

**МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ  
НАЦІОНАЛЬНИЙ УНІВЕРСИТЕТ ФІЗИЧНОГО ВИХОВАННЯ І  
СПОРТУ УКРАЇНИ**

**S. BABUSHKO**

# ***HOTEL BUSINESS***



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**Рецензенти:** **Соловей Л. С.** канд. пед. наук, доцент кафедри англійської філології та перекладу Київського університету ім. Б.Грінченка (Київ)

**Алексєєнко О. П.** канд. філол. наук, ст..викладач кафедри української та іноземних мов НУФВСУ (Київ)

### **Бабушко С.Р.**

*Hotel Business: навч. посібник з дисципліни «Англійська мова за професійним спрямуванням» для здобувачів освітнього ступеня «Бакалавр» спеціальності 242 «Туризм» / С. Р. Бабушко. – К.-Звенигородка: КП «ЗВПП», 2016. – 190 с.*

Навчальний посібник є другою частиною практичного курсу з англійської мови професійного спрямування, який націлено на навчання комунікації англійською мовою у туристичній сфері. Посібник призначено для студентів II курсу спеціальності 242 «Туризм», які мають намір розвинути мовні навички практичного застосування англійської мови професійного спрямування до рівня B2, а також для широкого кола бажаючих оволодіти професійною лексикою туристичної індустрії.

Навчальний посібник побудовано за тематичним принципом. Структуру підпорядковано цілям навчання основним видам мовленнєвої діяльності: читання усного мовлення (діалогічного та монологічного) та писемного мовлення. Зміст посібника сприяє продуктивному засвоєнню професійної лексики сфери туризму, допомагає формуванню необхідних навичок професійного спілкування та розвитку креативного мислення студентів.

Особливою рисою посібника є його придатність для самостійної роботи та поглиблення знань студентів з англійської мови професійного спрямування.

Посібник може стати в нагоді студентам вищої школи, слухачам спеціалізованих курсів і тим, хто бажає підвищити свій рівень англійської мови з цього фаху.

# CONTENTS

<b>PREFACE</b> .....	4
<b>CLASS-ROOM ACTIVITIES</b>	
<b>Unit 1.</b> Accommodation .....	6
<b>Unit 2.</b> Hotel Facilities .....	32
<b>Unit 3.</b> Hotel Staffing and Internal Organization .....	65
<b>Unit 4.</b> Reservation. Check-in. Check-out .....	94
<b>SELF-STUDY ACTIVITIES</b>	
<b>Unit 1.</b> Text1: Hotels .....	134
Text 2: Rented Accommodation and Time Share.....	141
Text 3: Holiday Centres and Holiday Parks.....	148
<b>Unit 2.</b> Text: London Hotels and Their Facilities .....	150
<b>Unit 3.</b> Text: Staff and Service .....	157
<b>Unit 4.</b> Text 1: Reservations. Procedures For Arrival and Departure .....	164
Text 2: Hints for Hotel Guests.....	174
<b>WORD LIST</b> .....	175
<b>APPENDIX 1:</b> Irregular Verbs .....	180
<b>APPENDIX 2:</b> Plan for Rendering a Text.....	187
<b>REFERENCE LIST</b> .....	190

## PREFACE

“Hotel Business” is a practical “English for Specific Purposes” course intended for university students of Tourist Industry who are striving for developing their language skills to B2 level. It is also designed for tourism industry professionals who need English for their job and wish to increase their professional competence via English and develop their speaking skills in tourism business.

“Hotel Business” fully corresponds to the requirements of the syllabus for university students of the 2<sup>nd</sup> year of study at National University of Physical Education and Sports of Ukraine.

In terms of the content “Hotel Business” is a self-contained course covering basic concepts of hotel business.

In terms of the language teaching, the course aims at developing the skills of reading, writing and speaking as well as consolidating the students’ grammar, lexical and phonetic competences. This is achieved through a wide range of authentic texts with a complex of exercises, stimulating and challenging activities. Proper attention is devoted to translating and interpreting skills which make up an essential part of the work of those working in hotel industry.

The choice of materials for reading and translating is focused on the developing strategies for understanding and adapting these skills to different motivating speech situations and, moreover, real-life situations.

Communicative type of the tasks give the learners an ample opportunity for personal expression in the form of pair work, group discussions, surveys and projects.

The course consists of Classroom and Self-Study Activities, Lexical Minimum List, Irregular Verbs List, Recommended Literature List.

Classroom Activities Section contains 4 Units with the strict logical structure:

- **Lead-in** (which is aimed at brainstorming to encourage students for discussion of the introduced topic);
- **Reading and Speaking** (the target of which is to develop students’ skills for skimming reading and improving speaking skills);
- **Vocabulary Practice** (which helps students remember topical vocabulary through doing a variety of exercises for matching, multiple choice, solving puzzles and crosswords, etc.);
- **Language Development** (the purpose of which is to master scanning reading skills and with a help of a wide range of exercises to develop

students' professional vocabulary, including translation from English into Ukrainian and from Ukrainian into English);

- **Writing** (due to practical tasks that reinforce the teaching points in the unit this part helps develop students' professional writing skills);
- **Speaking Skills** (this part is aimed at practicing speaking skills through training separate statements from the substitution tables, translating topical vocabulary given in Ukrainian in the dialogues, reading in pairs, making similar dialogues by analogy);
- **Talking Points** (with tasks involving problem-solving activities, role-plays, surveys and projects, information-sharing activities that encourage real communication).

The focus in Self-Study Activities Section is on making each unit more informative and applicable for students' self-study at home. Self-Study Activities Section also contains 4 Units which thematically correspond to those in the Classroom Activities Section. They include various practical tasks from simple to more advanced which help students deepen their professional language competence and creative thinking ability. On the whole, this section sums up the learning process of each theme and may be followed by individual presentations in the classroom.

Some illustrations, puzzles and crosswords in the course diversify the suggested activities and make the learning process more attractive and productive.

## CLASS-ROOM ACTIVITIES

### UNIT 1

READING	VOCABULARY	SPEAKING	WRITING
<ul style="list-style-type: none"> <li>- Types of Accommodation</li> <li>- Accommodations Industry -</li> <li>- Important thing for customers in hotels</li> <li>- Choosing the best accommodation for the customer</li> <li>- Dialogues</li> </ul>	<ul style="list-style-type: none"> <li>- Words related to types of accommodations</li> <li>- Adjectives describing hotels, motels, etc:</li> <li>- Size</li> <li>- Facilities</li> <li>- Staff</li> <li>- Location</li> <li>- Service</li> </ul>	<ul style="list-style-type: none"> <li>- Telephone calls</li> <li>- Expressing opinions</li> <li>- Giving definitions</li> <li>- Discussing requirements</li> <li>- Describing hotels</li> <li>- Recommending the hotels</li> <li>- Informing of the survey results</li> <li>- Presenting own advertisement of the hotel</li> </ul>	<ul style="list-style-type: none"> <li>- Filling in the table with the information</li> <li>- Mediation</li> <li>- Describing hotels</li> <li>- Writing an advertisement of the hotel</li> </ul>

## ACCOMMODATION

### Lead-in

- What is accommodation, in your opinion?
- What kinds of accommodation do you know?

(**Note:** accommodation – British English;  
accommodations – American English)

### Reading

#### TEXT 1

**Exercise 1. Look through the active vocabulary before reading the text and try to memorize it. Then read the text and write out in the vocabulary the unknown words and word combinations.**

#### Active Vocabulary

serviced accommodation

місце розміщення із обслуговуванням та харчуванням

self-catering accommodation

місце розміщення без обслуговування і харчування

to be responsible for smth

бути відповідальним за щось

to appeal to smb

приваблювати

rented

той, що здається в оренду

timesharing system  
to supervise the work  
front-of-house staff

система "таймшер"  
контролювати роботу  
персонал, що працює безпосередньо з  
гостями готелю

### **Types of Accommodation**

Accommodation can be described as either serviced accommodation or self-catering accommodation, the difference being whether or not meals are included with the accommodation and whether or not housekeeping is included. Housekeeping means that guests' rooms are cleaned, beds made, and towels changed, for example. Accommodation which provides meals and housekeeping is known as serviced accommodation. The examples of serviced accommodations are, of course, hotels, motels, guest houses, European pensions, B&B houses, etc. The meals supplied by serviced accommodation can range from simply breakfast only to breakfast plus two main meals per day. Breakfast plus one main meal (lunch or dinner) is known as half-board, and breakfast plus two main meals is known as full-board. Without any meals or housekeeping, accommodation is known as self-catering, or unserviced. In self-catering accommodation, guests are responsible for getting their own meals, either by making them themselves or by going out to eat.

Tourists who choose self-catering forms of accommodation have to work a little harder than those in serviced accommodation. They usually have to do their own housekeeping – keeping the place clean and tidy – and have to either cook and wash up for themselves or go out to eat in local restaurants and cafés.

This type of accommodation can often be less expensive than serviced accommodation because less is provided in the way of services. It therefore appeals to tourists who are prepared to be a little more independent in order to have more control over their holiday finances as well as over what they eat – and when.

There are as many types of self-catering accommodation as there are of serviced accommodation: rented accommodation, timesharing, holiday centres and holiday parks, camping and caravanning.

One more difference between serviced and self-catering accommodation is that in serviced accommodation tourists (the guests) come into direct contact with the staff of the establishment, who provide them with the services they need mainly meals, and housekeeping.

There are many jobs to be carried out by the staff in serviced accommodation. Some are behind the scenes: in a large hotel there may be catering staff preparing meals in the kitchen, accounts looking after the hotel's finances, laundry staff, maintenance staff responsible for the upkeep of the building,

personnel staff to recruit and look after the hotel's employees, computing staff, sales and marketing staff responsible for attracting customers to the hotel, and a whole team of managers to supervise the work of all members of staff. All of these people have an important job to do to keep the hotel running smoothly.

Yet, equally important, are the employees who have direct contact with the guests visiting the hotel. They are often called front-of-house staff, because they have face-to-face dealings with guests.

**Exercise 2. According to the text choose the correct item.**

1. Accommodation can be described as either serviced or self-catering the difference being ... .
  - A whether or not meals are included with the accommodation
  - B if meals and housekeeping are included or not
  - C whether housekeeping is included or not
  - D if room service is included or not
2. What are guests responsible for in self-catering accommodation ... .
  - A doing their own housekeeping
  - B cooking meals for themselves
  - C washing up for themselves
  - D getting their own meals and keeping the place clean and tidy
3. Self-catering accommodation is often less expensive than the serviced one because ... .
  - A it provides cheap rooms
  - B it doesn't provide meals
  - C it provides less services
  - D it provides cheap facilities
4. What hotel employees don't work with the customers face-to-face?
  - A account, maintenance and laundry staff
  - B catering, computing, sales and marketing staff
  - C a team of managers
  - D catering staff, accounts, laundry, maintenance, personnel, computing, sales and marketing and a whole team of managers
5. The employees who work directly with the guests visiting the hotel are called ...
  - A reception staff
  - B administration managers
  - C front-of-house staff
  - D personnel



**Exercise 3. Find in the text answers to these questions.**

1. What are 2 types of accommodation and what is the difference between them?

---

---

2. What are the meals supplied by serviced accommodation?

---

3. Why do tourists who choose self-catering accommodation have to work a little harder?

---

---

4. Why does self-catering accommodation appeal to tourists?

---

5. What is another difference between serviced and self-catering accommodation?

---

---

6. Who carries out the job in serviced accommodation behind the scene?

---

7. How are the employees who work with hotel guests face-to-face called?

---

**Exercise 4. Read the guests' comments and choose the best accommodation to them (serviced or unserviced). What hotels would they like to stay at? Give some details.**

**1**

I need a place where I can meet my clients because I don't want to go to far from the hotel. I need a stylish hotel with a first-class restaurant and first-class facilities. Swimming pool? No, I don't have time when I'm on business.

**2**

Could I have a quiet room in a small or medium-sized hotel? I don't want to stay at the Piazza San Marco but it should be central. I'd like a place that's relaxing with friendly staff and maybe a courtyard or garden.

Guest 1 \_\_\_\_\_

Guest 2 \_\_\_\_\_

**Exercise 5. Read the comments of four hotel users talking about what they think is important in a hotel.**

**1**

I travel a lot - up to three months a year - so I guess you could say I spend a quarter of my life in hotels! For me, the ideal hotel has big rooms with comfortable beds and good facilities - including a business centre. It should also be as near the centre of town as possible, but within easy reach of the airport.

**2**

I love going on vacation, especially in Europe. I worked hard all my life, so I feel I deserve a little luxury now - and I don't mind paying for it. If you ask me, a hotel that doesn't make you feel really special isn't a hotel!

**3**

I like smaller hotels because you can learn more about the country, the people, and the culture. The staff have more time for you. I think most of the big hotels are so impersonal. They all look the same. When you are inside them, you can't tell which country you're in.

**4**

It's my job to visit hotels, not just the deluxe 5-star ones, but also the small family-run places with only a few rooms. But if you're asking me personally, the most important things are polite and friendly staff and efficient service. Anything else is really a bonus.

**A. Study the list below and tick the points that they mention.**

	Guest 1	Guest 2	Guest 3	Guest 4
large rooms				
small hotels				
good facilities				
friendly staff				
location				
efficient service				

**B. Match the comments above to the people who made them.**

1. A successful French research scientist who is often invited to speak at international conferences.
2. A retired banker from the USA.
3. The Sales Director of an export company in Turkey.
4. A travel writer for several British newspapers and magazines who also presents a TV programme on holidays and travel.

## Vocabulary Practice

### Exercise 6. Study the definitions of different types of accommodation.

<b>Inn</b>	is 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.
<b>Tavern</b>	in modern usage, is a place that serves alcoholic drinks. Formerly, it was an alternate term for an inn.
<b>Motel</b>	is a shortened form for motor hotel. A motel provides accommodations for the traveller and a parking place for his or her automobile.
<b>Resort</b>	is a place or area to which people travel for recreational purposes. Hotels are important features of resort areas.
<b>Convention</b>	is a meeting of a business or professional group for the purpose of exchanging and discussing information.
<b>Deluxe</b>	is 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.
<b>Luxury hotel</b>	provides every facility a wealthy guest might need.
<b>Resort hotel</b>	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.
<b>Commercial hotel</b>	is often situated in a town centre and provides accommodation for travelling businessmen, staying only for one or two nights.
<b>Congress hotel</b>	provides everything necessary for large meetings and conferences, with a lecture, theatre and exhibition facilities.
<b>Airport hotel</b>	provides accommodation for people going to or coming from other countries, usually staying only for one night.
<b>Country house hotel</b>	is situated in pleasant scenery and provides comfortable but informal accommodation for people who want to relax in a quiet place.
<b>Guest house</b>	provides low-priced accommodation, usually on a small scale for holiday visitors or for long-stay guests.
<b>B&amp;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".

**Exercise 7. Read what these three people say about their requirements to accommodation. Which type would suit them best? Give your grounds.**

1. Jenny Wright, aged 30: "I work for one of the large tour operators, so I spend most of my time travelling. In my opinion, hotels need to be efficient; the phones should work and there should be an overnight laundry service. I think a good range of restaurants is important, because I don't have time to go out in the evening. As far as I'm concerned, atmosphere isn't very important."
2. Miguel Morales, aged 45: "We have a small family business in Spain, and when we travel to England on business we like to take the children with us. I don't think the big hotels look after small groups very well – they often put you on different floors, and you can only see each other in the restaurant. On the other hand, self-catering apartments aren't very good because there aren't enough facilities. If you ask me, there should be more hotels that have a mixture of both facilities."
3. Agatha Trump, aged 65: "I don't travel to London very often, but I sometimes go for the weekend. For me, the ideal hotel needs to be near the theatres and cinemas. If you ask me, the best hotels are old-fashioned ones with a lot of atmosphere, but of course they should have a good range of facilities too. For me, staying in a modern hotel would be an unpleasant experience."

**Exercise 8. A. Study the information about accommodation. With a partner ask and answer questions about the hotels like in the example.**

1. Caribbean Sunrise – top-quality holiday accommodation – has its own beach.
2. Golden Arrow – large, efficient – Heathrow Airport 3 miles.
3. South China – Kowloon (overlooking harbour) – good facilities, reasonable rates.
4. Grand Paradise – spacious, 5-star, first-class facilities – near Snowy Mountain, overlooking Paradise Lake.
5. Stagecoach – friendly, comfortable, 20 miles north of Cactus City, beside the road.

*S<sub>1</sub>: - What's the (name of hotel) like?*

*S<sub>2</sub>: - It's a ... (say the type of hotel).*

*It's ... (say where it is).*

**B. What kind of hotel would suit the people below? Would it be:**

- a middle range hotel? (budget hotel)
- a luxury hotel? (deluxe hotel)
- an airport hotel? (airwate)



## Language Development

### TEXT 2

**Exercise 10. Look through the active vocabulary before reading the text and try to memorize it.**

#### Active Vocabulary

a temporary home	тимчасове житло
access to food and drink	можливість поїсти та попити
facilities for recreation	засоби, обладнання для відпочинку
means of transportation	засоби подорожування
to share the bed / room with smb	ділити ліжко / кімнату на двох
cluster of hotels	ряд готелів
to result in	мати наслідок
to provide parking facilities	надавати послуги паркування
transient	той, хто тимчасово проживає у готелі, пансіоні
a matter of equipment or furnishings	( <i>тут</i> ) питання про обладнання та умеблювання
to restrict	обмежувати
whereas	у той час як
ratio	кількість обслуговуючого персоналу
flimsy	( <i>тут</i> ) пристосований

**Exercise 11. Read the text. Choose the most suitable headings from the list (A-G) for each part (1-7) of the text. There is one extra heading which you don't need to use. There is an example at the beginning (0).**

- |  |   |
|--|---|
| <b>A</b> Motels                                  | <b>F</b> Hotel Broad Categories                 |
| <b>B</b> Prime Importance Matter about<br>Hotels | <b>G</b> Accommodations Industry                |
| <b>C</b> Resort Hotels                           | <b>H</b> Rating Hotels                          |
| <b>D</b> Inns and Taverns                        | <b>I</b> Hotels of the 19 <sup>th</sup> Century |
| <b>E</b> Difference and Similarity of<br>Hotels  |   |

0

## G Accommodations Industry

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.

1

Travel and hotels have always been closely related. In Europe and America, inns and taverns were located 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.

2

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 19<sup>th</sup> 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 large 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.

3

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.

4

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, 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 forth 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.

5

Another way of categorizing hotels is by the quality of service they offer. At the top there are the luxury hotels, which generally offer their guests the greatest comfort and convenience possible. At the bottom there 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, while other receiving from five stars to one star or "A's". The standard features include private bathrooms, room telephones, recreational facilities and so on.

6

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.

7

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.

**Exercise 12. Fill in the correct word from the list below. Use the words only once.**

<i>seasonal</i>	<i>shelter</i>	<i>family</i>	<i>rating</i>
<i>temporary</i>	<i>recreational</i>	<i>labour-intensive</i>	<i>quality</i>

1. ... home for travelling people;
2. to provide food and ... for travellers;
3. to rent accommodation on ... basis;
4. ... – owned hotels;
5. a system for ... hotels;
6. ... facilities;
7. ... accommodations industry;
8. to categorize hotels by the ... of service.

**Exercise 13. Fill in the correct preposition, then choose any five items and make sentences.**

1. to share the room ... smb;
2. to refer ... accommodations industry;
3. a symbol ... hospitality;
4. ... relatively low prices;
5. to compete ... the other commercial hotels;
6. transients travelling ... business;
7. a matter ... prime importance;
8. one employee ... guest room.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**Exercise 14. A. Find the synonyms in the text to the following words:**

- to create services \_\_\_\_\_
- to build hotels \_\_\_\_\_
- hotel guests \_\_\_\_\_
- luxurious hotels \_\_\_\_\_
- a range of hotels \_\_\_\_\_
- every year \_\_\_\_\_
- constantly \_\_\_\_\_
- average features \_\_\_\_\_

**B. Change the words in the sentences from the text into their synonyms.**

**Exercise 15. A. Find the opposites in the text to the following words:**

- modern \_\_\_\_\_
- expensive \_\_\_\_\_
- at the top \_\_\_\_\_
- permanent home \_\_\_\_\_

**B. Change the words in the sentences from the text into their opposites.**

**Exercise 16. Find the equivalents to the following Ukrainian word combinations**

- пропонувати рекреаційні можливості, засоби;
- 

- розмістити подорожуючого на ніч у готелі;
- 

- бути тісно пов'язаним;
- 

- у віддалених районах;
-

- за відносно низькими цінами;

---

- будувати готелі поблизу залізничних станцій;

---

- обслуговувати людей, які подорожують автомобілем;

---

- пристосовані та недорогі помешкання для туристів;

---

- конкурувати з комерційними готелями;

---

- розділити готелі на 4 категорії;

---

- проводити конференцію (симпозіум) у великих міських центрах;

---

- чітке розмежування;

---

- старомодні готелі;

---

- звичайні риси;

---

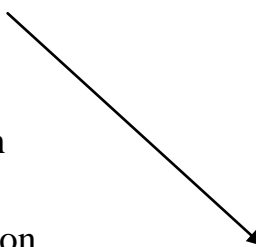
- працівники готелю;

---

- технічне утримання готелю

---

**Exercise 17. Match the words on the left with their definitions on the right. The first one has been done for you.**

- |                   |   |  |
|-------------------|---|--|
| 1. inexpensive    |  | a. a means or system of carrying passengers or goods from one place to another             |
| 2. transportation |   | b. a condition of great comfort provided without any consideration of the cost             |
| 3. accommodation  |   | c. reasonable in price   |
| 4. luxury         |   | d. things such as buildings, shops or services that are useful or help one to do something |
| 5. fashionable    |   | e. a place to work or live in; lodging, food and services (AmE)                            |
| 6. facilities     |   | f. made according to the latest fashion  |

**Exercise 18. Answer the questions to the text.**

1. What is a hotel? What does it provide for a traveller?

2. How were inns and taverns related to travel in the age of travel by horse?

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 of 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?

**Exercise 19. Work with a partner. Agree or disagree with the following statements. Give your grounds. Use the phrases.**

***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 20. Explain the meaning of the following terms.**

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

## **Writing**

**Exercise 21. Fill in the blanks with prepositions.**

1. The hotel may also provide facilities ... recreation.
2. ... Europe and America, inns and taverns were located ... 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 19<sup>th</sup> century.
4. Another way ... categorizing hotels is ... the 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 may be 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 22. 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 travelled 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.
8. A hotel in the ... category may employ as many as three staff members per guest room.

**Exercise 23. Answer the clues to find the hidden word. All the answers are connected with accommodation. The first one has been done for you as an example.**

1. In the campsite you can stay in small redwood ... (6 letters).
2. The millionaire reserved a ... of six rooms on the top floor of the hotel (5 letters).
3. If you have a family, you should think about staying in a self-catering ... that has three bedrooms, a kitchen and a bathroom (9 letters).
4. At the Ahwahnee Hotel in Yosemite National Park in USA you can rent a double room or a separate ... in the grounds (7 letters).



інших готелях кількість персоналу коливається від 1 людини на номер до 1 людини на декілька номерів.

## Speaking Skills

### Exercise 25. In pair practise the following sentences:

1. As far as I understand, all **the hotels** are not the same.
  - the motels
  - the restaurants
  - the tourist companies
  - the hotel facilities
  - the hotel services
  - the restaurant services .
2. How are the hotels **rated**?
  - graded
  - classified
  - categorized
  - systemized?
3. **Convention** hotels have a lot of **convention facilities**.

Convention	function rooms
Convention	exhibition areas
Resort	resort facilities
Resort	recreational facilities
Commercial	office facilities
Commercial	special facilities for business travellers .
4. The term "**resident**" puzzles me.
  - "third-age"
  - "fourth-age"
  - "special interest"
  - "boatel"
  - "condo"
  - "airwate".
5. The more stars, **the higher the quality**.
  - the better the quality
  - the more the facilities and services
  - the wider the range of services
  - the greater the range of services
  - the broader the range of services



the better the staff.

6. Do all countries **follow** this **classification**?

observe system  
stick to rating system  
keep to grading system  
use star system  
make use  
of system of stars  
apply classification system ?

7. **Inexpensive** hotels are often referred to as **budget** hotels.

Budget	economy
Economy	tourist
Residential	resident
Superdeluxe	luxury
Superdeluxe	very luxurious
Deluxe	luxurious.

8. A **"motel"** sounds like a **"hotel"**.

A "boatel"	a "floatel"
A "caravan"	a "van"
A "condo"	a "condominium"
"Residential"	"resident"
"Luxury"	"luxurious"
"All-inclusive"	"all-included".

9. That's pretty **easy**!

hard  
hard to bear  
difficult  
bad  
cheap  
expensive!

10. I've come across **"all-in"** hotels.

"all-inclusive"  
"all included"  
luxury  
very luxurious  
luxurious  
budget.

11. Could you **make it clear** what they are?

explain

clear up  
clarify  
specify  
say in plain English  
say in plain Russian?

12. "All-in" stands for "all-inclusive".

"Condo"	"condominium"
"Van"	"caravan"
"B&B"	"bed and breakfast"
"HB"	"half board"
"FB"	"full board"
"IT"	"inclusive tour".

**Exercise 26. A. Read the dialogue with a partner, translating some parts.**

*Dialogue 1.*

- S<sub>1</sub>:** - Oh, the ball comes to the player! I have just wanted to wait for you in the hotel lounge. Have you finished your work yet?
- S<sub>2</sub>:** - Yes, I have. But what are you up to?
- S<sub>1</sub>:** - I know I'm a pain in the neck but I have got mixed up on the hotels. As far as I understand, all the hotels are not the same.
- S<sub>2</sub>:** - Your guess is right. *Існують різні види розміщень.*
- S<sub>1</sub>:** - *Я знаю, що готелі класифікуються від 1 зірочки до 5\*.* This is practically all, I know.
- S<sub>2</sub>:** - Not much, really. *З одного боку, готелі класифікують відносно мети подорожуючих. З іншого, відносно переліку послуг і якості обслуговування.*
- S<sub>1</sub>:** - *Це означає, що є різні види класифікації готелів.* How are the hotels rated according to the purpose of travelling people?
- S<sub>2</sub>:** - They are rated as commercial hotels, convention hotels, resort hotels and residential hotels.
- S<sub>1</sub>:** - I presume, I know most of them. *Комерційний готель – це готель для бізнес-подорожуючих, чи не так?*
- S<sub>2</sub>:** - That's it. Most commercial hotels are big city hotels. The Metropol hotel in Moscow falls into this group. So does the National hotel.
- S<sub>1</sub>:** - *Конференц-готелі – це готелі для учасників конференції.*
- S<sub>2</sub>:** - Right you are. *Конференц-готелі пропонують багато послуг і обладнання для проведення конференцій, наприклад, конференц-зали,*

*виставкові площі тощо.*

- S<sub>1</sub>:** - The resort hotel is for holiday-makers.
- S<sub>2</sub>:** - Correct! *Готелі на курортах пропонують багато засобів для рекреації: басейни, фітнес-центри, спортмайданчики тощо.*
- S<sub>1</sub>:** - I have to admit that the term "residential" hotels puzzles me.
- S<sub>2</sub>:** - Relax! The residential hotel is for long-term or permanent residents.
- S<sub>1</sub>:** - A comprehensive answer! And how are hotels graded according to the range of services and quality of comforts?
- S<sub>2</sub>:** - You have already mentioned the star system. *Класифікація по зірках відома як європейська або французька.*
- S<sub>1</sub>:** - *Чим більше зірок, тим вища якість і більше послуг пропонує готель.* Do all countries follow this classification?
- S<sub>2</sub>:** - Not at all. *Є ще національні системи класифікації готелів: система "корон" у Великій Британії, система "ключів" у Швеції чи система "літер" у Греції.* In the US the hotels are graded as superdeluxe, deluxe, expensive, moderate and inexpensive.
- S<sub>1</sub>:** - Superdeluxe is very luxurious, deluxe is luxurious. Is that correct? And what type of hotels is called tourist class?
- S<sub>2</sub>:** - *Недорогі готелі часто називають ще бюджетні, економ, другого чи туристичного класу.*
- S<sub>1</sub>:** - You know, I must apologize this time. I've taken up a job in the hotel line. I'm doing a night shift tonight.
- S<sub>2</sub>:** - That's pretty impressive! A night shift?
- S<sub>1</sub>:** - Right. I don't mind night time and even overtime. I want to test myself.
- S<sub>2</sub>:** - He who endures wins the gold!
- S<sub>1</sub>:** - Let's call it a day. I've enjoyed talking to you!
- S<sub>2</sub>:** - Same here!
- S<sub>1</sub>:** - Keep in touch!
- S<sub>2</sub>:** - You, too!

## **Dialogue 2.**

- S<sub>1</sub>:** - Hello, have you already prepared for the lesson in Hotel industry? That's the beginning of the subject and I want to be pretty good at the seminar.
- S<sub>2</sub>:** - Hi, I've already been in our library for 30 minutes. The only thing I managed to do is to study in detail *класифікацію готелів.*
- S<sub>1</sub>:** - So, I suppose you're an expert in the field, aren't you? Will you help me with some questions?
- S<sub>2</sub>:** - Sure, with pleasure.

- S<sub>1</sub>:** - There is a word "inn" in the names of some hotels like the "Holiday Inn" or the "Ramada Inn". What does it mean?
- S<sub>2</sub>:** - An inn is, as a rule, a countryside hotel. *Такі готелі часто розташовані у мальовничій сільській місцевості. Вони надають зручні, але не офіційні місця проживання. Слово "inn", by the way, з'явилося з перших днів подорожування.*
- S<sub>1</sub>:** - A "motel" sounds like a "hotel". How do they differ?
- S<sub>2</sub>:** - That's pretty easy. *Мотель пропонує місця розміщення і забезпечує місця для паркування власних автомобілів подорожуючих навпроти їх кімнати.*
- S<sub>1</sub>:** - You know, I've come across "all-in" hotels in many hotel ads. Could you make it clear what they are?
- S<sub>2</sub>:** - "All-in" stands for "all-inclusive". *Готелі "все включено" пропонують гостям повний пансіон. Повний пансіон означає – кімната, сніданок, обід, вечеря. Напівпансіон – це кімната, сніданок, обід або вечеря.*
- S<sub>1</sub>:** - If I'm not mistaken, breakfast is always included in the cost of a night's accommodation.
- S<sub>2</sub>:** - Normally, yes. Though there are rates "Room only".
- S<sub>1</sub>:** - *А існують якісь нові види розміщень?*
- S<sub>2</sub>:** - Yes, there are. Probably, you have heard about some of them. *Як мотелі зі своїми паркувальними майданчиками для автомобілів, є ще ботелі на пляжах. They provide moorage for the guests' boats and yachts.*
- S<sub>1</sub>:** - Oh, right, I've heard of floatels. Are they floating hotels on water or something of the kind?
- S<sub>2</sub>:** - Quite so. Now, have you come across condos?
- S<sub>1</sub>:** - No, I'm afraid. I haven't the foggiest notion!
- S<sub>2</sub>:** - *Кондо – це кондомініуми, апартаменти які належать приватним особам. Вони розташовані у курортних місцях і використовуються як друга домівка для відпочинку. Any idea of airwates?*
- S<sub>1</sub>:** - No, I haven't the slightest idea!
- S<sub>2</sub>:** - The airwate is the airport hotel for air passengers. *Він забезпечує місцями розміщення пасажирів авіарейсів, які зупиняються лише на одну ніч.*
- S<sub>1</sub>:** - *А кемпінги можна вважати місцями розміщення?*
- S<sub>2</sub>:** - Why not? Tastes differ. People may prefer travelling by car or van and staying in their tent or van overnight.
- S<sub>1</sub>:** - *У такому випадку вони можуть зупинитися на ніч у кемпінгу чи караванінгу, які пропонують необхідні зручності, чи не так?*
- S<sub>2</sub>:** - *А ще існують такі готелі, що називаються "marina" для людей, які*

*подорожують човнами і використовують їх як місця розміщення.*

- S<sub>1</sub>: - You know, too much information to be remembered at one time. Thank you for your help, but I prefer reading it myself.
- S<sub>2</sub>: - It's a pleasure. Of course, you're right. Seeing is believing.

**B. Dramatize the dialogues.**

**C. Write out the proverbs and sayings which are used in the dialogues and choose Ukrainian/Russian equivalent to them. Explain what they mean and use them in your own situation.**

**Exercise 27. A. These are two telephone calls to the California Travel Bureau in London. The callers are going to visit Yosemite National Park in California, the USA. Before reading the dialogues, identify to whom these expressions can belong: a Caller or a Travel Agent?**

- \_\_\_\_\_ a) Can I help you?
- \_\_\_\_\_ b) Could you give me some information about accommodation?
- \_\_\_\_\_ c) I wonder if you could help me.
- \_\_\_\_\_ d) Could you give me your name and address?
- \_\_\_\_\_ e) I'm trying to find out about accommodation.
- \_\_\_\_\_ f) Is there anything else?
- \_\_\_\_\_ g) Certainly.
- \_\_\_\_\_ h) How may I help you?
- \_\_\_\_\_ i) What would you like to know?
- \_\_\_\_\_ j) I'd like some information please.
- \_\_\_\_\_ k) Could you possibly send me details?
- \_\_\_\_\_ l) Would you like me to send you some information?

**B. Read in pair the dialogues and check if you are right. Three of the expressions from the list above are not used. Identify which.**

1

**TRAVEL AGENT:** California Travel Bureau. Jenny speaking. How may I help you?

**CALLER:** Hello, yes, I'm going to California in the summer on a fly-drive holiday and hoping to spend some time in Yosemite National Park. Could you give me some information about accommodation?

**TRAVEL AGENT :** Certainly. The first thing to say is that if you want to stay in a hotel you'll need to make a reservation pretty soon. Have you any definite dates?

**CALLER:** Well, we're arriving in San Francisco on 13<sup>th</sup> July and we'll probably spend a week there and then get to Yosemite around the 20<sup>th</sup> – probably stay about two or three days.

**TRAVEL AGENT:** I see. And do you want to stay in a hotel or camp?

**CALLER:** Hotel, definitely. We don't need anything too luxurious – just a private bathroom, if possible.

**TRAVEL AGENT:** How many in the party?

**CALLER:** Just two.

**TRAVEL AGENT:** Well, there are three hotels. The Ahwahnee is quite expensive – around 200\$ a night. The two others are about the same price – approximately 75\$ a night. The Yosemite Lodge is very popular, so you'll need to make a reservation very soon. Or there's the Wawona, which is very pretty.

**CALLER:** I see. Could you possibly send me details?

**TRAVEL AGENT:** Certainly. Could you give me your name and address?

**CALLER:** Yes. It's Ms Wallace, 14 Station Road, London N6.

**TRAVEL AGENT A:** OK, Ms Wallace. Is there anything else?

**CALLER:** No, I think that's all – thanks for your help.

**TRAVEL AGENT:** You're welcome.

2

**TRAVEL AGENT :** California Travel Bureau. Jenny speaking. How may I help you?

**CALLER:** Oh, hello. My name's Curtis. I'd like some information, please.

**TRAVEL AGENT:** Certainly. What would you like to know?

**CALLER:** Well, I'm thinking of going to California with three friends this summer, and I've heard it's possible to camp in Yosemite National Park, but someone told me you have to reserve?

**TRAVEL AGENT:** No, you don't have to reserve, but you have to get a permit. When exactly are you coming?

**CALLER:** Probably late July, early August.

**TRAVEL AGENT:** In that case, you can get a permit for seven days in the valley and fourteen days out of the valley.

**CALLER:** Right. We're planning to do a lot of walking, so we probably go up into the mountains. Can we just camp where we want?

**TRAVEL AGENT:** No, you have to camp in the designated areas, but if you go for the Type B sites, you'll find they're not too crowded. The facilities are pretty basic, but they only cost 4\$.

**CALLER:** Sounds good.

**TRAVEL AGENT:** Would you like me to send you some information?

**CALLER:** Yes, that would be great.

**TRAVEL AGENT:** OK, can I just have your name and address?

**CALLER:** Yes, it's Mr J. Curtis, Flat 2, 36 Wood Lane, Bristol.

**TRAVEL AGENT:** OK, Mr Curtis, I'll put that in the mail for you.

**CALLER:** Thanks.

**TRAVEL AGENT:** You're welcome. Bye.

**C. Complete the information from the dialogues in the chart which follows. Leave blank the column headed "You".**

Name	Ms Wallace	Mr Curtis	You
Date of visit to Yosemite			
Number of people			
Accommodation requirements			
Address			

**D. Work in pairs. Each partner should fill in the column in the table headed "You", and then act out similar conversations. Use the expressions from the list. Take it in turns to play the part of the customer.**

### Talking Points

**Exercise 28. List 4 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. Give grounds for your classification in each case. Follow the brief plan:**

- name of the hotel;
- its location;
- its rating;
- comfort;
- facilities;
- service;
- staff.

**Exercise 29. A. At home prepare an ad of any type of accommodation and in the lesson make its presentation.**

**B. Discuss with your group mates whom this accommodation would suit best. Give your grounds.**

## UNIT 2

READING	VOCABULARY	- SPEAKING	WRITING
<ul style="list-style-type: none"> <li>- The hotel Litwor</li> <li>- Facilities in modern hotels</li> <li>- List of recommendation for hotel redecoration</li> <li>- Advertisements</li> <li>- Dialogues</li> </ul>	<ul style="list-style-type: none"> <li>- Words related to hotel public facilities, room amenities, ancillary services</li> <li>- Adjectives describing hotels, motels</li> <li>- Hotel abbreviations</li> <li>- Meal plan codes</li> <li>- Derivatives</li> </ul>	<ul style="list-style-type: none"> <li>- Talk about hotel upgrading</li> <li>- Phone calls:               <ul style="list-style-type: none"> <li>- on enquiring different rooms available</li> <li>- on asking about services</li> <li>- on making requests</li> </ul> </li> <li>- Expressing opinions</li> <li>- Giving definitions</li> <li>- Making requirements</li> <li>- Describing hotel services and facilities</li> <li>- Comparing hotels</li> <li>- Recommending changes to improve the hotel</li> <li>- Giving advice to hotel guests</li> <li>- Presenting own advertisement of the hotel</li> </ul>	<ul style="list-style-type: none"> <li>- Filling in the table with the information</li> <li>- Mediation</li> <li>- Writing a list of recommendations</li> <li>- Compiling a plan of spending money on hotel alteration</li> </ul>

## HOTEL FACILITIES

### Lead-in

- What do you expect from a good hotel?
- Which of these items, do you think, are the most important in good hotels: price, facilities, service, location?

### Study the difference:

service – the help that people who work in a shop, restaurant, bar etc. give you;  
 facilities (pl.) – rooms, equipment, or services that are provided for a particular purpose;

amenities (pl.) – something that makes a place comfortable or easy to live in.

### Reading

#### TEXT 1

**Exercise 1. Look through the active vocabulary before reading the text and try to memorize it. Then read the text and write out in the vocabulary the unknown words and word combinations.**

#### Active Vocabulary

to be of the highest standard

найвищого ґатунку



to be conveniently located	мати зручне місце розташування
spacious rooms	просторі кімнати
to extend into smth	поширюватися на щось
heated floor	підлога з підігрівом
symposium (pl. symposia)	конференція, симпозіум, конгрес
to transmit images and sound to	передавати образи і звук
smb /somewhere	комусь / кудись
per participant	на кожного учасника

### **The Hotel Litwor**

Hotel Litwor\*\*\*\* is the hotel of the highest standard in the area of Zakopane, in the south of Poland. It is very conveniently located in the centre of Zakopane. The hotel can accommodate about 120 people in luxury rooms, with balconies and views of the Tatra Mountains.

Spacious and elegantly furnished rooms with exceptionally comfortable beds, make waking hours fly. Rooms with their subtle colours are light, charming, ideal for working and relaxing. The level of thoughtful comfort extends into beautifully designed bathrooms with basins, showers and baths. Bathrooms with floor heating and towel warmers make the Litwor a perfect place to stay. A fitness centre with swimming pool, sauna, jacuzzi, steam bath, solarium, weights room and bar make the hotel a wonderful place to relax.

Each room is equipped with phone, satellite TV, radio, safe box, computerized minibar, hairdryer, towel warmer, heated bathroom floor, balcony with view of the mountains. If visitors want anything else, they can always dial room service 24 hours a day.

The hotel is well prepared to organize symposia and other meetings at only 149 zlotys for accommodation and full board per participant. The conference room is equipped with all the necessary facilities including a multimedia projector and can accommodate up to 240 people.

The hotel has a fully equipped and air conditioned conference room which can be divided into two smaller ones. The audiovisual system can transmit image and sound to rooms during conferences.

#### **Exercise 2. According to the text choose the correct item.**

1. The hotel ... about 120 people in luxury rooms.
  - A accommodation of
  - B can accommodate

- C** accommodate  
**D** has accommodated
2. Each room ... comfortable beds and bathrooms with floor heating.  
**A** has equipment  
**B** is equipped with  
**C** equipped with  
**D** with
3. What facilities make the hotel a wonderful place to relax?  
**A** comfortable beds and elegantly furnished rooms  
**B** scenic views of the Tatra Mountains  
**C** fitness centre, swimming-pool, sauna, Jacuzzi, steam bath, solarium, weight room and bar  
**D** restaurant, café, brasserie, patisserie
4. Accommodation and full board ... 149 zlotys per participant.  
**A** room rate  
**B** is room rate  
**C** is costing about  
**D** costs about
5. The hotel has a fully equipped and ... conference room.  
**A** air conditioned  
**B** air conditioning  
**C** an air conditioning  
**D** air condition

**Exercise 3. Find in the text the answers to these questions.**

1. Where is the Hotel Litwor located?

---

2. What kind of views does the Hotel Litwor offer?

---

3. What are the two luxury features of the hotel's bathrooms?

---

4. How many people can the conference room hold?

---

5. Can all the conference delegates stay at the hotel?

---

6. What is an advantage of the conference room?

---

**Exercise 4. Match the hotel guidebook symbols with the facilities listed below. A few have been done for you.**

- |  |  |
|--|--|
| <input type="checkbox"/> parking with security guard                 | <input type="checkbox"/> internet                            |
| <input type="checkbox"/> dentist service                             | <input type="checkbox"/> hire of bicycles / bicycles on hire |
| <input type="checkbox"/> café-bar                                    | <input type="checkbox"/> rooms available                     |
| <input type="checkbox"/> tennis-court                                | <input type="checkbox"/> children welcomed / children's room |
| <input type="checkbox"/> solarium                                    | <input type="checkbox"/> bar                                 |
| <input type="checkbox"/> laundry / valet service                     | <input type="checkbox"/> smoking is allowed/ permitted       |
| <input type="checkbox"/> massage parlour                             | <input type="checkbox"/> dogs allowed                        |
| <input type="checkbox"/> lift  | <input type="checkbox"/> conference hall                     |
| <input type="checkbox"/> conditions / facilities for disabled people | <input type="checkbox"/> horse riding                        |



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_ Room



Hairdresser



\_\_\_\_\_



Credit cards are taken / accepted



\_\_\_\_\_



Sauna



Rooms available



Laundry/valet



Bicycles on hire



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



Conference hall



No smoke; smoking is not allowed / permitted



Lift



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



Health resort, spa resort



Dogs allowed



Tennis courts



\_\_\_\_\_



Weights room

**Exercise 5. A. Group the above given facilities into three columns:**

<b>Hotel public facilities</b>	<b>Room facilities (amenities)</b>	<b>Ancillary (off-site) services</b>

**B. Add more facilities you know to every group.**


**Exercise 6. Renee Toonen, owner of the Omega Hotel in Amsterdam, talks about the recent upgrading of the hotel from two to four stars.**

**A. Read the dialogue in pair and number the following in the order that Renee mentions them.**

- \_\_\_\_\_ *24-hour room service*
- \_\_\_\_\_ *food service*
- \_\_\_\_\_ *reception area*
- \_\_\_\_\_ *bar*
- \_\_\_\_\_ *fully-equipped bathrooms*
- \_\_\_\_\_ *minibar and colour TV*

**Interviewer :** What made you decide to upgrade your hotel, Renee?

**Renee:** Well, for two reasons really. You see there is a lot of competition between hotels in Amsterdam, so your hotel has to be good. Secondly, I've noticed that tourists and businesspeople want a higher standard of accommodation than in the past.

**I:** So, how did you go about changing the hotel? What did you have to do?

**R:** Well, for one thing we had to make changes to the guestrooms. The rooms are now a lot more comfortable. The furniture's better quality and we've

completely redecorated all the rooms in a more modern style. We also put a mini-bar and colour TV in every room.

**I:** Really? How many guestrooms are there?

**R:** There used to be forty-two rooms but we reduced it to thirty-eight because generally speaking, bedrooms in two-star hotels are not as spacious as in four- star hotels. We also needed to convert some of our small shower rooms to fully- equipped bathrooms.

**I:** What about the rest of the hotel? Did you have to make changes there too?

**R:** Oh yes, lots. The reception area has been made bigger and it is staffed twenty-four hours a day now. We also redesigned the bar and put in new sofas, armchairs, carpets and curtains.

**I:** It certainly looks very colourful. Do you employ more staff now?

**R:** Yes, we do, because we now provide a porter service, twenty-four-hour room service and a laundry service for guests. The other major change was to the food service. The standard of the cuisine's much higher now and we offer a wider range of food on our menu. But we still want the atmosphere to be as friendly as before, no matter how many stars we have!

### **B. Match the two parts to have a sentence from the dialogue:**

- |                                     |   |  |
|-------------------------------------|---|--|
| 1. People want                      | → | a. a lot more comfortable.                 |
| 2. The rooms are now                |   | b. a higher standard of accommodation.     |
| 3. The furniture is                 |   | c. range of food.                          |
| 4. Bedrooms in two-star hotels are  |   | d. as friendly as before.                  |
| 5. The reception area has been made |   | e. bigger.                                 |
| 6. We offer a wider                 |   | f. not as spacious as in four-star hotels. |
| 7. We want the atmosphere to be     |   | g. of better quality.                      |

## **Vocabulary**

### **Exercise 7. A. Match the words to make hotel facilities and services.**

- |             |                      |
|-------------|----------------------|
| 1. en suite | a. dryer             |
| 2. 24-hour  | b. bathroom / shower |
| 3. quality  | c. furnishings       |
| 4. spacious | d. telephone         |

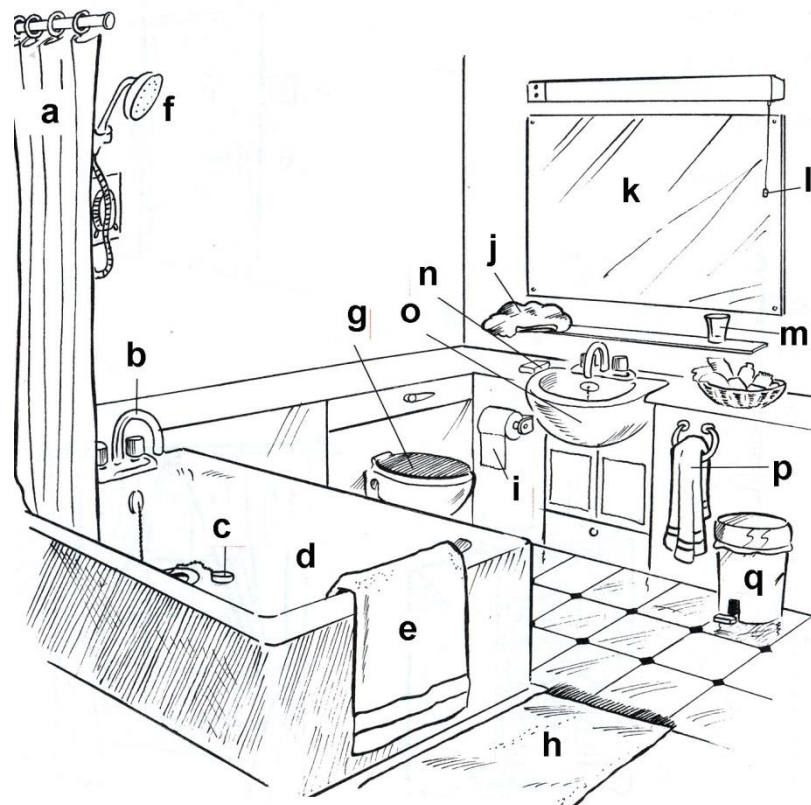
- |                |                 |
|----------------|-----------------|
| 5. hair        | e. service      |
| 6. direct-dial | f. room service |
| 7. satellite   | g. cleaning     |
| 8. porter      | h. rooms        |
| 9. dry         | i. TV           |

**B. What are the most important facilities and services for you when staying in a hotel? Use the phrase to describe them**

*e.g. The most important facilities/services for me when staying in a hotel are ... , because ....*

**Exercise 8. A. Look at the items that can be found in the bathroom and write the numbers 1-16 next to the correct word or words.**

- |            |     |                |     |              |     |
|------------|-----|----------------|-----|--------------|-----|
| bath       | ... | pedal bin      | ... | tap          | ... |
| bath mat   | ... | plug           | ... | toilet       | ... |
| bath towel | ... | shower cap     | ... | toilet paper | ... |
| glass      | ... | shower         | ... | wash basin   | ... |
| hand towel | ... | shower curtain | ... |              |     |
| mirror     | ... | soap           | ... |              |     |

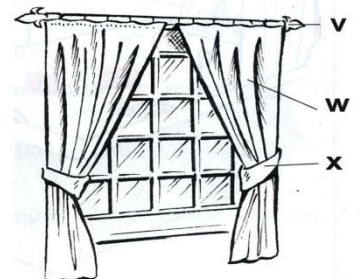
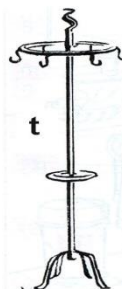
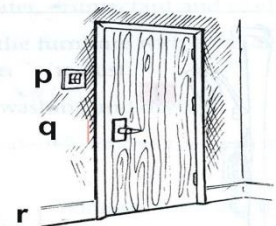
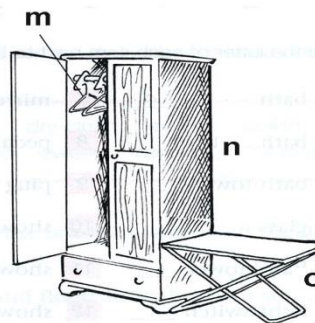
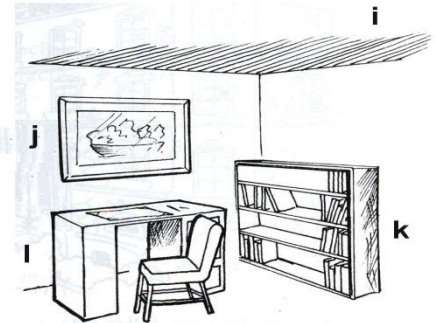
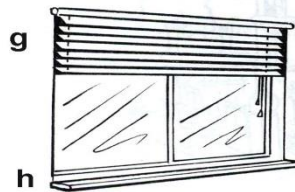
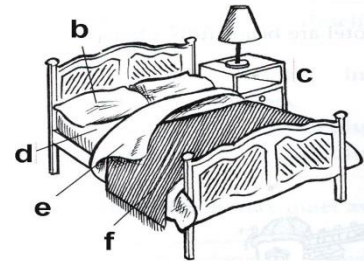
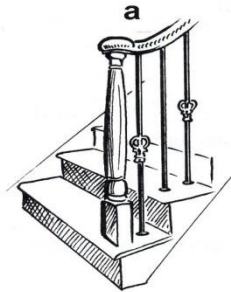


**B. What other facilities or objects can be found in the bathroom and toilet?  
Make an additional list.**

1.	8.
2.	9.
3.	10.
4.	11.
5.	12.
6.	13.
7.	14.

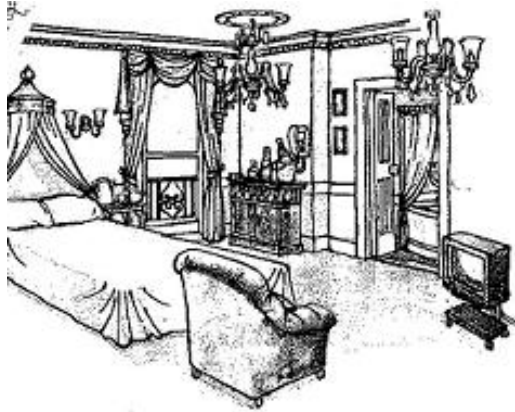
**Exercise 9. Look the items that can be found in the hotel room and write the number of each drawing next to the correct word or words.**

- 1 banister   a
- 2 bedside cabinet
- 3 bedspread
- 4 blind
- 5 bookcase
- 6 ceiling
- 7 coat-hanger
- 8 coat-stand
- 9 curtains
- 10 curtain rail
- 11 desk
- 12 door handle
- 13 duvet
- 14 hairdryer
- 15 light switch
- 16 luggage rack
- 17 minibar
- 18 picture frame
- 19 pillow
- 20 sheet
- 21 skirting
- 22 tie-back
- 23 wardrobe
- 24 windowsill

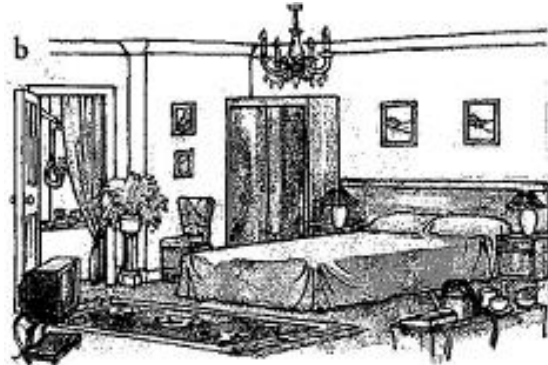


**Exercise 10. A. Read the dialogues between a prospective guest and the information desk at three different hotels. The guest is enquiring about the different rooms available. Identify which of the following rooms are being described.**

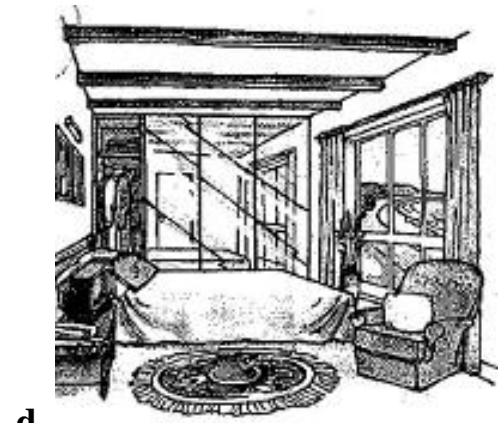
a.



b.



c.



d.



e.

1

**CALLER:** And what about the facilities within the rooms?

**RECEPTIONIST:** OK. The rooms are on the third floor overlooking the park. They are en suite with bath and shower in each. All our rooms have a colour television and telephone in them. There are coffee- and tea-making facilities. There's a mini-bar and trouser-press, too.



2

**CALLER:** What facilities do your rooms offer?

**RECEPTIONIST:** Well, the rooms you're interested in are quite unusual. First of all, let me say, they're on a split level. This means you go up to the sleeping area and then down again to the bathroom. They have beautiful crystal chandeliers and still have the original high ceilings from the time it was a country home. And, of course, they're fitted with all the necessary features of a modern luxury hotel.

3

**CALLER:** And what are the rooms like?

**RECEPTIONIST:** What are the rooms like...um, they're medium-sized to small, I suppose. What else? They're traditional,...homely. There's plenty of wardrobe space and the ladies like them because they've got large full-length mirrors in each. What else can I say? Oh, well, the rooms facing south have a panoramic view of the bay. That's about it, I think.

**B. Make a list of room amenities that can be found in these hotel rooms.**

Room 1	Room 2	Room 3

**Exercise 11. We use different adjectives to describe hotels. Match these words with their definitions.**

- |                |   |                                 |
|----------------|---|---------------------------------|
| 1. stunning    | → | a. very light                   |
| 2. impeccable  |   | b. extremely attractive         |
| 3. spectacular |   | c. highly decorated             |
| 4. bright      |   | d. very impressive and exciting |
| 5. luxurious   |   | e. perfect                      |
| 6. opulent     |   | f. attractive and nice          |
| 7. charming    |   | g. extremely comfortable        |

**Exercise 12. Complete the sentences with a word formed from the word in brackets.**

1. The Monarch Hotel overlooks a *picturesque* mountain valley. (*picture*)
2. There are ... views from all the rooms on the south side. (*magnify*)
3. It is ... by both rail, bus or private transport. (*access*)
4. All the ... have been chosen to match the elegant eighteenth-century architecture. (*furnish*)
5. The west wing is of ... importance as Queen Anne once stayed in the Regency Room. (*history*)
6. Recently awarded the Hotel of the Year prize, we aim to combine ... with tradition. (*modern*)
7. All rooms are fully ... with internet access, mini-bar and coffee-making facilities. (*equipment*)
8. Our friendly, welcoming staff will ensure your stay is as ... as possible. (*enjoy*)

**Exercise 13. Find the thirteen adjectives describing hotels in the puzzle.**

T	O	B	I	L	R	I	N	G	A	R	N	S
C	H	A	R	M	I	N	G	R	T	E	R	M
R	E	L	E	G	A	N	T	P	T	N	D	A
E	R	U	N	R	O	O	D	I	R	S	E	G
S	P	X	D	E	P	M	G	L	A	A	I	N
T	T	U	O	A	D	O	H	V	C	T	M	I
Y	O	R	R	N	O	D	U	R	T	R	P	F
L	S	I	M	P	R	E	S	S	I	V	E	I
I	D	O	N	I	G	R	O	T	V	O	C	C
S	T	U	N	N	I	N	G	S	E	F	C	E
H	R	S	O	R	N	A	F	E	N	D	A	N
E	P	L	E	A	S	A	N	T	D	S	B	T
S	P	E	C	T	A	C	U	L	A	R	L	L
E	T	O	P	U	L	E	N	T	A	L	E	N

**Exercise 14. There are special abbreviations accepted in hotel industry. Read what they mean.**

*e.g.*

FP – Full Pension: continental breakfast, table d’hote, lunch and dinner.

BB – Buffet Breakfast.

MAP – Modified American plan: American breakfast and dinner.

PRPN – per room per night.

PPPN – per person per night.

**Guess the meaning of the following Meal Plan codes. Match the plan on the left with its description on the right.**

- AP** European plan: bed only, no meals
- DP** Continental plan: continental breakfast only or as indicated (bed and breakfast)
- EP** Demi-pension: continental breakfast and either table d'hôte lunch or dinner (bed, breakfast and lunch / dinner)
- CP** American plan: American breakfast, lunch and dinner (breakfast, lunch and dinner)

**Exercise 15. Five guests at the Paragon Hotel make requests at reception. Read small talks and match the guests with the services below. Which service was not asked for?**

**1**

**A:** Hello, reception.

**B:** Oh, hello, this is Mrs Wallstein here from room 202. Is it possible to get my hair done tomorrow before, say, eight-thirty?

**A:** I'm sorry madam, but the hair salon doesn't open until 9 am.

**2**

**A:** Reception.

**B:** Hello. I'm afraid I've missed dinner. Is it possible to have some sandwiches sent up to my room?

**A:** Certainly. What kind of sandwich?

**B:** What have you got?

**3**

**A:** Hello. Room 157, please.

**B:** Here's your key.

**A:** Thanks. Oh, I've left my car just round the corner. It's a blue BMW with German registration plates.

**B:** OK. I'll get someone to park it for you in your reserved space.

**4**

**A:** Hello. I've got a pair of pants that need dry-cleaning. Is it possible to have them done at the hotel?

**B:** Certainly, Sir, just give them to the chambermaid tomorrow morning before nine o'clock and we'll have them ready for you in the evening.

**A:** Great.

5

**A:** Good morning.

**B:** Morning. I've a problem. I have a report that has been written in English and it has to be sent to Buenos Aires by Friday at the latest.

**A:** No problem. You can email it from the business centre.

**B:** Yeah, OK but that's not the problem. I need to get it translated into Spanish. Do you know of an agency where I could have it done?

**A:** There's no need. You can have it translated here.

**B:** Oh, really.

*Welcome to the Paragon Hotel!*

*Room service*

If you need anything – breakfast, lunch, sandwich or champagne just ring reception from the telephone at the side of your bed.

And if you want us to book theatre or concert tickets for you, just ask.

*Valet service*

If you have any items of clothing that need washing or dry-cleaning give them to the chambermaid before 9 a.m. for same-day service.

*Parking*

Leave your car with a chauffeur who will park it in your reserved space. If it needs to be washed, tell the person on duty.

*Business facilities*

Documents can be typed or translated for you into the world's major languages. E-mail and internet are available on request.

*Beauty salon and hairdresser*

No need to book. Relax while you have your hair cut and your nails manicured.

*Children's facilities*

Leave your children with us in safety if you want a night out of the town by yourselves.

**Exercise 16. Read about three hotel guests who have some troubles. Fill in necessary information in the table.**

1

**Guest:** My dinner-jacket needs cleaning and pressing, and I need to wear it this evening.

**Reception:** That's OK, sir. Somebody'll pick up the jacket from your room and we'll have it ready for you by 5. Which room are you in?

2

**Guest:** Hall, does the hotel have a clothes repair service?

**Reception:** one moment, madam, I'll put you through to the Housekeeper.

**Housekeeper:** Housekeeping.

**Guest:** Hallo, I need a couple of buttons sewn on a blouse. Can you do it for me today?

**Housekeeper:** we can do it tomorrow morning, madam. Will that be all right?

**Guest:** Fine , I don't need it till mid-morning. Shall I leave it with the hall porter?

**Housekeeper:** You needn't, madam. I'll send someone up for it straight away. What room number is it?

3

**Reception:** Reception.

**Guest:** Hallo. My wife has some jewellery that we're afraid to leave in our room. Is there somewhere you could keep it for us?

**Reception:** Certainly, sir. Bring the valuables down to me. I'll write you a receipt for them, and we'll put them in the safe in the manager's office.

	<b>Problem</b>	<b>How to solve</b>	<b>Responsible person</b>
Guest 1			
Guest 2			
Guest 3			

**Exercise 17. The following guests have different wishes. In which section of the room information sheet should they look? Write the number of each guest next to the correct section.**

*e.g. Mr / Mrs N should look in ..... section of the room information sheet.*

**INFORMATION**

Room service	...	Tariffs	...
Telephone	...	Entertainment	...
Mini-bar	...	Shoe-cleaning service	...
Transport	...	Wake-up calls	...
Laundry	...	Garaging	...
Medical help	...	Early morning teas	...

1. Mrs Brown would like to have her blouse cleaned. – Mrs Brown should look in ...
2. Mr Murphy wants to know about buses to the airport. – Mr Murphy should ...
3. The McNeills would like breakfast in their room. - ...
4. Christine Moore is feeling unwell. - ...
5. Bob Dixon needs clean shoes for the morning. - ...
6. Mrs Peterson has to be sure she gets up early tomorrow morning. - ...
7. Fiona Frelimo wants to call her friend in Barcelona. - ...
8. Tom Moshi would like a soft drink in his room. - ...
9. Tim Morrison would like tea in his room before going for breakfast. - ...
10. Mary Redman wants to know where to leave her car. - ...
11. Eric and Jack wonder what they can do this evening. - ...
12. David Blande wants to know the prices for different rooms. - ...

**Exercise 18. A. Read in pair the talk between the guest and the receptionist. The guest is asking about the services the hotel can provide.**

**Guest:** What about a haircut? Do you have some place I can get one?

**Reception:** Yes, sir, we certainly do. The hairdressing salon is on the other side of the foyer and it's open from 9 a.m. to 5 p.m. every day of the week.

**Guest:** Good, ...oh and I need to change my airline reservation.

**Reception:** There's a travel agency next to the hotel, open from 9 to 5.

**Guest:** Fine, and dollars, I need to change a few dollars.

**Reception:** No problem, Sir, there's an exchange bureau next to the hairdressing salon.

**Guest:** Does it happen to be open now?

**Reception:** Yes, indeed. It's open from 8 a.m. to midnight daily, Sir. So you have plenty of time.

**Guest:** And a coffee shop?

**Reception:** There is one, yes, open 24 hours a day. Can you see the lifts? It's over there behind them.

**Guest:** You mean the elevators?

**Reception:** Yes, that's right. Behind them.

**B. Fill in the table with necessary information about the services of the hotel.**

№	SERVICE	WHERE	WHEN
1.	haircut		
2.		travel agency – next to hotel	
3.			8 a.m. to midnight
4.			

**C. Summarize what services this hotel can provide to its guests.**

## Language Development

### TEXT 2

**Exercise 19. Look through the active vocabulary before reading the text and try to memorize it.**

#### Active Vocabulary

to contain smth

вміщувати щось у собі

and so forth

тощо

intensively developed resort areas

добре розвинені курортні зони

self-contained resort complex

окремі курортні комплекси, що вміщують всю необхідну інфраструктуру, обладнання і послуги

to be designed for smth

бути створеним, спроектованим для чогось

to be a feature of the hotel

бути характерною рисою готелю

gambling

азартні ігри

swimming-pool maintenance

технічний персонал, що обслуговує басейни

urban hotels

готелі, які розташовані у великих містах

a notary public on the staff

нотаріус у штаті готелю

to verify the signature on the documents

підтвердити підпис на документах

**Exercise 20. Read the text. Choose the most suitable headings list (A – I) for each part (1 - 7) of the text. There is one extra heading which you don't need to use. There is an example at the beginning (0).**

- |          |                                   |          |                         |
|----------|-----------------------------------|----------|-------------------------|
| <b>A</b> | Trend in the Hotel Industry       | <b>F</b> | Business Facilities     |
| <b>B</b> | Necessity in Additional Personnel | <b>G</b> | Convention Facilities   |
| <b>C</b> | Room Amenities                    | <b>H</b> | The List of Services    |
| <b>D</b> | Facilities in Modern Hotels       | <b>I</b> | Entertaining Facilities |
| <b>E</b> | Catering Service                  |          |                         |

**0**

**Facilities in Modern Hotel**

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 – ball-rooms, auditoriums, meeting rooms of different sizes, exhibit areas and so forth.

**1**

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.

**2**

Another trend in the hotel industry is the construction of the self-contained resort complexes. 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 hotel. Many resorts are designed for winter sports such as skiing and ice skating; others provide horseback riding and other outdoor activities.

**3**

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.

4

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 groundkeepers. 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.

5

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 is 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 the hotel life.

6

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.

7

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.

**Exercise 21. Fill in the correct word from the list below. Use the words only once.**

*foods and prices      intensively developed      promotional      as well*  
*advertisement      athletes      pleasure      outdoor*

1. other facilities ...
2. ... resort
3. to combine business with ...
4. a form of ... for motel
5. to provide ... activities
6. an excellent ... opportunity
7. to hire professional ... to give lessons in tennis
8. to feature different kinds of ...

**Exercise 22. Fill in the correct preposition, then choose any five items and make sentences of your own.**

1. recreational facilities ... social functions
2. to combine business ... pleasure
3. the construction ... the self-contained resort complex
4. real profits come ... the casinos
5. ... addition ... food and drink
6. to be carefully tended ... a special staff ... groundkeepers
7. food and drink always go ... accommodations
8. a standard feature ... the resort scene

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**Exercise 23. A. Find the synonyms in the text to the following words:**

- and so on \_\_\_\_\_
- to visit conferences \_\_\_\_\_
- to accommodate guests \_\_\_\_\_
- additional staff \_\_\_\_\_
- to advertise in the media \_\_\_\_\_
- to be bored with restrictions of hotel life \_\_\_\_\_
- city hotels \_\_\_\_\_
- the greatest variety of \_\_\_\_\_ services \_\_\_\_\_

**B. Change the words in the sentences from the text into their synonyms.**

**Exercise 24. A. Find the opposites in the text to the following words:**

- indoor activities \_\_\_\_\_
- to keep in secret entertainers and their salaries \_\_\_\_\_
- permanent personnel \_\_\_\_\_
- to be pleased with the limits of hotel life \_\_\_\_\_

**B. Change the words in the sentences from the text into their opposites.**

**Exercise 25. Find the equivalents to the following Ukrainian word combinations.**

- зал для коктейлів;
-

- відвідувати симпозиуми, конференції;

---

  - своєрідна реклама для мотелів;

---

  - пропонувати різноманітні види діяльності на свіжому повітрі;

---

  - азартні ігри як додаткова атракція для готелів;

---

  - відповідальність, обов'язок відділу харчування і напоїв;

---

  - надавати готелю відмінну можливість реклами;

---

  - чим вища платня, тим кращий аніматор;

---

  - наймати додатковий технічний персонал;

---

  - давати гостям уроки з тенісу;

---

  - типовий сучасний готель з усіма зручностями;

---

  - реальний дохід;

---

  - надавати спеціальні послуги бізнесменам;

---

  - законний бізнес;

---

  - записувати під диктовку та друкувати;

---

  - доступ до Інтернету;

---

  - мати спеціального нотаріуса у штаті;

---

  - бар, розташований біля басейну;

---

  - перелік спеціальних послуг;

---

  - різнитися за місцем знаходження і за клієнтурою готелю
-

**Exercise 26. Match the words on the left with their definitions on the right:  
The first one has been done for you.**

- |               |  |
|---------------|--|
| 1. resort     | a. to risk (money, property) on the result of the uncertain such as a card game, a horse race etc. |
| 2. to cater   | b. a place where people regularly go for holidays  |
| 3. to gamble  | c. a place where people play cards or other games for money  |
| 4. casino     | d. to provide and serve food and drink at a public or private party                                |
| 5. convention | e. the right to use something  |
| 6. access     | a group of people gathered together with a shared purpose  |

**Exercise 27. Answer the questions to the text.**

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?

---

## Writing

**Exercise 28. Write the derivatives to the following words. Consult the dictionary.**

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 29. Use the clues to fill in the missing letters. All of them denote places in hotel and catering establishments. The first letter is given for each one.**

1. The passageway between several rooms. c ... (8 letters)
2. Guests can buy newspapers and magazines here. k ... (5 letters)
3. Here you can sit outside your bedroom in the sun. b ... (5)
4. Bedding and clothes are cleaned here. l ... (7)
5. Another word for foyer. l ... (6)
6. Guests can enjoy a long drink here. b ... (3)
7. Guests can eat and drink outside here. t ... (7)
8. Guests can sit comfortable and relax here. l ... (5)
9. Climbing these to the sixth floor is tiring. s ... (6)
10. Guests attending functions hang their coats here. c ... (6)
11. A quick way to reach the sixth floor. l ... (4)
12. Food is cooked here. k ... (7)
13. The place for a wedding reception. b ... r ... (4,4)
14. Guests can enjoy gambling here. c ... (6)

**Exercise 30. Fill in the missing words in the sentences below. Choose from the following. Use each word once only, although there are more words than you need. Read the whole text first before trying to fill the gaps.**

<i>attractions</i>	<i>destination</i>	<i>festivals</i>	<i>nature</i>
<i>conveniences</i>	<i>displayed</i>	<i>galleries</i>	<i>resort</i>
<i>countryside</i>	<i>escorted</i>	<i>guides</i>	<i>ruins</i>
<i>courtesy</i>	<i>events</i>	<i>itinerary</i>	<i>scenery</i>
<i>cruise</i>	<i>excursions</i>	<i>locality</i>	<i>souvenirs</i>
<i>daily</i>	<i>ferries</i>	<i>museums</i>	

Visitors arriving at the hotel will be interested to know what is on offer. Many hotels will arrange (1) ... tours by coach, or on foot to visit local (2) ... . These may include historic (3) ... , art (4) ... or (5) ... where objects from the past can be seen.

Many people prefer to spend time out of doors and like to travel into the (6) ... , where they can enjoy and photograph the (7) ... . The hotel can arrange half-day or full-day (8) ... and a detailed (9) ... will inform the guests of the exact route which will be taken. Guests are normally given some time to visit shops where they often buy (10) ... to remind them of their holiday when they return home. Alternatively, they may enjoy a (11) ... on a boat on a river or canal.

During the year there are many (12) ... taking place in the local area. Information about the time and place of these should be (13) ... in the hotel so that guests are aware of what is going on. The hotel can expect to be very busy when national or local (14) ... are taking place. Some of these are famous all over the world and attract many visitors.

**Exercise 31. Translate in writing the following sentences from Ukrainian into English. Use the topical vocabulary instead of underlined word expressions.**

- Готель "Reinolds", 4\*, розташований неподалік від парку і конгрес-центру, знаменитий своєю затишною сімейною атмосферою. У готелі є ресторан, бар, басейн, масаж, фітнес-центр, парковка. У кожному номері готелю окрема ванна кімната з душем або ванною, телевізор, телефон, радіо, міні-бар, фен.
- Готель "Королівський замок" пропонує своїм гостям просторі кімнати у пастельних тонах, ідеальні для відпочинку і для роботи. Кімнати вишукано умебльовані, із сучасними зручностями, з мальовничим видом

на озеро, парк або басейн. Готель – ідеальний для сімейних пар з дітками: дитячі майданчики, ігрові кімнати, багато різних видів діяльності на свіжому повітрі.

3. Готель "Прем'єр Палац" у Києві – один із перших 5\* готелів в Україні, розташований у самому центрі Києва. Характерною рисою цього готелю є 10 тематичних номерів, обладнаних та умебльованих у відповідному стилі, наприклад, номер Любов Орлової, М. Булгакова, Ні-tech, гетьманський та інші. Готель має не лише апартаменти для курців та некурців, а, навіть, і такі поверхи. Готель – ідеальний для бізнесменів. Тут прекрасний бізнес-центр, обладнаний сучасними засобами: комп'ютерами, принтерами, швидкісним доступом в Інтернет, факсами тощо. Для проведення конференцій, симпозіумів готель пропонує Софіївський Гранд Холл на 400 осіб та декілька менших за розмірами конференц-залів: Михайлівський, Володимирський, Андріївський.

**Exercise 32. Write a list of as many as possible hotel facilities, amenities and services in 3 groups. Using your list, compile an advertisement of your own hotel.**

Hotel Public facilities	Room Amenities	Ancillary Services

## Speaking Skills

**Exercise 33. A. Many guests have special needs. What extra facilities would the following people require or find useful? Match with the column on the right.**



- |    |                              |    |                                      |
|----|------------------------------|----|--------------------------------------|
| 1. | a person in a wheelchair     | a. | organized games and activities       |
| 2. | an elderly person            | b. | nappy-changing facilities in toilets |
| 3. | a family with a baby         | c. | a resident nurse                     |
| 4. | a family with young children | d. | push-chair                           |
| 5. | a blind person               | e. | special wide doors                   |
|    |                              | f. | a courtesy bus to the town centre    |
|    |                              | g. | ramps at all stairs                  |
|    |                              | h. | a playground and / or play-room      |
|    |                              | i. | hoists in bedrooms                   |
|    |                              | j. | lifts to all floors                  |
|    |                              | k. | notices in Braille                   |
|    |                              | l. | a low-level front desk               |

**B. Decide with a partner what other categories of people would require such extra facilities as:**

- larger beds
- longer beds, taller chairs and tables
- shower heads with longer adjusting rails
- wider airplane seats
- baby cots
- baby listening facility
- baby sitting

**C. Complete the sentences by choosing a word from column A and a word from column B. The first one has been done for you.**

A	B
play-	access
safety	size
stair	nurse
king-	rail
resident	bus
wheelchair	changing
nappy-	lift
courtesy	room

1. If the weather is bad, the children at the hotel can use the *play-room* on the ground floor.

2. In order to cater for guests who have babies, we have installed ... facilities in the toilets.
3. There's no need to get a taxi from the airport, we provide a ... .
4. Because many of our clients are elderly, we have a ... in case they need medical attention.
5. As the stairs are quite steep, we have fitted a ... .
6. One of the toilets on the ground floor has been widened to provide ... for disabled guests.
7. The number of our rooms now have ... beds as we have had complaints that the beds were too small.
8. We decided that the cheapest way of giving people in wheelchairs access to the first floor was to install a ... .

**Exercise 34. A. A potential guest is phoning a country house hotel to ask about differences between the rooms. Fill in the gaps with the comparative or superlative forms of the adjectives in brackets. The first one has been done for you. Read the dialogue with your partner.**

**HOTEL:** - Good afternoon, Carlton Court Hotel. How can I help you?

**GUEST:** - Good afternoon. I'm phoning to ask about the three suites you feature in your brochure – the Nelson, the Clive, and the Drake. I'm trying to decide which one would be <sup>1</sup>*the most suitable* (*suitable*) for me. Are they all more or less the same?

**HOTEL:** - No, they are all individually designed. I'll start with the Nelson suite – it has a single bed, a sitting-room and an en-suite bathroom. It costs £65 per night, so it's <sup>2</sup> \_\_\_\_\_ (*cheap*) of the three suites, but of course it is also <sup>3</sup> \_\_\_\_\_ (*small*) of the three because it's for one person.

**GUEST:** - How much <sup>4</sup> \_\_\_\_\_ (*big*) are the other two?

**HOTEL:** - About twice the size. The Clive is quite a lot <sup>5</sup> \_\_\_\_\_ (*spacious*) than the Nelson, and has a double bed, en-suite bathroom, a sitting-room, and a small dining-room. It's a little <sup>6</sup> \_\_\_\_\_ (*expensive*) and costs £85 per night per person, but that does include dinner for two. It's the only suite on the top floor, so it has <sup>7</sup> \_\_\_\_\_ (*good*) view of the city.

**GUEST:** - And what is the Drake Suite like?

**HOTEL:** - Well, it's £105 per person per night including dinner, so it's our <sup>8</sup> \_\_\_\_\_ (*expensive*) suite, but it's also our <sup>9</sup> \_\_\_\_\_ (*popular*) one, and reservations need to be made well in advance. It is <sup>10</sup> \_\_\_\_\_ (*large*) than either the Clive

or the Nelson, and it's <sup>11</sup> \_\_\_\_\_ (*quiet*) than them because it's at the back of the hotel.

**GUEST:** - Thank you very much. I'll be in touch again soon.

**B. Describe the facilities of three suites: the Nelson, the Clive, and the Drake.**

**Exercise 35. The White Lion Hotel is old. Hotel inspectors have just visited it and made a number of recommendations for structural changes and new facilities to fit in with government regulations and allow guests with special needs to stay.**

**1. Read the list of recommendations.**

**A. Which do you think are essential?**

**B. Establish an order of priority.**

<b>Recommendation</b>	<b>Priority</b>	<b>Approx. cost</b>
Install lift to upper floors	<input type="checkbox"/>	£8,000
Widen doors to all communal rooms	<input type="checkbox"/>	£1,000
Build safety-rail on steps to entrance	<input type="checkbox"/>	£500
Build outside fire-escape (from upper floors)	<input type="checkbox"/>	£2,000
Build extra toilets (including one with wheelchair access) near bar, to replace existing outside toilets	<input type="checkbox"/>	£2,000
Fit smoke alarms	<input type="checkbox"/>	£200
Install electric stair-lift for wheelchair access to first floor (alternative to existing hidden service lift)	<input type="checkbox"/>	£1,000
Put ramps on all outside steps	<input type="checkbox"/>	£500

**2. The hotel owners have calculated how much each alternation will probably cost. In addition to the inspectors' recommendations, they also want to make other changes to improve the hotel. They have a total budget of £30,000 for all the alternations.**

**In groups, look at the two lists and decide what you are going to spend the money on. Then compare with another group.**

<b>Alternation</b>	<b>Approx. cost</b>
Redecorate throughout hotel	£3,000
Install central heating on top floor (other floors already have it)	£2,000
Convert attic to extra room	£4,000
Build extension on bar (extra seating)	£9,000
Build children's play area in corner of garden	£2,500
Build tennis courts in grounds	£3,000
Refit all bathrooms (twenty rooms)	£1,000 per room

**Exercise 36. A. Some guests of the hotel need help. Advise them what to do. Now read the questions below. There are clues to each answer. Write complete answers. The first is done for you.**

1. Would it be possible to get these suits dry cleaned?

*Contact – Laundry Manageress (she)*

**Contact the Laundry Manageress. She'll dry clean them for you.**

2. I've torn my dress. Is there anywhere I can get it sewn?

*Take it – valet (he)*

---

3. Can I fix a time for a workout in the gymnasium?

*Talk to – Receptionist at the Sports Complex (she)*

---

4. Can I make an appointment for the hairdressing salon?

*Have a word with – Salon Assistant (she)*

---

5. We're going walking all day tomorrow. Would it be possible to get a packed lunch made up?

*Phone – Room Service Waiter, extension 200 (he)*

---

6. Can I get my car parked in the underground park?

*Just contact – Car Park Attendant, extension 315 (he)*

---

7. Would it be possible to arrange a wake-up call?

*Just speak to – Front Office Clerk (she)*

---

**B. Now act out the inquiries and answers with a partner. If you like, you can add details and phrases to make the conversation more realistic (E.g. "sir", "madam", details about places and times).**

**Exercise 37. Act out small dialogues with your partner. Here are the phrases you should use.**

*It opens at (9.30).*

*It closes at (5.30).*

*It's open from (9.30) till (5.30).*

*It's at (7.30).*

*It starts at (7.30).*

*... and goes on till (1.30).*

**Answer these inquiries with references to the notices below:**

1. Can I buy postage stamps in the hotel?
2. Is there anything for guests to do tonight?
3. Is there anything for children this afternoon?
4. Is there anywhere I can go dancing in the hotel?
5. Would it be possible to get some beauty treatment?
6. Is there anywhere I can buy a bunch of flowers?

**(A) POST OFFICE**  
**8.30 – 12.30**  
**1.30 – 4.00**

**(D) Dance to the Disco Beat**  
 Great disco entertainment – every night  
 10 p.m. – 2 a.m.  
 Neptune's Cave  
 (Basement – opposite Deep Sea Bar)

**(B) Gloria's Beauty Parlour**

*Gone to lunch -  
back 2.15 -*

**(E) Flora's Flowers**  
 10.15 – 4.30

**(C) !!!BINGO!!!**  
 (lottery game – fun for all)  
 East Lounge 8 p.m.

**(F) SHOW FOR YOUNGER GUESTS**  
 3.30 – 5.00 (Green Room)

**Exercise 38. Sunny Tours Company is thinking of including the Marine Hotel in their list of Turkish hotels. Read 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** - So, you've got a swimming-pool and a restaurant. Any other facilities?  
**Representative:**

**General manager:** - Not yet. But we're going to try to negotiate a deal with the water sports 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 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!

## Talking Points

**Exercise 39.** Here are three ads of the hotels. Read the description of the location and hotel facilities and compare them. Use the following questions as prompts.

**Which hotel:**

	<b>Alexander Hotel</b>	<b>Helena Hotel</b>	<b>Apollo Hotel</b>
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 40.** When visiting another city people often have to stay one or more nights at a hotel. What do *you* look for in a hotel? Mark what you think is:

- **essential**
- **preferable**
- **unimportant**

Good food	A car park	A private bathroom
Access to a fax	Room service	A central location
Friendly staff	Cleanliness	A telephone in the room
A double bed	Sports facilities	Part of a well-known chain
A bar	A fridge in the room	A restaurant open to non-residents
A sauna	Conference facilities	Proximity to an airport or station

**Exercise 41. Describe the accommodation, its services and facilities for different categories of travelling people:**

1. ordinary people
2. people with extra needs:
  - the blind;
  - the disabled;
  - extra-tall people;
  - extra fat (overweight) people;
  - families with a baby;
  - families with children;
  - elderly people.



## UNIT 3

READING	VOCABULARY	SPEAKING	WRITING
<ul style="list-style-type: none"> <li>- Hotel Organization</li> <li>- Small Hotels: advantages and disadvantages</li> <li>- Dialogues on Hotel Jobs and Their Duties</li> <li>- Housekeeping and Maintenance</li> <li>- Duties of housekeepers</li> <li>- Working hours</li> <li>- Dialogues between receptionists and hotel guests</li> </ul>	<ul style="list-style-type: none"> <li>- Words related to different hotel jobs</li> <li>- Daily duties</li> <li>- Names of hotel departments</li> <li>- Nouns and corresponding verbs and adjectives</li> <li>- Complex nouns</li> </ul>	<ul style="list-style-type: none"> <li>- Expressing opinions</li> <li>- Giving definitions</li> <li>- Discussing responsibilities of the hotel staff</li> <li>- Describing people and their jobs</li> <li>- Solving hotel guests' problems</li> <li>- Informing of the qualities and qualifications of the hotel staff</li> <li>- Presenting own ideas on running a small hotel</li> <li>- Reporting on requests</li> </ul>	<ul style="list-style-type: none"> <li>- Filling in the table with the information</li> <li>-Mediation</li> <li>-Describing hotel structure</li> <li>-Writing an essay on advantages and disadvantages of running a small hotel</li> </ul>

### HOTEL STAFFING AND INTERNAL ORGANIZATION

#### Lead-in

- Who is the head of the hotel?
- What makes a good hotel manager? Choose the most important characteristics: A good hotel manager should:
  - like people;
  - like variety;
  - be charming;
  - have good financial skills;
  - have good computer skills;
  - be able to entertain people;
  - understand body language;
  - be organized;
  - possess a sense of humour;
  - be a good psychologist
  - pay attention to routine detail;
  - know at least one foreign language

#### Reading

#### TEXT 1

**Exercise 1. Look through the active vocabulary before reading the text and try to memorize it. Then read the text and write out in the vocabulary the unknown words and word combinations.**

#### Active Vocabulary

allocation of the duties

розподіл обов'язків

to function as one unit  
 to supervise all areas of operation  
 to relate to  
 departmental heads  
 the focal point  
 to carry out  
 innumerable tasks  
 up-to-date-minute records  
 handle enquiries

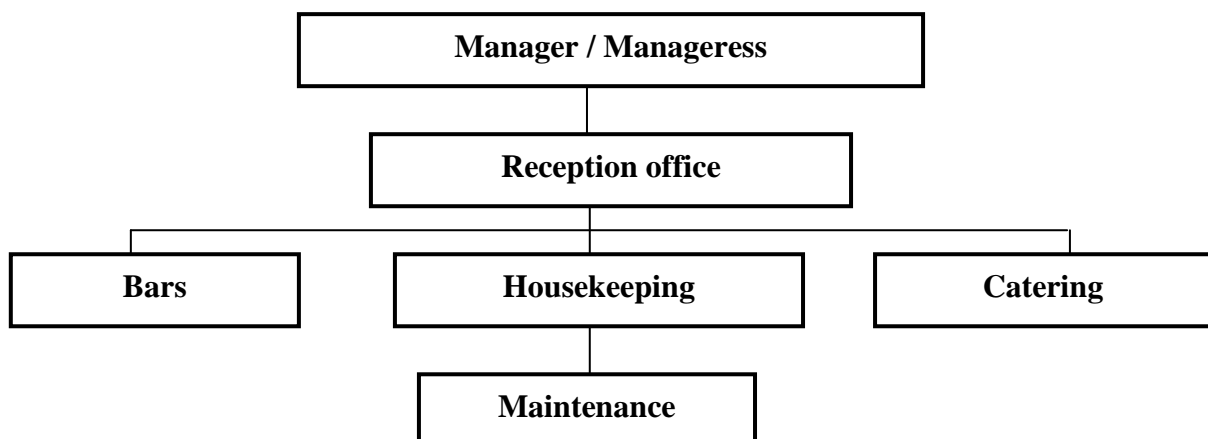
функціонувати як єдиний підрозділ  
 контролювати всі сфери діяльності  
 пов'язувати  
 голови підрозділів  
 головний пункт  
 виконувати  
 незліченна кількість завдань  
 останні записи  
 мати справу з питаннями

Hotel organization means the arrangement of staff and the allocation of their duties and responsibilities so that the whole establishment functions as one unit. It is important that there are clear lines of authority and good lines of communications.

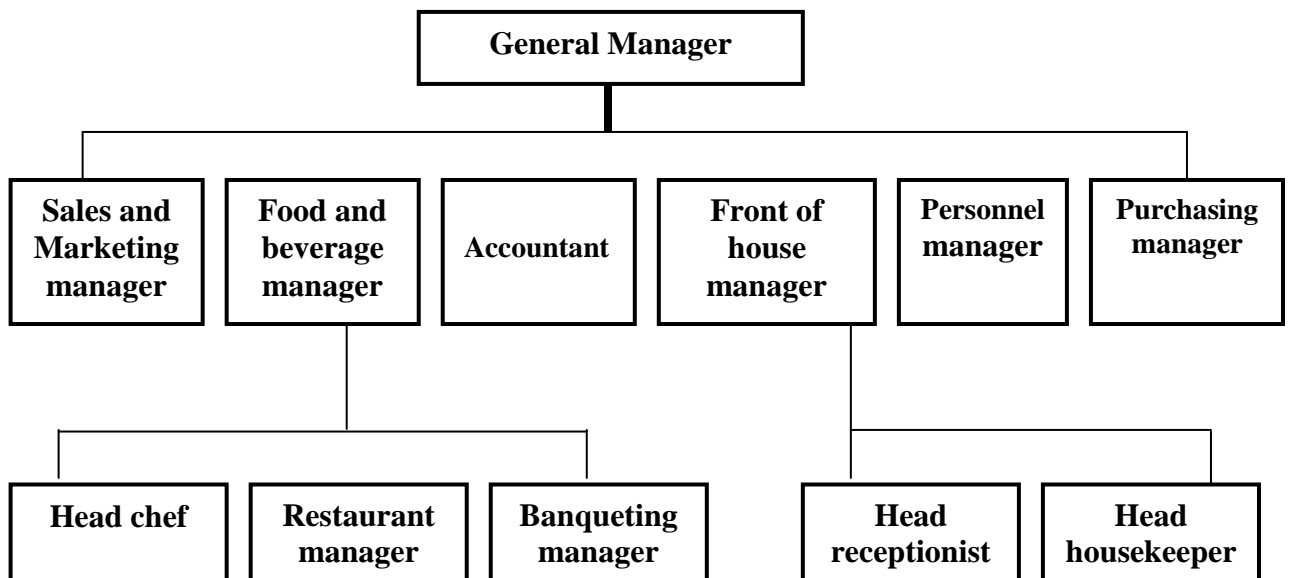
The organization of a hotel will depend on its size and type. In a small hotel the organization is simple, with a manager or manageress supervising all the areas of operation. Communications are therefore usually direct and easy, and the staff are able to relate their work personally to that of other departments. As a hotel increases in size, however, the tasks have to be subdivided into separate units of work and supervised by section heads; and in a very large hotel the unit of work is such that under departmental heads the staff specializes only in one aspect, and there is little opportunity to relate their individual efforts to the whole organization.

Thus, we can say, that so many hotels, so many hotel organization, and what is suitable for one hotel is not necessarily suitable for another.

Here is an example of a small hotel organization:



But an organization chart for a medium – sized hotel is in this figure.



In all hotels the reception office is the focal point. Receptionists are expected to be tactful, diplomatic, and capable of dealing with members of the public as well as carrying out innumerable tasks that ensure the smooth and efficient running of the office.

Whether it is the reception of a medium – sized hotel, or of a large hotel with clearly defined areas for advance reservations, cashier and billing, accounts, telephone and front desk reception, its function is to:

1. Sell accommodation.
2. Receive and welcome guests.
3. Check – in and register guests.
4. Check – out guests and deal with the settlement of their accounts.
5. Handle enquiries and complaints and provide information.
6. Deal with advance reservations.
7. Allocate rooms.
8. Chart all reservations.
9. Keep up-to-date minute records of room status.
10. Handle incoming and outgoing mail.
11. Deal with telephone communications.
12. Attend to all duplicating and photocopying.
13. Maintain good communications with all departments.

In the average – size or small hotel these tasks could be centralized and dealt with by the brigade of receptionists in one office.

**Exercise 2. According to the text choose the correct item.**

1. Hotel organization means ...
  - A the arrangement of the hotel personnel so that it ensures close efficient liaison.
  - B the arrangement of the staff and the allocation of their duties so that it makes the hotel profitable.
  - C the arrangement of the staff and the allocation of their duties and responsibilities so that it functions as one unit.
  - D its functioning as one unit.
2. What does the organization of a hotel depend on?
  - A It depends on a number of departments in the hotel.
  - B It depends on the location of the hotel.
  - C It depends on the classification of the hotel according to stars.
  - D It depends on its size and location.
3. – Is the hotel organization the same in all types of the hotels?  
– Of course not, because ...
  - A hotels can be big and small, from a lot of people to 2-3 men establishment.
  - B what suits one hotel does not necessarily suit another.
  - C every hotel has its own peculiar subdivision of the departments.
  - D the tasks of the hotels staff are subdivided differently.
4. What is the focal point in any hotel?
  - A It's the reception desk.
  - B It's the reservation department.
  - C It's the housekeeping department.
  - D It's the accounting department.
5. Receptionists are expected to be ...
  - A able to work under pressure and deal with the public and the staff.
  - B tactful, diplomatic and capable of dealing with the public and the staff.
  - C able to carry out innumerable tasks of the hotelier.
  - D tactful with the staff to ensure the smooth and efficient running of the hotel.

**Exercise 3. Ask questions to fit the answers.**

1. \_\_\_\_\_?

Hotel organization means the arrangement of staff.

2. \_\_\_\_\_ ?

There are clear lines of authority and good lines of communication.

3. \_\_\_\_\_ ?

The organization of a hotel will depend on its size and type.

4. \_\_\_\_\_ ?

The staff are able to relate their work personally to that of other departments.

5. \_\_\_\_\_ ?

Yes, there are. There are many hotels and many hotel organizations.

6. \_\_\_\_\_ ?

In all hotels the reception office is the focal point.

7. \_\_\_\_\_ ?

Receptionists are expected to be tactful, diplomatic and capable of dealing with the public and the staff.

**Exercise 4. Find in the text answers to these questions.**

1. What does hotel organization mean?

\_\_\_\_\_

2. What is important in hotel organization?

\_\_\_\_\_

3. The organization of a hotel will depend on its size and type, won't it?

\_\_\_\_\_

4. What are managers' and manageress' duties and responsibilities?

\_\_\_\_\_

5. What changes are taking place when a hotel increases in size?

\_\_\_\_\_

6. What is the difference between small-sized and medium-sized hotels?

\_\_\_\_\_

7. What are receptionists expected to be?

\_\_\_\_\_

8. Name some functions of the reception office.

\_\_\_\_\_

**Exercise 5. Daily Duties.**

**A. Darina Farrell is the Assistant Housekeeper in the Bahama Beach Hotel in the Caribbean. Read in pair the interview with Darina and answer the questions.**

1. What are SOs?
2. What are COs?

**Interviewer:** So, what do you do at the beginning of the day, Darina?

**Darina:** I usually go to reception and meet the head housekeeper. There's usually a printout from the computer telling us which rooms are 'stay-overs' and which ones are 'check-outs'. We call the rooms 'SOs' and 'COs'.

**I:** SOs and COs?

**D:** That's right. An SO, or stay-over, is a general routine clean. We change the sheets every two days, towels every day if necessary, and clean the bathrooms.

**I:** And what about the bedrooms?

**D:** In the bedroom we make the bed, clean and tidy up. If people are staying over, we just give it a quick tidy and don't disturb their things.

**B. What do the housekeepers usually do if they have an SO? Tick (✓) the phrases you read.**

- a) change the sheets ✓
- b) use the computer
- c) check the soap
- d) change the towels
- e) clean the bathroom
- f) make the bed
- g) tidy the bedroom
- h) use air freshener

**Exercise 6. Darina talks about her working hours. Read the interview in pair and answer the questions.**

1. How many days a week does she work? \_\_\_\_\_
2. How often does she work at the weekend? \_\_\_\_\_
3. When does she have some free time? \_\_\_\_\_
4. What hours does she sometimes work on Mondays? \_\_\_\_\_

**I:** So how many days a week do you work?

**D:** Six days a week.

**I:** And do you have to work on Saturdays or Sundays?

**D:** I always work on Saturdays or Sundays.

**I:** So do you have any free days?

**D:** I always take Tuesdays or Wednesdays.

**I:** And what time do you finish work at the hotel?

**D:** I often work from nine to one, or nine to two, but on a very busy day, especially if it's a Monday with a lot of check-outs, sometimes I don't finish until three in the afternoon.

**Exercise 7. Read in pair about Darina's duties and complete the notes.**

**I:** What are you responsible for as Assistant Housekeeper?

**D:** Well, I help the Head Housekeeper. We're responsible for about six people, six chambermaids, but sometimes eight in the summer with full occupancy. One of my main duties is to train new staff. Usually, on their first day, they stay with me all day. Then on the second day, they work with one of the chambermaids. I also have a bleeper so that people can contact me in case they have problems or any questions. When people have cleaned their rooms, I check everything's OK before the new guests check in.

1. She's responsible for six to ... chambermaids.
2. One of her main duties is to ... new staff.
3. She has a bleeper so that people ... her.
4. After the chambermaids have cleaned the rooms, she ... that everything is OK.

**Exercise 8. Train your pronunciation.**

**Which word does not have the / h / sound? Use a dictionary and transcribe the words. Practice saying them.**

<i>hotel</i>	<i>hospitality</i>	<i>holiday</i>	<i>hours</i>	<i>housekeeper</i>	<i>happy</i>	<i>help</i>

## Vocabulary Practice

### Exercise 9. Hotel Jobs.

Match the jobs with the duties. Use the dictionary to help you.

- |                      |   |  |
|----------------------|---|--|
| 1. chambermaid       | → | a) carries guests' bags to their rooms |
| 2. hotel manager     |   | b) cleans guestrooms                   |
| 3. bartender         |   | c) serves guests in the restaurant     |
| 4. accountant        |   | d) manages all the hotel staff         |
| 5. concierge         |   | e) serves guests at the bar            |
| 6. porter            |   | f) finds business for the hotel        |
| 7. waiter            |   | g) gives information and helps guests  |
| 8. marketing manager |   | h) does the hotel's finances           |

### Exercise 10. Whose job is it?

Write the number of each description next to the correct person.

Use a dictionary to help you.

<i>advance reservation clerk</i>	...	<i>chef</i>	...	<i>pantry maid</i>	...
		<i>dispense bartender</i>	...	<i>pastry cook</i>	...
<i>banqueting manager</i>	...	<i>enquiry clerk</i>	...	<i>personnel manager</i>	...
<i>cashier</i>	...	<i>head waiter</i>	...	<i>receptionist</i>	...
<i>cellarman</i>	...	<i>housekeeper</i>	...		
<i>house porter</i>	...	<i>waitress</i>	...		

- Someone has to make sure that everything in the guests' room is in order.
- Mr and Mrs Murphy would like to discuss arrangements for their daughters' wedding reception.
- The guests' bills need to be prepared.
- Someone has to make sure there is enough wine, beer and spirits.
- The sheets and towels have to be taken upstairs.
- Four guests have just entered the restaurant.
- The waiter wants wine and beer for his tables.
- A special cake should be made for the functions.
- The busy summer season is approaching and more staff are required.
- Someone should plan the cooking times for dinner.
- This letter booking two rooms for next month needs a reply.
- Someone has to welcome guests and complete the registration form.
- Someone has to prepare early morning teas.



14. Guests at table 8 are ready to order.
15. A lady on the telephone wants to know if there is a room available at the weekend.

**Exercise 11. As it was mentioned in the text hotels can be organized in different ways, and the names of jobs and departments vary from average-sized, small or large-sized hotels. But there are certain departments which we can find in most hotels. Match the places on the left with the words on the right:**

- |  |                           |
|--|---------------------------|
| a) where guests eat  | Housekeeping              |
| b) where food is cooked  | Restaurant                |
| c) where guests make reservations, check in and check out  | Kitchen                   |
| d) where bills are added up and money matters dealt with   | Front Office or Reception |
| e) the department that makes sure the hotel and the rooms are clean, and everything in the rooms is in order | Cashier's Office          |
| f) where guests drink alcoholic or soft drinks   | Bar                       |

**Exercise 12. Answer the clues to find the hidden word. The first one has been done for you as an example. All words refer to the hotel staffing and internal organization.**

1. I work in the ... Department – we are responsible for ordering and buying everything that the other departments need and for keeping control of stocks. (10 letters)
2. Some large hotels have a ... Officer who hires new employees, conducts interviews, and generally looks after the staff. (9)
3. There's no problem if you come back after midnight – the night ... will let you in. (6)
4. In the ... Department, we are responsible for paying bills and salaries, and for the financial side of the hotel. (8)
5. There's vacancy for a ... at the Medici Hotel – the job involves cleaning the guests' rooms, making the beds, and making sure that everything looks right. (11)
6. As a ..., you will be expected to look after guests' special requests, and you'll have to make theatre bookings, organize tours, travel arrangements, and so on. (9)



7.	_____	responsible
8.	availability	_____
9.	_____	aware
10.	suitability	_____

**B. Fill in the gaps in the following sentences using either the noun or the adjective in each pair of the table. The sentences are not in the same order as the table.**

*E.g. She'd be marvellous at organizing children's activities because she's got lots of enthusiasm.*

- I'm rather shy and reserved, so I don't think a job in Reception would be ... for me.
- Please send us a letter and a CV giving details of your qualifications and ... experience.
- I'm surprised that she has decided to leave. I wasn't ... that she wasn't happy here.
- If you want to work in Front Office, you have to develop the ... to do three things at the same time.
- She is always happy, smiling, and ..., so everyone likes her.
- I have several years' ... of working in a large hotel.
- The Head Housekeeper is ... for making sure that the rooms are kept in good condition.
- Could you phone Mr. Peters and ask him when he would be ... for the interview?
- I worked there on a three-month contract but I did well and at the end they offered me a ... job.

**Exercise 14. Complete the table of nouns, adjectives and verbs. The first one has been done for you. Use a dictionary if you need to.**

Noun	Adjective	Verb
1. motivation	_____	_____
2. charm	_____	_____
3. excellence	_____	_____
4. enthusiasm	_____	_____
5. pleasure	_____	_____
6. success	_____	_____
7. variety	_____	_____

## Language Development

### TEXT 2

**Exercise 15.** Look through the active vocabulary before reading the text and try to memorize it.

#### Active Vocabulary

to share the duties	розділити обов'язки
to plunge arms in soapy water	занурити руки у мильну воду
a challenge	виклик
inheritance	спадщина
regular clientele	постійні клієнти
to make a lot of fuss	зчинити галас
personal touch	індивідуальний підхід
turnover of stock	товарообіг
charm and wit	шарм і дотепність
tourists flock	потік (наплив) туристів
labour turnover rate	плинність кадрів

**Exercise 16.** Read the text about small hotel which has quite different staffing requirements. Choose the most suitable heading from the list (A – H) for each part (1 -6) of the text. There is one extra heading which you don't need to use.

- |   |                              |
|---|------------------------------|
| <b>A</b> Con's and Pro's of a Small Hotel | <b>E</b> Small Hotel Staff   |
| <b>B</b> Workaholic Hoteliers             | <b>F</b> Kitchen Garden      |
| <b>C</b> Family Affair                    | <b>G</b> The Need of Changes |
| <b>D</b> Wise Solution                    | <b>H</b> Personal Touch      |

0

**B Workaholic Hoteliers**

Gerard and Sylvie Bonnet have been sharing the duties of running their ten-bedroomed hotel in the Dordogne for the past fifteen months. In that time, they have taken just three days off work: two for funerals and one for a wedding (their own). On my travels, I have met quite a few of these young, workaholic hoteliers. "What makes you do it?" I ask Gerard, whose arms are plunged deep in soapy water.

1

“We both used to work for a large, famous hotel in Paris,” he replies. “I became the Front Office Manager and Sylvie was my assistant. It was great, but after a while we felt that we needed a change. We wanted a challenge!” It was not long before Gerard was faced with one which came as an inheritance: “Le Petit Bijou”. They have not looked back since.

2

“We have a very regular clientele, which we inherited with the building”, adds Sylvie. “This means it has been easy to plan ahead, but naturally there has been some resistance to change. For example, I was about to fill in the old well at the front of the drive with concrete, but some of the guests made such a lot of fuss that I couldn’t!”

3

The best thing about running a small hotel”, says Gerard in his impeccable English, “is that we can provide our guests with the personal touch. Only having a few customers at a time, I soon learnt how Monsieur Lefevre likes his eggs cooked and what brand of cigarette he smokes.”

4

Of course, the small hotel suffers from a slow turnover of stock. Unusual items might simply perish of old age while waiting to be used. Sylvie’s solution is simple: “If we suddenly need something, we send our “petit Jacques” to the local hypermarket. “Only nineteen, Jacques, Gerard’s younger brother, also came with the hotel. He exudes Gallic charm and wit and genuinely does not seem to mind the heavy workload.

5

Set in the stunning green paradise that is the Lot. Le Petit Bijou looks set for a rosy future. Tourists flock to the area in their thousands come summer. But a low occupancy rate in the winter quarter means the Bonnets have fewer permanent staff than they would like. Fortunately, they do not suffer from the high labour turnover rate that some small hotels do, but that is because they rely heavily on the largely untrained help of family and friends when the big rush is on.

From the bedroom window, admiring the view I see Gerard loading his Citroën van with produce from the kitchen garden at the back of the house. “In the low season we produce more than we need, so we sell any extra to the local stores. I try to get the best price, but I’m not so good at – how do you say – bargaining?, he tells me over a glass of wine at dinner on the eve of my departure.

**Exercise 17. Fill in the correct word from the list below. Use the words once.**

*challenge*

*personal*

*occupancy*

*days*

*workload*

*price*

*bedroomed*

*resistance*

1. ten- ... hotel;
2. to take ... off work;
3. to face with a ... ;
4. ... to change;
5. to provide customers with ... touch;
6. not to mind the heavy ... ;
7. low ... rate;
8. to get the best . . .

**Exercise 18. Fill in the correct preposition, then choose any five items and make sentences.**

1. quite a few ... workaholic hoteliers;
2. resistance ... change;
3. to fill ... the old well ... concrete;
4. to make a lot ... fuss;
5. to say smth ... impeccable English;
6. to suffer ... a slow turnover ... stock;
7. to look set ... a rosy future;
8. to rely ... the untrained help of family.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**Exercise 19. A. Find the synonyms in the text to the following words:**

- high season \_\_\_\_\_
- to be located in beautiful \_\_\_\_\_
- surroundings \_\_\_\_\_
- local shops \_\_\_\_\_
- unskilled help of family and friends \_\_\_\_\_

**B. Change the words in the sentences from the text into their synonyms.**

**Exercise 29. A. Find the opposites in the text to the following words:**

- high season \_\_\_\_\_
- at the back of the drive \_\_\_\_\_
- usual items \_\_\_\_\_
- complicated solution \_\_\_\_\_

**B. Change the words in the sentences from the text into their opposites.**

**Exercise 21. Find the equivalents to the following Ukrainian word combinations.**

- керувати маленьким 10-кімнатним готелем;  
\_\_\_\_\_
- працелюбні готельєри;  
\_\_\_\_\_
- потребувати певних змін;  
\_\_\_\_\_
- зіткнутися зі справжнім викликом;  
\_\_\_\_\_
- легко планувати роботу готелю заздалегідь;  
\_\_\_\_\_
- чинити опір змінам;  
\_\_\_\_\_
- зчинити галас;  
\_\_\_\_\_
- забезпечити гостей готелю індивідуальним підходом;  
\_\_\_\_\_
- мати одночасно невелику кількість гостей у готелі;  
\_\_\_\_\_

- 
- страждати від повільного товарообігу;

---

  - зіпсуватися від старості;

---

  - випромінювати шарм і дотепність;

---

  - великий обсяг робіт;

---

  - з надією дивитись у майбутнє;

---

  - невеликий штат постійного персоналу;

---

  - гарно вміти торгуватися;

---

  - завантажити автомобіль продукцією зі свого городу;

---

  - напередодні від'їзду;
- 

**Exercise 22. Answer the questions to the text.**

1. When did the Bonnets start running their own hotel?

---

2. How is business going?

---

3. Where did Gerard and Sylvie work before?

---

4. Why did they leave their previous jobs?

---

5. What did the Bonnets inherit?

---

6. Why did Sylvie not fill in the well?

---

7. What is the best thing about running a small hotel?

---



8. What solution did Sylvie offer because of a slow turnover of stock in their hotel?

---

---

9. Who came with the hotel as “a part of inheritance”?

---

10. What does the Bonnets’ hotel suffer from in winter?

---

**Exercise 23. Read the text more carefully and make a note of the advantages and disadvantages of running a small hotel that Gerard and Sylvie have encountered. Can you think of any not mentioned in the text?**

**ADVANTAGES**

---

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---

---

---

---

---

**DISADVANTAGES**

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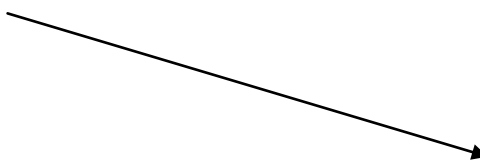
**Exercise 24. Choose a word from column A and a word from column B to complete the sentences. The first one has been done for you.**

**A**

permanent  
personal  
kitchen  
twelve  
turnover  
regular  
winter  
heavy

**B**

bedroomed  
clientele  
quarter  
rate  
workload  
garden  
touch  
staff



1. We have quite a high staff turnover rate. Our employees don't stay with us for very long.

2. We're fully booked in spring, summer and autumn, but the ... .. is very quiet.

3. We're small family-run hotel, and our guests appreciate the ... .. that we offer.
4. We can't afford many staff, so the three of us who run the hotel have a ... ..
5. We grow all our own herbs and vegetables in the ... ..
6. Most of our guests come back again and again, so we have a fairly ... ..
7. They run a large hotel that has over fifty ... .. and twenty other temporary employees.
8. My sister runs a small ... .. hotel with a small restaurant that is open to non-residents.

## Writing

**Exercise 25. Write sentences to explain the following vocabulary from the text.**

*E.g. "Regular clientele" means customers who repeatedly visit an establishment.*

1. Personal touch means attention to \_\_\_\_\_  
\_\_\_\_\_
2. Slow turnover of stock means \_\_\_\_\_  
\_\_\_\_\_
3. Jacques also came with the hotel. It means that \_\_\_\_\_  
\_\_\_\_\_
4. Heavy workload \_\_\_\_\_
5. Low occupancy rate \_\_\_\_\_
6. High labour turnover rate \_\_\_\_\_  
\_\_\_\_\_
7. The big rush means that \_\_\_\_\_  
\_\_\_\_\_
8. Bargaining means that \_\_\_\_\_  
\_\_\_\_\_

**Exercise 26. Imagine you and three/four partners have enough money to buy and run a small hotel. Think about the following questions:**

1. Which country / city / town / village / street would it be in?
2. How many rooms? With what sort of views?
3. What kind of clientele would you try to attract?
4. What special activities would you offer?

5. What would you call it?
6. How would you divide the work?
7. Which jobs would you like most?
8. Which jobs would you like least?

**Make written notes to help you report to the rest of the class later.**

**Exercise 27. Translate in writing the following sentences from Ukrainian into English. Use the topical vocabulary instead of underlined word expressions.**

1. Коли у готелі під сезону (великий наплив туристів), керуючому слід найняти на роботу контрактників.
2. Генеральний та головний менеджер розподіляють обов'язки з керування готелем.
3. У невеличкому готелі легко планувати роботу заздалегідь, але взимку в такому готелі низький рівень навантаження.
4. Наш головний менеджер завжди випромінює чарівність і дотепність, він з надією дивиться на майбутнє.
5. Персонал невеличкого готелю забезпечить вам індивідуальний підхід і ви станете їхнім постійним клієнтом.
6. Мені добре вдається торгуватися. Може допомогти тобі з покупкою нового пальто?
7. Коли адміністратор з прийому гостей у готелі випромінює шарм та посмішку, гості почувають себе впевненіше.
8. Постійний персонал готелю повинен підвищувати свою кваліфікацію.
9. Якщо вам потрібні якісь зміни або виклики, вам варто зайнятись екстремальним туризмом.
10. Одним із недоліків керування маленьким готелем є великий обсяг роботи та невеликий штат постійного персоналу.

## Speaking Skills

**Exercise 29. In pair practice the following sentences.**

1. Are you still having your **on-the-job-training at the hotel?**  
     internship at the hotel  
     internship at the travel agency  
     tutoring at the Academy  
     classes of English

courses in Destination Geography  
cooking lessons.

2. I was just about **to go there**.

to try their specialty drink

to ask for valeting

to call the housekeeping department

to go to the food and beverage department

to apply to the travel agency

to cash a cheque .

3. I consider you to be a real **know-all**.

expert

specialist

professional

prof

human encyclopedia

walking encyclopedia .

4. You know all ins and outs at the **hotel**.

restaurant

airport

department store

trade centre

sales department

marketing department.

5. I want you to keep in mind **that**.

this

the following

these hints

the main facts

the main ideas

the main terms.

6. Let me guess myself what those **departments** are.

companies

services

people

employees

clerks

staff members.

7. Now I see the point of **having signs “Do not disturb”**.

taking a tour

- taking a part-time job
  - taking a full-time job
  - having the valet service
  - having the security department at the hotel
  - having the bell service at the hotel.
8. To my knowledge **the cashier draws up bills.**
- the cashier accepts payments
  - the receptionist registers guests
  - the concierge makes travel arrangements
  - the doorman calls for taxi-cabs.
9. **The hotel business** is no exception.
- The most business
  - The restaurant business
  - The travel business
  - The advertising business
  - The front of the house
  - The back of the house
10. Are there any peculiarities in sales of **hotel rooms?**
- hotel meals
  - hotel services
  - motel services
  - restaurant services
  - tour packages
  - travel services?

**Exercise 28. Read the dialogue with a partner, translating some parts.**

- S<sub>1</sub>:** - Are you still having your on-the-job training at the hotel?
- S<sub>2</sub>:** - Yes, I am. I was just about to go there.
- S<sub>1</sub>:** - What if I join you again? *Я хотів би подивитися, як працюють різні відділи в готелі. Не заперечуєш?*
- S<sub>2</sub>:** - I understand your desire to get to the bottom of things.
- S<sub>1</sub>:** - There's really a world of difference between reading textbooks and manuals and watching people do the work.
- S<sub>2</sub>:** - Let's make a move! Otherwise we won't have enough time to tour all the departments.
- S<sub>1</sub>:** - I'm lucky to have you as a guide! I consider you to be a real know-all. You know all the ins and outs at the hotel.
- S<sub>2</sub>:** - Oh, please, don't you exaggerate! To begin with I want you to keep in

mind that *готель має персонал, який безпосередньо контактує з гостями і персоналом, який знаходиться „за сценою”*.

S<sub>1</sub>: - Don't you say so! Never heard of it! Could you specify what the front of the house is?

S<sub>2</sub>: - The front of the house *включає відділи, які працюють з адміністративними службами та тими, що обслуговують клієнтів*.

S<sub>1</sub>: - Let me guess myself what those departments are.

S<sub>2</sub>: - Have a try!

S<sub>1</sub>: - *Ну, це, напевно, рецепція, довідкова служба, служба посильних ...*

S<sub>2</sub>: - You are showing promise! *Крім того відділ бухгалтерії й управління готелем також належать до контактних служб*.

S<sub>1</sub>: - *А чому ти не включаєш служби покоївок (housekeeping)?*

S<sub>2</sub>: - *Тому що служба покоївок належить до неконтактних служб*.

S<sub>1</sub>: - But why if I may ask? I am sure all hotel guests occasionally see maids move a cart with toiletries or clean hotel rooms.

S<sub>2</sub>: - Maid services must be impersonal. A hotel guest wants his room to be clean and tidy. He is not interested who does or did or will do the cleaning. Likewise he doesn't want to be disturbed by a maid.

S<sub>1</sub>: - Right. Now I see the point of having signs "Do not disturb". Guests put them on their hotel doors when they are in and don't want the maids to come and clean their rooms. *Які ще відділи належать до неконтактних?*

S<sub>2</sub>: - *Це відділи, які не мають безпосереднього контакту або мають дуже обмежений контакт з гостями готелю. Вони забезпечують tangible services. They are the house-keeping, the engineering, the maintenance, the food and beverage, the personnel departments, the laundry service, the valet service and others.*

S<sub>1</sub>: - *Які обов'язки відділу кадрів? Does it deal with hiring and firing?*

S<sub>2</sub>: - *Інспектор з кадрів займається наймом і заміною працівників. Він організує співбесіду для кандидатів на посаду.*

S<sub>1</sub>: - Did you mean the cashier when you mentioned the accounting department? *Наскільки мені відомо, оператор з розрахунків (касир) складає рахунки, обмінює валюту, видає готівку по чеках.*

S<sub>2</sub>: - *Насправді бухгалтерія займається і контактними і неконтактними службами. The cashier works in the front office but there are accountants in the back of the house. To put it in a nutshell, they match costs and revenues.*

S<sub>1</sub>: - *Ти навіть не згадав відділ продаж. Хіба він не є самим важливим у готелі?*

- S<sub>2</sub>:** - It goes without saying that sales are extremely important for any business. The hotel business is no exception.
- S<sub>1</sub>:** - Are there any peculiarities in sales of hotel rooms?
- S<sub>2</sub>:** - I don't want you to get upset but *ти дійсно вважаєш, що готель продає кімнати?*
- S<sub>1</sub>:** - Am I missing something? Hotels are known to sell rooms, aren't they?
- S<sub>2</sub>:** - I want you to realize that the main product hotels sell is hospitality. Hospitality is a combination of tangible and intangible goods: a comfortable bed, a hot shower, a tasty meal, an attentive waiter, a helpful porter, a friendly receptionist.
- S<sub>1</sub>:** - Now I see what you mean. Thanks a lot. It was very informative.
- S<sub>2</sub>:** - It's a pleasure.

**B. Dramatize the dialogue.**

**C. Write out the proverbs and sayings which are used in the dialogue and choose Ukrainian/Russian equivalent to them. Explain what they mean and use them in your own situation.**

**Exercise 30. A. Read in pair these conversations between guests and receptionist. Complete the hotel notices below.**

	From	Room	Message / Request	Contact
1.				
2.				
3.				

**1**

**RECEPTION:** Reception. Can I help you?

**GUEST:** Oh hello, this is Mrs Rogers from room 718. I'm afraid I've lost my watch-it's a Rolex, and very expensive. I think I may have left it in the sauna changing room – or maybe in the pool area.

**RECEPTION:** I see. Have you been back to look, Mrs Rogers?

**GUEST:** No, I haven't. I thought I'd try phoning first, but I can't find the number. Oh dear, I'm so worried...

**RECEPTION:** Don't worry, Mrs Rogers, I'm sure we'll find it. I'll put a call through to the sauna and pool attendants' office straight away. I just need a few more details. What's your room number again?

**GUEST:** 718.

**RECEPTION:** And can you describe the...

2

**RECEPTION:** Reception. How may I help you?

**GUEST:** Good afternoon. Could you possibly book a table for two in the restaurant for me this evening?

**RECEPTION:** Certainly, sir. Can you tell me your name and room number?

**GUEST:** Yes, it's Mr Price and the room is 226.

**RECEPTION:** OK, Mr Price. What time would you like the table for?

**GUEST:** Now that's the problem. We're going to the theatre, and we'd like to eat when we return – say 10.30?

**RECEPTION:** I'm sorry, sir, the restaurant closes at 9.30.

**GUEST:** Oh dear.

**RECEPTION:** I could order a late supper for you – it would be brought to your room.

**GUEST:** Yes, that would be nice – we'll only want something light in any case, and perhaps a bottle of something.

**RECEPTION:** All right, Mr Price. I'll contact the restaurant and have them prepare a supper for you for 10.30. What would you like? There's a choice of ...

3

**RECEPTION:** Reception. Can I help you?

**GUEST:** This is Mr Higgins in room 308. I'm afraid I'm not feeling very well. Would you mind asking someone to send up some aspirin – I haven't got anything with me.

**RECEPTION:** I'm sorry to hear that, Mr Higgins. I'll have room service send up some aspirin immediately. Would you like the nurse to visit you?

**GUEST:** No, I think I'll be OK, dear. Just the aspirin.

**RECEPTION:** OK. But phone us if you have any problems.

**GUEST:** I will.

**RECEPTION:** It was room 308, wasn't it?

**GUEST:** Yes, that's right.

**B. In writing report to the Head Receptionist about the requests received by you from the guests of your hotel.**

**Exercise 31. Imagine that you are the Front Office desk. Some guests come to you with the problems, below. You promise to get help from a member of**



staff. Which member of staff will you contact? Choose from the people in this list. The first one is done as an example.

*the Maintenance Engineer*

*the Housekeeper*

*the Lift Attendant*

*the Bellhop*

*the Valet*

*the Cashier*

*the Switchboard Operator*

*the Parking Attendant*

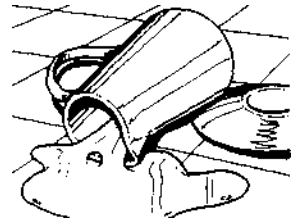
**Note:**   **contact (n) with smb/smith**  
              **contact (v) smb/smith**

1. A guest would like to check out. She is in a hurry to catch a train.

*I will contact the cashier.*



2. A guest has knocked over a jug of milk in her room. She would like someone to come and clean up.



3. A guest has some heavy luggage in his room. He would like someone to carry it for him.



4. A guest has an important meeting this afternoon. He would like someone to press his suit for him.



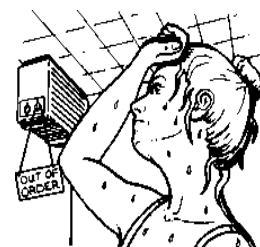
5. A guest would like to take the lift to this room. He cannot see very well and needs help.



6. A guest wants to make a telephone call to the United States, but she is not sure how to do it.



7. A guest notices that the air conditioning unit in her room isn't working. She would like someone to come and repair it.



8. A guest's car is parked in the hotel car park. He would like someone to drive his car to the front entrance.



**Exercise 32. A. Work with a partner. Have conversation about the situations in the previous exercise, or make up situations of your own. Follow the example.**

*S<sub>1</sub>: - Can I check out, please? I'm in a hurry to catch a train.*

*S<sub>2</sub>: - Certainly, madam. I'll contact the Cashier right away.*

**B. Work with a partner. Imagine you are doing a hotel job (any hotel job you know about). Ask and answer questions like this.**

*S<sub>1</sub>: - What do you do?*

*What's your job?*

*What department do you work in?*

*S<sub>2</sub>: - I (do something)*

*I look after ...*

*I work in ...*

*My duties include ...ing ...*

*- I make sure that ...*

*I'm in charge of ...*

*I'm responsible for ...ing ...*

## Talking Points

**Exercise 33. Talk to other students about any hotel you know. Tell them how the hotel is organized. Think of questions like this:**

- ✓ How many departments are there? What are they called?
- ✓ Who is in charge of the departments?
- ✓ What do the people in the departments do? What are their duties?
- ✓

**Use the blackboard to show the departments and the way they are organized.**

**Exercise 34. Using your notes from Exercise 26 report to the rest of the class your ideas of running a small hotel of your own.**

**Exercise 35. Before reading say what qualities and qualifications do you think are needed to work in:**

- (a) the Housekeeping section;
- (b) the Maintenance section of a hotel?

**A. Divide into two groups, A and B. Group A should read text 1. Group B should read text 2. As you read, make notes about the following: qualities needed; duties; experience and training.**

### **1. Housekeeping**

Are you smart? Intelligent? Don't mind hard work? Interested in looking after guests and helping to make their stay enjoyable? You could be just who we're looking for, to join our hotel housekeeping staff.

As a member of the Housekeeping team, you may be given responsibility for one of the bedroom areas. After the guests have checked out, you will then change beds, towels, etc. and generally ensure that everything is clean and tidy.

Housekeeping, however, is not just about cleaning bedrooms, but also keeping every public area pleasant, clean, and tidy for others to relax and work in. You may find you have to arrange flowers, displays of materials, publications, and be responsible for ensuring stocks are up-to-date whether in a linen room or a mini-bar. Other duties you may be involved in could be vacuuming, polishing, and tidying other areas in the building. You will certainly need to spend time checking if everything is in place.

Whether you work at a hotel, motel, B&B, conference or holiday centre, or a tourist attraction, your guests will judge their accommodation by its appearance.

Clean rooms and good service enhance any accommodation and make your guests return.

No previous experience is required and most of your training will be on the job, with extra in-house training given by the company's training personnel.

Qualities needed	Duties	Experience and training

## 2. Maintenance

Just think how many things need doing around the house. Now imagine how many more there are in a large hotel – or a leisure theme park! Lighting, heating, plumbing, carpentry, even gardening needs taking care of. Courtesy cars and staff buses need driving and many large hotels need grounds staff to look after their golf-courses and keep them in tip-top condition. Whilst some smaller hotels use outside contractors, most large hotels, motorway sites, and leisure parks employ their own specialized support staff. Because guests and visitors expect everything to work perfectly, maintenance and support staff must be available 24 hours a day. This means you will probably have to work shifts and some weekends.

Many people start in these jobs by applying direct. To get a job as a plumber, carpenter, or electrician you can start as an apprentice, no experience is needed, and you will be trained on the job.

If your interest is in gardening or green-keeping, again no experience is necessary to start, but you will need to have a real love of horticulture, and enjoy working out of doors.

Whenever people travel on long journeys they need to stop for a break. At the sites where they stop, more specialist support staff are needed to look after them – car and coach parks need to be controlled, cloakrooms supervised, and all amenities kept clean and tidy. Obviously, every one of these jobs is different, but they all have one thing in common – looking after the customer!

<b>Qualities needed</b>	<b>Duties</b>	<b>Experience and training</b>

**B. When you have finished, exchange information with a member of the other group. Which job would you prefer? Give your grounds.**

## UNIT 4

READING	VOCABULARY	SPEAKING	WRITING
<ul style="list-style-type: none"> <li>- Working at Reception</li> <li>- Reception, its Departments and Duties</li> <li>- Dialogues on Reservation, Checking-in, Checking-out</li> </ul>	<ul style="list-style-type: none"> <li>- Words related to booking process over the telephone, by fax etc.</li> <li>- Requests</li> <li>- Alphabet quiz</li> </ul>	<ul style="list-style-type: none"> <li>- Expressing opinions</li> <li>- Giving definitions</li> <li>- Talking on the phone</li> <li>- Agreeing and disagreeing</li> <li>- Dealing with guests (politely, indifferently)</li> <li>- Reserving a room over the telephone</li> <li>- Dialogues over the telephone</li> <li>- Checking-in conversation</li> <li>- Checking-out conversation</li> </ul>	<ul style="list-style-type: none"> <li>- Completing a booking and registration forms</li> <li>- Filling in the table with the information</li> <li>- Mediation</li> <li>- Writing letters of reservation and confirmation</li> <li>- Writing a fax, telex</li> </ul>

### RESERVATION. CHECK-IN. CHECK-OUT

#### Lead-in

- What is reservation / check-in / check-out procedure?
- How are people working at reservation / reception departments called?

#### Reading

#### TEXT 1

**Exercise 1. Look through the active vocabulary before reading the text and try to memorize it.**

#### Active Vocabulary

to deal with the money side of things	мати справу з грошима
petty cash	дрібна готівка
to liaise with other departments	співпрацювати з іншими відділами
to confirm	підтверджувати
to let out a room	здати кімнату в оренду
to release a room	звільнити кімнату
to be fed up with smth/smb	бути роздратованим

#### Working at Reception

Trainee Fiona McGovan, a tourism student who has recently completed a work placement at the Mansion Hotel, talks to Milli Patel about her work experience.

- You've just finished working in a hotel, haven't you?
  - That's right, I was in a three-star hotel called the Mansion Hotel.
  - What kind of things did you have to do?
    - At the beginning I was at reception. I had to take bookings, confirm reservations and welcome the guests when they arrived. I also had to deal with the money side of things, take payments, check the petty cash, do the accounts, change currency, do all the basic front office things, and of course liaise with all the other departments.
      - What sort of things did you find easy or particularly difficult?
        - It wasn't easy because there were so many things to do and I was on my feet all day long. At first, it wasn't easy to use the computer system but it didn't take too long to get used to.
          - Were there any problems you had to deal with?
            - Well, yes there was one occasion when a woman had made her booking months before and had written to confirm it. But when she arrived her room had been let out and so she was redirected to another hotel.
              - What happened to her booking?
                - Well, because she arrived after 6 pm, that's when the rooms are released. Anyway, the next day she came back to see whether there'd been any phone calls or faxes and she'd also arranged to meet someone in the lobby. But in fact the person she was going to meet had been told to go to another hotel. And it wasn't even the one she was staying at but a different hotel altogether.
                  - She must have been really fed up.
                    - She was and she let us know. But the worst thing was when she came across someone from her company who was staying with us and who had checked in at half past nine. I think we lost a customer there!

**Exercise 2. According to the text choose the correct item.**

1. Tick the things she had to do.
  - A** deal with money
  - B** take bookings
  - C** serve in the bar
  - D** communicate with other sections
2. What did she find particularly difficult?
  - A** using the computer system
  - B** the quantity of work
  - C** staff relationships
  - D** checking the accounts
3. Why was the guest's room not waiting for her?

- A She hadn't made a booking.
  - B She had arrived at the wrong hotel.
  - C Her room had been given to a colleague.
  - D Someone else had been given her room.
4. Why did the woman come back to the hotel?
- A The room had been released.
  - B She needed to collect her bags.
  - C She was going to talk to someone.
  - D She'd received a phone call.
5. How did the woman react?
- A She was angry.
  - B She complained to her colleague.
  - C She insulted the staff.
  - D She left without saying a word.

**Exercise 3. Which words in the text mean the same as these?**

|    |                         |  |
|----|-------------------------|--|
| 1. | handle                  |  |
| 2. | small change            |  |
| 3. | foreign money           |  |
| 4. | work closely with       |  |
| 5. | accustomed to           |  |
| 6. | given to another person |  |
| 7. | annoyed                 |  |
| 8. | meet                    |  |

**Exercise 4. Find in the text answers to these questions.**

1. What is Fiona McGovan? What does she do?

---

2. Where did Fiona work?

---

3. What were her duties?

---

4. What was difficult for Fiona to do at first?

---

5. Were there any problems she had to do with?

---



---

---

6. What happened to a woman who arrived after 6 p.m.?

---

---

7. What mistakes were made in dealing with this woman?

---

---

8. What was the outcome of that case to the hotel?

---

---

**Exercise 5. A. A woman reserves a hotel room over the phone. Before reading think in what order you would expect these questions to be asked?**

|  |                                      |  |
|--|--------------------------------------|--|
|  | How will you be paying?              |  |
|  | How many people would that be for?   |  |
|  | When would that be for exactly?      |  |
|  | What time will you be arriving?      |  |
|  | What kind of room would you like?    |  |
|  | Could I have your name, please?      |  |
|  | How many nights will you be staying? |  |

**B. Now read the dialogue in pair and check your answers.**

**Reservationist:** King James Hotel. How can I help you?

**Caller:** Hello, I'd like to book a room for my husband and myself, please.

**Reception:** Hold the line, please. I'll put you through to Reservations.

**Reservationist:** Reservations.

**Caller:** Good afternoon, I'd like to make a booking for myself and my husband.

**Reservationist:** Could I have your name, please?

**Caller:** Yes, its Herridge - Ann Herridge.

H-E-R-R-I-D-G-E.

**Reservationist:** OK. And when would you like to come?

**Caller:** The weekend of the 15 July – for two days, please.

**Reservationist:** I'm sorry Mrs Herridge, will that be one or two nights?

**Caller:** Oh, yes sorry, two days and two nights – arriving the 15<sup>th</sup> and leaving on the 17<sup>th</sup>.

**Reservationist:** And what would be a double room, would it? Would you prefer smoking or non-smoking?

**Caller:** Non-smoking, please. Oh, and the last time we came, we stayed in a room at the back of the hotel overlooking the park. Do you know if we could have the same room? I think it was room 103.

**Reservationist:** Hold the line, please. I'll just check. I'm afraid we don't have exactly the same room but I can put you in 205 – it's got the same view and a balcony. The rate's slightly more expensive - £ 110 per person.

**Caller:** Well, that's all right, we'll take that.

**Reservationist:** Fine. How will you be paying, Mrs Herridge?

**Caller:** By credit card, Visa.

**Reservationist:** Could you give me the number, please?

**Caller:** Yes, it's 4999 1825 6857 6238.

**Reservationist:** So that's 4999 1825 6857 6238 and your address, please?

**Caller:** 25, Oldham Road, Manchester.

**Reservationist:** O-L-D-H-A-M?

**Caller:** That's right. In Manchester.

**Reservationist:** Right, Mrs Herridge, I've made the reservation. We look forward to seeing you again on the 15<sup>th</sup>.

**Caller:** Thank you.

**Reservationist:** You're welcome. Goodbye.

**Caller:** Oh, I nearly forgot, I was wondering if you could arrange for a bottle of champagne to be in the room when we come, it's our wedding anniversary.

**Reservationist:** That's no problem. I've made a note and it'll be ready when you arrive.

**Caller:** Thank you so much. Goodbye.

**C. Look at the reservations screen below. Complete Ann Herridge's booking with the information from the dialogue.**

### Reservation Screen

|   |                           |
|---|---------------------------|
| Booking: From ..... <b>1</b>                                  | Nights ..... <b>2</b>     |
| Guest: Surname ..... <b>3</b>                                 | First name ..... <b>4</b> |
| Adults ..... <b>5</b>   | Children ..... <b>6</b>   |
| Address ..... <b>7</b><br>.....                               |                           |
| Room: Type           SGL /   DBL /   TWB /   SUITE <b>8</b>   |                           |
| Smoking   /   Non-smoking <b>9</b>                            |                           |
| Number ..... <b>10</b>  |                           |
| Rate: ..... <b>11</b>   |                           |
| Extras: ..... <b>12</b>                                       |                           |
| Return guest:   Yes / No <b>13</b>                            |                           |
| Previous room #       ..... <b>14</b>                         |                           |
| Payment:               VISA / DEBIT / CHEQUE / CASH <b>15</b> |                           |
| Credit card #       ..... <b>16</b>                           |                           |

**Exercise 6. Read the dialogues about two callers phoning the Hotel Melissa to make reservations. Complete the information in the chart below.**

|                    | Caller 1 | Caller 2 |
|--------------------|----------|----------|
| Name of guests     |          |          |
| Arrival date       |          |          |
| No. of nights      |          |          |
| Room type          |          |          |
| Company/Individual |          |          |
| Stayed before      |          |          |
| Method of payment  |          |          |
| Credit card no.    |          |          |
| Address            |          |          |
| Reservation no.    |          |          |
| Special requests   |          |          |

1

**HOTEL:** Hotel Melissa. Can I help you?

**CALLER:** Yes, I'd like to make a reservation, please.

**HOTEL:** I'll put you through to Reservation. Hold the line, please.

**RESERVATIONS:** Reservations, Peter speaking. Can I help you?

**CALLER:** I'd like to make a reservation.

**RESERVATIONS:** Certainly. What name, please?

**CALLER:** Lewis, David Lewis.

**RESERVATIONS:** Right, Mr Lewis, when would you like to stay?

**CALLER:** I'd like to reserve a double room for three nights from the 21<sup>st</sup> April.

**RESERVATIONS:** OK. 21<sup>st</sup> April, three nights, double. I'll just check availability... Yes, we can do that for you. Is this a company booking or an individual?

**CALLER:** Oh, it's individual.

**RESERVATIONS:** Have you stayed with us before?

**CALLER:** No, I haven't.

**RESERVATIONS:** Would you like one of our Executive rooms, Mr Lewis, on the top floors with some wonderful views?

**CALLER:** Well, actually, no, I wouldn't. My wife doesn't really like using the lift and also she's got a bad leg, so I was hoping we could have a room near the ground floor.

**RESERVATIONS:** OK. I'll make a note of that and when you check in the receptionist will allocate a room on the first floor for you.

**CALLER:** Thank you.

**RESERVATIONS:** Will you be paying by credit card?

**CALLER:** Yes, I will. It's Visa.

**RESERVATIONS:** And what is the number?

**CALLER:** Hold on... It's 4335 171 36094.

**RESERVATIONS:** So that's 4335 171 36094. And your address?

**CALLER:** 14 St John's Road, London NW 6.

**RESERVATIONS:** OK, Mr Lewis, that's reserved for you. Your reservation number is PS 1462. We look forward to seeing you on the 21<sup>st</sup>.

**CALLER:** Thank you.

**RESERVATIONS:** You're welcome.

2

**HOTEL:** Hotel Melissa. Can I help you?

**CALLER:** Good morning. I'd like to reserve a couple of rooms.

**HOTEL:** Certainly. I'll put you through to Reservations. Hold the line, please.

**RESERVATIONS:** Reservations, this is Peter speaking. How can I help you?

**CALLER:** Good morning. This is Rita King from Imperial Plastics. I'd like to reserve a couple of doubles for April 13<sup>th</sup>.

**RESERVATIONS:** Two doubles for April 13<sup>th</sup> ... Right. Availability is fine for that night. Is that a company booking?

**CALLER:** Yes, Imperial Plastics. The rooms are for a Mr Suarez, spelt S-U-A-R-E-Z, and Mr Johansson, spelt J-O-H-A-N-S-S-O-N. They'd like the Executive rooms.

**RESERVATIONS:** OK. You have an account with us, don't you?

**CALLER:** Yes, we do.

**RESERVATIONS:** But the guests haven't stayed with us before, have they?

**CALLER:** No, I don't think so.

**RESERVATIONS:** And how is the account to be settled?

**CALLER:** Full bill on the company account.

**RESERVATIONS:** Can I just check your contact details? It's Miss R. King, Imperial Plastics, Old Dock Road, London E5.

**CALLER:** That's correct.

**RESERVATIONS:** Right, Miss King, the reservation number is PS43307. I would be grateful if you could just confirm in writing, by fax if you like.

**CALLER:** Certainly. Thank you for your help.

**RESERVATIONS:** You're very welcome. Goodbye.

## Vocabulary Practice

**Exercise 7. In the previous exercises the reservations were done over telephone. But for most hotels, fax reservations are the most common. Read this example of a fax reservation and complete the chart below.**

|                      |  |
|----------------------|--|
| Name of guests       |  |
| Number of guests     |  |
| Room(s) required     |  |
| Dates                |  |
| Special requirements |  |

Comfort Tours London

Date: 13<sup>th</sup> March 20\_\_

FAX MESSAGE

From: Kate James

To: Mellisa Hotel

Attention: Reservations

No. of pages: 1

Could you please reserve a double room with private bath for Mr and Mrs Charles Davies? They will be arriving on 18<sup>th</sup> April and staying for 3 nights (departing on the morning of 21<sup>st</sup> April).

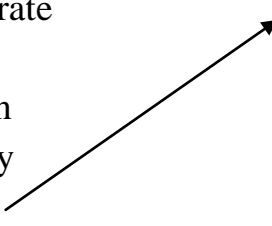
It is their 25<sup>th</sup> wedding anniversary, so could you arrange for champagne and flowers to be placed in the room?

Look forward to receiving your confirmation, with exact cost, by return.

Regards,

Kate James

**Exercise 8. Match the terms with their definitions. The first one has been done for you.**

- |                   |  |
|-------------------|--|
| 1. available      | a) booking a hotel room e.g. which is kept for you at some time in future                  |
| 2. check-out      | b) the process of leaving the hotel room after paying the bill                             |
| 3. corporate rate | c) guest's registration; the process of reporting your survival at an airport, hotel, etc. |
| 4. reservation    | d) reduction in the usual price of the room  |
| 5. availability   | e) special price offered to businesspeople   |
| 6. check-in       | f) number of rooms that are free   |
| 7. discounts      | g) free or vacant  |
- 

**Exercise 9. Reservations of the hotel rooms can also be done in the written form, e.g. by E-mail or by ordinary letter. Fill in the gaps with the following words. The first one has been done for you.**

*reserve*

*details*

*en-suite*

*following*

*Regards*

*availability*

*discount*

*Executive*

*including*

*single*

**IMPERIAL CHEMICALS**

**Date:** 24 May  
**From:** Miranda Smith,  
Marketing and Promotions  
**To:** Castle Lodge Hotel  
**Re:** Reservations

Could you please <sup>1</sup>reserve the <sup>2</sup>\_\_\_\_\_ rooms:

1. A single <sup>3</sup>\_\_\_\_\_ room for our Sales Director, Mr Henry Green, for two nights from August 18.

2. A standard <sup>4</sup>\_\_\_\_\_ room with <sup>5</sup>\_\_\_\_\_ bathroom for our Sales Manager, Miss Caroline Lamb, for three nights from August 18.

Please confirm <sup>6</sup>\_\_\_\_\_ and send <sup>7</sup>\_\_\_\_\_ of prices of rooms, <sup>8</sup>\_\_\_\_\_ half-board and your normal <sup>9</sup>

\_\_\_\_\_  
\_\_\_\_\_.

<sup>10</sup>\_\_\_\_\_.

Miranda Smith,

Manager

**IC**

**Exercise 10. The verbs below are often used when making telephone calls. Use them to fill in the gaps.**

*hold on*

*hang up*

*ring up*

*get back to smb*

*cut off*

*get through*

*put smb through*

1. Sorry, I don't know what happened. We got \_\_\_\_\_
2. I'll \_\_\_\_\_ you \_\_\_\_\_ to her extension.
3. The line is constantly busy. I never seem to be able to \_\_\_\_\_.
4. Could you \_\_\_\_\_ a minute and I'll see if she's in her office.
5. Would you \_\_\_\_\_ Sky Air and ask if they have any seats on this Saturday's flight to Delhi?
6. I'll make some enquires and \_\_\_\_\_ to you by eleven.
7. Don't \_\_\_\_\_ yet; the call may be diverted to another number.

**Exercise 11. What would you say in these situations? Use the verbs from the previous exercise.**

1. Someone phones but the call is for a colleague who works on the second floor.

2. The line went dead. The person you were speaking to rings back.
3. You're on the phone but need to get a file from the office next door.
4. You're on the phone but haven't got all the information to hand. You need about an hour to get it together.
5. The number is constantly engaged.
6. You want someone else to call Global Tours for you.

### Exercise 12. Talking on the Phone.

#### A. Study carefully the expressions that you may find useful when making a phone call:

- |   |   |
|---|---|
| - <i>May I speak to</i>                           | - <i>Shall I get him/her to call you back?</i>                |
| - <i>I'm returning my call</i>                    | - <i>Mr. N will get back to you.</i>                          |
| - <i>Sorry, could you repeat that?</i>            | - <i>Hold on a moment, please</i>                             |
| - <i>I'm afraid she/he isn't in at the moment</i> | - <i>I'll just put you through to Reservation Department.</i> |
| - <i>I'm sorry there is no reply.</i>             | - <i>Hold the line, please</i>                                |
| - <i>Can I take a message?</i>                    | - <i>I'm sorry, you've got the wrong number</i>               |
| - <i>Can you take a message?</i>                  | - <i>Sorry to keep you waiting</i>                            |

#### B. In the following telephone conversation, choose the correct option from the words in italics. The first one has been done for you.

**HOTEL:** Good morning, Landsdown Hotel. <sup>1</sup> *Can / Could* I help you?

**GUEST:** Good morning. Could I <sup>2</sup> *have / speak* Reservations, please?

**HOTEL:** Certainly. <sup>3</sup> *Wait / Hold* the line, please. I'll <sup>4</sup> *put/connect* you through.

**GUEST:** Thank you.

**HOTEL:** I'm sorry, <sup>5</sup> *I'm afraid / I regret* the line's busy. Will you <sup>6</sup> *hold / hang on?*

**GUEST:** Yes, that's <sup>7</sup> *fine / splendid*.

**HOTEL:** It's <sup>8</sup> *ringing / calling* for you now .... Reservations. Jane Watson <sup>9</sup> *talking / speaking*. How can I help you?

**GUEST:** Hello, <sup>10</sup> *this is / there is* Michael Nelson from Killick & Co. I rang earlier to book two singles from the 18<sup>th</sup>.

**HOTEL:** Yes, Mr Nelson, I remember. What can I <sup>11</sup> *do / make* for you?

**GUEST:** Could I change that to three singles, again from the 18<sup>th</sup>?

**HOTEL:** I'm <sup>12</sup> *afraid / sorry*, could you repeat that? It's a <sup>13</sup> *faint / bad* line.



**GUEST:** Yes, could I have another single room for the same dates?

**HOTEL:** Yes,<sup>14</sup>*obviously / of course*. I'll see to that now. I'd be <sup>15</sup>*grateful / delighted* if you could <sup>16</sup>*repeat / confirm* that in writing.

**GUEST:** <sup>17</sup>*Surely / Certainly*. Thank you for your help.

**HOTEL:** <sup>18</sup>*Your / You're* welcome. Goodbye.

**Exercise 13. A. Look at the following advice for dealing with guests. What is considered polite in your country? How is it different from other cultures?**

When dealing with guests you should always:

- address a guest by his / her title and surname or say *sir* or *madam*
- show that you are listening and understand
- be patient and answer all the guest's questions
- say *please* when asking the guest for something
- say *thank you* when the guest replies

**B. Practise saying the sentences politely. Remember that rising tone is the indicator of politeness.**

1. Hold on while I put you through to Reservations.
2. Could I have your name?
3. This is a company account, is it?
4. When would that be for exactly?
5. What kind of room would you like?
6. How long will you be staying?
7. How will you be paying?
8. Here's your key. Your room's number 19.

**C. Underline two words in the sentences which are alternatives. Then practise saying them. Remember that when two words are alternatives, they are both stressed but the first one is pronounced with rising tone and the second one with falling intonation.**

1. Will that be one or two nights?
2. We're arriving on the 15<sup>th</sup> and leaving on the 17<sup>th</sup>.
3. Would you like a single or a double room?
4. Would you prefer smoking or non-smoking rooms?
5. Is the room at the back or at the front of the hotel?
6. Would you like brown bread or white?
7. Checking the petty cash is your responsibility not his.

8. He doesn't want to pay by cheque, he wants to pay in cash.
9. I didn't say they might be coming, I said they were.
10. They were supposed to deliver it yesterday not tomorrow.
11. It's not the first complaint they've had and it won't be the last.

**Exercise 14. A. A guest is phoning the Marlow Hotel to book a room. Number the dialogue in the right order (1-14). The first one has been done for you.**

- a) \_\_\_\_ American Express. Number's 8773 457 238 5549. Will you need a deposit?
- b) \_\_\_\_ Hello, I'd like to book a room, please.
- c) \_\_\_\_ Yes, it's Henry Box, and the address is 30 Lime Walk, Slough.
- d) \_\_\_\_ Certainly, sir. When would you like to come?
- e) \_\_\_\_ An individual booking – it's for our wedding anniversary.
- f) \_\_\_\_ No, but you've been recommended to us by friends.
- g) \_\_\_\_ I'll just check availability. Yes, that's fine. Is this a company booking or an individual booking, sir?
- h) \_\_\_\_ OK, 30 Lime Walk. May I ask if you've stayed with us before?
- i) \_\_\_\_ No, a deposit won't be necessary. If you'd like to make a note of your reservation number, it's P 227.
- j) 1 Marlow Hotel, reservations. Charles Thompson speaking.
- k) \_\_\_\_ That's nice to hear. How will you be paying?
- l) \_\_\_\_ Right, in that case we'll provide complimentary flowers and champagne. May I have your name, please?
- m) \_\_\_\_ On the eleventh of May, for two nights. A double room for myself and wife.
- n) \_\_\_\_ Thank you very much. Goodbye.

**B. Use the information from the dialogue above to fill in this reservation card.**

| <i>RESERVATION CARD</i> |                          |
|-------------------------|--------------------------|
| Name                    | .....                    |
| Arrival date            | .....                    |
| No. of nights           | .....                    |
| Room type               | ..... Company/Individual |
| Stayed before           | .....                    |
| Method of payment       | .....                    |
| Credit card no.         | .....                    |
| Address                 | .....                    |
|                         | .....                    |
| Reservation no.         | .....                    |

**Language Development**

**TEXT 2**

**Exercise 15. A. Look through the active vocabulary before reading the text and try to memorize it.**

**Active Vocabulary**

|                                   |  |
|-----------------------------------|--|
| to have frequent contact with smb | часто мати справу з кимось                 |
| to designate                      | позначати                                  |
| room clerk                        | черговий у готелі                          |
| to pick up a key                  | забирати ключ                              |
| a rack with pigeonholes           | ящик для кореспонденції                    |
| pertinent information             | необхідна інформація                       |
| smoothly                          | гладко, без зривів                         |
| the latter                        | останній                                   |
| to be in charge of smth           | відповідати за щось                        |
| to arrange for smth               | домовлятися про щось,<br>організувати щось |
| up-to-date                        | оновлений                                  |
| affirmative answer                | стверджувальна відповідь                   |
| to verify the charge              | підтвердити плату                          |

**B. Study the terms used in the text and find Ukrainian equivalents to them:**Special Terms:

**Reception area** – another term for the front desk, the area in the hotel where the guests register, pick up keys, pay their bills and so on.

**Lobby** – the public entrance area of the hotel. It often contains sitting, writing and reading areas, as well as access to other parts of the hotel.

**Registration desk** – the part of the front desk that is used to sign in or register the guests of the hotel.

**Referral system** – a system for interchanging reservations among a group of hotels. Many of the hotel chains are in fact referral systems.

**Exercise 16. Read the text. Choose the most suitable headings from the list (A-H) for each part (1-7) of the text. There is one extra heading which you don't need to use. There is an example at the beginning (0).**

**A** Duties of the Room Clerk

**E** Check-in

**B** Concierge's Duties

**F** Accounting Office

**C** Reception Area

**G** Sections of the Front Desk

**D** Primary job of the Front Desk

**H** Referral System

**I** Procedures

0

C Reception Area

Almost all of the employees who work at the front desk of a hotel have frequent contact with public. The front desk is the term that designates the counter where the guests register, pick up their keys and mail, request information, deposit their valuables, and pay their bills. It is called the reception area. In a small hotel or motel, all of these different functions may be handled by one or two people, but a large hotel assigns several people to clearly defined jobs at the front desk.

1

For the convenience of the guests, the front desk is almost always located near the hotel's main entrance. In a large hotel, it is divided into sections. One

section is the registration desk, where the guests register or sign in. A second section is the area where the guests pick up their keys, mail and messages. This part of the counter has a rack behind it with pigeonholes for each guest room in the hotel. The third section is an information desk, where the guests can ask for information or make local travel arrangements. This area often includes a mailbox. The fourth section is the cashier's desk. The cashiers not only receive payment from the guests, but also cash checks, make change and exchange foreign currency. Some hotels also offer a transportation desk, where the guests may get advice or help with their travel plans.

2

The employee who checks in arriving guests and assigns them to their rooms is the room clerk. When the room clerk has confirmed the availability of the accommodations, the guest fills out a registration card with his name, home address and any other pertinent information. The room clerk fills in the room number and the rate the guest will pay. One section or a copy of the registration card is normally sent to the cashier's office and another to the telephone switchboard. Another procedure that has come into common practice in recent years is establishing credit in advance by means of credit cards.

3

All of these steps, which take only a few moments in a smoothly functioning system, make up the check-in, or registration, procedure. When it is completed, the room clerk calls a bellman and gives him a slip with the room number.

4

In addition to the check-in procedures, the room clerks are customarily responsible for recording advance registrations. Requests for rooms may come from travel agents or the transportation companies; they may be received directly from the public by telephone or letter; or they may be handled by a teletype machine or computer. The latter is true especially when the hotel is a member of a chain or a referral system, in which a group of hotels and motels have joined together to interchange reservations.

5

The employee in charge of keys and information is often called the concierge, the French term for doorkeeper or custodian. He is also expected to provide information about local entertainment, events and sights of interest. He usually arranges for local transportation, including taxis, airport buses, or sightseeing tours, if the last is not a separate operation. He may also perform small chores for the guests, such as mailing letters and packages.

6

The cashiers are the accounting office employees who have direct contact with the guests. In addition to settling accounts, they also make change, cash traveler's checks or regular bank checks and exchange foreign currencies. Postings on the room accounts are kept up-to-date in order to expedite the check-out procedure. The cashiers usually ask departing guests if they have incurred any last-minute charges for the telephone or for food and beverage service. If the answer is affirmative, the cashier must verify the charge before presenting the final bill.

7

So, the primary job of front desk personnel is to take care of the check-in and check-out procedures and to provide helpful information to the guest in order that their stay in the hotel may be comfortable and convenient. Even in a small hotel where only one or two people work at the front desk, their jobs resemble those in a large hotel employing many more people. In the eyes of most customers, the front desk employees are the representatives of the hotel. Their ability to work smoothly is an important factor in the success of the hotel.

**Exercise 17. Fill in the correct word from the list below. Use the words only once.**

|                       |                    |                     |                    |
|-----------------------|--------------------|---------------------|--------------------|
| <i>currency</i>       | <i>handle</i>      | <i>chores</i>       | <i>last-minute</i> |
| <i>accommodations</i> | <i>functioning</i> | <i>registration</i> | <i>slip</i>        |

1. to ... functions
2. to exchange foreign ...
3. to fill out ... card
4. the availability of the ...
5. ... charge

6. smoothly ... system
7. a ... with the room number
8. to perform small ... for the guests

**Exercise 18. Fill in the correct preposition, then choose any five items and make sentences.**

1. to pick ... keys and mail
2. a rack ... the counter
3. to assign guests ... their rooms
4. to come ... common practice
5. ... means ... credit cards
6. last-minute charges ... telephone
7. ... the eyes of most customers
8. posting ... the room accounts

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**Exercise 19. A. Find in the text the synonyms to the following words:**

- positive answer \_\_\_\_\_
- relevant information \_\_\_\_\_
- to be similar to smth/smb \_\_\_\_\_
- to work without problems \_\_\_\_\_
- front desk staff \_\_\_\_\_

**B. Change the words in the sentences from the text into their synonyms.**

**Exercise 20. A. Find in the text the opposites to the following words:**

- to check-in \_\_\_\_\_
- to depart \_\_\_\_\_
- inconvenience \_\_\_\_\_
- to slower the check-out procedure \_\_\_\_\_

**B. Change the words in the sentences from the text into their opposites.**

**Exercise 21. Find the equivalents to the following Ukrainian word combinations.**

- забирати ключі і пошту

---

- залишати цінні речі на зберігання

---

- оплачувати рахунок

---

- поштова скринька

---

- поміняти чек на готівку

---

- обміняти валюту

---

- виконувати функції

---

- підтвердити наявність місць

---

- заповнити реєстраційну картку

---

- система, яка функціонує без зривів

---

- телефонний комутатор

---

- гість, який від'їздить

---

- нагадувати (бути схожим на) роботу в інших готелях

---

- важливий фактор успіху

---

- прискорити процедуру реєстрації

---



**Exercise 22. Agree or disagree with the following statements. Give your reasons. Use:**

| <i>For disagreement:</i>             | <i>For agreement:</i>      |
|--------------------------------------|----------------------------|
| <i>That's not quite right</i>        | <i>That's right</i>        |
| <i>Oh, no, quite on the contrary</i> | <i>Exactly so</i>          |
| <i>It says in the text</i>           | <i>I agree entirely</i>    |
| <i>I am afraid you are mistaken</i>  | <i>You are quite right</i> |

1. Front-desk employees have very little contact with the guests.
2. The lobby of the hotel is frequently used as a meeting place by the guests and the general public as well.
3. In a large hotel, the front desk is often divided into different sections with specialized functions.
4. All parts of the front desk are arranged so that the public can easily see everything that goes on.
5. Room clerks not only make room assignments for arriving guests, but also normally handle advance reservations.

**Exercise 23. Answer the questions to the text.**

1. What do the phrases front desk or reception area designate? What is the difference between the way front desk functions are handled in a large and small hotel

---



---

2. How does the lobby of a small hotel differ from the lobby of a large one?

---

3. What are the sections into which the front desk of a large hotel is divided? What business is handled by each section?

---

4. What are some of the support functions of the front desk that are normally out of sight of the public?

---

5. What are the duties of the room clerk?

---



---

6. What are the duties of the clerks at the key and information desks?

---

---

7. What are the customary duties of the front desk cashiers?

---

---

8. What is the primary job of the front desk personnel? Why is this an important job?

---

---

## Speaking Skills

### Exercise 24. Taking a Reservation.

#### A. Put the dialogue in the correct order.

- \_\_\_\_\_ a) It's just a private stay.
- \_\_\_\_\_ b) Just Friday night and Saturday night, please.
- \_\_\_\_\_ c) Hello. I'd like to book a single room, please, for next weekend.
- \_\_\_\_\_ d) Yes, it's £120 per night, breakfast included.
- \_\_\_\_\_ e) Well, before I give you my name could you tell me how much the room is?
- \_\_\_\_\_ f) Hold on, I'll just check availability. Yes, that's fine. Is this a company or individual booking?
- \_\_\_\_\_ g) Excelsior Hotel. How can I help you?
- \_\_\_\_\_ h) OK, could you tell me your name?
- \_\_\_\_\_ i) Thank you. Goodbye.
- \_\_\_\_\_ j) Would you mind spelling that for me please?
- \_\_\_\_\_ k) Will that be for one or two nights?
- \_\_\_\_\_ l) OK, we won't release the room. We look forward to seeing you on Friday.
- \_\_\_\_\_ m) OK, that sounds reasonable. My name's Mr Van Haan.
- \_\_\_\_\_ n) About half past six. It depends on the traffic.
- \_\_\_\_\_ o) V-A-N new word H-double A-N.
- \_\_\_\_\_ p) H-double A-N. OK, I've got that, and do you know what time you will be arriving?

#### B. Read the dialogue with your partner, then dramatize it.

**Exercise 25. Complete the telephone conversation. Put the words in brackets in the right order.**

*e.g.*

**Hotel:** *Grand Hotel, good morning. Can I help you?*

(Hotel morning Good Grand. I you help can)

**Velasquez:** *Good morning. I'd like to reserve a room.*

**Hotel:** <sup>1</sup> \_\_\_\_\_ ?

(up speak sorry you I'm could)

**Velasquez:** *OK. I hope you can hear me now. Is that OK?*

**Hotel:** <sup>2</sup> \_\_\_\_\_ ?

(you just I hear can. seem We bad to a have line )

**Velasquez:** *Now, I'd like to reserve a double room for two nights.*

**Hotel:** <sup>3</sup> \_\_\_\_\_

(I'm I that sorry catch didn't)

**Velasquez:** *I said a double room for two nights.*

**Hotel:** <sup>4</sup> \_\_\_\_\_ ?

(arrive When like you would to)

**Velasquez:** *On August 30<sup>th</sup>.*

**Hotel:** <sup>5</sup> \_\_\_\_\_ ?

(Did August you 13<sup>th</sup> say)

**Velasquez:** *No, the thirtieth, three zero. And the name is Velasquez.*

**Hotel:** <sup>6</sup> \_\_\_\_\_ ?

(you that please Could spell)

**Velasquez:** *Yes, it's V-E-L-A-S-Q-U-E-Z. It's for three nights.*

**Hotel:** <sup>7</sup> \_\_\_\_\_ ?

(sorry you repeat I'm that could)

**Velasquez:** *For three nights, one, two, three. OK?*

**Hotel:** <sup>8</sup> \_\_\_\_\_ ?

(Velasquez That's Mr fine. Hold We'll until room the 8 pm)

**Exercise 26. Pronunciation of letters.**

**A. Often when making reservations or filling in forms, names have to be spelt out loud. How good is your pronunciation of letters? As a pronunciation check, list the letters of the alphabet according to the vowel sounds. The first three have been done for you.**

| <u>/eɪ/</u><br>(grey) | <u>/i:/</u><br>(green) | <u>/e/</u><br>(red) | <u>/aɪ/</u><br>(white) | <u>/əʊ/</u><br>(yellow) | <u>/u:/</u><br>(blue) | <u>/ɑ:/</u><br>(dark) |
|-----------------------|------------------------|---------------------|------------------------|-------------------------|-----------------------|-----------------------|
| <u>A</u>              | <u>B</u>               | —                   | —                      | —                       | —                     | —                     |
| —                     | <u>C</u>               | —                   | —                      |                         | —                     |                       |
| —                     | —                      | —                   |                        |                         | —                     |                       |
| —                     | —                      | —                   |                        |                         |                       |                       |
|                       | —                      | —                   |                        |                         |                       |                       |
|                       | —                      | —                   |                        |                         |                       |                       |
|                       | —                      | —                   |                        |                         |                       |                       |
|                       | —                      |                     |                        |                         |                       |                       |

**B. Spell your full name to your partner and let him/her write it**

---



---

**C. Think of three people you know (family or friends), and spell their name to your partner as quickly as possible.**

1) \_\_\_\_\_

2) \_\_\_\_\_

3) \_\_\_\_\_

**Exercise 27. Alphabet Quiz.**

**Work in pairs. Read the clues and find the words relating to tourism that begin with the following letters of the alphabet.**

\_\_\_\_\_ **a** places to stay, hotels, guest houses etc

\_\_\_\_\_ **b** personal servant in an expensive hotel

\_\_\_\_\_ **c** activity of providing food and drink

\_\_\_\_\_ **d** the central business district of a city

\_\_\_\_\_ **e** activities that amuse or interest people

\_\_\_\_\_ **f** rooms, equipment or services

\_\_\_\_\_ **g** another word for a tip

\_\_\_\_\_ **h** a holiday for a newly-married couple

\_\_\_\_\_ **i** list of places to be visited on a trip

\_\_\_\_\_ **j** travel from one place to another

\_\_\_\_\_ **k** place where food is prepared

\_\_\_\_\_ **l** the adjective from *luxury*

\_\_\_\_\_ **m** the opposite of old-fashioned

\_\_\_\_\_ **n** place of entertainment late at night

\_\_\_\_\_ **o** extra paid work

\_\_\_\_\_ **p** holiday including transport and accommodation

\_\_\_\_\_ **q** how good or bad something is

\_\_\_\_\_ **r** repairs and improvements to a hotel

\_\_\_\_\_ **s** another word for *personnel*

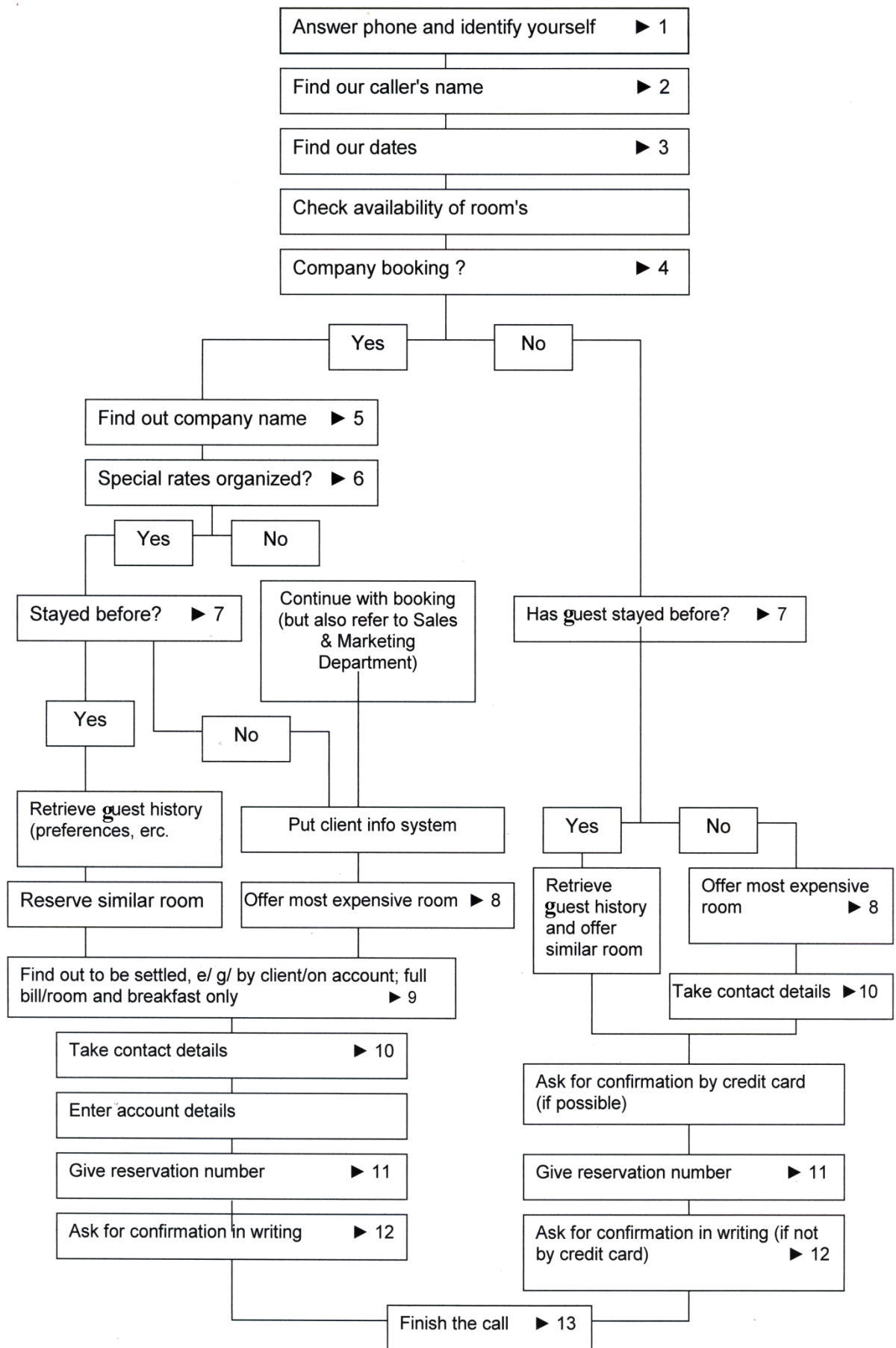
\_\_\_\_\_ **t** another word for *price* or *rate*

\_\_\_\_\_ **u** another word for *metro*

\_\_\_\_\_ **v** kind of ticket used instead of money

\_\_\_\_\_ **w** animals and plants in their natural state

**Exercise 28. Look at this flow-chart showing the procedure that hotel staff should follow when dealing with a reservation. Write down on a separate sheet of paper what the hotel employee says at each of the numbered places, and then act out a conversation with a partner.**



**Exercise 29. Work in pair and practise making hotel reservations by telephone for different people:**

| <i>Student A</i>  | <i>Student B</i>   |
|---|--|
| <p><b>Make call 1:</b><br/>Call Manhattan Hotel and book a single room with a bath for Pilar Rodriguez of Bank of Spain for 3 nights from next Monday</p> | <p><b>Take call 1:</b><br/>You work on the reservation desk at Manhattan Hotel. Note any bookings you take.</p>  |
| <p><b>Take call 2:</b><br/>You work on the reservation desk at Tower Motel. Note any bookings you take</p>  | <p><b>Make call 2:</b><br/>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</p> |
| <p><b>Make call 3:</b><br/>Call Capital Motel and reserve a double room with shower for Mr. and Mrs. Gaumont for 6 nights from tomorrow</p>               | <p><b>Take call 3:</b><br/>You work on the reservation desk at Capital Motel. Note any booking you take</p>  |
| <p><b>Take call 4:</b><br/>You work on the reservation desk at Hotel Luxus. Note any bookings you take</p>  | <p><b>Make call 4:</b><br/>Call Hotel Luxus and reserve two double rooms with bath for tonight only for Mr. F.Stevens and Mrs. Nallder from LOP International</p>  |

**Exercise 30. Reservation.**

**The following extracts are from two different letters, a letter making a reservation and a letter of confirmation, but they have got mixed up. Put them in the right order to produce two correct letters.**

1.

Yours faithfully  
Susan Peacock  
Secretary

7.

The rooms should be booked in the names of John Brown, Mary Black, Bill Franks and Ann Jones.

2. I look forward to receiving your confirmation.

8. Could you please inform me of your rates and whether you offer discounts for company bookings.

3. I would like to reserve four single rooms from 19<sup>th</sup> to 24<sup>th</sup> November for four of our managers.

9. I would like to confirm your reservation for four single rooms for these dates. We are happy to be able to offer you our corporate rates, which you will find in the enclosed leaflet.

4. We look forward to receiving our guests.

10. Yours sincerely  
Peter Black  
Reservations Clerk

5. Dear Sir / Madam

11. Dear Ms Peacock

6. Thank you for your letter of 16<sup>th</sup> September. We are very pleased that you have chosen to use our hotel for your four managers who will be in Anyton from 19<sup>th</sup> to 24<sup>th</sup> November.

Letter of reservation

Letter of confirmation



**Exercise 31. At registration.**

**A. Look at the registration card below. Then read in pair the dialogue at the reception desk and complete the card.**

|  |  |
|--|--|
| <b><u>King James</u></b><br>Hotel  |  |
| <i>The undersigned authorizes the King James Hotel to use data collected in this questionnaire for sales and marketing purposes.</i> |  |
| <hr/>  |  |
| Arrival.....1  | Type .....5                                  |
| Departure.....2  | Surname.....6                                |
| Room No. ....3   | Nationality.....7                            |
| Rate .....4  | Passport No. ....8                           |
| Method of payment <sup>9</sup>   |  |
| <input type="checkbox"/> Cash £  | <input type="checkbox"/> Credit card £       |
| <input type="checkbox"/> Travel voucher £  | <input type="checkbox"/> Charge to company £ |

**Receptionist:** Good afternoon.

**Guest:** Good afternoon. We'd like to book a room, please.

**Receptionist:** Fine, what kind of room would you like?

**Guest:** A single room with bath, please. Oh, and a king-size bed.

**Receptionist:** I'll just check that we have a room free. Yes, that's OK. Could you tell me your name?

**Guest:** Yes, it's Jan Urbanik. That's J-A-N and the surname is U-R-B-A-N-I-K.

**Receptionist:** OK, I've got that. And your nationality?

**Guest:** Polish.

**Receptionist:** And how long will you be staying?

**Guest:** Just a couple of nights, until 8<sup>th</sup> December.

**Receptionist:** So that's a double room for two nights.

**Guest:** Yes, can you tell me price?

**Receptionist:** Yes, its £95 per night, breakfast included. And could I just take your passport number?

**Guest:** Yes, I have it here...it's EG6662781.

**Receptionist:** Fine, and how will you be paying, Mr Urbanik?

**Guest:** With a Visa card.

**Receptionist:** OK, if I can just take an imprint of the card. Thank you. Right, well here's your key and your room number is 19, on the first floor.

**Guest:** Thank you.

## **B. Play out the conversation with your partner.**

### **Exercise 32. Checking-in Conversations.**

**Work in pairs. Read the conversations at the reception desk of the Seaview Hotel and dramatize the dialogues. Change the roles.**

#### **1**

**Receptionist:** Good afternoon, sir. Do you have a reservation?

**Mr Watson:** No, I don't. Er...do you have a double room for two nights?

**Receptionist:** Um... yes, we do.

**Mr Watson:** Oh, good.

**Receptionist:** I'll just check what rooms we have available. Just a moment. Please.

**Mr Watson:** Oh, OK, thanks.

**Receptionist:** Yes, now, let's see... um... room 414 is free. It's on the forth floor and it has a sea view with twin beds.

**Mr Watson:** Oh, that sounds fine. Er... how much is it?

**Receptionist:** Well, the cost is \$150 per night, including buffet breakfast.

**Mr Watson:** Oh, fine.

**Receptionist:** Would you fill out this registration form, please?

**Mr Watson:** Oh, yes, sure, sure...

\*\*\*

**Receptionist:** ... thank you very much. Could I see your passport, please?

**Mr Watson:** Uhuh, er... here it is.

**Receptionist:** Thank you very much. How will you be paying for your room?

**Mr Watson:** By Visa.

**Receptionist:** Mm, may I have your credit card, please?

**Mr Watson:** Certainly, here you are...

#### **2**

**Receptionist:** Good afternoon. May I help you?

**Ms O'Neill:** Yes, I have a room booked. My name is O'Neill.

**Receptionist:** Ah, yes, Ms O'Neill. Yes, it's a single room with a sea view until Saturday, is that right?

**Ms O'Neill:** Yes. Um... and a shower.

**Receptionist:** Oh, yes, yes. All our rooms have showers.

**Ms O'Neill:** Um... how much does that cost?

**Receptionist:** Well, it's \$95 a night but that does include buffet breakfast.

**Ms O'Neill:** OK. I'll be paying by MasterCard.

**Receptionist:** Fine, fine. Would you just fill out the registration form...

\*\*\*

**Receptionist:** ... you'll be in room 301, which is on the third floor. Here's your key and your key card.

**Ms O'Neill:** Oh, thank you. Oh, and what about my suitcase?

**Receptionist:** Your baggage will be taken up to your room for you.

**Ms O'Neill:** Oh, that's good.

**Receptionist:** Have you stayed with us before?

**Ms O'Neill:** No.

**Receptionist:** Well, this leaflet tells you all about the hotel and the facilities.

**Ms O'Neill:** Oh, well, thank you very much.

**Receptionist:** Dinner is served from 8 o'clock. Would you like to reserve a table?

**Ms O'Neill:** Oh, yes, please. For... um... 8:30.

**Receptionist:** Fine, and would you like a wake-up call in the morning?

**Ms O'Neill:** No, thanks.

**Receptionist:** OK. The porter will show you to your room.

**Ms O'Neill:** Oh, that's good.

**Receptionist:** If you have any problems, please, let me know.

**Ms O'Neill:** All right, and thank you very much.

**Receptionist:** Enjoy your stay with us!

**Ms O'Neill:** Thanks!

### **Exercise 33. Role play.**

**A. This is the Ritz Hotel Registration Card. Fill it in yourself, as if you were a guest there.**

\*  
**RITZ HOTEL**

**Registration Card**

Surname.....

Forename.....

Accompanied by.....

Payment method      Cash      Cheque      Company account      Credit Card #.....

Home address.....

Passport number.....

Car registration number.....

Purpose of visit.....

Signature.....

Special requirements.....

*Room number*

*Date of arrival*

*Date of departure*

**B. Make up dialogues using the following information:**

- 1) You are Mr. or Mrs. Green and you're checking in at the Ritz Hotel. You phoned to reserve room. You have arrived a day earlier – is there a room for you?
- 2) You are the receptionist at the Ritz Hotel. Welcome the guest and go through the check-in procedure.

**Useful phrases:**

- *Would you just fill out this registration form, please?*
- *It's all right, sir. You can leave that blank.*
- *Could you just write "NONE" in that place, please?*
- *Could you also fill in this information, please?*

**Exercise 34. Sometimes guests arrive to hotels without a reservation. Does the check-in procedure differ from the one when the guest has booked a room beforehand?**

**A. Below are some extracts from a conversation between a receptionist and a guest checking in without reservation. Put them in the logical order (from 1 to 10).**

- a \_\_\_\_\_ Would you like an Executive at £125 or Standard at £95?
- b \_\_\_\_\_ And may I take your home address, please?
- c \_\_\_\_\_ It's room 760 on the seventh floor.
- D \_\_\_\_\_ Hello.
- e \_\_\_\_\_ And the name, sir, is...?
- f \_\_\_\_\_ Here's your credit card, passport, and here's your key.
- g \_\_\_\_\_ This is your registration card. Can you just check through the details, please?
- h \_\_\_\_\_ Just the one night?
- i \_\_\_\_\_ Because you're not a British citizen, I'll require your passport in order to complete the registration.
- j \_\_\_\_\_ How will you be settling your account, sir?

**B. Now read the dialogue in pair and check if your suggested order is the same.**

**RECEPTIONIST:** Can I help you, sir?

**GUEST:** Hello, I'd like a room for the night.

**RECEPTIONIST:** Do you have a reservation?

**GUEST:** No, I don't.

**RECEPTIONIST:** OK. Just the one night?

**GUEST:** Yes.

**RECEPTIONIST:** And one person?

**GUEST:** One person, yes.

**RECEPTIONIST:** Would you like an Executive at £125 or a Standard at £95?

**GUEST:** Just a Standard.

**RECEPTIONIST:** OK...Do you have a preference for a twin or a double-bedded room?

**GUEST:** Twin, please.

**RESEPTIONIST:** Do you have a preference for smoking or non-smoking?

**GUEST:** Non-smoking, please.

**RESEPTIONIST:** OK. You're in room 760.

**GUEST:** OK.

**RESEPTIONIST:** How will you be settling your account, sir?

**GUEST:** Visa.

**RESEPTIONIST:** By Visa card. May I take an imprint of your Visa card?

**GUEST:** Here you are.

**RESEPTIONIST:** Thank you. And the name, sir, is...?

**GUEST:** Paul Smith.

**RESEPTIONIST:** And may I take your home address, please?

**GUEST:** It's 5383 Collins Avenue, Miami.

**RESEPTIONIST:** And do you have a zip code?

**GUEST:** 23892.

**RECEPTIONIST:** OK, sir. Because you're not a British citizen, I'll require your passport in order to complete the registration.

**GUEST:** Here it is.

**RESEPTIONIST:** Thank you very much.

**GUEST:** Does the rate include breakfast?

**RESEPTIONIST:** No, it doesn't. Breakfast is £7.50 for continental and £9.95 for English and is served in the Brasserie Restaurant on this floor from 6.30 all morning, or you can order in your room through room service at no extra charge.

**GUEST:** OK.

**RECEPTIONIST:** This is your registration card. Can you just check through the details, please?

**GUEST:** Yes.

**RECEPTIONIST:** And sign here.

**GUEST:** OK.

**RECEPTIONIST:** Thank you. Here's your credit card, passport, and here's your key. It's room 760 on the seventh floor. The elevator is on the right. If you just tell a porter your room number, he'll follow you up with the luggage.

**GUEST:** Thank you very much.

**RECEPTIONIST:** Enjoy your stay.

**Exercise 35. Receptionist deals both with check-in and check-out. Read the dialogue with your partner.**

### **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 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 is 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.

### Exercise 36. Checking Out.

Fill in the missing words in the sentences below. Choose from the following. Use each verb once only and remember to put it into the correct form.

*calculate*

*incur*

*liaise*

*settle*

*check out*

*issue*

*overcharge*

*sign for*

*dispute*

*itemize*

*return*

*vacate*

*e.g.* At the end of their stay guests check out at reception.

1. During their stay at a hotel, guests will..... charges for the services which they use in the hotel
2. When a hotel guest eats in the hotel restaurant he/she will be asked to..... the meal before leaving.
3. Some hotels..... a luggage pass to show that payment has been received and the guest is free to leave.
4. Guests usually wish to see exactly what they are paying for, so the hotel should..... the bill to show each item separately.
5. Most hotels ask guests who are leaving to.....their rooms before lunchtime.
6. A computer also makes it much easier to ..... any discount.
7. The receptionist will ask the guests to.....their bills before leaving the hotel.
8. The receptionist will .....any valuables which have been deposited for safe keeping.
9. Guests may..... a charge if they disagree with it.
10. In order to avoid problems the receptionist should.....with the other departments in the hotel.
11. Guests will be very unhappy if the hotel.....them and asks them to pay more.

**Exercise 37. When checking out guest may have problems with a bill. Complete the check-out dialogue with these phrases and say what queries the guest had.**

|                                     |   |
|-------------------------------------|---|
| <i>have a good journey</i>          | <i>that's the registration fee</i>      |
| <i>is everything else all right</i> | <i>here's your bill</i>                 |
| <i>how would you like to pay</i>    | <i>shall I send you</i>                 |
| <i>would you like to sign</i>       | <i>I think you'll find it's correct</i> |
| <i>that was the international</i>   |   |

**Reception:** *Here's your bill*<sup>1</sup>, madam.

**Guest:** Wait a minute. I think there's been a mistake.

**Reception:** I'll just check it for you. ....<sup>2</sup>. The total includes room service.

**Guest:** But what's this fee?

**Reception:** .....<sup>3</sup>, which is obligatory in Russia.

**Guest:** And what about this amount?

**Reception:** .....<sup>4</sup> phone call you made.

**Guest:** Yes, but it's so expensive!

**Reception:** Well, we do have a satellite line. ....<sup>5</sup>?

**Guest:** Yes, I think so.

**Reception:** .....<sup>6</sup>, madam?

**Guest:** Credit card. Please.

**Reception:** .....<sup>7</sup> here? Are you planning to visit our city again?

**Guest:** I'm not sure, it depends on work.

**Reception:** .....<sup>8</sup> our updated brochure in the new year?

**Guest:** Yes, OK. Here's my address.

**Reception:** I hope you enjoyed your stay. ....<sup>9</sup> home.

**Guest:** Thank you. Goodbye.

**Exercise 38. Checking out.**

**A. When checking-out, the guest is to pay the bill. Look at this hotel bill. What extra costs are usually added to a hotel bill?**



| <h1>The Admiral Hotel</h1>  |                  |
|---|------------------|
| Bed and buffet breakfast 3 nights @ 2650  | 7950             |
| Room service  | 235              |
| Mini-bar  | 47               |
| Telephone calls   | 1740             |
| Registration fee  | 87               |
| Tax (7%)  | 704              |
| <b>Total</b>  | <b>10763 RUR</b> |
| 5% sales tax when paying by credit card   |                  |
| <i>Thank you for choosing The Admiral Hotel. We hope you enjoyed your stay.</i> |                  |

**B. Read the dialogue in pair and answer the questions.**

1. What did Mr Collins order from room service?
2. Where is the information about prices?
3. Who did Mr Collins telephone?
4. Why are the phone calls from the hotel expensive?
5. What is the correct total amount for the bill?
6. How is he going to pay the bill?

**Receptionist:** Are you checking out now, sir?

**Collins:** Yes, that's right. Room four one seven.

**Receptionist:** Here's your bill, Mr Collins. How would you like to pay?

**Collins:** Hold on a minute, this can't be right. It says here 10,763 roubles. I think there's been a mistake. I've been overcharged.

**Receptionist:** I'll just check that for you. The total includes room service which you ordered on the evening of the eighteenth. It was a chicken sandwich and a pot of coffee.

**Collins:** Yes, that's right.

**Receptionist:** This amount here is for the drinks you had from the minibar in your room.

**Collins:** Yes, yes, but what's this 704 roubles for?

**Receptionist:** That's the local government tax, which we have to charge. It's explained in the hotel information pack in your room.

**Collins:** Well, what about this amount for phone calls? I don't remember making any phone calls.

**Receptionist:** I'll just check our records. It says here that there was a call to the United Kingdom yesterday evening.

**Collins:** Oh yes, that's right – I called my wife. But it was only on the phone for a couple of minutes – I can't believe it cost that much.

**Receptionist:** We do have our own satellite dish here at the hotel, which adds to the cost. But I'll just check that for you. Oh yes, I do apologise, we have made a mistake here. This isn't the right amount, it should be 1,760 roubles, not 1,740. That makes a total of 10,783 roubles.

**Collins:** But you can't charge me even more for that phone call!

**Receptionist:** I'm sorry, sir. Would you like to pay by cash or credit card? I have to point out that there is a five per cent surcharge if you want to pay by credit card.

**Collins:** Oh no, it's already expensive enough. I'll pay by cash.

**Exercise 39. Reception clerks deal not only with check-in and check-out procedures, but also with a lot of other things. Choose the word which best completes each sentence.**

1. Guests entering the hotel will find the reception desk in the .....  
a) scullery            b) foyer            c) back office            d) corridor
2. One of the jobs of a receptionist is to ..... complaints.  
a) manage            b) deal with            c) organize            d) regret
3. People who use the same hotel on several occasions are called.....  
a) normals            b) returners            c) regulars            d) usuals
4. Customers with valuable items should use the..... provision.  
a) safe deposit            b) secure            c) savings            d) lock up
5. The people who use a particular hotel are known as the .....  
a) guest list            b) long stays            c) clientele            d) usuals
6. When guests arrive the receptionist usually asks them to sign the.....  
a) register            b) bookings form            c) ledger            d) guest bill
7. Each day the ..... list shows the names of the guests expected.  
a) stop-go            b) records            c) arrivals            d) room
8. If guests lose their room keys, a member of staff can open their room door with a ..... key.  
a) main            b) passage            c) pass            d) card
9. Messages for guests who are out should be placed in the appropriate ..... at reception.  
a) pigeon hole            b) key hole            c) bird box            d) key hook
10. Hotels may manage to fill vacant rooms with ..... bookings.  
a) opportunity            b) chance            c) early            d) provisional
11. People who have booked but don't arrive are known as.....

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

12. In order to be successful, a hotel must try to maximize room.....

- a) availability                      b) turnover                      c) status                      d) occupancy

**Writing**

**Exercise 40. Refer to Exercise 7 from Vocabulary Practice. Read a fax reservation again and reply to the reservation by fax, asking for any additional information you require.**

*Melissa Hotel*



FAX MESSAGE

From: \_\_\_\_\_

Date:

To: \_\_\_\_\_

No. of pages: \_\_\_\_\_

Attention:

---



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**Exercise 41. Here is the telex Mr. Casado’s secretary sent to reserve his room in Stockholm.**

|   |
|---|
| <p>ATTN RESERVATIONS<br/>EXCELSIOR HOTEL STOCKHOLM</p>  |
| <p>PLS RESERVE ONE SGLB FOR TWO NIGHTS FROM 20 DEC IN NAME OF CASADO<br/>PLS CFM ASAP BY TLX RGDS</p> |

**A. Rewrite the telex in plain language.**

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**B. You work for Zap Travel, New York. Write a telex to the Swan Hotel, Stratford-upon-Avon, England, and reserve two double rooms and one single, all with bath, for five nights from 14 February,**

**in the name of P. Noble, ask for confirmation by telex as soon as possible.**

---

---

---

**C. Now write the telex reply to Mr. Casado's telex, confirming the booking.**

---

---

---

---

---

**Exercise 42. Translate the following sentences from Ukrainian into English.**

1. Існує кілька способів, як забронювати кімнати у готелі. Найбільш звичними є телефоном, поштою чи електронною поштою, факсом. Кожен спосіб має свої переваги і недоліки.
2. Бронювання телефоном – швидке, зручне, надійне. Ви можете обговорити, яку кімнату Ви хотіли б: на одну чи дві особи, стандартну чи підвищеної комфортності, із окремою ванною кімнатою чи спільною, з видом на море чи на парк. Однак, телефонна лінія може бути зайнятою і важко буде додзвонитися до рецепції. Або може бути поганий зв'язок чи Вас можуть роз'єднати.
3. У минулому бронювання поштою було дуже популярним. Однак, потрібно було дуже багато часу, щоб забронювати номер. Нині письмове бронювання електронною поштою широко увійшло в практику. Це – швидкий та надійний спосіб. Готель письмово підтверджує бронювання. Ви можете детально описати Ваші вимоги і побажання.
4. Рецепція у великому готелі ділиться на кілька секцій: Перша – реєстраційна стійка, де гості реєструються. Друга – це місце, де гості забирають ключі, пошту тощо. За стійкою є стелаж для кореспонденції. Третя секція – інформаційна. Гості запитують про різну інформацію, роблять домовленості щодо місцевих подорожей. Четверта – місце касира. Касир отримує оплату, перевіряє чеки, обмінює валюту. П'ята

секція – транспортна. Гості можуть замовити транспорт чи пораду щодо своєї подорожі.

5. Основною функцією рецепції є проведення процедури реєстрації та виписки. Персонал рецепції також надає корисну інформацію гостям. Обов'язки на рецепції схожі і в маленькому готелі, і у великому. Хоча у маленькому готелі один чи два працівника можуть працювати на рецепції. А у великому готелі працює набагато більше працівників. Однак, в очах гостей, працівники рецепції є представниками готелю, його обличчям.

## Talking Points

**Exercise 43. Make up brief dialogues that might result from the following situations at the front desk of a hotel.**

1) 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.

2) 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.

**Exercise 44. You are an experienced reservation clerk of the Melissa Hotel. A new trainee was sent to your Reservation Department for his internship.**

**Explain him:**

- ✓ **the ways of making reservations (oral, written);**
- ✓ **advantages and disadvantages of every type (fax, e- mail, telephone, in person, etc.);**
- ✓ **the usual procedure the reservationist should keep to when making a reservation over the telephone.**

# SELF- STUDY ACTIVITIES

## UNIT 1

### Text 1

**Exercise 1. Look through the active vocabulary before reading the text and try to memorize it. Then read the text and write out in the vocabulary the unknown words and word combinations.**

#### Active Vocabulary

|                     |  |
|---------------------|--|
| to be similar       | бути схожим, подібним                    |
| originally          | з самого початку                         |
| to post rates       | оголошувати, повідомляти про розцінки    |
| to obtain           | отримувати                               |
| ice bucket          | відерце з льодом                         |
| to be aware of smth | знати про щось, бути обізнаним із чимось |
| a community kitchen | спільна кухня                            |
| bell-hops           | носії багажу в готелі                    |

#### Hotels

In the United States hotels and motels are similar. The main difference between them is the type of building and location. Motels were originally, built along highways in the United States to serve long-distance travellers. They are often only one or two stories high and are long narrow buildings where you can park your car right in front of the room you are staying in. They are usually found outside of the center of town.

Hotels and motels are not required to post rates, so it is a good idea to ask when you check in (arrive and register). In a typical room you will find: two single or double beds (you can usually request what you want), a telephone and telephone direction, a private bathroom with towels and soap, a television, individually controlled heating and air-conditioning, a closet for your clothes and luggage, the Bible, writing supplies (paper, envelopes, and postcards), electrical outlets, drinkable tap-water, glasses, and usually a container for ice (an ice bucket; the ice can be obtained from machines located in various places throughout the building). In addition, many hotels provide a directory of the services provided, such as room service (you telephone and order for food to be delivered to your room) and overnight laundry service. Most hotels have smoking and non-smoking rooms or floors. Most Americans now feel strongly that you should not smoke in a non-smoking area.

Breakfast is not usually included in the room rate. Most hotels and motels have their own restaurant and / or coffee shop where you can obtain meals, but you must pay separately. This is also true of room service. In both cases, you may charge everything to your room number and pay for it when you leave. Room service is more expensive than eating in the hotel coffee shop or restaurant.

You should also be aware of two additional hotel / motel expenses. The cost for using the telephone in your room is very high. It is much cheaper to use a pay phone. Motels do not have people to help you with your luggage, but hotels do. They are called "bell-hops" and they expect a tip. One dollar for each bag is acceptable.

Less expensive places are youth hostels. You do not need to be a "youth" to stay in a youth hostel; all you need is a pass, which you can obtain in your own country or at a hostel in the United States. Hostels provide simple dormitory sleeping arrangements with a community kitchen. You can obtain information in the Hostel Guide and Handbook published annually by American Youth Hostels. Most youth hostels have overnight accommodations, and they are usually centrally located in large cities. Their rates are about half those of hotels, and both members and non-members are welcome. They are referred to informally as "the Y", and usually have a swimming pool and gymnasium facilities.

In recent years another kind of hotel is becoming popular. It is called "bed and breakfast", and it is similar to the European pension. The building is actually a private home that has been converted to a small hotel for overnight visitors. Staying in a bed and breakfast house will bring you in close contact with local people.

**Exercise 2. Translate and transcribe the following words:**

- |                  |                    |
|------------------|--------------------|
| - highways_____  | - throughout_____  |
| - register_____  | - overnight_____   |
| - request_____   | - laundry_____     |
| - supplies_____  | - luggage_____     |
| - bucket_____    | - youth_____       |
| - gymnasium_____ | - arrangement_____ |

**Exercise 3. Write Ukrainian equivalents to the following:**

1. to serve long distance travellers;

---

2. individually controlled heating and air-conditioning;

---

3. writing supplies;

---

4. to deliver smth to somewhere;

---

5. additional hotel expenses;

---

6. simple dormitory sleeping arrangements;

---

7. overnight accommodations;

---

8. to be converted to smth

---

**Exercise 4. Fill in the correct preposition and make sentences of your own.**

1. ... front ... the room;

2. to bring smth ... the room;

3. ... addition;

4. it is true ... room service;

5. to include ... the room rate;

6. to be aware ... expenses;

7. to help ... the luggage;

8. to convert ... a small hotel.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

**Exercise 5. Find in the text the synonyms to the following words:**

- to be situated \_\_\_\_\_

- when you leave the hotel \_\_\_\_\_



- to ask smb for \_\_\_\_\_
- to bring smth to the room \_\_\_\_\_
- baggage \_\_\_\_\_
- to get information \_\_\_\_\_

**Exercise 6. Give definitions to the following terms. Do it in the example.**

*e. g.* – A hotel is *the establishment that provides temporary accommodation and catering for people who are travelling.*

- A motel is the establishment that ...

\_\_\_\_\_

\_\_\_\_\_

- A pension is ...

\_\_\_\_\_

\_\_\_\_\_

- A private house ...

\_\_\_\_\_

\_\_\_\_\_

- A B&B house ...

\_\_\_\_\_

\_\_\_\_\_

- A hostel ...

\_\_\_\_\_

\_\_\_\_\_

**Exercise 7. Choose the correct word:**

1. In the US hotels and ... are similar.  
a) hostels;                      b) motels;                      c) pensions;                      d) private houses.
2. B&B hotel is actually a private home that has been converted to a small hotel for ... .  
a) students;    b) long-distance travellers;    c) overnight visitors;    d) pensioners.
3. Many hotels provide a directory of the services provided such as ... and overnight laundry service.  
a) simple dormitory            b) telephone            c) coffee shop;            d) room service.  
arrangements;                      directory;
4. The hotels have a ... to help visitors with their luggage, but motels don't.  
a) night auditor;            b) receptionist;            c) bell-hop;            d) reservationist.

5. Hostels provide simple dormitory sleeping arrangements with a . . . .
- |            |              |                   |                |
|------------|--------------|-------------------|----------------|
| a) private | b) community | c) overnight room | d) non-smoking |
| bathroom;  | kitchen;     | service;          | room.          |

**Exercise 8. Answer the questions to the text.**

1. What is the main difference between hotels and motels?

---

---

2. Where were motels originally built?

---

3. Why is it a good idea to ask about the rates when you check in?

---

---

4. What facilities are there in a typical room?

---

---

5. What do many hotels provide in addition to the main facilities?

---

---

6. Where can hotel and motel guests obtain meals?

---

---

7. What is "the Y"?

---

---

8. What kind of hotel are becoming popular in recent years?

---

---

**Exercise 9. Write questions to fit the answers.**

1. \_\_\_\_\_

Motels were originally built along highways.

2. \_\_\_\_\_

You will find such facilities in a typical hotel or motel room: a bed, a telephone and a telephone directory, a private bathroom, TV, a closet for clothes and luggage, electrical outlets, glasses, drinkable water.

3. \_\_\_\_\_

Room service and overnight laundry service are the services which are offered by any hotel to its guests.

4. \_\_\_\_\_  
Room service is more expensive than eating in the hotel coffee shop or restaurant.
5. \_\_\_\_\_  
They are called "bell-hops".
6. \_\_\_\_\_  
You don't need to be young to stay in a youth hostel, you simply need a pass.
7. \_\_\_\_\_  
Staying in a B&B house will bring you in close contact with local people.

**Exercise 10. Find English equivalents to the following:**

- з самого початку;

\_\_\_\_\_

- прибути в готель і зареєструватися (1 вираз);

\_\_\_\_\_

- два односпальних ліжка;

\_\_\_\_\_

- двоспальне ліжко;

\_\_\_\_\_

- електричні розетки;

\_\_\_\_\_

- питна вода з-під крана;

\_\_\_\_\_

- відерце з льодом;

\_\_\_\_\_

- цілодобові послуги пральні;

\_\_\_\_\_

- включати у вартість номеру;

\_\_\_\_\_

- платити окремо за послугу "обслуговування в номерах";

\_\_\_\_\_

- таксофон;

\_\_\_\_\_

- портьє (носій);

\_\_\_\_\_

- надавати, забезпечувати когось чимось;

\_\_\_\_\_

- наблизити до місцевих людей.

**Exercise 11. Translate the sentences using the topical vocabulary from the text.**

1. Мотелі не оголошують своїх розцінок, тому, коли ви прибуваєте у готель, вам краще запитати про ціну.
2. Мотелі в основному – це довгі вузькі будівлі, побудовані на узбіччі траси для мандрівників, які подорожують на далекі відстані.
3. У мотелі ви можете припаркувати ваше авто прямо під вікнами кімнати, де ви зупинилися.
4. Зазвичай, мотелі – це одно-двоповерхові будівлі за межами центру міста.
5. Є кілька додаткових витрат у мотелях, які оплачуються окремо.
6. Так, більшість мотелів має власну кав'ярню чи ресторан, де ви можете пообідати за окрему ціну.
7. У мотелях, на відміну від готелів, немає носіїв, які б могли допомогти вам з вашим багажем.

**Exercise 12. Compare hotels and motels taking into account the following items:**

- location;
- rates;
- typical furnishing of the room;
- additional services;
- staff.

**Use the phrases:**

- *Like ..., ... whereas ...*,

- *Unlike ..., as ... as ..., not so ... as, ... than ...* .

**Write at least 10 sentences.**

**Exercise 12. Render the text in writing. Refer to the plan of rendering in Appendix 2.**

## Text 2

**Exercise 1. Look through the active vocabulary before reading the text and try to memorize it. Then read the text and write out in the vocabulary the unknown words and word combinations.**

### Active Vocabulary

|  |   |
|--|---|
| self-catering accommodation                    | розміщення без харчування та обслуговування |
| rented accommodation                           | розміщення, яке можна орендувати            |
| specialty-built accommodation, (purpose-built) | розміщення, яке збудоване з певною метою    |
| to mix with the locals                         | змішатися з місцевим населенням             |
| to grow in importance                          | набути більшої ваги                         |
| village dwelling                               | сільські помешкання                         |
| blocks of holiday apartments                   | багатоповерхові туристичні комплекси        |
| to buy a share                                 | купити частку, пай                          |
| units of time                                  | одиниці часу                                |

### Rented Accommodation and Time Share

One of the simplest ways in which tourists obtain self-catering accommodation is by renting a house or apartment. There is almost no limit to the type of accommodation which can be rented by tourists. Apartments in Spain, villas in Italy, chalets in Switzerland, log-cabins in Canada, farmhouses in France, and country cottages all over Britain are all important elements in the accommodation sector of the tourism industry of these countries and others like them. Rented accommodation of this kind often appeals to tourists who prefer to live in a "real" home similar to those of the inhabitants of the country or region they are visiting, rather than specially-built tourist accommodation. This enables them to experience a little of the life of the people living at their holiday destination. They shop in the food shops, they use the restaurants, and generally have more opportunities to mix with the locals. Much rented self-catering accommodation is owned by people who already have a home of their own elsewhere, but who want to own a second home to be used by themselves and let out to others, in return for payment. Sometimes the owner of the second home may live in another country, far away from where the home is located. For example,

many British people have bought second homes overseas which they use themselves and let out to other British people as holiday accommodation.

Over the last 20 years, self-catering accommodation has grown in importance in Britain and in other countries, as more and more places have been converted for use as tourist accommodation. As countryside areas have become more popular for weekend breaks and longer holidays, many farm buildings and village dwellings have been used as accommodation for tourists. In many tourist destinations, new accommodation has been built, to be sold to people who live in other countries or in different parts of the same country. Many Mediterranean countries, for example, have constructed blocks of holiday apartments and holiday villages which are sold to overseas residents.

Timesharing is a variation of this arrangement. Timesharing is the name given to the arrangement by which someone buys a share in an apartment (for example) which entitles them to use the apartment as their own during a specific set time every year. Timeshare accommodation is sold in units of time – usually one week – and people buy as many units as they can afford.

The units vary in price according to which week in the year they cover. Naturally a week in August will cost much more than a week in February. Owners of units of timeshare accommodation can either use the time to have holidays there themselves, or let out the accommodation to others in exchange for rent. Most timeshare accommodation is sold in Mediterranean countries in the form of purpose-built apartments or villas but it is also becoming more popular in Britain, where some large country houses have been divided into flats and sold on a timeshare basis. Areas such as the Lake District contain purpose-built holiday accommodation which is also sold as timeshares.

**Exercise 2. Translate and transcribe the following words:**

- |                      |                    |
|----------------------|--------------------|
| - chalet_____        | - convert_____     |
| - catering_____      | - variation_____   |
| - inhabitant_____    | - arrangement_____ |
| - experience_____    | - afford_____      |
| - Mediterranean_____ | - naturally_____   |
| - purpose_____       | - either_____      |

**Exercise 3. Write the Ukrainian equivalents to the following:**

1. to obtain self-catering accommodation;
-

2. to appeal to tourists;

---

3. rather than;

---

4. to enable smb to do smth;

---

5. to experience life of the locals;

---

6. holiday destinations;

---

7. to let out;

---

8. to sell accommodation to overseas residents.

---

**Exercise 4. Fill in the correct preposition and make sentences of your own.**

1. accommodation sector ... tourism industry;

2. to mix ... the locals;

3. to vary ... price;

4. to convert ... use as tourist accommodation;

5.. to let ... accommodation ... tourist;

6.. ... a specific set time of the year;

7. a share ... apartment;

8.... exchange ... .

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

**Exercise 5. Find in the text the synonyms to the following words:**

- to get accommodation; \_\_\_\_\_
- to be like smth; \_\_\_\_\_
- residents of the country; \_\_\_\_\_
- overseas residents; \_\_\_\_\_
- to build block of holiday  
apartments; \_\_\_\_\_
- to be different in price; \_\_\_\_\_
- to rent accommodation \_\_\_\_\_
- village area \_\_\_\_\_

**Exercise 6. Give definitions to the following terms. Do it as in the example.**

*E. g.* – Accommodation is the place for someone to stay, live or work.

- Self-catering accommodation is the place for tourist to \_\_\_\_\_  
\_\_\_\_\_
- Rented accommodations is \_\_\_\_\_  
\_\_\_\_\_
- Specially-built accommodation \_\_\_\_\_  
\_\_\_\_\_
- Holiday accommodation \_\_\_\_\_  
\_\_\_\_\_
- Timesharing accommodation \_\_\_\_\_  
\_\_\_\_\_

**Exercise 7. Mark the following statements as True or False.**

1. One of the ways tourists can obtain self-catering accommodation is by renting a house or apartment.
2. There is a certain limit to the type of accommodation which can be rented by tourists.
3. Living in villas, country cottages, farmhouses etc. often appeals to tourists who prefer to live a similar life of the inhabitants of the country.
4. People who live in self-catering accommodation have many opportunities to mix with the locals.
5. Time-sharing isn't the variation of self-catering accommodation.
6. Owners of units of timesharing accommodation can only use it themselves and cannot let it out to other people in exchange for rent.



**Exercise 8. Answer the following questions to the text.**

1. What is one of the simplest ways in which tourists obtain self-catering accommodation?

---

---

2. Whom does rented accommodation appeal to?

---

3. What does rented accommodation enable tourists to do?

---

4. What is the advantage of owning second homes?

---

5. What is timesharing?

---

6. How is timesharing sold?

---

7. Where is most timeshare accommodation sold?

---

---

**Exercise 9. Write questions to fit the answers.**

1. \_\_\_\_\_  
Tourists can obtain self-catering accommodation by renting a house or apartment.

2. \_\_\_\_\_  
The important elements in accommodation sector of tourism industry are, for example, apartments in Spain, villas in Italy, chalets in Switzerland, log-cabins in Canada etc.

3. \_\_\_\_\_  
Tourist can experience the real life of the local residents in many ways.

4. \_\_\_\_\_  
Yes, it is. Timesharing is the variation of self-catering accommodation.

5. \_\_\_\_\_  
Most time share accommodation is sold in Mediterranean countries and it is also becoming popular in Britain.

6. \_\_\_\_\_  
The price of timeshare units depends on the week in the year they cover: a week in August will cost much more than a week in February.

**Exercise 10. Find the English equivalents to the following:**

- взяти в оренду місце розміщення;
- 

- здати в оренду місце розміщення;
- 

- важливі елементи сектору розміщення туристичної галузі;
- 

- надавати перевагу проживанню в будинках, в яких живуть місцеві мешканці;
- 

- набути важливості / ваги;
- 

- місця відпочинку туристів;
- 

- збудувати багатоповерхові туристичні комплекси;
- 

- придбати частку в засобах розміщення;
- 

- різнитися за ціною;
- 

- поділити великий сільський будинок на квартири.
- 

**Exercise 11. Translate the sentences using the topical vocabulary from the text.**

1. Один із шляхів отримання туристами місця розміщення без харчування й обслуговування – це зняти будинок чи квартиру.
2. Розміщення без харчування й обслуговування приваблює тих туристів, які хочуть більше спілкуватися (змішатися) з місцевими мешканцями.
3. Власники декількох будинків можуть здавати в оренду деякі з них туристам і отримувати плату за це.
4. Місця розміщення без харчування й обслуговування за останні 20 років стали дуже популярними у Британії та інших країнах.
5. Місця розміщення за системою "таймшер" – це один із видів розміщення без харчування й обслуговування.

6. Місця розміщення "таймшер" продаються туристам в одиницях часу, в основному, це один тиждень. Ціна варіюється залежно від пори року. Природно, що тиждень у серпні коштує набагато більше, ніж у лютому. Власники таких одиниць часу на помешкання можуть самі відпочивати або здати їх в оренду за оплату.

**Exercise 12. Render the text in writing. Refer to the plan of rendering in Appendix 2.**

## **Extra Activity**

**Work out the exercises similar to those after Text 1, 2.**

### **Text 3**

#### **Holiday Centres and Holiday Parks**

Holiday centres and parks are a special form of accommodation, where, in addition to the accommodation itself, entertainment and leisure facilities are provided. In Britain, holiday centres used to be called "holiday camps". Now, not only the name has changed: holiday centres such as Butlins Holiday Worlds and Pontins, the best-known British examples, are exciting places with comfortable accommodation and the very latest sports, leisure and entertainment facilities. Since the mid-1990s, Butlins have invested £100 million in updating their five holiday centres, which between them now welcome over 1.5 million tourists every year. Accommodation in holiday centres such as these is in bungalow-type chalets arranged in "streets" as in a small village. Guests may cater for themselves or choose to eat in many of the restaurants and cafés available.

A Dutch company, Center Parks runs 14 holiday centres in Europe, including one in Sherwood Forest, Nottinghamshire and one at Thetford on the Norfolk / Suffolk border. The accommodation in these comprises comfortably-furnished villas, each with a small patio. A range of outdoor sports is available including archery, canoeing and pony trekking, but the most popular facility, regardless of the weather, is the covered sub-tropical swimming paradise at the centre of the park. A huge domed roof ensures that the pool is usable all year round and maintains a sub-tropical climate inside.

Holiday parks developed from the camping and caravanning tradition. Since the 1930s, camping and caravanning have been popular holiday activities among tourists who enjoy the countryside and who are prepared to provide their own meals and home comforts in the limited space of tents or caravans. British tourists in particular have always been enthusiastic about this form of self-catering accommodation, even in their own country with its often unpredictable weather.

Some major changes in the accommodation sector in the past 20 years or so have taken place in this part of the industry. Camping and caravanning parks in Britain and in other countries have developed considerably from being no more than a field with a concrete toilet block in the middle. The parks themselves have become much more luxurious, providing a whole range of facilities such as restaurants, pubs, sports and leisure centres, shops, and all kinds of entertainment,

from play leaders for children to night clubs and discos for older customers. British camping and caravanning parks offering these facilities often call themselves holiday parks, to emphasise that they offer much more than simply a place to eat and sleep while on holiday.

Tents and caravans have also changed considerably in recent years. Most caravans now being used by holiday makers are similar to small apartments, with separate bedroom, toilet and bathroom and all the comforts of home, including colour television. Even tents are now sold with room divisions, and built-in groundsheet and linings make them easy to erect as well as being light and strong.

Holidays using this form of accommodation are not limited to those people who own tents or caravans. Many holiday companies provide these, together with all the necessary furniture and equipment, and their customers simply arrive at the holiday park and move in.

## UNIT 2

### TEXT

**Exercise 1. Look through the active vocabulary before reading the text and try to memorize it. Then read the text and write out in the vocabulary the unknown words and word combinations.**

#### Active Vocabulary

|                                 |                                     |
|---------------------------------|-------------------------------------|
| refuge                          | притулок                            |
| to go in aid of smb             | допомагати комусь                   |
| there is no charge to stay here | за перебування тут грошей не беруть |
| to be in desperate need of smth | відчувати крайню потребу в чомусь   |
| notorious for smth              | відомий чимось                      |
| fire precautions                | протипожежні заходи                 |
| have special English touch      | мати особливу англійську рису       |
| squash courts                   | майданчики, корти для гри у сквош   |
| strict dress-code               | суворий дрескод                     |
| fully-stocked bar               | повністю укомплектований бар        |

#### London Hotels and Hotel Facilities.

##### The City Refuge

This Refuge was started in the 19<sup>th</sup> century by Methodist Missionaries in the East End of London. Traditionally, the East End has always been the poorest part of London and the people who started this Refuge went in aid of those who had no money, and nowhere to sleep. The Refuge still runs today on the same basis. There is no charge to stay here, and there is even tea and toast in the morning. The people who run the Refuge, however, do not accept anyone who has been drinking alcohol or taking drugs. They will only take people who are in desperate need of somewhere to sleep. The problem they face, however, is that nowadays there are more people needing this accommodation than the Refuge has room for.

##### Long-Term Hotels

There are several streets around an area of London called King's Cross that only have this type of accommodation. They used to be for tourists who were on a budget and wanted to be centrally located. But this has now changed. King's Cross has turned into an area notorious for crime of all kinds, and tourists, in particular, are advised not to go there at all. Long Term Hotels in this area are fairly cheap

due to the accommodation being very basic: a bed and a wash-basin in the rooms, with a shared bathroom. They are often dirty, damp and dangerous. They seldom have proper fire precautions and dealing in drugs is a common feature in these hotels. Not for the clean-loving visitor!

### **The Bayswater Hotels**

This area of London is a few minutes` bus ride away from Hyde Park. The hotels are reasonably priced and the area is a safe one which attracts many tourists. The Bayswater Hotels are often large houses which have been turned into small hotels. As a result they have a warm, friendly atmosphere. The rooms, though small, are kept very clean and have that special English touch – the tea-tray. This is to enable guests to make themselves a cup of tea or coffee at no extra charge. These hotels sometimes have a bar and restaurant which are reasonably priced, and can be used by people who are not even staying in the hotel. Very often guests of the hotels have their breakfast and evening meal included in the price of the room.

### **The YMCA**

The Young Men`s Christian Association has a very impressive complex in the heart of London`s West End. Originally the YMCA met together for religious studies, but it has now grown into a huge international organization. The YMCA in Tottenham Court Road has some of the best facilities in Central London. It has a gym, squash courts and a swimming pool. It is a long term hotel and many residents, both men and women, stay there for months, even years. The rooms are for single people. They are very comfortably furnished and all have their own bathroom. It may seem an expensive place to live, but if you want lots of things to do and want to meet lots of people in a safe, central environment, then this is for you.

### **The Dorchester Hotel**

The Dorchester, situated in the heart of London, is one of the most luxurious and expensive hotels in the world. A single night in one of their suites can cost you thousands of pounds. The services they offer are the best you can find, from serving you tea to driving you around London. The staff have a strict dress-code and always wear a uniform. The Dorchester offers everything the lover of luxury could want, especially as it`s provided in a very discreet, professional and very friendly manner. This hotel is not for people who like the casual touch. The rooms are absolutely luxurious, with colour televisions, jacuzzis, a fully-stocked bar, fresh flowers and fruit. Definitely, a hotel for people with taste and a large bank account.

**Exercise 1. Translate and transcribe the following words:**

- |                           |                     |
|---------------------------|---------------------|
| - refuge _____            | - religious _____   |
| - budget _____            | - furnish _____     |
| - fairly cheap _____      | - environment _____ |
| - feature _____           | - luxurious _____   |
| - reasonably priced _____ | - luxury _____      |
| _____                     |                     |
| - association _____       | - casual _____      |

**Exercise 2. Find Ukrainian equivalents to the following:**

1. to run the hotel on the same basis;

\_\_\_\_\_

2. tourists on a budget;

\_\_\_\_\_

3. accommodation with a shared bathroom;

\_\_\_\_\_

4. a common feature in this hotel;

\_\_\_\_\_

5. to enable guests to make themselves a cup of tea or coffee;

\_\_\_\_\_

6. a long term hotel;

\_\_\_\_\_

7. in a discreet professional friendly manner;

\_\_\_\_\_

8. people who like the casual touch.

\_\_\_\_\_

**Exercise 3. Fill in the correct preposition and make sentences of your own.**

1. an area notorious ... crimes;

5. a cup of tea ... no extra charge;

2. cheap due ... basic accommodation;

6. serving you tea ... driving you;

3. ... a result;

7. a discreet professional manner;

4. large houses turned ... small hotels;

8. people ... a taste and a large bank account.



1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_
4. \_\_\_\_\_  
\_\_\_\_\_
5. \_\_\_\_\_  
\_\_\_\_\_

**Exercise 4. Find in the text the synonyms to the following words:**

- to lend smb a hand in doing smth; \_\_\_\_\_
- place for people needing accommodation; \_\_\_\_\_
- in the centre of London; \_\_\_\_\_
- to be famous for smth; \_\_\_\_\_
- main facilities; \_\_\_\_\_
- the price of the room; \_\_\_\_\_
- without any additional payment; \_\_\_\_\_
- rich, well-to-do people. \_\_\_\_\_

**Exercise 5. Choose the correct answer to the following questions.**

1. What kinds of hotels can be found in London and nearby?
  - A City Refuge, YMCA, luxurious hotels, reasonably priced hotels and long-haul hotels.
  - B City Refuge, YMCA, luxurious, reasonably priced hotels and fairly cheap ones.
  - C City Refuge, YMCA, YWCA, B&B hotels, luxurious and cheap hotels.
  - D Luxurious, reasonably priced, fairly cheap hotels.
2. What is the basis the Refuge is run today?
  - A The Refuge is run by Methodist Missionaries.
  - B The Refuge is run on the basis of aid to alcohol and drug addicts.
  - C The Refuge is run on the basis of aid to homeless people.

- D** The Refuge still runs today on the basis of aid to those who had no money and nowhere to sleep.
3. What is special about the Bayswater Hotels in London?
- A** They have a warm, friendly atmosphere and special English touch – the tea-tray.
- B** They have a bar and a restaurant which are well priced.
- C** It is a few minutes' bus ride away from Hyde Park.
- D** The Bayswater Hotels are large houses which have been turned into small hotels.
4. What facilities are offered for luxury lovers in the Dorchester Hotel?
- A** The Dorchester Hotel offers its guests the best service from tea to driving you around London.
- B** The rooms are absolutely elegant with TV, separate bath, mini-bar, tea-and-coffee making facilities.
- C** The rooms are absolutely luxurious, with colour TV, jacuzzis, a fully-stocked bar, fresh flowers and fruit.
- D** The range of facilities at the Dorchester Hotel include satellite and cable TV, separate baths and showers, a fully-stocked bar, bough of fresh flowers.
5. Who are Long Term Hotels in King's Cross supposed for?
- A** For tourists who are on a budget and want to be centrally located.
- B** For tourists who are fond of adventures and don't mind criminal surroundings.
- C** For the clean-loving visitors.
- D** For the young religious visitors.
6. What kind of accommodation is the YMCA?
- A** It's the accommodation for religious people.
- B** It's the accommodation for both men and women who can stay here for months, even years.
- C** It's the accommodation for single men and women.
- D** It's the accommodation for rich people.

**Exercise 6. Write questions to fit the answers.**

1. \_\_\_\_\_  
 The Refuge goes in aid of those people who had no money and nowhere to sleep.

2. \_\_\_\_\_  
The problem the Refuge faces is that there are more people needing such accommodation than it has room for.
3. \_\_\_\_\_  
Long Term Hotels are often dirty, damp and dangerous, they don't have proper fire precautions.
4. \_\_\_\_\_  
Because the Bayswater Hotels were turned from large houses into small hotels, they have a warm friendly atmosphere.
5. \_\_\_\_\_  
Yes, they are. The rooms here are clean and have special English touch to enable guests to make themselves a cup of tea or coffee at no extra charge.

**Exercise 7. Write English equivalents to the following:**

1. діяти на тій самій основі;  
\_\_\_\_\_
2. зіткнутися з проблемою;  
\_\_\_\_\_
3. туристи у яких не дуже багато грошей;  
\_\_\_\_\_

4. завдяки досить дешевим місцям розміщення;  
\_\_\_\_\_

5. умивальник у кімнатах;  
\_\_\_\_\_

6. відвідувач, який любить чистоту;  
\_\_\_\_\_

7. за декілька хвилин їзди на автобусі;  
\_\_\_\_\_

8. готелі з помірними цінами;  
\_\_\_\_\_

9. тепла дружня атмосфера;  
\_\_\_\_\_

10. піднос для чаю;  
\_\_\_\_\_

11. зручно умебльовані кімнати;  
\_\_\_\_\_

12. любитель розкоші.  
\_\_\_\_\_

**Exercise 8. Write a list of facilities for every type of accommodation in London mentioned in the text. Add 5 more facilities you think can be found in them.**

| The City Refuge | The Long-Term Hotels | The Bayswater Hotels | The YMCA | The Dorchester Hotel |
|-----------------|----------------------|----------------------|----------|----------------------|
|                 |                      |                      |          |                      |
|                 |                      |                      |          |                      |
|                 |                      |                      |          |                      |
|                 |                      |                      |          |                      |
|                 |                      |                      |          |                      |
|                 |                      |                      |          |                      |

**Exercise 9. Translate the sentences using the topical vocabulary from the text.**

1. Міський притулок надає розміщення тим людям, які відчувають крайню потребу у місці для ночівлі та не надає тим, які п'ють або вживають наркотики.
2. Міський притулок не бере плату за ночівлю і навіть пропонує чай і тости на сніданок.
3. Готелі для тривалого проживання – досить дешеві, тому що пропонують лише базові зручності: ліжко, умивальник і одна ванна кімната на декілька номерів.
4. Готелі Бейсвотер – безпечні, пропонують розміщення за помірними цінами, мають теплу, дружню атмосферу. Вони чисті і мають особливу англійську рису – піднос для приготування чаю.
5. Готелі Молодіжної Християнської Організації для чоловіків (YMCA) пропонують одні з найкращих зручностей у центрі Лондона: спортзал, майданчики для гри у сквош, басейн. Вони дуже зручно умебльовані і мають окремні ванні кімнати.
6. Готель Дорчестер – один із найбільш розкішних і дорогих готелів у Лондоні. Він пропонує найкращі послуги: від подачі чаю до прогулянки на автомобілі. Кімнати у готелі абсолютно розкішні: кольорові ТВ, джакузі, повністю укомплектований бар, свіжі квіти і фрукти. Це готель для людей зі смаком і великим рахунком у банку.

**Exercise 10. Render the text in writing. Refer to the plan of rendering in Appendix 2.**

## UNIT 3

### TEXT

**Exercise 1. Look through the active vocabulary before reading the text and try to memorize it. Then read the text and write out in the vocabulary the unknown words and word combinations.**

#### Active Vocabulary

|   |  |
|---|--|
| serviced accommodation                  | засоби розміщення з харчуванням            |
| self-catering accommodation             | засоби розміщення без харчування           |
| to carry out the job                    | виконувати роботу                          |
| upkeep of the building                  | підтримання будівлі у належному стані      |
| to run the hotel smoothly               | керувати готелем без ривків (безперебійно) |
| to issue a guest with a key to the room | видати гостю ключ від кімнати              |
| jogging machine                         | тренажер „бігова доріжка”                  |
| to finish off the day with a night cap  | (перен.) вдало закінчити день              |

#### Staff and Service

The main difference between serviced and self-catering accommodation is that in serviced accommodation, tourists (the guests) come into direct contact with the staff of the establishment, who provide them with the services they need; mainly meals, and housekeeping.

There are many jobs to be carried out by the staff in serviced accommodation. Some are behind the scenes: in a large hotel there may be catering staff preparing meals in the kitchen, accountants looking after the hotel's finances, laundry staff, maintenance staff responsible for the upkeep of the building, personnel staff to recruit and look after the hotel's employees, computing staff, sales and marketing staff responsible for attracting customers to the hotel, and a whole team of managers to supervise the work of all members of staff. All of these people have an important job to do to keep the hotel running smoothly.

Yet, equally important, are the employees who have direct contact with the guests visiting the hotel. They are often called front-of-house staff, because they have face-to-face dealings with guests.

Imagine that a business tourist, Sandy, arrives one evening at a large hotel in Hull. He has travelled to Hull by train from Scotland for an important business

meeting in that town, timed for 9.00 a.m. the following day. He arrives at the hotel at 6.30 p.m. and is first greeted by the doorman who welcomes him and opens the front door for him. The first member of staff he meets inside the hotel is the hotel receptionist, at the reception desk in the entrance hall. She welcomes him, registers him, and issues him with a key to his room. Before going to his room, Sandy speaks to the hall porter who finds a luggage porter to help him with his bag. Sandy changes in his room and then decides to use the health and leisure facilities of the hotel. He goes to the health club where an instructor shows him how to use the weights machines, and the jogging machine. Having worked up an appetite, Sandy goes to the hotel restaurant, where he is greeted by the head waiter who shows him to a table and takes his order. The meal is served by a waitress and a wine is served by wine waiter. To finish off the day with a night cap, Sandy takes himself off to the hotel bar, where he has a drink and a chat with the bar staff. The following morning on the way to the restaurant for breakfast, he meets the chambermaid, who wishes him good morning.

The tasks performed by staff behind the scenes and at front-of-house in a large hotel must be done by staff in any size of serviced accommodation establishment, whether it is a hotel, guest house, bed and breakfast or holiday centre. In a very small guest house or bed and breakfast, all the tasks may be done by only two or three people. The way in which the front-of-house jobs are done, in particular, directly affects the guests' experience. To make a guest's stay enjoyable and memorable the attitudes and skills of the staff in any accommodation establishment are of equal importance to the standard of facilities that are provided.

**Exercise 1. Translate and transcribe the following words:**

- |                    |                |
|--------------------|----------------|
| - catering_____    | - leisure_____ |
| - scene_____       | - machine_____ |
| - finance_____     | - weight_____  |
| - maintenance_____ | - affect_____  |
| - issue_____       | - equal._____  |

**Exercise 2. Write Ukrainian equivalents to the following:**

1. the main difference;

---

2. behind the scenes;

---

3. accountants;

---

4. to recruit employees;

---

5. a whole team of managers;

---

6. face-to-face dealings with guests;

---

7. inside the hotel;

---

8. entrance hall;

---

9. to work up an appetite;

---

10. in particular;

---

11. the attitude of the staff.

---

**Exercise 3. Mark the following statements as True or False.**

- \_\_\_\_\_ 1. In self-catering accommodation tourists are provided with the services they need, mainly meals and housekeeping.
- \_\_\_\_\_ 2. There are many jobs to be carried out by the staff in serviced accommodation: preparing meals, doing accountants, laundry, maintenance etc.
- \_\_\_\_\_ 3. The employees who work behind the scenes are of the same importance as those who have direct contact with the guests.
- \_\_\_\_\_ 4. The front-of-house staff are employees who have face-to-face dealings with guests.
- \_\_\_\_\_ 5. The way the front-of house jobs are done affects the level of facilities the hotel provides.

**Exercise 4. Answer the questions to the text.**

1. What is the main difference between serviced and self-catering accommodation?

---

---

2. What are the jobs that are carried out by the staff in serviced accommodation?

---

---

3. How are the staff working face-to-face with guests called?

---

4. How are those employees that don't have direct contact with guests called?

---

---

5. Who is the first person whom the hotel guests meet?

---

---

6. What are the duties of the hotel receptionist?

---

---

7. Where should the hotel guests go to use the health and leisure facilities?

---

---

8. The tasks performed by the staff behind the scenes and at front-of house are similar either in a big hotel or a small one, aren't they?

---

---

9. How many people are employed in a small guest house or B&B?

---

---

10. What directly affects the guests' experience in the hotel?

---

---

**Exercise 5. Write questions to fit the answers.**

1. \_\_\_\_\_  
Tourists come into direct contact with the staff of the hotel.

2. \_\_\_\_\_  
The hotel staff is various: catering, accountants, laundry, maintenance, personnel, computing, sales and marketing.

3. \_\_\_\_\_  
The main task of all the hotel staff is to keep the hotel running smoothly.

4. \_\_\_\_\_  
The duty of the hotel receptionist is to meet a guest inside the hotel, welcoming him, to register him and to issue him with a key to his room.



5. \_\_\_\_\_  
No, they aren't. The tasks performed by the staff in a big or small hotel are similar.
6. \_\_\_\_\_  
The attitudes and skills of the staff in any type of accommodation are of equal importance to the standard of facilities.

**Exercise 6. Find in the text the opposites to the following words:**

- to dismiss employees; \_\_\_\_\_
- to distract customers; \_\_\_\_\_
- to have indirect contact with the guest; \_\_\_\_\_
- outside the hotel; \_\_\_\_\_
- to lose an appetite; \_\_\_\_\_
- to make a guest's stay miserable \_\_\_\_\_
- the previous morning. \_\_\_\_\_

**Exercise 7. Fill in the correct preposition and make sentences of your own.**

- |  |   |
|--|---|
| 1. to come ... direct contact ... the staff; | 5. face- ... -face dealings;                |
| 2. to carry ... the jobs ... the staff;      | 6. meeting timed ... 9 a.m.;                |
| 3. responsible ... attracting customers;     | 7. to issue a guest ... a key ... the room; |
| 4. front- ... -house staff;                  | 8. to finish ... the day ... a night cap.   |

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_
4. \_\_\_\_\_  
\_\_\_\_\_
5. \_\_\_\_\_  
\_\_\_\_\_

**Exercise 8. Write out the duties and responsibilities of the hotel staff mentioned in the text in two columns:**

**Front-of-house staff**

- to welcome a guest
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Staff behind the scenes**

- to prepare meals in the kitchen
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Exercise 9. Find the English equivalents to the following:**

1. надавати гостям послуги;  
\_\_\_\_\_
2. дбати про фінанси;  
\_\_\_\_\_
3. наглядати, контролювати роботу всього персоналу;  
\_\_\_\_\_
4. перевдягтися у своєму номері;  
\_\_\_\_\_
5. нагуляти апетит;  
\_\_\_\_\_
6. вибратися у бар;  
\_\_\_\_\_
7. порозмовляти з барменом;  
\_\_\_\_\_
8. виконувати різні завдання;  
\_\_\_\_\_
9. зробити перебування гостя приємним і незабутнім;  
\_\_\_\_\_
10. бути однаково важливими;  
\_\_\_\_\_
11. провести до столика у ресторані;  
\_\_\_\_\_

---

12. тренажер-штанга;

---

13. зустріч, призначена на 9-ту ранку.

---

**Exercise 10. Translate sentences from Ukrainian into English.**

1. Розрізняють два види засобів розміщення: з харчуванням і без нього.
2. Увесь штат персоналу можна розділити на тих, хто працює безпосередньо з клієнтами і тих, хто залишаються за сценою.
3. Основне завдання тих, хто не працює безпосередньо з клієнтами готелю, це забезпечити безперебійну роботу всього готелю.
4. Завдання, які повинен виконувати персонал готелю, не залежить від розміру готелю.
5. Те, як працюють працівники, які безпосередньо мають справу з гостями, прямо впливає на досвід і враження клієнтів від готелю.
6. Ставлення і навички персоналу можуть зробити перебування гостя у готелі приємним і незабутнім.
7. Навички персоналу готелю такі ж важливі як і стандарт послуг, що пропонує готель.

**Exercise 11. Render the text in writing. Refer to the plan of rendering in Appendix 2.**

## UNIT 4

### Text 1

**Exercise 1. Look through the active vocabulary before reading the text and try to memorize it. Then read the text and write out in the vocabulary the unknown words and word combinations.**

#### Active Vocabulary

|  |  |
|--|--|
| to confirm a reservation                                   | підтверджувати попереднє замовлення  |
| to acknowledge a deposit                                   | офіційно підтвердити про отримання завдатку  |
| overseas visitors  | закордонні гості   |
| to book in advance   | замовляти заздалегідь  |
| to enhance   | збільшувати  |
| to complete the registration form                          | заповнити реєстраційну форму (анкету)  |
| for security reason  | з метою безпеки  |
| to settle a bill   | сплатити рахунок   |
| to point out   | вказувати  |
| to be in order   | бути в порядку   |
| to cause chaos   | спричинити хаос  |
| for any extras   | додаткова оплата   |
| to tick off  | поставити позначку   |
| GDSs (Global distribution system)                          | Всесвітня система розподілу  |
| to highlight features of the hotel                         | показати все, що є найкращого у готелі   |
| they can avail themselves of the express check-out service | вони самі можуть підраховувати вартість обслуговування, використовуючи кредитну картку |
| the room status information                                | інформація про стан кімнати  |

#### Reservations. Procedures for Arrival and for Departure

Some hotels follow the practice of confirming a reservation by sending a standard letter or card which acknowledges a deposit, the type of accommodation reserved and garage space if necessary. In large transient hotels it is not practical to

confirm in writing every reservation, as guests come and go at short notice. Some hotels telephone confirmation of a booking and will of course acknowledge receipt of a deposit or a special request if the time factor allows.

Non-returnable deposits are usually requested from overseas visitors booking in advance, and resort hotels whose business is seasonal also usually request a deposit to confirm a booking. Many hotels operate on the basis that unless previously notified by the guests that they will be a late arrival, the accommodation will be released for reletting if the guest fails to arrive by 6 p.m.

Many airline and car rental reservation systems nowadays have been enhanced to include hotel information, so that travel agents can book lodging accommodations. Systems that combine airline, car rental and hotel central reservation systems are known as global distribution systems (GDSs). But it often happens that the so called chance visitors come.

Chance visitors are those that arrive without previous reservation. If a guest has no luggage, payment in advance is usually requested. If, however, a chance guest with luggage can produce credit cards and identification, no deposit is asked for. Tact must always be used when asking for identification or payment in advance.

**When receiving guests the procedure is as follows:**

1. On arrival the guests are assisted with the luggage by the hall porter, who will escort them to the reception counter.
2. The receptionist welcomes the guests with a smile and greeting, hands the pen to them and asks if they will kindly complete the registration form or sign the hotel register.
3. The registration is checked to see if it has been correctly completed.
4. It is now common practice in large hotels to issue guests on arrival with identity booklets in attractively designed folders containing information on the facilities available in the hotel. The name of the guest, room number and key code number which, for security reason, is different from the room number are printed inside. If the guests are settling the bill by credit card they can avail themselves of the express check-out service.
5. The receptionist should point out to the guest the location of the restaurants, lounges, public rooms and emergency exits and enquire whether there is anything the guest may require or need top.
6. If possible, either the hall porter or receptionist will escort the guests to their room offering to carry any hand luggage and walking a few steps ahead to open any doors.
7. The escort should precede the guest into the room, make a quick check to ensure that the room is in order, then hand the key to the guest.

Sometimes a guest wishes to change rooms and his or her arrival has already been entered on the arrival list, the change of rooms must be treated as a departure from one room and an arrival in another room. As the change of room will have no effect on the number of guests staying in the hotel, no entry is made in the column showing number of guests.

The arrival list is prepared one day in advance from the reservations records. It is in alphabetical order and shows rooms allocated, name, number of nights' stay, number of guests, estimated times of arrival and any special requirements.

As the arrival list is only made up from guests who have made reservations in advance it will not show "chance" guests or a guest who changes rooms after the list has been circulated.

As room status information must be up-to-the-minute, notification slips are circulated immediately to all departments should a "chance" arrival or sudden change of room, or any other eventuality make it necessary to inform all departments, so that any action required can be taken. Here is an example of an arrival notice.

|  |  |                    |   |
|--|--|--------------------|---|
| <b>No. 135</b><br><br><b>ARRIVAL NOTICE</b><br><br>Date..... Time.....<br>Name..... Room No.....<br>No. of nights..... Rate.....<br>No. of sleepers.... Terms.....<br>Notes .....<br>.....<br>.....<br>..... |  | Distribution       | + |
|  |  | Manager            | + |
|  |  | Billing office     | + |
|  |  | Cashier            | + |
|  |  | Head porter        | + |
|  |  | Telephone          | + |
|  |  | Housekeeper        | + |
|  |  | Restaurant manager | + |
|  |  | Bars manager       | + |
|  |  | Room service       | + |
| Signature  |  |                    |   |

As for groups they can register in the usual way when they arrive, each individual completing a separate registration form. With large groups, however, this method can cause chaos at the reception desk.

Individual registration forms could be dispensed with and a list of names, initials, nationality and passport numbers could be handed in by the tour operator. This method is not exactly reliable as the information given could not be accurate and there are no individual signatures of the members of the group, which could cause problems when billing the guests for any extras. The arrival of large groups of people at the same time will always mean pressure on the reception staff, hall

porters and other departments. If a group arrives in the morning before the housekeeping department has had time to clean and service all the rooms, then the group must be made comfortable whilst waiting to gain access to their rooms.

The head porter will have the responsibility of organizing parking spaces for the coaches, seeing that the luggage is unloaded, counted, checked and agreed with the group leader and dispatched to the room as quickly as possible.

**Procedure for departures is as follows:**

1. The billing office will check that all charges and payments made have been posted to the guest's account and have it prepared ready to present to the guest for settlement.
2. The cashier will ensure that all valuables in the safe or in a safety deposit box collected by the guests and a signed receipt obtained.
3. The head porter will have staff ready to handle any luggage. Some hotels give luggage clearance pass to the head porter when the account has been settled, head porter will check off his or her departure list when luggage is cleared.
4. The head housekeeper will tick off his or her departure list when the room has been checked and cleared.
5. The account is settled, keys are handed in and the guests depart with an invitation "please come again".

**Exercise 1. Translate and transcribe the following words:**

- |                       |                  |
|-----------------------|------------------|
| - garage_____         | - counter_____   |
| - receipt _____       | - departure_____ |
| - request _____       | - arrival_____   |
| - enhance _____       | - circulate_____ |
| - lodging_____        | - column_____    |
| - identification_____ | - procedure_____ |
| - entry_____          | - access_____    |

**Exercise 2. Write Ukrainian equivalents to the following:**

1. to confirm a reservation

---

2. to acknowledge a deposit

---

3. special request

---

4. overseas visitors

---

5. to operate on the basis

---

6. late arrival

---

7. car rental

---

8. chance visitor

---

9. previous reservation

---

10. to complete the registration form

---

11. settling the bill

---

12. to cause chaos

---

13. to welcome the guests with a smile

---

14. to be in order

---

15. to escort smb

---

**Exercise 3. Mark the following statements as True or False.**

- \_\_\_\_\_ 1. Some hotels follow the practice of confirming a reservation by sending a credit card.
- \_\_\_\_\_ 2. Some hotels follow the practice of confirming a reservation by telephone.
- \_\_\_\_\_ 3. If the guest fails to arrive by 6 p. m., the accommodation will be released for reletting.
- \_\_\_\_\_ 4. Global Distribution system is the system that combines airline, car rental and hotel central reservation systems.
- \_\_\_\_\_ 5. Chance visitors are those who arrive with previous reservation paid in advance.
- \_\_\_\_\_ 6. Sometimes a guest wishes to change room and his arrival has already been entered on the arrival list, the change of the room is marked in the column showing number of guests.



7. When groups arrive to the hotel, each individual completes a \_\_\_\_\_ separate registration form.
8. Before the guest departs, the billing office checks that all made \_\_\_\_\_ charges and payments have been posted to the guest's account.

**Exercise 4. Give the verbs corresponding to the following nouns. The first one has been done for you.**

|                          |                     |               |         |
|--------------------------|---------------------|---------------|---------|
| <i>e. g. reservation</i> | – <u>to reserve</u> | advertisement | – _____ |
| acknowledgement          | – _____             | requirement   | – _____ |
| accommodation            | – _____             | circulation   | – _____ |
| distribution             | – _____             | information   | – _____ |
| identification           | – _____             | registration  | – _____ |

**Exercise 5. Answer the questions to the text.**

1. By what means do some hotels follow the practice of confirming a reservation?  
 \_\_\_\_\_  
 \_\_\_\_\_
2. What deposits are usually requested from overseas visitors booking in advance?  
 \_\_\_\_\_  
 \_\_\_\_\_
3. In what case will the accommodation be released for re-letting?  
 \_\_\_\_\_  
 \_\_\_\_\_
4. What is Global distribution system?  
 \_\_\_\_\_  
 \_\_\_\_\_
5. What are chance visitors?  
 \_\_\_\_\_  
 \_\_\_\_\_
6. What is the procedure of receiving the guests? Who usually escorts the guests to the reception counter and then to the room?  
 \_\_\_\_\_  
 \_\_\_\_\_
7. Who completes the registration form?

---

---

8. In what way do the clients find the highlight features of the hotel?

---

---

9. Do the groups register in the usual way or some others?

---

---

10. What is the procedure for departure?

---

**Exercise 6. Complete the following sentences on the basis of the information given in the text.**

1. Non-returnable deposits ... \_\_\_\_\_  
\_\_\_\_\_
2. Chance visitors are ... \_\_\_\_\_  
\_\_\_\_\_
3. Many hotels operate ... \_\_\_\_\_  
\_\_\_\_\_
4. The booklets are ... \_\_\_\_\_  
\_\_\_\_\_
5. The receptionist should ... \_\_\_\_\_  
\_\_\_\_\_
6. As for groups ... \_\_\_\_\_  
\_\_\_\_\_
7. The arrival of large groups  
... \_\_\_\_\_  
\_\_\_\_\_
8. The cashier will ensure ... \_\_\_\_\_  
\_\_\_\_\_

**Exercise 7. Find in the text the opposites to the following:**

- refundable deposits \_\_\_\_\_
- permanent business of resort  
hotels \_\_\_\_\_
- to occupy the accommodation \_\_\_\_\_
- to succeed to arrive \_\_\_\_\_
- to load the luggage \_\_\_\_\_
- arrival list \_\_\_\_\_

**Exercise 8. Find in the text the synonyms to the following:**

- to help guest with the luggage \_\_\_\_\_
- to accompany a guest to the reception counter \_\_\_\_\_
- to fill in the registration form \_\_\_\_\_
- to pay the bill by credit card \_\_\_\_\_
- the latest information \_\_\_\_\_
- exact information \_\_\_\_\_

**Exercise 9. Fill in the correct preposition and make sentence of your own.**

- |   |   |
|---|---|
| 1. ... alphabetical order                               | 5. ... security reasons   |
| 2. confirmation ... a reservation                       | 6. to tick ... the departure list                               |
| 3. to ask ... identification and payment<br>... advance | 7. to point ... the location of the<br>restaurant ... the guest |
| 4. to operate ... the basis                             | 8. ... arrival  |

- 1. \_\_\_\_\_  
\_\_\_\_\_
- 2. \_\_\_\_\_  
\_\_\_\_\_
- 3. \_\_\_\_\_  
\_\_\_\_\_
- 4. \_\_\_\_\_  
\_\_\_\_\_
- 5. \_\_\_\_\_  
\_\_\_\_\_

**Exercise 10. Make up situations using these words and word-combinations:**

1. confirm a reservation, acknowledge a deposit, it is not practical, to come at short notice, a large transient hotel, book in advance.

2. resort hotel, business is seasonal, operate on the basis, late arrival, fail to arrive, include hotel information.
3. chance visitor, previous reservation, credit card, identification, ask for, payment in advance, welcome the guests.
4. complete the registration form, correctly completed, issue identity booklets, advertise the highlight features of the hotel, for security reason.

**Exercise 11. Find the English equivalents to the following:**

- заповнити бланк

---

- випадковий клієнт

---

- в алфавітному порядку

---

- замовляти заздалегідь

---

- рекламувати все, що є найкращим у готелі

---

- нести відповідальність

---

- бути у порядку

---

- додаткова сплата

---

- з метою безпеки

---

- закордонні відвідувачі

---

- провести клієнта до кімнати

---

- вітати гостей з посмішкою

---

- оплатити все згідно рахунку

---

- розвантажити, порахувати, перевірити та доставити багаж у кімнати гостей

---

- здати ключі

---

---

**Exercise 12. Translate the sentences from Ukrainian into English.**

1. У деяких готелях діє практика підтвердження попереднього замовлення письмово, тобто листом або телефоном. У великих транзитних готелях гостям не потрібно письмово підтверджувати своє замовлення, тому що вони приїжджають і від'їжджають, зупиняючись у готелі ненадовго.
2. Іноземців просять зробити завдаток, який не повертається при бронюванні номера в готелі.
3. Якщо гість готелю забронював номер, але йому не вдалося приїхати до 6-ї години вечора і він не попередив готель, його номер можуть віддати іншому гостю, який приїде без попереднього бронювання.
4. Відвідувачі, які не мають попереднього бронювання, називаються випадковими. Від них не вимагають завдатку, лише документи, що засвідчують особу, і кредитну картку.
5. Адміністратор з прийому відвідувачів завжди зустрічає гостей із посмішкою, допомагає їм заповнити реєстраційну картку, потім перевіряє її. Одне із завдань адміністратора – пояснити гостям місце розташування ресторанів, барів, громадських місць, аварійних виходів.
6. Коли в готель приїжджає група, то члени групи не реєструються окремо, тому що такий метод викличе хаос. Керівник групи або туроператор складає список прізвищ з ініціалами, паспортними даними для заселення групи. Але така інформація не завжди точна.
7. Існує певна процедура для від'їзду гостей із готелю. Касир повинен перевірити всі витрати на рахунку гостя і підготувати рахунок для гостя. Коли гість оплатить рахунок і здасть ключ, адміністратор прощається з гостем і запрошує його до готелю знову.

**Exercise 13. Render the text in writing. Refer to the plan of rendering in Appendix 2.**

## Text 2

**Exercise 1. Read the following information. Make up questions to the text and then discuss them in class.**

### HINTS FOR HOTEL GUESTS

When traveling people almost always stay at hotels. It is advisable, therefore, to keep in mind the following:

1. The first thing to do is to book a room in advance either by letter, telephone or fax. Otherwise you may arrive at the hotel and be told that there are no rooms.
2. On arrival at the hotel go to the reception desk in the lobby and confirm your reservation. The clerk will then give you a registration form to fill in and sign. The form is to be filled in block letters. In smaller hotels you simply sign the visitor's book and give your permanent address.
3. At large hotels you may ask for any service by phone. Tell the operator if you wish to be called at a certain time. Call room service when you want a meal or drinks sent up to your room. Call valet or maid service if you need your suit or dress cleaned or pressed.
4. Let the hotel management know well in advance the day and time of your departure. Vacate your room before noon. 12 o'clock is the international check-out time. If for some reason you stayed longer, you would have to pay for another night.

**Exercise 2. Render the text in writing. Refer to the plan of rendering in Appendix 2.**

# WORD LIST

## UNIT 1

access to food and drink  
airport hotel  
airwate  
appeal to smb  
at relatively low prices  
at the bottom  
at the top  
B&B  
be closely related to  
be responsible for smth  
cluster of hotels  
commercial hotel  
compete with smb  
congress hotel  
construct hotels  
convention  
country house hotel  
deluxe  
do a night shift  
employee  
engineering and maintenance  
facilities for recreation  
fall into groups  
family-owned hotel  
flimsy and inexpensive tourist cabins  
floatel  
front-of-house staff  
full board  
grade hotels according to range of service  
guest house  
holiday-makers  
in remote areas  
inn  
labour-intensive industry  
lounge  
luxury hotel  
marina hotel  
matter of equipment or furnishings  
matter of prime importance  
means of transportation  
motel  
old-fashioned hotel  
on regular basis  
on a seasonal basis  
place hotels in 4 broad categories  
provide food and shelter  
provide parking facilities  
ratio  
rented accommodation  
resort  
resort hotel  
restrict  
result in  
self-catering accommodation  
serviced accommodation  
share the bed / room with smb  
stand for  
supervise the work  
symbol of hospitality  
system for rating hotels  
tavern  
temporary home  
timesharing system  
transients  
travel on business  
whereas

## UNIT 2

allowed/permitted  
amenities  
and so forth  
attend conventions  
banister  
bath mat  
bath towel  
be a feature of the hotel  
be conveniently located  
be designed for smth  
be of the highest standard  
beauty salon and hairdresser  
blind  
build safety-rail on steps  
business facilities  
cater for smb/smith  
children's facilities  
coat hanger  
coat stand  
cocktail lounge  
combine business with pleasure  
concessionaire  
contain smth  
convention facilities  
courtesy bus to the town centre  
curtain rail  
pillow  
direct-dial telephone  
disabled people  
door handle  
dry cleaning  
en suite bathroom/shower  
entertain guests  
exhibit areas  
extend into smth  
facilities  
facsimile machine  
install electric stair-lift  
install lift to upper floors  
intensively developed resort areas  
interconnecting rooms  
legal  
lifts to all floors  
light switch  
low-level front desk  
massage parlour  
nappy-changing facilities in toilets  
notary public on the staff  
notices in Braille  
organized games and activities  
outside fire-escape  
packaged hotel  
pedal bin  
per participant  
playground and/or play-room  
profits come from  
promotional opportunity  
push-chair  
ramps at all stairs  
resident nurse  
room service  
self-contained resort complex  
service  
shaver socket  
shower curtain  
shower heads with longer adjusting rails  
spacious rooms  
special wide doors  
swimming-pool maintenance  
symposium (pl. symposia)  
tap  
tariffs  
tennis court  
transmit images and sound to smb



fit smoke alarms  
gambling  
garaging  
go together with  
golf course  
hair-dryer  
heated floor  
hoists in bedrooms  
horseback riding  
in addition to

trend  
urban hotels  
valet parking  
valet service  
verify the signature on the documents  
wake-up calls  
wash basin  
widen doors to all communal rooms  
wider airplane seats  
with wheelchair access

### UNIT 3

accountant  
allocate rooms  
allocation of the duties  
apprentice  
as well as  
average-size hotel  
banqueting manager  
bartender  
be about to do smth  
be good at ...ing smth  
be no exception  
be subdivided into  
be suitable for smb/smith  
bellhop/bellman  
big rush is on  
carry out  
cart with toiletries  
cashier  
cellarman  
challenge  
chambermaid  
charm and wit  
chef  
concierge  
costs and revenues  
deal with smb/smith

ins and outs of the hotel  
innumerable tasks  
keep in mind  
labour turnover rate  
lift attendant  
lines of authority  
look set for a rosy future  
make a lot of fuss  
marketing manager  
pantry maid  
parking attendant  
pastry cook  
personal touch  
personnel manager  
plan ahead  
plunge arms in soapy water  
porter  
provide customers with personal touch  
real know-all  
regular clientele  
relate to  
rely on the untrained help of family  
resistance to changes  
run the hotel  
say smth in impeccable English  
share the duties

departmental heads  
depend on smb/smth  
dispense bartender  
draw up a bill  
enquiry clerk  
exude charm and wit  
face with a challenge  
focal point  
function as one unit  
handle enquiries  
heavy workload  
housekeeper  
inheritance

sign “Do not disturb”  
specialize in  
specify smth  
suffer from smb/smth  
supervise all areas of operation  
switchboard operator  
tangible and intangible goods  
tourists flock  
turnover of stock  
up-to-date-minute records  
valet  
workaholic hotelier

## UNIT 4

a slip with the room number  
affirmative answer  
arrange for smth  
ask for confirmation  
assign smb to the room  
be fed up with smth/smb  
be on foot all day long  
be in charge of smth  
buffet breakfast  
change currency  
check availability  
come across smb  
concierge/doorkeeper/custodian  
confirm reservation  
corporate rate  
counter  
cut off  
deal with the money side of things  
departing guests  
deposit the valuables  
designate  
divert the call to another number  
do accounts  
establish credit in advance

itemize  
last-minute charge  
the latter  
let out a room  
liaise with other departments  
lobby  
look forward to ... ing  
money side of things  
need a deposit  
overcharge  
particularly difficult  
perform small chores for guests  
pertinent information  
petty cash  
pick up a key  
present the final bill  
purpose of visit  
put a client into system  
put smb through to  
rack with pigeonholes  
reception area  
redirect smb to another hotel  
referral system  
registration desk

|  |                        |
|--|------------------------|
| exchange foreign currency                        | release a room         |
| expedite check-out procedure                     | resemble smth / smb    |
| fill in the information in the registration card | reserve similar room   |
| fill out a registration card with information    | retrieve guest history |
| find smth out                                    | settle the account     |
| for the convenience                              | sign for smth          |
| get through with                                 | signature              |
| get used to ...ing                               | smoothly               |
| handle different functions                       | special rates          |
| hang up  | special requirements   |
| have frequent contact with smb                   | take contact details   |
| hold on/ hold the line                           | take payments          |
| incur  | trainee                |
| internship                                       | updated brochure       |
| it takes smb some time to do smth                | up-to-date             |
|  | vacate the room        |
|  | verify the charge      |

## APPENDIX 1

### Irregular Verbs

| Infinitive    | Past Simple         | Participle Past     |
|---------------|---------------------|---------------------|
| <b>A</b>      |                     |                     |
| <u>arise</u>  | arose               | arisen              |
| <u>awake</u>  | awakened / awoke    | awakened / awoken   |
| <b>B</b>      |                     |                     |
| <u>be</u>     | was, were           | been                |
| <u>beat</u>   | beat                | beaten / beat       |
| <u>become</u> | became              | become              |
| <u>begin</u>  | began               | begun               |
| <u>bend</u>   | bent                | bent                |
| <u>bet</u>    | bet / <i>betted</i> | bet / <i>betted</i> |
| <u>bite</u>   | bit                 | bitten              |
| <u>blow</u>   | blew                | blown               |
| <u>break</u>  | broke               | broken              |
| <u>bring</u>  | brought             | brought             |
| <u>build</u>  | built               | built               |
| <u>burst</u>  | burst               | burst               |
| <u>buy</u>    | bought              | bought              |
| <b>C</b>      |                     |                     |

|                            |                  |                  |
|----------------------------|------------------|------------------|
| <u>catch</u>               | caught           | caught           |
| <u>choose</u>              | chose            | chosen           |
| <u>come</u>                | came             | come             |
| <u>cost</u>                | cost             | cost             |
| <u>cut</u>                 | cut              | cut              |
| <b>D</b>                   |                  |                  |
| <u>deal</u>                | dealt            | dealt            |
| <u>dig</u>                 | dug              | dug              |
| <u>dive</u> (scuba diving) | dived / dove     | dived            |
| <u>do</u>                  | did              | done             |
| <u>draw</u>                | drew             | drawn            |
| <u>dream</u>               | dreamed / dreamt | dreamed / dreamt |
| <u>drink</u>               | drank            | drunk            |
| <u>drive</u>               | drove            | driven           |
| <b>E</b>                   |                  |                  |
| <u>eat</u>                 | ate              | eaten            |
| <b>F</b>                   |                  |                  |
| <u>fall</u>                | fell             | fallen           |
| <u>feed</u>                | fed              | fed              |
| <u>feel</u>                | felt             | felt             |
| <u>fight</u>               | fought           | fought           |
| <u>find</u>                | found            | found            |

|                   |                            |                             |
|-------------------|----------------------------|-----------------------------|
| <u>fly</u>        | flew                       | flown                       |
| <u>forbid</u>     | forbade                    | forbidden                   |
| <u>forget</u>     | forgot                     | forgotten / <i>forgot</i>   |
| <u>forgive</u>    | forgave                    | forgiven                    |
| <u>freeze</u>     | froze                      | frozen                      |
| <b>G</b>          |                            |                             |
| <u>get</u>        | got                        | gotten / <i>got</i>         |
| <u>give</u>       | gave                       | given                       |
| <u>go</u>         | went                       | gone                        |
| <u>grow</u>       | grew                       | grown                       |
| <b>H</b>          |                            |                             |
| <u>hang</u>       | hung                       | hung                        |
| <u>have</u>       | had                        | had                         |
| <u>hear</u>       | heard                      | heard                       |
| <u>hide</u>       | hid                        | hidden                      |
| <u>hit</u>        | hit                        | hit                         |
| <u>hold</u>       | held                       | held                        |
| <u>hurt</u>       | hurt                       | hurt                        |
| <b>I</b>          |                            |                             |
| <u>input</u>      | input / inputted           | input / inputted            |
| <u>interweave</u> | interwove /<br>interweaved | interwoven /<br>interweaved |
| <b>J</b>          |                            |                             |

|  |                  |                  |
|--|------------------|------------------|
| <u>jerry-build</u>                     | jerry-built      | jerry-built      |
| <b>K</b>                               |                  |                  |
| <u>keep</u>                            | kept             | kept             |
| <u>know</u>                            | knew             | known            |
| <b>L</b>                               |                  |                  |
| <u>lay</u>                             | laid             | laid             |
| <u>lead</u>                            | led              | led              |
| <u>learn</u>                           | learned / learnt | learned / learnt |
| <u>leave</u>                           | left             | left             |
| <u>lend</u>                            | lent             | lent             |
| <u>let</u>                             | let              | let              |
| <u>lie</u>                             | lay              | lain             |
| <u>lie</u> (not tell truth)<br>REGULAR | lied             | lied             |
| <u>light</u>                           | lit / lighted    | lit / lighted    |
| <u>lose</u>                            | lost             | lost             |
| <b>M</b>                               |                  |                  |
| <u>make</u>                            | made             | made             |
| <u>mean</u>                            | meant            | meant            |
| <u>meet</u>                            | met              | met              |
| <u>mistake</u>                         | mistook          | mistaken         |
| <b>O</b>                               |                  |                  |
| <u>offset</u>                          | offset           | offset           |

| <b>P</b>           |                          |                          |
|--------------------|--------------------------|--------------------------|
| <u>pay</u>         | paid                     | paid                     |
| <u>prove</u>       | proved                   | proven / proved          |
| <u>put</u>         | put                      | put                      |
| <b>Q</b>           |                          |                          |
| <u>quit</u>        | quit / <i>quitted</i>    | quit / <i>quitted</i>    |
| <b>R</b>           |                          |                          |
| <u>read</u> [ri:d] | read (sounds like "red") | read (sounds like "red") |
| <u>ride</u>        | rode                     | ridden                   |
| <u>ring</u>        | rang                     | rung                     |
| <u>rise</u>        | rose                     | risen                    |
| <u>run</u>         | ran                      | run                      |
| <b>S</b>           |                          |                          |
| <u>saw</u>         | sawed                    | sawed / sawn             |
| <u>say</u>         | said                     | said                     |
| <u>see</u>         | saw                      | seen                     |
| <u>seek</u>        | sought                   | sought                   |
| <u>sell</u>        | sold                     | sold                     |
| <u>send</u>        | sent                     | sent                     |
| <u>set</u>         | set                      | set                      |
| <u>sew</u>         | sewed                    | sewn / sewed             |
| <u>shake</u>       | shook                    | shaken                   |



|               |                 |                 |
|---------------|-----------------|-----------------|
| <u>shave</u>  | shaved          | shaved / shaven |
| <u>shine</u>  | shined / shone  | shined / shone  |
| <u>shoot</u>  | shot            | shot            |
| <u>show</u>   | showed          | shown / showed  |
| <u>shrink</u> | shrank / shrunk | shrunk          |
| <u>shut</u>   | shut            | shut            |
| <u>sing</u>   | sang            | sung            |
| <u>sink</u>   | sank / sunk     | sunk            |
| <u>sit</u>    | sat             | sat             |
| <u>sleep</u>  | slept           | slept           |
| <u>smell</u>  | smelled / smelt | smelled / smelt |
| <u>speak</u>  | spoke           | spoken          |
| <u>spend</u>  | spent           | spent           |
| <u>split</u>  | split           | split           |
| <u>spread</u> | spread          | spread          |
| <u>spring</u> | sprang / sprung | sprung          |
| <u>stand</u>  | stood           | stood           |
| <u>steal</u>  | stole           | stolen          |
| <u>stick</u>  | stuck           | stuck           |
| <u>sting</u>  | stung           | stung           |
| <u>strike</u> | struck          | stricken        |
| <u>swear</u>  | swore           | sworn           |

|                   |              |               |
|-------------------|--------------|---------------|
| <u>sweep</u>      | swept        | swept         |
| <u>swim</u>       | swam         | swum          |
| <b>T</b>          |              |               |
| <u>take</u>       | took         | taken         |
| <u>teach</u>      | taught       | taught        |
| <u>tear</u>       | tore         | torn          |
| <u>tell</u>       | told         | told          |
| <u>think</u>      | thought      | thought       |
| <u>throw</u>      | threw        | thrown        |
| <b>U</b>          |              |               |
| <u>understand</u> | understood   | understood    |
| <b>W</b>          |              |               |
| <u>wake</u>       | woke / waked | woken / waked |
| <u>wear</u>       | wore         | worn          |
| <u>win</u>        | won          | won           |
| <u>write</u>      | wrote        | written       |



|                                |   |
|--------------------------------|---|
|                                | <p style="text-align: right;">reader's attention      on</p> <p>The article describes (depicts) ...</p> <p>b) According to the text ... , ...</p> <p style="padding-left: 40px;">Further, the author reports (says) that ...</p> <p style="padding-left: 40px;">The article goes on to say ...</p> <p>c) In conclusion, ...</p> <p>To sum up, ...</p> <p>The author comes to the conclusion that ...</p>  |
| 6. Your opinion of the article | <p>I am not an expert in this field but ...</p> <p>I found the article interesting</p> <p style="padding-left: 40px;">important</p> <p style="padding-left: 40px;">dull</p> <p style="padding-left: 40px;">of great importance,</p> <p style="padding-left: 40px;">of great value</p> <p style="padding-left: 40px;">too hard to understand.</p> <p>As far as I can judge ...</p> <p>There's no denying the fact that ...</p> <p>In my opinion, ...</p> <p>To my mind, ...</p> <p>From my point of view, the problem raised in the article is ...</p> <p>I'm not really (quite) sure that ...</p> <p>Frankly speaking ...</p> <p>To tell the truth ...</p> <p>I must admit ...</p> <p>I'm of the opinion that ...</p> |

## Sample Text for Rendering

### London Accommodation

Whether you want to stay in a palace or a tent, celebrate a special occasion or simply find a base for sightseeing London has accommodation to suit every taste and budget. London's tourist accommodation ranges from the luxurious international hotel chains to country house private hotels and budget guest houses. Universities and colleges make their halls of residence available to visitors throughout the summer vacation period (roughly July to September). Staying with a family is a popular way of seeing how Londoners live and serviced and self-catering apartments are increasingly seen by visitors as an attractive option when staying in London. Large concentrations of accommodation can be found in central London in the West End, and Bayswater. London's excellent public transport system offers visitors the option of choosing accommodation in the outer London

areas such as Croydon, Greenwich, Bromley, Richmond, Kingston and Harrow. This is particularly convenient for people who need car parking facilities.

Please be wary of touts who operate at mainline stations and airports. The accommodation that they offer may be cheap, but it is usually over-crowded and does not conform to any safety standards. Youth hostels, B&B's and university accommodation are often just cheap and infinitely better.

### **Prices**

For the youth traveller shared rooms in hostels cost from £15 per person for bed and breakfast. Guest houses providing bed and breakfast cost from £20 for a room without private bathroom, whilst economy hotels start at £35. First class hotels cost from £60 per day, and de luxe hotels charge £90 and upwards. Studio and one bedroom apartments start at £150 per week in the low season and £250 per week in the high season.

### **Sample Rendering**

I have read the article entitled "London Accommodation". It's a pity the author of the article is not mentioned. I'm sure the article was published in some tourist brochure or magazine.

The key words of the article are: accommodation, hotel chains, guest houses, hostels, prices. They help the reader to foresee the developments of the article.

The main idea of the text is to describe different types of accommodations for tourists in London.

In the first part of the text the author mentions that in London there is accommodation to suit every taste and budget: from luxurious hotel chains to country hotels and budget guest houses.

The writer also points out that there are two more types of accommodation popular in London. They are staying with a family and self-catering apartments.

Then the author warns the tourists about touts who may offer cheap accommodation. He advises not to trust them and choose youth hostels or B&B's which are cheap and safe.

At the end of the article the writer mentions the prices for different accommodation in London.

In conclusion, I must admit that this article is both interesting and useful. It can help people who want to go sightseeing to London to choose good and safe accommodation.

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