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**МИНИСТЕРСТВО ОБРАЗОВАНИЯ И НАУКИ  
РЕСПУБЛИКИ КАЗАХСТАН**

**АЛМАТИНСКИЙ ТЕХНОЛОГИЧЕСКИЙ  
УНИВЕРСИТЕТ**

**МАРИНОВА Н.И., ЕЖЕНОВА А.А.,  
САРСЕБЕКОВА М.М.**

**PROFESSIONAL ENGLISH**

**The teaching aid for the students of specialty  
«Hotel and Restaurant Industry»**

**КӘСІБИ АҒЫЛШЫН ТІЛІ**

**«Мейрамхана ісі және мейманхана бизнесі» мамандығы бойынша  
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АНГЛИЙСКИЙ ЯЗЫК**

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Professional English for students of speciality Hotel and Restaurant Industry/Кәсіби ағылшын тілі «Мейрамхана ісі және мейманхана бизнесі» мамандығының студенттеріне арналған/ «Профессионально-ориентированный английский язык» для студентов специальности «Ресторанное дело и гостиничный бизнес»

The teaching aid is prepared for the students of Hotel and Restaurant Industry. It contains material for reading, listening, speaking and writing. Active vocabulary and grammar is given according to the topics.

Ұсынылып отырған оқу-әдістемелік құрал «Мейрамхана ісі және мейманхана бизнесі» мамандығы бойынша оқитын студенттерге арналған.

Оқу-әдістемелік құралда тыңдалым, оқылым, сөйлесім және жазылым бойынша материалдар ұсынылған. Керекті сөздік пен грамматикалық материал оқылатын тақырыптарға сай жасалған.

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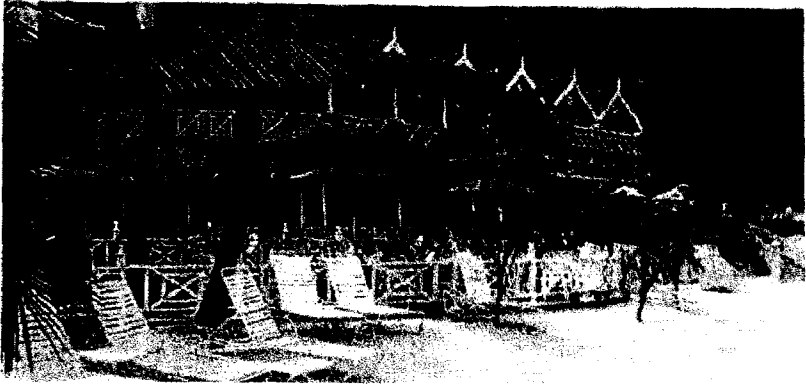
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## Introduction

The main idea of higher education consists in the formation of a creative person who will be able to self-educate, self-develop and to transfer the student from the passive consumer of knowledge into the active capable, to finding and, solving a problem and to proving its correctness. This teaching aid became an objective reality because of the professional orientation of the texts and terminology of specialties. The teaching aid is formed for students who need specialized knowledge of English for professional communication within the Hotel and Restaurant Industry. It consists of 15 units which cover different aspects and consider various hotel and restaurant situations and functions. The varied tasks in each unit help students to use their existing knowledge of the English language at work. Each unit identifies a vocabulary area in three languages. It includes explanations of terminology specific to the hotel and restaurant industry. The range of text types throughout the teaching aid reflects the industry and provides students with practice in various real-life conditions. There are listening tasks in each unit, including dialogues between hotel staff and guests, and between travel agents and customers. English grammar is rather difficult for students in each unit so there are a lot of grammatical exercises which can be very helpful for them. This teaching aid has a strong focus on students' developing professional skills.

## Пояснительная записка

Главная идея высшего образования состоит в том, чтобы формировать креативно-мыслящую личность. Которая развиваясь самостоятельно, превращается из пассивного студента потребителя знаний, в активного создателя, который самостоятельно может решить проблему и доказать ее правдивость. Это методическое пособие имеет профессиональную направленность текстов с использованием специальной терминологии. И предназначается для студентов специальности «Ресторанное дело и гостиничный бизнес», нуждающихся в профессиональном общении на английском языке. Оно состоит из 15 уроков, где предусмотрены ситуации действия в гостинице и ресторане. Разнообразные задания в каждом уроке помогут студентам использовать накопленные знания в практической деятельности. Имеющийся словарь на трех языках включает в себя объяснение специальной терминологии. Диапазон текстов учебного пособия отражает данную специальность и предоставляет студентам возможность попрактиковаться в различных жизненных ситуациях.



## Unit 1

### Typology and classification of restaurant and hotel

#### A Glossary

|     |                |                     |                     |
|-----|----------------|---------------------|---------------------|
| 1.  | Seafood        | Морская еда         | Теңіз тағамдары     |
| 2.  | Sport complex  | Спортивный комплекс | Спорт кешені        |
| 3.  | Popular        | Популярный          | Танымал             |
| 4.  | High quality   | Высокое качество    | Жоғары сапа         |
| 5.  | Good value     | Хорошая расценка    | Жақсы баға          |
| 6.  | Average coast  | Средняя стоимость   | Орташа құны         |
| 7.  | Sweet and soar | Сладкое и кислое    | Тәтті және қышқыл   |
| 8.  | Local markets  | Местные рынки       | Жергілікті базарлар |
| 9.  | Coastline      | Побережье           | Жағалау             |
| 10. | Coral          | Коралловый          | Маржан              |
| 11. | Cove           | Бухта               | Айлақ               |
| 12. | Entertainment  | Развлечение         | Ойын – сауық        |
| 13. | Gymnasium      | Спорт зал           | Спорт зал           |
| 14. | Informal       | Неформальный        | Бейресми            |
| 15. | Location       | Расположение        | Орналасуы           |
| 16. | Marine life    | Морская жизнь       | Теңіз өмірі         |
| 17. | Native         | Родной              | Туған               |
| 18. | Overlook       | Обозревать          | Байқап көру         |
| 19. | Patio          | Внутренний дворик   | Ішкі аула           |



## B Read the text.

There are many different hotels all over the world. One of them is the Oriental in Bangkok. This hotel is consistently named as one of the top three hotels in the world. Its 394 rooms are spacious and tastefully decorated. All have private bathroom, air conditioning, hair-drier. TV with in-house movies and mini-bar. Guests have a choice of 7 restaurants including the Normandier - Grill for French cuisine, the Zord Jim for seafood and the Sala Rim Nam which serves exotic Thai cuisine. The hotel has 2 swimming-pools and across the river the Oriental's fully-equipped sports complex which offers tennis and squash facilities a gymnasium, a sauna, a jogging track, and a fitness Centre. There is entertainment most evenings, including a regular disco.

The informal Argo Beach club Hotel is the perfect place for a get-away-from-it-all holiday. It is hidden in a coconut grove on the beautiful Dalguete coastline in the Philippines. The white coral beach stretches for 2 km and the hotel's coves have crystal-clear waters, rich and in tropical marine life.

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

### *There are different kinds of restaurants*

For example: The Bamboo Garden (Chinese food). A very popular place. The food is always high quality and good value. You sometimes have to wait for a table. Location is close two offices and many hotels, but there is no parking. Atmosphere is usually noisy and overage cost is \$ 35 per person on the menu we have a variety of good Chinese soups. Typical main courses such as sweet and sour chicken, beef with chilly, vegetables and fried-rice. Another restaurant is sea-food in L'Esprit de Mer. Here you can find first-class food. The fish is always excellent and is quit expensive. Atmosphere is quit and calm. And the average cost is \$ 50 per person. On the menu we have high quality French cuisine. The best fish from the local markets and we have very good choice of desserts and cheese. If you like vegetarian dishes you may go to the place in the park. In this restaurant the vegetarian dishes are wonderful. Prices are high but the food and service are always excellent. Atmosphere is relaxing because of the living just music. The average cost is higher than in another restaurants - \$ 75 per person the menu no meat is served but a wide variety of international vegetarian dishes we have.



### Ex1. Make each statements true or false.

- 1) The Oriental in England is consistently named as one of the top three hotels in the world.
- 2) Its 394 rooms are small, badly decorated.
- 3) Hotel has 2 swimming-pools.
- 4) The informal Argo Beach Club Hotel is a perfect place.
- 5) The White coral beach stretches for 5 km.
- 6) The hotel's 135 bedrooms are simply furnished.
- 7) Bamboo Garden is a seafood restaurant.
- 8) The place in the Park has wide variety of international vegetarian dishes

**Ex2. Circle the correct phrases.**

- 1) The oriental Hotel has **290 rooms/ 394 rooms** are specious and tastefully decorated.
- 2) Guests have a choice of **seven restaurants/ three restaurants**.
- 3) The oriental Hotel has fully equipped sport complex across **the river/near the river**
- 4) The informal Argo Beach club Hotel is the perfect place for a **"get – away – from – it – all" holiday / for a good holiday** .
- 5) The Hotel restaurant **overlooks the sea/ overlooks the city**.
- 6) The Bamboo Garden has the typical main courses such as **sweet and sour chicken/ fried chicken**
- 7) High quality **French cuisine/ English cuisine** has the restaurant L'Esprit de mer
- 8) The average cost in the vegetarian restaurant is **75 \$ per person/ \$ 50 per person**.



**Ex 3. Answer the questions and try to retell the text.**

- 1) Where are the Oriental hotel and Argo Beach club Hotel situated?
- 2) How many rooms are there in the Oriental hotel and in the Argo Beach Club Hotel?
- 3) What are the differences in hotel facilities in the Oriental hotel and the Argo Beach Club Hotel?
- 4) What kind of sports complexes can the hotels offer to their guests?
- 5) Can you describe the entertainments, which the hotels suggest to their guests?
- 6) Which restaurant do you prefer?
- 7) What are the differences on the menu in each restaurant?
- 8) Which is the cheapest restaurant?
- 9) In which restaurant no meat is served?
- 10) Why do you prefer one of these restaurants?



**C Grammar: Articles**

The 3 articles in English are **a, an** and **the**.

The learner has to decide noun-by-noun which one of the articles to use. In fact, there are 4 choices to make, because sometimes no article is necessary.

The most important first step in choosing the correct article is to categorize the noun as **countable** or **uncountable**. A *countable* noun is a noun that **can** have a number in front of it: *1 teacher, 3 books, 76 trombones, 1,000,000 people*. An *uncountable* noun is a noun that **cannot** have a number put in front of it: *1 water*. Once you have correctly categorized the noun (using your dictionary if necessary), the following "rules" apply:

### Uncountable nouns

You cannot say *a/an* with an uncounted noun.

You cannot put a number in front of an uncountable noun. (You cannot make an uncountable noun plural.)

You use an uncountable noun with no article if you mean that thing in general.

You use *the* with an uncountable noun when you are talking about a particular example of that thing.

Countable nouns

You can put a number in front of a countable noun. (You can make a countable noun plural.)

You can put both *a/an* and *the* in front of a countable noun.

You must put an article in front of a singular countable noun.

You use a plural countable noun with no article if you mean all or any of that thing.

You usually use *a/an* with a countable noun the first time you say or write that noun.

You use *the* with countable nouns:

the second and subsequent times you use the noun in a piece of speech or writing when the listener knows what you are referring to (maybe because there is only one of that thing)

You use *an* (not *a*) when the next word (adverb, adjective, noun) starts with a vowel sound.

### Ex 1. Put articles (a, an, the) where necessary.

There are many different hotels all over the world. One of them is \_\_ Oriental in Bangkok. This hotel is consistently named as one of \_\_ top three hotels in the world. Its 394 rooms are spacious and tastefully decorated. \_\_ hotel has 2 swimming-pools and across \_\_ river \_\_ Oriental's fully-equipped sports complex which offers tennis and squash facilities \_\_ gymnasium, \_\_ sauna, \_\_ jogging track, and \_\_ fitness Centre.

Ex 2. Put *a, an* or *the* into the gaps if they required. Leave the gaps empty if nothing is required.



1. I had \_\_\_ sandwich for \_\_\_ lunch today.
2. We flew to \_\_\_ Dublin Airport in \_\_\_ Ireland.
3. It was \_\_\_ long flight, but eventually we arrived in \_\_\_ U.S.A.
4. I'm trying to learn \_\_\_ Japanese. I'm having \_\_\_ lesson tomorrow.
5. He made \_\_\_ angry speech against \_\_\_ receptionist.
6. She is \_\_\_ experience chef and she is working in \_\_\_ Oriental Hotel.
7. They live in Bangkok in \_\_\_ area near to \_\_\_ Fitness Centre.
8. They're bought \_\_\_ small flat in \_\_\_ Park Street.

**Ex 3. Complete the sentences by putting in a, an or the if required. Leave the gap empty if nothing is required. (Note that the following words in this exercise are uncountable nouns: music, fuel, education fish, food, coffee, exercise).**

1. She read \_\_\_ complains that had arrived that morning.
2. It was a nice day, so we had \_\_\_ lunch in \_\_\_ garden of our hotel.
3. I'm just going to \_\_\_ shops. I'll be back in a few minutes.
4. We phoned for \_\_\_ taxi to take us to \_\_\_ airport.
5. I like listening to \_\_\_ music when I come home.
6. Without \_\_\_ gas, \_\_\_ ovens don't work.
7. John was at home. He was reading \_\_\_ magazine in \_\_\_ living-room.
8. Jane doesn't like \_\_\_ fish; she never eats it.
9. After \_\_\_ dinner, I washed \_\_\_ plates and glasses.
10. Did you like \_\_\_ food at \_\_\_ restaurant yesterday?

**Ex 4. Complete this conversation by putting in a, an or the if required. Leave the gap empty if nothing is required.**

Mike: Is Maria<sup>0</sup> \_\_\_ manager at your restaurant?

Rosie: No, she's<sup>1</sup> \_\_\_ old friend of mine. We were at \_\_\_ cooking course together.

Mike: What does she do now?

Rosie: She's<sup>2</sup> \_\_\_ main chef. She's not English, you know. She comes from<sup>3</sup> \_\_\_ Brazil, but she's living in<sup>4</sup> \_\_\_ U.S.A. at the moment.

Mike: Has she got<sup>5</sup> \_\_\_ job there?

Rosie: Yes, she's working for<sup>6</sup> \_\_\_ big company there.

Mike: Do you write<sup>7</sup> \_\_\_ letters to each other?

Rosie: Yes, and I had<sup>8</sup> \_\_\_ long letter from her yesterday.

Mike: What did she say in<sup>9</sup> \_\_\_ letter?

Rosie: She said that she was living in<sup>10</sup> \_\_\_ nice apartment in<sup>11</sup> \_\_\_ centre of<sup>12</sup> \_\_\_ Chicago.



## D Listening

### How to take messages.

Listen to the dialogue and complete the message with these words.

|          |            |             |
|----------|------------|-------------|
| 502      | today      | ten o'clock |
| tomorrow | 402        | Mr Schmidt  |
| meeting  | Mr Wollman | two o'clock |

Message for -----  
 Room number-----  
 Caller-----  
 Event-----  
 Day-----  
 Time-----

Listen again and put the dialogue in the correct order. Complete the sentences with the information from the dialogue.

- A. Just one moment, and I'll connect you. I'm sorry, there's no answer from room.....Can I take a message for you?
- B. Hello. Could I speak Jo Mr..... in room. ...., please?
- A. Good morning, Athens Palace Hotel. Angela speaking. How can I help you?
- A. Certainly, sir.
- B. Yes, please. My name's Hans..... Please tell him there's a meeting..... at..... o'clock.

Read the dialogue and check your task.

**Reception:** Good morning, Athens Palace Hotel. Angela is speaking. How can I help you?

**Caller:** Hello. Could I speak to Mr. Wolman in room 902, please?

**Reception:** Just one moment, and I'll connect you. I'm sorry, there's no answer from room902. Can I take a message for you?

**Caller:** Yes, please. My name's Hans Schmidt. Please tell him there's a meeting tomorrow at ten o'clock.

**Reception:** Certainly, sir.

Practice the dialogue with a partner.



## Unit 2

### Enterprise in the sphere of hotels services.

#### A Glossary

|     |                      |                   |                     |
|-----|----------------------|-------------------|---------------------|
| 1.  | Outlet               | Торговая точка    | Сауда орын          |
| 2.  | License              | Лицензия          | Лицензия            |
| 3.  | Chain of fast foods  | Сеть фаст фудов   | Фаст фуд желісі     |
| 4.  | Fail                 | Провалить         | Құлау               |
| 5.  | To adapt             | Приспосабливаться | Икемделу            |
| 6.  | To explain           | Объяснять         | Түсіндіру           |
| 7.  | Customer             | Покупатель        | Сатып алушы         |
| 8.  | To image             | Представлять      | Елестету            |
| 9.  | To blame             | Осуждать          | Кінәләу, кінәраттау |
| 10. | Advice               | Совет             | Keңес               |
| 11. | To greet             | Приветствовать    | Амандасу            |
| 12. | To suggest           | Предлагать        | Ұсыныс жасау        |
| 13. | To promise           | Обещать           | Уәде беру           |
| 14. | To run advertisement | Рекламировать     | Жарнамалау          |
| 15. | To advance, get on   | Продвигать        | Алға басу           |



#### B Read the text.

Subway...going down?

Subway, the American sandwich franchise, has 14,000 outlets. It is American's biggest fast-food chain bigger than McDonald's. Subway Japan set up 195 franchise stores between 1992 and 2001. One hundred and twelve failed. Why? Masahiro Kobayashi of the Japan Franchisee's Association says this was because the American company did not adapt to Japan. As an example he explains that the size of the Subway bread roll is too big for Japanese women to eat comfortably. Many customers visited a Subway store once and did not come back. Another problem may be that Subway's image is too «healthy» for Japan. To suit Japanese tastes, hamburgers need a lot of mayonnaise and the buns need a lot of extra sugar. Some people blame the failures on poor management. When Then Tetsuzo Ono became a franchisee, he asked the company for advice. He said they told him, «Remember to greet your customers» and «Keep the store clean», «That was it. They never suggested anything else,» Ono said. According to Ono, Subway promised to women advertisements but this did not happen. He says, They failed to promote the brand. People who didn't know Subway sandwiches never saw any commercials or heard from other people about the stores. Ono shut down his store. In just over two years he lost over 35 million yen. He and his wife never had a day off. He now works as a taxi driver. Yoshimasa Kawabata Marketing Manager of Subway Japan, does not agree that Subway has bad management. He says «We are just a Franchise of Subway in America, but we are still the biggest sandwich chain in Japan.»

**Ex 1. Make each statement true or false.**

- 1.Subway has 14,000 outlets in Japan.
- 2.Mc.Donald's is the biggest fast-food in America.
- 3.A lot of Subway franchises failed because the Japanese don't like fast food.
- 4.The company said to Mr. Ono «Thank customers when they leave the shop.»
- 5.Subway ran a lot of advertisements.
- 6.Mr.Ono's store was not successful.
- 7.Mr.Ono took a lot of holidays.
- 8.Mr.Ono has a new job.

**Ex 2. Match these words to their meanings. Use a good dictionary to help you.**

- |              |   |
|--------------|---|
| 1)Franchise  | a)shop or other place to buy things   |
| 2)Franchisee | b)one company allows another company to sell its goods or services.             |
| 3)Adapt      | c)a number of shops owned by the same company.                                  |
| 4)Outlet     | d)change  |
| 5)Chain      | e)a person or group of people who can sell another company's goods or services. |



**Ex 3. Answer the questions and try to retell the text.**

1. How many outlets does subway the American sandwich franchise have?

2. When did Subway Japan set up 195 franchise stores?
3. Why did Subway Japan fail?
4. What was the another problem of Subway Japan?
5. What advice did the company give to Tetsuzo Ono?
6. Why did Ono shut down his store?
7. How much million yen did he lose?
8. Why Yoshimasa Kawabata doesn't agree that subway Japan has bad management?



## C Grammar: The Present Perfect

### Have/has V3/V ed

**We use the Present Perfect to talk about something that happened in the past, but we do not say exactly when it happened:**

I've seen this film before.

**We often use the Present Perfect in this way for things that happened in the past, and that have a result now:**

She's left the company. She doesn't work there now.

**We often use the Present Perfect with ever and never :**

Have you ever met a famous person? He has never worked in a factory.

**We can use the Present Perfect with for and since**

We've lived here for six months. I haven't seen Tom since Tuesday.

**We use just with the Present Perfect to talk about things that happened a short time before now:**

It has just finished.

**We use already with the Present Perfect to emphasize that something happened before now, or before it was expected to happen.**

I've already heard that story.

**We use yet with a negative verb to say that something has not happened, but we think that it will happen:**

The post hasn't arrived yet.

**We use yet in questions to ask whether something, that we expect to happen, has happened**

Have you paid the bill yet?

**Ex 1. Write this conversation using the Present Perfect and the words in brackets.**

Brian: (Yes, in fact I / work / abroad.)

1.....  
(I / work / in Ireland and in Brazil. )

2.....  
(What about you? / you / ever / have / a job abroad? )

3.....

Rob: (No, I /never / want / to leave my home town.)

4.....

(I / live / here for twenty years, and I / think / of working abroad. )

5.....

Brian: (Really? Well, I/ apply / for another job abroad.)

6.....

**Ex 2. Make sentences with the Present Perfect and for or since.**

1. (I/ know / her / more than ten years.)

2. (I / not / eat / anything / lunchtime.)

3. (you / live in this town / a long time?)

4. (Jill / be / a good friend / we were at school together.)

5 (you / see / Jack / the party last week?)

**Ex 3. Complete the conversation using just, already or yet with the Present Perfect.**

Julia: 1..... (you /visit/the Art Gallery/?)

Anna: No,2.....  
(I/not/do/that),but I'm going to do it.

Julia: What about the theatre? 3

..... (you/see/a play/?)

Anna: No, 4 but

..... (I/book/a ticket) for one.  
It's called The Friends. I rang the theatre five minutes ago. Would you like to come with me?

Julia: Thanks, but 5..... (I/see/that play).I  
saw it last month.

Anna: 6..... (I/read)in the newspaper that  
The Adventurers are giving a concert next week. Do you think it will be good?

Julia: Yes. 7

..... (they/make/) a really  
good, new record. It came out a couple of days ago.

Anna: Will I be able to get a ticket?

Julia: Yes, 8 (they/not/sell/all the tickets) .

But be quick! They're a very popular group.

**Ex 4. Complete each sentence with a time word or phrase from the box.**

yet for since often ever never already so far just always

- a) Luis has lived in the city center since 1996.
- b) Thanks for the present! I've ..... wanted a pet goldfish!
- c) Have you ..... drunk pineapple juice? It's fantastic!
- d) I've ..... heard some fantastic news! I've passed my exams!
- e) Hurry up! Haven't you finished .....? You're so slow!
- f) Nina has worked in this company ..... five years.
- g) I've ..... been on a big ship before. It's an interesting experience!
- h) We're very busy today. .... we've sold over a hundred bikes.
- i) I've ..... passed this building, but this is the first time I've been inside.
- j) Can I have a different book? I've ..... read this one.



**D Listening**

**Negotiating room rates.**

**Listen to the dialogue and underline the correct alternative.**

1. 260 euros. That's for a **single/double** room, with breakfast included.
2. Isn't there some sort of weekend **discount/offer** you can give me?
3. We can **give/offer** you a special weekend rate if you stay Saturday and Sunday nights.
4. That's 200 euros per **day/night** for a double room, including breakfast.
5. I'm afraid that's still **too/very** much.
6. What's your **limit/budget**? Maybe one of our sister hotels can help.
7. We need to find a room for **less/more** than 120 euros a night.
8. Well, I can do you a special **weekday/weekend** mini break offer of 320 euros.

**Read the dialogue and check your task.**

**Reservations:** ... that will be 260 euros. That's for a double room with breakfast included.

**Woman:** Isn't there some sort of weekend discount you can give me?

**Reservations:** Well, madam, the room rate I've given you is the standard rack rate. But we can give you a special weekend rate if stay Saturday and Sunday nights.

**Woman:** How much is that?

**Reservations:** That's 200 euros per night for a double room, including breakfast.

**Woman:** I'm afraid that's still too much.

**Reservations:** What's your budget? Maybe one of our sister hotels can help.

**Woman:** We need to find a room for less than 120 euros a night.

**Reservations:** Well, I can do you a special weekend mini-break offer of 320 euros.

**Woman:** Hmm ... 160 a night. What if we don't have breakfast?

**Reservations:** That's 280 euros for the two night.

**Woman:** OK. I'll take it.

**Reservations:** Thank you very much. What name is it, please?

**Practice the dialogue.**



### Unit 3

**Subjects and objects of enterprise activities in the Hotel Industry.**

### A Glossary



|     |                  |                      |                         |
|-----|------------------|----------------------|-------------------------|
| 1.  | A careers guide  | Профессиональный гид | Кәсіби жетекші          |
| 2.  | A hotel brochure | Каталог отеля        | Конақ үйдің<br>Каталогы |
| 3.  | To mention       | Упомянуть            | Еске салу               |
| 4.  | Hospitality      | Гостеприимство       | Конақжайлылық.          |
| 5.  | Responsibility   | Ответственность      | Жауапкершілік           |
| 6.  | Exciting         | Волнующий            | Кобалжытатындай         |
| 7.  | Satisfaction     | Удовлетворение       | Канағаттанарлық         |
| 8.  | Employees        | Сотрудники           | Әріптестер              |
| 9.  | Teamwork         | Работа в команде     | Ұжымда жұмыс істеу      |
| 10. | Housekeeper      | Домоправительница    | Үй қызметшісі           |
| 11. | Beverage         | Напиток              | Сусын                   |
| 12. | Accountant       | Бухгалтер            | Есепші                  |
| 13. | Executive        | Администратор        | Әкімшілік               |
| 14. | Benefit          | Интересы, выгода     | Пайда                   |
| 15. | Chambermaid      | Горничная            | Конақ үй қызметші       |
| 16. | Bartender        | Бармен               | Бармен                  |



### B Read the text.

#### Not always hospitable.

Hospitality may be one of the most exciting industries to work in but it isn't an easy life.

The hospitality industry is one of the fastest-growing industries in the world. It offers some exciting careers and a lot of job satisfaction. But it isn't easy working in a hotel- the peak holiday season is hard work, with employees often working long hours and sometimes seven days a week.

#### Teamwork

Every member of staff, from the housekeeper to the hotel manager, is responsible for rooms, the food and beverage service, registration and general management. There is a variety of jobs in larger hotels, including administration jobs such as accountant and marketing executive.

#### Benefits

Hotel employees get paid sick leave and holidays, as well as other benefits like free food and, occasionally, free holidays! Many hotels also offer free or cheap live-in accommodation and have resident manager and concierges.

#### People

The hospitality industry is different from other industries. Hospitality is people dealing with people, from the porter to the hotel manager. IF you don't like people this isn't the career for you.

**Ex1. Match the jobs with the duties. Use a 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             |

**Ex 2. What do you like about the hospitality industry? Write down five things and compare your ideas with your partner.**

**Ex 3. Answer the questions and try to retell the text.**

**Find five jobs or areas of work that are mentioned in the text.**

1. Why is the hospitality industry not always hospitable?
2. What responsibilities does a hotel manager have in a small hotel?
3. In what ways is the hospitality industry different from other industries?
4. Find three adjectives that describe a career in the hospitality industry.
5. What are the advantages and disadvantages of working in a hotel?
6. Where do you think the article is taken from?

- A newspaper  
 B careers guide,  
 C hotel brochure



### C Grammar: Past Perfect

We use the Past Perfect to express an action completed before a given past moment. This moment may be indicated :

1. By adverbial expressions such as by six o'clock, by that time, by the end of the week etc.  
 I **had finished** dressing by three o'clock.  
 I **had ridden** this horse before last Sunday.
2. by another action in the past simple  
 When Kamila arrived at the party, Kairat **had** already **gone** home.  
 When we got home last night , we found that somebody **had broken** into the flat.  
 He suddenly realized that he **had left** his suitcase in the bus.  
 Bulat didn't want to go to the cinema with us because she **had** already **seen** the film.

| Positive   | Negative       | Questions    |
|------------|----------------|--------------|
| I had gone | I had not gone | Had I gone ? |

|               |                   |                |
|---------------|-------------------|----------------|
| You had gone  | You had not gone  | Had you gone?  |
| He had gone   | He had not gone   | Had he gone?   |
| She had gone  | She had not gone  | Had she gone?  |
| It had gone   | It had not gone   | Had it gone?   |
| We had gone   | We had not gone   | Had we gone?   |
| You had gone  | You had not gone  | Had you gone?  |
| They had gone | They had not gone | Had they gone? |

The Past Perfect is = **had+ Past Participle ( gone, seen, finished etc)**

I had gone = I'd had gone    I had not gone = I hadn't gone

### Ex 1. Use *Past Perfect* or *Past Simple*.

- When he (to come) home, his mother already (to cook) dinner.
- When we (to come) to my friend's house, he just (to leave).
- When her husband (to enter) her office, she already (to finish) her work for that day.
- Jennifer (to send) him an email after he (to call).
- We (to eat) a cake which I (to bring) an hour before.
- My sister (to take) my dress which I (to buy) in Morocco.
- I (to work) on the computer yesterday which I (to buy) a week ago.
- I (to know) that my friend (not yet to complete) the work in the reception.
- Nick and his wife (to come) home from the restaurant at five o'clock.
- She (to finish) my homework at seven o'clock.
- She (to finish) my homework by seven o'clock.
- They (to sell) their house before they (to buy) the new one.
- He told me that he (to buy) a new car.
- Yesterday I (to wake up), (to open) my eyes and (to remember) what I (to do) the day before.
- She said that she (to have) a great vacation trip.
- You (to complete) the test by Friday?
- I (not to have) a lunch by the afternoon, so I was very hungry.

### Ex 2. Use the *Past Perfect*, and *already* or *never*.

- Last weekend Tom cooked a horse for the first time.  
He.....before that.
- Last summer Jeff worked as a receptionist for the sixth time.  
He.....before that.
- Last week Susan worked as a waiter for the first time.  
She.....before that.
- Last week Ann appeared in a restaurant for the first time.  
She.....before that.
- Last summer Tony played tennis at Wimbledon for the fifth time.  
He.....before that.

**Ex 3. Use the Past Perfect to complete the sentences.**

1. Fred said, 'Jack has just gone out'.  
Fred told us that Jack.....
2. Robert said to Jill, 'Have you been to Cambridge'?  
Robert asked Jill if she.....
3. When the boys came home, Mrs. Brock said, 'I've made some sandwiches'.  
Mrs. Brock told the boys that she.....
4. I know your cousin, said Tom. 'I met her in Amsterdam.'  
Tom said he knew my cousin because he.....
5. Bob was talking to Jean, and he said, 'Have you ever been to Japan'?  
Bob asked Jean if she.....

**Grammar: Future Perfect**

We use the Future Perfect to say that something will already be completed before a given moment in the future.

The Future Perfect = **will have+ Past Participle.**( done, seen, written)

| Positive                    | Negative                       | Questions                    |
|-----------------------------|--------------------------------|------------------------------|
| I <b>will have eaten</b>    | I <b>willnot have eaten</b>    | <b>Will I haveeaten?</b>     |
| You <b>will have eaten</b>  | You <b>willnot have eaten</b>  | <b>Will you have eaten?</b>  |
| He <b>will have eaten</b>   | He <b>willnot have eaten</b>   | <b>Will he haveeaten?</b>    |
| She <b>will have eaten</b>  | She <b>willnot have eaten</b>  | <b>Will she have eaten?</b>  |
| It <b>will have eaten</b>   | It <b>willnot have eaten</b>   | <b>Will it haveeaten?</b>    |
| We <b>will have eaten</b>   | We <b>willnot have eaten</b>   | <b>Will we haveeaten?</b>    |
| You <b>will have eaten</b>  | You <b>willnot have eaten</b>  | <b>Will you haveeaten?</b>   |
| They <b>will have eaten</b> | They <b>willnot have eaten</b> | <b>Will they have eaten?</b> |

" I think we'll **have finished** all this before dark."

We are late. The film **will already have started** by the time we get to the cinema.

They **will have finished** their compositions by 7 o'clock in the evening.

**Use**

1. Completion before a specified point in the future
2. Actions or situations that will last in the future (for a specified time)
3. Certainty that an action was completed

### Use 1: Completion before a specified point in the future

The first use of this tense is to talk about future actions that will be finished before some specified point in the future.

- Before they come, we will have cleaned up the house.
- John will have eaten the whole cake, by the time the birthday party starts!

### Use 2: Duration in the Future

Another use of this tense is to talk about actions will last after a given point in the future.

- By the next year, I will have known Monica for 30 years.
- Patrick will have lived in Hong Kong for 20 years by 2012.

### Common Time Expressions

Time expressions that are commonly used with the Future Perfect:

By

By the time

Before

By tomorrow/7 o'clock/next month

Until/till

### Use 3: Certainty About the Near Past

The last use is to express conviction that something happened in the near past.

- The train will have left by now. We have to look for another way to get there. (I'm sure the train has left)
- The guests will have arrived at the hotel by now. (I'm sure the guests have arrived at the hotel)

### Form

Contracted forms

WILL = 'LL

*Example:* She'll have finished = she will have finished

WILL + NOT = WON'T

*Example:* She won't have finished = she will not have finished

Important

The Future Perfect appears in two forms: "will" form and "going to" form which can be used interchangeably.

Example:

"She will have finished" means "she is going to have finished"

**Ex1. Put the necessary verb.**

1. By this time tomorrow, I \_\_\_\_\_ (finish) the project.
2. By 8 o'clock, the kids \_\_\_\_\_ (fall) asleep.
3. By tomorrow morning, he \_\_\_\_\_ (sleep) wonderfully.
4. By next year, she \_\_\_\_\_ (receive) her promotion.
5. Robin \_\_\_\_\_ (sell) his car by next Sunday.
6. Morgan \_\_\_\_\_ (clean) the entire house by lunch.
7. We \_\_\_\_\_ (dance) a few dances before midnight.
8. At this time tomorrow morning, they \_\_\_\_\_ (begin) working.
9. At this time next week, we \_\_\_\_\_ (catch) the thief.
10. At 2013, I \_\_\_\_\_ (live) in Madrid for 5 years.
11. At 2020, they \_\_\_\_\_ (work) here for 20 years.
12. By September, Julie \_\_\_\_\_ (teach) us for over a year.
13. By October, I \_\_\_\_\_ (study) English for 3 months.
14. At Monday, she \_\_\_\_\_ (wait) for 2 weeks.

**Ex 2. Complete the sentences using the appropriate phrases in the sentences using future perfect tense.**

1. In two years' time I \_\_\_\_\_ (finish) this work as a receptionist.
2. By the end of the month, I \_\_\_\_\_ (work) for this hotel for a year.
3. You \_\_\_\_\_ (not hear) about this job in a hotel.
4. By the time we get to the restaurant the party \_\_\_\_\_ (begin).
5. By next week I \_\_\_\_\_ fully (decorate) fifty rooms for new guests.
6. By three o'clock the chef of the restaurant \_\_\_\_\_ (cook) his famous desert.
7. By the end on the month many hotels \_\_\_\_\_ (offer) free or chip live in accommodation.



**D Listening**

**Customer care**

**Listen to the dialogue. What should you do in these situations?**

1. New customers arrive at reception.
2. A customer telephones the hotel.
3. A customer with disabilities arrives at reception.
4. Reception is busy. Customers want to speak to you.

**Work with a partner. Write a dialogue between a hotel receptionist and a woman business traveler as she checks in to the hotel. Use these notes.**

book a wake-up call  
dry cleaning (suit)  
book a taxi  
Internet access?  
sauna?

Trainer: At reception, always welcome customers with a warm smile. Be polite and friendly at all times.

Trainee: What do you do when people make a telephone reservation?

Trainer: Always answer the call within three rings or apologize for the delay when you answer. When you know the customer's name, use it in conversation.

Trainee: Yes. I see.

Trainer: Take special care of customers with particular needs, for example, older clients or women business traveler.

Trainee: And disabled customers?

Trainer: Yes, of course. Find out what they would like and be patient and helpful.

Trainee: Sometimes reception is very busy.

Trainer: yes, don't keep people waiting long. Smile at guests while they're waiting but don't keep them waiting long...

**Practice the dialogue, taking turns to be the receptionist and the customer.**

## **E Speaking**

**Work with a partner. Use the notes below to make requests to your partner.**

- Noisy room – move to a quieter one?
- breakfast in my room?
- bottle of gin and some tonic - room 488
- more clean towels in the bathroom?
- soup not hot enough

**Example: Excuse me, my room is very noisy. Could I move to a quieter one?  
Answer your partner's requests using these notes. Choose the best alternative.**

will send room service up

will replace it  
 will send porter to help change rooms  
 will call housekeeping and arrange it  
 will send it up straight away.

**Example:** Yes, of course. I'll send a porter to help you change rooms right away.



## Unit 4

### Restaurant and Hotel services

#### A Glossary

|    |                          |                       |                      |
|----|--------------------------|-----------------------|----------------------|
| 1  | Occasionally             | Иногда                | Анда – санда         |
| 2  | Meeting the guest        | Встречать гостей      | Конақтарды қарсы алу |
| 3  | Checking the records     | Проверить запись      | Жазбаны тексеру      |
| 4  | Occupied                 | Занятый               | Бос емес             |
| 5  | Maintenance              | Ремонт                | Ремонт               |
| 6  | Sending faxes and emails | Отправлять факс       | Факс жіберу          |
| 7  | Confirming bookings      | Подтверждение заказов | Заказдарды бекіту    |
| 8  | Prepare bills            | Приготовить счет      | Төлем ақыны жасау    |
| 9  | Deal with enquiries      | Работать с вопросами  | Ұсынысты қарап шығу  |
| 10 | Department               | Отрасль               | Сала                 |
| 11 | Tired                    | Уставать, утомленный  | Шаршау, шаршаған     |
| 12 | Differences              | Различие              | Айырмашылық          |
| 13 | To confirm               | Подтверждать          | Бекіту               |



**B Read the text.**



## My job.

### Eustasio Gavilan, receptionist at Dark wood Beach Hotel, Jamaica

I'm hotel receptionist. I usually work from 7am to 3pm but occasionally I work nights. I prefer working during the day because I meet more guests. When I'm on night shift I'm responsible for the 'close of day'. I check both the manual records and the computer records to see which rooms are occupied. Which are unoccupied, which are closed for maintenance and which need cleaning? The manager is not on duty at night or the weekends so I'm responsible for everything at these times.

During the day shift I send faxes and emails confirming bookings, check in new guests and prepare bills for the guests checking out. I also answer the telephone calls, deal with enquires, take reservations and put calls through to other departments.

Before a large group checks in, we receive a running list of all the names from the booking agents. I check people in as fast as possible because they have usually travelled a long way and I know they are tired. After that, I check the running list against the names of guests who checked in. There are often differences so I phone the agency to confirm the group names.

### Ex1. Match the verbs with the nouns to show some of Eustasio's duties.

- |                |                     |
|----------------|---------------------|
| 1. check       | a) guests           |
| 2. send        | b) records          |
| 3. confirm     | c) calls            |
| 4. check in    | d) enquiries        |
| 5. prepare     | e) the telephone    |
| 6. answer      | f) booking          |
| 7. deal with   | g) reservations     |
| 8. take        | h) bills            |
| 9. put through | i) faxes and emails |

### Ex 2. Use the correct form of the verbs in these sentences.

1. Anna (not/work) \_\_\_ on Mondays.
2. The housekeeper (change) \_\_\_ the towels every day.
3. The hotel (not/offer) \_\_\_ room service after 11 pm.
4. We (not/serve) \_\_\_ dinner before 9 pm.
5. Guests often (ask) \_\_\_ for an alarm call.
6. A waiter (not/finish) \_\_\_ work until late at night.



### Ex 3. Choose the right variant.

#### Eustasio usually works

- A. day shifts
- B. night shifts

- C. only at weekends
- D. in the afternoons

**When he works at night, he**

- A. helps the manager
- B. meets a lot of guests
- C. checks the hotel records
- D. sends faxes confirming bookings

**During the night, he also works as the hotel's**

- A. telephones
- B. housekeepers
- C. concierge
- D. manager

**When there is a group booking, he checks the names on the running list**

- A. when the group check in
- B. immediately after they check in
- C. the next day
- D. when they check out

**The main topic of this text is**

- A. what Eustasio does during the day shift
- B. the difficulties of being a receptionist
- C. what Eustasio likes most about his job
- D. Eustasio's duties as a receptionist



**C Grammar**

**Past Perfect Continuous**

We use the Past Perfect Continuous to express an action which began before a definite moment in the past, had continued up to that moment, and was still in progress at that moment or had very recently finished.

Or we can say that something **had been happening** for a period of time before something else happened.

The Past Perfect Continuous = **had been-ing**

| Positive                    | Negative                        | Questions                    |
|-----------------------------|---------------------------------|------------------------------|
| I <b>had been waiting</b>   | I <b>had not been waiting</b>   | <b>Had I been waiting?</b>   |
| You <b>had been waiting</b> | You <b>had not been waiting</b> | <b>Had you been waiting?</b> |
| He <b>had been waiting</b>  | He <b>had not been waiting</b>  | <b>Had he been waiting?</b>  |

|                              |                                  |                               |
|------------------------------|----------------------------------|-------------------------------|
| She <b>had been waiting</b>  | She <b>had not been waiting</b>  | <b>Had she been waiting?</b>  |
| It <b>had been waiting</b>   | It <b>had not been waiting</b>   | <b>Had it been waiting?</b>   |
| We <b>had been waiting</b>   | We <b>had not been waiting</b>   | <b>Had we been waiting?</b>   |
| You <b>had been waiting</b>  | You <b>had not been waiting</b>  | <b>Had you been waiting?</b>  |
| They <b>had been waiting</b> | They <b>had not been waiting</b> | <b>Had they been waiting?</b> |

I had been waiting = I'd been waiting

I had not been waiting = I hadn't been waiting

I was very tired when I got home. **I'd been working** hard all day

**We'd been playing** tennis for about half an hour when it started to rain heavily.

At last the bus came. **I'd been waiting** for 20 minutes. (before the bus came)

Arman went to the doctor last Friday. He **hadn't been feeling** well for some time.

The police **had been looking** for the criminal for 2 years before they caught him.

### Ex 1. Present perfect progressive and past perfect progressive.

1. We (wait) have been waiting for Nancy for the last two hours, but she still hasn't arrived.
2. We (wait) had been waiting for Nancy over three hours before she finally arrived yesterday.
3. It is midnight. I (study) \_\_\_\_\_ for five straight hours. No wonder I'm getting tired.
4. It was midnight. I (study) \_\_\_\_\_ for five straight hours. No wonder I was getting tired.
5. Jack suddenly realized that the teacher was asking him a question. He couldn't answer because he (daydream) \_\_\_\_\_ for the last ten minutes.
6. Wake up! You (sleep) \_\_\_\_\_ long enough. It's time to get up.

### Future Perfect Continuous (I'll have been dancing)

We use the Future Perfect Continuous to express an action which will begin before a definite moment in the future, will continue up to that moment, and will be continuing at that moment. To emphasize how long something has been doing on by a particular point in the future.

The Future Perfect Continuous = **will have been + -ing**

| Positive                           | Negative                               | Questions                           |
|------------------------------------|--|-------------------------------------|
| I <b>will have been walking</b>    | I <b>will not have been walking</b>    | <b>Will I have been walking ?</b>   |
| You <b>will have been walking</b>  | You <b>will not have been walking</b>  | <b>Will you have been walking?</b>  |
| He <b>will have been walking</b>   | He <b>will not have been walking</b>   | <b>Will he have been walking?</b>   |
| She <b>will have been walking</b>  | She <b>will not have been walking</b>  | <b>Will she have been walking?</b>  |
| It <b>will have been walking</b>   | It <b>will not have been walking</b>   | <b>Will it have been walking ?</b>  |
| We <b>will have been walking</b>   | We <b>will not have been walking</b>   | <b>Will we have been walking?</b>   |
| You <b>will have been walking</b>  | You <b>will not have been walking</b>  | <b>Will you have been walking?</b>  |
| They <b>will have been walking</b> | They <b>will not have been walking</b> | <b>Will they have been walking?</b> |

On Saturday, we **will have been living** in this house for a year  
 Next year I **will have been working** in the company for 30 years.  
 When I meet you for the second time I **will have been riding** a bicycle for two hours

**Ex 1. Put the verbs into the correct form (past perfect continuous).**

- We (sleep) <sup>had been s</sup> for 12 hours when he woke us up.
- They (wait) \_\_\_\_\_ at the station for 90 minutes when the train finally /bathroom.
- I (not / walk) \_\_\_\_\_ for a long time, when it suddenly began to rain.
- How long (learn / she) \_\_\_\_\_ English before she went to London?
- Frank Sinatra caught the flu because he (sing) \_\_\_\_\_ in the rain too long.
- He (drive) \_\_\_\_\_ less than an hour when he ran out of petrol.
- They were very tired in the evening because they (help) \_\_\_\_\_ on the farm all day.
- I (not / work) \_\_\_\_\_ all day; so I wasn't tired and went to the disco at night.
- They (cycle) \_\_\_\_\_ all day so their legs were sore in the evening.

**Ex 2. Put the verbs into the correct form (future perfect continuous).**

By the end of the month I (live) \_\_\_\_\_ in this town for ten years.

By the end of this week we (work) \_\_\_\_\_ on the project for a month.

By July the fifth they (study) \_\_\_\_\_ English for 3 years.

By 10 o'clock she (watch) \_\_\_\_\_ TV for 4 hours.

She (sleep) \_\_\_\_\_ for 10 hours by 11 o'clock.

We (look for) \_\_\_\_\_ him for 40 days by next Saturday.

They (wait) \_\_\_\_\_ for the president for 5 hours.

**Ex 3. Put the verbs in brackets in the correct tense (future perfect simple or continuous).**

By 2018 we (live) \_\_\_\_\_ in Madrid for 20 years.

He (write) \_\_\_\_\_ a book by the end of the year.

(finish, you) \_\_\_\_\_ this novel by next week?

He (read) \_\_\_\_\_ this book for 15 days by the end of this week.

They (be) \_\_\_\_\_ married for 40 years by the end of this month.



**D Listening**

**I'll look into it for you.**

**Listen to the complaints and fill in the table.**

| Problem     | Action          |
|-------------|-----------------|
| 1 beer flat | Get you another |
| 2 .....     | .....           |
| 3 .....     | .....           |
| 4 .....     | .....           |
| 5 .....     | .....           |
| 6 .....     | .....           |

**Read the dialogues and check yourself.**

A: Excuse me, this Beer's flat.  
B: I'm sorry, sir. I'll get you another.

A: My room isn't ready.

B: I'll send up someone from housekeeping straightaway.

A: The people in the room next door are making a lot of noise.

B: I'm sorry. I'll look into it for you.

A: Excuse me, this fish is undercooked.

B: I'm sorry, madam. I'll talk to the chef and bring you another.

A: Excuse me, this table is too small. There are six of us.

B: I'm sorry. You change your table straightaway.

A: Excuse me, this fork is dirty.

B: I'm so sorry. I'll get you a clean one.

**Practice the dialogues with the partner.**



## Unit 5

### Organization of healthy meals

#### A Glossary

|   |               |                  |                       |
|---|---------------|------------------|-----------------------|
| 1 | Tinned        | Консервированной | Консервіленген        |
| 2 | Weight        | Вес              | Салмақ                |
| 3 | Avoiding food | Запрещенная пища | Шектеу қойылған тағам |
| 4 | Pulses        | Бобовые          | Бұршақты              |

|    |                  |                         |                       |
|----|------------------|-------------------------|-----------------------|
| 5  | Beans            | Бобы                    | Бұршак                |
| 6  | Digestive        | Пищеварительный         | Асқорытқыш            |
| 7  | Liver            | Печень                  | Бауыр                 |
| 8  | Efficient        | Действенный             | Манызды               |
| 9  | Invented         | Изобретать              | Ойлап табу, құрастыру |
| 10 | Enemy            | Враг                    | Жау                   |
| 11 | Possible         | Возможный               | Мүмкін                |
| 12 | Processed food   | Обработанная пища       | Кайта өңделген тағам  |
| 13 | Balanced diet    | Сбалансированная диета  | Балансты диета        |
| 14 | Include proteins | Содержащий белок        | Құрамында ақуызы бар  |
| 15 | Digestive system | Пищеварительная система | Ас қорыту жүйесі      |



## B Read the text.

### What you eat is very important for your health.

Many people today have an unhealthy diet. They eat too much fast food (especially take away food) and processed food (tinned or frozen). A healthy, balanced diet should include proteins, carbohydrates, fats, and fresh fruit and vegetables. You should control the amount of fat and carbohydrates you eat if you don't want to put on weight. If you are overweight you can go on a diet to lose weight, for example avoiding food with too many calories. Many people today are vegetarians and don't eat any meat. This is a healthy diet if you make sure you eat enough protein from pulses (beans, etc.), eggs and cheese. For every meal there is a time. From 7 a.m. to 9.00 have a good breakfast. The metabolism is most active in the morning.

From 12 to 2.00 p.m. Eat. This is the best time to have lunch, as the digestive system works very efficiently at this time.

From about 6 p.m. to 7 p.m. is the time for a light but delicious dinner. The liver is also at its most efficient in dealing with alcohol, so open a bottle of wine.

Michel Montignac, a French business executive has invented a method of healthy eating, which is based on the idea that we should simply eat the right things and traditional methods of cooking and eating. Sugar – public enemy number one. Brown is better than white. Vegetables, any day, any time. Fruit – but always first. Goodbye to bread and butter. Drinks as much water as possible. Breakfast is king. Goodbye to big dinners.

### Ex1. Complete the gaps.

Many people today have ..... diet?

They eat too much..... food.

A healthy ..... diet should include proteins.

If you don't want to ..... on weight, you should control the amount of fat and carbohydrates you eat?

In Montignac's method you don't have worry about how many ..... you're eating.

### Ex2. True of false.

What you eat is very important for your health.

Many people today have an unhealthy diet?

A healthy balanced diet should include carbohydrates and fats.

You shouldn't control the amount of fat you eat.

If you overweight you can go on a diet?

From 7 a.m. to 9 don't have breakfast?

Michel Montignac, a French business executive has invented a method of unhealthy eating.

Sugar – public enemy number one, but brown is better than white.



### Ex 3. Answer the questions and try to retell the text.

1. What does a healthy balanced diet include ?
2. What should you do if you want to lose weight ?
3. Who are vegetarians ?
4. Is it the healthy diet if you eat enough carbohydrates ?
5. Does the food you eat for breakfast make you fat?
6. Is it better to eat a large lunch than a large dinner?
7. What is the main idea Michel Montignac method ?
8. What are the right things which Michel Montignac recommended to it ?



### C Grammar: Adjectives and Adverbs. Comparatives and superlatives: forms

#### Main points

- You add '-er' for the comparative and '-est' for the superlative of one-syllable adjectives and adverbs.
  - You use '-er' and '-est' with some two-syllable adjectives.
  - You use 'more' for the comparative and 'most' for the superlative of most two-syllable adjectives, all longer adjectives, and adverbs ending in '-ly'.
  - Some common adjectives and adverbs have irregular forms.
1. You add '-er' for the comparative form and '-est' for the superlative form of one-syllable adjectives and adverbs. If they end in '-e', you add '-r' and '-st'.



cheap => cheaper => cheapest  
safe => safer => safest

cold light rough young large  
fast poor small ~ nice  
hard quick weak close wide

They worked harder. If they end in a single vowel and consonant (except '-w'), you double the consonant.

big => bigger => biggest

fat hot sad thin wet

The day grew hotter. Henry was the biggest of them.

2. With two-syllable adjectives ending in a consonant followed by '-y', you change the '-y' to '-i' and add '-er' and '-est'.

happy => happier => happiest

angry dirty friendly heavy silly  
busy easy funny lucky tiny

It couldn't be easier. That is the funniest bit of the film.

3. You use 'more' for the comparative and 'most' for the superlative of most two-syllable adjectives, all longer adjectives, and adverbs ending in '-ly'.

careful => beautiful => seriously  
more careful more beautiful more seriously

|              |                |                |
|--------------|----------------|----------------|
| most careful | most beautiful | most seriously |
|--------------|----------------|----------------|

Be more careful next time. They are the most beautiful gardens in the world. Note that for 'early' as an adjective or adverb, you use 'earlier' and 'earliest', not 'more' and 'most'.

4. With some common two-syllable adjectives and adverbs, you can either add '-er' and '-est', or use 'more' and 'most'.

|        |          |        |          |        |
|--------|----------|--------|----------|--------|
| common | gentle   | likely | pleasant | simple |
| cruel  | handsome | narrow | polite   | stupid |

Note that 'clever' and 'quiet' only add '-er' and '-est'. It was quieter outside. He was the cleverest man I ever met.

5. You normally use 'the' with superlative adjectives in front of nouns, but you can omit 'the' after a link verb. It was the happiest day of my life. It was one of the most important discoveries.

**WARNING:**

When 'most' is used without 'the' in front of adjectives and adverbs, it often means almost the same as 'very'. This book was most interesting. I object most strongly.

1. A few common adjectives and adverbs have irregular comparative and superlative forms.

|           |                 |                   |
|-----------|-----------------|-------------------|
| good/well | better          | best              |
| bad/badly | worse           | worst             |
| far       | farther/further | farthest/furthest |
| old       | older/elder     | oldest/eldest     |

She would ask him when she knew him better. She sat near the furthest window.

Note that you use 'elder' or 'eldest' to say which brother, sister, or child in a family you mean. Our eldest daughter couldn't come.

7. You use comparative adjectives to compare one person or thing with another, or with the same person or thing at another time. After a comparative adjective, you often use 'than'. She was much older than me.

8. You use a superlative to say that one person or thing has more of a quality than others in a group or others of that kind. Tokyo is Japan's largest city. He was the tallest person there.

9. You can use comparative and superlative adjectives in front of a noun. I was a better writer than he was. You can also use comparative and superlative adjectives after link verbs. My brother is younger than me.

10. You can use adverbs of degree in front of comparative adjectives.

|       |                   |       |          |
|-------|-------------------|-------|----------|
| a bit | a great/good deal | a lot | rather   |
| far   | a little          | much  | slightly |

This car's a bit more expensive. It's a rather more complicated story than that.

You can also use adverbs of degree such as 'by far', 'easily', 'much', or 'quite' in front of 'the' and superlative adjectives. She was easily the most intelligent person in the class. Note that you can put 'very' between 'the' and a superlative adjective ending in '-est'. It was of the very highest quality.

11. When you want to say that one situation depends on another, you can use 'the' and a comparative followed by 'the' and another comparative. The smaller it is, the cheaper it is to post. The larger the organization is, the greater the problem of administration becomes. When you want to say that something increases or decreases, you can use two comparatives linked by 'and'. It's getting harder and harder to find a job.

12. You can use comparative and superlative adjectives in front of a noun. After a superlative adjective, you can use a prepositional phrase to specify the group you are talking about. Henry was the biggest of them.

You use 'as... as...' to compare people or things that are similar in some way. You use 'as' and an adjective or adverb, followed by 'as' and a noun group, an adverbial, or a clause. You're as bad as your sister. I am as good as she is.

13. You can make a negative comparison using 'not as... as...' or 'not so... as...'. The food wasn't as good as yesterday. He is not so old as I thought.

14. When you want to say that one thing is very similar to something else, you can use 'the same as' followed by a noun group, an adverbial, or a clause. Your bag is the same as mine.

If people or things are very similar or identical, you can also say that they are 'the same'. Teenage fashions are the same all over the world.

15. You can also compare people or things by using a link verb such as 'be', 'feel', 'look', or 'seem' and a phrase beginning with 'like'. It was like a dream. He still feels like a child.

16. If the noun group after 'as' or 'like' in any of these structures is a pronoun, you use an object pronoun or possessive pronoun. Jane was as clever as him. His car is the same as mine.

17. You can also use 'less' and 'least' to make comparisons with the opposite meaning to 'more' and 'most'. They were less fortunate than us. He was the least skilled of the workers.

**Ex 1. Find adjectives and adverbs in the text and make up sentences with them.**

**Ex 2. Complete the dialogues using the comparative form of the adjective in brackets + than , or the superlative form of the adjective in brackets.**

A/ Did you enjoy being a receptionist?

B/ Yes, it was .....(happy) period of my life.

A/ Is he famous in this country?

B/ Yes, he's.....(famous) any other waitresses.

A/ I'm not a very good cook.

B/ I'm sure I'm.....(bad) you. I can't cook anything well.

A/ Do you like this cooking program?

B/ Yes, I think it's.....(good) program on TV.

A/What did you have for dinner?

B/ I chose .....(expensive) dish on the menu.

A/ How is your new course going?

B/It's .....(difficult) the last one I took.

**Ex 3. Put in the adverb form of the adjective in brackets.**

She reads the message .....(quick)

I cook as.....(fast) as I could.

I've been studying very.....(hard) recently.

She sang the song .....(beautiful)

I closed the door.....(quiet) when I left.

**Ex 4. Put in the comparative adverb form of the adjective in brackets.**

You must do your work.....(careful) in future.

He has run the 100 meters.....(fast) the any other athlete in the world this year.

Everyone else bake the cake.....(good) than me.

You can travel.....(cheap) at certain times of the year.

He makes calls.....(confident) than he did in the past.



## D Listening

**Do you know how to lay a table?**

**Listen to the dialogue and try to understand these words.**

first course fork

first course knife

side plate

soup spoon

butter knife

wine glass

napkin  
main course knife  
main course fork

dessert spoon and fork  
salt and pepper  
fish knife and fork

**Listen again, check your self and practice with a partner.**

**Instructor:** This morning I want to check that you all know the standard restaurant place setting. So, Pina, can you start, please?

**Tina:** Well, first place a clean tablecloth and napkin on the table, and make sure that the napkin is correctly folded and placed on the side plate to the left of the plate position. Then put the butter knife on top of the napkin. For each cover, work from the inside out. Place a main course knife and fork to the right and left of the plate position, and then a first course knife and fork outside them.

**Instructor:** Good. What else?

**Tina:** Finally, a soup spoon is placed to the right of the first course knife. Oh, and put a wine glass above the soup spoon.

**Instructor:** Good. Is there anything else, Neeta?

**Neeta:** Yes. Don't forget the salt and pepper, a flower arrangement, and if it's the evening, a candle.

**Instructor:** Yes, that's right. Put them in the middle of the table. And what if the customer orders fish, Tomas?

**Tomas:** If the customer orders fish, the main course knife and fork are replaced with a fish knife and fork before you bring the main order.

**Instructor:** Good. Carry on, Tomas. What about the dessert cutlery?

**Tomas:** When the customer finishes the first course, clear the table. Take away the cutlery, dishes, and salt and pepper. Just leave the wine glasses. Then bring the dessert menu, a clean napkin, and a dessert spoon and fork. These are placed on top of the clean napkin, to the right of the plate position.



## Problems of maintenance in the Hotel Industry

### A Glossary

|    |                   |                         |                    |
|----|-------------------|-------------------------|--------------------|
| 1. | To complain       | Жаловаться              | Арыздану           |
| 2. | Flooded           | Хлынуть потоком         | Тасу, тасып агу    |
| 3. | Overlook          | Недосмотр               | Карап шыгу         |
| 4. | A narrow          | Узкий, ограниченный     | Тар, шектеулі      |
| 5. | Brick             | Кирпич, кубик           | Кірпіш             |
| 6. | Antique           | Старинный               | Көне               |
| 7. | Offered           | Предложенный            | Ұсынылған          |
| 8. | Additional charge | Дополнительная плата    | Көсымша төлем      |
| 9. | Satellite TV      | Спутниковое телевидение | Спутник теледидары |
| 10 | Inconveniences    | Неудобства              | Ыңғайсыздықтар     |

#### New phrases:

I can assure you that-Я могу уверять вас, что-Мен сендер сендіру білемін,

Its is very important to us-Он очень важен нам-Ол бізге өте маңызды

I am very sorry-Я очень сожалею-Мен өте өкінемін

I hope you will allow-Я надеюсь, что вы позволите-Мен сенемін, бұлсендер қоясындар

I also apologize-Я так же извиняюсь-Мен декешіремін

Satisfaction-Удовлетворение-Қанағат

Purchased-Куплено-Сатыпал

Comments -Комментарии-Түсінік темелер



#### **B Read the following letter of complaint.**

Dear Sir/Madam,

We are writing to complain about our holiday in Venice. We stayed in the 'four-star' Hotel Rialto in June. The travel agent told us it would be fine at that time of year, but it was not 'sunny': it rained every day and the streets were flooded. As a result, we couldn't walk about the famous streets of Venice.

Your brochure said that 'rooms overlook a canal' but our room overlooked a narrow street with a view of a brick wall. Your brochure also said the hotel had beautiful antique Venetian furniture – our room only had an uncomfortable bed and an old chair. When we complained to the receptionist, she offered us a suite – at an additional charge!

In a four – star hotel I expect to find a satellite TV, but there wasn't one in our room. When we asked the receptionist, she said there weren't any TVs in the hotel

and that we could watch TV at home. In addition to all these problems, room service was too slow.

In conclusion, our holiday to Venice was ruined by all these inconveniences. We are very unhappy with the service we received and we would like our money back. We await your reply and our compensation.

Yours faithfully,  
Peter and Amy Harrison.

**Ex 1. Letter of apology**

**Complete the letter of apology with phrases.**

1. I can assure you that
2. it is very important to us
3. I am very sorry
4. I hope you will allow us
5. I also apologize
6. I would like to

Dear Mrs. Williams

Thank you for taking the time to complete our customer satisfaction questionnaire, to know how we can make our guests stay as pleasant as possible. .... to hear that you were dissatisfied with the service and facilities when you stayed with us.

I have discussed the room facilities with our head housekeeper and several new baby cots and kettles have been purchased. ....for the inconvenience caused by the lifts during your stay. .... It is not normally the situation. At that time, one of the lifts was out of service for routine maintenance work and the hotel was especially busy that weekend. Your comments about room service have also been noted and referred to the manager in charge.

Once again, I apologize for the problems you experienced and ..... Offer you and your family a free night's stay at our hotel including breakfast. Please phone the hotel in advance to reserve your room, quoting this letter.

..... to serve you again and look forward to your stay at our hotel.

Yours sincerely  
Shannon Reed

**Ex2. Are the following statements true or false?**

- 1) We are writing to complain about our holiday in Venice

- 2) We stayed in the «five star» Hotel Rialto in June
- 3) Our room only had an uncomfortable bed and an old chair
- 4) The receptionist didn't offer us a suite-at an additional charge
- 5) In conclusion, our holiday to Venice was ruined by all these inconvenience
- 6) We are very happy with the service

**Ex 3. Answer the questions and try to retell the text.**

- 1) Why are the guests dissatisfied?
- 2) What would they like in return?
- 3) Why are Peter and Anny Harrison writing to complain about their holiday in Venice?
- 4) Why the Harrisons couldn't walk about the famous streets of Venice?
- 5) What hotel did they stay?
- 6) Why was the Harrison's holiday to Venice ruined by all these inconveniences?
- 7) Why are the Harrisons unhappy?
- 8) What reply did Shannon Reed write?
- 9) What advice does Shannon Reed give to Mrs Williams?



**C Grammar: Modal verbs**

Can, may, must, should, ought, need, be able to, had better, have to, will, would, to be.

|  |            |                         |
|--|------------|-------------------------|
| I<br>You<br>He<br>She<br>It<br>We<br>You<br>They | modal verb | infinitive without "to" |
|--|------------|-------------------------|

*I can swim. She had better do it. You must help him. He may do it. Can I take it? They must not go there.*

**Can( Could)**

**Can** - Present Indefinite. **Could** - Past Indefinite

They express physical or mental ability. *Can you swim?*  
 Possibility depending on real circumstances. *I could get only two tickets.*

**Can( Could)** have only two tenses the Present and the Past. **To be able (to)** can replace **can(could)** in the Present, Past and Future tenses. Present: *I can pick a lot of apples off this tree. I am able to pick a lot of apples off this tree.* Past: *I could pick a*



lot of apples off this tree last year. I **was able** to pick a lot of apples off this tree last year. Future: I think I **shall be able** to pick a lot of apples off this tree next year.

### May( might)

**May** can express permission or( in negative sentences) prohibition. "**May** we leave him with you?" " No, you **may not**." "**May** I smoke here?" " Yes , you **may**."

**To allow** is used instead of **may ( might)** in the past and future. " I **didn't allow** you to stay here, **did I** " " Will you **allow** Nurlan to borrow your rifle?"

I **might**...= it is possible that I will... I **might go** to the cinema this evening. (= it is possible that I will go) It **may** rain. (= it is possible that it will rain) (supposition and uncertainty). It **might** rain. (= it is possible that it will rain) ( greater uncertainty)

**May( might)** is used for the present and future. It **may( might)** be a bomb ( perhaps it's a bomb) I **may( might)** go to the theatre tomorrow ( perhaps I will go)

**May( might) + Continuous( be + ing)** Marat **may( might)** be working late tonight. ( perhaps he will be working late)

### Must

**Must** can express duty, obligation, necessity, prohibition.

We use **must** when we think it is necessary to do something. The windows are very dirty. I **must** clean them.

**Must** can also express supposition and assurance It **must** be cold outside. Your friend **must** be playing football now.

For the past ( yesterday/ last week) we use **had to...**( **not must**) They **had to** go to the bank yesterday. **Have to** is used instead of **must** in all tenses. You **have to** wait. You will **have to** wait a bit longer. **But !** What **did** you **have to** do when the teacher came in? When do you **have to** be silent?

**Mustn't (=must not) I mustn't** ( do something) =it is necessary not to do it, it is the wrong thing to do it. You **mustn't** touch the pictures. (= **don't touch the pictures**)

**Needn't** (= need not) I **needn't** ( do something) = it is necessary to do it, I don't need to do it You **mustn't** go. You **must** stay here. You **needn't** go. You can stay here if you want.

**Need** is used only in the Present Indefinite in questions and negatives. **Need** I go there?- Yes you **must**. You **needn't** hurry.

**Need** becomes a regular verb ( not modal verb)when it is used in the meaning **to be in want of** ( нуждаться) You **need** a long rest. I **don't need** the carpet. We **needed** the TV. Will you **need** the table?

Why isn't Marina in class?- She is ill.-100% sure She **must** be ill -95% sure. She **may** be ill-50% sure. She **might** be ill-40% sure. She **could** be ill- 40% sure.

### Should

**Should** has only one form and can't be changed. It is used to express obligation or duty. You **should** be more careful. You **shouldn't** give the child a penknife to play with. We can use **should** to give advice or to give an opinion. You look tired. You **should** go to bed. You **shouldn't** do something = it isn't a good thing to do. You **shouldn't** believe everything you read in the newspapers.

You **should have done** your homework yesterday. But you **didn't** . ( the action was not carried out)

*You shouldn't have come late at night.* (the action which didn't have to be carried out was carried out)

### Ought to

It has only one form and can't be changed. It can express obligation or advice. *You ought to repair the chair. You ought to have repaired that chair, too.* We can use **ought to** instead of **should**. *Karim ought not to go to bed so late.* (= *Marat shouldn't go ...*)

### To be to+ infinitive.

It has only two tenses: Present Indefinite and Past Indefinite. It is a modal verb when it is followed by the infinitive. It is used to talk about formal or official arrangements, formal instructions, to give orders. It is common in news reports to talk about future events. *You are not to leave the school without my permission. The medicine is to be taken after meals. The President is to visit China in winter.*

### Will( Would)

They are used to ask something in a polite way. *Would you close the door, please? Will you, please, open the window? Would you like...?= Do you want...? We use **Would you like...?** to offer things and to invite somebody. *Would you like some tea? Would you like to have dinner? Would you like to go for a walk? I'd like...* is a polite way to say **I want**. *I'd like some information about hotels, please.**

### Had better( I'd better, you'd better etc)

**I'd better** do something = it is advisable to do it. If I don't do it, there will be a problem. *I have to meet Ann in ten minutes. I'd better go now or I'll be late. Had better* is similar to **should** but not exactly the same. We use **had better** only for a specific situation (not for things in general) You can use **should** in all types of situations to give an opinion or advice. *It's late. You'd better go. (a specific situation) You're always at home. You should go out more often( in general)* With **had better**, there is always a danger or a problem if you don't follow the advice. **Should** only means "it is a good thing to do". *It's a great film. You should go and see it. (but no problem if you don't) The film starts at 8.30. You'd better go now or you will be late.*

**Ex 1. Find modal verbs in the text and make up sentences with them.**

**Test**

**choose the right variant**

1 We \_\_\_\_\_ see the lake from our bedroom window

- a) are able                                   c) must
- b) can   d) might

2- \_\_\_\_\_ you speak any foreign languages?

- a) could                                       c) must
- b) can   d) might

3. I am afraid I \_\_\_\_\_ come to the party next week.

- a) could not                                 c) must not



a) could c) must

b) can d) have

19. He cannot come out with us this evening. He \_\_\_\_\_ to work.

a) could c) must

b) has d) might

20. I \_\_\_\_\_ get up early tomorrow, because my train leaves at 7:30.

a) need c) must

b) have to d) might

21. We do not have much time. We \_\_\_\_\_ hurry.

a) should to c) must

b) have d) might to

22. When we are in the library, we \_\_\_\_\_ not make any noise.

a) could c) must

b) can d) might

23. You can come with me if you like but you \_\_\_\_\_ come if you do not want.

a) could not c) must not

b) do not have d) might

24. She has been studying hard for the exam, so she \_\_\_\_\_ pass it.

a) could b) should

c) must d) might

25. It was a great party last night. You \_\_\_\_\_ have come.

a) could c) must

b) should d) can



## D Listening

### What time is it?

Listen to the dialogues and write the times in different ways.

5.00 ..... 6.45.....

2.30 ..... 8.15 .....

When does the train leave?

At five past seven.....

What time does the shop close?

At five thirty.....

When does the swimming pool open?

At eight forty-five.....

What time does the restaurant open?

At seven fifteen.....

What time is lunch?

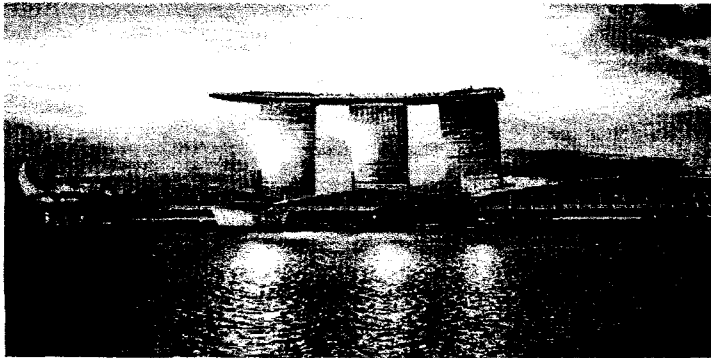
At ten past one.....  
 What's the time?  
 It's six thirty five. ....

**Read the notes and make questions and answers.**

Example: what / the restaurant / serve / dinner / 7.00-10.30  
 - **What time does** the restaurant serve dinner?  
 - **From 7.00 to 10.30.**

- 1 when / the restaurant open for lunch (12.15-3.00)
- 2 what / my flight leave (18.20)
- 3 when / the group arrive from Russia (6.45 p.m.)
- 4 what / the exchange bureau open (8.00 a.m.)
- 5 what / the train leave (14.50)
- 6 when / the fitness center close (10.30 p.m.)

**Practice the dialogues with a partner.**



**Unit 7**

**International standards in the Hotel Business**

**A Glossary**

|   |                    |                      |                        |
|---|--------------------|----------------------|------------------------|
| 1 | A degree of luxury | Уровень роскоши      | Кызмет көрсету деңгейі |
| 2 | En suite           | Соседний, смежный    | Көрші, келесі          |
| 3 | Spacious           | Просторный, обширный | Кең                    |
| 4 | Direct-dial        | Телефонный звонок    | Коңырау                |
| 5 | Porter             | Носильщик            | Тасушы                 |
| 6 | Furnishing         | Меблированный        | Жабдыкталған           |
| 7 | Social skill       | Социальные навыки    | Әлеуметтік             |

|    |               |                      |                           |
|----|---------------|----------------------|---------------------------|
|    |               |                      | дағдылар                  |
| 8  | To provide    | Обеспечить           | Камтамасыз ету, жабдықтау |
| 9  | Efficient     | Эффективный          | Тиімді                    |
| 10 | Courteous     | Вежливый             | Сыпайы                    |
| 11 | Well equipped | Хорошо оборудованный | Жақсы жабдықталған        |
| 12 | To offer      | Предлагать           | Ұсыну                     |
| 13 | A hairdryer   | Парикмахер           | Шаштараз                  |



### B Read the text.

#### Hotel Facilities

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

*One star two star three star four star five star*

A degree of luxury is included at this level. Public areas and bedrooms are more spacious with quality furnishing and décor and satellite TV. The en suite bathrooms are fully 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.

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.

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.

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 color TV. Hotel staff will offer a more professional service than at the one-star level.

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 bathrooms. Room service is also provided and staff respond well to guests' needs.

#### Ex1. Match the phrases.

People want  
The rooms are

- a) a lot more comfortable
- b) a higher standard of accommodation

The furniture is c) range of food  
 Bedrooms in two-star hotels are d) as friendly as before  
 The reception area has been made e) bigger  
 We offer a wider f) not as spacious as in four-star hotels  
 We want the atmosphere to be g) better quality

**Ex2. Match the words to make hotel facilities and services.**

|           |                 |
|-----------|-----------------|
| En suite  | → a) dryer      |
| 24-hour   | → b) bathroom   |
| Quality   | c) furnishings  |
| Spacious  | d) telephone    |
| Hair      | e) service      |
| Direct    | f) room service |
| Satellite | g) cleaning     |
| Porter    | h) room         |
| Dry       | i) TV           |

**Ex 3. Answer the questions and try to retell the text.**

1. What kind of services is provided five star hotel?
2. What qualities will have staffs for serving in five star hotel?
3. What kind of skill has the restaurant in four star hotel?
4. Can you tell us about the staff in the restaurant of four star hotel?
5. What do three star hotels offer?
6. What do you say about facilities and meals of three star hotels in this category?
7. What accommodation can find guests in two star hotels?
8. What hotels offer a better standard of comfort and equipment?

**Ex 4. Read the text again and underline examples of the following.**

room facilities  
 hotel facilities  
 three adjective used to describe hotel staff  
 five adjective used to describe hotels



**C Grammar: The Passive voice**

*This house was built in 1965. Was built is passive. When we use an active verb, we say what the subject does. My father was a builder. He built this house in 1965. When we use a passive verb, we say what happens to the subject. This house is quite old. It was built in 1965. When we use the passive, who or what cause the action is often unknown or unimportant. A lot of money was stolen in the robbery. If we want*

to say who does or what cause the action, we use **by...** *This house **was built** by my father.*

### Forming the passive.

| Tense                                       |  |
|---|--|
| Structure                                   | Examples   |
| <b>Simple Present</b>                       |  |
| Am/is/are + past participle(V3)             | Italian <b>is spoken</b> in Italy.               |
| <b>Present Progressive.</b>                 |  |
| Am/is/are + being + past participle(V3)     | The house <b>is being painted</b> .              |
| <b>Simple Past</b>                          |  |
| Was/were + past participle(V3)              | I <b>was invited</b> to the party.               |
| <b>Past Progressive</b>                     |  |
| Was/were + past participle(V3)              | I felt I <b>was being watched</b> .              |
| <b>Present Perfect</b>                      |  |
| Have/has+ been + past participle(V3)        | <b>Has the book been read?</b>                   |
| <b>Past Perfect</b>                         |  |
| Had been + past participle(V3)              | I knew I <b>had been forgotten</b> .             |
| <b>Will future.</b>                         |  |
| Will be + past participle(V3)               | He <b>will be told</b> soon.                     |
| <b>Future Perfect</b>                       |  |
| Will have been + past participle(V3)        | Everything <b>will have been done</b> by Monday. |
| <b>Going to Future</b>                      |  |
| Am/is/are going to be + past participle(V3) | Who <b>is going to be invited?</b>               |

### It is said that... He is said to...

*It is said that he is 95 years old.* = *He is said to be 95 years old.* These sentences mean: People say that he is 95 years old. We can use these structures with a number of verbs: believed, considered, expected, known, reported, thought, understood. **It is expected that the strike will end soon.** = **The strike is expected to end soon.**

Some verbs are not used in passive voice: die, arrive, fit, have, lack, suit, resemble, agree etc. *He has a nice house. (But not! A nice house is had by them) My shoes don't fit me (But not! I'm not fitted by my shoes.).*

### The Passive form of modals

| Active voice                             | Passive voice Modal + be + past participle |
|--|--|
| 1. They will invite Marat to the picnic. | 1. Marat will be invited to the picnic.    |



|  |   |
|--|---|
| 2. He can't open the door.                             | 2. The door can't be opened.                                      |
| 3. Parents should teach children to respect.           | 3. Children should be taught to respect the elders.               |
| 4. I had better return this book to the library.       | 4. This book had better be returned to the library.               |
| 5. You ought to send the telegram right away.          | 5. This telegram ought to be sent right away.                     |
| 6. You have to tell Alina about his plans.             | 6. Alina has to be told about his plans.                          |
| <b>Active voice</b>                                    | <b>The Past Passive form Modal + have been + past participle.</b> |
| 1. I should have sent the book last week.              | 1. The book should have been sent last week                       |
| 2. They must have built this house over 100 years ago. | 2. This house must have been built over 100 years ago.            |
| 3. She ought to have invited Saule to the party.       | 3. Saule ought to have been invited to the party.                 |

### Have something done

We use **have something done** to say that we arrange for somebody else to do something for us. *Nazgul **repaired** the roof. (= she repaired it herself) Nazgul **had** the roof **repaired**. (= she arranged for somebody else to repair it.) Where did you **have** your hair **cut**? How often do you **have** your car **serviced**? Our neighbor has just **had** a garage **built**.*

#### Ex 1. Make sentences using the verbs in the correct passive form.

**Example: The table is laid in the morning.**

flower arrangement \_\_\_\_\_ ( place ) next to the salt and pepper

table \_\_\_\_\_ (lay) in the morning

tablecloth \_\_\_\_\_ (place) on the table

salt and pepper \_\_\_\_\_ ( put) on the middle of the table

dessert spoon and fork \_\_\_\_\_ (bring ) with the dessert menu

knife and fork \_\_\_\_\_ (place) each side of the plate

main course plate \_\_\_\_\_ (take away) when the main course is finished

wine glass \_\_\_\_\_ ( put)above the soup spoon

### Test

#### Choose the right variant.

1. English is the main foreign language which \_\_\_\_\_ within most international hotels.

a) speaking

c) speaks

- b) is speaking                      d) is speak
2. On festive occasions sweets \_\_\_\_\_ at the end of a meal.
- a) are served                      c) is being served
- b) is served                      d) served
3. If the vegetable we \_\_\_\_\_ is very soft a crunchy relish
- a) are serving, may be added
- b) are served, may be added
- c) is serving, may be added
- d) may be served, added
4. In India the right hand \_\_\_\_\_ for eating.
- a) used                      c) is used
- b) uses                      d) is being used
5. Needless to say, hands \_\_\_\_\_ before and after eating.
- a) must wash                      c) wash
- b) must be washing                      d) must be washed
6. Some of the rice \_\_\_\_\_ plain to enable us to eat it with other dishes.
- a) is left                      c) is leaving
- b) left                      d) is being left
7. I haven't got a large appetite and when I \_\_\_\_\_ my favorite food, I leave half of it on the plate.
- a) was given                      c) have given
- b) gave                      d) am given
8. My father \_\_\_\_\_ that roast meat is not healthy.
- a) persuaded                      c) has persuaded
- b) has been persuaded                      d) persuades
9. She stood in the shadows of the jungle, knowing that she \_\_\_\_\_ by the Indians.
- a) must follow                      c) must have been followed
- b) must have followed                      d) followed
10. She thought the arrow \_\_\_\_\_ poisoned.
- a) is                      c) can be
- b) may be                      d) could be
11. He knew the boys \_\_\_\_\_ rescued.
- a) would be                      c) are
- b) have been                      d) 'll be
12. Japan \_\_\_\_\_ up of a chain of more than one thousand islands.
- a) make                      c) is making
- b) is made                      d) makes
13. Japan \_\_\_\_\_ from Korea by the Sea of Japan.
- a) is separated                      c) separated
- b) separates                      d) is separating
14. Japan has a large number of volcanoes, sixty-seven of which \_\_\_\_\_ active.
- a) consider                      c) were considered
- b) considered                      d) are considered
15. Now girls are not embarrassed \_\_\_\_\_ smoking.

- a) to see                                      c) to be seen  
 b) seeing                                        d) have been seen
16. Research devoted to the differences between men and women \_\_\_\_\_ discouraged by feminists for a long time.  
 a) are    b) have been  
 c) has been                                        d) were
17. Feminists feared that such research \_\_\_\_\_ to justify sex discrimination.  
 a) may be used                                    c) can be used  
 b) might be used                                 d) should be used
18. An area of rainforest the size of Austria \_\_\_\_\_ every year.  
 a) is being destroyed                            c) whom destroyed  
 b) destroys                                        d) wearing destroying
19. Who knows what as yet undiscovered weapons against cancer or AIDS \_\_\_\_\_ by the destruction of the rainforests?  
 a) ruin    c) are ruined  
 b) ruined    d) are being ruined
20. Do you know how many paintings \_\_\_\_\_ by vandals?  
 a) are destroyed                                 c) have been destroyed  
 b) are being destroyed                         d) are destroying
21. Suddenly he thought that something \_\_\_\_\_ of him.  
 a) expected                                        c) is expected  
 b) was expected                                 d) has been expected
22. A lot of jazz festivals \_\_\_\_\_ every year in America.  
 a) are held                                         c) are holding  
 b) hold    d) held
23. Scotland \_\_\_\_\_ from London but in many ways it is a separate nation.  
 a) governed                                        c) is governing  
 b) was governed                                 d) is governed
24. The Highlands are home to many rare birds and animals, which \_\_\_\_\_ nowhere else in Britain.  
 a) are found                                        c) weren't found  
 b) aren't found                                    d) cannot be found
25. A seat belt \_\_\_\_\_ even if you are sitting in the back seat.  
 a) must wear                                      c) must be  
 b) wore    d) must be



## D Listening.

**What kind of facilities are there?**

**Listen to the dialogue and try to understand the meaning of these words.**

1. cloakroom
2. car park
3. swimming pool, information desk, laundry
6. disabled facilities
7. bar
8. exchange bureau
9. satellite TV
10. Internet access
11. air-conditioning
12. restaurant

**Read the dialogue and check your task.**

**Guest:** What facilities are there in the hotel?

**Reception:** Well, all rooms have satellite TV and air-conditioning.

**Guest:** I see. And is there a restaurant?

**Reception:** Yes, there are two restaurants.

**Guest:** Good. And is there a swimming pool?

**Reception:** No, there isn't.

**Guest:** OK. What about money? Can I change money in the hotel?

**Reception:** Yes, there's an exchange bureau in reception.

**Guest:** And is there an information desk?

**Reception:** Yes, it's in reception too.

**Guest:** Good, and can I park my car?

**Reception:** No, there isn't a car park.

**Practice the dialogues with a partner.**



## Unit 8

### Quality of Hotel services

#### A Glossary

|     |                 |               |                       |
|-----|-----------------|---------------|-----------------------|
| 1.  | Conveniently    | Удобный       | Ынғайлы               |
| 2.  | Accommodate     | Помещать      | Орналастыру           |
| 3.  | Views           | Вид           | Көрініс               |
| 4.  | Spacious        | Обширный      | Кен                   |
| 5.  | Furnished       | Меблированный | Жиһазбен жабдыкталған |
| 6.  | Towel           | Полотенце     | Сүлгі                 |
| 7.  | Relax           | Расслабляться | Босаңсу               |
| 8.  | Equipped        | Оборудованный | Жабдыкталған          |
| 9.  | Safe box        | Сейф          | Сейф                  |
| 10. | Symposia        | Совещание     | Жиналыс               |
| 11. | Participant     | Участник      | Катысушы              |
| 12. | Air conditioned | Кондиционер   | Желдеткіш             |
| 13. | Transmit        | Передавать    | Жіберу                |
| 14. | Image           | Образ         | Бейне                 |
| 15. | Sound           | Звук          | Дыбыс                 |



#### B Read the text.

#### The Hotel Litwor

#### Answer the questions.

- 1) Where is the Hotel Litwor located?
- 2) What kind of views does the Hotel Litwor offer?
- 3) What are two luxury features of the hotel's bathrooms?
- 4) How many people can conference room hold?
- 5) Can all the conference delegates stay at the hotel?
- 6) What is an advantage of the conference room?

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 center 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 comfortable beds, 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, minibar, hairdryer towel warmer, heated bathrooms floor, balcony with view of the mountains.

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.

**Read the text again.**

**Ex1. Choose the best option from the text to complete each sentence.**

1 The hotel ... about 120 people in luxury rooms.

- A accommodation of
- B can accommodate
- C accommodate
- D has accommodation of

2 Each room ... comfortable beds and bathrooms with floor heating.

- A has equipment
- B is equipped with
- C equipped with
- D with

3 Accommodation and full board ... 149 zlotys per participant.

- A room rate
- B is room rate
- C is costing about
- D costs about

4 The hotel has a fully equipped and ... conference room

- A air conditioned
- B air conditioning
- C an air conditioning
- D air condition

**Ex2. Make the sentence true or false.**

1. Hotel Litwor is the hotel of the highest standard in the area of Zakopane, in the south of Poland.
2. It is not very conveniently located in the center of Zakopane.
3. The hotel can't accommodate about 120 people in luxury rooms, with balconies and views of the Tatra Mountains.
4. A fitness center with swimming pool, sauna, Jacuzzi, steam bath, solarium, weights room and bar, make the hotel a wonderful place to relax.
- 5 Each room is equipped with phone, satellite TV, minibar, hairdryer towel warmer, heated bathrooms floor, balcony with view of the mountains.
- 6.The hotel is well prepares to organize symposia and other meeting at only 149 zlotys for accommodation and full board, per participant.
7. The conference room is equipped with all the necessary facilities including a multimedia projector and can accommodate up to 500 people.
8. The audiovisual system can transmit image and sound to rooms during conferences.



## C Grammar: Complex Object

### Subject + Predicate + Complex Object (Noun/Pronoun + Infinitive)

The combination of a noun in the common case or a pronoun in the objective case and an infinitive used after the predicate forms a complex object. The relation between the noun (pronoun) and the infinitive is that of subject and predicate.

I saw the boy raise his hand.

I heard him call my name.

I want you to know that it doesn't matter.

The infinitive may be used as a part of a complex object after the following verbs:

1. *to hear, to see, to watch, to feel, to let, to make.* After these verbs the infinitive has no particle 'to'.

#### Patterns. Read and memorize!

1. I heard him describe his new bedroom suite.
2. He makes his children go to bed early.
3. I saw him whitewash the fence.

2. *to want, to expect, to know, to suppose, to consider, to believe.* After these verbs the particle 'to' is used before the infinitive.

#### Patterns. Read and memorize!

1. He wanted me to help him choose a new computer.
2. I consider Bill to be Jack of all trades.

3. I expected him to paint the walls green.

Complex Object is a construction consists of noun in a common case or pronoun in an objective case and infinitive or gerund

Remember: pronouns in object case I- me ,he- him, it-it, they – them, you- you, she- her ,we- us

e.g.: *I want my granny to take me to the circus.*

*They expected him to be caught by the police.*

*We noticed the woman enter the house through the back door*

*We use Infinitive with particle to in Complex Object*

### Ex 1.

Make up as many sentences as you can using the words and word-groups from each column of the substitution table. Pay attention that after verbs 'to see, to hear, to feel, to let, to make, etc...' the infinitive has no particle 'to'.

1) with the verb 'to see'

|           |        |              |                           |
|-----------|--------|--------------|---------------------------|
| We        | see(s) | them         | move to a summer cottage. |
| He        | saw    | a bricklayer | lay a brick house.        |
| Everybody |        | my friend    | enter a two-storey house. |
|           |        | a boy        | draw a skyscraper.        |
|           |        | the landlady | pull down a house.        |

2) with the verb 'to hear'

|      |         |             |                                   |
|------|---------|-------------|-----------------------------------|
| I    | hear(s) | my friend   | ring the bell.                    |
| We   | heard   | them        | praise my two-room flat.          |
| He   |         | a guest     | speak to the hostess.             |
| They |         | the hostess | welcome her guests.               |
|      |         | our teacher | tell his friend of the rest-home. |
|      |         |             | read a play.                      |

**Ex 2. Practice in using Complex Object after 'make'. Change the sentences according to the model.**

Model:

A: His mother advised him to write a story.

B: His mother made him write a story.



1. His father advised him to quit smoking.
2. His brother advised him to get a new job.
3. Mary's teacher advised her to take part in the writing contest.
4. Her parents advised her to move to Chicago.

**Ex 3. Practice sentences with Complex Object after the verb 'want'. Say that you (he, she, they, etc.) want somebody to do the following.**

Model:

A: I want to be introduced to Mr Laurie. (the host)

B: I want the host to introduce me to Mr Laurie.

1. The patient wanted to be examined. (the doctor)
2. The man wants to be treated for rheumatism. (Doctor House)
3. He wished to be cured of his illness. (the specialist)
4. Usually English people don't like to be asked personal questions. (strangers)

**Ex 4. Write complete sentences from the words in brackets. Be careful to use the correct tense.**

0(/Tomorrow/I/ encourage/ Janet/ enter the competition)

Tomorrow I will encourage Janet/ enter the competition

0(I was already tired but I/force/myself go on working)

I was already tired but I forced myself go to on working

1 (Ann/teach/marry/drive/last/year)

2 (Don't worry! Tomorrow I/persuade/my/father/see/a doctor)

3 The boss has/forbid/his staff/wear/jeans/ in the office)

4 Last Sunday, John/invite/Sheila/come/for/lunch)

5 Next year the teachers/allow/the students/use/calculators in exams)

**Ex 5. Answer the questions, changing the nouns (e.g Michael) to pronouns (e.g him).**

Be careful to use the correct tense:

A: Did Jane tell Michael to be careful?

B: Yes she told him to be careful

A: I Would Jane like Peter to stay?

B: Yes.....

- A: Did Mrs. Slater help her son to finish?  
 B: Yes.....  
 A: Did the doctor advice Michael to stay in bed?  
 B: Yes.....  
 A: Does Susan allow her children to go to late-night parties?  
 B: Yes.....  
 A: Did Mary remind Mark to phone?  
 B: Yes.....

**Ex 6. Write the sentence with a similar meaning, using the verb in brackets?**

- 0 The police told everyone to leave the building.  
 (make) The police made leave the building.  
 1 The driver allowed the old man to travel on the bus without a a ticket  
 (let).....  
 2 Jack told his younger brother to wash the dishes.  
 (make).....  
 3 I don't allow people to smoke in my house or in my car!  
 (let).....



**D Listening**

**How to write apologies**

**Listen to the dialogue, and read written apologies. Then match each request to one of these apologies.**

**Requests**

- a) Good afternoon. My name's Steven Rolls. Could I reserve a table for four on Sunday evening at 8.00 p.m., please?  
 b) Hello, my name's Sylvia Pilotto. I'd like to reserve a single room with bathroom for Monday night.  
 c) My name's Simon Lewis. I'd like to book a double room for this evening, please.  
 d) Good morning. My name's Paul Jones. I'd like to book a table for lunch on Wednesday. Do you have a table for four?  
 e)Hello. My name's Jane Wells. 'd like to reserve a twin room for this Saturday, please.

**Apologies**

1. We regret that we cannot confirm your reservation. Unfortunately, the hotel is fully booked on Saturday.  
 2. We regret that we cannot reserve you a table for four on Sunday evening.  
 3. I regret that the restaurant is closed all day on Wednesday.  
 4. I regret that we cannot reserve you a double room this evening.

5. Unfortunately, we only have single rooms left.

6. We regret that there aren't any single rooms left on Monday night.

**Write an email confirming the following reservation. Unfortunately, there are no car parking and the bathrooms only have bathes.**

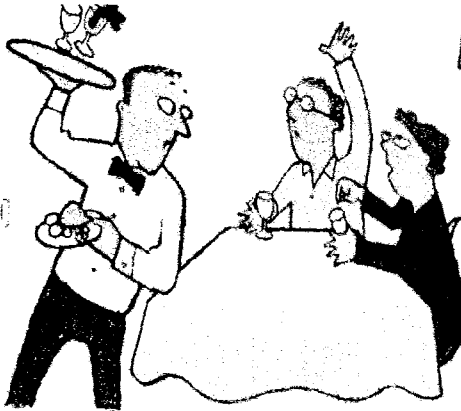
**For example**

Dear Madam,

I'd like to reserve adjoining rooms, with twin beds, for three nights from Tuesday 25th September for my family, and our child age three. If possible we'd like bathrooms with a shower and bath. Also please book me a parking space if you have and a table for three in the restaurant for the Tuesday afternoon at 2.00. We will arrive in the morning,

Best regards

Algal Ali



Unit 9

## Unit 9

### Quality of restaurant services

#### A Glossary

|   |              |                         |             |
|---|--------------|-------------------------|-------------|
| 1 | Evolving art | Развивающееся искусство | Дамығанонер |
| 2 | A poultry    | Домашняя птица          | Үйдіңқұсы   |
| 3 | To tender    | Предлагать              | Ұсынысжасау |
| 4 | Fresh herbs  | Свежая трава            | Жас шөп     |
| 5 | Savory       | Острый                  | Ащы         |

|    |                              |                              |                         |
|----|------------------------------|------------------------------|-------------------------|
| 6  | Moderately priced restaurant | Ресторан с умеренными ценами | Орташабаға Мейрамханасы |
| 7  | A choice                     | Выбор                        | Талғам                  |
| 8  | A waiter                     | Официант                     | Даяшы                   |
| 9  | A main course                | Основное блюдо               | Негізгі тағам           |
| 10 | A bottle                     | Бутылка                      | Шөлмек                  |
| 11 | To increase                  | Увеличивать                  | Көбейту                 |
| 12 | A bill                       | Счет                         | Есеп                    |
| 13 | Tips                         | Чаевые                       | Сыйақы                  |



## B Read the text.

### Eating out in Paris

A tremendous range of food is available in Paris, from the rich meat dishes to the light, flay pastries for which France is famous.

1 French cuisine is still evolving art. Traditional French cooking is butter-based and centers on meat, poultry and fish. Today, however, the chefs of many Parisian restaurants are becoming more interested in regional food and in simple, home-style fare which relies on fresh, seasonal ingredients. French cooking tends not to be highly spiced, although fresh herbs like chives and parsley are essential ingredients in the sauces that accompany most savoury dishes.

2 One of the most enjoyable aspects of Paris is the diversity to eat. Bistros are small, often moderately-priced restaurants with a limited selection of dishes. Brasseries are larger, bustling eateries with immense menus, and most serve food throughout the day and are open late. Cafes (and some wine bars) open early and the majority close by 9 pm. They serve drinks and food all day long from a short menu of salads, sandwiches and eggs. At lunch most offer a small choice of hot daily specials.

3 The waiter usually takes your choice of entrée (first course), then the plat (main course). Dessert is ordered after you have finished your main course unless there are some hot desserts which have to be ordered at the start of the meal. In most restaurants you will be asked if you would like a drink before ordering food. A typical aperitif is white wine with a blackcurrant liqueur. Spirits are not generally drunk before a meal in France.

4 The first course generally includes a choice of salads or vegetables or pate. Small fish dishes like smoked salmon, grilled sardines, herring, shellfish or oysters are also on offer. Main dishes usually include a selection of meat, poultry or fish served with French fries and vegetables. Highly recommended are mussels steamed in wine, and (grilled goat's cheese with a mixed-leaf salad).

5 Prices vary from extremely economical to astronomical. Many places offer a formula or fixed-price menu, especially at lunch, and this will almost always offer the best value. If you want a greater choice of dishes, go for the a la carte menu.

Remember that a bottle of wine will increase the size of your bill significantly and that coffee usually carries an extra charge.

Prices usually include service. Although you do not have to leave a tip, it is common to do so and is based on 5-10% of the total.

**Ex1. Read the guide and match the paragraphs with the headings below. There is one more heading than necessary.**

- a) Ordering a meal
- b) Service with a smile
- c) How much to pay
- d) Types of restaurants and cafes
- e) Types of dishes
- f) French cuisine

**Ex2. Are the following statements true or false? Correct any false statements**

- 1. French cuisine is changing.
- 2. A lot of French food is spicy.
- 3. Many people drink whisky as an aperitif.
- 4. There is a bigger choice of dishes in a brasserie compared to a bistro.
- 5. The formula menu is cheaper than a la carte.
- 6. Coffee is included in the price of a meal.
- 7. Tipping is compulsory.

**Ex3. Answer the questions and try to retell the text.**

- 1. Why is French cuisine still evolving?
- 2. Why are the chefs of many Parisian restaurants becoming more interested in regional food and in simple?
- 3. What do you know about Bistros restaurants?
- 4. What do Bistros restaurants offer for lunch?
- 5. What does the waiter do?
- 6. When is dessert ordered?
- 7. What does the first course include?
- 8. What do prices vary in Paris restaurants?



## C Grammar: «Prepositions», Conjunctions

**Preposition At / on / in (time)**

- a) We use at, for the time of day: at three o'clock at sunrise at

night and in these expressions: at midnight at the New Year at the time at the appointed time at the beginning at the end at the week at the weekends

(b) We use on for days and dates:

On Monday we go to school.

on the 21 of May on the first of November and in these expressions:

on a rainy day (morning, night) on somebody's arrival

(c) We use in for longer periods (for example: months/ years/ seasons):

in September in October in the 21 century or: in the morning, in the afternoon.

We also use in... to say how long it takes to do smth: in half an hour, in a month.

(d) We do not use at/on/in before next and last: Next morning. It didn't rain last month.

### **For, during, while**

(a) for and during We use for + a period of time to say how long smth. goes on: for a week, for 3 hours, for 100 years. - He has lived in Paris for three years.

We use during + noun to say when something happens (not how long): during the lesson, during the year, during the past day.

During the last three months he has made great progress in French.

(b) During and while We use during + noun, but while + subject + verb:

I fell in love with her during our first talk. - I fell in love while we were talking.

While is used in the meaning (simultaneously, at the same time): - He cooked supper while she lulled the baby to sleep.

When you are talking about the future, use the present (not will) after while; - Will you cook supper while she lulls the baby?

### **In, at, on (position) (1)**

(a) In

in a cage in the sea in a queue Remember!

in the street in a picture in a station in the sky in a mirror in a photograph

(b) At

at the window at the table at the top of the hill Remember!

at the crossing at the traffic lights at a staircase at lunch (dinner)  
super at school/(the) university at the top

(c) On

5 bottles on the blackboard on the hand on a page on the wall

Remember! on the left on the right on the coast on the way on  
a road on a river on the ground floor on the first floor

(d) In, at, on the corner we say in the corner of the room, but at the corner (or on the corner) of a street:

(e) In/at/on the front In/at/on the back We say 'in the front/in the back of the car': We say 'at the front/at the back of a hall/building/cinema/group of people' etc.:. We say 'on the front/on the back of a letter/piece of paper' etc.

### Phrasal verbs (get up, break down, fill in etc.)

#### on off in out up down away back over about round forward through along

We often use: on/off//out etc. with verbs of movement:

**get on** The bus was full. We couldn't get on.

**drive off** She got into the car and drove off.

**come back** Tom is leaving tomorrow and coming back on Saturday.

**turn round** When I touched him on the shoulder, he turned round.

But often the second word ( on/off/up/down etc.) gives a special meaning to the verb:

Sorry I'm late. The car broke down.

- Look out! There's a car coming.- It was my first flight. I was very nervous as the plane took off.- I was so tired this morning that I couldn't get up.- How did you get on in your examination yesterday?- Phrasal verbs

(c) Sometimes a phrasal verb is followed by a preposition: look forward to / keep up with/ cut down on. Object is put after preposition: - Are you looking forward to your holiday?- You're walking too fast. I can't keep up with you.- Jack has cut down on smoking. He only smokes five cigarettes a day now.

### Ex 1. Put the preposition if necessary.

A tremendous range \_\_ food is available \_\_ Paris, from the rich meat dishes \_\_ the light, flay pastries \_\_ which France is famous.

French cuisine is still evolving art. Traditional French cooking is butter-based and centers \_\_ meat, poultry and fish. Today, however, the chefs \_\_ many Parisian restaurants are becoming more interested \_\_ regional food and \_\_ simple, home-style fare which relies \_\_ fresh, seasonal ingredients. French cooking tends not to be highly spiced, although fresh herbs like chives and parsley are essential ingredients \_\_ the sauces that accompany most savory dishes.

## TEST

### Choose the right variant.

1. She was jealous \_\_\_\_\_ her friend because she had a better dress.

- a) at                                      c) of  
b) on                                        d) to

2. The waste paper bin is full \_\_\_\_\_ crumpled sheets of paper.

- a) with                                    c) to  
b) for                                        d) of

3. The computer is capable \_\_\_\_\_ producing graphics.

- a) to                                        c) for  
b) of                                        d) in

4. Moscow is especially famous \_\_\_\_\_ its elegant architecture.

- a) for                                        c) with  
b) of                                        d) at

5. I felt very ashamed \_\_\_\_\_ making such a stupid mistake.  
 a) of c) at  
 b) from d) to
6. Could you add this up for me? I'm not very quick \_\_\_\_\_ calculating.  
 a) with c) at  
 b) in d) on
7. After days of preparation the hall is ready \_\_\_\_\_ the grand opening.  
 a) on c) at  
 b) to d) for
8. Who is responsible \_\_\_\_\_ making such a mess?  
 a) for c) with  
 b) of d) at
9. She was very proud \_\_\_\_\_ his achievements.  
 a) for c) with  
 b) of d) at
10. It took some time to get accustomed \_\_\_\_\_ driving on the left.  
 a) at c) to  
 b) with d) for
11. We always eat food typical \_\_\_\_\_ the region we are travelling in.  
 a) for c) at  
 b) on d) of
12. Are you aware \_\_\_\_\_ any reason why he is late?  
 a) with c) for  
 b) about d) of
13. She went out to work not to be dependent \_\_\_\_\_ her husband.  
 a) on c) with  
 b) at d) for
14. She never goes out at night because she is afraid \_\_\_\_\_ the dark.  
 a) at c) of  
 b) to d) for
15. Because of the flu many teachers were absent \_\_\_\_\_ work.  
 a) of c) for  
 b) from d) at
16. I feel really sorry \_\_\_\_\_ her because she has fallen ill.  
 a) about c) of  
 b) with d) for
17. She isn't satisfied \_\_\_\_\_ her progress in English.  
 a) of c) from  
 b) with d) at
18. My sister is better \_\_\_\_\_ sport than me.  
 a) at c) of  
 b) in d) with
19. I must hurry or I'll be late \_\_\_\_\_ school.  
 a) at c) for  
 b) in d) to
20. He was found guilty \_\_\_\_\_ robbing the bank.  
 a) of c) with  
 b) for d) at
21. I am short \_\_\_\_\_ money at the moment.  
 a) for c) in  
 b) with d) of
22. This incident is very similar \_\_\_\_\_ what happened yesterday.  
 a) with c) in  
 b) to d) of
23. The teacher got tired \_\_\_\_\_ hearing the same old excuses.  
 a) of c) at  
 b) from d) with
24. I am suspicious \_\_\_\_\_ those people who always ask questions.  
 a) in c) from  
 b) of d) at
25. My sister is very keen \_\_\_\_\_ fashion.  
 a) of c) on  
 b) with d) at





## D Listening

### Checking and confirming

Listen to the voicemail message. Put the message in the correct order.

- 1.Thank you, goodbye.
- 2.We arrive in Dusseldorf at 6.00 p.m. on the 18th.
- 3.I'd like to make a room reservation for five nights from the 18th to the 22nd of June.
- 4.Please reserve us a parking space and a table for four for dinner at 7.30.
- 5.Hello. This is Steven Dickson from Edinburgh, UK.
- 6.I'd like a double room for me and my wife, and an adjoining twin room for my two daughters.

Use these words to complete the email:

table reserved 7.30 confirm twin car park

To: [steven.dickson@aol.com](mailto:steven.dickson@aol.com)

Subject: Confirmation

Dear Mr. Dickson

We..... your reservation of a double and adjoining ..... room for five nights from 18 to 22 June. A parking space is ..... in the hotel ..... and a ..... for four is reserved in the restaurant for dinner at ..... family on Monday 18 June.

We look forward to seeing you and your family on Monday 18 June.

Regards

*Trudy Fischer*

Reservations

Read the voice mail message and check your task.

Hello. This is Steven Dickson from Edinburgh, UK. I'd like to make a room reservation for five nights from the 18<sup>th</sup> to the 22<sup>nd</sup> of June. I'd like a double room for me and my wife, and an adjoining twin room for my two daughters. We arrive in Dusseldorf at 6.00 p.m. on the 18<sup>th</sup>. Please reserve us a parking space and a table for four for dinner at 7.30. Thank you, goodbye.



## Unit 10

### Safety at work in the hotel industry

#### A Glossary

|     |                  |                     |                      |
|-----|------------------|---------------------|----------------------|
| 1.  | To upgrade       | Повыщать, обновлять | Жоғарылату, жанарту  |
| 2.  | An accommodation | Жилье               | Тұратын орын         |
| 3.  | Mention          | Упомянуть           | Еске салу            |
| 4.  | Executive        | Исполнительный      | Атқаратын            |
| 5.  | Available        | Доступный           | Кол жетімді          |
| 6.  | An opportunity   | Возможность         | Мүмкіндік            |
| 7.  | Whether          | Ли                  | Да, де               |
| 8.  | Rate             | Рейтинг скидок      | Жеңілдіктер рейтингі |
| 9.  | To offer         | Предлагать          | Ұсыну                |
| 10. | Value            | Ценность            | Бағасы, құны         |



#### B Read the text.

#### Checking in Upselling at registration

If the best rooms in a hotel are not often reserved, it is not good practice. The hotel loses money if it sells the standard rooms and the best rooms are vacant. The registration process is an excellent opportunity for upselling better accommodation because:

Guests may not know that other rooms are available, especially when the reservation was made by a travel agent or secretary.

Reservations agents do not always mention availability of better rooms, or they haven't given a good description of the upgraded accommodation.

Guests sometimes think about an upgraded room at check-in. Business travelers might need more work space, e.g. a mini-suite for a meeting if there is a change in their business plans. Travelers will sometimes upgrade accommodation if they are tired after a long journey.

Here are some ideas for upselling:

Find out whether the guest knows of available upgrades.

'Are you familiar with our executive suites?'

Presents the availability of upgrades as an unique opportunity.

'We're offering a special rate for first-time guests with our executive suites.'

'For only \$25 more, I can offer you one of our executive suites.'

Mention higher rates to show lower rates as good value for money.

'These rooms are usually \$150, but because of [special circumstance] I can offer you a corporate rate of \$100.'

### Ex1. Are the following statement true or false.

1. The hotel loses money if it sells the standard rooms and the best rooms are vacant
2. Guests may know that other rooms available
3. Reservations agents do not always mention the availability of better rooms
4. Guests sometimes don't think about an upgraded room at check in
5. Business travellers might need more work space
6. Travellers will not sometimes upgrade accommodation if they are tired

### Ex2. Match the words or phrases with their definitions.

- |                       |  |
|-----------------------|--|
| 1. upgrade            | a) fixed cost that does not change                   |
| 2. Up sell            | b) improve the category of something                 |
| 3. guest registration | c) check-in  |
| 4. available          | d) worth or price of something                       |
| 5. availability       | e) special price offered to businesses               |
| 6. corporate          | f) free or vacant                                    |
| 7. value              | g) number of rooms that are free                     |
| 8. flat charge        | h) convince a client to purchase an upgraded service |

### Ex 3. Answer the questions and try to retell the text.

1. What happens if the best rooms in a hotel are vacant?
2. Why do guests not know that better rooms are vacant?
3. Why do guests sometimes need a better type of room?
4. How can you convince a guest to book a better room at check-in?
5. What's another way of describing a reduced price for companies?
6. Why is the registration process an excellent opportunity for upselling better accommodation?

7. When will travellers upgrade accommodation?  
 8. Who does not always mention the availability of better rooms?



## C Grammar: Pronouns

### Personal pronouns

| Nominative case | Objective case |
|-----------------|----------------|
| I               | Me             |
| You             | You            |
| He              | Him            |
| She             | Her            |
| It              | It             |
| We              | Us             |
| They            | Them           |

*He works in **my** office.*

*I know **him** well.*

*"Who is **this**?" - "Its **me**"*

*"It is **I** who did it"*

### Possessive Pronouns

|      |       |        |
|------|-------|--------|
| I    | My    | Mine   |
| You  | Your  | Yours  |
| He   | His   | His    |
| She  | Her   | Hers   |
| It   | Its   | Its    |
| We   | Our   | Ours   |
| They | Their | Theirs |

*I am walking with **my** brother.*

***My** pen is broken. Give me **yours**.*

*The hen is sitting on **its** nest*

***They** have lost **their** mittens*

*Marina doesn't like **her** friend's dog. She thinks **hers** is better*

### Reflexive Pronouns

| Sing -self | Plural-selves |
|------------|---------------|
| Myself     | Ourselves     |
| Yourself   | Yourselves    |
| Himself    | Themselves    |
| Herself    |               |
| Itself     |               |
| Oneself    |               |

*He painted the room **himself***

*I bought it **myself**.*

To find oneself, to hurt oneself, to hide oneself, to cut oneself, to enjoy oneself, to wash oneself, to shave oneself, to amuse oneself.

**But !I feel bad. He behaved like a child. (without oneself)**

### Demonstrative Pronouns

| Singular | Plural |
|----------|--------|
| This     | These  |
| That     | Those  |

***This** book is mine.*

***That** tree is very beautiful.*

*I don't like **these** apples, I like **those**.*

### Indefinite and negative pronouns

Some, any, no, none, much, little, few, all, both, either, neither, each, every, other, one.

**Some** is used in **affirmative** sentences. *He made **some** mistakes*

**Some** is used in questions expressing a request or an invitation. *Why don't you ask him for **some** more sweets? Would you like **some** tea? Can I have **some** jam?*

**Any** is used in questions, negatives, conditional clauses, with meaning 'it doesn't matter which'

*Did he make **any** mistakes? Come at **any** time. If you see **any** interesting picture there, tell me.*

**Something, somebody, someone, somewhere Anything, anybody, anyone, anywhere**

***Something** has happened to him. Would you like **something** to drink? Does **anybody** else want to go? Why didn't you ask **someone** to help you. **Anyone** can do that. If there is **anything** else you want, please let me know. Are you going **anywhere** after dinner? You will find the bag **somewhere** here.*

**No, nothing, nobody, no one, nowhere.** Avoid double negative!

*There is **no** sugar here. Or There **isn't any** sugar here.*

*She wants **nothing**. Or She doesn't want **anything***

*There is **nobody** ( **no one**) to help us. Or There **isn't anybody** ( **anyone**) to help us.*

*I didn't tell anybody anything about it. My hat is nowhere around. I can't see my hat anywhere.*

### **Many, much**

**Many** is used with countable nouns. *Many books*

**Much** is used with uncountable nouns. *Much snow*

It's not good to eat **many** cakes. Has he got **much** work to do?

**A lot of, lots of, plenty of, a great many, a good many** are used in affirmative sentences instead of **many**. *She has got a lot of pencils.*

**A lot of, lots of, plenty of, a good deal of, a great deal of many** are used in affirmative sentences instead of **much**. *Don't hurry. There's plenty of time.*

### **Little, a little, few, a few.**

**Little, a little** are used with uncountable nouns. A little= some but not much, a positive idea. *I speak a little German.* (some German but not much)

**Little** (without *a*) = nearly nothing, a negative idea. *There was little food in the fridge. It was nearly empty.*

**Few, a few** are used with countable nouns. A few = some but not many, a positive idea. *I've got a few friends, so I'm not lonely.* (= I've got some friends)

**Few** (without *a*)=nearly no..., a negative idea. *I'm sad and I'm lonely. I've got few friends.* (= nearly no friends)

### **All**

**All** is used with countable and uncountable nouns. *All liked to draw. He is reading all the time.*

**All** is used in combinations : All of them, all the, all my( your, his, her, its, our, their), all this ( these, that, those). *All of my friends are boxers.*

### **Both**

We use **both** to talk about two things or people. *Marina has two children. Both are married.* ( both = the two children)

**Both** is used in combinations : both the, both my ( your, his, her, its, our, their), both these, both those. *Both the boy and his mother were very happy.*

### **Either, neither.**

We use **either, neither** to talk about two things or people. **Either**= ( each of the two= both) *I don't believe that either of these horses has won the race.* ( и тот и другой)

**Either** = ( one of another) (любой) *You can go by either road.*

**Neither** is opposite of *either* and *both*. *Neither test is satisfactory.*(ни тот ни другой). *Neither of you is very skillful.*

**Either ...or** = ( or ...or или ...или) *He is either in university or in college.*

**Neither...nor** = ( not ...not ни ...ни) *Neither Anar nor Nurlan came to the meeting.*

## Each, every.

We use **every** + *singular noun*. (*every house, every country*) We use **every** when we think of things as a group. The meaning is similar to **all**

Use a *singular verb* after everybody, everyone, everything. **Everybody** has problems.

We use **each** when we think of things separately, one by one. Study **each** sentence carefully. (= study the sentence one by one) **Each other** = (друг друга) *They often meet each other in the corridor.*

## Other, another.

**Other, another** are used for nouns and adjectives.

**Another** (**an** + **other**) has two meanings: *different* and *one more*. *One animal may like it, and another may dislike it. Would you like another cup of tea?*

**Another** + *singular noun*. *I want another horse.*

**Other** + *singular noun*. *She lives on the other side of the street.*

**Other** + *plural noun*. *I'll have to go and buy other apples. Yours are bad.*

When **other** stand for a noun, it can be used in the plural. *That may be your opinion, but others think differently.*

**The other** (definite). *Will you show me the other hat?*

**Another** (indefinite). *Will you show me another hat?*

## One, ones.

**One** is used instead of repeating a singular countable noun when it is clear from the context what we are talking about. *Is this your umbrella? - No, mine is the blue one (= umbrella)*

**Ones** can be used instead of repeating a plural noun. *I think his best poems are his early ones. (= poems)*

## Interrogative and Connective pronouns.

**Who, whom, whose, what, which-** interrogative pronouns.

*Who is talking? Whom did you see there? Who are you laughing at? Who are you talking about? Who doesn't know the rules? Who are these people?*

*What is there under the bed? What is this man? What are you thinking about? What are you looking at? What beautiful music they are playing!*

**What** is for persons or things in general. *What people live there?*

**Which**

is for a limited number of persons or things. *Which piece of cake is yours?*

*Whose flat are you looking for?*

**Who, whom, whose, what, which, that, as-** connective pronouns.

**Who** is for people. *He is the baker who sells rolls.*

**Which**

is for animals or things. *It's a book which will interest children of all ages.*

**That** is for people, animals or things. *Here is the tiger that lives in a cage. These are the keys that open the front and back doors.*

**Ex1. Find in the text pronouns and make up sentences with them.**

## Test

### Choose the right variant.

- We saw a lot of pictures at the art shop, but \_\_\_\_\_ was good enough to buy for our museum.  
a) none of them                      c) not some of them  
b) no of them                         d) only any of them
- If there are \_\_\_\_\_ calls for me, can you ask to leave a message?  
a) some                                 c) any  
b) none                                 d) no
- While peeling potatoes my small brother cut \_\_\_\_\_ with a *sharp* knife.  
a) oneself                              c) his  
b) him                                  d) himself
- There are many good hotels in the town. You can stay at \_\_\_\_\_ of them.  
a) no                                      c) any  
b) some                                 d) all
- I've been trying to phone her all day but \_\_\_\_\_ I phone her the line is engaged.  
a) every time                         c) the every time  
b) all the time                         d) the whole time
- He is invited to lots of parties and he goes to \_\_\_\_\_.  
a) everyone                            c) every one  
b) everything                          d) each
- These are \_\_\_\_\_ organizations operating in our market and even \_\_\_\_\_ we would consider real competitors.  
a) a few, many                         b) little, some  
c) some, fewer                         d) few, fewer
- You are not the only one who failed to hear the news. I didn't \_\_\_\_\_.  
a) neither                                c) either  
b) both                                  d) also
- If we hadn't taken the same plane, we might have never met \_\_\_\_\_.  
a) ours                                  c) each other  
b) ourselves                          d) both of us
- \_\_\_\_\_ food, clothes and some \_\_\_\_\_ goods have become more expensive nowadays.  
a) much, others                         c) many, the others  
b) many, others                         d) much, other
- I'm going to the wedding on Saturday. \_\_\_\_\_ is getting married.  
a) a friend of me                        c) mine friend  
b) a friend of mine                      d) a friend of my
- During the terrible road accident one car bumped into \_\_\_\_\_ one. One driver was heavily injured and \_\_\_\_\_ died.  
a) another, other                        c) other, the other  
b) another, the other                     d) the other, other



13. — Did you hear about the party at Kate's last night? - No, I didn't. \_\_\_\_\_ of my friends \_\_\_\_\_ there.
- a) none, was                                      c) nobody, were  
b) nobody, was                                    d) no, were
14. "The system of education is not superb," she said. "Too \_\_\_\_\_ mathematics \_\_\_\_\_ usually taught at school."
- a) many, are                                      c) much, are  
b) much, is                                        d) many, is
15. \_\_\_\_\_ should be present at the meeting. A very serious question will be discussed.
- a) someone                                        c) everyone  
b) any one                                         d) anyone
16. We've got too \_\_\_\_\_ petrol. We must have the car filled at the nearest service station.
- a) a little                                         c) much  
b) little    d) many
17. When the train arrived at the railway station \_\_\_\_\_ passengers got their suitcases. So we picked up \_\_\_\_\_ too.
- a) other, our                                      c) some, ours  
b) others, our                                    d) another, ours
18. There are \_\_\_\_\_ evenings when I do not want to go to bed. But there are \_\_\_\_\_ evenings when nothing could keep me from going to bed.
- a) some, other                                    c) several, others  
b) some, the others                            d) some, the other
19. I don't really enjoy going to the cinema \_\_\_\_\_. I'd rather have \_\_\_\_\_ to go with me.
- a) by my own, no one                        c) on myself, someone  
b) by myself, someone                      d) by my own, anyone
20. I have been talking to that strange man for an hour but I still can't understand if he is \_\_\_\_\_ Spanish \_\_\_\_\_ Portuguese.
- a) either, or                                      c) neither, nor  
b) neither, or                                    d) either, nor



## D Listening

### Sound the alarm

**Listen to the dialogue and read these regulations.**

- Tick the ones they do in the case of fire
- Evacuate the guests from the rooms.
- Shut all the fire doors.
- Make an announcement.

Call the fire brigade.

Take a roll call.

If the fire is small, use a fire extinguisher.

Direct the guests to the assembly point.

**Answer the questions.**

1. What's the noise everyone can hear?
2. Where's the fire?
3. What does Mary do?
4. What do Tor and Mark use to put out the fire?
5. What does Mary tell Jo to do?
6. Where is the assembly point?

**Read the dialogue and check your task and practice with the partner.**

**Mary:** It's the fire alarm. Is it a test drill or is it real?

**Jo:** I don't know ... Hello?

**Pat:** Mary, there's a fire in the kitchen. One of the ovens is on fire. Evacuate the guests from the rooms.

**Mary:** Can I send anyone to help you in the kitchen, Pat?

**Pat:** No, it's OK. Tor and Mark are here using the fire extinguishers, and the fire brigade's coming.

**Mary:** Right. I'll make an announcement. This is an announcement. We have an emergency situation in the hotel. Would all guests please leave the building by the nearest exit. Please go to the assembly point, in front of the hotel.

**Jo:** here's the guest list. Go to the assembly point and take a roll call. Check all the names and room numbers as the guests come out. Take the mobile with you. I'll call in a few minutes with the names of any guests who checked out this morning who haven't checked in yet.



## World experience of quality rating of Hotel services

## A Glossary

|     |                |                     |                |
|-----|----------------|---------------------|----------------|
| 1.  | To approach    | Подходить           | Жақындау       |
| 2.  | To refine      | Очищать             | Тазалау        |
| 3.  | Tire some debt | Надоедливый         | Казбалағыш     |
| 4.  | Refined        | Усовершенствованный | Жетілдірілген  |
| 5.  | Afar           | Издалека            | Алыстан        |
| 6.  | Indeed         | Действительно       | Нақты айтқанда |
| 7.  | Undoubtedly    | Несомненно          | Әлбетте        |
| 8.  | A ridge        | Хребет              | Жота           |
| 9.  | A path         | Тропинка            | Жол            |
| 10. | Shade          | Затенья             | Көлеңкелеу     |
| 11. | To proud       | Гордиться           | Мақтан тұту    |
| 12. | Dozens         | Дюжина              | Он үш          |
| 13. | To establish   | Установить          | Орналастыру    |
| 14. | Aview          | Вид, просмотр       | Көрініс        |



## B Read the text.

## World experience of the services in the hotel.

What is considered for you quality service in a hotel? Value for money, clean and comfortable room, friendly and well – trained staff, healthy and delicious food. Anticipation and satisfaction the quests . Smile, politeness, timely service and communication manager should make quality service top priority her their staff: focus on quality services, regular training, search her best parties.

For example:

**The hotel industry in Taiwan.** Taiwan currently has a total of 104 tourist hotels. Taipei has 24 first class international hotels and dozens of tourist ones. The Tourism Bureau has established a hotel rating system called Plum Blossoms. Five Plum Blossoms balances equals the standard international Five Star rating. Chinese hotel staff members approach service and hospitality welcome as a highly refined art, not a tiresome obligation debt. They really mean the saying of Confucius that “When friends come from a far, is this not indeed a pleasure?”

Taiwan’s most famous hotel is undoubtedly the Grand Hotel in Taipei. Situated on top of a ridge, it offers excellent valuable views of the city. It is built in the classical imperial style, and its ornate gardens and shaded paths give it a special air of peace. Here is some review written by the staff of sun Bay Hotel Zin. I have been

here at the Sun Bay Hotel since it opened. I am proud to be part of such a great team of people and look forward to being here for many years to come. I always try to remember quest's names when they get here. I like to see the smiles on our quests' faces and I help them with anything I can during their stay. Every day is different at the hotel. I think I have the best job in town.

### Ex 1. Are these statements true or false?

1. Taiwan has total of 104 tourist hotels.
2. Taipei has 50 first class international hotels.
3. Staff members approach service and hospitality as a highly refined art.
4. Grand Hotel has not situated on the top of a ridge.
5. I have been here at the Sun Bay Hotel since it opened.
6. Every day is not different at the hotel.

### Ex 2. Match the first column with the second.

- |                           |            |
|---------------------------|------------|
| 1. approach               | a) system  |
| 2. rating                 | b) hotel   |
| 3. international c) views | c) views   |
| 4. staff                  | d) service |
| 5. excellent e) members   | e) members |
| 6. a great                | f) team    |



### Ex 3. Answer the questions.

1. How many international hotels has Taipei?
2. Where has the Tourism Bureau established?
3. What is the most famous hotel of Taiwan?
4. Where is situated the Grand Hotel?
5. What style is it biuret in?
6. When has staff Zin been at the Sun Bay Hotel?
7. What does staff Zin help quests?



## C Grammar: Conditionals

There are basically four types of conditional, though combinations of the four are also possible depending on the context.

- **Zero Conditional** : if + present ==> present

Expresses general truth and scientific facts. Used to show an evidence, when it's always true.

Ex: *If it rains, the sun doesn't shine.*

- **First Conditional** : if + present ==> will + inf.

We use it to make predictions or talk about actions or states that may or may not happen (likely 50/50)

Ex: *If it rains, I'll stay at home.*

- **Second Conditional** : **if + past simple** ==> **would + inf.**

Refers to actions or states that are not real or unlikely to be real in the future.

Ex: *If I won 1,000,000, I would travel*

- **Third Conditional** : **if + past perfect** ==> **would have + past participle**

Refers to actions in the past, and can be used to express regrets.

Ex: *If you hadn't given me a lift, I would have missed the train.*

**Ex 1. Supply the correct form of the verb in parentheses for each of the following sentences.**

1. If Jack \_\_\_\_\_ (refuse) to help, we'll have to manage without him.
2. We were travelling with false passports. That was the trouble. If our passports \_\_\_\_\_ (be) all right, \_\_\_\_\_ (not be) arrested.
3. If I \_\_\_\_\_ (come) across two men fighting with knives, I \_\_\_\_\_ (call) the police. But this is a very peaceful area.
4. If a driver \_\_\_\_\_ (brake) suddenly on a wet road, he \_\_\_\_\_ (skid).
5. Why don't you bring your car to work? If I \_\_\_\_\_ (have) a car, I \_\_\_\_\_ (bring) it to work!
6. It was a rather dull game so I left before the end; if I \_\_\_\_\_ (wait) another five minutes, I \_\_\_\_\_ (see) Chelsea scoring a really exciting goal!
7. If you \_\_\_\_\_ (care) to see some of his drawings, I \_\_\_\_\_ (send) them round to your office.
8. I'll wash the glasses in this nice hot water. No, don't! If you \_\_\_\_\_ (put) them into very hot water, they \_\_\_\_\_ (crack).
9. The job is much worse than I expected. If I \_\_\_\_\_ (realize) how awful it was going to be, I \_\_\_\_\_ (not accept) it.
10. Unless Tom \_\_\_\_\_ (take) his library book back tomorrow, he \_\_\_\_\_ (have) to pay a fine.

### Test

1. If we meet him, I ... you.
  - a) introduce
  - b) will introduce
  - c) would introduce
  - d) introduces
  - e) introduced
2. Who would he talk to if he ... a very serious problem?
  - a) has
  - b) had

- c) had had
- d) have
- e) will have

3. What would they do if they ... the last train?

- a) miss
- b) would miss
- c) missed
- d) had missed
- e) misses

4. If she lost her job, she ... her own business.

- a) will start
- b) would start
- c) started
- d) would have started
- e) starts

5. If he wanted a quiet holiday, he ... to the mountains.

- a) would go
- b) went
- c) would have gone
- d) will go
- e) goes

6. What will you do when you ... school?

- a) will finish
- b) finish
- c) would finish
- d) finished
- e) finishes

7. What ... her, if it's her birthday?

- a) will you buy
- b) do you buy
- c) would you buy
- d) have you bought
- e) buys

8. What would you do if you ... me?

- a) are
- b) were
- c) have been
- d) will be

e) would be

9. If you ... Mr. Snowdon, you would like him.

- a) would know
- b) will know
- c) knew
- d) had known
- e) knows

10. If he ... in the evening, he'd have time to see this film.

- a) didn't work
- b) hadn't worked
- c) doesn't work
- d) won't work
- e) wouldn't work

11. If I had a car, I ... you a lift.

- a) will give
- b) gave
- c) would give
- d) would have given
- e) give

12. If I didn't go to bed late, I ... so tired all day.

- a) would be
- b) will be
- c) won't be
- d) wouldn't be
- e) was

13. If I go on a diet, I ... weight.

- a) will lose
- b) lose
- c) would lose
- d) lost.
- e) have lost

14. If Linda ... hurry, she will be late.

- a) will not hurry
- b) doesn't hurry
- c) didn't hurry
- d) wouldn't hurry
- e) hurries

15. If Jane ... hurry, she would be late.

- a) will not hurry
- b) doesn't hurry
- c) didn't hurry
- d) wouldn't hurry
- e) hurrie

**D Listening**

**How would you like to pay?**

**Listen to four dialogues. Are these statements true or false?**

- 1. Mr. Popov gives the cashier the correct money. True/false
- 2. Mr. Kohl is paying for her bar bill and hotel bill separately. True/false
- 3. The hotel vouchers are for the room and breakfast. True/false
- 4. Mr. Badel is paying for the room and meals only. True/false

**Write the correct methods of payment**

- 1-----
- 2-----
- 3-----
- 4-----

**Read the dialogue and check your task.**

1. *Cashier:* The invoice for your room and meals goes directly to your company.  
*Mr. Badel:* Yes, that's right.  
*Cashier:* So, here's your bill for the extras.  
*Mr Badel:* With Master card.

2. *Cashier:* Your hotel vouchers are for room and breakfast, Mr. Franks. Your bill for the other meals and drinks comes to 230 dollars. How would you like to pay?  
*Mr. Franks:* Either US dollar traveller's cheques, please.

3. *Ms Kohl:* Can I pay my bar bill separately, please?  
*Reception:* Yes, certainly Ms. Kohl.  
*Mr. Kohl:* I'll pay by credit card. Do you take Visa?  
*Waiter:* Yes, Visa is fine.

4. *Waiter:* That's 17.50 altogether Mr. Popov. How would you like to pay?  
*Mr. Popov:* In cash, please. Here you are, 20.  
*Waiter:* One moment, and I'll get your change.  
*Mr. Popov:* No, that's alright. Keep the change.  
*Waiter:* Thank you very much.

**Practice the dialogue with a partner.**





## Unit 12

### The system of booking and reservation

#### A Glossary

|     |             |                              |                      |
|-----|-------------|------------------------------|----------------------|
| 1.  | Quest       | Гость                        | Конак                |
| 2.  | Fill in     | Заполнять                    | Толтыру              |
| 3.  | Privacy     | Уединение, частная жизнь     | Аулактану, жеке өмір |
| 4.  | To compare  | Сравнивать                   | Салыстыру            |
| 5.  | Prior       | Прежний                      | Алғашқы              |
| 6.  | Directly    | Прямо                        | Тура                 |
| 7.  | Deal        | Сделка                       | Келісім шарт         |
| 8.  | Resort      | Курорт                       | Курорт               |
| 9.  | Review      | Обзор                        | Көрініс              |
| 10. | Arrangement | Договоренность               | Келісім              |
| 11. | Search      | Исследовать                  | Зерттеу              |
| 12. | Chains      | Сеть                         | Желі                 |
| 13. | To consumer | Потребитель                  | Сатып алушы          |
| 14. | Advantage   | Преимущество, польза, выгода | Пайда                |



#### B Read the text.

When people travel they always stay at hotels or quest houses. The first thing to do is to book a room in advance by letter, telephone or telegram, or you may arrive at the hotel and be told that there are no rooms available. On arrive at the hotel go to the reception and confirm you reservation. The clerk will give you a registration form to fill in and sign the form is usually filled in block letters. Let the hotel manager know in advance the day and the time of your departure.

**Online hotel reservations** are a popular method for booking hotel rooms. Travelers can book rooms on a computer by using online security to protect their privacy and

financial information and by using several online travel agents to compare prices and facilities at different hotels.

**Prior to the Internet**, travelers could write, telephone the hotel directly, or use a travel agent to make a reservation. Nowadays, online travel agents have pictures of hotels and rooms, information on prices and deals,. Many also allow reviews of the traveler to be recorded with the online travel agent. Online hotel reservations are also helpful for making last minute travel arrangements

Large hotel chains typically have direct connections to the airline national distribution systems (GDS) (Sabre, Galileo, Amadeus). These in turn provide hotel information directly to the hundreds of thousands of travel agents that align themselves with one of these systems.

**Several large online travel sites are, in effect, travel agencies.** These sites send the hotels' information and rates downstream to literally thousands of online travel sites, most of which act as travel agents. They can receive commission payments from the hotels for any business booked on their websites.

An increasing number of hotels are building their own websites to allow them to market their hotels directly to consumers. Non-franchise chain hotels require a "booking engine" application to be attached to their website to permit people to book rooms in real time. One advantage of booking with the hotel directly is the use of the hotel's full cancellation policy as well as not needing a deposit in most situations. The online booking engine applications are supported by Content management system(CMS).

**We use Database system to improve the likelihood of filling rooms, hotels tend to use several of the above systems.** The content on many hotel reservation systems is becoming increasingly similar as more hotels sign up to all the sites The service provided by these companies to the hotels and the online consumer is that they provide a single database from which all reservation sources draw immediate room availability and rates. It is very important that hotels integrate with all the supply channels so that their guests are able to make accurate online bookings.

There are many ways of making the online reservation, most of the online reservation systems use the centralized GDS system for making the reservation with the hotel directly. Examples of the GDS are Sabre, World Span, Travel port,

The online hotel reservation through GDS is just the tentative reservation, means that you do not need to pay at the time of reservation, instead pay at the time of check in or check out.

**Ex 1. Are these statements true or false.**

1. When people travel they always stay at hotels or quest houses.
- 2.The clerk will not give you a registration form to fill in and sign.
- 3.Online hotel reservations are a popular method for booking hotel rooms.

4. Nowadays, online travel don't have pictures of hotels and rooms.
5. Many also allow reviews of the travel to be recorded with the on line travel agent.
6. Online hotel reservations are not helpful for making last minute travel arrangements.
7. To improve the likelihood of filling rooms, hotels tend to use several of the above systems.
8. It is not very unimportant that hotels integrate with all the supply channels.

**Ex 2. Connect level part to right.**

- |                  |                        |
|------------------|------------------------|
| 1) Stay          | a) travel agents       |
| 2) Go            | b) on prices and deals |
| 3) Online        | c) connections         |
| 4) Information   | d) sites               |
| 5) Hotel         | e) at hotels           |
| 6) Direct        | f) to the reception    |
| 7) Online travel | g) reservation         |
| 8) Advantage of  | h) booking             |



**Ex 3. Answer the questions.**

- 1) What do people do when they travel?
- 2) What does the clerk give quest?
- 3) How can travelers book rooms?
- 4) What is prior to the internet?
- 5) What information do online travel agents have nowadays?
- 6) What do large hotel chains typically have?
- 7) What o online travel sites sent the hotels?
- 8) What is one advantage of booking with the hotel directly?
- 9) What do hotels do for improving the likelihood of filling rooms?
- 10) Can you tell us about online reservation?



**C Grammar: Numerals in English**

: If a number is in the range 21 to 99, and the second digit is not zero, we should write the number as two words separated by a hyphen:

- 25 twenty-five  
 57 fifty-seven  
 89 eighty-nine

:: Numbers over 100 are generally written in figures. However if you want to say them aloud or want to write them in words rather than figures you put 'and' in front of the number expressed by **the last two figures**. For example:

203 two hundred **and** three (Am E: two hundred three)  
 622 six hundred **and** twenty-two (Am E: six hundred twenty-two)  
 :: Numbers between 1000 and 1,000,000 is usually said or written in words as:  
 1,803 one thousand, eight hundred **and** three (Am E: one thousand, eight hundred three)  
 1,963 one thousand, nine hundred **and** sixty-three (Am E: one thousand, nine hundred sixty-three)  
 2,840 two thousand, eight hundred **and** forty (Am E: two thousand, eight hundred forty)

Four-figure numbers ending in 00 can also be said or written as a number of hundreds. For example, 1800 can be said or written as "**eighteen hundred**"

:: If the number 1963 is being used **to identify** something, it is said as "**one nine six three**". We always say each figure separately like this with telephone numbers. If a telephone number contains a double number, we use the word "double":

561 6603 **five six one** [*pause*] **double six 'oh' three** (AmE: **five six one** [*pause*] **six 'oh' three**)

:: **Saying years.** We normally say a year in two parts. In the case of years ending in "00", we say the second part in "**hundred**":

1058 ten fifty-eight  
 1706 seventeen hundred and six (or '**seventeen oh six**')  
 1865 eighteen sixty-five  
 1900 *nineteen hundred*

There are two ways of saying years ending in "01" to "09" before 2000. For example: "1901" can be said as "**nineteen oh one**" or "**nineteen hundred and one**". The year 2000 is read "**two thousand**", 2006 "**two thousand and six**" (Am E: two thousand six). Post-2010 dates are often said as normal (2010 would be "**twenty ten**").

:: **Flight numbers.** We pronounce a flight number in two parts or digit-by-digit. For example:

110 one ten (or '**one oh**')  
 1248 twelve forty-eight  
 2503 twenty-five oh three  
 3050 three oh five oh (or '**three zero five zero**', '**thirty fifty**')  
 :: **Expressing millions.**

1,412,605 one million four hundred (**and**) twelve thousand six hundred (**and**) five  
 2,760,300 two million seven hundred (**and**) sixty thousand three hundred

**Remember:**

The British use '**and**' before tens and ones but the Americans usually leave the '**and**' out.

## Fractional numbers

|                |  |      |   |
|----------------|--|------|---|
| $\frac{1}{2}$  | a half   | 0.5  | <i>British English</i> nought point five<br><i>American English</i> zero point five             |
| $2\frac{1}{2}$ | two and a half   | 2.5  | two point five  |
| $\frac{1}{4}$  | a quarter  | 0.25 | <i>British English</i> nought point two five<br><i>American English</i> zero point two five     |
| $\frac{3}{4}$  | three quarters<br><i>American English also</i> three fourths | 0.75 | <i>British English</i> nought point seven five<br><i>American English</i> zero point seven five |

### Ex 1. Write it in numbers.

- Two hundred and forty-five, five hundred and thirty-three, eight hundred and sixteen.
- Three thousand five hundred and sixty-two, seven thousand three hundred and twenty-four.
- One hundred books, a hundred (of) pages, hundreds of people.
- One thousand cars (a thousand cars), thousands of people, millions of books.
- Two and three is five (two plus three equals five), seven minus four is three, three multiplied by five is fifteen, ten divided by two is five.
- The 1st of January (1 January, January 1 — The first of January, January the first), the 8th of March (8 March, March 8 — The eighth of March, March the eighth).
- Chapter five, bus six.
- Three point four five, eight point zero nine.
- Two thirds, four fifths.



### D Listening

## Working with Fidelio Suite

Look at the screens. Listen to the dialogue and answer the questions. Choose the correct alternative.

| <b>1. Guests</b>          | <b>arrivals</b> | <b>Departures</b> |
|---------------------------|-----------------|-------------------|
| Mr. D. Gadney             |                 |                   |
| Mr. and Mrs. G. Hernandes |                 |                   |
| Ms. J. Marx               |                 |                   |
| Mr. and Mrs. Nakamura     |                 |                   |
| Mr. C. Rodrigues          |                 |                   |
| Mr. R. Verwiel            |                 |                   |

| <b>2. Departures</b> | <b>arrivals</b> |
|----------------------|-----------------|
| Mr. C. Rodrigues     |                 |
| Mr. R. Verwiel       |                 |

| <b>3. Mr C. Rodrigues</b> |               |
|---------------------------|---------------|
| <b>Department</b>         | <b>Amount</b> |
| Accommodation             | 260.00        |
| Breakfast                 | 17.50         |
| Lunch                     | 25.00         |
| Dinner                    | 35.00         |
| Bar Beverage              | 6.00          |
| Minibar                   | 14.50         |
| Telephone                 | 15.00         |
| Car park                  | 7.50          |

| <b>5. Mr C. Rodrigues</b> |               |
|---------------------------|---------------|
| <b>Department</b>         | <b>amount</b> |
| Accommodation             | 260.00        |
| Breakfast                 | 17.50         |
| Lunch                     | 25.00         |
| Dinner                    | 35.00         |
| Bar Beverage              | 6.00          |
| Minibar                   | 14.50         |
| Telephone                 | 15.00         |
| Car park                  | 7.50          |
| <b>Total</b>              | <b>380.50</b> |

Answer the questions and choose the correct alternative.

1. What computer system are they using?  
Galileo/Fidelio

2. What are they doing?

Creating an invoice/creating a guest list

3. Where are they?

At reception/in the restaurant

**Listen again and put the dialogue in the correct order according.**

1) He's paying by Visa, so click on Visa.

2) Then, click on the guest's name, Mr. Rodrigues.

3) First, look at the guest list here and click on Departures.

4) Now, his change all appear on the screen in grey.

5) Finally, click and issue an invoice

6) You've just checked out a guest.

7) All the items for his bill will now appear .

**Read the information and check your task.**

**Working with Fidelio Suite 7**

We use the Fidelio system for checking out our guests. Let's check out Mr. Rodrigues. First, look at the guest list here...and click on Departures. Then click on the guest's name: Mr. Rodrigues. All the items for his bill will now appear on the screen, for example, accommodation, breakfast, and so on. He's paying by Visa, so click on Visa. Now, his changes all appear on the screen in grey. Finally, click and issue an invoice. That's it. You've just checked out a guest. See, it's quite easy.



**Unit 13**

**Advertising in the Hotel Industry**

## A Glossary

|     |                  |                 |                  |
|-----|------------------|-----------------|------------------|
| 1.  | Exciting         | Волнующий       | Толкуға түсіруші |
| 2.  | Entertainment    | Развлечение     | Ойын сауық       |
| 3.  | luxurious        | Роскошный       | Өте керемет      |
| 4.  | Is equipped      | Оборудованный   | Жабдыкталған     |
| 5.  | To offer         | Предлагать      | Ұсыну            |
| 6.  | Japanese cuisine | Японская кухня  | Жапондық асхана  |
| 7.  | Executive        | Исполнительный  | Орындаушы        |
| 8.  | Lounge           | Гостиная        | Қонақ бөлме      |
| 9.  | Own              | Собственный     | Меншікті         |
| 10. | Facility         | Удобства        | Жайлылық         |
| 11. | Available        | Доступный       | Қол жетімді      |
| 12. | Full range       | Полный комплект | Толық жинақталым |
| 13. | Meetings         | Встречи         | Кездесулер       |
| 14. | Presentations    | Презентации     | Презентациялар   |



### B Read the text.

#### Banner Advertising and the Hospitality Industry.

Your hospitality business can grow through banner advertising.

Banner ads run across the top of a website and invite the viewer to click on them to find out more information. If you run a small business in the hospitality industry, you will find that banner advertising can help you draw viewers to your website. However, you must know how to plan and track your banner advertising.

You should measure the number of conversions from your banner.. Banners offer you the opportunity to measure viewers' interest in your offerings.

Mobile devices require a different type of formatting for banner ads You can purchase banners ads designed specifically for mobile devices and capture customers who are making their travel plans on the go. You can even set up a mobile website that loads quickly for mobile devices, so a viewer clicking on your banner ad receives instant rates and features.

For example

#### Welcome to The Tower Hotel!

The Tower Hotel is in the new business center of Tokyo. It is an exciting area with excellent shopping and entertainment.

The Tower Hotel has luxurious rooms, which are ideal for the business traveler. Each room has TV channels in English such as CNN and the BBC. All rooms have voice



mail, a fax machine and a personal safe. Each room is equipped for personal computer use and Internet access is free.

Before your evening meal you can relax in the fitness center and sauna. There are two excellent restaurants for your meals. One offers a variety of international dishes; the other offers traditional Japanese cuisine.

There is an executive lounge with its own check-in and check-out service. Here you can get a free American breakfast and evening drinks. It has also got laser printers in a comfortable work area with tea and coffee-making facilities.

There are ten function rooms with a full range of multimedia equipment for meetings and presentations. Technical and secretarial services are also available. The Tower Hotel meets all the needs of the modern business traveler.

**Choose the write variant.**

1. Where is The Tower Hotel?

- A) Tokyo
- B) London
- C) Almaty

2. What kind of area is it?

- A) exciting area with excellent shopping
- B) boring area with entertainment
- C) exciting area with excellent shopping and entertainment

3. The Tower Hotel has Luxurious rooms, which are ideal for the .....

- A) tourists
- B) business traveler
- C) families

4. Can you watch TV programmes in.....

- A) English
- B) Kazakh
- C) Russian

5. What does each room have?

- A) voice mail, fax machine, and a personal computer
- B) voice mail, fax machine and a personal save
- C) fax machine and personal computer

6 Where can you use your computer?

- A) in your room
- B) in the hall
- C) in the restaurant

7 What does The Tower Hotel have for relax?

- A) fitness centre
- B )fitness centre and sauna
- C )swimming pool

8 How many restaurants are there in the Hotel?

- A )2
- B )1
- c)---

9 Where does business traveler hold a meeting?

- A) in the function room
- B )in the fitness centre
- C )in the restaurant

10 What kind of facilities does The Tower Hotel have?

- A )fitness centre, gift shop, restaurant, fax machine
- B )fitness centre, restaurant, fax machine
- C )fitness center, restaurant, fax machine, childcare service

**Ex 1. Mark each statement true or false.**

- 1.The Tower Hotel has luxurious rooms.
- 2.Each room is not equipped for personal computer.
- 3.Before your evening meal you can relax in the fitness centre and sauna.
- 4.There are not two excellent restaurants for your meals.
- 5.The is an execute lounge with its own check – in and check out service.
- 6.There are five function rooms with a full range of multimedia equipment.

**Ex 2. Match the words on the left with the words on the right to make word partnerships from the text.**

- |                   |               |
|-------------------|---------------|
| 1)Voice           | a)center      |
| 2)Personal        | b) computer   |
| 3)Fitness         | c) facilities |
| 4)Executive       | d) lounge     |
| 5)Check – out     | e) mail       |
| 6)Coffee – making | f) service    |
| 7)Multimedia      | g) equipment  |



### C Grammar : Infinitive

#### 1. Uses of the infinitive (with to): infinitive + to

I want to go to the party

I need **to buy** some new clothes  
It'll be important **not to be** late

Use to+ the infinitive after:

- Some verbs (want, need, would like, etc.).
- Adjectives

It isn't easy to find a job. Nice to meet you.

The negative infinitive is not to+ verb

Try not to be late tomorrow.

## 2. Infinitive of purpose

A) Why did you go to the party?

B) **To meet** new people. = I went to the party **to meet** new people

- Use to + the infinitive to say why you do something.  
I came to this school to learn English. NOT for learn English.

### Verb + infinitive

**Agree, offer, decide, appear, forget, refuse, attempt, plan, seem, learn, (how) promise, manage, arrange, pretend, dare, threaten fail, hope, afford, tend**

After these verbs you can use **to** .....( infinitive)

- As it was late, we **decided to take** a taxi home.- They **agreed to lend** me some money when I told them the position I was in.

The negative is **not to** ...:

- We **decided not to go** out because of the weather.

After some verbs **to**...is not possible. For example, **think** and **suggest**

- **Are you thinking of buying a car?**( not 'thinking to buy')
- **Tom suggested going to the cinema.** (not 'suggested to go')

### Verb + object + infinitive

(a) **Want ask expect wish should/would like hate advise recommend allow permit help** These verbs are followed by **to**...( infinitive) The structure can be: verb + **to** or verb + object + **to**

- **I want to read this book immediately.** = I'll do it myself.
- **I want you to read this book immediately.** = You'll do it.
- **She would like to go to the concert.** = She will do it herself.
- **She would like me to go to the concert.** = I will do it.

**b) hear watch observe notice feel let make**

These verbs have the structure verb + object + infinitive

(without to)

- **We expect you to win.- She made me cry.- They want us to help them.**

- **The parents do not let the boy join his friends.- Would you like me to go now? I saw her enter the room.**

**Ex 1. Put the necessary verb.**

- 1, I've never been to Australia, but I'd like .... (go) there.
2. They don't allow people .... (park) in front of the building.
3. The film was very sad. It made me .... (cry).
4. I don't recommend ... -in that restaurant. The food it is terrible ... (eat).
5. She said the letter was personal and wouldn't let me ... (read) it.
6. Let me .... (carry) your bag for you.
7. Pauline couldn't manage ... (eat) all the ice cream.
8. She wishes .... (come) with us.
9. She threatened ... (tell) my parents.
10. I hate ... (make) silly mistakes



**D Listening**

**A celebrity chef**

**Listen to the interview.**

**Read the sentences.**

**Listen to the interview with Jamie Oliver and put his responses in the correct order.**

- I was head pastry chef in a top London restaurant.
- after that, I went to France and worked in various kitchens.
- I was born in Essex in May 1975.
- Definitely. I'm going to be the herd chef.
- I've made tree TV series so far.
- When I was sixteen I left school and went to Westminster Catering College.
- After that, I worked at the River Café for three and a half years.
- it'll be about my restaurant which opened in October 2002.
- I've written four books ad Hollywood is going to make a film about me!
- My dad runs a pub and as a child I helped in the kitchens.

**Work with a partner.**

**Ask your partner questions about his or her past and plans for the future.**

Read the interview and check your task.

### A celebrity chef

**Interviewer:** So Jamie, tell us little bit about yourself.

**Jamie:** well, I was born in Essex in May 1975. my dad runs a pub and as a child I helped in the kitchens. I just loved cooking.

**Interviewer:** Were you a good student at school?

**Jamie:** No, not really. But I know I wanted to be a chef. When t was sixteen, I left school and went to West minister Catering College. After that, I went to France and worked in various kitchens.

**Interviewer:** What was your first really good job?

**Jamie:** I was head pastry chef in a top London restaurant. I learnt a lot there. The head chef taught me how to make the best pasta and focaccia bread. After that, I worked at the River Café for three and a half years.

**Interviewer:** How many television series have you made?

**Jamie:** I've written four books and Hollywood is going to make a film about me! It'll be about my restaurant which opened in October 2002.

**Interviewer:** Are you going to work in the restaurant too?

**Jamie:** Definitely, I'm going to be the head chef.

Practice the interview with the partner.

Бульвар

Для двох на гарній сковорідці  
від 95 грн. –  
"Стриби у стільці" "Розжжж"  
від 50 грн.

буль. Тобольська, 55 050-024-72-73

Unit 14

Restaurant Advertising Ideas

A Glossary

|    |                   |                       |                               |
|----|-------------------|-----------------------|-------------------------------|
| 1  | Campaigns         | Компании              | Науқандар                     |
| 2  | Word-of-mouth     | Словесная реклама     | Ауызекі жарнама               |
| 3  | Encourage         | Поощрять              | Көтермелеу                    |
| 4  | Employee          | Работники             | Жұмысшылар                    |
| 5  | Mentioned         | Напоминание           | Атап өту                      |
| 6  | Banner ads        | Образцовые объявления | Өнегелі хабарландырулар       |
| 7  | Generate          | Генерировать          | Түрлендіру                    |
| 8  | Chicken           | Курица                | Тауық                         |
| 9  | Salad             | Салат                 | Салат                         |
| 10 | Pizza             | Пицца                 | Пицца                         |
| 11 | Grilledvegetables | Овощи на гриле        | Грильде пісірілген көкөністер |
| 12 | Onion soup        | Луковый суп           | Пиязды көже                   |
| 13 | Steamed rice      | Рис на пару           | Буда пісірілген күріш         |
| 14 | Mushrooms         | Грибы                 | Саңырауқұлақтар               |
| 15 | King prawns       | Креветки              | Креветкалар                   |



## B Read the text.

There are several different types of advertising that work for restaurants. The best ad campaigns include two or more different advertising media.

### Word-of-mouth.

Word-of-mouth is still the best way to get business. As an advertising method, you can encourage customers to "tell your friends" or have employees talk about the restaurant as a way to get the word out.

### Print advertising.

As mentioned before, print advertising is going the way of the dinosaur, but for the next couple of years, it still has a place for restaurants. Examples that currently still work include files and magazine ads.

### Internet advertising.

Anything that can be advertised in print can be advertised online and for a cheaper price. Banner ads on industry websites, the restaurant's website and social media platforms are a few places where restaurants can focus on a wider audience and advertise in cyberspace.

### Commercials.

Unlike print advertising, video and radio commercials are still an effective way to generate business. If you don't want to spend money on air time for the local TV or radio station, the commercials can be posted online in hopes that they will go viral. For example:

**Table for two**  
**Benihana**  
**Average cost: £30 per head**  
**Set lunch from: £8.50**  
**Set dinner from: £14**  
**House wine (bottle): £12**

**Six vegetarian dishes**  
**Wheelchair access**  
**Private room available (max 12 people)**  
**Kid's menu Sunday lunch only from £4.75**  
**Highchairs available**

Freshly cooked Japanese food and the theatrical performances by the chefs make this establishment very entertaining. Watch the way your meat, fish and vegetables are chopped, thrown around and char grilled by the chefs. Take your kids to see this spectacle. Adults will have fun too.

The menu is made up of mainly teppanyaki-style complete meals. Diners sit around a hotplate (hibachi) table for eight. Each table's chef brings in the ingredients and theatrically prepares the food. He then serves it, freshly cooked and steaming hot.

Prices aren't cheap but then meals such as the tuna fillet streak, the Benihana Regal, which includes king prawns and hibachi steak with mushrooms, offer good value for money.

The clientele consisting mainly of families and noisy parties. On Sunday lunchtimes under-tens get their own menu which includes a selection from chicken, steak and pasta meals.



**Answer the questions.**

1 What type of restaurant is the Benihana?

- A Chinese
- B Indian
- C English
- D Japanese

2 How much does an evening meal chosen from the menu usually cost?

- A £8.50
- B £12
- C £14
- D £30

3 Which of these groups cannot reserve the private dining room?

- A a family group of eight
- B ten people having a business lunch
- C an office party of twenty people
- D six people celebrating a friend's birthday's

4 How many people can sit together at the hibachi table?

- A eight
- B ten
- C twelve
- D sixteen

5 The food is prepared and cooked in the

- A dining room and served by the waiters
- B dining room and served by the chefs
- C kitchen and served by waiters
- D kitchen and served by the chefs

6 When is the children's special available?

- A every lunchtime
- B all day Sunday
- C Sunday lunchtime
- D all weekend

7 Which of these children cannot have the kid's menu?

- A Rachel, aged ten
- B her brother John, aged six
- C their cousin Tim, aged eight
- D their cousin Helen, aged nine

**Ex 1. Are these statements true or false.**

1. Freshly cooked Japanese food make this establishment very entertaining.
2. Don't take your kids to see this spectacle
3. The menu is made up of mainly teppanyaki – style complete meals.
4. Diners don't sit around a hotplate table for five.
5. Prices are cheap.
6. The clientele consists mainly of families and noisy parties.

**Ex 2. Match left column with the right.**

- |             |          |
|-------------|----------|
| 1) Freshly  | a) food  |
| 2) Hotplate | b) steak |



- |                |             |
|----------------|-------------|
| 3)Japanese     | c) prepares |
| 4)Hibachi      | d) style    |
| 5)Good         | e) cooked   |
| 6)Teppanyaki   | f)value     |
| 7)Theatrically | g) table    |



### **C Grammar: The Gerund**

Recognize a gerund when you see one.

Every gerund, without exception, ends in ing. Gerunds are not, however, all that easy to identify. The problem is that all present participles also end in ing. What is the difference?

Gerunds function as nouns. Thus, gerunds will be subjects, subject complements, direct objects, indirect objects, and objects of prepositions.

#### **Verb + -ing**

**(a)** After verbs

stop enjoy fancy admit consider missfinish mind imagine deny  
involve postpone delay suggest regret avoid practice risk we use –  
ing( not to)

- Stop talking!

- I'll do the shopping when I've finished cleaning the flat.

- I don't fancy going out this evening.

- Have you ever considered going to live in another country?

- I can't imagine George riding a motor-bike.

- When I'm on holiday, I enjoy not having to get up early.

We also use-ing after:

give up (= stop) put off (= postpone) keep или keep on

go on (= continue) carry on (= continue)

- Are you going to give up smoking? After these verbs we do not use infinitive(to do/to dance etc):

- I enjoy dancing.( not' to dance')

- Would you mind closing the door? (not 'to close')

- Tom suggested going to the cinema. (not 'to go')

### Ex 1. Choose the right variant.

- They like \_\_\_\_\_ their relatives during the holidays.  
 ]receiving  ]to receive
- 2) David loves \_\_\_\_\_ to classical concerts.  
 ]to listen  ]listening
- 3) The wicked stepmother tried everything \_\_\_\_\_ SnowWhite.  
 ]killing  ]to kill
- 4) I remember \_\_\_\_\_ the Pyrenees for hours and hours when I was young.  
 ]to climb  ]climbing
- 5) As he was walking down the street Stuart stopped \_\_\_\_\_ to a colleague.  
 ]to talk  ]talking
- 6) My boss doesn't like \_\_\_\_\_ in public, but he does it anyway.  
 ]to talk  ]talking
- 7) I like Australia so much!. Why don't you try \_\_\_\_\_ there for some time.  
 ]living  ]to live
- 8) Don't forget \_\_\_\_\_ Tom from school at 5.  
 ]to pick up  ]picking up
- 9) I hate \_\_\_\_\_ the cooking when I am tired.  
 ]to do  ]doing
- 10) I regret \_\_\_\_\_ told you that you were too weak to pass this exam.  
 ]having  ]to have

### Test

#### Choose the right variant.

1. My parents never let me \_\_\_\_\_ in bed.  
a) reading c) to reading  
b) to read d) read
2. The teacher allowed us \_\_\_\_\_ reference material while writing the report.  
a) to use c) use  
b) using d) used
3. They expected the meeting \_\_\_\_\_ in a conference hall.  
a) to hold c) holding  
b) to be held d) to be holding
4. What makes him \_\_\_\_\_ so jealous of his friends' success?  
a) to be c) be  
b) being d) to have been

5. I am thinking \_\_\_\_\_ my country house.

- a) selling
- b) of selling
- c) to sell
- d) is selling

6. I would rather \_\_\_\_\_ her the truth.

- a) have told
- b) to tell
- c) telling
- d) tell

7. You had better \_\_\_\_\_ your studies more seriously.

- a) take
- b) to take
- c) taking
- d) are taking

8. I don't mind \_\_\_\_\_ out.

- a) against eating
- b) eat
- c) eating
- d) to eat

9. I hope \_\_\_\_\_ Moscow State University.

- a) for entering
- b) to enter
- c) of entering
- d) entering

10. I want my brother \_\_\_\_\_ the work as soon as possible.

- a) finishing
- b) to finish
- c) finishes
- d) finish

11. Could you help me \_\_\_\_\_ the work as soon as possible?

- a) finishing
- b) in finishing
- c) with finishing
- d) to finish

12. If you don't succeed \_\_\_\_\_ your exams, I won't let you \_\_\_\_\_ to a disco.

- a) in taking, go
- b) taking, go
- c) in taking, to go
- d) to take, go

13. The government intend \_\_\_\_\_ social programmers.

- a) at starting
- b) starting
- c) to start
- d) start

14. I was made \_\_\_\_\_ to play the piano.

- a) learn
- b) to learn
- c) learning
- d) in learning

15. My father makes me \_\_\_\_\_ the piano three hours a day.

- a) to play
- b) playing
- c) play
- d) in playing

b) playing

16. A passer-by asked me how \_\_\_\_\_ to the railway station.

- a) can get
- b) get
- c) getting
- d) to get

17. The children were let \_\_\_\_\_ in the river.

- a) swim
- b) to swim
- c) swimming
- d) swam

18. The tourists expected the hotel \_\_\_\_\_ much better.

- a) be
- b) being
- c) of being
- d) to be

19. I would like my daughter \_\_\_\_\_ back home earlier.

- a) come
- b) coming
- c) to come
- d) to be coming

20. My father likes \_\_\_\_\_ for long walks in the early morning.

- a) go
- b) going
- c) to go
- d) of going

21. Some parents enjoy \_\_\_\_\_ their children what to do.

- a) telling
- b) in telling
- c) to tell
- d) tell

22. His aunt is a very fussy person who wants everything \_\_\_\_\_ in its right place.

- a) being
- b) to be
- c) be
- d) to being

23. A thermometer is used \_\_\_\_\_ the temperature.

- a) take
- b) for taking
- c) taking
- d) to take

24. Everyone hates \_\_\_\_\_ extra hours for nothing.

- a) work
- b) to work
- c) working
- d) of working

25. We dislike \_\_\_\_\_ in the city center because of air pollution.

- a) living
- b) live
- c) to be living
- d) to live



## D Listening

### Kitchen hygiene

Listen to the information and match the phrases.

- |                        |  |
|------------------------|--|
| 1) must always wash    | a) all kitchen work surfaces regularly |
| 2) mustn't wash        | b) the bins regularly                  |
| 3) must clean          | c) the floors every day                |
| 4) must sweep and wash | d) your hands in the food preparation  |
| 5) have to clean       | e) the rubbish in the correct bins     |
| 6) must put            | f) their hands in the hand basin       |

Read the information and check your task.

**This morning I would just like to say a few words about kitchen hygiene.**

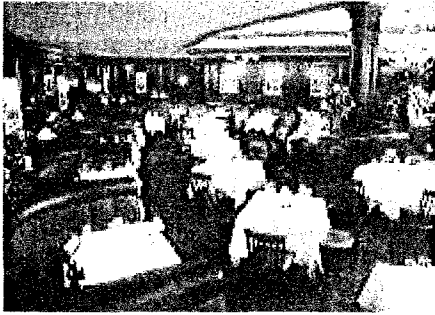
- 1) Remember that all kitchen staff must always wash their hands in the hand basin.
- 2) You mustn't wash your hands in the food preparation sinks.
- 3) You must clean all kitchen work surfaces regularly, and wash and dry all the utensils after use.
- 4) It's important that the kitchen is clean, so you must sweep and wash the tiles every day.
- 5) The kitchen porters are responsible for the rubbish and they have to clean the bins regularly.
- 6) So, the chefs don't have to do this, but they must put the rubbish in the correct bins.
- 7) Food in one, and general rubbish in the other. This is very important ...

**Look at these ideas for customer care. Take turns to practice them using must or mustn't**

- greet clients with a warm smile
- be patient and helpful at all times
- be polite with the customers
- don't keep clients waiting long
- look after clients with specific needs
- remember the client's name and use it
- smile and make eye contact if guests are waiting
- don't ignore guests while you are busy

**Example :** You must always greet customers with a warm smile.

**Practice the regulations with a partner.**



## Unit15

### Information technologies in the management of Hotel and Catering Industry

#### A Glossary

|     |                |                    |                    |
|-----|----------------|--------------------|--------------------|
| 1.  | Transaction    | Сделка             | Келісім            |
| 2.  | Revival        | Восстановление     | Калпына келу       |
| 3.  | Remote         | Отдаленный         | Алыс               |
| 4.  | Background     | Основа             | Негіз              |
| 5.  | To continue    | Продолжать         | Жалғастыру         |
| 6.  | Significant    | Важный             | Маңызды            |
| 7.  | Chains         | Сеть               | Желі               |
| 8.  | Initial        | Исходный           | Бастапқы           |
| 9.  | Application    | Просьба            | Өтініш             |
| 10. | Accounting     | Бухгалтерское дело | Бухгалтерлік іс    |
| 11. | Repetitive     | Повторяющейся      | Қайталанатын       |
| 12. | Time-consuming | Трудоемкий         | Бейнетті, өте қиын |
| 13. | Assumption     | Предположение      | Жорамал            |
| 14. | Requirement    | Требование         | Талап              |



#### B Read the text.

Hotel costumers now can inquire and make reservation through information technology. Through I.T. every hotel transactions will be faster.

If we look closely, information technology has played a key role in the revival of hotel industry in the past half-decade. While IT professionals work from remote locations in case of many small hotels, large hotel chains normally have dedicated IT departments. The on-site IT professionals are normally on the rolls of hotel and form an integral part of the hotel staff. Most of these professionals have a hospitality

management background, along with an IT qualification. IT will continue to play a significant role in growth of hotel industry in times to come.

### ***Information technology in hospitality***

Information technology was first used in the hospitality industry in the 1950s, when multinational hotel chains began experimenting with the developing field of computer science. As in most other industries, the majority of the initial applications focused on accounting and automating repetitive and time-consuming tasks.

Software was 'borrowed' from other industries on the assumption that it could be 'easily' adapted for use by hospitality companies. However, such conversions were usually only partially successful, and a large number of changes to business processes and procedures were often needed to accommodate the requirements of the computerized system. Moreover, the expense and technicality involved in both developing and running systems made the use of computerization economical only for the largest companies. Despite these problems; the hospitality industry at large has pioneered many information system innovations. Now days the Hotels introduced software that automated reservations, check-in, guest billing and various aspects of management control. Punched cards were issued to guests, allowing charges to be instantly posted directly onto their 'electronic' bill.



#### **Answer the questions.**

1. How do hotel costumers work now?
2. What role has played information technology?
3. What do professionals have without IT qualification?
4. What does IT do in growth of hotel industry?
5. When was Information technology first used in the hospitality industry?
6. What has the hospitality industry pioneered?
7. What can the hotels introduced software nowadays?
8. What cards were gests issued to?

#### **Ex 1. Are these statements true or false?**

1. Hotel costumers now make reservation through information technology
2. Information technology has not played a key role in the revival of hotel industry in the past half-decade.
3. Most of these professionals have a hospitality management background.
4. Information technology was first used in the hospitality industry in the 1950s
5. Such conversions were not usually only partiality successful.
6. The hospitality industry at large has not pioneered many information system innovations.
7. Punched cards were issued to gests.

**Ex 2. Fill in gaps(inquire, have to, play, was used, were, borrowed).**

1. Hotel costumers now can..... and make reservation trough information technology.
2. Most of these professionals....a hospitality management background.
3. IT will continue ... a significant role in growth of hotel industry in times to come.
4. Information technology ... in the hospitality industry in the 1950s.
5. Such conversions ... usually only partially successful.
6. Software was ... from other industry.



**C Grammar**

**Indirect Speech**

**Reported speech (1) (He said that ...)**

|                  |               |                     |   |
|------------------|---------------|---------------------|---|
|                  |               |                     | You want to tell somebody else what Tom said.<br>There are two ways of doing this:        |
|                  |               |                     | You can repeat Tom's words ( <i>direct</i> speech):<br><b>Tom said 'I'm feeling ill.'</b> |
|                  |               |                     | Or you can use <i>reported</i> speech:<br><b>Tom said that he was feeling ill.</b>        |
| Compare:         |               |                     |   |
| <i>direct:</i>   | Tom said      | 'I am feeling ill.' | <i>In writing we use 'and' to show direct speech.</i>                                     |
| <i>reported:</i> | Tom said that | he was feeling ill. |   |

When we use reported speech, the main verb of the sentence is usually past (Tom **said** that... / I **told** her that... etc.). The rest of the sentence is usually past too: Tom **said** that he **was feeling** ill.

You can leave out **that**: Tom said (that) he was feeling ill

In general, the *Present* form in direct speech changes to the *Past* form in reported speech:

am/is - **was**            do/does - **did**            will - **would**  
are - **were**            have/has - **had**            can - **could**

want/like/know/go etc. ->**wanted/liked/knew/went**  
etc.

Compare direct speech and reported speech:

|   |  |
|---|--|
| <p>You met Judy. Here are some of the things she said to you in <i>direct speech</i>:</p> <p>'My parents are very well.'<br/>'I'm going to learn to drive.'<br/>'John has given up his job.'<br/>'I can't come to the party on Friday.'</p> <p>'I want to go away for a holiday but I don't know where to go.' 'I'm going away for a few days. I'll phone you when I get back.'</p> | <p>Later you tell somebody what Judy said. You use <i>reported speech</i>:</p> <p>Judy said that her parents <b>were</b> very well.<br/>She said that she <b>was</b> going to learn to drive.<br/>She said that John <b>had</b> given up his job.<br/>She said that she <b>couldn't</b> come to the party on Friday.<br/>She said that she <b>wanted</b> to go away for a holiday but (she) <b>didn't</b> know where to go.<br/>She said that she <b>was</b> going away for a few days and would phone me when she got back.</p> |
|---|--|

The *Past Simple* (**did / saw / knew** etc.) can usually stay the same in reported speech, or you can change it to the *Past Perfect* (**had done / had seen / had known** etc.):

**direct**            Tom said: 'I **woke** up feeling ill, so I **didn't go** to work.'

Tom said (that) he **woke** up feeling ill, so he **didn't go** to work.

**reported**

Tom said (that) he **had woken** up feeling ill, so he **hadn't gone** to work.

It is not always necessary to change the verb when you use reported speech. If you report something and it is still true, you do not need to change the verb:



**direct** Tom said 'New York **is** more lively than London.'  
**reported** Tom said that New York **is** more lively than London.  
(New York is *still* more lively. The situation hasn't changed.)

**direct** Ann said 'I want to go to New York next year.'  
**reported** Ann said that she **wants** to go to New York next year.  
(Ann still wants to go to New York next year.)

Note that it is also correct to change the verb into the past:

- Tom said that New York **was** more lively than London.
- Ann said that she **wanted** to go to New York next year.

But you *must* use a past form when there is a difference between what was said and what is really true.

You met Sonia a few days ago.  
She said: '**Jim is ill.**' (*direct speech*)

Later that day you see Jim. He is looking well and carrying a tennis racket.

You say:  
'I didn't expect to see you, Jim. Sonia said you **were** ill.'  
(*not* 'Sonia said you are ill', because clearly he is not ill.)

### Say and tell

If you say *who* you are talking to, use **tell**:

- Sonia **told me** that you were ill. (*not* 'Sonia said me')

Otherwise use **say**:

- Sonia **said** that you were ill. (*not* 'Sonia told that...') What did you **say**?

But you can '**say something to somebody**':

- Ann **said goodbye to me** and left. (*not* 'Ann said me goodbye') What did you **say to** the police?

**Tell/ask** somebody to do something.

We also use the infinitive (**to do / to stay** etc.) in reported speech, especially with **tell** and **ask** (for orders and requests):

*direct* 'Stay in bed for a few days,' the doctor said to me.  
*reported* The doctor **told me to stay** in bed for a few days.

*direct* 'Don't shout,' I said to Jim.  
*reported* I **told Jim not to shout**.

*direct* 'Please **don't tell** anybody what happened,' Ann said to  
*reported* me  
Ann **asked me not to tell** anybody what (had)  
happened.

'...**said to do something**' is also possible: The doctor **said to stay** in bed for a few days. (*but not* 'The doctor said me...')

### Reported speech. Sequence of tenses

#### TEST

#### Choose the right variant.

1. She said that she \_\_\_\_\_ keen on drawing.

a) was  
b) is  
c) has  
d) were

2. I \_\_\_\_\_ her that I \_\_\_\_\_ time to play the piano.

a) told, have no  
b) tells, did not have  
c) told,  
d) told  
to, had not have

3. Jane answered that she \_\_\_\_\_ very early, so she \_\_\_\_\_ the news.

a) went to bed, hadn't seen  
b) had gone to bed, hadn't seen

c) has gone to bed, hasn't seen  
d) had gone to bed, didn't see

4. Mary told me that she \_\_\_\_\_ to leave for London the next week.

a) is going  
b) has gone  
c) were going  
d) was going

5. I replied that I \_\_\_\_\_ her when I \_\_\_\_\_ back.

a) will phone, got  
b) would phone, got  
c) will have phoned, will have come  
d) is to phone, get

6. Mary said that Paris \_\_\_\_\_ beautiful in spring.

a) is  
c) was

b) has been                      d) were  
7. The teacher \_\_\_\_\_ a report on the Civil War.

a) told Jane to make              c) told Jane make  
b) tell to Jane to make        d) told to Jane to make

8. Jane \_\_\_\_\_ worry about her health.  
a) ask to me not to              c) asked me not to  
b) asked to not                  d) asked not  
9. I said that I \_\_\_\_\_ if I \_\_\_\_\_ time.  
a) will go, have                  c) would go, have had

b) would go, had                  d) will go, had

10. Mary answered that she \_\_\_\_\_ wake up early in the morning when she was young.  
a) did get used to                c) gets used to  
b) is getting used to              d) used

11. Jane told me \_\_\_\_\_ calm.  
a) to stay                          c) to have stayed  
b) stay                              d) staying

12. I am surprised to see you. Your mother said you \_\_\_\_\_ ill.  
a) were                              c) has been  
b) are                                 d) had been

13. She said that Mary \_\_\_\_\_ into her flat because she \_\_\_\_\_ her key.  
a) cannot get, lost                c) couldn't get, had lost  
b) couldn't get, has lost        d) can't get, was losing

14. Jane told everybody that she \_\_\_\_\_ a meeting \_\_\_\_\_.  
a) had, tomorrow  
b) was having, tomorrow  
c) will have, the next day  
d) was having, the next day

15. Mary told me that writing a test \_\_\_\_\_ her nervous.  
a) is making                      c) will make  
b) made                             d) make

16. He said that he \_\_\_\_\_ in America for two years.  
a) lived                              c) had been living  
b) had lived                        d) lives  
17. They said that we \_\_\_\_\_ when Mary \_\_\_\_\_.

a) would leave, came            c) will leave, came  
b) would leave, comes         d) would leave, had come

18. Jane told me that Africa \_\_\_\_\_ than America.  
a) was nicer                        c) is being nicer  
b) has been nicer                d) is nicer

19. I told everyone that I \_\_\_\_\_ to the party at ten, but \_\_\_\_\_ as soon as possible.

a) couldn't come, would arrive  
b) can't come, would arrive  
c) couldn't come, arrive  
d) can't come, will arrive

20. "How are your parents?" she asked. I answered that they \_\_\_\_\_ very well.  
a) were                              c) have been  
b) are                                 d) were being

21. — The play is boring.  
— Is it? I thought you said it \_\_\_\_\_ exciting!

a) is                                  c) was  
b) were                                d) had been  
22. Mary told me that she \_\_\_\_\_ Helen in the park and that she \_\_\_\_\_ fine.

a) saw, had seemed              c) had seen, seemed  
b) had seen, had seemed        d) has seen, was seeming

23. He said that his car \_\_\_\_\_ a few days ago.

- a) was stolen                      c) had been                      b) can stay, am                      d) could  
 stolen  
 b) has been stolen                      d) is stolen  
 24. Jane told me that I \_\_\_\_\_ at her  
 house if I \_\_\_\_\_ ever in Paris.  
 a) could stay, was                      c) can to  
 stay, was                      b) can stay, am  
 have stayed, was                      d) could  
 25. Mary answered that she \_\_\_\_\_ the  
 next month.  
 a) is married                      c) was  
 marrying                      b) was getting married                      d) is  
 marrying



### C Listening

#### In the kitchen

Listen to the dialogue and complete the sentences.

1. He writes the menus and he's responsible for the ..... courses.
2. They prepare the vegetables, ..... the knives, and ..... the ovens.
3. He..... all the bread.
4. The chefs de par tie..... all the cold.....
5. She..... all the soups.
6. The kitchen porters have lots of.....

Match the staff to their duties.

- |                    |   |
|--------------------|---|
| 1. Kitchen porters | f. prepare all the soups, hot starters, and side orders   |
| 2. Chefs de partie | d. writes the menus                                       |
| 3. Sous chef       | b. are responsible to the sous chef                       |
| 4. Commits chef    | c. prepare the vegetables, sharpen the knives             |
| 5. Head chef       | a. bakes all the bread, rolls, and croissants Pastry chef |
| 6. Pastry chef     | e. handle all the cold dishes, the sauces, and mayonnaise |

Read the dialogue and check your task.

#### Personnel:

These are the kitchens. Paul's our head chef. He writes the menu sand he's responsible for the main courses, all the meat and fish. Hello Melanie is the so us chef and that's her station over there. She prepares all the soups, hot starters, and the side orders like chips and vegetables

**Trainee:** She has a lot to do.

**Personnel:**

Yes. But two commis chefs are responsible to the sous chef, so they help her. The chefs de partie handle all the, cold dishes, the sauces, and mayonnaise, things like that. The pastry chef works over there. He bakes all the bread, rolls, and croissants, and he prepares the hot desserts. The kitchen porters have lots of duties. They prepare the vegetables, sharpen the knives, and clean the ovens. And they're responsible for taking out the rubbish. Now, let's go into ...

**Practice the dialogue with the partner.**

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