

МИНИСТЕРСТВО НАУКИ И ВЫСШЕГО ОБРАЗОВАНИЯ
РОССИЙСКОЙ ФЕДЕРАЦИИ
ФЕДЕРАЛЬНОЕ ГОСУДАРСТВЕННОЕ АВТОНОМНОЕ ОБРАЗОВАТЕЛЬНОЕ
УЧРЕЖДЕНИЕ ВЫСШЕГО ОБРАЗОВАНИЯ
«ТЮМЕНСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ»
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ФОНД ОЦЕНОЧНЫХ СРЕДСТВ
учебной дисциплины
ОГСЭ.04 ИНОСТРАННЫЙ ЯЗЫК
для обучающихся по программе специалистов среднего звена
43.02.11 Гостиничный сервис
(углубленная подготовка)
Форма обучения - очная

Эйхман Татьяна Павловна. Иностранный язык. 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 «Иностранный язык» является частью программы подготовки специалистов среднего звена в соответствии с ФГОС СПО по специальности 43.02.11 «Гостиничный сервис»

1.2. Место дисциплины в структуре программы подготовки специалистов среднего звена

Дисциплина входит в общий гуманитарный и социально-экономический учебный цикл.

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

В результате освоения дисциплины обучающийся должен обладать следующей компетенцией:

Коды компетенций	Умения	Знания
ОК 1-9	<p>У1. общаться (устно и письменно) на иностранном языке на профессиональные и повседневные темы</p> <p>У2. переводить (со словарем) иностранные тексты бытовой и профессиональной направленности;</p> <p>У3. самостоятельно совершенствовать устную и письменную речь, пополнять словарный запас</p>	<p>З1. Лексический (1200-1400 лексических единиц)</p> <p>З2. грамматический запас, необходимый для чтения и перевода (со словарем) иностранных текстов бытовой и профессиональной направленности</p>

ПК 1.1 ПК 1.2 ПК 1.3. ПК 2.1 ПК 2.2 ПК 2.3 ПК 2.4 ПК 2.5 ПК 2.6 ПК 3.1 ПК 3.2 ПК 3.3 ПК 3.4. ПК 4.1 ПК 4.2 ПК 4.3 ПК 4.4	<p>У4 умеет составлять и осуществлять монологические высказывания по профессиональной тематике (презентации, выступления, инструктирование)</p> <p>У5 умеет вести деловую переписку на иностранном языке умеет составлять и оформлять рабочую документацию, характерную для сферы туризма, на иностранном языке</p> <p>У6 умеет составлять тексты рекламных объявлений на иностранном языке умеет профессионально пользоваться словарями, справочниками и другими источниками информации умеет пользоваться современными компьютерными переводческими программами</p>	
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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. Визитная карточка	У1, У3,31,32 ОК1-3	Собеседование. Составление диалогов. Сочинение. Тест.
2.	Раздел 2. Россия, мой регион, отдых	У1, У2, У3,31,32 ОК3-7	Контрольная работа № 1. (2 варианта) Сочинение.
3.	Раздел 3. Культура и достопримечательности англоговорящих стран	У1, У2,У3, 31,32 ОК 1-9	Презентации по темам. Контрольная № 2. Диалоги.
4.	Раздел 4. Моя будущая профессия.	У2,У3, 31,32 ОК 1-9	Контрольная работа № 3. Тест.
5.	Раздел 5. Бронирование на иностранном языке	У4,У5, У6.31,32 ПК 1.1.- 4.4	Составление диалогов по теме. Тест.
6.	Раздел 6. Прием, размещение и выписка гостей	У4,У5, У6.31,32 ПК 1.1.- 4.4	Выполнение упражнений на закрепление лексики. Перевод текстов по профессиональной тематике.
7.	Раздел 7. Организация обслуживания гостей в процессе проживания	У4,У5, У6.31,32 ПК 1.1.- 4.4	Тест. Составление проблемных

			ситуаций по теме.
8.	Раздел 8. Продажи гостиничного продукта	У4,У5, У6.31,32 ПК 1.1.- 4.4	Озвучивание и составление ситуаций по теме, заполнение документации
9.	Дифференцированный зачет в 6 семестре		Собеседование по вопросам

3. ТИПОВЫЕ ЗАДАНИЯ ДЛЯ ОЦЕНКИ ОСВОЕНИЯ УЧЕБНОЙ ДИСЦИПЛИНЫ

Раздел 1. Визитная карточка	31-32, У1,У2,У3 ОК1-9
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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-DRreport?
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:

- Tell about yourself
 Tell about your family
 Tell about your working day
 Describe your friend
 Tell about your flat

Раздел 2. Россия, мой регион, отдых	31-32, У1,У2,У3 ОК1-9
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Вариант контрольной работы № 1 (2 варианта)

1. **Выбери правильный ответ.**
- 1) She usually shopping.
 a) went b) goes c) go
- 2) The pupils poems two weeks ago.
 a) did b) translate c) translated
- 3) My family abroad next September.
 a) will b) go c) will go

2. Вставь глаголы speak, tell, say.

- 1) Did she anything about her trip?
- 2) me about your summer holidays.
- 3) My aunt can two foreign languages.
- 4) Do notat the lesson.

3. Допиши не менее 3 словосочетаний.

- 1) At the lesson a pupil should not
- 2) A teacher should.....

4. Переведи предложения.

- 1) Мы ездим за границу каждый год.
- 2) Они провели каникулы за городом.
- 3) Я потрачу много денег на подарок.
- 4) Мы должны заботиться о птицах.
- 5) Он не хочет пропустить хороший фильм.
- 6) Аня скучала по друзьям летом.

5. Напиши письмо другу .

.....and now I am happy to begin my lessons. What form are you in? Do you have any new subjects? What do you do at the lessons?

Looking forward to hearing from you,

Ann

6. Read the text about Martin and mark the sentences with the letter (T) if the information is true and with the letter (F) if it is false.

My clothes

I like trousers and jeans. I don't like shirts but I like T-shirts and sweatshirts. I also like baseball caps. My favourite colours are blue and red.

At school I usually wear my black trousers or blue jeans, and a T-shirt or sweatshirt. I've got a lot of T-shirts. My favourite T-shirt is blue with a picture of a tiger on it. I usually wear trainers. I've got some black shoes, but I don't like them.

At the moment I'm wearing blue jeans, a red and blue sweatshirt and my new trainers. I really love my new trainers!

1. Martin likes jeans. ____
2. He doesn't like sweatshirts. ____
3. His favourite colours are blue and green. ____
4. He usually wears green trousers at school. ____
5. His favourite T-shirt is black. ____
6. He doesn't like his black shoes. ____
7. Martin wears trainers. ____
8. At the moment he is wearing green and blue sweatshirt. ____
9. He doesn't like trainers. ____
10. Martin has got a lot of T-shirts. ____

Темы сочинений:

My college

Kinds of shopping

Shops I like

What I like to buy best of all

How I spend my last weekend

My favourite season

Раздел 3. Культура и достопримечательности англоговорящих стран	31-32, У1,У2,У3 ОК1-9
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Вариант контрольной работы № 2

1. Выбери правильный ответ.

- 1) Most pupils school uniform.
a) did not like to wear b) do not like to wear c) does not like to wear
- 2) Our class Local Science Museum last month.
a) visited b) visit c) will visit
- 3) Maths..... the most difficult subject next term.
a) was b)is c) will be

2. Вставь глаголы speak, tell, say.

- 1) You must the truth.
- 2) The head teacher wants to..... about it with our parents.
- 3) What will you about this project?
- 4) It is very difficult toFrench.

3. Допиши не менее 3 словосочетаний.

- 1) At the lesson a pupil should not
- 2) A teacher should.....

4) Переведи предложения.

- 1) Девочкам нравятся их новые учебники.
- 2) Вы не должны пропускать уроки английского.
- 3) Когда мы проводим каникулы за границей, мы фотографируем самые известные достопримечательности.
- 4) Катя потратила много времени убирая свою комнату.
- 5) Его младшая сестра пойдет в школу в следующем году.
- 6) Где вы собираетесь провести эти выходные?

5. Напиши письмо другу .

.....and now I am happy to begin my lessons. What form are you in? Do you have any new subjects? What do you do at the lessons?

Looking forward to hearing from you,

Ann

6. Read the text about Martin and mark the sentences with the letter (T) if the information is true and with the letter (F) if it is false.

A man was walking in the park on a beautiful spring day and he saw a penguin. He did not know what to do. He took him to a policeman and said, "I've found this pen-guin, what should I do?" The policeman replied, "Take him to the Zoo." The next day the policeman was walking in the same park when he saw the same man with the penguin. He walked up to him and said, "Didn't I tell you to take the penguin to the Zoo?" "Yes," answered the man, "that's what I did yesterday and today I am taking him to the cinema."

1. A man found a penguin in the park.
2. He knew what to do with it.
3. The man didn't want to take the penguin to the Zoo.
4. They met the policeman in the cinema the next day.
5. The man was taking the penguin to the cinema.

Примерные темы презентаций:

Sights of London

Sights of Moscow

Sights of Ireland

Sights of England

Sights of Wales

Раздел 4. Моя будущая профессия	31-32, У1,У2,У3 ОК 1-9
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Примерный вариант контрольной работы № 3

Прочитайте текст и ответьте на следующие за ним вопросы, выбрав единственно правильный вариант ответа

The Theatre Royal in Drury Lane is one of the oldest theatres in London. Today most people call it Drury Lane by the name of the street in which it stands. The theatre has many traditions. One of them is the Badeley Cake, which began in 18-th century. Robert Badeley was a pastry cook who became an actor and joined the Theatre Royal. He was a good actor and the plays in which he acted were always a great success with the people of London.

When Robert Badeley was very old, he left some money to the theatre. Robert Badeley asked to buy a cake and offered a piece of it to each actor and actress of the theatre on Twelfth Night is the sixth of January, the twelfth night after Christmas.

So, after the evening performance on the Twelfth Night, the actors and actresses come down into the hall in their stage and eat the Badeley Cake.

1. Why is the theatre called Drury Lane?
 1. It is founded by Drury Lane.
 2. It is situated in Drury Lane Street.
 3. It is one of the oldest theatres.
2. What is Badeley cake?
 1. It is one of the theatre's traditions.
 2. It is a cake baked by Badeley.
 3. It is a performance.
3. Before he became an actor Robert Badeley
 1. was a butcher
 2. worked in an office
 3. worked in the kitchen
4. What did Badeley leave the money for?
 1. for paying the best actor
 2. for treating every actor to a piece of cake
 3. for buying a cake after the New Year
5. Why did the actors and actresses come down into the hall?
 1. To change their clothes
 2. To see each other
 3. To have a break

2. Выбрать правильный ответ

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

3. Выбрать правильную форму слова.

1. I have just watered the roses. You ... water them.
a) should b) are able c) don't have to
2. Your work isn't very good. I'm sure you can do it
a) better b) best c) good
3. You ... to see us nowadays.
a) don't often come b) aren't often coming c) didn't often come
4. I shouted to him as he ... the road.
a) has crossed b) had crossed c) was crossing
5. Many people pretend that they ... modern art.
a) are understanding) understands c) understand
6. She felt ill and ... leave early.
a) must b) had to c) should
7. The news ... over the radio.
a) was announced b) were announced c) announced
8. The fire ... at 6 o'clock this afternoon.
a) is still burning b) was still burning c) still burned
9. If the baby ... a girl, we'll call her Rachel.
a) was b) is c) will be
10. There was a strong smell and the sound of frying. Obviously Mrs. Jones ... fish.
a) has cooked b) was cooking c) would cook

4. Выполнить необходимые преобразования

а) Составить соответствующие вопросы

1. These books must be sent to the library. (General)
2. She has to do her homework every morning. (Special)
3. We went for a ride to see the places of interest. (Special)
4. Bill hasn't got a car. (Disjunctive)
5. They left it outside. (Alternative)

б) Перевести предложения из прямой в косвенную речь и наоборот

1. He said, "I shall not be able to do it tomorrow."
2. "Where were you the day before yesterday?", Henry asked.
3. "Does he go in for sport?", the doctor asked my mother.
4. My mother said to me, "Don't forget to buy bread."
5. John asked Mary where she had been the last two months.

5. Из данных слов составить предложения

1. /if/at/have/don't/I/him/shall/you/send/to/home/once/you/report/on/.
2. /before/she/Andrew/left/word/room/the/a/say/could/.
3. /I/word/of/at/have/school/forgotten/but/it/learned/every/German/.
4. /at/nothing/the/knew/age/of/eighteen/of/I/and/motor-cars/planes/.
5. /my/hospital/provided/before/to/with/breakfast/went/solid/I/me/a/landlady/.

6. Перевести с русского на английский

1. Ты поехал в Лондон по делам, или на каникулы?
2. Ни я, ни мой друг не смогли ответить на его вопросы.
3. Почему ты не получил удовольствие от вечеринки ?, Ты был очень уставший?
4. Он сказал, что ему разрешили выехать за границу.
5. Ты должен намного больше внимания уделять своему произношению.

7. Окончить предложения

1. She unpacked her things after ...
2. The waiter won't come to our table unless ...
3. It is quite necessary that ...
4. He asked me why ...

5. Since I had no friends in the village ...

8. Заполнить пропуски необходимой формой данных слов

During a week-end I traveled ... air for the first time in ... life. I generally travel by train or by bus. It is both ... and safer. But this was ... short journey. ... the beginning I ... very happy. This feeling ... long. The trip was very exciting. I ... soon high up in ... sky among the clouds. The view of mountains, fields and rivers was interesting and unusual. I ... my short and comfortable journey very much.

To enjoy/by/cheap/to be/not to last/a/my/the/not to feel/at/.

7. Окончить предложения

1. He will certainly earn more ...
2. After he had worked for many years ...
3. I cannot do the ironing as ...
4. I asked them where ...
5. Though her flat is very large ...

8. Заполнить пропуски необходимой формой данных слов

Sister Swartz was anxious ... Mabel. She couldn't understand what ... to her, why she looked unhappy. Mabel had changed ... She had become silent. Sister Swartz was eager to find out what was the matter ... her. But Mabel ... anything and that upset the mother ... great deal. She had ... right to know what was wrong with her daughter, hadn't she? She looked at ... again. The girl ... the food.

about / with / the / lately / so / to touch / to happen / not to say / a / she /

Эссе My future profession

Тема 5. Бронирование на иностранном языке	У4,У5, У631,32 ПК1.1-4.4
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Примерное тестовое задание, типовой вариант контрольной работы

Listen to the speaker and answer the questions below.

Hello. Welcome to the hotel. We have everything ready for you. You've already checked in online, so first let me tell you about your room. You've ordered the deluxe room and it comes with one large king size bed, and in your room we have a work area with a desk and chair. Luckily for you, this room has just been remodeled so it has new furniture and new wallpaper, so it looks really nice so you'll have one of your premium rooms.

OK, here is your room key. As you can see this is a modern key, so what you need to do with this is slide this into the door and slide the key into the door with the holes facing the door and you'll see a light come on and it will unlock the door, so that's how you get in the room.

Also, for all guests we offer one free, complimentary beverage at the bar, so the bar is located outside of the hotel by the pool. It's also near the beach, so take this down to the bar outside, and you can get your free drink.

Also, part of your hotel package, you have a free breakfast and your breakfast is the super healthy pack, which comes with an egg, and fruit and your choice of beverage as well.

Oh, one more thing, I forgot to mention, in your room, you are only on the third floor and your bathtub is by the window, so if you take a bath be sure to close the blinds because people can see you in the bathtub because it's so close to the window, so please remember that.

And lastly, the room attendants will come by to clean your room usually at around 10 o'clock, so they'll come by, give you fresh towels, clean up the room. If you do not want your room cleaned at that time please call down and tell somebody and we can postpone it for later.

OK, thank you very much. I hope you enjoy your stay and thanks for checking in.

Answer the following questions.

1) What is in the room?

- a) One large king size bed
- b) One large queen size bed
- c) One single bed

2) How do you open the door?

- a) Turn the key in the lock
- b) With a light
- c) You slide the key into a hole

3) How many complimentary beverages do they offer?

- a) 0
- b) 1
- c) 2

4) What does breakfast cost?

- a) 3 dollars
- b) 5 dollars
- c) It is free

5) Before taking a bath, you should _____.

- a) close the blinds
- b) turn on the water
- c) close the window

6) What time will your room be closed?

- a) 9
- b) 10
- c) 11

Отработка лексики в процессе ведения диалогов, связанных с процедурой бронирования:

- 1) иностранный гость хочет индивидуально забронировать себе номер;
- 2) иностранный гость хочет забронировать несколько номеров для себя и своих друзей в процессе осуществления экскурсионной поездки;
- 3) представитель иностранной компании хочет забронировать номер категории VIP для своего руководителя;
- 4) заезжает иностранный гость, который бронировал себе номер индивидуально;
- 5) заезжает группа иностранных гостей, которые бронировали себе номера самостоятельно;
- 6) заезжает руководитель иностранной компании, для которого организация забронировала номер категории VIP;

Раздел 6 Прием, размещение и выписка гостей У4,У5, У6.31,32
ПК 1.1.- 4.4

Пример оценочного средства (примерные тестовые задания, типовой вариант контрольной работы и др.)

How to register a guest

The receptionist greets the guest who approaches the Front desk with a pleasant smile, the greeting should express a warm, friendly greeting to the guest – the purpose is to make him feel welcome and at home. The small talk that takes place during the greeting and registration should be brief and informal.

A registration card must be filled out for each person occupying a room except for couple. When there is a child he may be registered on the parents card by adding “and a child”.

According to the law the registered guest is charged for extra person in his room though he can stay only one night.

Before the guest leaves the Front desk, the receptionist should try to sell him services the hotel provides.

The receptionist must match the hotel’s policy and facilities to guest’s needs. Thus families with small children should be assigned rooms where a baby’s cries will least disturb the other guests and the rooms should be not recently redecorated, usually near the elevators.

During low season the guests are usually concentrated on as few floors as possible to allow cutting down the staff and saving time going from one floor to another.

Elderly people, stout persons or handicapped guest should be roomed near the elevators, because they do not like to do much working.

Two friends registering at the same time and asking for the same type of the room should be given rooms as nearly alike as possible.

When there are some undesirable guests the best policy seems not to have any room available. Concerning pets, the clerk should quote to the registering guest definite regulations and fill a complete registration from requiring the pet’s name and owner’s signature and address.

Decide if these statements are true or false:

1. The registration card must be filled for every person
2. The receptionist does not offer the hotel services.
3. There are no rules for taking animals into the hotel.
4. Undesirable guests are always welcome to the hotel.

5. Elderly people are roomed far from the elevators

6. The child is not registered with the parents

Раздел 7 Организация обслуживания гостей в процессе проживания У4,У5, У6.31,32
ПК 1.1.- 4.4

Пример оценочного средства (примерные тестовые задания, типовой вариант контрольной работы и др.)

Read the information provided in a room leaflet from The Barclay Hotel in New York for 3 minutes and make sure you understand it.

YOUR ROOM AT A GLANCE

INSTANT SERVICE

To make your stay more enjoyable, Instant Service is available “around the clock” for any requests.

WAKE-UP SERVICE

Please contact Instant Service.

IN-ROOM BAR

Your private bar is stocked daily with a variety of drinks and snacks. Items removed are automatically charged to your account. A menu with pricing is located in your room.

THE INTERNET

Your room is equipped with high speed Internet access. A daily access fee will be assessed to your account.

EXPRESS CHECK-OUT

For a fast and effortless check-out, please utilize our voicemail check-out by dialing extension 4510 and leave your name and room number.

IN-ROOM COFFEE

Complimentary coffee is replenished daily in your room. Keurig-makers have directions located on the front of the machine. If further assistance is required please dial Instant Service.

Complimentary coffee and tea is also served in the Lobby from 6:00AM to 7:00AM.

FITNESS CENTER

The Fitness Center offers an assortment of cardio and weight training equipment. Available 24 hours a day with a guestroom key card access on the third floor. Access to the steam room and sauna are available from 6:00AM to 8:00PM.

IN-ROOM SAFE

The safe can be programmed with a personalized four-digit pin code for each use. Please see detailed instructions located in the safe. Alternatively, safe deposit boxes are available at the Reception Desk.

HOUSEKEEPING SERVICE

Your room is serviced daily between 8:30AM and 2:30PM Monday through Friday; between 9:00 AM and 3:00 PM Saturday, Sunday and Holidays. For fresh towels after service hours, please dial Instant Service.

LAUNDRY & SHOE SHINE

Please find instructions in your closet for Laundry, Pressing and Dry Cleaning Service. For Shoe Shine service, please contact Instant Service for pick-up.

ENTERTAINMENT

For your viewing pleasure we are pleased to offer a selection of pay per view movies and entertainment options. To view these and other options, press the menu button on the remote control.

Material from Intercontinental New York Barclay Hotel

II. Choose the correct variant:

1. You can contact Instant Service ...
 - A. twelve hours a day
 - B. twenty-four hours a day
 - C. in the hotel lobby next to the clock
 - D. every hour on the hour: at 6 o'clock, 7 o'clock, etc.
2. There is a variety of drinks and snacks ...
 - A. in the hotel's private bar
 - B. that are removed from your room every day
 - C. that you can have and pay with your room bill
 - D. that are automatically charged to your bank account
3. There is.....Internet access in your room.
 - A. fast
 - B. free
 - C. basic
 - D. wireless
4. If you want a coffee, you can ...
 - A. dial Instant Service
 - B. put money in a machine in your room
 - C. follow the directions to the nearest coffee bar
 - D. have it for free in the lobby early in the morning
5. To enter the Fitness Center you need ...
 - A. your room key card
 - B. to ask for a specific key
 - C. to be a guest on the third floor
 - D. to go between 6:00AM and 8:00PM
6. The in-room safe is ...
 - A. an alarm system that you can program
 - B. a box with a pin code to keep valuable things
 - C. a deposit box that you can get at the Reception Desk
 - D. a personalized four-digit pin code to enter each room
7. You can find that your room hasn't been cleaned yet if you come back at ...
 - A. 2:00 AM on a Friday
 - B. 2:00 PM on a Friday
 - C. 3:00 AM on a Sunday
 - D. 3:30 PM on a Sunday
8. If you need to clean your shoes ...
 - A. you'll find instructions in your closet
 - B. call Instant Service for instructions on how to clean them
 - C. call Instant Service and they'll clean them for you in your room
 - D. call Instant Service and they'll collect the shoes from your room
9. The hotel offers a selection of films that you can watch ...
 - A. for free
 - B. for a daily amount of money
 - C. and pay for each film you watch
 - D. in the hotel's entertainment area
10. Which one is NOT TRUE? You should contact Instant Service if you need ...
 - A. to check out
 - B. fresh towels
 - C. to wake up early
 - D. to clean your shoes

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

Работа с карточками по профессиональной тематике:

1. Role-play a receptionist-guest conversation (reserve a room for family with children).
2. Role-play a receptionist-guest conversation (reserve a room for newly-weds).
3. Role-play a receptionist-guest conversation (reserve a room for seniors by phone)
4. Make a reservation for businessmen by phone.
5. Act out the checking-in procedure following all the necessary formalities

Раздел 8 Продажи гостиничного продукта У4,У5, У6.31,32
ПК 1.1.- 4.4

Пример оценочного средства (примерные тестовые задания, типовой вариант контрольной работы и др.)

Listening Exercise: In a Hotel

Hotel Clerk: Welcome to the Home Again Hotel, sir. How may I help you?

Mr. Edwin: Hello. I would like a non-smoking room with a double bed.

Hotel Clerk: Do you have a reservation?

Mr. Edwin: No, I'm afraid I don't.

Hotel Clerk: Hmmm. Let me see. We don't seem to have any rooms with double beds right now. We are very full tonight. We've got a large conference going on.

Mr. Edwin: I see. So what do you have available?

Hotel Clerk: Well, not much. It seems we have a small corner room on the 5th floor. It has a single bed and a bathroom with a shower.

Mr. Edwin: And is it a non-smoking room?

Hotel Clerk: No, the 5th floor is a smoking floor. But that is the only room we have at this time. Would you be interested in it?

Mr. Edwin: Wow. That's terrible. I didn't realize... I knew I should have made a reservation before I left home.

Hotel Clerk: Yes, you never know if we will have vacancies or not.

Mr. Edwin: I guess I'll have to take that room, then. I don't have time to look for another hotel.

Hotel Clerk: Great. First, let me just have your name...

Questions and Answers

Check True or False. Check your answers below by clicking on the arrow.

1. Mr. Edwin would like a single bed in a non-smoking room.

True False

2. There is a large conference at the hotel right now.

True False

3. It's easy to know if the hotel has vacancies without making a reservation.

True False

4. The hotel has only one room available.

True False

5. Mr. Edwin made a reservation before leaving home.

True False

6. Mr. Edwin is going to look for another hotel.

True False

7. The hotel clerk was polite to Mr. Edwin.

True False

Пример оценочного средства (примерные тестовые задания, типовой вариант контрольной работы и др.)

1) Заполнение бланков бронирования.

2) Ведение переписки, служебной документации и коммуникаций при взаимодействии с иностранными гостями.

3) Ведение переписки, служебной документации и коммуникаций при взаимодействии с руководством и коллегами из других гостиниц международной гостиничной цепи.

4) Составление ответов на письменные запросы иностранных гостей в ситуациях: иностранный гость пишет, что хочет индивидуально забронировать себе номер; иностранный гость пишет, что хочет забронировать несколько номеров для себя и своих друзей в процессе осуществления экскурсионной поездки; представитель иностранного туристического агентства пишет, что хочет забронировать несколько номеров для своих клиентов

- 5) For your ideal hotel make a booklet for travel agencies. Include name, location, facilities and services and as many details as possible in the booklet. Present your booklet to your group.
- 6) Write an advertisement of your hotel for the travellers' magazine. Make the advertisement compact and attractive. Present your advertisement to your group.

Вопросы и задания к дифференцированному зачету:

Tell about your usual day off.

Tell about your family.

Tell about your friends.

Tell about your usual day.

Tell about your family and relatives.

Tell about your working day.

Tell about sights of Moscow

Tell about sights of London

Tell about Russian Federation

Tell about your favourite shops

Tell about your future profession

Tell about traditions and holidays in Great Britain

What means "Booking"

What means "Checking out"

What means "Cheching in"

- 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;
- 3) представитель иностранного туристического агентства хочет забронировать несколько номеров для своих клиентов.
- 4) выезжает группа сотрудников иностранной компании, для которых организация забронировала номера на время их командировки;
- 5) выезжает клиент иностранного туристического агентства, для которого турфирма бронировала номер; выезжает группа иностранных туристов, для которых турфирма заранее бронировала номера.
- 6) выезжает иностранный гость, который бронировал себе номер индивидуально; выезжает группа иностранных гостей, которые бронировали себе номера самостоятельно;
- 7) выезжает руководитель иностранной компании, для которого организация забронировала номер категории VIP;
- 8) выезжает группа сотрудников иностранной компании, для которых организация забронировала номера на время их командировки;
- 9) выезжает клиент иностранного туристического агентства, для которого турфирма бронировала номер;
- 10) выезжает группа иностранных туристов, для которых турфирма заранее бронировала номера.