

МИНИСТЕРСТВО НАУКИ И ВЫСШЕГО ОБРАЗОВАНИЯ
РОССИЙСКОЙ ФЕДЕРАЦИИ
Федеральное государственное автономное образовательное учреждение
высшего образования
«ТЮМЕНСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ»
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ФОНД ОЦЕНОЧНЫХ СРЕДСТВ
МДК.03.02 ТУРИСТСКО-ЭКСКУРСИОННОЕ ОБСЛУЖИВАНИЕ ГОСТЕЙ
(НА ИНОСТРАННОМ ЯЗЫКЕ)
ПМ.03 ОРГАНИЗАЦИЯ ОБСЛУЖИВАНИЯ ГОСТЕЙ В ПРОЦЕССЕ ПРОЖИВАНИЯ
ФОНД ОЦЕНОЧНЫХ СРЕДСТВ
учебной дисциплины для обучающихся по программе подготовки
специалистов среднего звена
43.02.11 гостиничный сервис
(углубленная подготовка)
Форма обучения – очная

Эйхман Татьяна Павловна. Туристско-экскурсионное обслуживание гостей (на иностранном языке). Фонд оценочных средств дисциплины для обучающихся по программе подготовки специалистов среднего звена 43.02.11 Гостиничный сервис Форма обучения – очная. Тобольск, 2020.

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1.Общая характеристика фондов оценочных средств

1.1. Область применения программы

Фонд оценочных средств учебной дисциплины Туристско-экскурсионное обслуживание гостей (на иностранном языке) является частью программы подготовки специалистов среднего звена в соответствии с ФГОС СПО по специальности . 43.02.11 Гостиничный сервис

Фонд оценочных средств учебной дисциплины Туристско-экскурсионное обслуживание гостей (на иностранном языке) может быть использован в профессиональной подготовке студентов по квалификации – менеджер.

1.2. Место дисциплины в структуре программы подготовки специалистов среднего звена

Дисциплина Туристско-экскурсионное обслуживание гостей (на иностранном языке) входит в профессиональный учебный цикл в составе профессионального модуля Организация обслуживания гостей в процессе проживания.

1.3. Цели и задачи дисциплины – требования к результатам освоения дисциплины.

В результате освоения дисциплины обучающийся должен обладать следующей компетенцией:

Код ПК, ОК	Умения	Знания
ОК 3-5 ПК 3.1-3.4	У1. общаться (устно и письменно) на иностранном языке на профессиональные и повседневные темы У2. переводить (со словарем) иностранные тексты профессиональной направленности; У3. самостоятельно совершенствовать устную и письменную речь, пополнять словарный запас	31. Лексический (1200-1400 лексических единиц) 32. грамматический запас, необходимый для чтения и перевода (со словарем) иностранных текстов бытовой и профессиональной направленности

2.ПАСПОРТ ФОНДА ОЦЕНОЧНЫХ СРЕДСТВ

п/п	Темы дисциплины, МДК, разделы (этапы) практики, в ходе текущего контроля, вид промежуточной аттестации с указанием семестра	Код контролируемой компетенции (или её части), знаний, умений	Наименование оценочного средства (с указанием количество вариантов, заданий и т.п.)
1.	Раздел 1. Гостиница как часть туристической инфраструктуры	У1, У3,31,32 ОК3 ПК 3.4	Собеседование. Составление диалогов. Тест.
2.	Раздел 2. Виды услуг, оказываемые в гостинице	У1, У2, У3,31,32 ПК3.4 ОК4	Контрольная работа № 1. (2 варианта) Сочинение.
3.	Раздел 3. Организация питания в гостинице	У1, У2,У3, 31,32	Тест. Диалоги.

		ПК3.2	
4.	Раздел 4. Организация досуга в гостинице	У2,У3, 31,32 ОК3 ОК4 ОК5	Контрольная работа № 2. Тест.
5.	Раздел 5. Организация услуг при проведении деловых мероприятий в гостинице	У2,У3, 31,32 ОК5	Собеседование. Тест.
6.	Раздел 6. Структура современной индустрии гостеприимства	У1, У2,У3, 31,32 ПК3.3 ПК3.1	Контрольная работа.
7.	Дифференцированный зачет		Решение ситуативных задач

3. ТИПОВЫЕ ЗАДАНИЯ ДЛЯ ОЦЕНКИ ОСВОЕНИЯ УЧЕБНОЙ ДИСЦИПЛИНЫ

Раздел 1. Гостиница как часть туристической инфраструктуры	31-32, У1,У2,У3 ОК3 ПК 3.4
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Пример лексико-грамматического теста:

1. Tell him not to forget ticket.
a) My b) our c) Her d) his
2. I see that he has lost ... keys.
a) Themselves b) ourselves c) His d) me
3. I will ask him
a) Myself b) herself c) Ourselves d) yourself
4. That is his manager, ...name is Jane.
a) Her b) his c) Us d) our
- 5) ... will help me?
a) Who b) when c) Why d) how
6. Do you know the man ... wrote the 8-DReport?
a) Who b) which c) Why d) how
7. Who's there? It's ...
a) Me b) you c) I d) her
8. The magazine ... you lent me is very interesting.
a) That b) this c) Those d) these
9. ... is a new Peugeot.
a) When b) why c) This d) where
10. My brother is a professional. ...repairs a lot of cars.
a) she b) he c) I d) him
11. I don't like this motorbike of
a) your b) yours c) you d) Am
12. Willy is wearing a uniform that isn't
a) He b) him c) his d) ours
13. My auto is bigger than hers, butis nicer.
a) Her b) hers c) his d) him
14. We know their names, but they don't know
a) Our b) ours c) us d) his
15. Rememberto your headmaster.
a) Mine b) Me c) My d) She
16. This is not my cup;is big.
a) Mine b) My c) Me d) his
17. Mary and Jim visitcolleagues very often.
a) They b) Their c) Theirs d) Mine

18. We protect ___ from the cold with warm things.
 a) herself b) ourselves c) itself d) yourself
19. He cut ___ shaving this morning.
 a) himself b) themselves c) myself d) yourself
20. Please, put the book ... the table.
 a) In c) on
 b) Into d) at
21. We went ... the park yesterday.
 a) To c) in
 b) At d) into
22. Put your name ... the top of the page.
 a) At c) to
 b) On d) in
23. The island was inhabitant, there was nobody ... it.
 a) On c) at
 b) In d) into
24. Put some sugar ... my cup, please!
 a) In c) into
 b) On d) to
25. There is a plate ... my table, but there is no soup ... it.
 a) into; at c) at; into
 b) - ; into d) On; in
26. Turn right ... the end of the street.
 a) to c) in
 b) at d) into
27. 'Where is my bag?' 'It's ... the boot'
 a) In c) at
 b) - d) into
28. Where are you going... your holidays?
 a) At c) on
 b) To d) for
29. My cat likes to sit ... the window.
 a) At c) in
 b) Near d) on
30. I always leave my car ... the underground parking.
 a) on b) in c) over d) between

Вопросы и задания для собеседования и составления диалогов:

Hotel as a part of tourism

Checking in, out

Hotels in different countries

The difference between hotels, inns, hostels

Раздел 2. Виды услуг, оказываемые в гостинице	31-32, У1,У2,У3 ПК3.4 ОК4
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Контрольная работа № 1 с использованием профессиональной лексики.

1 вариант

1) Hotel guests have a wide range of needs. There is a list of possible problems/ How should you deal with each of them? Make short dialogues.

A guest wants:

1. some drinks in his rooms
2. some soup
3. to stay at the hotel again

4. his shirt cleaned

5. some writing paper

2) Translate the sentences into English:

1. Простите, у нас действительно очень плохая линия. Я не уловил, что вы сказали.

2. Назовите по буквам, пожалуйста.

3. Я пытаюсь найти Кремль.

4. Поверните налево, направо.

5. Идите прямо вперед.

3) Translate from English into Russian

1. I have an appointment with your boss, but I'll be in an hour late.

2. I'll phone him back at 10 a.m. tomorrow to discuss the details.

3. Hold the line. I'll put you through.

4. Go upstairs to the first floor, turn right, walk along the corridor and you will see it on the left.

5. I'm looking for a chemist's.

4) You have got a letter from Mrs. White. She wants to book a suit for three nights. She asks about entertainments you can offer. Mrs. White will come on the 24 of December. Write a letter confirming her booking and give the information she needs.

2 вариант

1) Hotel guests have a wide range of needs. There is a list of possible problems/ How should you deal with each of them? Make short dialogues.

A guest wants:

1. to leave a message

2. to extend her stay

3. medical attention

4. to hire a car

5. to change her room

2) Translate the sentences into English:

1. Перейдите на другую линию метро.

2. Ваш первый поворот налево к Кремлю.

3. Тебе следует сходить на выставку.

4. Вы можете проехать туда на трамвае.

5. На остановке автобуса за углом у светофора, но это довольно долго.

3) Translate from English into Russian

1. You'd better take a bus.

2. When you go outside the hotel, turn left, go along the street, take the first right and you will find it around the corner.

3. That is why you should be especially careful about numbers, dates, times and names.

4. The beauty salon is at the end of the corridor, you'll see it in front of you.

5. I have a sore throat and I broke my leg.

4. You have got a letter from Mr. White. He wants to book a suit for two nights. He asks about excursions you can offer. Mr. White will come on the 24 of December. Write a letter confirming her booking and give the information he needs.

Раздел 3. Организация питания в гостинице	31-32, У1,У2,У3 ПК3.2
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Упражнения и задания для тренировки. Complete the conversation between a restaurant manager and a head chef about a kitchen design with the information below. Then listen and check your answers:

All sounds good can go could be do you agree do you think
 have you got I do I don't like to I suggest should be
 they need to be what about

Manager: What ideas (1) have you got for the kitchen design, chef?

Head chef: Well, the new menu isn't too big or complicated, so (2) _____ a simple linear design.

Manager: Where (3) _____ the storage areas should be?

Head chef: The cold storage (4) _____ next to the storeroom at the back of the kitchen with external access for deliveries and internal access to the cold preparation section.

Manager: OK, but (5) _____ quite small, because there isn't a lot of space back there.

Head chef: That's fine. (6) _____ have too many goods in storage.

Manager: (7) _____ the main kitchen and the dishwashing area?

Head chef: Well, the main kitchen (8) _____ directly in front of the cold preparation area, which should be behind the service area so we get hot dishes out quickly to the serving staff. (9) _____?

Manager: Yes, (10) _____.

Head chef: And the dishwashing area (11) _____ either to the left or the right side of the main kitchen so that dirty dishes can come back into the kitchen without getting in the way of the preparation area.

Manager: Yes, that (12) _____ to me!

Тест. FOOD. Choose the right answer.

1. You shouldn't eat so many sweets, they're for you.
 a) bad b) disagreeable c) unhealthy d) unsuitable
2. My aunt could tell fortunes from tea
 a) bud b) grounds c) leaves d) seeds
3. Would you the salt, please?
 a) carry b) deliver c) give d) pass
4. This avocado rather hard.
 a) feels b) senses c) smell d) tastes
5. Oranges are said to be for me but I don't much like them.
 a) appetizing b) good c) healthy d) nourishing
6. "What would you like to drink, Miss Delicate, some or something stronger?"
 a) brandy b) cider c) sherry d) whisky
7. In the jar there was a which looked like jam.
 a) material b) powder c) solid d) substance
8. Pork chops are one of my favourite
 a) bowls b) courses c) dishes d) plates
9. These are potatoes, not the end of last season's.
 a) fresh b) new c) ripe d) young
10. Light were served during the interval.
 a) drinks b) foods c) meals ица d) refreshments

Раздел 4. Организация досуга в гостинице	31-32, Y1, Y2, Y3 OK3 OK4 OK5
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1) Hotel guests have a wide range of needs. There is a list of possible problems/ How should you deal with each of them? Make short dialogues.

A guest wants:

1. to find a restaurant
2. a newspaper in his room
3. his baggage moved
4. cleaning the suit

5. to buy a medicine

2) Translate the sentences into English:

1. Это 2 остановки на автобусе.
2. Как мне доехать до торгового центра?
3. Мне бы вызвать врача. Я простудился.
4. Не думаю, что нам нужна полиция.
5. Говорит администратор.

3) Translate from English into Russian

1. Turn left outside the hotel and go straight ahead until you get to the main road.
2. How can I find a market?
3. I have a bad headache and I had an accident lately I need to go to a doctor.
4. I'm sorry, I am not catch it.
5. The sauna is on the basement, it is at the bottom.

4. You have got a letter from The Whites family. They want to book a suit for two nights. They ask about entertainments and excursions you can offer in the city. This family will come on the 24 of December. Write a letter confirming their booking and give the information they needs.

Choose the right answer

1. He has come ... two days only.
a) in b) on c) for
2. They said the car was
a) their b) there's c) theirs
3. Does ... help you with the housework?
a) somebody b) nobody c) anybody
4. It's time for ... tea/
a) a b) the c) –
5. He didn't have time ... his morning exercises.
a) doing b) to do c) do d) to make
6. Push the car ... you can.
a) as hard as b) so hard c) so hard that d) as hard that
7. I don't think he tells us ... truth.
a) about b) about the c) the d) –
8. Where did you learn ... about plants?
a) such b) so much c) so many d) so
9. We celebrated her birthday ... 14 May.
a) in b) on c) at d) by
10. He could work ... hours without getting tired.
a) on b) in c) since d) for

Контрольная работа № 2

Complete the sentences with one of these words. Use each word once only. There are more words than you need. Read the whole text first before trying to fill the gaps.

attractions • conveniences • countryside • courtesy • cruise daily • destination • displayed • -escorted • -events excursions • ferries • festivals • galleries • guides • itinerary • locality museums • nature resort • ruins • scenery • souvenirs

Visitors arriving at the hotel will be interested to know what is on offer. Many hotels will arrange (1) escorted tours by coach, or on foot, to visit a variety of local (2) _____. These may include the crumbling (3) _____ of historic buildings, art (4) _____ to see paintings and sculptures or (5) _____, where objects from the past are displayed. 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 and buy(10) _____ to remind them of their holiday when they get home. Alternatively, they may enjoy a boat (11) _____ 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.

Information for tourists

Sights of Tobolsk

I want to tell you about a famous city I live in. A lot of tourists visit this city, the former capital of Siberia, each year from all parts of our country and even abroad. "Those who want to see beauty itself, go to Tobolsk", - some people said in the 19th century.

Tobolsk is situated on a high bank of the Irtysh river. It was founded in 1587 and now it is 436 years old. In Tobolsk, as in all the old cities, the outstanding feature of its panorama is churches and, of course, the Kremlin. The Kremlin is an ensemble of masterpieces of Russian architecture. The first thing that catches the eye is St. Sofia's Cathedral, built in 1686. It's 47 meters high with the walls 2 meters thick. There are some towers there, for example, Cathedral's Bell Tower, the Square Tower. There is the Tobolsk History Museum in the Kremlin, the museum was founded in 1870. It's one of the oldest museums in Siberia. There is also Swede Hall (Rentray) in the Kremlin. Rentray was built in 1712 by the Swedes. There is Red Square near the Kremlin.

The city is divided into two large parts - old and new ones. We can see many wooden houses, historical places in the old part of Tobolsk. There is a rich museum, beautiful, unique churches there. For example, The Church of Sts. Zakchari and Elizabeth and many others.

Many famous people, such as Alabyev, the composer, D. Mendeleev, the great scientist, P. Ershov, the poet, lived and worked in Tobolsk.

Tobolsk of today is known for its petrochemical plant, industrial river ports, factories, railroad station. River and railroad transportation lines, electric power lines, petroleum and gas pipelines intersect here.

I like Tobolsk for its beautiful nature and old buildings. We must keep beauty of our city. Recently Tobolsk has been restored by architects and its residents.

Make up questions for the text. Retell the text.

Task. Make up an excursion around Tobolsk

Раздел 5. Организация услуг при проведении деловых мероприятий в гостинице	У2,У3, 31,32 OK5
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TEST. Choose the right variant:

1. - Hello, I have a _____. My name is Matthew Jones.
 - a) Reserve
 - b) Reservation
 - c) Reserving
 - d) reserved
2. - Beach equipment is _____ to all of our guests, free of charge.
 - a) Avail
 - b) Available
 - c) Advantage
 - d) average
3. - We only have one _____ left, and it's for a single room. The rest of the hotel is full.
 - a) Vacancy
 - b) vacation
 - c) vaccination

- d) vagrant
4. - I'd like to order room ____ please. I'd like a bottle of red wine sent up to room 407.
- a) staff
b) standard
c) stuff
d) service
5. - Can I ____ my stay for another day please?
- a) Extension
b) Express
c) Exit
d) extend
6. - I'm leaving tomorrow. What time do I have to check ____ by?
- a) Up
b) Over
c) Out
d) through
7. - The ____ for a single room is \$60 a night.
- a) rate
b) hire
c) rent
d) pay
8. - Could you give me a ____ up call at 6 o'clock in the morning please?
- a) Start
b) sleep
c) wake
d) morning

Темы презентаций

Conference facilities

Animation program of a hotel

Theme suites

Раздел 6. Структура современной индустрии гостеприимства	У1, У2, У3, 31, 32 ПК3.3 ПК3.1
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Read the text and make up questions for the text.

Management

Hotel management is a significant career. Larger hotels may operate with an extensive management structure consisting of a General Manager which serves as the head executive, department heads that oversee various departments, middle managers, administrative staff, and line-level supervisors. Degree programs such as hospitality management studies, a business degree, and / or certification programs prepare hotel managers for industry practice. Boutique hotels are typically hotels with a unique environment or intimate setting. Some hotels have gained their renown through tradition, by hosting significant events or persons, such as Schloss Cecilienhof in Potsdam, Germany, which derives its fame from the Potsdam Conference of the World War II allies Winston Churchill, Harry Truman and Joseph Stalin in 1945. The Taj Mahal Palace & Tower in Mumbai is one of India's most famous and historic hotels because of its association with the Indian independence movement. Some establishments have given name to a particular meal or beverage, as is the case with the Waldorf Astoria in New York City, United States where the Waldorf Salad was

first created or the Hotel Sacher in Vienna, Austria, home of the Sachertorte. Others have achieved fame by association with dishes or cocktails created on their premises, such as the Hotel de Paris where the cr pe Suzette was invented or the Raffles Hotel in Singapore, where the Singapore Sling cocktail was devised. A number of hotels have entered the public

consciousness through popular culture, such as the Ritz Hotel in London, through its association with Irving Berlin's song, 'Puttin' on the Ritz'. The Algonquin Hotel in New York City is famed as the meeting place of the literary group, the Algonquin Round Table, and Hotel Chelsea, also in New York City, has been the subject of a number of songs and the scene of the stabbing of Nancy Spungen (allegedly by her boyfriend Sid Vicious).

Контрольная работа №3

Read the hotel descriptions and match them to their star ratings.

One star two star three star four star five star

1. A degree of luxury is included at this level. Public areas and bedrooms are more spacious with quality furnishings and decor and satellite TV. The en suite bathrooms are full equipped. A variety of services is provided, such as porter service, 24-hour room service, laundry, and dry-cleaning. Staff will have very good technical and social skills, anticipating and responding to guests' needs.

2. Hotels in this category provide luxury and exceptional comfort. The restaurant has a high level of technical skill, producing dishes to the highest international standards. Staff are well trained in customer care and are especially attentive, efficient and courteous.

3. Hotels in this category offer practical accommodation and are probably small with a family atmosphere. Facilities and meals are simple. Some bedrooms do not have an en suite bath or shower room, although maintenance, cleanliness and comfort need to be of an acceptable standard.

4. In this classification hotels are typically small to medium sized and offer more extensive facilities than at the one-star level. Guests can find more comfortable and well-equipped accommodation, usually with an en suite bath / shower room and colour TV. Hotel staff will offer a more professional service than at the one-star level.

5. Hotels are usually larger and provide a greater quality and range of facilities than at the lower levels. All bedrooms have a complete en suite bath / shower room and offer a better standard of comfort and equipment, such as a direct-dial telephone, a hairdryer and toiletries in the bathroom. Room service is also provided and staff respond well to guests' needs.

Read the text and answer the questions.

1 Before arriving at the hotel the writer

- a) had been there the weekend before.
- b) had not been in contact with the hotel.
- c) had been unable to get through.
- d) had been lucky to get a room.

2 The hotel.

- a) was built in 1821.
- b) looks ordinary.
- c) is in the town centre.
- d) looks impressive.

3 The writer's first impression was one of

- a) enthusiasm.
- b) amusement.
- c) anger.
- d) disappointment.

4 We learn that the room was.

- a) ordinary.
- b) attractive.
- c) well-furnished.
- d) at the back of the hotel.

5 What do we learn about the owner?

- a) He is energetic.

- b) He is a good salesman.
 - c) He pays attention to detail.
 - d) He has a sense of humour.
- 6 Which of these is NOT true?
- a) They ate in a separate dining room.
 - b) The waiter misunderstood the order.
 - c) The food was unsatisfactory.
 - d) The chef was competent.

Дифференцированный зачет	У1-У3, 31-32
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Решение ситуативных задач:

- 1) представитель иностранной компании хочет забронировать несколько номеров для своих сотрудников на время их командировки;
- 2) представитель иностранного туристического агентства хочет забронировать номер для своего клиента провести конференцию;
- 3) представитель иностранного туристического агентства хочет провести круглый стол с представителями фирмы партнера
- 4) заезжает группа сотрудников иностранной компании, они бы хотели посмотреть город и организовать досуг для своих партнеров
- 5) клиент иностранной фирмы хотели бы познакомиться с истинной русской кухней