



ДОНСКОЙ ГОСУДАРСТВЕННЫЙ ТЕХНИЧЕСКИЙ УНИВЕРСИТЕТ  
УПРАВЛЕНИЕ ДИСТАНЦИОННОГО ОБУЧЕНИЯ И ПОВЫШЕНИЯ  
КВАЛИФИКАЦИИ

Кафедра «Мировые языки и культуры»

**Учебно-методическое пособие**  
по подготовке студентов к монологической речи  
по теме  
**«Особенности обслуживания в  
отеле и предоставление других  
услуг»**

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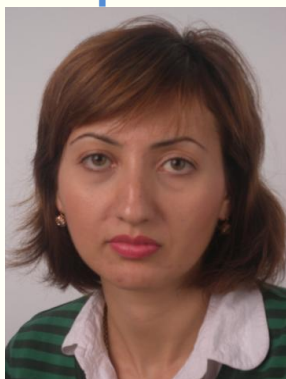
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## Аннотация

Методические указания предназначены для студентов для подготовки к монологической речи по курсу «Иностранный язык в профессиональной сфере» (английский).

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## SPECIAL SERVICES AND HOTEL FACILITIES

### Read, translate and retell the text:

Nowadays large, modern hotels contain not only guest rooms, but many other facilities as well. They usually contain **restaurants and cocktail lounges, shops and recreational facilities, conventions, ballrooms, exhibit areas.**

Not so long ago, **convention facilities** were only in large cities or in developed resort areas. Nowadays they are more often included in resort hotels so the people can combine business with pleasure.

**Recreational facilities** are another feature of many hotels and motels. A swimming pool is the most common of these, especially in resort areas. Other recreational facilities include tennis courts and golf courses at resort hotels. They are designed for winter sports such as skiing and ice skating; others provide horseback riding and other outdoor activities. All of these recreational facilities require the employment of additional personnel, for example, groundskeepers to mow the golf courses, grooms to look after the horses, professional athletes to give lessons to the guests in tennis, golf, skiing, lifeguards are often necessary at swimming pools and beaches.

**Casinos** are another feature of some hotels. They are legal at hotels in gambling resort of Las Vegas, Nevada.

**Catering or food services** are a feature of hotels. The typical "package hotel" includes a restaurant, a coffee shop for quicker and less expensive meals, and a bar or cocktail lounge. Hotels also provide "room service"- food and drink that are brought to the guest's room. In addition, catering service provided in the hotel's recreational areas. The poolside bar and snack bar are obligatory parts of the service. So, restaurants, bars and night-clubs outside the hotels are a standard feature of the resort scene.

Large urban hotels also offer **special services for businessmen.** For example, some luxury hotels give the guest access to copying, internet, computers with printer, scanner, word processor.

Modern large hotels also have a **notary public** to verify the signatures on documents.

So, the list of special services offered by hotels is long. It depends on the location and the clientele of the hotel.



**I. Practise saying, translate and learn the vocabulary**

1. modern hotels
2. to contain
3. guest room
4. facilities
5. cocktail lounge
6. recreation
7. convention
8. exhibit area
9. ball room
10. catering
11. food service
12. package hotel
13. poolside bar
14. snack bar
15. obligatory
16. standard feature
17. resort area
18. access to internet
19. notary public
20. to verify
21. signature
22. location
23. clientele
24. additional personnel
25. recreational facilities
26. to provide
27. to design
28. outdoor activities
29. golf course
30. tennis court
31. lifeguard
32. swimming pool
33. legal
34. gambling resort
35. food service

**II. Give the Russian equivalents for the following words and word combinations:**

restaurants and cocktail lounges, recreational facilities, conventions, ballrooms, exhibit areas, convention facilities, intensively developed resort areas, recreational facilities, winter sports such as skiing and ice skating, outdoor activities, additional personnel, legal, gambling resort, catering or food services, snack bar, special services for businessmen, luxury hotels, access to Internet, computers with printer, scanner, word processor, notary public, to verify the signatures, location and the clientele of the hotel.

**III. Give the English equivalents for the following words and word combinations:**

условия для отдыха, сочетать дела и отдых, конференции, выставочный комплекс, условия для проведения конференций, быстро развивающийся курорт, законный бизнес, обслуживание обедов, отдых на свежем воздухе, закусочная, бар, расположенный у бассейна, специальные услуги для деловых людей, доступ в Интернет, нотариус, заверять подписи, зимние виды спорта, отели класса люкс, клиентура, бар первого класса, казино, курортный отель.

**IV. Complete the definitions with the following words.**

*luxury, accommodations industry, resort, snack bar, lounge, double, waiter, chef, sommelier, maitre d'hotel*

1. \_\_\_\_\_ A type of small café where you can buy a small quick meal like a sandwich.
2. \_\_\_\_\_ A place or area to which people travel for recreational purposes.
3. \_\_\_\_\_ A hotel provides every facility a wealthy guest might need.
4. \_\_\_\_\_ A comfortable room in a house or hotel where you can sit and relax.
5. \_\_\_\_\_ A room for two people in a hotel.
6. The hotel business is often referred to as the \_\_\_\_\_.
7. The meals are served by \_\_\_\_\_.
8. \_\_\_\_\_ A skilled, professional usually male cook, especially in a hotel, restaurant.
9. \_\_\_\_\_ A restaurant employee who serves wines and sometimes other drinks.
10. \_\_\_\_\_ A person in charge of a restaurant who tells

guests where to sit and waiters what to do.

**V. Read and translate the brochure to find the right answer:**

**Welcome to the Royal Point Hotel. We offer more than just a place to sleep.**

Relax in the heated pool or work out in the fitness center. Want to check your e-mail or surf the web? It's not a problem- WiFi Internet access is available throughout the hotel.

Feeling hungry? Visit our hotel restaurant. It is open from 7am to 10pm. Or use the vending machines and ice machines when you want a snack or a cold drink. They are available anytime on every floor.

Need anything else? Ask the clerk at the front desk. He or she is always happy to help you!

**VI. Choose the right answer:**

1. What is the brochure mostly about?

ВАРИАНТЫ ОТВЕТОВ:

- |   |  |   |  |
|---|--|---|--|
| A | How the front desk clerk can help guests         | B | The kinds of equipment in the fitness center |
| C | The different kinds of services the hotel offers | D | How to use the hotel's Internet service      |

2. Which is NOT true about the hotel

ВАРИАНТЫ ОТВЕТОВ:

- |   |   |   |                                    |
|---|---|---|------------------------------------|
| A | There is Internet in the guest rooms        | B | Guests have different food options |
| C | It offers different ways to spend free time | D | The restaurant is open all night   |

3. What is probably true about the fitness center?

ВАРИАНТЫ ОТВЕТОВ:

- |   |                                 |   |   |
|---|---------------------------------|---|---|
| A | It's open 24 hours a day        | B | It has an area to do work               |
| C | It has a vending machine inside | D | It has Internet access available inside |