming pools and beaches.

Catering, providing food and drink for transients, has always gone together with accommodations. Food services *are* a feature of hotels. The typical modern "packaged hotel" includes a restaurant, a coffee shop for quicker and less expensive meals, and a bar or cocktail lounge. Many larger hotels have several restaurants, often featuring different kinds of foods, as well as different prices. Hotels also normally provide "room service" — food and drink that are brought to the guest's room. In addition, catering service provided in the hotel's recreational areas. The poolside bar and snack bar, for quick food, are normal parts of the service at a resort hotel. So, restaurants, bars and nightclubs outside the hotels are a standard feature of the resort scene. They provide not only catering, but also some kind of entertainment for the tourist who is bored with the limits of hotel life.

Large urban hotels also provide special services for businessmen. A commercial hotel, for example, can provide a stenographer to take dictation and do

typing for the travelling businessman. Some luxury hotels also give the guests access to copying, internet, modem points, facsimile machines, computers with printer, scanner, word processor and other machines. Many large hotels also have a notary public on the staff to verify the signatures on documents.

The list of special services offered by hotels is long. These services differ according to the location and the clientele of the hotel; luxury hotels offer the greatest range of services. This is, in fact, what makes them luxury hotels.

(by E.J. Hall)

Comprehension questions:

1. What are some of the different varieties of accommodations that are available to travellers nowadays?
2. What facilities are usually available in large, modern hotels?
3. What is a “self-contained resort complex”? Give examples.
4. What is the relationship between hotels and gambling in some places?
5. Give examples of a resort development that includes many different kinds of accommodations.
6. What catering services are available in different kinds of hotels?
7. What business facilities can big hotel provide?
8. How and why are hotel nightclubs operated? What do nightclubs offer?
9. What promotional opportunities does a nightclub give to the hotel?
10. What are some of the personal services offered by hotels?
11. What are some of the services hotels offer for travelling businessmen?
12. What kind of hotel offers the greatest range of special services?

TEXT WORK

Exercise 1. Phonetic Drill.

Transcribe and pronounce correctly:

Recreational, particularly, advertisement, horseback riding, signature, cocktail lounge, exhibit, isolated, casino, restaurant.

Exercise 2. Vocabulary Drill.

Find English equivalents in the text and use them in the sentences of your own:

- (1) условия для отдыха
- (2) выставочный комплекс
- (3) условия и оборудование для проведения конференций

- (4) быстро развивающийся курорт
- (5) сочетать дела и отдых
- (6) направление
- (7) реальный доход
- (8) питание
- (9) обслуживание в номере
- (10) законный бизнес
- (11) катание на лошадях
- (12) отдых на свежем воздухе
- (13) развлекать гостей
- (14) скорее дополнительный, чем основной доход
- (15) более быстрая и дешевая еда
- (16) закусочная
- (17) бар, расположенный у бассейна
- (18) специальные услуги для деловых людей
- (19) доступ в Интернет
- (20) нотариус
- (21) факсимильный аппарат
- (22) заверять подписи

Exercise 3. Vocabulary Drill.

Give the derivatives to the following words:

- (1) modern
- (2) to exhibit
- (3) industry
- (4) to provide
- (5) to entertain
- (6) additional
- (7) service
- (8) to include
- (9) catering
- (10) luxury

Exercise 4. Vocabulary Drill.

Learn synonyms to the following words:

To accommodate (v) — 1) to make room, lodging — to board, contain, entertain, furnish, house, shelter, take in, welcome; 2) to perform service — to afford, aid, assist, benefit, comfort, indulge, pamper, please, provide, supply.

Luxurious (adj) — affluent, indulgent, deluxe, extravagant, fancy, grandiose, gratify, lush, magnificent, gratifying, immoderate, lavish, majestic, pretentious, rich, splendid.

Recreation (n) — (sports, games, special interest) — amusement, avocation, disport, enjoyment, ease, diversion, entertainment, festivity, jollity, pastime, playtime, refreshment, relaxation, repose, vacation.

Exercise 5. Vocabulary Drill.

Match the words listed with their definitions:

1. resort
2. to cater
3. to gamble
4. casino
5. convention

- a. to risk (money, property) on the result of the uncertain such as a card game, a horse race etc.
- b. a place where people regularly go for holidays
- c. a place where people play cards or other games for money
- d. to provide and serve food and drink at public or private party
- e. a group of people gathered together with a shared purpose

Exercise 7. Vocabulary Drill.

Explain the meaning of the following terms:

1. Full board or enpension
2. Half-board or demi-pension
3. Bed and breakfast (B&B) or continental plan
4. European plan
5. Fitness centre
6. Business trolley
7. Security staff

Exercise 9. Comprehension Drill.

Give the detailed retelling of the text.

ADDITIONAL EXERCISES ON HOTEL FACILITIES AND SERVICES

Exercise 1.

Learn the following abbreviations:

CREDIT CARD codes:

- AE** — American Express
- AC** — Access
- BC** — Barclaycard
- CB** — Carte Blanche
- DC** — Diners Club
- DS** — Discover
- EC** — Eurocard
- ER** — En Route
- JC** — JCB International
- MC** — Mastercard
- VS** — Visa

MEAL PLAN codes:

- EP** — European plan: no meals
- CP** — Continental Plan: continental breakfast only or as indicated
- MAP** — Modified American plan: American breakfast and dinner
- DP** — Demi-Pension: Continental breakfast and either table d’hote lunch or dinner
- AP** — American Plan: American breakfast, lunch and dinner
- FP** — Full Pension: Continental breakfast, table d’hote, lunch and dinner

Other abbreviations:

- PRPN** — Per room per night
- PPPN** — Per person per night
- BB** — Buffet Breakfast

Exercise 2.

Here are three ads of the hotels. Read the description of the location and hotel facilities and compare them. Answer the questions:

Which hotel:

	ALEXANDER Hotel	HELENA Hotel	APOLLO Hotel
Is the biggest			
Is the most luxurious			
Has the best facilities			
Has the widest choice of restaurants			

Has the best transportation			
Is the cheapest			

Alexander Hotel ★★★★★

420 rooms

2 restaurants, bar, 2 pools, 6 tennis courts, 2 squash courts. Jacuzzi

10 minutes ' walk from beach £380 (for 7 nights)

Helena Hotel ★★★

320 rooms

restaurant, bar, tennis court 15 minutes ' walk from beach £290 (for 7 nights)

Apollo Hotel ★★★★★

540 rooms

restaurant, pool, 2 tennis courts, shop 5 minutes ' walk from beach £310 (for 7 nights)

Exercise 3.

1. Read the passages about the Oriental hotel in Bangkok and the Argao Beach Club Hotel in the Philippines.
2. Now compare the following features of the two hotels. Use the adjectives in brackets to help you.

Waterpools (*good for*) / room facilities (*luxurious*) / choice of restaurant (*wide*) / location (*peaceful*) / shopping (*convenient for*) / price (*cheap or expensive*).

The **Oriental** in Bangkok is consistently named as one of the top three hotels in the world. Its 394 rooms are spacious and tastefully decorated. All have private bathroom, air-conditioning, hair-drier, TV with in-house movies, and mini-bar. Guests have a choice of seven restaurants including the “Normandie Grill” for French cuisine, the “Lord-Jim” for seafood, and the “Sala Rim Nam”, which serves exotic Thai cuisine.

The Hotel has also two swimming-pools, and across the river is the Oriental’s fully equipped sports complex which offers tennis and squash facilities, a gymnasium, a sauna, a jogging track, and a fitness centre. There is entertainment most evenings, including a regular disco.

The informal **Argao Beach Club Hotel** is the perfect place for a “get-away-from-it-all” holiday. It is hidden in a coco-nut grove on the beautiful Dalguete coastline in the Philippines. The white coral beach stretches for 2 km and the hotel’s three coves have crystal-clear waters, rich in tropical marine life.

The hotel restaurant overlooks the sea and offers both native seafood specialties and a high standard of international cuisine. The hotel's 135 bedrooms are simply furnished with separate shower and wc, equipped sports complex which air-conditioning, and patio. A full range of watersports is available. There are also tennis courts, a games room, a sauna, and a jacuzzi. There is local entertainment with occasional floor shows, and a disco.

Exercise 4.

Read the following advertisement on weekend breaks. Some words have been left out. Fill in the gaps with the words below. Use each word once.

Every / especially / picturesque / reduced / leisure / international / private / colour / elegant / historic

A weekend break...

Choose from over 50 hotels in ... towns and ... countryside. Families are ... welcome — most children stay at a ... rate and some even stay FREE. Each bedroom has a... bathroom,... TV.

Radio, telephone, and a hair-drier. In ... bedroom you will find a courtesy tray with facilities for making tea and coffee. Many hotels have ... centres with sauna, minibar, gymnasium, iacuzzi and solarium, along with a light refreshment lounge. They may also offer golf, tennis, swimming and much more. Of course every hotel has a supeib bar and restaurant facilities — ... dining rooms and... cuisine.

DIALOGUE 1

Sunny Tours are thinking of including the Marine Hotel in their list of Turkish hotels. Read and learn the dialogue and then write “n” next to the features which the hotel has now, and “p” next to the features which are planned:

Twins/doubles with balcony and beach view

Twins/doubles with garden view

Deluxe doubles

Family rooms

Interconnecting rooms

Restaurant

Poolside bar .

Use of watersports club facilities

Swimming pool

Sunny Representative: ...So, you've got a swimming-pool and a restaurant. Any other facilities?

General manager: Not yet. But we're going to try to negotiate a deal with the watersports club so that our guests can use their facilities. And we're also going to build a poolside bar during the winter.

SR: Good idea. Now, let me see... you've got 120 rooms altogether, is that right?

GM: Yes. At the moment there are 120 rooms plus two suites, each with its own jacuzzi and private bar. Our twins and doubles are divided into two categories. There are some with balcony and beach view, and then there are a number of rooms with garden view.

SR: What about family rooms?

GM: We have eleven family rooms. At the end of this season we're going to start building an extension with thirty deluxe doubles.

SR: Mmm... I see. Are all the current rooms en suite?

GM: Yes. They're all have got private bathrooms with bath and shower.

SR: Good. Are any of the rooms interconnecting?

GM: Yes. There are a number of interconnecting doubles on each floor. Twenty altogether.

SR: Right. Well perhaps we should go in and take a look at those rooms now. I think it's going to rain!

GM: Yes. I think you're right. Not a very good selling point!

DIALOGUE 2

Switchboard: Good morning. Marine Hotel.

Caller: Good morning. Reservations, please.

Sw: One moment, I'll put you through.

Reservations: Reservations. Can I help you?

Caller: Yes, please. I'd like to book a single room for four nights from 15th August.

Reservations: Right. I'll just check that... Yes, Madam. We can do it for you.

Caller: How much will that be?

Res: £ 65 per night, including full English breakfast.

Caller: That's for a room with a bathroom?

Res: Yes, madam. All our rooms have private bathroom, colour television, radio, in-house video, telephone, and tea- and coffee-making facilities.

Caller: That's fine.

Res: Could I have your name, please?

Caller: The booking's for Mr White of Oliver Electronics, Paris.

Res: OK. That's a single room for four nights from 15^H August. Would you confirm that by FAX or telex, please?

Caller: Yes, I'll do that. Mr White will probably arrive quite late. Can you hold the room until 10.00?

Res: Yes, of course.

Caller: Thank you. Goodbye.

Res: Goodbye.

Complete the FAX sent by Mr White's secretary to confirm the reservation:

SENT BY: Xerox Telecopier 7021 4-7-91; 12:18; Oliver El. *0865310423*

Dear Sir,

Hotel booking for Mr White, Oliver El. / wish to... the reservation of a ... room ...four nights ... 10.08 91 in the name of White.

Mr White ... probably arrive late ... the evening. Please ... the room ... 10.00pm.

Yours...

Joan Fletcher

EXERCISES ON WRITING

Exercise 1.

Make a list of the hotel facilities and write the advertisement of the hotel.

Exercise 2.

Look at the pictures and write a description of the hotel and its facilities. Use as many words from the topical vocabulary as you can.

Exercise 3.

Make comparisons between 2 chosen hotels, using as many adjectives as you can.

Exercise 4.

A letter of recommendation:

After his visit to the Marine Hotel the Sunny representative decided to recommend to Head Office that they should negotiate an agreement with the hotel.

Look through the dialogue 1 again and note down as many details as possible about the hotel. Then write the representative letter.

Start the letter like this:

Dear Mr Brian,
As you know, I visited the Marine Hotel yesterday and spoke to the General Manager. I was quite impressed.
The hotel...
Finish the letter like this:
On the basis of my visit I feel we should negotiate with them to include the Marine Hotel in our brochure.
Yours sincerely,
Michael Frost.

Write your own letter of recommendation on one of the hotels.

Exercise 5.

Translate into English:

1. Отель “Reindl’s Parkischer Hof” 5★, расположенный недалеко от курпарка и конгресс-центра, знаменит семейной атмосферой. В отеле имеется ресторан, бар, бассейн, массаж, фитнес-центр, гараж, зимний сад. В каждом номере отдельная ванная комната с душем или ванной, телевизор, телефон, радио, минибар, фен.

2. “Maritim Golf” 4★ представляет отличные возможности как для спокойного, так и для активного отдыха в любое время года. Он расположен на берегу Балтийского моря, окружен парком. До пляжа — несколько минут ходьбы. В отеле: ресторан с видом на море, английский паб, крытый и открытый бассейны, спортивный центр, 5 теннисных кортов, 2 площадки для гольфа, 4 кегельбана, 2 боулинга, центр красоты.

3. До всех самых важных и интересных мест Мюнхена от “Hotel Senator” можно дойти пешком или доехать на общественном транспорте. Каждый из 47 номеров этого уютного семейного отеля имеет душ или ванну, туалет, радио, фен, телефон, кабельное телевидение, минибар.

4. Замок “Chateau de la Tremblaye” предлагает для размещения гостей номера, изысканно обставленные в различных стилях, с современными удобствами, с прекрасным видом на озеро, парк или бассейн. Отель идеален для отдыха семейных пар с детьми. В замке есть залы, предназначенные для проведения специальных мероприятий и деловых встреч.

5. Пансионат «Планета» расположен в Евпатории в 800 метрах от моря. Для размещения предлагаются одноместные и двухместные номера с душем, телевизором, телефоном, кондиционером. Питание в пансионате 3-х разовое. На территории имеются бассейн, видеозал, бильярд, бар, свой пляж.

6. Отель «Звездный» расположен в центре города Сочи. В новых корпусах имеются 2, 3-комнатные номера «люкс», два «бизнес-люкса», номера класса «апартаменты». Все номера оборудованы кондиционером,

минибаром, 2 туалетными комнатами с душем, феном. К услугам отдыхающих конференц-залы, офисы, ресторан, руф-бар, лобби-бар, кафе.

7. Гостиница «Россия» располагается в центральной части С-Петербурга, на Московском проспекте, рядом с Парком Победы. В гостинице имеются 1—2- местные номера, оборудованные телевизором и телефоном. К услугам гостей ресторан, бар, кафе, сауна, пункт обмена валют, аптека, авиакасса.

8. Оздоровительный комплекс «Ватутинки» расположен в заповедном лесном массиве, на живописном берегу реки Десны в 16 км от МКАД. К услугам отдыхающих спортклуб, тренажерный комплекс, финская, турецкая сауны, 2 бассейна, каток и лыжные трассы, салон красоты, кабинеты физиотерапии и стоматологии, медицинский пост, шахматы, настольный теннис, бильярд, рестораны, бары, дискобар, оборудованный бизнес-центр.

9. Пансионат «Дружба» расположен в 47 км от Москвы. К услугам отдыхающих 2-местные номера класса «люкс», сауна с бассейном, тренажерный зал, спортплощадка, прокат спортивного инвентаря, конюшня, дискотека, кинозал, библиотека, косметический и массажный кабинеты, платная автостоянка.

10. Hotel Gasthof “Zur Post” располагает прекрасными возможностями для занятий такими видами спорта, как горные лыжи, трекинг, рафтинг, параглайтинг. К услугам посетителей зал для завтраков, ресторан, сауна, настольный теннис, прокат горнолыжного снаряжения, собственная горнолыжная школа. В каждом номере имеются ванная комната, телевизор, телефон.

PROJECT WORK

Finishing your work at Unit 2 “Hotel Facilities and Services” you should *prepare one of the parts of your project “Accommodations in...”*

1. A list of the hotels
2. A list of the hotel facilities and some other services in these hotels
3. A short advertising text for each of the hotels, including all the facilities available.

Unit 3.
Eating at the Hotel and out

WORD BANK

- assistant chef** — помощник шеф-повара
beverage — напиток
busboy — помощник официанта, убирающий грязную посуду со стола и т. п.
captain — метрдотель
cashier — кассир
chef — шеф-повар
concession basis — на основании концессии
concessionaire — концессионер
dishwasher — посудомойка
electrical appliances — электроустройства
establishment — зд. штат
fixed rent — фиксированная оплата
food — продукты питания, продовольствие, съестные припасы
hostess — зд. сотрудница ресторана или кафе, встречающая и усаживающая гостей
income — доход
kitchen helper — помощник на кухне
kitchen suppliers — поставщики
maitre d'hotel — метрдотель
percentage — процентное соотношение
premises — недвижимость, здание
sommelier — старший официант, заведующий винами
spirits — спиртные напитки
storekeeper — кладовщик
to be leased — сданный в аренду (внаем)
waiter — официант
waitress — официантка
wines — вина
bar — бар, барная стойка
bartender — бармен
cocktail lounge — коктейльный зал
counter — стойка
fast food — блюда, несложные в приготовлении
pantry — буфетная, кладовая
personnel — штат
snack-bar (BrE), Snack bar (AmE) — закусочная
soft drinks — безалкогольные напитки
space for storage — место для хранения
to cut down on — сокращать, снижать

to fill out a slip — заполнить бланк (карточку)
to simplify — упрощать
to speed up — ускорять
bill — счет
bottled (or draught) beer — бутылочное (или бочковое) пиво
brand — марка, клеймо, сорт
brew — варить пиво
dressing (French) — приправа, заправка (с растительным маслом)
main course — основное блюдо
snack — закуска
to recommend — рекомендовать

Special terms:

Maitre d' — a person in charge of a restaurant who tells guests where to sit and waiters what to do, etc.

Chef — a skilled, usually male cook, especially the chef cook in a hotel or restaurant.

Steward — a restaurant employee who serves wines and sometimes Other drinks. The person is called the sommelier in French, an expression also is used in English.

Waiter — an employee in a restaurant who goes to the customers' tables, takes their orders and then brings the prepared food to the tables.

Room Service — the supplying, on demand, of food and beverage service to the guest rooms of a hotel.

Concession — a form of licence, granted for a fee by the hotel owner to an outside company, to conduct business on the hotel premises. For example, a company that contracts to operate the hotel's restaurants is said to have the food concession. The person or firm that performs the service is the concessionaire.

Captain — the employee who seats a guest in a restaurant.

TEXT 1.

FOOD AND BEVERAGE DEPARTMENT (PART 1) – RESTAURANTS

Every modern hotel offers some form of food and beverage service. In some, facilities are available only for a continental breakfast — that is, a light meal of bread or rolls and coffee — while others have a small coffee shop or restaurant on the premises. In many small hotels or motels, these food services are often operated on a concession basis: the facility is leased to an outside operator, called the concessionaire, who pays the owners of the hotel either a fixed rent or a percentage of the income. Many other hotels have complete restaurant service and also offer room service for guests who desire food and beverages served to them in their rooms. Large hotels, including the more luxurious resort hotels, usually offer

a great variety of restaurants and bars for their guests to choose from. The restaurants may have different price ranges and/or different menus.

Food and beverage service is a major factor in hotel operation. In some large hotels, the income derived from this source actually exceeds income from room rentals. The food and beverage income in many hotels is increased by providing service for banquets and conventions.

Because of the large proportion of income contributed by a hotel's bars and restaurants, the food and beverage manager is a key member of the management staff. He has the overall responsibility for planning the food and drink operation and purchasing the hundreds of items that are necessary for the restaurants and bars. Because food can spoil quickly, ordering supplies is a daily activity. In a very large establishment, two people may be assigned to this task — one to order food and the other to order wines and spirits. The food and beverage manager's staff may also include a storekeeper, who stores and issues food, beverages and restaurant and kitchen supplies.

The kitchen itself is almost a separate kingdom within the hotel. The head cook, almost always designated by the French word *Chef*, is the boss. The chef is responsible for planning the menus — that is, the food that is being served on a particular day — and for supervising the work of the other chefs and *cooks*.

Depending on the size of the establishment, several *assistant chefs* report to the chef. These include a *sauce chef*, a *salad chef* a *vegetable chef* and so on. Under the supervision of the chefs are the cooks who actually cook the food and then place it on the plate for the waiters to pick up. Under the cook's supervision are the *kitchen helpers* who, for example, peel potatoes, cut up vegetables, and bring food from the storeroom to the kitchen. The kitchen staff also includes *dishwashes*, even in a kitchen equipped with electrical appliances, since pots and pans usually need special attention, and someone must load and unload the machines.

In the restaurant, as well as in the kitchen, there are also different kinds of jobs. The person who seats the guests is called *captain* or *maitre d'* (short for *maitre d' hotel*, another French expression that keeps appearing in the hotel and restaurant business), or a *hostess*, if a woman. In restaurants with a very formal style of service, the captain also takes the guests' orders. The meals are served by *waiters* or *waitresses*. In less formal restaurants, the waiters and waitresses take orders and serve the meals. Most restaurants also employ *busboys*, who pour water, clear and set tables, and perform other similar chores. In some restaurants, however, the waiters and waitresses carry out these tasks. In an elaborate restaurant, there is often an employee called the *wine steward* or *sommelier*, who takes orders for wine and sometimes for other alcoholic drinks. Finally, there are *cashiers* who receive payment or signed bills from the guests. When the guest puts his restaurant bill on his hotel account, this information must be passed along to the accounting office as quickly as possible.

(by E.J. Hall)

Comprehension questions:

1. What kinds of food and beverage service are offered by hotels?
2. Why is food and beverage service a major factor in hotel operations?
3. Why is the food and beverage manager a key member of the management staff? What is his overall responsibility? What employees may work on the food and beverage manager's staff?
4. Who is the head of the kitchen staff? What is he responsible for?
5. What does the job of an assistant chef consist of?
6. Who are some of the other employees in the kitchen?
7. What are the duties of the captain in a restaurant?
8. What are the duties of the waiters and waitresses? What may they do in restaurants that do not have a formal style of service?
9. Who performs chores such as clearing and setting tables?
10. Who takes orders for wine and other drinks in some restaurants?
11. What do the cashiers in the restaurant do?

TEXT WORK

Exercise 1. Phonetic Drill.

Transcribe and pronounce correctly:

Concession, leased, concessionaire, percentage, exceed, contribute, supplier, assigned, chef, supervise, maitre d'hotel, steward, sommelier, cashier.

Exercise 2. Vocabulary Drill.

Find English equivalents in the text:

- (1) постоянная оплата
- (2) процент с дохода
- (3) обслуживание в номере
- (4) различные цены
- (5) основной фактор в управлении отелями
- (6) получаемый доход
- (7) превышать доход
- (8) доход увеличивается за счет обслуживания банкетов и конференций
- (9) основной член управляющего состава
- (10) ответственность за планирование
- (11) заказ поставок
- (12) вина и спиртное напитки
- (13) шеф-повар ответственен за составление меню
- (14) контролировать работу

- (15) под руководством
- (16) оборудованная электрическими приборами
- (17) загружать и разгружать
- (18) принимать заказы
- (19) принимать оплату
- (20) включать счет ресторана в счет оплаты за отель

Exercise 3. Comprehension Drill.

Explain the parts in italics and reproduce the situations in which sentences occur in the text:

1. In many small hotels or motels food services are often *operated on a concession basis*.
2. The restaurants may have different *price ranges* and different menus.
3. In some large hotels, the *income derived* from this source actually *exceeds income from room rentals*.
4. The food and beverage manager is *a key member of the management staff*.
5. In a very large *establishment*, two people may be *assigned to this task* — one to order food and the other to order wines and spirits.
6. The kitchen staff also includes *dishwashers*, even in a kitchen *equipped with electrical appliances*.
7. When the guest puts his *restaurant bill* on his *hotel account*, this information must be passed along to *the accounting office* as quickly as possible.

Exercise 4. Grammar Drill.

Fill in the blanks with prepositions and adverbs:

- (1) Large hotels, including the more luxurious resort hotels, usually offer a great variety ... restaurants and bars... their guests to choose
- (2) Because ... the large proportion ... income contributed ... a hotel's bars and restaurants, the food and beverage manager is a key member... the management staff.
- (3) The chef is responsible ... planning the menus — that is, the food that is being served ... a particular day — and ... supervising the work ... the other chefs and *cooks*.
- (4) Depending ... the size ... the establishment, several *assistant chefs* report ... the chef.
- (5) ... the supervision ... the chefs are the cooks who actually cook the food and then place it ... the plate ... the waiters to pick
- (6) When the guest puts his restaurant bill... his hotel account, this information must be passed the accounting office ...

quickly ... possible.

(7) The food and beverage income ... many hotels is increased ... providing service ... banquets and conventions.

TEXT 2.

FOOD AND BEVERAGE DEPARTMENT (PART 2) - BARS, SNACK-BARS, COCKTAIL LOUNGES AND ROOM SERVICE

In addition to a restaurant, most hotels also have *SL bar or cocktail lounge* where drinks are served. *Bartenders* work behind the bar, which, of course, is the long counter familiar throughout the world. They mix drinks and serve them to the customers at the bar. Additional waiters or waitresses are needed to serve customers who are seated at tables. In a very busy bar, one bartender may fill orders only for the waiters while others take care of the guests at the bar. The bartenders usually act as cashiers in addition to their other duties. The bar or cocktail lounge may also offer food service, although it is usually simpler than the food served in the hotel dining room. Fast food, such as sandwiches or hamburgers, is customary.

Providing meals and drinks in the guests' rooms is another service extended by most hotels. Room service is ordered by telephone from a menu that is placed in each room. The menu itself in some cases is the same as the one for the dining room, but more often it is simplified to make for easier preparation and service. Special employees take the orders and special waiters carry them to the rooms. To cut down on orders for ice and soft drinks, many hotels have machines on each floor to dispense these items.

Room service in most hotels closes down at the same time the kitchen does, normally between ten o'clock and midnight. A few hotels, however, are prepared to provide sandwiches even during the late-night hours. Some luxury hotels have small kitchens or pantries on each floor that are used either for warming food or for preparing breakfasts. More room service orders are for breakfasts than for any other meal. In some hotels, the guest can order breakfast before he goes to bed by filling out a slip which he leaves outside the door. The meal is then served at the time the guest has specified.

Even in hotels with more than one restaurant, there is usually just one central kitchen. The special types of food served in the various restaurants are normally prepared by different chefs and cooks rather than in separate kitchens. The food and beverage service is then supplemented and the delivery of it speeded up by means of service bars and pantries. There are, of course, exceptions to this arrangement, but the efficient use of space for storage of the many items that must be kept on hand for the restaurants and bars. These items include not only the food and beverages themselves, but items such as table linens, dishes, knives, forks, spoons, plate warmers, trays, ashtrays, aprons and dish towels.

One food and beverage facility that is often not connected with the main hotel kitchen is the snack-bar. The snack-bar is small unit that provides fast-order foods and drink service to guests who are using the hotel's swimming pool or some other recreational facility. Snack bars are a prominent feature of resort hotels. Where the recreational facilities are in great demand, the snack bar often has its own staff of cooks, usually of the short-order variety, and waiters and waitresses.

Hotels generally employ a large number of workers in proportion to the number of guests; this is especially true in the food and beverage department. The restaurant business as a whole is one of the most labour-intensive of all industries, and this is true whether the restaurant is in a hotel or not. Much of the activity in connection with food and beverage service is invisible to the guests, but many of the employees in the department have frequent contact with them. These especially include the dining room and room service personnel. They must adhere to the same standards of hospitality and courtesy as all the other employees who meet and talk with the guests in the hotel.

(by E.J. Hall)

Comprehension questions:

1. What are some of the jobs in the bar and cocktail lounge of a hotel?
2. How does food service in a hotel bar usually differ from food service in the restaurant?
3. What is involved in providing hotel room service? How do many hotels cut down on orders for ice and soft drinks?
4. What amount of room service is customarily provided at night?
5. What meal is most frequently ordered from room service? How can this meal be ordered in some hotels?
6. Why do most hotels have only one central kitchen? How is food for different restaurants prepared in this case?
7. What additional space is needed by the food and beverage department?
8. What kind of food and beverage facility is often not connected with the main kitchen? What kind of food and beverage service does it provide?
9. Do hotel food and beverage departments employ a large or small number of employees?
10. Which employees of the food and beverage department have frequent contact with the guests? What standards must they adhere to?

TEXT WORK

Exercise 1. Phonetic Drill.

Transcribe and pronounce correctly:

Cocktail, lounge, bartender, simplified, dispense, pantries, specified, linen, knives, snack-bar, personnel, adhere, courtesy.

Exercise 2. Vocabulary Drill.

Find English equivalents in the text:

- (1) подавать напитки
- (2) барная стойка
- (3) бармен
- (4) обычный, рядовой
- (5) услуга, предоставляемая большинством отелей
- (6) для облегчения подготовки и обслуживания
- (7) для сокращения заказов на лед и безалкогольные напитки
- (8) заказать завтрак в номер, заполнив заказ-уведомление
- (9) завтрак подается в указанное посетителем время
- (10) пользоваться спросом

Exercise 3. Comprehension Drill.

Give the detailed retelling of the text.

DIALOGUE 1 ORDERING A MEAL

Read, memorize and dramatize the dialogue.

Peter and Mary Almar are having a meal at a restaurant in Athens after their first day in the city. They are examining the menu and choosing what to order.

Waiter: Are you ready to order now?

Peter: Yes, I think so. Could you tell us what "dolmadakia" is, please?

Waiter: It's vine leaves stuffed with meat and onions and served with lemon sauce.

Mary: It sounds delicious. I'll try this, please.

Waiter: And for the main course?

Mary: I'll have the chicken and rice with tomatoes,

Waiter: And for you, sir?

Peter: I'll have the fish and vegetable soup and the roast lamb with a salad, please.

Waiter: What dressing would you like on the salad?

Peter: French dressing, please. *

Waiter: And would you like anything to drink?

Mary: I'd like some white wine. Is there a Greek wine you can recommend?

Waiter: Well, the Santa Helena is very nice.
Mary: Yes, a bottle of Santa Helena.
Waiter: Yes, thank you.

Waiter: Is everything all right, sir?
Peter: Yes, thank you. That was very nice.
Waiter: Would you like a dessert?
Mary: Not for me, thank you.
Peter: No, thank you, just two coffees and a bill, please.
Waiter: Yes, sir.

DIALOGUE 2

Read and dramatize the dialogue.

AT THE BAR

Bar-waiter: Good evening, madam, good evening, sir. Would you like to sit at a table or at the bar counter?
Lady: I don't feel like sitting at the counter. I don't fancy a bar-stool. It's pretty uncomfortable.
Bar-waiter: This way, then, please. Will this table do?
Lady: That's fine. I like it.
Bar-waiter: What may I offer you?
Gentleman: What would you like to drink?
Lady: Some mixed drink for me. Can you mix a MARGARITA for me?
Bar-waiter: Yes, Mam. Frozen? Salt?
Lady: Yes, please.
Bar-waiter: And you, sir?
Gentleman: I'll have beer, please.
Bar-waiter: Any special brand?
Gentleman: I'd like you local brew.
Bar-waiter: Will the CARLTON do?
Gentleman: Yes, I'll try that one.
Bar-waiter: Bottled or draught.
Gentleman: The draught, please.
Bar-waiter: Fine. One MARGARITA. One draught CARLTON. Any snacks?
Gentleman: No, thanks.

Exercise 1.

Order food you want according to the model:

You want to order vegetable soup — *I'll have vegetable soup, please.*

You want to order:

1. mixed salad
2. black caviar
3. smoked salmon and baked potatoes
4. tomato soup
5. jellied fruit
6. ice-cream with chocolate and topping
7. stewed rabbit
8. roast lamb
9. braised beef and onions
10. pancakes

Exercise 2.

Ask somebody to explain:

You don't know the meaning of 'zabaglione' — *Could you tell me what "zabaglione" is?*

You don't know the meaning of:

1. pommes anna
2. souvlaki
3. foo yung
4. sause bearnaise
5. caesar salad
6. chicken a la Kiev
7. kvass
8. prime rib
9. ravioli
10. boeufs en cocotte

1

Exercise 3.

Say politely what you want or don't want to do:

You want to change you room — *I feel like changing my room.*

You don't want to have any soup — *I don't feel like having any soup.*

You want:

1. to sit by the window

2. to have breakfast in bed
3. to have a full copy of the bill
4. to have a continental breakfast
5. to have any spirits
6. to have room service
7. to order any desert

You don't want:

1. to have a full English breakfast
2. to dine out
3. to have an extra napkin
4. to have an extra service
5. to have some soft drinks

Exercise 4.

Use the following words to complete the sentences below.

bill, bottle, dessert, drinks, fish and chips, hungry, menu, non-smoker, order, restaurant, table

Guest: A _____ for two, please.

Waiter: Smoker or _____?

Guest: Non-smoker, please.

Waiter: Here you go. Would you like to see the _____?

Guest: Yes, please. We are very _____.

The guests look at the menu.

Waiter: Are you ready to _____?

Guest: We'd like _____, please.

Waiter: Would you like any _____?

Guest: An orange juice, a coke and a _____ of red wine.

The guests have finished their meals.

Waiter: Would you like a _____?

Guest: No, thank you. Could we have the _____, please?

PROJECT WORK

1. Give a description of the food and beverage department of one of the hotels.
2. Make use of the tourist booklets.

EXERCISES ON WRITING

Translate into English:

1. Просторный ресторан “FELIX” на крыше отеля предлагает блюда французской национальной кухни.
2. “The Conservatory” — новый элегантный ресторан — предлагает приятно провести вечер с живой музыкой.
3. “The Lobby” — открыт 24 часа и Предлагает посетителям напитки и легкие закуски. Это любимое место встречи для наших гостей.
4. “Mei Juang” специализируется на классической японской кухне.
5. “Intermezzo Lounge” — прекрасное место для послеобеденного чая, где гостям подают чай, кофе, безалкогольные напитки и пирожные.
6. Прекрасная атмосфера удивительного китайского гостеприимства и традиционной китайской кухни ждет гурманов в ресторане “Qi Qa Qu”.
7. Тайская кухня — дивная находка для гурманов, она отличается всевозможными специями и предлагает огромный выбор различных блюд.
8. Бангкок удовлетворит самые разнообразные вкусы огромным выбором практически всех национальных кухонь, которые вы можете найти повсюду, начиная с маленьких закусочных на улицах и заканчивая элегантными роскошными ресторанами и гастрономическими круизами по реке.
9. 3-разовое питание производится в ресторане пансионата. В питание входят овощной стол, морепродукты, блюда национальной кухни.
10. Сопровождаемые традиционными блюдами национальной кухни, вина Словении, несомненно, очаруют вас.

TALKING POINTS

Expand on the following:

1. Every modern hotel offers some form of food and beverage service.
2. Food and beverage service is a major factor in hotel operation.
3. The kitchen is almost a separate kingdom within a hotel.
4. In the restaurant there are different kinds of jobs.
5. Providing meals and drinks in the guest’ rooms is another service extended by most hotels.
6. Room service provides special types of food.
7. The restaurant business as a whole is one of the most labour-intensive of all industries.

Discuss the special skills, training and experience that you think are necessary to fill each of the following jobs:

1. waiter
2. busboy
3. chef
4. kitchen helper

5. bartender
6. food purchasing agent
7. wine and liquor purchasing agent
8. hotel food and beverage manager

Remember the following words and word combinations and use them in the dialogue of your own. Work in pairs.

Restaurant: eating out, bill (The bill please.), bottle, dessert, drink, hungry, thirsty, menu, order (Are you ready to order?), restaurant, set meal, table (A table for two please.), guest, waiter, waitress, Here you go, tip (Shall we tip the waiter?).

ADDITIONAL TEXTS AND TASKS

DIALOGUE 1

Read and memorize the dialogue.

CHECKING IN

Guest: Good evening. My name is Casado. I have a reservation.

Reception: Good evening, Mr. Casado. Yes, we received your telex. A single room for two nights, leaving on 22nd December. Would you please fill the registration form? I'll get your key.

Guest: Thank you.

Reception: Here is your keycard. Your room number is 807. Would you like dinner tonight?

Guest: Perhaps later.

Reception: Well, the hotel restaurant is open until 11.00 p.m. But if you want something to eat later than that, just call room service.

Guest: Good. Er... is Mr Archer here yet?

Reception: No, sir. Not yet. But I'll ask him to call you when he arrives. Will you be in your room?

Guest: Yes, I think so.

Reception: Certainly, sir. Now... the bellboy will show you to your room. Have a pleasant stay in Stockholm, sir!

Guest: Thank you.

DIALOGUE 2

Read and memorize the dialogue.

CHECKING OUT

- Cashier: Good afternoon. What can I do for you, sir?
Guest: I'd like to check out now.
Cashier: Your name and room number, please?
Guest: John Smith. Room 678.
Cashier: Just a moment, sir. I'll draw up your bill... here's your bill, sir.
Guest: And what's this amount for?
Cashier: That's for the phone calls you have made from your room. And that is for the in-house movies.
Guest: I see. May I pay by traveller's cheques?
Cashier: Certainly, sir... Thank you. Here's your receipt.
Guest: Thank you. May I leave my luggage here until I'm ready to leave this afternoon? I'd like to do some shopping.
Cashier: Yes, sir. How many bags do you have?
Guest: Just these two. I'll be back at around 3 o'clock.
Cashier: That's fine. Have a nice day, sir.

DIALOGUE 3

Read and memorize the dialogue.

MAKING HOTEL RESERVATIONS

Mrs King at Japan Electronics in Singapore calls the Thai Royal Hotel in Bangkok to book some accommodation for her visiting Japanese colleague, Mr Tashikama. Here is his letter:

Dear Mrs King,

As you know, I'll be visiting a new contact in Thailand next week before I go back to Japan. Could you possibly book some accommodation for me at the Thai Royal Hotel in Bangkok? I need a single room with a bath for six nights from Thursday 7 April (I'll be returning to Singapore on Wednesday 13 April). Many thanks.

*Best regards,
Mr Tashikama.*

Receptionist: Thai Royal Hotel. May I help you?
Mrs King: I'd like to make a reservation, please.

Receptionist: Just a moment. I'll put you through to the reservation desk.

Clerk: Reservations. How can I help you?

Mrs King: I'd like to make a reservation for six nights next week for Mr Tashikama of Japan Electronics, please.

Clerk: Certainly. What days will he be staying?

Mrs King: He'll be arriving on Thursday and leaving on Wednesday.

Clerk: And what kind of room would you like to book?

Mrs King: I'd like a single room with a bath, please.

Clerk: A single with a bath... yes, that's no problem. Could I have the name again, please?

Mrs King: Yes, it's for Mr Tashikama of Japan Electronics.

Clerk: That's fine. We'll be expecting Mr Tashikama on Thursday then.

ACTIVITY

Exercise 1.

Practice making hotel reservations for different people:

<i>Student A</i>	<i>Student B</i>
Make call 1: Call Manhattan Hotel and book a single room with a bath for Pilar Rodriguez of Bank of Spain for 3 nights from next Monday	Take call 1: You work on the reservation desk at Manhattan Hotel. Note any bookings you take
Take call 2: You work on the reservation desk at Tower Motel. Note any bookings you take	Make call 2: Call Tower Motel and book a single room with shower for Hans Wondel of Holland Print for this Friday, Saturday and Sunday. He will be arriving late on Friday and leaving early on Monday morning
Make call 3: Call Capital Motel and reserve a double room with shower for Mr and Mrs Gaumont for 6 nights from tomorrow	Take call 3: You work on the reservation desk at Capital Motel. Note any bookings you take

Take call 4: You work on the reservation desk at Hotel Luxus. Note any bookings you take	Make call 4: Call Hotel Luxus and reserve two double rooms with bath for tonight only for Mr F. Stevens and Ms Nallder from LOP International
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Exercise 2.

With a partner take turns to be a hotel receptionist and a business traveller.

Receptionist: You are a receptionist in a hotel in your own city.

The hotel has a restaurant and bar, but no room service. You are at the reception desk when a guest arrives. Help the guest to check in and tell him about the facilities.

Business traveller: You are on a business trip. You want to check into the hotel. You are expecting a telephone call from an important customer. What do you want the receptionist to do if the customer calls? Tell the receptionist that you want a late dinner in the hotel tonight, and that you want an alarm call in the morning.

Exercise 2.

Translate into English:

1. Я хотела бы забронировать одноместный номер с ванной комнатой на две недели.
2. Не могли бы вы зарезервировать для меня двухместный номер с ванной на двое суток, начиная с 12 декабря.
3. Я хотел бы забронировать номер для моего коллеги на следующую неделю. — Какой именно номер вы хотели бы забронировать? — Двухкомнатный номер с душем.
4. — Добрый день. У вас есть свободный одноместный номер с ванной? — Да, есть. Сколько времени вы планируете оставаться у нас? — Два дня.
5. — Это номер с ванной, не так ли? — Да, во всех номерах есть душ или ванная комната, цветной телевизор и бар.
6. — Могу я пообедать сегодня вечером в номере? — Конечно, вы можете обратиться в отдел обслуживания номеров.
7. — В какое время подают завтрак? — Завтрак сервируют с 7 до 10 часов в «Garden Restaurant» на первом этаже.
8. — Не могли бы вы разбудить меня утром? — Да, конечно. В каком часу? — В семь.
9. — Какова оплата за двухместный номер с ванной в сутки? — Плата за комнату с английским завтраком составляет 18 фунтов на человека.

10. — Чем могу помочь? — Я хотел бы освободить номер и получить счет. — Ваше имя и номер комнаты, пожалуйста... Вот ваш счет.

TALKING POINTS

1. Make up brief dialogues that might result from the following situations at the front desk of a hotel.

2. You are the room clerk. Mr and Mrs Wilson are in the process of checking in. They have two young children with them. They want to know if they can have beds set up in their room for the children. You assure them that this is possible, indicating you will ask the housekeeper to take care of it immediately.

3. You are the information clerk. Mr Asaka wants to visit one of the local sights. He wants to know if it is possible to walk there, but you know that it is too far for a comfortable walk. You advise him that he should take a taxi. He then wants to know the probable cost of the taxi. When you have answered this question, you inform him that the doorman will call a taxi for him.

4. You are the front-desk cashier. Mr Rossi is checking out. You ask him if he has made any phone calls in the last hour. He has made two, which have not yet appeared on his account. You ask him to wait a moment while you check the calls. You get the information quickly, enter it on his account and then present him with the corrected bill.

5. Make a list of accommodation requirements and practise making reservations.

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