



ДОНСКОЙ ГОСУДАРСТВЕННЫЙ ТЕХНИЧЕСКИЙ УНИВЕРСИТЕТ  
УПРАВЛЕНИЕ ДИСТАНЦИОННОГО ОБУЧЕНИЯ И ПОВЫШЕНИЯ  
КВАЛИФИКАЦИИ

Кафедра «Мировые языки и культуры»

**Учебно-методическое пособие**  
**«ENGLISH FOR HOSPITALITY»**  
по дисциплине

**«Иностранный язык**  
**в профессиональной сфере»**  
**(Английский)**

Авторы  
Кошель Т.В.

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## Аннотация

Методическое Пособие “English for hospitality” состоит из 12 уроков и охватывает основные темы, необходимые для общения работникам сферы гостеприимства. Цель пособия – углубить знания английского языка в области бытовой тематики: приветствие, знакомство, прощание, извинение, благодарность (в официальной и неофициальной обстановке), а также профессионально ориентированной тематики: устройство, сервис, персонал отеля, ресторанный бизнес, организация экскурсий, средства платежа, разговор по телефону и деловое письмо. Пособие призвано расширить и систематизировать словарный запас студентов, развить навыки разговорной речи.

Пособие может быть использовано для интенсивного обучения английской разговорной речи.

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## UNIT I. GREETINGS

### 1. Read the text:

The language of greetings in English depends mainly on the situations and relationship between people. In official situations (business meetings, official receptions and conferences) such greetings as "Good morning!" "Good afternoon!" and "Good evening!" are used. However, people who know each other generally say "Hello!"

After the greetings, British people usually say: "How are you?" The answer is "Fine, thank you. And how are you?" When greeting friends, "Hi!" is quite possible.

### 2. Act out using modifications:

- Good morning! (1)
- Morning! (1)
- How are you? (2)
- Fine, thanks. (3)
- And how are you? (2)
- Very well, thank you. (3)
- I delighted to see you! (4)
- I`m also very glad to see you. (5)

### Modifications:

1. Good afternoon! Afternoon! Good evening! Evening! Hello! Hallo! Hi! Welcome! Allow me to welcome/greet you on behalf of...! I`m happy to welcome/greet you on behalf of...!

2. How are things? How are you getting on? How are you bearing up? How are you doing? How have you been? How`s life treating you? How`s life? What`s new? What`s happened? What`s happening? Is anything the matter? What`s the matter? Anything/Something wrong? What`s up? Everything all right/OK? Feeling better? How are you feeling today? How are you keeping?

3. (I`m) very well, thank you. Not too /so bad. (I`m) OK, thanks. Quite well. Splendid! Marvelous! Real fine. Can`t complain. All right. Fair to middle. More or less. So so. The same old way. (Pretty) much the same. Nothing to boast about. Not so well. Pretty bad. Things seem to be in a bad way. As bad as ever. Couldn`t be worse. Could be better. I`d rather not say. Hopeless. From bad to worse.

Things are in a bad way. Gloom and doom. Pretty good.

4. Glad/Happy/Pleased/Good/How nice to see you! I didn't expect/never expected to meet/see you here. Fancy meeting you here! How did you come to be here? I haven't seen you for ages/years. It's been years since I last saw you. What a pleasant surprise! Yes, it's been quite a while.

5. So am I. Me too. Yeah!

### **3. Make up your own dialogues. Pay attention to the degree of formality.**

Like other nations, British use different kinds of names and titles for establishing social relations. There are a lot of reasons for choosing an adequate name or a title. The most frequently used titles in English – speaking countries are: Mr, Mrs, and Ms. These are used to people they do not know very well.

As a rule, Mr, Mrs and Ms are followed by the surname: "Mr" to a man, "Mrs" to a married woman, "Ms" to a girl or a woman, who has never been married or divorced. "Sir" and "Madam" are vocatives, which mark respect or distance to a stranger.

### **4. Act the dialogues. Give a brief summary of each conversation.**

1)

- Good morning, Mike!
- Morning, Bill!
- How are you?
- Fine. Thanks. How are you?
- Very much the same. Thank you.

2)

- Good afternoon, Miss Bright!
- Good afternoon, Mr. Brown!
- How's life?
- No complaints. Thank you. How are things with you?
- Nothing to boast of. Thanks.

3)

- Good evening, Mrs. White!
- Good evening, Mr. Brown!
- How is life treating you?
- Life is going its usual way. And how are you getting on?
- I am doing fine. Thank you.

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- Glad to hear it.  
4)
- Hello, everybody!
- Hello, Peter!
- Excuse my being late. I was delayed by the traffic.
- Never mind.  
5)
- Hi, Helen!
- Hi, Peter!
- I haven't seen you for ages. Where have you been all this time?
- I have just returned from Canada.
- Was it a business trip?
- Exactly.
- Was it successful?
- I am afraid not.
- Sorry to hear it.  
6)
- Why, if it isn't Bob!
- Hi, Max! What a pleasant surprise!
- Never expected to meet you here.
- This is a small world!
- What are you doing in this restaurant?
- You see, we are celebrating my wife's birthday.
- Many happy returns of the day to her!
- Thank you.  
7)
- Jack: (to himself): Oh, my gosh, that's Jane Johnson! (to Jane)  
Hi, Jane! Haven't seen you for ages!
- Jane: What? ...Jack?! Oh, dear! Hi, Jack!
- Jack: Hey, how are you? Gee, we haven't seen each other in... it  
must be about three years!
- Jane: Well, how have you been?
- Jack: Pretty good. We ought to go somewhere to talk. How about  
Jonas' Pub?
- Jane: Sounds fine. Just give me a minute to pick up a few things  
at the supermarket.
- Jack: O.K. See you at the checkout stand.

**5. Keep this conversations going:**

- What a great surprise! Mr. Smith, isn't it? Imagine meeting you  
here of all places!

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- Oh, good afternoon, Mr. Petrov. It`s a small world, isn`t it?
- Have you been here long? Have you seen anything of the city?
- Very little, business comes before pleasure, you know.
- Then I`ll be glad to take you round Rostov this weekend. We can...
  
- Good evening, Miss Dail!
- Good evening, Mr. Twist!
- You look upset. What`s the matter?
- I am tired.
- You should take a holiday.  
That`s what I am going to do.

## UNIT II. APOLOGIES, GRATITUDE

### 1.

There are many different ways of apologizing in English.

Formal: Excuse me (for...) I beg your pardon. Sorry to trouble you. I apologize for...

Slightly formal: I`m terribly (awfully, very) sorry for...I`m very sorry, I`m afraid. Informal: Sorry.

### Accepting apologies

- Formal: That`s (quite) all right. These quite understand. It`s perfectly all right. Please, don`t worry.
- Informal: That`s OK. Never mind. It doesn`t matter.
- "Sorry" is used after you have slightly inconvenienced somebody in some way. It is not a strong apology. If you really regret something, then you should use a stronger form "I`m terribly sorry". Sorry is always used after you have done something, "Excuse me!" – before. "Pardon" or "I beg your pardon" are very formal and old-fashioned phrases. "I`m sorry, I`m afraid" is a normal natural expression in English.

### 2. Act the dialogues:

#### 1)

- Excuse me for interrupting you.
- That`s all right. What can I do for you?

#### 2)

- I`m sorry to have you kept waiting.
- That`s all right. No need to apologize.

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3)

- Sorry, I hope you don't wait for me too long?
- Not at all.
- I'm very sorry.
- Never mind.

4)

- So sorry I troubled you.
- No trouble at all.

5)

- I'm very sorry, I won't be able to keep my appointment tomorrow.
- It's a pity.

6)

- Good morning! I'm Mr. Petrov. I have an appointment with Mr. Smith at 10 o'clock today.
- Good morning, Mr. Petrov! Will you sit down, please? Mr. Smith will be in a minute.

**3. Act out using modifications:**

- Have you been waiting long? (1)
- Yes, you are in time. (2)
- I'm delighted to see you.
- I'm also very glad to see you. How is everybody at home?
- My daughter Jane is ill.
- Sorry to hear it. Can I help you?
- I'm afraid not.
- I wish her a speedy recovery!
- Thanks a lot.

**Modifications:**

1. I am not late? I hope I didn't keep you waiting. I hope you haven't had a long wait. Did I make you wait?
2. I'm waiting for you. To the minute. You're as good as your word. It's a good thing you came. I'm glad you came. Ah, you are here at last! Oh, it's you. Better late than never.

**4. Make up dialogues according to the following situations. Pay attention to the degree of formality:**

1. You are sitting in a cafe. Suddenly you see your old friend. He approaches you and starts the conversation. But you have to



leave in a short while.

2. Jack and Frank work in the same department. Jack has just started. They meet Dr. Symon, president of the firm in the corridor. Frank introduces Jack to the president. He begins talking about the new project, but soon breaks down the conversation because of an important phone call.

**5. How to greet guests in formal situations. Where can you use such greetings?**

- 1)
  - Good evening, Ladies and Gentlemen! We are pleased to welcome you in our hotel! We hope that your stay here will be pleasant.
- 2)
  - Thank you for having chosen our hotel! We hope, that you will return home with pleasant memories of your staying here. If we have missed anything to make your visit more pleasant, we are at your disposal.
- 3)
  - Ladies and Gentlemen, on behalf of the Great Britain – Russia Association it is my honour and duty to declare the Conference open. International scientific and cultural cooperation improves understanding between peoples. It helps exchange knowledge. It serves the cause of peace. I think we should create a friendly atmosphere and give the floor to our guests. Who is the first to give a talk?
- 4)
  - Ladies and Gentlemen! Dear friends! Today we have the pleasure of entertaining a team of....
- 5)
  - Ladies and gentlemen! It`s a great honour for me to welcome you on the occasion of the Don Land Day at the Exhibition. We are privileged to have here tonight governmental officials and businessmen. So may I take this opportunity to say how much we value and welcome the efforts of the organizers of the exhibition.

### UNIT III. GETTING ACQUAINTED WITH PEOPLE

**1. Act out using modifications:**

- Let me introduce myself to you. I am George Wilder. (1)
- How do you do, Mr. Wilder! My name is John Smith. I`m a gen-

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eral manager (2) of this hotel What`s your trade? (3)

- I`m a tourist writer (2) from California.
- Pleased to know you, Mr. Smith. (4)
- Glad to get acquainted with you, Mr. Wilder.

**Modifications:**

1. May I introduce myself (to you). My name is... Allow me to introduce myself (to you). I`ve been looking forward to meeting you. I am... I`ve always wanted to meet you.
2. I`m an assistant manager, a vice-director, a concierge, a babysitter, a guide, an interpreter, a travel agent, a receptionist, a maitre d`hotel, a housekeeper, a floor-lady/keeper, a chambermaid, a switchboard operator, a cashier, a clerk, a bellboy, a porter, a doorman, a security officer, a barman, a cook, a chef of the restaurant, a waiter, a waitress, a wine-steward.
3. What is your profession? What`s your occupation? What`s your business? What are you?
4. Pleased to meet you. Delighted to meet you. This is a pleasure, Mr/Mrs... Nice to meet you.

**2. Act out the dialogue:**

- Allow me to introduce Ben Lark to you, Mr. Flake.
- How do you do, Mr. Flake! Glad to meet you.
- How do you do, Mr. Lark! Pleased to know you. How do you like our city?
- I like it very much, though I haven`t seen much of it.
- I can help you. We`ll make a car tour of the city one of the days.
- It will be great!
  
- Alice, is the name of William Porter familiar to you?
- I don`t think so.
- I want to introduce him to you. He is very clever, well educated and has good manners. William, this is my sister Alice. Alice, meet William Porter.
- Hi, Alice!
- Hi, William! How are you?
- Never felt better in my life. Thanks. How are you?
- Fine, thank you.

**3. Act out using modifications:**

- Mr. Brown, this is Mr. Black.
- We`ve met before, haven`t we? (1)

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- Sure. We played a game of tennis the other day. (2)
- And you won the game.
- That`s right

**Modifications:**

1. We have already been introduced. I know you. Haven`t we met before? Could I have seen you somewhere? I have a feeling we`ve met before (but I don`t remember your name). Your face seems (so) familiar (to me). Your name sounds familiar. I`ve heard your name many times. I`ve heard so much about you. Mr/Mrs/Miss... has often talked about you.
2. We met at the conference last month. We stayed at the same hotel last summer. Mr/Mrs/ Miss... introduced me to you the other day.

**4. The first meeting**

**Tell us about yourself using the dialogue**

- Do you speak English?
- A little. ( I understand English but I cannot speak it)
- Let me introduce Mr. Brown. (Meet Peter)
- Glad to meet you. (Nice to meet you.)
- My name is Peter. Here is my card.
- Where are you from?
- I`m from Rostov-on-Don.
- How old are you?
- I`m 25.
- Are you married?
- Yes. (No. I`m single/ a bachelor / divorced / a widow(er) / engaged).
- Do you have children? (a son, a daughter)
- This is my son ( daughter, mother, father, sister, brother, husband, wife, aunt, uncle, niece, nephew, cousin, father-in-law, mother-in-law)
- These are my parents (grandparents, children, relatives, in-laws).
- Where and when were you born?
- I was born in Rostov-on-Don in nineteen eighty.

**5. Act the dialogue:**

- A.: Excuse me.
- J.: Pardon?
- A.: Is this seat free?
- J.: Yes, sit down, please.

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- A.: Thanks.
- J.: Do you speak English?
- A.: I`m afraid not. Not very well.
- J.: Where are you from? France? Spain? Bulgaria?
- A.: Oh, no, I`m from Russia.
- J.: I`m English. I`m from Manchester. I`m Jane. Jane Barley.
- A.: Nice to meet you. I`m Alexander.
- J.: What`s your surname?
- A.: Smirnov.
- J.: Glad to meet you, Mr. Smirnov.
- A.: Sorry, call me Alex or Sasha.
- J.: All right, let me call you Sasha. It`s a Russian name.
- A.: What about your friend?
- J.: Oh, please meet my sister.
- A.: Your sister? Are you sisters?
- L.: Yes, we are. Hello, I`m Linda.
- A.: Hello, glad to meet you.
- L.: Me too.
- A.: So...you are Jane Barley and Linda Barley.
- L.: No, my name is Linda Wild. I`m married. Wild is my husband`s name.
- A.: And you, Jane? Are you married?
- J.: No, I`m not. I`m too young. I`m only seventeen. And how old are you? Is it a secret?
- A.: No, It`s not a secret. I`m twenty-six. And how old are you, Linda? Or is it a secret or a tactless question?
- L.: It`s all right. I`m 26 too. We are of the same age. And I have a child. It`s a boy. He is five. His name is Jeremy.
- J.: What about you? Any children?
- L.: Jane, stop it! He`s not married, you know.
- A.: Well, it`s no problem. I have no children.
- L.: What`s your job, Sasha?
- A.: Pardon?
- L.: Your job, your profession, I mean.
- A.: I`m a doctor.
- L.: Oh, really! That`s nice. I`m an economist.
- J.: And I`m an actress, a superstar.
- A.: Really? It`s a pleasure to meet you, Miss Superstar!
- L.: No, Sasha, of course she is not in show business. Jane is just a college-girl.
- J.: What a pity you are a doctor and not a film-director.
- A.: Why?

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- J.: I`d like to be a star in Russian film. Well, I have holidays now. Are you on holiday too?
- A.: I`m on business here.

**6. Understanding**

- Do you understand me?
- I don`t understand you. ( I can`t follow you. I don`t get it. I can`t make it out. I`m afraid not. I`m sorry, I didn`t quite catch what you said.)
- Speak louder, please. ( Please, speak slower. Please, say it again.)
- How do you say that in English? (I can`t remember how it`s called.)
- We (don`t) need an interpreter.
- Where is he driving at?
- I have no idea. (I don`t know. I`m puzzled.)
- I suppose there`s no alternative.

**7. Imagine you are a foreigner. Tell us about your first impressions.**

- I`m (we are) from... I`m (we are) very glad that I (we) have come to your country. I`m (we are) in your country for the first (second) time. I`m here as a tourist / by invitation / on exchange programme / with a trade delegation /with a sport delegation / with my wife / with my family. There are two/four ...of us. I like it here. Best of all I liked the friendly attitude of those I met. ... has made the greatest impression on me (us). I didn`t like certain things. I would like to make the acquaintance of.../ to meet.../ to speak to.../ to consult.../ to arrange it with... / to discuss it with...I stay at hotel "Rostov". I`m very glad to have met you.

**8. Read the text and act it out:**

**SOCIAL CONTACTS**

Although the rules for introduction have become less rigid in recent years, certain forms must be followed: a younger person is presented to an older person, a gentleman is always presented to a lady. No woman is ever presented to a man, with the exception of the recognized head of another country or a member of a royal family. Introducing a person to a group the introducer ideally should know the names of all the people. He leads the newcomer and says to the group: "This is James Smith, whom I want to introduce to you." Then

indicating each of the group in turn: "Mr. Smith, Miss A, Mr. B., Miss C." Strictly, perhaps, he should introduce him to the ladies first, but this may be complicated, so he goes by the order in which the people happen to be standing. If the introducer momentarily forgets or doesn't know the name of one of the group, it is up to that person to come to his rescue by saying: "I'm Bill Jones. How do you do?" or something of the sort.

When a visitor is ready to leave, he or she merely stands up. To one with whom he has been talking, he says: "Good -bye, I hope I shall see you again soon", or simply, "I'm glad to have met you." In taking leave of a group of strangers you nod and smile a "Good-bye" without attracting any more attention that is necessary.

## UNIT IV. PARTING WITH PEOPLE

### 1. Act the dialogues:

- 1)
  - Thank you for an enjoyable evening!
  - Thank you for coming.
  - Hope we will meet soon
  - Let`s hope for the best.
- 2)
  - It`s half past ten, isn`t it?
  - Yes, it is.
  - I must be going. I`m very sorry about it.
  - It was a pleasure to talk with you.
  - The pleasure was mine. Bye for now.
- 3)
  - Are you going my way?
  - I`m afraid not. I`ve got to do some shopping.
  - Good luck. Bye-bye!
  - See you tomorrow.
- 4)
  - Ben, I`m sorry to part with you. I must hurry. I have got an appointment with the doctor for half past six. Good bye!
  - So long, Donald!
- 5)
  - I say, Barbara, the train starts in five minutes.
  - Oh, you must hurry. Have a comfortable journey!
  - Keep well!
- 6)
  - Steve, I`m going to Paris for my holidays.

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- Have a happy holiday, Jane!
- Thanks, have a good time!
- 7)
- I am going to the country for the weekend.
- A happy weekend to you.
- The same to you.
- Thank you.
- 8)
- Are you flying to Boston?
- Yes, the plane takes off in twenty minutes.
- Have a happy landing!
- Thank you. Take care!

**2. Act out using modifications**

- I must be off. Urgent business. (1)
- It was a pleasure to see you. (2)
- The pleasure is all mine. (3)
- Good bye! (4)
- Bye-bye!

**Modifications:**

1. It`s time to say goodbye. Must be going, I`m afraid. I must go now. I`m afraid I can`t stay any longer. I really regret that I must be off now. Well, it`s getting late. I`ve really got to go. Got to go now. May I thank you and say goodbye? With your kind permission I`ll thank you and say goodbye.
2. It was nice seeing you. It`s been a pleasure. We had a lovely time. I enjoyed talking to you. It was a good idea to spend the evening together. I`m glad we have settled our business / come to an agreement / understanding. We`ve come to terms. Thank you for hearing me out. Thank you for seeing me. Maybe we can talk again. Nice to see you again. Thanks for coming. Maybe we could get together some day. O.K. See you later.
3. Same here. Me too. My pleasure.
4. Until the next time. Have a nice weekend. Have a nice time. See you later. Bye. Take it easy. So long. Take care. I`ll give you a call.

**3. Act out using modifications:**

- My best regards to you wife. (1)
- Thank you. She will be glad to hear from you.
- Remember me to Aunt Polly.(2)

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- I will. Thanks.

**Modifications:**

1. Please give my kind / best / warmest regards to your husband, parents. My love to the family. Kiss the children (your daughter, son) for me!
2. Come and see us soon. Keep in touch! Come over / come around. We`ll be delighted to see you again.

**4. Act out the dialogue:**

- Could you give me a lift?
- Sure. Where to?
- To the nearest underground station.
- Here you are.
- Thank you. See you tomorrow.
- Bye-bye.

**5. Fill in the missing phrases in the following micro-dialogues:**

1.

Bill: Hi, my name is Bill.

Andy:-----

2.

Dr. Smith: -----

Dr. Jones: Good evening, Dr. Smith.

Dr. Smith: -----

Dr. Jones: Thank you very much.

3.

Terry: That`s very interesting but I`m afraid I-----

Jerry: O.K. I`ll be talking to you later, maybe?

Terry: Sure.-----

Jerry:-----

4.

Victor: Are you leaving now?

Jane: -----

Victor: O.K. Bye.

**Answer the questions:**

1. What words do we use before the surname of a man when we address him?
2. What word do we use when we address a man and we don`t know his name?



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3. What word do we use before the surname of a married woman when we address her?
4. What word do we use before the surname of an unmarried woman or a young girl?
5. What do we say when we address a girl or a young woman?
6. What words do we say when we address a group of people ( men and women)?
7. How do we greet our friends and what do they say in answer to our greeting?
8. What are the forms of greetings in the morning, in the afternoon, in the evening?
9. What do we say when we thank people for something?
10. What other expressions of gratitude do we use?
11. What are the forms of apologies?
12. What words do we say when parting?
13. What do we say when we want to attract the attention of the person we don`t know?

### Vocabulary

acquaintance – знакомый,  
 appointment – условленная встреча,  
 arrange – устраивать,  
 at disposal – в распоряжении,  
 attitude – позиция, отношение,  
 attract attention – привлекать внимание,  
 be off – уходить,  
 bear up – поддерживать,  
 business trip – командировка,  
 by invitation – по приглашению,  
 catch – уловить, понять,  
 celebrate – праздновать,  
 certain – определённый,  
 check out stand – касса,  
 come over/around – заходить,  
 delay – задерживать,  
 delight – удовольствие, восхищение,  
 enjoyable – приятный,  
 exchange – обмен,  
 expect – ждать, предполагать,  
 fair to middle – так себе,  
 familiar – близкий, знакомый,

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fancy – подумай только,  
follow – следовать,  
Gee! – Вот это да!  
get acquainted with – познакомиться,  
get on – преуспевать, делать успехи,  
gloom and doom – из рук вон плохо,  
hurry – торопиться,  
interrupt – прерывать, вмешиваться,  
introduce – представлять,  
keep in touch – не пропадай,  
look forward to – предвкушать что-л.,  
marvellous – изумительный,  
merely – почти,  
mind – разум, память,  
occupation – занятие,  
Oh, my gosh! – Вот те на!  
on behalf of – от имени,  
on the occasion of – по случаю,  
permission – разрешение,  
pretty – довольно, достаточно,  
recovery – выздоровление,  
regards pl. – поклон, привет,  
regret – сожалеть,  
remember – передавать привет,  
rigid – строгий,  
something of the sort – что-то подобное,  
splendid – великолепный,  
suppose – полагать,  
take off – взлетать,  
the cause of peace – дело мира,  
to be puzzled – затрудняться,  
to boast (of, about; that) – хвастать,  
to come to an agreement – прийти к соглашению,  
to come to rescue – прийти на помощь,  
to come to terms with smb. – прийти к соглашению,  
to complain to smb of smth. – жаловаться,  
to give a lift – подвезти,  
to give the floor to smb – дать слово кому-л.,  
to have, keep, bear in mind – помнить, иметь в виду,  
to make impression on – произвести впечатление на,  
to present – представлять,  
to treat – обходиться,

trade – занятие, профессия,  
upset – расстраивать, огорчать,  
complaint – жалоба.

## UNIT V. AT THE HOTEL

### 1. Read the texts about hotel services and retell them:

Most hotels offer the following room types:

Single room – it is a room occupied by one person.

Double room – it is a room with one large bed for two people.

Twin room – it is a room with two single beds for two people.

Triple room – it is a room with three single beds, or a double bed and a single bed, suitable for occupation by three people.

Family room – it is a room with four or more beds, particularly suitable for a family with children.

Lounge or sitting room – it is a room not used as a bedroom but where guests may read, watch television.

Of course rollaways (collapsible beds on rollers) can be placed in a room for other family members. If a guest requires more than one room, some hotels have fine suites consisting of several rooms.

Room rates:

Full board or pension – it is a room and all meals included.

Half board or demi-pension – this includes the room, plus breakfast and one other meal (lunch or dinner)

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

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

In the lobby there is a registration, or front desk where guests check in and out, pick up and deposit keys, and so on.

The check-in procedure takes a few minutes. The guest is given a registration card to fill in: the name and address, the passport number for foreign nationals. The desk clerk, or receptionist, enters the guest`s room number, the room rate, and the arrival and departure dates into the computer.

When the formalities are over, the bellman shows the guest to their rooms and assists them with their baggage. He shows them where the light switches are and explains the use of the room appli-

ances, such as the television set, cooking facilities, if any, and the air conditioning. He can also run errands for you.

For each service rendered the bellman will expect a tip.

Service is supposed to begin at the door. So another employee who is important during the reception procedure is the doorman. He is stationed at the entrance to the hotel and assists the guests in and out of taxis and cars, calls for cabs, etc. Very often guests will ask him for directions to restaurants, nightclubs, cafes, shops, or other hotels.

If any information is required, it can be received at the hotel's information desk which is supervised by a concierge. Concierges are always ready to help the guests. They can make reservations for theatres or flights, arrange sightseeing tours, mail letters and, in general, provide all kinds of useful information.

A hotel bill can be paid in several ways. Besides cash, credit cards are universally accepted. In fact, many hotels require their guests to produce a credit card when registering. Otherwise, a cash deposit is required. The guests may also pay with traveler's checks when checking out.

Hospitality is of great importance for a hotel. Hospitality is not an abstraction – it is a clean room, a comfortable bed, a hot shower, a good meal, a courteous doorman and – last but not least – a good profit!

## **THE RECEPTIONIST**

The receptionist works in the front office of a hotel.

The receptionist is in charge of the check-in. She meets and greets guests, registers guests and assigns rooms to them.

The receptionist must ensure that the check-in procedure is brief and convenient.

The receptionist must help guests do the hotel formalities. She takes the guest's name. If the guest is a foreign visitor, the receptionist must take the guest's passport number. Then she asks the guest to sign the hotel register. In larger hotels the receptionist asks the guest to fill in a registration card and to sign it. She must explain how to do it correctly.

The receptionist must send the signed registration card to the cashier's office.

The receptionist answers the phone. She answers questions of visitors who have come to see the hotel guests. She can help the visitors find the hotel guests. She may take messages for the hotel guests when they are not in.

## Иностранный язык в профессиональной сфере (английский)

In smaller hotels, the receptionist is in charge of the room keys.

### **THE CONCIERGE**

The concierge works at a hotel's information desk.

The concierge must speak a few languages because she has to help guests from other countries. Usually the concierge speaks major world languages: English, French, German and Spanish. Sometimes she speaks other languages, too. It depends on the language of the customers whom the hotel receives.

The concierge must help guests in all ways. She can give orientations in the city, arrange taxis and sightseeing tours. She can offer entertainment. She can make theatre bookings. She can recommend shops, restaurants or nightclubs.

Actually the concierge in a hotel can act as a travel agent: book flights, tours, visits. She may find a guide or a guide-interpreter for the guest.

The concierge can find a babysitter.

The concierge must help guests mail letters and packages. She may even provide paper and a pen for writing letters. In some hotels the concierge is in charge of messages.

In some hotels the concierge may be in charge of the room keys.

### **THE HOTEL MANAGER**

The hotel manager is the head of a hotel. He may have the name of the general manager or the managing director. The hotel manager may hold a management position in an individual hotel. Or he may work in a hotel chain.

In a small hotel the manager may be the owner of the hotel. But in a large hotel he is just a professional hotelier.

For the hotel guests the hotel manager is the host who must offer hospitality to his guests.

For the hotel staff the hotel manager is the person who must establish the policy of the hotel and its operations. The hotel manager has to plan and control the hotel business. He has to check up how different hotel departments carry out their functions. Often he has to deal with the hotel guests in person. He has to handle their problems and complaints.

There may be different management positions in a hotel: the assistant manager, the resident manager, the night manager.

## Иностранный язык в профессиональной сфере (английский)

The assistant manager helps the manager and manages the hotel when the manager is not present.

The resident manager is the manager who permanently lives in the hotel.

The night manager is on duty during the night.

### **THE BELL SERVICE**

When hotel guests check in, they expect someone to show them to their rooms. They also want someone to help them with their luggage. Often guests would like some employee to run errands for them. These are duties of bell service.

At the head of the bell service is the bell captain. The bell captain's office is next to the front desk. The bell captain directs bellmen.

The room clerk gives the guest's room number and the key to the bellman. The bellman escorts the guest to his room. He escorts the guest to the elevator first and then to the floor. There the bellman shows the guest his room. He must show where the light switches are. He must also explain how to use the room appliances: the TV-set, telephone, air-conditioning. The guest may want him to explain some other hotel services: room service, laundry or dry-cleaning.

In many hotels the bellman also carries the guest's luggage. But some hotels have got porters who must carry the luggage. Very often the bellman or the porter uses a cart to move the luggage.

The bellmen also run errands for the guests. They can even page guests in the hotel. You can see a bellman carry a sign with the name of the guest whom he is paging. Or you can hear a bellman call out the name while he is carrying the sign.

### **THE HOUSEKEEPING**

When guests stay at the hotel they expect somebody to clean their rooms. The housekeeping department does it.

At the head of the housekeeping service is the housekeeper. He supervises the chambermaids.

Chambermaids prepare the rooms before the guests check in.

The housekeeper tells the maids to general clean the rooms or to make up the rooms. He may ask the maids to scrub down the bathrooms or just change the bed linen and the towels. Generally the maids air the rooms, make the beds, dust the furniture, vacuum clean the floor, wash the bathroom, empty the waste baskets.

Chambermaids use carts to carry supplies: soap, tissues, bed

and bath linens. There are containers for dirty linen and rubbish on those carts.

Chambermaids use master keys to provide security for the hotel rooms.

If the guests need extra bedding or rollaways, the housekeeping service will do it. The housekeeping service provides hair-dryers and irons if the guests need them.

When guests check out, the housekeeper informs the front desk if everything is in order. He also informs which rooms are occupied and which are vacant.

### **THE FLOOR-LADY**

The floor –lady meets and greets guests. She shows the guests to their room. She must help guests in all ways. She has to handle their problems and complaints. She can give orientations in the hotel. She shows the guests their room. She must show where the light switches are. She must also explain how to use the room appliances: the TV-set, telephone, air-conditioning. The guest may want her to explain some other hotel services: room service, laundry or dry-cleaning. She may also run errands for the guests. She is at the head of the housekeeping service on the floor. She supervises the chambermaids. The floor-lady tells the maids to general clean the rooms or to make up the rooms. She may ask the maids to scrub down the bathrooms or just change the bed linen and the towels. The guests may ask the floor-lady for extra bedding or rollaways, hair-dryers and irons.

When guests check out, the floor-lady informs the front desk if everything is in order. She also informs which rooms are occupied and which are vacant. She enters information into the computer. In other words the floor-lady is the hostess of the floor in the hotel.

### **THE SECURITY DEPARTMENT**

The hotel security department must protect the guests from all dangers: robbery and burglary, fire or flood. At the head of the hotel security department is the security officer.

The guests may keep their valuables in a safe-deposit box. The security department is in charge of it. The security department is in charge of it. The security department employees are prepared to protect the guests in case of any crime.

Often the guests lose their stuff in the hotel. They may leave

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their purses and wallets, hand-bags and umbrellas, hats and coats in bars or restaurants, restrooms or lobbies. The security department is in charge of the lost and found office.

The security department employees are trained for emergencies. They are prepared to help the guests in case of fire or other dangers. They are responsible for warning the guests of the danger. They are responsible for warning the guests of the danger. They are in charge of smoke detectors and fire extinguishers throughout the hotel.

The security department provides fire drills for all hotel employees. Each hotel employee knows all emergency exits.

In case of an injury there are first aid kits throughout the hotel. The security department is in charge of them too.

### THE CHEF

The chef works in a restaurant or in the food and beverage department of a hotel.

A restaurant may have different chefs. At the head of them is the head chef. The head chef is the kitchen supervisor. He has to select menus and to plan the meals. He has to taste the dishes. He also manages the kitchen staff: the chef, the cooks and the helpers.

In a big hotel there may be different specialist chefs: the soup chef, the sauce chef, the vegetable chef, the pastry chef and others.

The soup chef is in charge of preparing soups. The sauce chef is in charge of preparing sauces. The vegetable chef is in charge of preparing vegetables and pasta. The pastry chef is in charge of preparing pastries and sweet dishes.

The chef may have the chef's special. It's a special dish which goes apart from others on the menu. It may be the dish for which the chef or the restaurant is famous.

The good name of a restaurant or a hotel's kitchen may depend on its chef. The reputation of the chef may increase its business.

### 3. Act the dialogues:

1)

Mr Brown: Good morning.

Hotel Clerk: Good morning, sir I`m at your service.

Mr B.: I`d like a single room with a bath.

C.: All right, sir. Fill in this form in block letters, please. Write your address, name, profession, duration of stay.

Mr B.: Is that all?



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C.: Yes, sir. Give me your passport, please.

Mr B.: Here you are.

C.: Thank you, sir. Here is your key. Room 205.

Mr B.: Thank you very much.

2)

Clerk: Good afternoon, madam. What would you like?

Mrs White: We`d like two single rooms with baths.

C.: Have you made reservations?

Mrs W.: Oh, yes. We cabled from London. My name is Mrs White.

C.: Yes ma`am. Rooms 400 and 401. They are quiet and comfortable.

Mrs w.: What will it come to all in all?

C.: Twenty roubles a day, ma`am. Breakfast in your room is extra. How long are you going to stay in our hotel?

Mrs W.: Two days. Shall we pay in advance?

C.: Yes, please. You can pay to the cashier`s desk on your right. Will you regester? Here are your forms.

3)

Mr Green: Good afternoon. We`ve reserved two communicating rooms by telegraph.

Receptionist: What`s your name, please?

Mr G.: Mr Green and Mr Black.

R.: Oh, yes. We`ve kept two rooms for you.

Mr G.: Is there a bathroom connected with our rooms?

R.: No, but there is a shower. The porter will show you up to your rooms.

Porter: Your luggage, please?

Mr B.: These two trunks are ours.

Porter: This way, please. Floor, please?

Mr B.: Fifth.

4)

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

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

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

Peter: Thank you.

Receptionist: And could I see your Passport, please?... Thank

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you.

Mary: How much do you charge for a double room?

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

Mary: Can we have dinner this evening?

Receptionist: Yes we are serving dinner in the Roof Garden.

Peter: And what time is breakfast?

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

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

Receptionist: Certainly. What time would you like it?

Peter : Eight o`clock, please.

Receptionist: Very good, sir. And here is your key. Room 312.

Peter: Thank you. Oh, are there any letters or telephone messages for us?

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

5)

Receptionist: Good morning. What can I do for you, sir?

Guest: Good morning, my name is Smith. I`ve got a room booked for me in this hotel.

R.: What was the name again, sir

G.: Smith, S-m-i-t-h-.

R.: If you wait a moment sir, I`ll check. Yes, that`s right, sir. One single with private bath – from today for three days.

6)

Guest: Good morning. May I see an assistant-manager?

Receptionist: I`m a receptionist. What can I do for you?

G.: I booked a double room beforehand. And my room is single!

R.: Sorry, sir, it might be our fault. Don`t worry, please. I`ll settle everything. You will get the room you want.

7)

Guest: Excuse me. It`s my first visit to Rostov on Don. I`d like some information.

Clerk.: Will you go to the inquiry office? They`ll answer all your questions and give you all the information you want.

G.: Thank you very much.

C.: you are welcome.

8)

R.: Will you fill in this form, please?

G.: Surname. Christian name... Well, I`m not quite clear about what to write down for Christian name.

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- R.: It`s you first name.  
G.: Should I write down my patronymic?  
R.: Yes, please, after your first name.  
G.: Nationality, permanent address. Place and date of birth.  
Signature. Is that all right?  
R.: Perfectly all right, thank you.  
9)  
G.: What time`s breakfast, by the way?  
R.: Well, any time between 7 and 10 in the dining- room, or you could have it sent up. That`s done by room service.  
G.:Thank you, I`d rather have it in the breakfast room. How do I get there?  
R.: It`s on the ground floor. Room service is available day and night and can be arranged through reception. Just dial the number.  
G.: Thank you.  
10)  
G.: May I have my key, please?  
R.: Here you are. There is a message for you sir  
G.: Thank you. Aha, I`ll have to go for a couple of days to ...  
How do I get there?  
R.: You can fly or go by car.  
G.: I`d rather go by car. Do I have to check out?  
R.: You better keep the room, the hotel is full.  
11)  
G.: Can I get long distance on the house phone?  
R.: No, the house phone is for calls in the hotel. Long distance calls are booked through the telephone operator.  
G.: And what about city calls?  
R.: You can put city calls through on the house phone. Just dial "Zero" and then your number.  
G.: Thank you.

**4. Act out using modifications:**

- G.: Have you any vacancies for a week?  
R.: Yes, I can offer you a room on the first floor (1).  
G.: How much is it ?  
R.: \$...a night excluding service (2).  
G.: Good. I`ll have it.

**Modifications:**

- 1) a room on the top floor, a room overlooking the garden, a room at the back, a single room, a double room, a room with a pri-

vate bath

2) with service and TV, with service included.

**5. Act out using modifications:**

G.: Can I book a double room from now untill Friday next week?

R.: I`m afraid that`ll be difficult, we are booked out. Better try our chain hotel. Here`s the address.

G.: Thanks a lot.

**Modifications:** motel, guest house, boarding- house.

**6. Use modifications:**

G.: We would like to hold a business meeting here.

R.: No problem, sir, our hotel is specially built for conventions, congresses, business meetings. You can use our conference hall and a restaurant (1)

G.: Is your parking area (2) big enough?

R.: It can accommodate 400 cars. Well, now, let`s schedule the meeting.

**Modifications:**

1) exhibition hall, banqueting room, ballroom, small cocktail lounge, bar

2) garage, car parking space

**7.**

Chambermaid: What can I do for you, sir?

Guest: Where can I have my photo taken (1)?

Ch.-M.: At the photographer`s (2) on the ground /first /second/ top floor.

G.: Thank you.

**Modifications:**

1) watch set / electric razor fixed, hair cut, suit cleaned, shoes mended

2) at the watch-maker`s shop, at the barber`s shop, at the repair shop, dry cleaning, shoes repairs.

**8. Act the dialogue:**

Guest: Good morning!

Chambermaid: Good morning, sir. Can I help you?

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G.: I`d like to have my things washed and pressed.

Ch.: You are welcome, sir. I`ll go to the laundry hall right now. Your things will be ready by the time you come back. What else can I do for you?

G.: I want to get my suit cleaned and my boots mended and polished.

Ch.: Yes, sir. The repair shop and cleaner`s are open now. I`ll see to it. Don`t worry, sir.

G.: Thanks a lot.

Ch.: Not at all.

**9. Supply the missing remarks:**

1)

Guest: May I have my key, please?

Receptionist: ...?

G.: 324.

R.: ...

G.: Thank you. Where is he waiting for me?

R.:...

G.: The hotel is big. How do I get there?

R.:...

2)

G.: ...?

R.: Yes, sir. Do you want a single or a double room?

G.:...

R.: \$...per person a night.

G.: ...?

R.: No, sir. Service is 10 per cent extra. We add it to the bill.

G.: ...?

R.: Yes, TV is included.

G.: ...?

R.: One paper can be sent up free.

3)

G.: May I have my key, please, room 432?

R.: Here you are. There`s a message for you, sir.

G.: Thank you (reads the message) It looks as if we`ll have to stay longer here.

R.: ...

4)

G.: Where could I have breakfast, please?

R.: The restaurant is on the ground floor, sir. They serve breakfast from 8 to 10 o`clock.

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G.: Could you tell me about other facilities?

R.: ...

5)

R.: When do you expect to be checking out?

G.: It`s hard to say at the moment.

R.: I`ve heard you are leaving for ...

G.: ...

**10. Act the dialogue:**

Two people are at the reception desk of a hotel.

Clerk: Hi! Can I help you?

Martin: Yes, we had a reservation for this weekend.

C.: Okay, what`s your name, sir?

M.: Martin Baum.

C.: Oh, yes, here it is. A double for two nights.

M.: Yes, but would you happen to have a suite available this weekend?

C.: Well, the only one is the executive suite and that`ll run you 140 dollars a night.

M.: Oh, I see it`s pretty high.

C.: This double is more than 20 feet square and has a refrigerator.

M.: That sounds fine, then.

C.: Good, do you have a credit card, sir?

M.: No. I`ll be paying cash.

C.: Then, I`ll have to ask you to pay a night plus 8\$ tax comes to 128\$. And would you fill out this registration form, please. Just put your name, address and license number of your car.

M.: Here you are.

C.: Fine the bellman will take you up.

**11. Answer the questions:**

1. Describe the room the Baums have got.
2. Why don`t they rent a suite?
3. Do they have to pay in advance?
4. What information does the clerk want from Martin?
5. Who is going to show the Baums to their room.

**12. Act the dialogue, use the modifications :**

A man is calling the front desk.

Clerk: Front desk.

Martin: Hello. This is Martin Baum. The bathroom light in my

room doesn't work.(1) Could you have somebody come up and take a look at it, please.(2)

C.: Okay. I'll have a man up there in a minute. (3)

### Modifications:

1. The bathroom sink overflows. The TV set in my room doesn't work. There is no hot water in my room. I can't unlock the door. The taps in the bathroom leak. Something is wrong / isn't right with the phone? The air conditioner is broken.
2. Could you send someone to do that for me? Could you do that? Could I have that done? Could you see to that?
3. I will send someone.

### 13. Act the dialogue

Two people have just registered, at the front desk.

Clerk: All right. The bellman will have your bags up for you.

Bill: Oh, we'd like to do some shopping. Could you give us some advice on where the best place to go might be?

C.: Sure. There's a gift shop here in the business district, so you can reach the city's best stores on foot.

### 14. Read the texts and retell them:

The number of hotels staff rely on tips to raise their wages.

Who should you tip at a hotel? The bellman gets 50 cents up to \$1 per bag for taking your luggage to your room. The doorman at least 50 cents if he summons a taxi (taxi driver should be given 15% of fare). Maids usually don't expect a tip, but if you stay more than a few days or if your maid does something special for you, a 2\$ tip is a good idea. In restaurants and nightclubs, you are expected to tip 15 to 20 % of the bill (before taxes are added). No tipping is required for elevator operators or hotel desk clerks.

Tipping allows you to reward good service. On the other hand, if the service has been particularly bad no tips are left. It is a good idea for a guest to consider all these expenses when he is anticipating the cost of stay at a hotel.

Electricity in North America is 110 volts – not 220. This means you won't be able to use your hair dryer or your electric razor unless you can change it to 110 volts.

When telephoning from your hotel room, you will often have to go through the hotel switchboard, especially for long distance calls. These calls can be very expensive, because the hotel usually adds a high service charge to the calls you make. On the other hand, local

calls can generally be made from your room by dialing direct. You can also ask the hotel receptionist to give you a wake up call in the morning.

### Hints for hotel guests

When travelling people almost always stay at hotels. It is advisable, therefore, to keep in mind the following:

1. The first thing to do is to book a room in advance either by letter, telephone or fax. Otherwise you may arrive at the hotel and be told that there are no rooms.
2. On arrival at the hotel go to the reception desk in the lobby and confirm your reservation. The clerk will then give you a registration form to fill in and sign. The form is to be filled in block letters. In smaller hotels you simply sign the visitor's book and give your permanent address.
3. At large hotels you may ask for any service by phone. Tell the operator if you wish to be called at a certain time. Call room service when you want a meal or drinks sent up to your room. Call valet or maid service if you need your suit or dress cleaned or pressed.
4. Let the hotel management know well in advance the day and time of your departure. Vacate your room before noon. 12 o'clock is the international check-out time. If for some reason you stayed longer, you would have to pay for another night.

### 15. Act the dialogue:

#### 1) Checking out

Cashier: Good afternoon. What can I do for you, sir?

Guest: I'd like to check out now.

Cashier: Your name and room number, please?

Guest: John Smith. Room 678.

Cashier: Just a moment, sir. I'll draw up your bill... Here is your bill, sir.

Guest: And what's this amount for?

Cashier: That's for the phone calls you have made from your room. And that is for the in-house movies.

Guest: I see. May I pay by traveler's cheques?

Cashier: Certainly, sir... Thank you. Here is your receipt.

Guest: Thank you. May I leave my luggage here until I'm ready to leave this afternoon? I'd like to do some shopping.

Cashier: Yes, sir. How many bags do you have?



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Guest: Just these two. I`ll be back at around 3o` clock.

Cashier: That`s fine. Have a nice day, sir.

2)

Receptionist: Good afternoon, sir. Can I help you?

Traveler: Good afternoon. Have you a single room with a bathroom, please?

R.: Yes, I can do a single room for you this evening. Would it only be for one night?

T.: For two nights.

R.: For two nights.

T.: How much do you charge for a room?

R.: Our terms are 16.50 pounds plus VAT, and that includes a full English breakfast, so altogether that is 18.98 pounds.

T.: So it is 18.98 pounds altogether, including breakfast.

R.: And VAT, yes.

T.: Uh-huh. That`s with a bathroom, isn`t it?

R.: Yes, all the rooms have private bathroom, colour television, complimentary fruit.

T.: And can I get dinner here?

R.: We do serve dinner, yes. We have a choice of three restaurants; we have the Garden Restaurant, which is on the ground floor, which has an a la carte menu and a table d`hote menu; we have the Steakhouse, which is for a quick meal; and we also have the Room at the Top on the sixth floor, which is a disco and cabaret.

T.: I see. Well, could I book a room for two nights then, please?

R.: Yes, certainly, but I`m afraid I will have to ask you for payment in advance with it being an unconfirmed booking.

T.: So you`d like the whole amount in advance, wouldn`t you?

R.: Yes, please. Is that all right?

T.: Yes, that`s all right.

R.: Would you like to register then, please? And the name is?

T.: Ross.

R.: So that`s, Mr. Ross, one single for two nights.

T.: Right.

R.: And that`ll be 37.96 pounds, please, Mr. Ross. Thank you.

T.: Thank you.

R.: That`s your receipt. You may have a full copy of the bill in the morning. And here is your key. That`s room 125, Mr. Ross, and you will find that room on the first floor. Take the lift just to your left there up to the first floor.

T.: Thank you very much. And what time is breakfast?

Иностранный язык в профессиональной сфере (английский)

R.: Breakfast is from seven until ten.

T.: From seven until ten.

R.: In the Garden Restaurant on the ground floor.

T.: And could I have an early call, please?

R.: You, certainly, can. What time?

T.: At seven o`clock , please.

R.: Would you like a morning paper?

T.: Yes, I`ll have an Express, please.

R.: Right. So seven o`clock early call and an Express.

T.: Right. Thank you.

**16. Answer the questions to the dialogue:**

1. Are there any vacant rooms available at the hotel?
2. Does the charge of 18.98 pounds include breakfast?
3. Does it include VAT?
4. Does it include a private bathroom?
5. Does it include fruit?
6. Which restaurant would you go to if you didn` t have much time?
7. Why does the guest have to pay in advance?
  - a) All the guests have to pay in advance.
  - b) He didn` t book the room in advance.
8. How much does he have to pay altogether?
9. What does the receptionist give Mr. Ross?
  - a) A receipt.
  - b) A bill.
10. What is the number of Mr. Ross`s room?
11. What floor is it on?
12. What time does the hotel stop serving breakfast?

**17. Fill in missing parts:**

- 1)
  - I`m planning to go to Rostov-on-Don. Where can I stay?
  - .....
- 2)
  - I want a hotel not far from the center of the city
  - .....
- 3)
  - That`s too expensive. I would like a room for not more than....dollars per night.
  - .....
  - This price suites me. Please reserve a room at this hotel for...days.

Иностранный язык в профессиональной сфере (английский)

- .....
- We are travelling with children.
- .....
- 4)
- What room is Mr./Mrs....staying in? I would like to have a room next to Mr./Mrs....
- .....
- How much is the room per night? Is service included?
- .....
- 5)
- What is checkout time in your hotel?
- .....
- Shall I pay in advance or when I leave?
- .....
- 6)
- How long will you be staying with us?
- I will stay at your hotel overnight only/ for three days / for a week / I haven` t made up my mind yet.
- Here is a registration form. Fill it in, please.
- I can` t write well in English. Please help me fill in this form. / Will you, please, fill in the form for me? Here is my Passport.
- .....
- 7)
- What is my room number?
- Your room is number...
- On what floor?
- On ...floor.
- Please take my things to my room (up / down).
- .....
- 8)
- Who is there? Just a moment I will open the door. Come in, please.
- .....
- 9)
- Please have these things ironed/ cleaned / laundered / fixed.
- .....
- When will it be ready? I must get it back not later than...
- .....
- 10)
- Where is the service bureau / currency exchange / telephone / restaurant (bar)?

Иностранный язык в профессиональной сфере (английский)

- .....  
11)  
What time is breakfast / lunch (dinner) / supper?
- .....  
Will you, please send...to my room at ...o`clock?
- .....  
12)  
Have there been any calls for me? / Has anyone asked for me? /  
Are there any notes for me?
- .....  
13)  
I`m expecting someone. Please tell him/her that I`ll be back  
soon. /If anyone asks for me, I`m in the bar / away un-  
till...o`clock.
- .....  
14)  
What is this thing for? How to switch it on (off)?
- .....  
15)  
The... in my room is out of order. Please have the trouble correct-  
ed.
- .....  
16)  
Could you replace.../ clean up here, please.
- .....  
17)  
Please wake me at...o`clock.
- .....  
18)  
Please call a taxi for me.
- .....  
19)  
When does the train leave for the airport / railway station?  
.....  
Please send my luggage to the airport /station.
- .....  
20)  
I`m leaving here for... Please forward my mail to...  
.....
- .....  
21)  
Where can I pay the bill?  
.....

- I (we) enjoyed our stay here. / I (we) hope to visit you again. / Have it for a keepsake.
- .....

## UNIT VI. GUEST SERVICES

### 1. Read the text and retell it

Hotels offer a variety of services to their guests. The most traditional are laundry service (clothes washing) and valet service (clothes dry-cleaning), although some hotels run them on the do-it-yourself basis. A big hotel will also have a restaurant, a bar and a coffee shop, a bookstore or a newsstand, a gift shop selling a variety of souvenirs, and a drugstore providing the guests with medicine and cosmetics. At a luxury hotel one can often find a barbershop and a beauty salon. The guests might also need the services of a car rental agency, to be able to rent a car through the hotel. Many hotels provide a free morning paper and free drinks ("cocktails") in the afternoon.

Local phone calls are usually free, long distance calls are added to the room bills, and 2 or 3 times more expensive than from a pay-phone down in the lobby. You can also order various services from the front desk by dialing "0".

### 2. Making Inquiries and asking for Services

- Clerk: Good afternoon, sir. May I help you?  
 Guest: Where can I have my laundry done?  
 C.: We run a special laundry service. It`s on the second floor on your left as you leave the elevator. Anything else?  
 G.: Is there room service?  
 C.: Yes, sir. You can have any meals brought up to you.  
 G.: Will you give me a wake up call at 7 o`clock in the morning?  
 C.: Yes, of course.  
 G.: Can you arrange a sightseeing tour of the city for me?  
 C.: No problem. There are sightseeing buses. What time is most suitable for you?  
 G.: Let us say Sunday morning.  
 C.: Will ten o`clock suit you?  
 G.: Perfectly. Incidentally, do you have a DO NOT DISTURB sign? I`m very tired and I want to have a rest.

Иностранный язык в профессиональной сфере (английский)

C.: You will find it on your door knob. Have a good rest.

G.: Thank you.

### 3. The Hotel Is Fully Booked

- Good afternoon.
- 
- Good afternoon. What can I do for you?
- I want a double room for my wife and myself.
- I`m afraid we are out of doubles, sir. It`s the weekend, you know.
- May I have an extra bed placed in a single room?
- I`m sorry, sir. The hotel has no vacancies. We are fully booked.
- What a pity. Then I have to find another place.
- I`m sorry. I wish I could do something for you. Next time make reservations well in advance, especially for the weekend. Here is our telephone number to call for reservations.

### 4. Study possible expressions and phrases to express disappointment:

That`s very disappointing, I must say.

I`m rather disappointed about it.

What a pity!

I`m very sorry to hear about it.

That`s/ what a shame.

It`s too bad (that...)

Sorry, I can`t.

I`m afraid, that`s impossible.

I`m afraid, I won`t be able to do that.

I`m afraid I can`t possibly do that.

Sorry, I`ve got an appointment.

Sorry, I`m busy.

Let`s make it some other day.

### 5. Work in pairs using the above phrases to express your disappointment in the following situations:

#### Model:

- It`s the weekend and the hotel is fully booked.
  - What a pity! I hoped to get accommodations at this hotel.
1. There are only expensive rooms left.
  2. They don`t seem to have a room with a bathroom.
  3. The museum happens to be closed for two days.

Иностранный язык в профессиональной сфере (английский)

4. The hotel doesn't accept traveler's checks.
5. There are no tickets to the opera because the house is sold out.
6. You can't cash \$500 worth of traveler's checks.
7. You are still waiting for your order. You asked room service for it half an hour ago.
8. The porter has left one of your suitcases downstairs.
9. They don't wake you up in the morning as promised.

**6. Act the dialogues:**

**Hotel services**

- 1)
  - Is there a restaurant (a post office, a telephone, a newspaper stand, Left Luggage, currency exchange) in the hotel?
  - Yes, it is on the ground (first, second, third, fourth) floor.
- 2)
  - Where is the service bureau (newspaper stand, souvenir stand, bar, the air (rail) ticket office)?
  - Follow me, I will show you. (This way please. Ask the concierge to show you the way. The concierge will escort you).
- 3)
  - Where can I park my car?
  - There is a car parking in front of the hotel. (to the left, on your right, behind the hotel).
- 4)
  - May I leave some money (valuables) in the safe?
  - Of course, our clerk will help you. (Certainly, it is over there.)
- 5)
  - What is the voltage here?
  - 220 volts.
- 6)
  - Where is the outlet for an electric shaver?
  - Here it is. (on your right/ left)
- 7)
  - Please send a chambermaid (waiter, messenger, porter, concierge).
  - In a minute. (I'll do it. Don't worry)
- 8)
  - Please bring a towel (a blanket, an ash-tray, a bottle of mineral water) to room 400.
  - OK. The maid will do it.
- 9)
  - There is no light (hot/ cold water) in my room.

Иностранный язык в профессиональной сфере (английский)

- Don` t worry. We` ll settle it.  
10)
- The air-conditioner (ventilator, radio, television, video recorder, telephone) in my room is out of order. Please have the trouble corrected.
- I` ll call the house keeper.  
11)
- A bulb has burned out in my room.
- Don` t worry. We` ll change it. (It will be changed).  
12)
- It is hot/ cold in my room.
- Ok I` ll ask the houseman to adjust the heating. (Would you like an extra blanket?)  
13)
- The toilet in my room is stopped up.
- Don` t worry. It will be in order. (I` ll send a man to repair it).  
14)
- Please have these things cleaned (fixed, ironed, laundered).
- OK
- When will it be ready?
- In two hours (in a day, after 3 o` clock, in the afternoon, I` ll inform you.)  
15)
- Please give me the key to number 405.
- Here you are.  
16)
- I left my key in my room.
- No problem. I` ll ask the maid to open your room.  
17)
- Are there any letters (notes, telegrams) for me?
- Here is a letter for you.  
18)
- If anyone asks for me, I` m in the restaurant ( in the lobby, in room number..., away until...o` clock)
- OK  
19)
- I` m leaving today (tomorrow) at... Please make up the bill.  
Please have a car sent at...a.m. (p.m.)  
Please send someone for these things.  
Please have my mail forwarded to...



## UNIT VII. HOTEL ROOMS

**1. Read the text retell it. Try to describe a suite of the hotel, use the information from the text:**

### **Our Home**

The entrance to the house from the street is called the front door, from the yard – the back door. When we open the door we enter the house. We are on the ground floor. The Americans call it the first floor. Inside the house the staircase leads to the upper floors. We go upstairs to get to the upper floors or downstairs to get to the lower floors. The staircase consists of stairs (steps). When going upstairs or downstairs, we hold on to the handrails. The door of the flat usually opens on to the landing. In tenement houses (block of flats) some people put a nameboard on the door. When we enter the house we wipe our feet on the door mat and enter the hall. We take off our coats and hang them up on the hallstand. Then we go into the sitting-room which is the general room for use in the daytime. Besides this room the house has a dining room, a kitchen, bedrooms, a nursery, a library, a study and also a lumber-room, a pantry, an attic, a cellar, then a shed and a garage under the house or in the yard.

The windows of the rooms may give upon (face, overlook, look out on) the street, the garden, the road, etc. There are curtains over the windows. When night falls we draw the curtains and open them again in the morning. We open the windows and the doors, we shut them, or we lock them.

In the sitting room you can often see a sofa or a settee and several armchairs, a small coffee table and a television (TV-set) with a video recorder. The TV-set and the video recorder are connected to the mains by a plug and a socket connection. There is a standard (standing) lamp near the sofa. On the floor we can see a carpet. Near the wall you can see a bookcase with some books in it and on the walls there are some pictures.

In the kitchen a cupboard contains various cooking utensils, such as pans, frying pans, a mincer (meat-grinder), cups, plates. There is also a gas (or electric) cooker with an oven, a refrigerator (fridge) and dishwasher. A microwave oven and a toaster are also very useful appliances. Sometimes you can see a larder. Over the sink there are taps for cold and hot running water. Under the sink there is a waste-basin. You can also see a kitchen table, some stools near it and a worktop.

Иностранный язык в профессиональной сфере (английский)

In a bedroom we can see a bed, a rug near the bed, a bedside table with a lamp and a clock on it. Near the wall there is a wardrobe and a writing desk. One or two chairs are also necessary articles of furniture. The bedding includes a pillow with a pillow-case, sheets, and a blanket.

In the bathroom near the tiled wall there is a bath with its shower. Opposite the bath there is a toilet with a cistern over it. Near the toilet there is a laundry-basket for dirty clothes. In the midway between the bath and the toilet there is a washbasin adjoining the wall. The washbasin has two taps for hot and cold water. Next to it there are tooth brushes in special brush-holders and a piece of soap in the soapdish. Over the washbasin there is a mirror and a cabinet with shelves. On the shelves you can see tubes of tooth paste, an electric shaver, a razor, a shaving brush, some combs, a sponge. On the wall, near the bath, there is a towel rail with some towels on it. On the floor, near the bath, there is a bathmat.

### Vocabulary

tenement house, apartment house (A.E.),  
block of flats (B.E) – многоквартирный дом,  
entrance – вход,  
yard – двор,  
staircase – лестница,  
handrails – перила,  
landing – лестничная площадка,  
flight of landing – лестничный пролёт,  
name board – таблица с фамилией,  
wipe – вытирать,  
door mat – коврик у двери,  
hallstand – вешалка (в прихожей),  
nursery – детская комната,  
lumber-room – чулан, кладовка (для вещей),  
pantry – буфетная, кладовая (для провизии),  
attic – мансарда, чердак,  
cellar – подвал, погреб,  
shed – сарай, give upon (face),  
overlook – выходить (на),  
curtains – шторы,  
settee – диванчик,  
mains – электросеть,  
plug – штепсель, вилка,  
socket – розетка,

Иностранный язык в профессиональной сфере (английский)

plug and socket connection – штепсельный соединитель,  
lead – электропровод,  
cooking utensils – кухонная посуда,  
cooker – кухонная плита,  
ring – камфорка,  
oven – духовка,  
kettle – чайник,  
teapot – заварочный чайник,  
dishwasher – посудомоечная машина,  
microwave oven – микроволновая печь,  
refrigerator – холодильник,  
appliances – приборы (бытовые),  
larder – кладовая (для продуктов),  
sink – раковина (для мытья посуды),  
tap – кран,  
running water – водопроводная вода,  
waste-basin (bin) – мусорное ведро,  
stool – табурет,  
worktop – разделочный стол,  
rug – коврик,  
bedside table – ночной столик,  
wardrobe – шкаф (для одежды),  
writing desk – письменный стол,  
bedding – постельные принадлежности,  
pillow – подушка,  
pillow case – наволочка,  
sheet – простыня,  
blanket – одеяло,  
tiled wall – стена, облицованная керамической плиткой,  
bath – ванна,  
shower – душ,  
cistern – бачок (унитаза),  
laundry basket – корзина для грязного белья,  
in the midway – на полпути,  
washbasin – раковина (для умывания),  
adjoin – примыкать (к),  
next (to) – рядом с,  
tooth brush – зубная щётка,  
brush-holder – подставка для щёток,  
soap dish – мыльница,  
cabinet – шкафчик,  
tube – тубик,

Иностранный язык в профессиональной сфере (английский)

electric shaver – электробритва,  
razor – бритва (безопасная),  
shaving brush – щётка для бритья,  
comb – расчёска,  
hair brush – щётка для волос,  
sponge – губка,  
towel rail – вешалка для полотенец,  
bathmat – ванный коврик,  
central heating – центральное отопление,  
cushion – подушка для отдыха,  
ashtray – пепельница,  
armchair – кресло,  
dish rack – подставка для посуды,  
drawer – выдвижной ящик,  
saucerpan – кастрюля,  
aerial – антенна,  
litter bin – урна для мусора,  
vestibule – вестибюль.

**2. Act the dialogue:**

- I hear you have moved to a new apartment, Steve. Is it true?
- Yes, it is. One of these days we`ll arrange a housewarming party. And I want you and your wife Carol to be present.
- Thank you for the invitation. How do you like your new apartment?
- It is very comfortable. It is a three bedroom apartment with modern conveniences: electric stove and a lot of built-in cupboards.
- On what floor is it?
- Our apartment is on the tenth floor of a high-rise dwelling house. We`ve got two elevators which work round o`clock.
- Is it far from the center of the city?
- Rather. It takes me about an hour to get to the center by bus and by metro. If I drive a car, it takes me thirty minutes.
- I see. Have you bought new furniture?
- We`ve bought wall units, two armchairs and a new ice-box. We are planning to buy two carpets and a dining set.
- Good luck!
- Thanks. Are you going to move to a new apartment?
- No, I am not. We have been living in our two-room apartment for about eight years and we don`t want to move anywhere.

Иностранный язык в профессиональной сфере (английский)

- Your apartment is comfortable, isn't it?
- Yes, very. My wife arranged everything very nicely and I like it very much. We don't have much furniture, but we have got everything we need.
- I am glad to hear it.

**3. Remember the Signs:**

Closed - закрыто, entrance – вход, exit – выход, pull – к себе, push – от себя, no entry – вход воспрещён, service entrance – служебный вход, information – справочное бюро, restrooms - туалет women – для женщин men – для мужчин, smoking section – место для курения, no smoking – курить воспрещается, hairdresser's (barber's shop) – парикмахерская, chemist's (Br.) drug-store(U.S) – аптека, restaurant – ресторан, hours:...to...- открыто с...до..., admission by ticket only – вход платный, admission free - бесплатный, no photographing – фотографировать запрещается, emergency exit – запасный выход, taken, reserved – занято, забронировано.

**4. Act the dialogue:**

L.: Let's go upstairs to our room, Sasha. Where is the lift?  
 J.: Well, Sasha, come in.  
 L.: You are welcome.  
 S.: Thanks.  
 J.: Oh, Linda! What's this?  
 L.: Oh, Jane! What a mess! Where is my wallet?  
 J.: Your wallet is on the desk, near the telephone.  
 S.: There is no wallet on the desk.  
 J.: Where is my suitcase?  
 L.: It's in the closet.  
 J.: There is no suitcase in the closet. And where are my slippers?  
 L.: Perhaps they are under the sofa.  
 J.: Oh, dear! There is nothing, nothing! Where are our things?  
 L.: Jane, are you all right? What's the matter with you?  
 J.: I think I'm not quite well.  
 L.: Sasha, look into the bar. Is there any brandy in the bar?  
 S.: Just a moment. No, there is no brandy here. But I have some vodka in my room. Would you like some vodka, Linda?  
 L.: No, thanks. Look into the fridge, please. There are three bottles of Coke in the fridge.  
 S.: There is no Coke at all. There are two lemons, some apples,

some oranges, pine-apple juice.

L.: But these are not our fruit and juice! Oh, Sasha, go to the bathroom and get me some medicine. I have a headache.

S.: OK. Just a minute. But there are no pills here.

J.: you are wrong! It`s impossible. Oh, Sasha, call the police, quickly!

S.: OK, what`s the number?

L.: No, Sasha, police is no good. Call the ambulance!

S.: There is no need in calling the ambulance. I`m a very good doctor.

J.: Then call the manager of the hotel. There is the telephone directory on the desk.

L.: Oh, no! Sasha, what`s the number of this room? Go and see, will you?

S.: Just a minute. It`s number 643.

J.: Oh, there is no need in calling the manager. It`s the wrong room!

L.: Sure. It`s the wrong floor! Our room is on floor 7, number 743.

J.: Of course! This is not our room!

S.: What about the key?

J.: The key? Well, never mind the key. Let`s go to our room, quickly.

S.: OK, you go to your room. And I`ll go to mine.

L.: Would you like to change your suit?

S.: Yes, call me in 20 minutes, OK?

L.: All right. what`s your number?

S.: 8765435

L.: 8765435. OK.

S.: There is no need memorizing it. There are all the telephone numbers in the hotel telephone directory.

L.: You are right. Bye.

### 5. Asking the way

Receptionist: Good afternoon, sir. Is there anything you need?

Guest: Good afternoon. I was wondering when the newsstand opens.

R.: Normally it`s open from 10 a.m. to 3 p.m., but today it`s closed because the man has fallen ill.

G.: What a pity! I was going to buy some postage stamps for my son. Stamp collecting is his hobby, you know.

R.: You can buy them at the post office nearby.

Иностранный язык в профессиональной сфере (английский)

G.: Is it very close to the hotel? I`d rather do it right away before I forget. Which is the best way there?

R.: When you go out walk as far as the traffic lights, cross the street and walk along the right-hand side. You will soon see a high modern building. That`s the post office. You can`t miss it.

G.: Thanks a lot. You have been very helpful.

R.: You are welcome.

## UNIT VIII. SIGHTSEEING

### 1. Read the text, retell it:

Those who go abroad either for pleasure or on business are always faced with the dilemma of how to make the best use of their time. It is particularly difficult for a businessman for whom business should come before pleasure as the English saying goes. So before going on a trip you should read up on the country you are going to and think of places of interest to be visited. A lot depends on your taste, of course. You may, for instance, be keen on art galleries and museums, or prefer to see buildings and monuments, exhibitions and displays.

For their part the receiving party also try to make their guests` stay pleasant and entertaining. Very often they arrange an interesting cultural programme that will give the visitors an idea of the country`s present and past, its history, culture, customs and traditions.

Every country has something to be particularly proud of. Ancient temples, monuments, architectural masterpieces and other attractions make a list of sights not to be missed by visitors.

### 2. Conversations:

#### 1) On the first sightseeing tour

Clerk: How are you this morning, Mr.B?

B.: Oh, I had a good night`s rest after the flight, thank you. And the hotel is really good.

C.: We are in the center now. I`ll be taking you for a ride around the city.

B.: Good. The city looks different in daylight.

C.: Yes, the busy central area is not very big but it`s quite modern with its public buildings, shops, picture-houses, theatres and restaurants. Everything is within walking distance of your hotel.

B.: Thank you, Mr.C. It`s very kind of you.

C.: Not at all. Look, that green building on the right is the city

railway terminal.

B.: And what`s that tall building with a spire?

C.: That`s the Municipal Hall. This is the main road leading to the old part of the city.

B.: That building looks like a hospital.

C.: You have guessed right. Incidentally it was built with German assistance and is partially staffed by German personnel.

B.: What a nice building! It must be a stadium.

C.: You are right. Sport is gaining in popularity. Now, Mr.B. we are approaching the old part. It`s nothing much, I must admit, but the government is carrying out an extensive housing programme, so these small houses will go soon.

B.: What goes on here?

C.: There are small businesses – retail shops and clothing factories. You will see them all around here.

## 2)

- Good morning, gentlemen. Sorry, I`m late. There was a traffic jam on my way here.
- That`s all right Mr. B. We haven`t been waiting long. We used the time to look at the map of Rostov –on – Don. Shall we start right away?
- Sure the car is at the hotel entrance. (outside) Now, get in, gentlemen. How much time do we have at our disposal?
- Not very much, I`m afraid. We have to be at the Exhibition at 4.
- O.K.
- Then I`ll take you on a short tour round the main places of interest.
- This street is beautiful. What`s it called?
- It`s Bolshaya Sadovaya Street, the main street where the most beautiful buildings are located.
- Oh yes, I see a magnificent building on our left.
- It`s the building of the City Administration.
- Could we stop here? I`d like to take a few snaps. (takes snaps)
- All right we can go now.
- The street runs towards the main square of the city, Theatre Square.
- I can see a memorial right ahead. What is it?
- It`s a monument built in memory of those who lost their lives in the World war II. There is an eternal flame inside.
- The monument is very impressive, isn`t it?
- Yes, it is really beautiful. And now if you look to your right you`ll catch a glimpse of the central cathedral...Oh, it`s getting on for



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four. Shall I take you to your hotel or to the Exhibition, gentlemen?

- It`s a quarter to 4, isn`t it? We`ll have to go straight to the Exhibition.
- All right. Here we are. Good-bye, gentlemen.
- Good-bye, Mr.B. Thank you for a lovely time. It`s been a pleasure.
- The pleasure was all mine, gentlemen.

**3. Celebrations, Entertainments. Make your own dialogues using the phrases given below:**

Our delegation gives /we are having a party to celebrate...(today we are celebrating...the national holiday of .../ the anniversary)

We invite you to...(the birthday party, a cocktail-party)

Are you engaged today? – I`m engaged.

When do you have a free day? – My free day is on Saturday / Sunday.

What are your plans for tonight?

What is your favourite pastime / hobby, sport?

What do you do in your spare time?

In my spare time I am fond of photography.

I enjoy music, hiking, the cinema, the theatre, art, painting.

I like to be out with friends, to go to discotheques

I collect books, stamps, badges.

What a coincidence! That`s my hobby too. Care to see it? – I have no time.

Are you keen on game shooting / hunting, fishing, camping, photography?

Do you like to play billiards, lawn tennis, table tennis, badminton?

Let`s play a game of chess, draughts, billiards.

Let`s go to the swimming pool, gym, courts, stadium.

What do you call this game?

Show me how to play baseball, golf, cricket, squash, gorodki.

**4.Tours, museums. Make your own dialogues:**

What tours are you interested in?

I`d like to visit an exhibition, a museum.

I advise you to visit Historical museum, Fine Arts museum, picture gallery, exhibition of...

Are you fond of fine arts?

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Who painted this picture? – This is a painting by...

Let`s go on a tour of the city.

Do you want me to show you the town, the city, the Botanical Gardens, some metro stations?

Let`s walk there.

Have you already been to the Kremlin, the Palace of Arms, the Hermitage Museum, the Mars field, the Red Square?

**5. Make dialogues using these phrases:**

**Getting about a town.**

I need a guidebook.

I`d like to see the city.

What can you recommend that I see?

I`d like to see historical monuments (the Art museum, the Central park, the Zoo, the Exhibition, the monument to...)

What is this street (this square) called?

Where is the main street (the central square)?

**Asking the way**

How can I get to the station (to the airport, to the library, to the museum, to the gallery)?

Is it far?

I`ve lost my way.

Will you write down the address?

Can I get there on foot (by bus, by metro, by taxi)?

Stop here – I want to get out (to take pictures).

Is there a taxi (bus, tram) stop nearby?

Is there an underground station nearby?

Is there a gas station not far from here?

Is this the right way to the river-port (railway station)?

Go straight on.

In two blocks (at the corner, at the traffic lights) turn right (left, round the corner)

Go farther.

**Transport**

You should take a bus.

Where is this bus going to?

What is the fare?

What is the next stop?

Get off in two stops.

Stop here please.

Wait for me.

Will you go faster?

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Will you go slower?

How much?

**Act the dialogue:**

**1)**

Guest: Excuse me. Could tell me the way to the main post office, please?

Receptionist: Well, it`s in B. Street, near A. Square.

G.: Is it far to walk?

R.: It`s about two kilometers.

G.: Can we get a bus from here?

R.: Yes, a number twelve.

G.: Where is the bus stop?

R.: Turn left outside the hotel and go straight ahead until you get to the main road. Then turn right and the bus stop is on the right hand side opposite some shops.

G.: I think we`ll take a taxi. Could you order a taxi for us, please?

R.: There is a taxi outside now, sir.

G.: Oh, good. Thank you.

G.: Hello, taxi? How much would it be to the main post-office?

Taxi driver: Hundred rubles.

G.: OK. Could you take us there, please?

**2) Asking the way**

- Excuse me, can you tell me the way to Red Square?
- Sure. Go down Gorky Street two blocks straight ahead and you will see the Kremlin Stars.
- Thank you very much. Is there a bus?
- No, there isn`t. There is a trolley-bus. The stop is over there.
- Well, I see a crowd of people there...
- At rush hours the trolley-busses are overcrowded. I advise you to walk. It`ll take you a quarter of an hour.
- Thank you very much. I`ll follow your advice. On my way back I`ll take a trolley-bus.
- Good idea. Excuse my curiosity, where are you staying?
- At the Minsk Hotel. Does any trolley-bus go there?
- Of course, It will take you not more than ten minutes to get to the Minsk Hotel by trolley-bus.
- You have been most helpful. Thank you.
- Don`t mention it. Have a good time!
- Good luck!

3)

- Excuse me, is it the right way to the British Museum?
- Certainly. Is it your first visit to London?
- Yes, it is. I want to see the most famous sights. I`ve already been to the Tower, Parliament Houses and the National Gallery.
- What do you think of London?
- It`s a wonderful city.
- I`m glad you like it. London is m native city.
- Thank you for being so kind.
- Have a good time.

### 6. Match the signs:

Be Tidy (Keep clean) – Соблюдайте чистоту, Beware – Осторожно, Caution: Automobile (Traffic) – Берегись автомобиля, Crossing – Переход, Danger- Опасно, Don`t Walk – Стойте (на перекрёстке), For Litter – для мусора, Information – справочное, Keep Left/ Right – Держитесь левой/ правой стороны. Keep Off the Grass – По траве не ходить, No Admittance (No Entry) –Вход запрещён, No Crossing – переход запрещён, No Parking – стоянка запрещена, No Passage – Проход запрещён, Out of Order – Не работает, Private Property – Частная собственность, Slow Down – Тише ход, U (Underground) – Метро, Walk – Идите (на перекрёстке), Wet Floor – Скользко (скользкий пол), Wet Paint – Покрашено.

### 7. Introducing Britain

You arrive at an airport in Britain.

The first thing you see are the similarities. A lot of things look the same here as at home. You could be anywhere in Europe.

The shops are an international mixture. The people don`t look any different. The clothes are the same. The hair is the same. People do the same things. The British can be polite and friendly...but not always.

When you leave the airport, you will see that everyone drives on the left. Be careful when you cross the road!

One of the differences you`ll see is the style of the houses. Each house generally has just a ground floor and a first floor and is surrounded by a small garden. Looking after the garden is one of the main British pastimes. In suburbs there are not many blocks of flats. Everything looks neat and tidy.

Big city centres are different, things are not always pretty. Life is faster, harder, noisier. Cars, lorries, buses and taxis dominate city

life. Many British cities have changed to make things better for the car, but to make things worse of the people.

British food can be different too. You will enjoy some of the food, it`s quite delicious. Roast beef and Yorkshire pudding. But other kinds of British food are not quite as delicious. Chips, sausage and beans. Perhaps not for the visitor.

And there`s tea and coffee! Tea and coffee with everything!

It`s your first evening in Britain. You can go out to a pub, if you want. There are many different kinds of pub. Some nice, some not so nice. Chose a nice one. But don`t stay too late. You must be tired. It`s the end of your first day in Britain.

### **8. Act the dialogue:**

- That`s a map of London, isn`t it?
- Yes, it is. This is St James`s Park and this is Buckingham Palace.
- Where are the Houses of Parliament?
- Here. Next to Big Ben.
- And where is Westminster Abbey?
- It`s just next to the Houses of Parliament. Do you know where the Tower of London is?
- No, I don`t know, where it is.
- It`s on the Thames...here.
- Who`s that?
- That`s a Horse Guard. And do you know where this is?
- Yes it`s Piccadilly Circus.
- Shall we go to London next week?
- Yes, that`s a good idea.

**What sights of London are mentioned in this dialogue?  
What do you know about them?**

### **9.**

#### **Life in London**

When we talk about London, we think of the Houses of Parliament and Big Ben. We think of Buckingham Palace, the home of the Royal family, the Horse Guards, the red London bus, Piccadilly, Nelson`s Column and Trafalgar Square.

Then we think of the wonderful shops and stores. Oxford Street, Harrods...London is a place where you can buy things you never see at home.

Then there is the City, the financial heart of Europe. The Stock

Exchange and the Bank of England. There are banks everywhere. Small banks, big banks, old banks, new banks. British banks, Chinese, American, Indian banks. One expression that describes the City perfectly is "Money makes the world go round".

London is a great centre for the tourist. You can feed the pigeons in Trafalgar Square. Or go for a boat trip down the River Thames. Or you can sit near the statue of Eros in Piccadilly.

And then when you fill a little hungry you can find restaurants from every country in the world. Chinese restaurants, Greek restaurants, Indian, Italian and Spanish... everything except an English restaurant.

There is one thing, however, that is very English. In the Albert Hall every year you will hear thousands of young people singing "Land of Hope and Glory, Mother of the Free". For many English people Britain is still called Great Britain.

### **10. An ancient town**

Many visitors to Britain do not go outside London. But for those who explore the country it is quite easy to move around. An excellent network of free motorways links all the parts of the country.

For those who prefer rail travel, a variety of tickets is available: from a single one-way ticket to a ticket allowing unlimited travel on trains for one week or more.

When you know how you will travel, you can choose the kind of accommodation that suits your budget.

There are excellent hotels in every city, but these can be expensive.

Guests Houses and "Bed and Breakfast" accommodation is cheaper and a very pleasant way to spend a holiday. You can ask at the Tourist Office for information about a good "Bed and Breakfast".

One city which tourists like to visit is Bath.

Bath lies on seven hills. In the eighteenth century magnificent streets and crescents were built for the visitors who came to the city to enjoy the medicinal qualities of the spa. Fine Georgian architecture on such a scale makes Bath unique in England.

Bath first became important as Roman city. The hot water of the Roman Bath was as popular then as it is today.

Tourists to the city will find many other pleasant things to do. A boat trip on the River Avon will give you time to admire one of England's most beautiful and elegant cities.

### **11. Act the dialogue:**

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- I say, Mike, what are your plans for today?
- Nothing special. Why?
- I want you to show me round. You have been living in New York for almost eight years, so you know better what is worth seeing.
- All right. You`ll come for a ride with me and I`ll show you some of the sights.
- It will be very kind of you.
- So we can start from Washington Square and go along Fifth Avenue. We shall pass Greenwich Village and Union Square.
- The only thing I know is that Fifth Avenue is the place where very rich people live.
- That`s right. Do you know what Times Square is famous for?
- No Idea.
- It`s famous for its theatres and movies. If you are interested in skyscrapers you should pay attention to the Empire State Building though it is not the tallest building any longer.
- There must be your famous Central park nearby.
- Yes, it is a pleasure ground and besides there are a number of museums there.
- We`ll go to the museums tomorrow. Agreed?
- Sure, now I want you to see Park Avenue which is a fashionable residential section of the city. It`s on the opposite side of Central Park from Broadway.
- I hear the Erick Museum and the famous Metropolitan Museum are there.
- That`s right. Do you want to watch a game of baseball?
- Yes, I do.
- In that case I`ll take you to the Stadium. Tomorrow I`ll show you some other sights: Rockefeller Center Radio City, George Washington Bridge and Bronx Zoological Gardens.
- I`m looking forward to visiting those places.

**12. Act the dialogue. A boat trip**

- The boat sails in fifteen minutes.
- Let`s hurry and find good seats. The boat is filling up very rapidly.
- What is the seating capacity of the boat?
- It accommodates 100 passengers.
- Do you think there will be so many people on the boat today?
- Yes, these boats are often filled to capacity on a nice day such as this.
- The weather turned out so beautiful. Where shall we sit?
- I suggest we go on the upper deck. We will have more fun there.

## Иностранный язык в профессиональной сфере (английский)

- If it gets cold, we can go downstairs. Let`s take these seats before somebody else does.
- No sooner said than done. Here we are seated comfortably. The breeze is wonderful. The trip takes three hours.
- Where are we going?
- To Greenwich. We arrive at one o`clock.
- At what time does the boat leave Greenwich on the return trip?
- At half past four. That gives us a half hours to spend there.
- Does the boat go back the same day?
- Yes, it does. We should arrive back at Westminster about eight o`clock.
- We never go to bed before eleven o`clock, so it won`t be too late for us.
- There goes the whistle. We are off on a pleasant trip.
- The trip is delightful. I am sorry. I didn`t know of the trip yesterday. Otherwise, I would have prepared some delicious sandwiches to take along.
- It doesn`t matter. The food served on the boat is wholesome and the prices are reasonable.
- Really? What a pleasant surprise!

### **Rostov-on-Don**

I`d like to tell you about an excellent region for tourists about Rostov region.

Rostov region has interesting and great history. It`s territory is 100,8 thousand sq. km. On this territory there is enough space for such countries as Belgium, Switzerland and Denmark taken together.

The population of the region is more than 4 million people. Mild and warm climate, fertile soil, splendid nature, Azov and Tsimlyansk seas, rivers and lakes, substantial reserves of subterranean mineral waters, therapeutic mud and lavish gifts of the Don land make up excellent conditions for rest.

The capital of the Rostov region, Rostov-on-Don is a large industrial and cultural center of the south of Russia, with the population more than 1 million people. There are more than 30 institutions of higher education, more than 20 temples, 6 theatres, 7 museums, hippodrome, more than, 50 restaurants, 10 casinos, discos and night-clubs.

The Rostovites love their city and receive their guests cordially with hot domestic bread, Don wines well known the world over, as well as with Cossacks fish-soup and songs.



## Иностранный язык в профессиональной сфере (английский)

Rostov-on Don is situated on the right bank of the river Don, on the border line between Europe and Asia. So you can move from one continent to the other simply crossing the bridge over the Don.

The city was founded on the 15-th of December 1749 when a custom-house on the Temernik river was set up. According to a legend, Tsar Peter the First tried the water from a spring when he stopped on the right bank of the river Don on his way to Azov. He was so pleased with the taste of water that he called the spring "Bogaty istochnik" – Rich spring. The water is being bottled now and sold all over the country.

But only years later, after the death of Tsar Peter I, under the rule of Katherine II a fortress was built here. The main purpose of the fortress was to support the customs effectively operating in this trade and transport active region, to defend the Southern borders of Russia against the numerous enemies. The fortress was named after Dmitry Rostovsky, the Archbishop of Rostov the Great. The town grew later on, round the walls of the fortress and it was called "Rostov, which lies on the river Don". Being the largest fortress in the South of Russia the town has always played a significant role in its policy and economy.

After the construction of the Volga-Don Shipping Canal in 1952 Rostov became a port of five seas: the Black Sea, the Azov Sea, the Caspian Sea, the White Sea, and the Baltic Sea. Modern river-to-sea-going vessels and imposingly looking ships make regular voyages from Rostov to the central part of Russia and to many Mediterranean ports.

Rostov is a large railway junction. Rostov is called "The Gates to the Caucasus". The modern airport enables the passengers to reach almost all the cities of Russia and a number of foreign countries in the shortest period of time.

When you enter the city from the side of the river you can see a high building which is decorated with the inscription "Rostov-on-Don" and two orders on its top. (Rostov was awarded with the order of Lenin in 1970 for a great success in the development of agricultural machine-building. In 1982 it got the order of the Patriotic War – for courage of the citizens during the war years.)

The centre of Rostov is, where most business occurs, is easily learned. The main street, Bolshaya Sadovaya, runs parallel to the River Don and is crowded with stores, shops, restaurants and cafes. New retail stores are opening faster than one can keep track of. Nike, Addidas, Levis, Barbie, Lego, Reebok, Sony, Phillips and Global USA are just some of the stores you`ll recognize as you walk the streets of

Rostov. Bolshaya Sadovaya leads to Theatre Square, where demonstrations and festivals take place on holidays. The Maxim Gorki Drama Theatre, a building of unique design, shaped to resemble tractor, was erected on this square in 1936. Destroyed during the war, the theatre took a very long time to restore. It was reopened in March 1963. Besides the Drama Theatre, guests of Rostov may visit the Musical Comedy Theatre, the Philharmonic Society, the Theatre of Young Spectators, the Puppet Show Theatre and the Circus. The city`s museums display interesting exhibits and collections. The Museum of Fine Arts on Pushkinskaya Street has oil paintings by the well-known battle painter, Vereshchagin, and pictures by Aivazovsky, Shishkin, Levitan, Perov, Repin and others. It is open to all who wish to get acquainted with these Russian masters. The Museum of Local Lore offers tourists many interesting exhibits which reveal the history of the freedom-loving Cossacks. The exhibition of "Rare Findings" with Scythian and Sarmarian gold is of particular interest for visitors.

Rostov is a beautiful and lovely city. The Rostovites are fond of their famous Quiet Don. The Nobel Laureates Mikhail Sholokhov (from Veshenskaya) whose novel Quiet Flows the Don is still a local favourite and Alexander Solzhenitsyn, who studied mathematics at Rostov State University both called Rostov home. Anton Chekhov was raised and educated in nearby Taganrog, where several museums commemorate this favourite son.

More than 20 different nationalities live and work together in Rostov giving it the atmosphere of tolerance and friendship.

Rostov has, at various times, earned nicknames such as "The Chicago of Russia" because of its rapid growth, "The Liverpool of Russia" because of its extensive port activities and "the Third Russian Metropolis" after Moscow and St. Petersburg.

### **Vocabulary**

Sightseeing – осмотр достопримечательностей,  
 be faced with a dilemma – сталкиваться с дилеммой,  
 make the best use of smth. – использовать ч-л. наилучшим образом,  
 places of interest to be visited – достопримечательности, которые следует посмотреть,  
 to be keen on – любить, интересоваться,  
 display – экспозиция,  
 exhibition – выставка,  
 the receiving party – принимающая сторона,  
 entertaining – развлекательный,

## Иностранный язык в профессиональной сфере (английский)

arrange – устраивать,  
to be proud of – гордиться ч-л.,  
architectural masterpieces – архитектур-ные шедевры,  
attraction – место, привлекающее посе-тителей,  
to take smb. for a ride – прокатить кого-л. по городу,  
approach – приближаться,  
gain in popularity –приобретать попу-лярность,  
carry out an extensive housing pro-gramme – выполнять ши-рокую про-грамму жилищного строительства,  
retail shop – магазин розничной торгов-ли,  
clothing factory – фабрика по пошиву одежды,  
traffic jam – транспортная пробка,  
get in – садиться в машину,  
have at one`s disposal – иметь в ч-лю распоряжении,  
take snaps –фотографировать,  
memorial – мемориал,  
in memory of – в память о,  
lose one`s life – отдать жизнь,

eternal flame – вечный огонь,  
catch a glimpse of – увидеть мельком,  
anniversary – годовщина,  
coincidence – совпадение,  
rush hours – час пик,  
on one`s way back – на обратном пути,  
similarity – сходство,  
suburbs – окраины,  
magnificent – великолепный,  
crescent –полумесяц (стоящий полукру-гом),  
to show smb. round – показать город,  
to be famous for – быть знаменитым,  
fashionable - модный,  
to keep smb. company – составить к-л. компанию,  
to pay attention to – обращать внимание на ч-л.,  
to hurry - спешить,  
rapidly - быстро,  
to accommodate - вмещать,  
the upper (lower) deck – верхняя (нижняя) палуба,  
downstairs - внизу,  
No sooner said than done. – Сказано - сделано,  
breeze – лёгкий ветер,  
to whistle - свистеть,

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wholesome – здоровый, целебный,  
 reasonable – умеренный,  
 gas station – заправочная станция,  
 fertile - плодородный,  
 substantial reserves of subterranean min-eral waters  
 существенные запасы под-земных минеральных вод,  
 therapeutic mud –лечебная грязь,  
 lavish – обильный, щедрый,  
 cordially - сердечно,  
 vessel - судно,  
 imposingly looking - внушительный, импозантный,  
 junction – соединение.

## UNIT IX. RESTAURANT

In the restaurant as well as in the kitchen, there are also different kinds of jobs. The person who seats the guests is called maitre d`hotel or a hostess, if a woman. In restaurants with a very formal style of service, the maitre d`hotel also takes the guest`s orders. The meals are served by waiters or waitresses. In less formal restaurants, the waiter and waitress take orders and serve the meals. Most restaurants also employ busboys, who pour water, clear and set tables, and perform other similar chores. In some restaurants, however, the waiters and waitresses carry out these tasks. In an elaborate restaurant, there is often an employee called the wine steward, or sommelier, who takes orders for wine and sometimes for other alcoholic drinks. Finally, there are cashiers who receive payment or signed bills from the guest.

In addition to the restaurant, most hotels also have a bar or cocktail lounge where drinks are served. Bartenders work behind the bar. They mix drinks and serve them to the customers at the bar. Additional waiters and waitresses are needed to serve customers who are seated at the tables. The bartenders usually act as cashiers in addition to their duties. The bar or cocktail lounge may also offer food service, although it is usually simpler than the food served in the hotel dining room. Fast food, such as sandwiches or hamburgers, is customary.

One food and beverage facility that is often not connected with the main hotel kitchen is the snack bar. The snack bar provides fast-order food and drink service to guests who are using the hotel`s swimming pool or some other recreational facility. Snack bars are a prominent feature of a resort hotel.

Answer the questions

What are the jobs in the restaurant?

What does the maitre`d hotel do?

What are the duties of the waiter?

Who helps the waiters to clear and set tables?

Does the sommelier take orders for spirits?

Who acts as a cashier in the bar?

What food is served in a cocktail lounge?

Is the snack bar located by the swimming pool?

What is a prominent feature of a resort hotel?

### Act the dialogue

- Well, Martin, we have walked so much this morning that I`m very tired and hungry. Aren`t you hungry?

- Yes, indeed. Walter, I think our long walk has given us a good appe-tite.

- I suggest we go to this restaurant. A friend of mine recommended it to me the other day.

- The place looks nice and clean. I am sure we will enjoy our meal here.

- Let`s have chicken soup with rice. Shall we?

- All right, a plate of hot soup will do me good. I feel a little chilly just now.

- Please pass the salt, Martin. Here comes the waiter again.

What shall we order next?

- I`ll have veal chops with French fried potatoes. I haven`t eaten chops for a long time.

- I`ll follow suit. What shall we take for dessert?

- It`s up to you.

- I suggest black coffee and cognac. That will be all.

- I hope we won`t have to wait very long. I have an appointment with my doctor at half past one.

- That reminds me. I must call up Dr. Frank, my dentist. One of my teeth has been bothering me lately.

- Look! The waiter is coming with our order. Our veal chops look ap-petizing. Whyat time is it now, please?

- My watch is a little fast, it is two o`clock.

- I must hurry then. I hate being late for an appointment.

Excuse my haste. It was a pleasure to spend so much time with you.

- The pleasure is all mine. May I call to see you at your

home next Sunday afternoon?

- Certainly, my family will be glad to see you.
- Till Sunday then.

Good-Bye.

Tea break during the talks

- Tea or coffee, sir?
- Tea for me, thank you.
- How do you like it?
- Strong with two spoonfuls of sugar, please.

- Would you care for a cup of tea now?
- I`d rather have a cup of coffee.
- How do you like it?
- Black and no sugar, please.
- And I`ll have a coffee with cream and a biscuit.

- It`s Swedish Board here. Let`s help ourselves. These lamb chops look de-licious, don`t they?

- I`ll have roast beef with fried potatoes and peas. It looks wonderful.

- I`d recommend you to try this meat. It`s cooked with mushrooms and is very hot.

- I`ll take one helping, I`m not very keen on spicy food. It makes me ill sometimes.

- Help yourselves to more vegetables, gentlemen. We`ve got a wide choice. Pickled cucumbers, tomatoes, fresh lettuce...

- \*\*\*\*\*

- We`ve done a good job. Let`s have a break for a while.

- I wouldn`t say "no" to that, it`s lunch time.

- We can get something from those vending machines.

Shall I get you a drink or maybe soup?

- I`ll have a coke, please.

- Fine. I`ll go and get some sandwiches and a couple of cokes for us.

- It`s a nice place, looks very oriental.

- Yes, a bit crowded, though. But we have a table reserved for us.

- Service here is very quick and the food is not bad.

- Good. It`s very comfortable.

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- Good afternoon, gentlemen. Here is the menu. Would you like table d`hote or a la carte?
- We`ll have it a la carte. What will you have, Mr. Brown?
- I`ll have a mutton chop with fried potatoes and cauliflower.
- I`ll begin with a grilled sole. What shall we have to follow?
- You know what I`d like? Something typically local.
- Then what about prawn curry? It`s worth trying.
- No, sorry. I can`t eat shellfish. It makes me ill. I think I`d rather have the chicken pie.
- Good and I`ll take a veal cutlet and peas.
- What will you have for dessert?
- Coffee and liqueur, please.
- How do you like it? Black or white?
- Black, please, no sugar.
- We are in a bit of a hurry. Could we have our bill now?
- Yes, sir. I`ll bring it immediately.
- Good.

In the restaurant

- Aren`t you hungry?
- Oh, yes, we are.
- And I`m awfully thirsty.
- Would you like a glass of orange juice?
- Thanks, I`d love one. I like orange juice very much.
- And I prefer apple juice.
- All juices are good for health: tomato, apple, apricot and, of course, pine apple juice.
- I like pine apples best of all.
- What shall we have?
- The three-course meal, I suppose.
- A la carte? Table d`hote?
- Well, you choose.
- Let`s start with salad, then chicken soup, fish and chips.
- I think, I`ll have green peas, fruit and a cup of tea without sugar.
- Are you on a slimming diet?
- Yes, I am.
- What does your diet allow you?
- Well, a little boiled meat or fish, a few hard-boiled eggs, some cheese or milk, a lot of vegetables: lettuce, cabbage, tomatoes,

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cucumbers, onions, very few potatoes, a lot of fruit. No cakes, no ice-cream, no chocolate and very little salt. I have to be on a diet. I don't live to eat but I eat to live.

- Tastes differ. I must confess I like good food. My motto is: "Eat at pleasure, drink with measure and enjoy life as it is".

### Vocabulary

formal – официальный,  
to employ – нанимать,  
busboy – помощник официанта,  
to pour – наливать,  
to perform, to carry out – выполнять,  
similar – похожий,  
chore – подсобная работа,  
elaborate – изысканный,  
to sign – подписывать,  
to connect with – соединять с,  
recreational facility – услуга для отдыха и развлечений, рекреационная услуга,  
prominent – известный,  
feature – черта, особенность,  
to be hungry – быть голодным,  
meal – еда,  
chicken soup – суп из курицы,  
rice – рис,  
pass the salt – передайте соль,  
veal chops – телячьи отбивные,  
to follow suit – последовать примеру,  
to remind – напоминать,  
to bother – беспокоить.

## UNIT X. METHODS OF PAYMENT

### 1. Read the text

Everywhere in the world – in shops, ticket offices, petrol stations, restaurants, hotels, travel agencies you are asked: "How are you paying? Cash or charge?" customers nowadays prefer charge sales. Credit cards, charge cards, bank multifunction cards, smart cards, electronic payments are on rise. All sales outlets have signs of



cards they honour on the entrance door or on the counter.

Less than 10 per cent of all hotel bills in the USA are paid in cash nowa-days.

Visa is the world market leader among credit cards. Then come Master Card and Access. American Express and Dinners Club are not credit cards. They are charge cards. They have fewer members because they have a more elite image.

With credit cards at the end of each month you don`t have to pay your bills in full, but in this case you will have to pay an interest rate on your debt. With charge cards you have to pay in full but you don`t have to pay any interest rate.

The newest electronic method of payment is the Electronic Funds Transfer System. Payment there takes place when you insert your credit or bank card in a terminal connected with a bank computer and type your PIN-code which vali-dates the transfer. PIN is Personal Identification Number. This system has al-ready replaced a lot of banking papers and cheques.

Smart cards differ from other plastic cards. In smart cards the information is contained in a microchip, while in other cards it is contained in a magnetic stripe. It is not required to use a PIN-code for on-line identification, the transac-tion costs are reduced.

Bank multifunction card is a card issued by the bank which authorizes the customer to withdraw cash, to pay at a travel agency, a petrol station, a store, a restaurant, a hotel... to use it for different functions. The money will be just transferred from your bank account to the account of the payee. These cards are known as "Switch", "Connect", "Delta".

## 2. Read the text

Most banks in the USA open at 9:00 or 10:00 and close between 3:00 and 5:00. Some banks have longer hours in order to attract customers. There are three possibilities to carry money safety – personal checks from your country, credit cards and travelers checks.

Some American banks accept foreign checks such as Euro-cheques.

Travelers checks should be in dollars. You can use them in restaurants, stores – without having to go to a bank. Americans would say the best way to carry money is to have major credit card like Visa or Master Card.

When you pay for something with your credit card, the salesperson will take your card and fill out a form using a computer or machine. He or she will ask you to sign the form and then give you a

copy. The credit company sends you a bill once a month that shows the purchases you made and any balance left to pay from the month before.

### 3. Act the dialogue:

This man has lost his travelers checks.

Joyce: Did you get your checks replaced?

Paul: Yes, but it was complicated. The woman asked me how much I'd lost and what the check numbers were. Thank God I had written them down.

J.: Well, that doesn't sound bad.

P.: But it's not the whole story. She wanted to look at my ID. Then she gave me a `file number`. Then I had to fill out the form with all that information, after that I got my checks.

J.: Well at least it didn't cost you anything.

P.: Yes, you are right, and if I hadn't had the numbers, it could have been a lot more complicated.

### 4.

Selling and buying foreign currency for local currency is usually carried out in our country at bureaux de change or simply currency exchange.

The exchange rates for various currencies are determined by market forces and they change every day. The exchange rates for currencies sold and bought in exchange offices, over the bank counters or travel agents, are only valid regionally. For amount in excess of a certain sum sometimes special exchange rate is set.

### Act the dialogue:

Changing money over the counter

Customer: Could you change dollars into Russian rubles?

Cashier: Certainly, sir. I'll just check the exchange rates. How much would you like to change?

Customer: One thousand dollars. And what is the rate of exchange today?

Cashier: One dollar to thirty rubles.

Customer: And what rate can you offer for two thousand dollars?

Cashier: One dollar to thirty two rubles.

Customer: Oh, the difference is not very big. Change one thousand, please. Here is the money.

Cashier: Thank you. May I have your passport for a moment, please? We are always to write down the number of the customer's

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passport if we change one thousand dollars or more.

Customer: Here it is. No problem.

Cashier: Here is your passport. How would you like the money, sir?

Customer: Oh, give it to me in hundred roble notes, please.

Cashier: Good. One hundred, two hundred....

Customer: Thank you. Good Bye.

Cashier: Good luck.

### Vocabulary

Currency – валюта,  
 complicated – очень сложный,  
 ID (Identification Documents) – удосто-верение,  
 replace – заменить,  
 file number – регистрационный номер,  
 over the counter – через стойку,  
 to carry out – осуществлять,  
 exchange rate – курс обмена,  
 to determine – определять,  
 valid – действительный,  
 amount (sum) – сумма,  
 excess – превышение,  
 to set – устанавливать,  
 to authorize – разрешать, уполномо-чить,  
 bank multifunction card – банковская многофункциональная  
 карточка,  
 charge – оплата в кредит,  
 to charge – начислять,  
 charge card – расчётная карточка,  
 to contain – содержать,  
 credit card – кредитная карточка,  
 debt – долг,  
 Electronic Funds Transfer System – си-стема электронных де-  
 нежных перево-дов,  
 to honour – признавать,  
 принимать к оплате,  
 to insert – вставлять,  
 interest rate – процентная ставка,  
 payee – получатель платежа,  
 PIN-code – личный код,  
 to reduce – сокращать,

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transaction – финансовая операция, сделка,  
 to transfer – переводить деньги,  
 to withdraw (withdrew, withdrawn) – снимать (со счёта),  
 to be on rise – быть на подъёме,  
 sales outlet – точка розничной торговли,  
 on-line identification – оперативная идентификация,  
 bank account – банковский счёт.

## UNIT XI. TELEPHONE INSTRUCTIONS

When you make a call:

- First check the code (if any) and number.
- Lift the receiver and listen for dialing tone (a continuous purring).
- Dial carefully and allow the dial to return freely.
- Then wait for another tone:

Ringing tone (burr-burr) the number is being called. The line is free.

Engaged tone (a repeated single note) try again a few minutes later. Number unobtainable tone (steady note) replace the receiver, recheck the code and number, and then redial.

- At the end of the call, replace the receiver securely.

When you answer the telephone:

- Always give your name or the name of the office or your telephone number.
- If you hear a series of rapid pips, the call is coming from a coin-box telephone. Wait until the pips stop and then give your name or telephone number.

When you make a call from an extension phone:

- Wait for the switchboard operator to say: "Number, please", or "Switchboard operator".
- Give the Number of the person you are calling.

The operator will either repeat your number to make sure she got it right, or just say: "Thank you" and try to put you through.

- Wait until your call is answered.

***These are the most common words used when spelling names on the phone:***

A – apple	H – Harry	O – orange	V – Victor
B – Ben	I – India	P – Peter	W – warm
C – Charly	J – Jane	Q – Queen	X – x-ray
D – Donald	K – Kate	R – Roger	Z – zebra

E – England

L – London

S – sugar

F – Freddy

M – mother

T – Tommy

G – George

N – Nickolas

U – Uncle

### Making hotel reservations

Rostov Hotel. May I help you?

- I`d like to make a reservation, please.
- Just a moment. I`ll put you through to the reservation desk (department).
- Reservations. How can I help you?
- I`d like to make a reservation for six nights next week for Mr Brown of Britain Electronics, please.
- Certainly. What days will he be staying?
- He`ll be arriving next Thursday and leaving Wednesday.
- And what kind of room would you like to book?
- I`d like a single room with bath, please.
- A single with bath...yes, that`s no problem. Could I have the name again, please?
- Yes, it`s for Mr Brown of Britain Electronics.
- That`s fine. We`ll be expecting Mr Brown on Tuesday.

*Make phone calls using these phrases:*

1. This is John Smith calling.
2. Who is calling?
3. Just a moment. He is talking on the other line.
4. I`ll tell her you are on the line. Can you call back in 10 minutes?
5. Give me your number and I`ll get him to call you back.
6. I`ll see if he can come to the phone.
7. He can`t take any calls right now. Do you want to leave a message?
8. Sorry you have a wrong number.
9. Sorry she is not in right now.
10. Please tell her that Mr Ivanov phoned.
11. Can you ask her to call me on o281 565 7890.

### Vocabulary

To call/phone/ring up – звонить,

trunk / long-distance call – междугород-ний звонок,

to dial – набирать номер,

dial – диск,

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press-button phone – кнопочный теле-фон,  
digit – цифра,  
directory / yellow pages / phone book – телефонный справочник,  
extention – добавочный номер,  
tone – сигнал,  
switchboard operator – оператор теле-фонного узла,  
IDD, international direct dialing – меж-дународная прямая связь,  
answering machine – автоответчик,  
radiophone – радиотелефон,  
cellphone / cellular telephone – сотовый телефон,  
mobile phone – мобильный телефон,  
pager / beeper – пейджер,  
handset /receiver – телефонная трубка,  
to contact someone / to get in touch by phone – связаться с кем-либо по теле-фону,  
to get hold of someone – застать кого-либо,  
to answer the phone – ответить по теле-фону,  
to call someone back – перезвонить,  
to pick up the receiver – снимать трубку,  
to hang up – положить трубку,  
to take a message – принять сообщение,  
to leave a message – оставить сообщение,  
the line is busy(US), engaged(GB) – ли-ния занята,  
to put through – соединять,  
to be through – быть соединённым,  
to get a wrong number – не туда попасть,  
to get/be cut off / disconnected – нас разъединили,  
out of order – неисправный,  
to hold the line – не вешать трубку,  
a reversed-charges call (GB), collect call (US) – звонок с оплатой получателем.

## UNIT XII. BUSINESS WRITING

### I. Read the text:

The right message at the right time and place is a success. The principles of good correspondence are writing often and respond quickly. The keys to letter writing art still exist. If you wish to follow them, you will see the improvement in your very next letter.

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1. Begin from the end. Decide what you would like to happen as a result of your letter. Want money? To sell something? A promotion? Summarize your letter in a sentence. The best letters have a strong sense of purpose.
2. Put yourself in your reader`s place. Therefore be friendly and nice. Never write in anger. Your anger will evaporate: your letter will remain. Find ways to turn negative statements into positive ones.
3. Write plainly. Keep your sentences short – one idea in each. Any sentence longer than two typed lines is automatically suspect. Try to write the way you talk.
4. Decide what information is important and what is irrelevant. Chop out the whole paragraphs if they do not contribute. In particular, pay attention on adjectives as Voltaire wrote "The adjectives is the enemy of the noun".
5. Use active verbs. The passive voice sounds rather wimpy. Whenever you can, use pronouns I, we and you addressing your reader by name "Dear Ms White."
6. Check your grammar, spelling, punctuation, and style. Set up a clean, logical format for your letter. Read the text aloud to yourself, or better, to someone else and ask him or her to look critically at your draft.
7. End the letter with an action step. The last sentence of your letter should suggest the reader`s or your own next move like "if "you have any problems, please do not hesitate to call us at..."".

**II. Read the text:**

Business letters are usually written on printed company – forms (letter paper). The letterhead (the heading) gives the name of the company, the postal and telegraphic addresses, the telephone number(s), the numbers of the telex(es), and telefaxes.

The name and address of the company written to are usually typed on the left-hand side.

The number of the street in the address always precedes the name of the street (9, High Street).

The date is typed on the right hand side (in England: 2<sup>nd</sup> April 2004 or 2 April 2004; in America: April 2, 2004). The name of the month may be abbreviated: January to Jan, February to Feb...If the date is written in figures, it will look as follows: month/ date/year, e.g. 04/02/2004.

Below the address a double space is left, and the words "dear Sirs," are typed on the left hand side. In the USA the most common

salutation is "Gentlemen". When we write to a man, we write: Mr P. Watkins or P. Watkins. When we write to a woman, we write Miss J. Harris, if the woman is not married, Mrs S. Jankins, if the woman is married. Ms A. Lewis either for married or unmarried woman. When we write to a man and his wife, we write: Mr and Mrs J.Lewis. If we don't know the name of the person we are writing to, we can write: The Personal Manager, Reservations Manager.

The Complimentary Closing is typed above the name of the firm sending the letter, then a space is left for the signature. If the salutation is "Dear Sirs" or "Dear Sir" the complimentary close will read "Yours faithfully" or "Yours truly". If the correspondent is addressed by his or her name "Dear Mr. Brown", "Dear Miss Red", the complimentary close will take the form "Yours sincerely".

The letter should always be signed by hand, and in ink. A secretary who signs a letter for her boss might write "p.p. David Johns" after her name.

If there are enclosures, the word "...Encl." Is typed at the bottom left – hand corner, with a brief description of the enclosure (...Encl: Catalogue)

### **III. The Inquiry and the Reply from the Hotel International**

17 Lime Avenue,  
York, YO2 1PB  
ENGLAND  
29<sup>th</sup> January, 2004

The manager,  
Hotel International,  
Amager Boulevard 162  
DK-2300 Copenhagen 5,  
Denmark

Dear Sir,

My family and I stayed at your hotel when we visited Copenhagen last year. We are now planning a second visit during May this year and hope it'll be possible to stay at International again. We require two twin-bedded rooms with baths for six nights from 7<sup>th</sup> May. We'd like rooms with a view over park again, if possible. Please let me know if a deposit is required.

Yours faithfully,



Иностранный язык в профессиональной сфере (английский)

Peter Johnson.

Amager Boulevard 162 DK 2300 Copenhagen 5 Denmark  
Tel. 01-107092  
Fax 01-107128  
Mr. Peter Johnson  
17 Lime Avenue,  
York  
YO2 1PB  
ENGLAND  
7<sup>th</sup> February 2004

Dear Mr. Johnson,

Thank you for your letter of 29 January 2004.

We have much pleasure in confirming your booking of two twin-bedded rooms with bath from 7<sup>th</sup> May – 18<sup>th</sup> May 2004, inclusive. Your rooms have view over the park.

A deposit is not required.

We look forward to your visit.

Yours sincerely,

Mr. Madison - Advance Reservations

**IV. Find the inquiry and reply letters. Write your own letters:**

**1.**

Dear Sir,

The Chairman and the Managing Director of this company will be visiting...(name of the city) in September, for the World Trade Fair, and will require a suite with two bedrooms. A single room, on the same floor if possible, will also be needed for their secretary.

Please let me know whether we can receive this accommodation from 10<sup>th</sup> to the 15<sup>th</sup> September inclusive. I shall be glad to have a reply by fax, with details of your charges.

Yours faithfully,

**2.**

Dear Sir,

A suite on the first floor has been booked for your Chairman and Managing Director, as you request, with nearby single room for their secretary, as from September 10<sup>th</sup>.

I am grateful for this early notice, as bookings are very heavy now for September on account of the World Trade Fair to be held

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here.

Yours sincerely,

**3.**

Dear Sir,

Thank you for your letter of 20<sup>th</sup> April. I have reserved the accommodation for your directors Mr. ...and Mr. ...: 2 single rooms, each with a private bathroom, from May 3<sup>rd</sup>, as requested. I enclose a brochure for your further information.

Yours faithfully,

**4.**

Dear Sir,

We are now planning our tours for next year and we shall be glad to know whether you will advise us of your charges.

Our parties will consist of approximately 20 passengers, and we shall be glad to receive the above information as soon as possible.

With your reply please let us also have some copies of your latest hotel brochures.

Yours faithfully,

**5.**

Dear Sir,

My company is planning to run a series of coach tours through several European countries next summer, and your district will be a section of the route.

It is proposed to operate from 1<sup>st</sup> June until the end of September, with one party of 32 persons each week. The coach would arrive at about 3 p.m. on Saturday and leave again at 9 a.m. on Tuesday.

Accommodation required would be 15 rooms with twin-beds, and two single rooms, with breakfast and evening dinner but without lunch, as the guests would be out on tour by day. Parking facilities would be needed at the Hotel for the coach.

If you are interested in this class of booking please quote us approximate inclusive terms for 32 persons for the period named.

Yours faithfully,

**V. Make use of the following to write a letter:**

1. This is to confirm that we have booked a double room for you as from the 1<sup>st</sup> of August, for two weeks.
2. I thank you for your letter and confirm the booking made by you for 7 days from the 2<sup>nd</sup> of July.
3. We have received your letter of 1<sup>st</sup> June but deeply regret we are not able to supply the accommodation you require.
4. We enclose our Tariff Card for your information.

5. We thank you for your letter and have pleasure in reserving accommodation as required.
6. We very much regret that all the rooms in this hotel are already booked, but we have reserved 3 rooms for you in one of other hotels; we enclose a brochure giving you particulars.
7. We are very pleased to know that you can accommodate four of the groups for the next season, and shall be glad if you make the necessary reservations.
8. We regret that you are unable to accommodate the later parties but if it becomes possible for you to do so we shall be grateful if you advise us.
9. Would you please let us know whether your hotel can accommodate 36 people, mainly in double or twin-bed rooms, for 3 days at the beginning of each fortnightly period from the end of May to the end of September. The terms must include full pension.
10. Please accept the booking for the following party: 36 persons in 17 twin-bed rooms and 2 single rooms, from 3<sup>rd</sup> to 16<sup>th</sup> July...
11. We understand you are agent for Continental Tours Ltd., and we shall be pleased to hear details of hotel accommodation required.
12. We enclose our tariff of group rates, with and without bath, meals. Taxes and service charges.
13. Enclosed please find our latest price-list.
14. Sorry for the delay in answering your letter.
15. Thank you for your inquiry.
16. Would you kindly advise us of your terms of payment.
17. I hope you will find our new discounts of interest.
18. We have pleasure in enclosing our latest catalogue.
19. We apologize for any inconvenience this may cause.
20. Do not hesitate to contact us if you need more information.
21. I can assure you that the problem has been solved.
22. You have my absolute assurance that this will not happen again.
23. We will refund the amount in full.
24. I shall expect a substantial refund.
25. Please reply at your earliest convenience.
26. All our facilities are at your disposal.
27. Payment will be made against documents.
28. We invite you to stay at our expense.
29. We cannot accept an order at such short notice.
30. We require payment in advance.
31. We are sending our catalogue to you under separate cover.
32. The shipment has been delayed for reasons beyond our control.
33. We will send the catalogue by return.

34. We are sending documents in your name.  
35. Please complete the form in duplicate.

Приведите в соответствие термины и их определения

- a. draft
  - b. edit
  - c. outline
  - d. plan
  - e. proofread
  - f. style
  - g. summarize
- 
- 1. general description of something which does not give us all the details
  - 2. giving a short written or spoken account of something
  - 3. examining and making corrections to the text so that it is suitable for publishing
  - 4. the general way of presentation
  - 5. a method of achieving something that you have worked out beforehand
  - 6. an early version of a document
  - 7. to read a text to find and mark mistakes

### **Vocabulary**

Outline – набросок,  
draft – черновик, проект текста документа,  
edit – редактирование,  
rewrite – переписка, перепечатка,  
proofread – вычитывание,  
format – форматирование,  
summarize – обобщать,  
message – сообщение,  
respond – отвечать,  
evaporate – испариться,  
plainly – ясно,  
suspect – сомнительный,  
irrelevant – не важный,  
chop out – вычёркивать,  
contribute – служить цели,  
in particular – в частности,  
wimpy – не внушающий доверия,  
hesitate – колебаться,

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address- адрес,

reference number – исходящий номер

( Your ref.: входящий номер; Our ref.: исходящий номер),

salutation – приветствие,

signature – подпись,

precede – предшествовать,

complimentary closing – заключительные формулы

вежливости,

p.p. (сокр. От per pro(curationem)) по доверенности,

по полномочию, за...,

enclosure – приложение,

to enclose – вложить в письмо,

enclosed please find – прилагается,

with reference to your letter of – ссылаясь на

ваше письмо от...,

require – требовать,

beforehand – заранее,

delay – задержка,

to inquire – спрашивать, узнавать,

inquiry – запрос,

to find something of interest – найти что-либо интересным,

apologize – извиняться за,

to hesitate to – стесняться, колебаться,

to assure –уверять, заверять,

assurance – заверение, обещание,

to refund – возмещать,

at your earliest convenience,

as soon as possible – по возможности скорее,

against documents – по предъявлении документов,

at our expense –за наш счёт,

at short notice – с коротким сроком уведомления,

payment in advance – предоплата,

under separate cover – в отдельной посылке (письме),

for reasons beyond our control – по независящим

обстоятельствам,

by return (of mail/post) – обратной почтой,

in your name – на ваше имя,

in duplicate – в двойном экземпляре.

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