

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ  
МИКОЛАЇВСЬКИЙ НАЦІОНАЛЬНИЙ АГРАРНИЙ УНІВЕРСИТЕТ

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**АНГЛІЙСЬКА МОВА:**

методичні рекомендації та навчальний матеріал для здобувачів  
першого (бакалаврського) рівня вищої освіти ОПП «Туризм» спеціальності  
242 «Туризм і рекреація» денної форми здобуття вищої освіти

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## ПЕРЕДМОВА

Методичні рекомендації з англійської мови призначені для здобувачів першого (бакалаврського) рівня вищої освіти ОПП «Туризм» спеціальності 242 «Туризм і рекреація» денної форми здобуття вищої освіти.

Весь навчальний матеріал складається з десяти уроків. Кожен з яких містить фахові тексти та тренувальні вправи на закріплення лексики і розвиток навичок усного мовлення.

Мета цих методичних рекомендацій – розвиток умінь та навичок фахової усної та письмової комунікації, засвоєння нових лексичних одиниць за професійним спрямуванням. Дібрані тексти та вправи допоможуть студентам розширити свій активний і пасивний словниковий запас з англійської мови в професійній сфері, удосконалити навички читання, перекладу та спілкування, що загалом сприятиме досягненню поставленої мети. Розроблені вправи спрямовані на закріплення та перевірку лексичних знань здобувачів вищої освіти.

При підготовці методичних рекомендацій використовувалися матеріали з автентичних фахових видань.

# LESSON 1

## VOCABULARY LIST

### 1. Read and memorize the words:

hospitality – гостинність

hospitable – гостинний

challenge – виклик, складне завдання, проблема

challenging – надзвичайно складний

account for – складати, бути причиною

inbound – в'їзний (туризм)

outbound – за призначенням

destination – місце призначення

available – бути в наявності, бути на місці

availability – наявність

recreation – відпочинок, розвага

recreational – розважальний

revenue – дохід

increase – збільшувати, збільшення

increasingly – все більше і більше, все частіше і частіше

reduce – знижуватися, зменшуватися

reduction – зниження

leisure – вільний час, вільний

boost – підвищення, підвищувати

### 2. Read and translate the text

#### Travel and Tourism Industry

Tourism is defined as the business of providing services for people traveling for business or recreation. Tourism industry embraces: destinations, resorts, cities, regions, states, multi-state associations, hospitality or entertainment business, attractions, museums, casinos, leisure parks, conferences, exhibitions, events, transportation companies including airlines, ferries, cruises, GDS, leisure real estate.

Heartfelt hospitality will always be centerpiece of tourism industry. Quality assurance in tourism services is a management challenge. Tourism accounts for more than twice as much cash moving from rich to poor countries than governments give in aid. Air transport represents 46 % of all arrivals and transport over water accounts for 7 %. The modernization of major airports can influence inbound business and leisure travel. For those of you flying to the US or Canada in Club World, you can now enjoy a seat in First Class on your outbound or return journey to help make your flight even more luxurious and memorable. Within 3 days, excluding holidays and days-off, on arrival to his destination, every foreign citizen should submit his/her foreign passport and visa for registration.

Internet is increasing the direct availability of information and purchase. Appeal of resorts has been transferred from rest to recreation. Recreational activity was something long forgotten and is now having a massive revival. Shuttles, golf courses, and swimming pools are some of the recreational facilities that are enjoyed by the guests.

Historically most business revenues are generated May through October. It could generate quite substantial additional revenue for the hotel. It brings hotel revenues and creates serious safety hazards. August showed a significant increase of fuel prices. The increase was also attributed to the growing number of foreign investors. Increasingly, the management task is not about simple budgeting but is about far more complex issues. Nowadays pleasure trips are increasingly long weekends. Some owners accept 20% reduction for June and September and sometimes even greater reductions for other months of the year. Companies recognize the value of face-to-face meetings but they intend to reduce their costs without adversely impacting potential business opportunities. High gasoline prices and a slumping economy have put a damper on leisure and business travel.

### **3. Read and translate the text about impacts of tourism**

#### **Positive and Negative Impacts of Tourism**

Development of tourism usually offers a country a means of increasing economic well-being especially if the region has no other industry alternatives. There are several positive economic impacts of tourism on the society.

1. Tourism provides a stable source of income to a country.
2. It offers a variety of employment.
3. It boosts incentives to improve infrastructure of the region that can be used by locals.
4. It gives opportunities for small business, ownership and entrepreneurship.

The main negative impact can be over-dependent on tourism that can lead to devastating effect on the entire economy in the case of earthquakes or hurricanes. Tourism can affect nature, peoples and cultures as well.

Tourism has many social and cultural benefits

1. People can learn more about other nations.
2. Tourists share tastes and different ways of thinking, they become more patient.
3. Tourism improves standard of living.
4. Local people try to preserve nature and historical sites.

Nevertheless, there are negative consequences of tourism, such as overcrowding, clash of unfamiliar behaviors, resentment of residents from need to share resources with visitors, negative influence on the environment, irritation of locals because disproportionate expenses of the tourists and wages of the residents, correlation between number of visitors and amount of crime, decline in moral conduct of local people.

#### **4. Read, translate and memorize the following words**

travel	to throng
trade	to greet
to trace back	inscrutable
to hold	site
to attract	healing
devout	increase

increasingly	be coupled with
pursuit	staging inn
sight	precursor
inn	to promote
to establish	itineraria
seaport	to list
guidebook	fashionable
make one's appearance	resort
advertisement	retired
piracy	rowdiness
due to	drunkenness

### 5. Match the words with their definitions

trade	a notice or announcement in a public medium promoting a product, service or event, or publicizing a job vacancy
guidebook	the action of buying and selling goods and services
advertisemet	the practice of attacking and robbing ships at sea
itinerary	a place where many people go for rest, sport or another purpose
resort	a book of information about a place, designed for the use of visitors or tourists
inn	a planned route or journey
piracy	a place that is a popular destination for vacations or recreation
resort	a public lodging house serving food & drink to travellers

### 6. Read and translate the statistics about tourism industry

Tourism industry is a fast-developing sector for the economy worldwide:

1) in the global scenario tourism industry accounts for 11 % of GDP;



- 2) about 250 million people are engaged worldwide in the tourism industry;
- 3) about 700 million people travel to international places every year;
- 4) international travels are expected to reach 1,6 billion by 2010;
- 5) tourism industry will require an additional 24 million trained workers by 2010;
- 6) European tourism accounts for 2/3 of global tourism;
- 7) an average international tourist receipt is over US \$ 700 per person. Tourism provides opportunities for economic development, new business and much-needed jobs, especially in developing countries. Several other industries which are related to the tourism are doing pretty well.

These industries are: 1) hotels, lodging services; 2) F&B (food and beverage industry); 3) industries dealing with real estate, finance, leasing and insurance; 4) retail market; 5) warehousing and transport industry.

With many low-cost airlines flying between places, it is becoming affordable for many people to travel. Importance of bettering relationships with the neighboring countries, establishing newer networks across the globe has taken the tourism industry to its zenith.

## **7. Translate the sentences from Ukrainian into English.**

1. Перш ніж почати бронювати, перевірте наявність місць у готелі та переліт на потрібну вам дату.
2. Просування туристичних напрямків та курортів – головна мета цієї конференції.
3. Курорт привабливий лише для туристів певної категорії — літніх сімейних пар, які не бажають летіти далеко від дому.
4. Готель забезпечить кожному туристові приємний відпочинок, велику кількість розваг та унікальну можливість дізнатися історію країни.
5. Це стосується як розселення в готелях, так і авіап перевезень усередині країни.
6. Зараз легко вибрати місце подорожі, забронювати тур в системі онлайн, купити електронні квитки.
7. Турфірми очікують зниження попиту на деякі бюджетні (low cost) напрямлення.
8. Цього року багато туроператорів зіткнулися (to face) з проблемою надлишкового бронювання в готелях Турції.
9. Середземномор'я приваблює тисячі іноземних туристів щороку.
10. Конкурентні переваги цієї компанії – це широкий асортимент турів на

популярні курорти, прямі договори з готелями та розумні ціни. 11. Головний менеджер особисто зустрічає туристів і вітає їх, службовці пропонують вітальні напої (welcome drinks) та легкі закуски.

## LESSON 2

### VOCABULARY LIST

#### 1. Read and memorize the words

a must – обов'язкова умова

animator – аніматор

background - загальна інформація, вихідні дані

booking agent – агент із бронювання

career – кар'єра

commission – комісійна винагорода

customer – клієнт, покупець

destination – місце призначення (туристичний центр)

essential – суттєвий

extensive – великий, ґрунтовний

famtrip – рекламний тур

guide – гід, екскурсовод

guide-interpreter – гід-перекладач

hotelier – власник, керуючий готелю

personnel – персонал, кадри

remuneration – винагорода, оплата

retail – в роздріб

retailer – продавець в роздріб, роздрібний торговець

self-catering – самообслуговування

tailor-made - підготовлений, пристосований

ticket agent – квитковий агент

to book – бронювати

to cater for – обслуговувати  
to deal with – мати справу з  
to develop – розробляти  
to handle – здійснювати, займатися, працювати з  
to issue tickets – виписувати квитки  
to receive – отримувати, приймати  
tour guide – екскурсовод, гід групи  
travel agent – турагент  
travel consultant – консультант з туризму  
travel writer – туристський журналіст  
tutoring – навчання, підготовка  
wholesaler – оптовик

## 2. Translate the sentences from English into Ukrainian, paying attention to the different meanings of the words in bold

The highly trained **personnel** and the most advanced exercise equipment and the latest in health and beauty products will cater to your every need. In case your luggage has been damaged, please turn to appropriate **personnel** in the arrival area. Human resource management (HRM) has been the buzz-phrase in **personnel** in the past decade. What is your **background**? Let me give you a little **background** information about the city. Some countries have similar historical and cultural **background**, and have common tourism objectives and goals. Overseas **hoteliers** can hold out for a higher price – it is a question of supply and demand. Our agency is able to squeeze very reasonable rates from **hoteliers**. Many **hoteliers** improve the standard of accommodation provided in order to meet the new stricter guidelines. There are some «tricks» that newcomers can use to start taking low-cost **famtrips** almost immediately. Agents will be accepted on a **famtrip**, if they have been working in tourism for more than a year. **Famtrip** program involves some walking and requires the travel agents to be in a reasonably physical condition as the site inspections are mandatory. The basic **remuneration** is not high but she earns 5%

commission on every tour she sells. It is a paltry sum compared with the million of dollars paid in **remuneration** to the executives of that hotel chain. It can be an additional **commission** or a special rate for the conference delegates. There is the opportunity to earn **commission** from selling excursions to boost your basic salary. Intermediaries are frequently paid on **commission**. The renowned lounges are **tailor made** to relax and escape the hustle of the busy international airports. We know all of the major vacation **destinations** and can help you tailor your vacation to fulfill your dreams. Small Luxury Hotels is a collection of over 480 hotels spanning more than 70 countries, which together offer a variety of experiences **tailor made** especially to you. The company **caters** for a million clients every year. Americans's network strategy is to fly to major business **destinations** around the globe and **cater** for business travelers. People go on **self-catering** holidays where they buy and cook their own food.

### **3. Read and translate the text**

#### **Jobs in the tourism industry**

Most jobs in the hospitality industry are challenging, exciting, and satisfying. Because of the 24-hour nature of the business, positions can also be exhausting, stressful, and intense. Travel careers are for individuals who enjoy working with people and who love the excitement of travel. Salaries are not high at starting positions, however, they increase very quickly. There are many perks for the travel professionals, such as free or discounted rates for airlines, major hotels, sightseeing tours and cruises around the world.

*Travel agents.* Travel agents are able to make reservations for transportation and hotels all over the world. They have the most recent information on fares, travel restriction, customs regulations, currency rates, and even weather conditions. They plan family vacations, group tours, and weekend getaways, not to mention business trips for business executives. The work of a travel agent involves meeting people, organizing complex things to satisfy consumers' needs. The travel industry attracts many people because the work is highly competitive and exciting. It also offers agents the advantage of free or inexpensive travel. But the work is very difficult.

The job often requires long hours and it can be very stressful. One mistake can ruin a person's vacation. People can prepare for careers as travel agents by working for an agency to learn the business. Knowledge of foreign languages and computers is a plus. Agents must be curious about different places and countries and have an ability to get along with people.

*Administrative manager.* Many companies hire an administrative manager to solve current problems and to keep an office running smoothly. Administrative managers generally have a wide variety of duties, ranging from supervising clerical workers and training new workers to developing and maintaining work schedules. They may also be responsible for making sure that equipment functions well. No matter what size kinds of skills. They must communicate effectively with employees, they must organize different kinds of work, they must solve problems quickly. Most positions for administrative managers require a college degree in business. Businesses are getting bigger and more complex. The demand for people with strong management skills who can keep these businesses running smoothly is sure to grow.

*Meeting planner.* There are 2 types of meeting planners: those who work for corporations and for individual clients (independent planners). The meeting planner defines the meeting objectives using the specific approach SMART. SMART means specific, measurable, achievable, relevant, and time-focused. Then he selects the location (a hotel with certain facilities). The negotiation process begins when a meeting budget is finalized. After that the schedule for the meeting is worked out. Basic responsibilities of meeting planners are:

- to hold a pre-conference rehearsal
- to avoid surprises when the meeting evolves
- to audit invoices when the meeting is concluded
- to summarize the results
- to conduct a post conference meeting with the hotel staff.

Tour operators: buy tourism services in bulk, mark up the price and then resell in packages; plan, prepare, market and sometimes operate vacation tours; have many financial risks in the tour packaging business.

#### **4. Give Ukrainian equivalents to the following words and word combinations**

To choose a career in tourism, to enter a tourist college, to be keen on tourism, to be fond of travelling, to be interested in work with people, to put smb in the picture, to develop tours, to sell tours wholesale to travel agents, separate tourist services, to grasp the difference, to handle a lot of operations, to make sales by telephone, to meet customers in person, to be successful in career, to do well in English, to receive extensive tutoring.

#### **5. Answer the questions**

- 1) What are the responsibilities of a travel agent?
- 2) What kind of trips are organized by a travel agent?
- 3) What skills must a travel agent have?
- 4) What are the features of a successful travel agent?
- 5) What are some of responsibilities of an administrative manager?
- 6) What kinds of skills does an administrative manager need to solve problems effectively?
- 7) How can an administrative manager save business money?
- 8) What is the difference between a corporate meeting planner and independent?
- 9) What are the basic responsibilities of the meeting planner?

#### **6. Explain the following words and expressions**

Chambermaid	Assistant manager
Butler	Airlines ticket agent
Resort rep	Administrative manager
Travel sales consultant	Leisure travel counselor
Conference event Co-ordinator	Receptionist
Chef	Meeting planner
Tour operator	Concierge

#### **7. Choose the most appropriate word and put it into a sentence**

1. Don't .....your previous salary or salary expectations, unless requested.  
a) exclude b) extend c) include d) expire
2. Mr Johnson looked through her CV and invited her for a (n).....  
a) date b) meeting c) summit d) interview
3. Our plan is completely ..... Nothing can possibly go wrong.  
a) foolish b) foolhardy c) foolproof d) waterproof
4. Our department ..... of eleven employees.  
a) composes b) comprises c) consists d) contains
5. Please, find ..... a copy of the letter I received from AT company.  
a) enclosed b) contained c) covered d) included
6. Billy Johns is a very .....young man; he can do a lot of different jobs well.  
a) laborious b) cunning c) industrious d) capable
7. Nowadays the .....of a secretary have changed dramatically.  
a) qualifications b) background c) abilities d) responsibilities
8. In exchange for a private room and pocket money (200-300 euros per month ), the au pair will ..... our children and help with light housework.  
a) get rid of b) take care of c) catch up with d) take control of
9. Accountants do record cash flows, they .....profits and losses.  
a) calculate b) count c) draw out d) supply
10. If you take that position what .....will you have?  
a) authorities b) amenities c) amendments d) duties
11. We all liked Mr Tomson because of his great .....of humor.  
a) feeling b) principle c) sense d) willingness
12. Mr Johnson went to Mexico hoping to find a teaching .....without too much difficulty.  
a) employment b) work c) occupation d) job
13. You must ask your boss .....to do that.  
a) agreement b) allowance c) permission d) permit
14. This position offers good career .....for the well – qualified managers.  
a) ladders b) perspectives c) prospects d) scales

15. I was completely.....by most of the questions at the interview.

a) baffled b) harassed c) fooled d) embarrassed

### **8. Translate the sentences from Ukrainian into English**

1. Сфера гостинності та туризму – найбільший світовий роботодавець, що відкриває різноманітні кар'єрні можливості.

2. American College Dublin пропонує студентам усього світу високоякісне навчання з готельного менеджменту.

3. Школа Le Cordon Bleu була заснована в Парижі у 1895 році. Зараз ця школа – світовий лідер у підготовці фахівців у галузі ресторанного та готельного менеджменту. Нині 26 міжнародних шкіл працюють у 11 країнах світу.

4. Les Roshes School of Hotel Management знаходиться недалеко від відомого швейцарського гірськолижного курорту Crans-Montana. Тут є все необхідне для зручного розміщення, навчання та розваг.

5. Він був туристичним оператором протягом трьох років, і він вважає, що ця робота найнервовіша у всьому бізнесі гостинності.

6. Ваш гід зустріне вас в аеропорту міста Бургаса, на комфортабельних автобусах ви дістанетеся до курорту Сонячний берег за півгодини.

7. Вона була звільнена за скороченням штату.

8. Всі екскурсії країною Ви можете замовити у представників нашої компанії.

9. Такі кафе обслуговують молодих людей, обмежених у часі (pressed for time), тому гамбургер та кава у пластиковій склянці – це звичайне меню таких закладів.

## **LESSON 3**

### **VOCABULARY LIST**

#### **1. Read and memorize the words:**

to be bundled together – бути взаємопов'язаним

to provide – забезпечувати

weary – утомлений

increased – зрослий

response – відповідь



to influence – впливати  
leisure – відпочинок, дозвілля  
inn – таверна  
to appear – з’явитися  
to create – створити  
hierarchy – ієрархія  
culinary кулінарний  
chef – шеф-кухар  
explosion – вибух, швидке зростання  
luxury – розкіш  
to cater to – обслуговувати  
to introduce – представляти  
convenience – зручність  
private bathroom – ванна кімната в номері  
advance – успіх, прогрес  
to allow – дозволяти  
to dominate – домінувати  
to consider – розглядати  
to experience – випробовувати  
due to – завдяки, із-за  
salary – зарплата  
retirement – пенсія  
to remain – залишатися

## **2. Read and translate the text**

### **The History of the Hospitality**

Industry Hotel and restaurant management are bundled together in the industry known as the hospitality industry. Hospitality comes from the French word hospice, meaning to take care of those travelling and provide food and shelter for the weary. The history of the hospitality industry dates back to early 40BC.

Hospitality has changed dramatically through the years in response to influences of wars, economic fluctuations, and social changes.

The earliest record of the hospitality industry lies with the Romans. Roman men traveled on business and were the first to travel for leisure as well. After the disruption of the Roman Empire, much of the hospitality industry fell to religious orders such as monasteries who welcomed travelers. With the increased use of the stagecoach, English travelers stayed in inns, which were actually private homes that provided a room and meal.

The Renaissance Period marked a new era of the hospitality industry with the opening of Hotel de Henry IV in 1788. This was the first actual hotel offering 60 beds to weary travelers. During this period, coffee houses also became a popular gathering place for communities.

As settlers from all different parts of the world made their way to the New World (the United States), places to eat, drink and sleep began appearing throughout the colonies. The French Revolution also motivated many French to leave their home country and head to the United States. That time changed and shaped the culinary world, as we know it today. Escoffier, a world-famous chef, created the hierarchy of chefs, known as the Brigade system that restaurant kitchens still follow today.

During the 19th century, the explosion of the luxury hotel era began. Hotels like the Savoy built in London in 1898 and Delmonico's in New York City catered to the rich and elite. The early 1900s is known as the Grand Period of hotels since a great number of large and luxurious hotels were built during that time. It was also the time when hotels introduced modern conveniences. In 1880 the Sagamore Hotel on Lake George in New York was the first to have electricity in all its rooms. The Victoria Hotel in Kansas City offered private bathrooms in each room while the Netherland Hotel in New York City was the first to provide a telephone in each room.

With the increase and ease of travel, the 20th century brought many changes and advances to the hospitality industry. Casual dining became popular and the introduction of franchising allowed such chains as White Castle, TGI Fridays and Chilis to dominate the restaurant scene. No longer were restaurants considered a

place for only the rich and elite. Hotels also experienced growth due to mass tourism, higher salaries and more people living longer and being able to enjoy their retirement years.

Although the hospitality industry experienced some periods of downturn its position remains considerably strong.

### **3. Define True or False the following statements**

1. Hospitality comes from the French word hospice, meaning to take care of those travelling and provide for the wealthy.

2. The history of this industry began at the beginning of 40BC.

3. The Renaissance Period marked a new era for the hospitality industry with the opening of Hotel de Henry VI in 1788.

4. As settlers from all different parts of the world made their way to America, places to eat, drink and sleep began appearing throughout the colonies.

5. In the 19th century, the outburst of the luxury hotel era began.

6. In 1880, the Sagamore Hotel on Lake George in New York was the last to have electricity in all its rooms.

7. The increase and ease of travel in the 20th century led to many changes in the hospitality industry.

### **4. Translate into Ukrainian**

1) date back to

2) change dramatically through the years

3) in response to

4) travel on business

5) travel for leisure

6) welcome travelers

7) provide a room and meal

8) cater to the rich and elite

9) introduce modern conveniences

10) bring many changes

### **5. Translate into English**

- 1) нерозривно пов'язані
- 2) економічна нестабільність
- 3) релігійне суспільство
- 4) ознаменували нову еру
- 5) з'являтися у всіх колоніях
- 6) змусили залишити батьківщину
- 7) створив ієрархію кухарів
- 8) зростання та зручність пересування
- 9) домінувати у ресторанному бізнесі
- 10) переживати занепад

**6. Match the words in the left column with their meaning in the right column**

1) management	a) someone who goes to live in a place where not many people live, and starts to make it into a community
2) religious	b) knowledge and skill that is gained through time spent doing a job or activity
3) increase	c) a number of shops, hotels, cinemas etc. owned or managed by the same company or person
4) chain	d) the role of conducting and supervising a business
5) settler	e) believing strongly in your religion and carefully obeying its rules
6) experience	f) to become greater or more in size, quantity, number, degree, value, intensity, power, authority, reputation, wealth; to grow

**8. Give detailed answers to the following questions**

1. What is the hospitality industry?
2. What does the French word “hospice” mean?
3. What factors lead to the changes of the industry?
4. When did it all start?
5. Who were the first travelers?
6. What is the importance of the Renaissance Period?
7. Where did first travelers stay?
8. When did the era of luxury hotels begin?
9. What modern conveniences appeared in the 19 century?
10. What makes the industry remain strong?

### **9. Read and translate the text 5 Hospitality Phrases Guests Remember Most**

What are the words and phrases our hotel guests remember most? Is it “Welcome to our Hotel, Mr. Smith” or “What brings you to the area”? Learn the top 5 hospitality phrases you can say to build trust, engagement and bonds with your customers.

For many of us working in the hospitality industry, we hear and say phrases every day that at some point, become part of a rudimentary script we utter day in and day out. They become devoid of any feeling and any meaning, because at the back of our head, we might be thinking...

*“Guests don’t care anyways.”*

*But they do.* According to human resource expert Joyce Gioia, “At one time or another, we have all experienced walking into a hotel or any business and receiving a lukewarm reception from the person behind the counter. When that happens, in my brain, I hear the words, “Oh boy, I’m in for a mediocre guest experience here—at best”. In addition, not surprisingly, that less-than-optimum experience usually happens.”

What we say to our guests is an important part of their overall hotel experience and this is why no matter how repetitive we might get, we must always utter these words with the highest level of sincerity.

*Here are the five hospitality expressions that matter to our guests.*

1. *“It’s My Pleasure...” / “I Am Happy To...”*

Having a service-oriented work disposition is very important for us working in the hospitality industry. Guests stay in a hotel with a mindset that their needs will be catered to. Not only that. They expect the people tending to them will exude a certain level of joy in doing so.

This is why the expressions above matter. Telling your guests that it gives you pleasure or happiness to take care of them rubs off on them – meaning, they would feel more positive because they know that the people attending to them are happy to do so. They will feel more comfortable reaching out to you and your staff for their needs, as opposed to keeping their concerns to themselves, which can lead to bad reviews later on.

2. *“Thank You...” / “We Appreciate...”*

Technically, our guests don’t owe us anything. They are paying for their stay and we have to make sure that they get their money’s worth.

On the other hand we owe everything to our guests. Travelers will only come back to hotels where they feel that their business is appreciated. This is why every opportunity we get, we have to thank them. Thank them during check in. Thank them during the check out process. Thank them when they give you feedback. Thank them when they say nice things about you and your hotel. A simple “Thank You” can go a long way in terms of building a lasting relationship with hotel guests.

3. *“Welcome...”*

We don’t get a second chance to make a first impression. The first interaction with guests is all we have to make them feel at home in our hotel. This is why we should never forget to give all our guests a warm welcome – no matter how tired we are or how late in the night it is.

You can be creative with this one. You can say, “Welcome to your second home in (insert the name of your city.” Or “Welcome to the hotel of choice among travelers” or any brand proposition your hotel is known for. The important thing is to exude warmth and for your guests to feel that they are in a place where they belong.

#### 4. *“Is There Anything Else...”*

Sometimes, hotel guests hold back on their requests because they don't want to be perceived as demanding or imposing. At the end of the day, this is a lose–lose situation both for the hotel and the guests. The guests don't get what they want and the hotel is perceived in a less positive way.

Train your staff to ask guests if there's anything else that they need or want. Though your hotel might not be capable to give everything that your guests want, at least you showed that you have the intention to make their stay as ideal as possible to the best of your abilities.

#### 5. *“We're Looking Forward To Having You Again As Our Guest”*

Again, a simple expression that goes a long way. Of course, you want your guests to book with you repeatedly every time they travel to your area. But you have to say it. Never assume that this is already a given and that your guests don't need to hear it. In fact, if you don't say this, you might just make your guests feel that you did not enjoy having them in your property.

You can also say: “We look forward to hosting...”

In the hospitality industry, these expressions are definitely more than just words. They articulate your passion to serve your guests. They establish your willingness to give them the best hotel experience you can. These words show your gratefulness that they chose your property among other hotels.

They are powerful expressions that can make a difference in the success of your hotel.

## LESSON 4

### VOCABULARY LIST

#### 1. Read and memorize the words:

customer – споживач

accommodation – розміщення

catering – харчування

entertainment – розвага

vital – життєвий  
to expect – очікувати  
disgruntled – у поганому настрої, роздратований  
to treat – поводитися, ставитись  
to communicate – спілкуватися  
to provide – забезпечувати  
quality – якість  
invisible – невидимий  
parking lot – парковка  
shuttle service – послуги з перевезення  
linen – постільна білизна  
to vacuum – пилюсосити  
cleanliness – чистота  
intruder – непроханий гість  
peephole – вічко, оглядова щілина  
amenities – зручності  
pleasurable – приємний  
ironing board – дошка для прасування  
coffee maker – кавоварка  
refrigerator – холодильник  
satellite TV – супутникове телебачення  
security measures – заходи безпеки  
to maintain – встановлювати  
to assess – оцінювати  
to perceive – сприймати  
to retain – зберігати, утримувати  
to solve a problem – вирішувати проблему  
satisfaction – задоволення

## **2. Read and translate the text.**

### **Hotel Services**



Hotels operate 24 hours a day providing their guests with accommodation, catering, entertainment and some other services. For this operation to be successful, departments must communicate and work together to provide high quality customer service to the hotel guests. What goes on behind the scenes should be invisible to hotel visitors, so that they could enjoy a pleasant stay.

Excellent customer service is to be a hotel business. The two primary goals of hotels are to make guests comfortable as well as to keep them safe. Hotels need to implement safety and security measures without making guests feel uneasy.

In fact, most standard hotels are located in the immediate vicinity of some tourist attractions so that the guests will have an opportunity to visit them. If the hotel is located in a city, it should be located near the public transportation. In addition, the hotel should have a safe and secure parking lot for the hotel guests to put their cars at overnight. If the hotel is not located near any local attractions, it will usually provide a shuttle service to the places which guests might be interested in, for example malls, restaurants, movie theatres, etc.

Standard hotel rooms are to be clean and safe. Before guests arrive at the hotel, their rooms should be thoroughly cleaned: linens should be changed, the bathroom cleaned and the floor vacuumed. The cleanliness of the room is something that travellers will notice as soon as they walk into the room.

The door of the hotel room is to be solid and have a good locking system. It acts as a barrier for both noise from the other guests and potential intruders. The room door should also have a peephole so that the guests will be able to see who is outside the door in case somebody knocks.

Standard hotels will provide guests with many small amenities that are designed to make their stay as pleasant as possible. Such items as an ironing board, coffee maker, and refrigerator are available in a standard room to add some convenience to the staying in the hotel room.

Standard rooms will also have a television set with satellite TV to maximize the level of relaxation as well as a telephone and an alarm clock next to the bed for

ease of access. According to Dimensions Guide, a standard hotel room at an economy hotel is between 300 and 400 square feet.

Hotel guests will appreciate catering service of the hotel establishments, which is represented by a number of restaurants and bars that are ready to satisfy a great variety of customers' tastes.

Other hotel services often include a fitness centre, laundry and dry-cleaning service, concierge service, car rental, room service, souvenir shop, resident doctor, beauty salon, babysitting etc. Some hotels offer organization of business meetings and business services, the Internet, free Wi Fi, photocopying, fax etc.

Hotel guests usually expect a certain level of the hotel service and often will become disgruntled if they feel they are treated as being unimportant. When provided with excellent customer service, they will be made to feel special and sure, they want to stay in this hotel again. Thus, maintaining good client relations is an important part of running a hotel business. Treating guests like old friends can add a level of comfort to their stay with you.

Listen and speak to your guests. The best way to assess how well the hotel is handling hotel services and how the hotel guests are perceiving them is to speak to the guests. Remember that providing quality products and services along with excellent customer service and support, you turn a onetime customer into a lifelong guest. If there is ever a glitch in the interactions with a client, you can retain that customer by solving the problem to their satisfaction as quickly as possible. Keeping hotel guests satisfied with the quality of services provided is a key to running a successful business.

**3. Choose one of the four sentences that corresponds to the content of the text.**

- a. The Hotel industry provides its guests with bedrooms, meals and leisure activities.
- b. The Hotel industry provides its customers with accommodation and business services.
- c. The Hotel industry provides its guests with bedrooms, quality products and business services.

- 2. a. Hotel visitors can enjoy a pleasant stay if there are no invisible scenes in the hotel.
- b. Hotel visitors should see everything what is going on behind the scenes, so that they can enjoy a pleasant stay.
- c. Hotel visitors can enjoy a pleasant stay in the hotel because they do not see what is going on behind the scenes.
- 3. a. Catering is an important aspect of hotel business.
- b. Catering is a beneficial part of hotel services.
- c. Caring is an essential part of hotel services.
- 4. a. Keeping guests unsatisfied is a key to running a successful business.
- b. Keeping customers pleased is a key to running a successful business.
- c. Keeping guests satisfied is a key to ruining a successful business.

#### **4. Translate into Ukrainian**

- 1) provide customers with accommodation
- 2) expect a certain level of service
- 3) enjoy a pleasant stay
- 4) have an opportunity to do smth.
- 5) shuttle service
- 6) change linen
- 7) vacuum the floor
- 8) be available for
- 9) make guests comfortable
- 10) treat guests like old friends

#### **5. Translate into English**

- 1) певний рівень обслуговування
- 2) працювати спільно
- 3) забезпечувати якісне обслуговування гостей
- 4) безпечне паркування
- 5) місцеві визначні пам'ятки
- 6) чистота у номері

- 7) прасувальна дошка
- 8) супутникове телебачення
- 9) заходи безпеки
- 10) мати успіх у бізнесі

**6. Match the words in the left column with their meaning in the right column**

1) linen	a) things that make life easier or more comfortable
2) opportunity	b) things made of cloth and used in the house, such as sheets and tablecloths
3) amenities	c) to think that something will happen
4) expect	d) to consider carefully a situation, person, or problem in order to make a judgment
5) include	e) a chance to do something, or a situation in which it is easy for you to do something
6) assess	f) to contain someone or something as a part

**7. Fill in the gaps in the sentences with appropriate words and phrases**

linens	opportunity	amenities	expect	includes	assess
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1. They stay in this hotel at every(1) \_\_\_\_\_.
2. The new hotel at one London's skyscrapers offers rooms with a view – but it isn't always what guests (2) \_\_\_\_\_.
3. The price (3) \_\_\_\_\_ dinner, bed, and breakfast.
4. The hotel is equipped with the latest room (4) \_\_\_\_\_, communication and conference technology to keep guests in touch with their world.
5. The chambermaid will come in and change the (5) \_\_\_\_\_ while you are out of your room.
6. Customers will always (6) \_\_\_\_\_ the quality of hotel services.

**8. Give detailed answers to the following questions**

1. What does the Hotel industry provide its customers with?
2. What are the guests' expectations?
3. What does a successful operation of the hotel depend on?
4. Why are most of standard hotels located in the city centers?
5. What are standard room requirements?
6. What amenities are available in standard hotels?
7. What are the two primary goals of hotels?
8. What is the best way to maintain good client relations?
9. What helps the hotel to turn a one-time customer into a lifelong one?
10. What services make staying at the hotel comfortable?

## LESSON 5

### VOCABULARY LIST

#### 1. Read and memorize the words:

onerous – скрутний, обтяжливий

to capture – займати, захоплювати

yield – прибуток, дохід

concise – короткий, стиснутий

franchisee – франшизоодержувач, покупець франшизи, оператор, користувач

referral – «спрямований клієнт»

to incur – витікати, слідувати

preview – попередній

to relate – ставитися, мати відношення

expenses – витрати

to attain – досягати, добиратися

obligation – гарантія, зобов'язання

accurate – вірний, правильний, точний

overall – повний, загальний

volatile – непостійний, мінливий

to investigate – вивчати, збирати відомості

to determine – визначати, встановлювати, вирішувати

to reveal – виявляти

to encourage – схвалювати, підтримувати

attendee – учасник (конференції)

predicted – прогнозований, розрахунковий

to anticipate – чекати, передбачати

to enhance – підвищувати, збільшувати

to stipulate – обумовлювати, обмовляти, домовлятися

exempt – звільнений (від обов'язків)

## **2. Read and translate the text**

### **Reservation**

A well-organized reservation system allows hotels to ensure a steady flow of guests into their properties. Hotel chains offer their members the ability to fill 30 percent or more of available rooms on a nightly basis. Independent hoteliers have the onerous responsibility of creating exciting marketing programs to capture room business. Easy access to a hotel's data bank of rooms helps in fulfilling the customers' needs as well as in reaching a targeted daily occupancy rate, average daily rate, yield percentage, and Rev PAR (revenue per available room). A reservation system represents the primary means of producing positive cash flow and a favourable income statement.

The hotel industry is powered by sales that are derived from the use of computerized reservations systems. The following information on Choice Hotels International, Six Continents Hotels (formerly Bass Hotels & Resorts), Carlson Hospitality Worldwide, and Pegasus Solutions provides a concise view of the importance of computerized reservation systems to the hospitality industry.

### **Types of Reservation Systems**

The *franchisee* is a hotel owner who has access to a national reservation system and receives the benefits of the corporation's management expertise, financial backing, national advertising, and group purchasing. A franchise member of a reservation system or a member of a referral system gains significant advantages

from combined efforts of *interhotel property referrals*, a system in which one-member property recommends another member property to a guest, and national advertising.

A *referral member of a reservation referral system*, a worldwide organization that processes requests for room reservations at a particular member hotel, is a hotel developer/owner who has access to the national reservation system. Hotels that are members of the reservation system are more than able to justify these costs: for example, a chain property may obtain 15 percent to 30 percent of its daily room rentals from the national reservation system, depending on local economic and market conditions. Compared to the costs incurred by an independent property that must generate every single room sale with individual marketing and sales efforts, franchise referral costs seem minimal.

### **Sources of Reservations**

Guest reservations come from a variety of market segments. Some of the more common groups include corporate clients, group travelers, pleasure travelers, and current guests who want to return to the same hotel. This is only one way of classifying guest reservations. The purpose of analyzing these segments is to understand the needs of each group and provide reservation systems to meet their needs.

*Forecasting or rooms forecasts*, which involves projecting room sales for a specific period, is a natural next step after the data from the reservation process have been collected. This step includes previewing the effects of reservations on the income statement, scheduling labor, and planning for the use of facilities. In addition to presenting a practical method for preparing a room forecast (sometimes referred to as a “projection of room sales”), this section also indicates how such a forecast can be used as a means of communication with other departments. One of the purposes of a rooms forecast is to preview the income statement. It enables the hotel managers to determine projected income and related expenses for a certain time period.

The concept of *overbooking*—accepting reservations for more rooms than are available by forecasting the number of no-show reservations, stayovers, understays, and walk ins, with the goal of attaining 100 percent occupancy – is viewed with skepticism. As future hoteliers, you will face the onerous task of developing a policy on overbooking. The front office manager has the responsibility of administering this policy.

*Confirmed reservations*, prospective guests who have a reservation for accommodations that is honored until a specified time, represent the critical element in no shows. After that time, the hotel is under no obligation to hold a reservation. The front office manager must keep accurate records of no shows in this group. Various types of travelers with confirmed reservations – corporate, group, or pleasure – have varying no show rates. For example, corporate confirmed reservations may have a 1 percent overall no-show rate. Group travelers may have a 0.5 percent no show rate, with no shows all coming from one or two particular bus companies. Pleasure travelers may have a 10 percent no show rate. The detailed investigation of each of these categories will suggest methods for minimizing no show rates.

*Guaranteed reservations*, prospective guests who have made a contract with the hotel for a guest room, represent a less volatile group because the guest provides a credit card number to hold a room reservation.

*Stayovers* are currently registered guests who wish to extend their stay beyond the time for which they made reservations. Accurate records on various traveler categories (corporate, group, or pleasure) will reveal their stayover rates. For example, employees of a corporation who travel with spouses may extend a Thursday and Friday business trip to include a Saturday. Similarly, a group conference scheduled from Monday through Thursday may encourage the attendees to stay longer to sightsee.

*Understays* are guests who arrive on time but decide to leave before their predicted date of departure. Pleasure travelers may find their tourist attraction less interesting than anticipated. Urgent business may require the corporate client to



return to the office sooner than expected. Maintaining accurate records will help the front office manager to predict understays. A welcome sector of the hotel market, walk in guests, can enhance daily occupancy percentages when effectively managed. The front office manager must be aware of the activity in the local area. Heavy tourist seasons, special tourist events, conventions, and the like will increase the number of potential guests in the area. Awareness of such possibilities helps the front office manager plan accordingly.

### **Processing Guest Reservations**

Means of communication with the client; room inventory data banks; systems for reservation, confirmation, deposits, and cancellations; and blocking procedures, a process of reserving a room on a specific day, are the major components of a well-organized guest reservation processing system.

### **Cancellations**

Cancellations due to the guest's change in plans are easily handled by a computerized reservations system. The guest calls the central reservation system or the hotel where the reservation has been made. Some lodging organizations stipulate a time period for cancelling reservations. Twenty-four, 48, or 72 hours' notice maybe required for the guest to be exempt from paying the first night's room rate. Policies vary among reservation systems, based on the historical frequency of cancellations (and the subsequent effect on the profit and loss statement) and the public relations policy (the potential of lost repeat business) of the organization.

### **3. Choose one of the four sentences that corresponds to the content of the text**

- 1. a.* Easy access to a hotel's data bank of rooms helps in fulfilling the customers' needs.
  - b.* Close access to a hotel's data bank of rooms helps in fulfilling the customers' needs.
  - c.* Easy access to a hotel's data bank of guests helps in fulfilling the customers' needs.
- 2. a.* Guest reservations come from only one market segments.
  - b.* Guest reservations come from a variety of market segments.

- c.* Guest reservations come from a variety of economic segments.
- 3.** *a.* One of the purposes of a rooms forecast is to form the income statement.  
*b.* One of the purposes of a rooms forecast is to define the income statement.  
*c.* One of the purposes of a rooms forecast is to preview the income statement.
- 4.** *a.* Cancellations are currently registered guests who wish to extend their stay beyond the time for which they made reservations.  
*b.* Understays are currently registered guests who wish to extend their stay beyond the time for which they made reservations.  
*c.* Stayovers are currently registered guests who wish to extend their stay beyond the time for which they made reservations.

#### **4. Translate into Ukrainian**

- 1) interhotel property referrals
- 2) referral member
- 3) concept of overbooking
- 4) confirmed reservations
- 5) guaranteed reservations
- 6) Processing Guest Reservations
- 7) creating exciting marketing programs
- 8) targeted daily occupancy rate
- 9) yield percentage
- 10) favorable income statement

#### **5. Translate into English**

- 1) добре організована система бронювання
- 2) незалежні власники готелів
- 3) легкий доступ до банку даних
- 4) перевищення готівкових надходжень підприємства над платежами
- 5) реклама по всій країні
- 6) отримувати значні переваги
- 7) корпоративні клієнти
- 8) протягом певного періоду

9) перспективні оцінки

**6. Match the words in the left column with their meaning in the right column**

1) franchisee	a) the act of binding oneself by a social, legal, or moral tie
2) investigate	b) a person who is present at a specified event
3) obligation	c) freed from an obligation, a duty, or a liability to which others are subject; excused
4) attendee	d) tending to vary often or widely, as in price
5) exempt	e) One that is granted a franchise, as to market a company's goods or services in a certain local area.
6) volatile	f) to observe or inquire into in detail; examine systematically

**7. Fill in the gaps in the sentences with appropriate words and phrases**

attendee   volatile   franchisee   an obligation   exempt   to investigate

1. Timothy Townsend of the University of Florida will help (1) \_\_\_\_\_ understand the current barriers to asphalt shingle recycling and offer tips on how to overcome them.
2. The police (2) \_\_\_\_\_ the mystery.
3. When teachers assign homework, students usually feel (3) \_\_\_\_\_ to do it.
4. There have been riots before and the situation is (4) \_\_\_\_\_.
5. Children under 16 are (5) \_\_\_\_\_ from the usual charges for dental treatment.
6. The master (6) \_\_\_\_\_ hosts meetings and training sessions as new products or technologies come about.

**8. Give detailed answers to the following questions**

1. What does a well-organized reservation system allow?
2. What is the franchisee?

3. What is the function of reservation referral system?
4. What are the sources of reservations?
5. What is the purposes of a rooms forecast?
6. What are the reasons of overbooking?
7. Are no show rates the same for all types of tourists?
8. What is the difference between confirmed and guaranteed reservation?
9. How can travelers become stayovers and understays?
10. How are cancellations handled?

## **LESSON 6**

### **VOCABULARY LIST**

#### **1. Read and memorize the words**

amenity – зручність житла

properties – майно, власність

to congregate – збиратися, скупчуватися, сходитися

proximity – близькість, тісне сусідство

turnover – оборот, оборотність

gambler – азартний гравець, гравець (у карти, на тоталізаторі)

comedian – комік, артист розмовного жанру

to spring (up) – виникати, створюватися

above average – вище середнього

to gravitate away – віддалятися від

establishment – установа, підприємство

access – доступ, підхід

virtue – гідність

nonexistent – неіснуючий

realm – сфера, область

superb – розкішний, чудовий

tailoring – ательє

valet parking – пункт паркування з доставкою машини

designation – призначення, позначення

reliable – надійний, випробуваний, вартий довіри

mandate – наказ, розпорядження, прийнятий на рівні закону

dubious – той, що викликає сумніви, неоднозначний

## **2. Read and translate the text**

### **Different Categories of Hotels**

No matter how much money a traveller wants to spend or how much space he or she needs, there are different hotel types to fit almost any budget and taste. From luxury hotels to eco-friendly properties, there are certainly a wide variety of ways for a traveller to spend a night away from home.

A *Motel* was originally created for people travelling by car and became popular in the 1950s with the rise of the automobile. Motels were traditionally built near highways for the convenience of motorists. Motels are typically less expensive than other types of hotels and provide few amenities.

A *Bed and Breakfast hotel* is often situated in a home rather than a building specifically designed to be a hotel. In many cases these homes are old and historic. Independently owned and operated, bed and breakfast hotels offer a unique and personal experience, and sometimes the owners live inside the house with guests. Bed and Breakfast generally offer free breakfast in the morning.

*Hostels* are hotels for low income travellers. Students and long-term travellers often stay in hostels, where beds are shared and prices are cheap. Hostels can have as little as two people to a room and as many as six or eight. Often, hostels have game rooms or kitchens where guests congregate. Bathrooms are usually shared between many guest rooms, meaning some hostels have twenty people competing for a bathroom.

A *Resort hotel* is a destination accommodation where the hotel provides vacation style services to guests. In many cases, these types of hotels are located near vacation attractions such as beaches or theme parks. Popular amenities may include: spas, pools, beach or mountain locations, on site kids' activities, restaurants,

pool bars and babysitting services. Resort hotels are typically luxury facilities and cater to all types of guests from families to couples.

*Airport hotels* are designed to have clean rooms and are booked because of their close proximity to the airport. Often, they offer shuttles to and from the airport. Many airport hotels offer business amenities and restaurants for guests. Airport hotels may have a high turnover of guests staying for short durations of time, and are often located in cities.

*Casino hotels* are unique because they provide preferential service to gamblers. Guests who spend enough time or money at the casinos can receive complimentary rooms and dining. Casino hotels are often luxurious and offer full service restaurants, indoor shopping, pools and fitness facilities. These hotels offer plenty of night life including shows, dance clubs and comedians. Sometimes they are located in resort areas. Star ratings vary based amenities, location and room quality.

*Conference centres and commercial hotels* are designed for business clientele. Conference centres feature multipurpose rooms that can accommodate seminars and business programs. They have banquet facilities that can serve and accommodate large parties, and also offer equipment and acoustics suitable for speakers and visual presentations. Some conference centres and commercial hotels are located in resort areas, but they still focus on the business needs of clients and companies.

*Suite hotels* appeal to business people that prefer a separate work space or families that want one room, yet also want some room separation from children. They often feature multiple rooms, and may have a pull-out bed in addition to the main sleeping area. Suite hotels have a broad range of amenities, and can be classified as high as a luxury hotel, or as a basic economy hotel, depending on the location and the services offered.

Beginning in the early 1980s, *Boutique hotels* have been springing up. These smaller hotels aim to give the guest a unique experience while providing above average guest services. Boutique hotels tend to gravitate away from the traditional chain hotel model. Even though some boutique hotels are owned by larger

companies, each property is unique. The architecture and design of these hotels strive to be interesting, different and fresh. The service tends to be more personal because boutique hotels are typically smaller than traditional hotels. These hotels are marketed towards middle to upper income adults.

Normally the hotels are segregated into five different ratings. There is no real international hotel rating system. Rating of hotels in different countries typically come from the government, independent rating agencies (the Automobile Association, Royal Automobile Club, English Tourist Board in Britain; the American Automobile Association in the United States) or sometimes hotel operators themselves. Therefore, each country uses its own criteria to rate hotels, but most establishments are rated based on the availability of certain amenities and accommodation. The higher the star rating, the better the quality of hotel.

*One- and Two-Star Ratings.* One star are budget tourist hotels. Only the basic necessity services are provided. Two stars are a little better, and provide a wider range of items. Rooms always have a private bathroom, television and telephone. There may or may not be room service, but they normally have a small restaurant.

*Three- and Four-Star Ratings.* A three-star hotel is a noticeable step up from a two star, with the furnishings showing some quality and style. Amenities such as room service, a restaurant open for all three meals, pool and basic fitness room are usually available. The rooms always have access to cable or satellite television. The four-star hotel takes a further step up in terms of decor and enters the realm of top-quality professional service from the staff. A higher end restaurant and bar will be a part of the hotel, and valet parking service will be offered. Many will also have at least some or all of the following: fitness centre, spa, pool, lounge and concierge. Four-star hotel rooms often come with a safe.

*Five- Star Rating.* Five-star hotels are the top of the rating system as it is usually recognized. The decor and landscaping are always superb. Eateries will include at least one restaurant, cafe and bar/lounge and usually more than one of each. The availability of 24-hour room service is standard. A spa may accompany the pool and fitness room. Guest services will include amenities such as treatments

and massages at the spa, laundry and tailoring, valet parking service and a concierge. The rooms will be furnished with touches such as stocked bar and refrigerator, DVD player and Jacuzzi function in the bath tub.

*Five-Plus Ratings.* Hotels rating themselves as six and even seven-star hotels can be found, but these designations are almost always made by the hotel itself and are rarely recognized by any outside authority. Examples include the Burj Al Arab in Dubai, the Oriental Bangkok, and the Town House Galleria in Italy. It should be noted that Italian law does not recognize either a six- or seven-star rating, making the Town House Galleria a perfect example of an unofficial rating bestowed by the hotel itself. These facilities should be thought of as hotels that deserve a five plus rating, as they do generally exceed the five-star standards in some or most departments.

The rating system is generally reliable; however, how and by whom the rating standard is applied varies widely as there is no international standard.

In addition to the traditional system of “Stars” classification of hotels today there are more than thirty other rating systems. All attempts at unifying the classification system have failed.

Today, the hotels often use literal and symbolic denotation to determine their status. Thus, the system of “Letters” is used in Greece.

There are two types of rating systems in Great Britain: the “Star” system and the “Diamond” system. In Sweden today as a symbol of class “Key” is used instead of “Star”, and the hotels on the coast of Goa receive “Points”.

**3. Choose one of the four sentences that corresponds to the content of the text**

1. a. Motels are traditionally built in the city centre.  
b. Motels are typically cheaper than other types of hotels.  
c. Motels became popular in the 19th century.
2. a. Conference centers and commercial hotels are traditionally located in resort areas.  
b. Conference centers focus on the leisure needs of clients.  
c. Conference centers provide state of the art meeting facilities.



3. a. Boutique hotels are designed for business clients.
- b. Boutique hotels are not as large as traditional hotels.
- c. Boutique hotels are marketed toward low income travelers.
4. a. It's impossible to find hotels billing themselves as six–star hotels.
- b. Today there are only three types of rating systems.
- c. In Ukraine today as a symbol of class “Key” is used instead of “Star”.

#### **4. Translate into Ukrainian**

- 1) fit almost any budget and taste
- 2) provide few amenities
- 3) offer a unique and personal experience
- 4) vacation–style services
- 5) cater to all types of guests
- 6) have a high turnover of guests
- 7) feature multipurpose rooms
- 8) broad range of
- 9) include access to
- 10) the availability of 24–hour room service
- 11) literal and symbolic denotation

#### **5. Translate into English**

- 1) різні види готелів
- 2) кімнати для спільного (загального) проживання
- 3) популярне облаштування території
- 4) близьке розташування від аеропорту
- 5) високий обсяг обороту гостей
- 6) короткий проміжок часу
- 7) різноманітне нічне життя
- 8) проводити та обслуговувати масштабні заходи
- 9) вигідно відрізнитися від
- 10) оформлення та ландшафтне планування
- 11) бути визнаним органами влади

**6. Match the words in the left column with their meaning in the right column**

1) Eco– friendly	a) to have or use something at the same time as someone else
2) expensive	b) something that makes it comfortable or enjoyable to live
3) complimentary	c) designed to cause as little harm as possible to the environment
4) amenity	d) knowledge and skill that is gained through time spent doing a job
5) share	e) something that costs a lot of money
6) experience	f) something given to you for free by a person or organization

**7. Fill in the gaps in the sentences with appropriate words and phrases**

Eco– friendly hotels	expensive	complimentary	amenities
	sharing a room	experience	

- Most of the world's most (1) \_\_\_\_\_ are not open to the general public, but cater to celebrities and high–level business executives.
- (2) \_\_\_\_\_ can be great for making friends but adds some worry about keeping your belongings secure.
- Many hotels have become (3) \_\_\_\_\_ in which they provide non–toxic bedding, use renewable energy, use non–toxic cleaning products, and contain recycling facilities.
- Make a reservation via our web site for 7 nights and get (4) \_\_\_\_\_ transportation from the hotel to the airport or railway station!
- A trip to India can be filled with lots of fun, (5) \_\_\_\_\_ and enjoyment.
- The (6) \_\_\_\_\_ provided in each hotel vary.

**8. Give detailed answers to the following questions**

- What hotel types is the hotel industry represented by?
- How did motels appear?
- What services do Bed and Breakfast hotels offer their guests?

4. What kind of people prefer to stay in Hostels?
5. What accommodation services do Casino hotels provide?
6. What are Conference centres and commercial hotels for?
7. What is the main aim of Boutique hotels?
8. How are hotels usually categorized?
9. There are different criteria to rate hotels, aren't there?
10. How are services in budget hotels different from those in luxury hotels?
11. What other systems of hotel rating do you know?

## **LESSON 7**

### **VOCABULARY LIST**

#### **1. Read and memorize the words:**

to imply – припускати, мати на увазі, значити

to distinguish – розрізняти, розглянути

disposal – розпорядження (річчю)

standard room – стандартний номер

single-occupancy – одномісний номер

to appreciate – цінувати, високо ставити

host country – сторона, що приймає

double bed – двоспальне ліжко

deluxe room – люкс, покращений номер, підвищеної комфортності

apartments – номери, наближені до вигляду сучасних квартир, що мають місце для приготування їжі

studio – житло, що складається з однієї кімнати та кухні, що не має перегородок

to adhere (to) – твердо триматися, дотримуватися чогось

to be fitted (with) – бути оснащеним

massage session – сеанс масажу

super suite – номер суперлюкс, більший за площею та з покращеним видом із вікна

standard suite – люкс; кімната більшого розміру, ніж стандартна

junior suite – напівлюкс, у класичному вигляді великий номер із зони вітальні та спальні (без дверей)

luxurious suite – розкішний номер

president suite – президентський сьют

executive suite – представницький номер

slightly – мало, трохи, несуттєво, ледве

to exceed – перевищувати

kitchenette – кухонька; невелика кухня (поєднана з кімнатою)

bunk – спальне місце

to denote – позначати

to signify – мати значення

arrangement – 1) розміщення, розташування, упорядкування, 2) компонування; монтаж

to designate (with) – позначати; надавати позначення

## **2. Read and translate the text**

### **Different Categories of Rooms**

There is no any unified classification system of hotel rooms so far today. Very often the same category of rooms in different hotels may imply different living conditions. It depends on the structure of the hotel itself, its location, target market and level of service provided. The classification of the rooms in the hotel is often used not so much for the size, luxury and amenities, as for the number of occupants. The world classification distinguishes more than 30 different types of rooms. Of course, today almost any modern hotel has at its disposal standard rooms and suites.

Standard rooms also referred to as single rooms or single occupancy rooms, are the basic type of rooms in the hotel business. They are perfect for those guests who appreciate the best compromise between price and quality. Standard rooms are ideal for individual stays or short, overnight breaks. The rooms are fitted with standard amenities: a wardrobe, a desk, a TV, a telephone, a fridge, and a hairdryer, a set of tableware, a separate bathroom and the standard set of toiletries. Depending on the host country and the status of the hotel a standard room can have additional

functions and features. Standard rooms in 3–star hotels, for instance, are typically decorated with made to order furniture. Five–star standard rooms are equipped with luxury furniture, functional amenities and works of art—sculptures or paintings. Standard rooms vary in size, depending on the rating of the hotel. Standard rooms in 2–star hotels, for instance, are between 9 to 10 square metres, while those in 5–star hotels are required to be at least 16 square metres. In the hotels of Europe and the United States a standard room in a hotel has a double bed.

Deluxe rooms are typically among the most expensive in a hotel. This category of rooms also includes suites, apartments and studios. Deluxe rooms are larger than standard rooms in size. Recommendations of the World Tourism Organization are to adhere to minimal area of about 35 square metres. Deluxe rooms consist of several rooms. Typically, these are a bedroom and a living room. They are fitted with basic and bonus amenities, including free access to a fitness center or pool, massage sessions, tours, alcoholic drinks and desserts.

Suites are small apartments that accommodate families or large parties. There are several types of suites, including super suites, standard suites and junior suites. Super suites are also called luxurious suites, president suites and executive suites. They are typically the most exclusive rooms in a hotel. Standard suites are small sized apartments that range in size between 28 and 40 square metres. They are equipped with standard amenities, including high speed Internet, television and telephone, 24–hour room service, in room safe. Standard suites are ideal for business travelers. Junior suites are large rooms that slightly exceed standard rooms in size. They are a step above single rooms in size and offered amenities but are not as large as standard or luxurious suites. Junior suites are priced according to their size, amenities and opulence. They typically range between 20 and 25 square metres in size. Junior suites are fully equipped and include a kitchenette and Internet access, besides standard amenities. They are perfect for honeymoon couples, holiday makers and business people.

Travelers find a wide selection of bunks in hotels, and some hotels attempt to describe a room’s sleeping accommodations in the room’s classification. Rooms

with a king-sized bed may feature a “K” in the classification name, while a “Q” denotes a queen bed and a “D” signifies a double bed. Some hotels may also include the number of beds in the classification, offering rooms with two double beds (2D) or two queen beds (2Q).

In addition to describing the arrangement of beds and furniture, a hotel room classification may denote the view. Hotels often market rooms designated with an ocean view (OV), sea view (SV), mountain view (MV) or city view (CV). Depending on location, the hotel may also offer additional designations that include garden view (GV), pool view (PV), beach front (BF), park view (PV) or inside view (IV).

**3. Choose one of the four sentences that corresponds to the content of the text**

1. a. The same category of rooms in different hotels depends on the national policy.  
b. The same category of rooms in different hotels depends on the type of the hotel.  
c. The same category of rooms in different hotels depends on the designer.
2. a. A standard room is traditionally fitted with a private bathroom.  
b. A standard room is traditionally fitted with a private pool.  
c. A standard room is traditionally fitted with a private Jacuzzi.
3. a. Junior suites are perfect for families with kids.  
b. Junior suites are perfect for homeless.  
c. Junior suites are perfect for newlyweds.
4. a. The World Tourism Organization advises to adhere to minimal area of deluxe room about 45 square metres.  
b. The World Tourism Organization advises to adhere to minimal area of deluxe room about 35 square metres.  
c. The World Tourism Organization advises to adhere to minimal area of deluxe room about 25 square metres.

**4. Translate into Ukrainian**

- 1) so far today
- 2) number of occupants
- 3) distinguishes more than

- 4) basic type of rooms
- 5) rooms are fitted with
- 6) standard set of toiletries
- 7) sculptures or paintings
- 8) depending on the rating of the hotel
- 9) at least
- 10) consist of several rooms
- 11) are a step above

### 5. Translate into English

- 1) єдина система
- 2) умови проживання
- 3) підходити для проживання однієї особи
- 4) індивідуальна ванна кімната
- 5) додаткові функції та характеристики
- 6) бути обставленим меблями, виготовленою на замовлення
- 7) твори мистецтва
- 8) Всесвітня туристична організація
- 9) цілодобове обслуговування
- 10) бути повністю обладнаним
- 11) молодята

### 6. Match the words in the left column with their meaning in the right column

1) location	a) using the most recent methods, ideas, designs, or equipment
2) view	b) very expensive and of the highest quality
3) modern	c) forming the main or most important part of something
4) break	
5) luxury	
6) expensive	
7) basic	
8) range	

	d) the place or position where someone or something is or where something happens e) stop for a short time f) the area or place that can be seen g) things of same type h) something that costs a lot of money
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**7. Fill in the gaps in the sentences with appropriate words and phrases**

location	view	modern	basic	luxury	expensively
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1. There are other restaurants where you can eat less (1) \_\_\_\_\_.
2. We should replace the equipment with something more (2) \_\_\_\_\_.
3. The company is moving to a new (3) \_\_\_\_\_.
4. Each apartment is furnished and decorated to the same (4) \_\_\_\_\_ specifications.
5. Honesty and trust are (5) \_\_\_\_\_ to a good relationship.
6. The (6) \_\_\_\_\_ from the top of the tower was spectacular.

**8. Give detailed answers to the following questions**

1. Is there an adopted international classification system of hotel rooms?
2. Does the hotel room classification depend on the structure of the hotel itself?
3. What type of rooms are considered the general standard?
4. What kind of guests prefer to stay in standard rooms?
5. Standard rooms are fitted with basic amenities, aren't they?
6. Are standard rooms in 3–star and 5–star hotels the same?
7. What type of rooms do deluxe rooms include?
8. What is the adopted minimal area of deluxe rooms?
9. What bonuses are usually included in the price of deluxe rooms?
10. Are there several types of suites? What are they?
11. What does the price of the suite depend on?
12. Does the hotel room view influence the price?



## LESSON 8

### VOCABULARY LIST

#### 1. Read and memorize the words:

to divide – ділити, поділяти

accounting – бухгалтерія

food and beverage – громадське харчування

to report to – відповідати перед кимось., підкорятися комусь

general manager – генеральний директор

lodging – житло, тимчасове житло

to accept – приймати

to receive – отримувати

to assign – призначати, визначати

available – доступний, наявний

occupied – зайнятий, окупований

to keep current – актуалізувати

to maintain – підтримати, зберігати

promptly – швидко, точно, відразу

instance – випадок, приклад, зразок

linen – постільна білизна

entire – весь, цілий, повний

physical plant – матеріальна частина

minor repairs – дрібний ремонт

linkage – зчеплення, з'єднання, зв'язок

reciprocal – протилежність, двосторонній

input – вхід, інвестиція, внесок

sequential – послідовний

## **2. Read and translate the text**

### **Rooms Department**

The hotel is divided along functional lines into five administrative departments: rooms, accounting, sales and marketing, food and beverage, and personnel. The five department heads report directly to the general manager (GM).

The rooms department performs the lodging function of the hotel. Reservations must be accepted, guests must be hospitably received and assigned clean rooms, the status of available and occupied rooms must be kept current, security must be maintained, public spaces such as lobbies must be kept clean, guests must receive mail and phone messages promptly, and guest questions must be answered. These are some of the important functions of the rooms department. The rooms department is divided into a number of subunits, each of which performs rather specialized tasks. In many instances, these subunits are also referred to as departments. For example, the laundry department, which in a 500-room hotel is quite large, is responsible for cleaning and pressing all the hotel's linens and employee uniforms as well as guest laundry. Its function is extremely specialized. Little of the knowledge and skills required to manage a laundry operation are transferable to other areas of hotel operations.

The front office is where guests are greeted when they arrive at the hotel, where they're registered, and where they're assigned to a room. Telephone operators and other guest communications functions usually fall under the front office department. The hotel's bell staff is also a part of this department. Reservation takes and tracks hotel's future bookings. The housekeeping department is responsible for cleaning guest rooms and public spaces. Security is responsible for guest safety. Finally, the engineering department is responsible for the operation and maintenance of the hotel's entire physical plant, including electrical, heating, mechanical, air conditioning and ventilation, plumbing, and structure. It also performs minor repairs and renovations.

A great deal of interdependence exists between the subunits of the rooms department, thus calling for close coordination of activities. Linkages exist between

the front office and the reservations department. Reservations must inform the front office of the number of presold rooms each day to ensure that a current inventory of rentable rooms is always available. The front office must let reservations know whenever walk in guests (those without reservations) are registered. Linkages also exist between the front office and housekeeping. Information regarding room status must flow both ways. When a guest checks out, the front office must inform housekeeping so the room may be cleaned. Once it is cleaned, housekeeping must inform the front office so the room may be sold.

These are both examples of reciprocal interdependence in which individual units provide each other with inputs. Other linkages within the rooms department are illustrative of sequential interdependence, which occurs when the output of one unit becomes the input of another. An example is housekeeping's inability to properly provision a guest room if the laundry does not supply enough clean towels or bed sheets. A less obvious example deals with the output of information from one department to another. For example, engineering cannot replace a defective light switch in a guest room if housekeeping does not report the problem. These examples illustrate the reciprocal and sequential interdependence that exists between subunits of the rooms department. Effective management under these conditions calls for standardized plans, procedures, schedules, and deadlines.

Coordination between units also requires frequent direct communications between executives.

**3. Choose one of the four sentences that corresponds to the content of the text**

1. a. The hotel is divided along staff lines into five administrative departments.  
b. The hotel is divided along functional lines into five administrative departments.  
c. The hotel is divided along functional lines into four administrative departments.
2. a. The rooms department performs the catering function of the hotel.  
b. The rooms department performs the accounting function of the hotel.  
c. The rooms department performs the lodging function of the hotel.
3. a. The rooms department is divided into a number of subunits, each of which performs rather specialized tasks.

b. The rooms department is divided into a number of subunits, each of which performs rather simple tasks.

c. The rooms department is divided into a number of subunits, each of which performs rather available tasks.

4. a. The front office is where guests are assigned to a room.

b. The front office is responsible for cleaning guest rooms and public spaces.

c. The front office performs minor repairs and renovations.

#### **4. Translate into Ukrainian**

1) guests must be hospitably received

2) security must be maintained

3) in many instances

4) extremely specialized

5) manage a laundry operation

6) fall under the front office department

7) the hotel's bell staff

8) entire physical plant

9) presold rooms

10) reciprocal interdependence

11) linkages within the rooms department

#### **5. Translate into English**

1) адміністративні відділи (служби)

2) генеральний директор

3) виконувати функції розселення гостей

4) утримувати у чистоті місця загального користування

5) гостей потрібно поселити у чисті кімнати

6) відділ ділиться на підрозділи

7) бути відповідальним за прання та прасування білизни

8) безпека гостей

9) велика частка взаємозалежності

10) існує зв'язок між різними відділами (службами)

**6. Match the words in the left column with their meaning in the right column**

1) lodging	a) to be responsible to and under the authority of
2) report to	b) the system or occupation of setting up, maintaining, and auditing the books of a firm and of analysing its financial status and operating results
3) general manager	c) to keep in proper or good condition
4) accounting	d) furnished rooms in another's house rented for accommodation
5) linen	e) the highest-ranking manager
6) maintain	f) articles or garments made from linen or a similar cloth, such as cotton; bed sheets and tablecloths

**7. Fill in the gaps in the sentences with appropriate words and phrases**

general manager    linen    report to    maintain    lodgings    accounting

- The plant manager (1) \_\_\_\_\_ the production controller.
- We found (2) \_\_\_\_\_ on the tour rather primitive.
- Vail, took his seat as (3) \_\_\_\_\_ in a tiny office in Reade Street, New York, and the building of the business began.
- I lived to watch on a strange shore a black and youthful Nausicaa, with a joyous train of attendant maidens, carrying baskets of (4) \_\_\_\_\_ to a clear stream overhung by the heads of slender palm trees.
- The house costs a fortune (5) \_\_\_\_\_.
- Because of the wide range of activities and the large amounts of revenues full service hotels have (6) \_\_\_\_\_ departments in the hotel to take care of all the accounting responsibilities.

**8. Give detailed answers to the following questions**

- What administrative departments is the hotel divided into?
- What is the function of the rooms department?

3. Where is the front office?
4. What department is responsible for the hotel's entire physical plant?
5. Give some examples of reciprocal interdependence within the rooms department in which individual units provide each other with inputs.

## LESSON 9

### VOCABULARY LIST

#### 1. Read and memorize the words:

providing – забезпечення

likely – ймовірно

diversity – різноманітність, відмінність

to comprise – включати, містити в собі

chef – шеф–кухар, головний кухар

stature – висота, стан, фігура

to bus – прибрати брудний посуд і помити його

profit margins – розмір прибутку

convention – збори, з'їзд

catering – громадське харчування

to cater – постачати провізію, обслуговувати відвідувача

to assign to – приписувати, ставити у відповідність

#### 2. Read and translate the text

##### Food and Beverage

The primary function of **the food and beverage department** is, of course, to provide food and drink to the hotel's guests. In earlier times, when an inn had only one dining room, this was a much simpler task. Today, however, providing food and drink is much more complicated. The 500-room hotel in this discussion might well have a coffee shop, a gourmet restaurant, a poolside snack bar, two banquet halls, room service, and ten separate function rooms where food and beverage may be served. It might also have a piano bar and lounge, a lobby bar, and a nightclub. This adds up to 19 food and beverage outlets, excluding room service! On a busy day (or

night), it's likely that each of these outlets will be used. Often, more than one event takes place in an outlet during a 24-hour period.

There is great diversity in the activities performed by a food and beverage department and considerable variety in the skills required, so the department comprised a number of functional subunits where tasks are specialized. To begin with, there is the food production, or kitchen, department. In a 500-room hotel, this unit is headed by the executive chef, a person of great stature and authority in a first-class hotel. Under the executive chef are a variety of culinary specialists responsible for different aspects of food preparation. The service of food in a hotel's restaurants and food outlets is usually the responsibility of a separate department, which, in a large hotel, is headed by an assistant food and beverage director. The food service department contains the individual restaurant and outlet managers, maotre d's, waiters, waitresses, and bus help. Because of the special problems associated with room service, many large hotels have a separate subunit responsible only for room service. The high value and profit margins associated with alcoholic beverages cause hotels to form a separate department with responsibility for the bars, lounges, service bars, and other alcoholic beverage outlets.

Most full-service hotels do considerable convention and catering business. A convention uses small function rooms for separate meetings, larger rooms for general sessions, and even larger facilities for banquets. Catered events include local parties, wedding receptions, business meetings, and other affairs held by local groups. To provide for the unique needs of these customers, hotels often organize separate catering and convention departments that specialize in this kind of business. Finally, the job of cleaning the spaces of the food and beverage department, dish and ware washing, and general food and beverage expediting is often assigned to a separate subunit known as the stewarding department.

**3. Choose one of the four sentences that corresponds to the content of the text**

1. a. The second function of the food and beverage department is to provide food and drink to the hotel's guests.

- b. The primary function of the food and beverage department is to provide food and lodging to the hotel's guests.
  - c. The primary function of the food and beverage department is to provide food and drink to the hotel's guests.
- 2.**
- a. Under the executive manager are a variety of culinary specialists responsible for different aspects of food preparation.
  - b. Under the executive chef are a variety of culinary specialists responsible for different aspects of food preparation.
  - c. Under the executive chef are a variety of culinary accountants responsible for different aspects of food preparation.
- 3.**
- a. The food service department contains the individual restaurant and outlet managers, maotre d's, waiters, waitresses, and bus help.
  - b. The food service department contains the individual restaurant and outlet managers, maotre d's, waiters, waitresses, and tram help.
  - c. The food service department contains the individual restaurant and outlet managers, maotre d's, waiters, waitresses, and train help.
- 4.**
- a. A convention uses large function rooms for separate meetings, smaller rooms for general sessions, and even larger facilities for banquets.
  - b. A convention uses small function rooms for general sessions, larger rooms for separate meetings, and even larger facilities for banquets.
  - c. A convention uses small function rooms for separate meetings, larger rooms for general sessions, and even larger facilities for banquets.

**4. Translate into Ukrainian**

- 1) much simpler task
- 2) ten separate function rooms
- 3) excluding room service
- 4) great diversity
- 5) considerable variety
- 6) a number of functional subunits
- 7) headed by the executive chef



- 8) variety of culinary specialists
- 9) special problems
- 10) considerable convention and catering business

### 5. Translate into English

- 1) забезпечувати гостей їжею та напоями
- 2) велика різноманітність видів діяльності
- 3) необхідні вміння
- 4) насамперед
- 5) приготування їжі
- 6) людина, яка має великий вплив
- 7) готель першого класу
- 8) відповідальний за різні аспекти
- 9) відділ обслуговування
- 10) відповідати потребам

### 6. Match the words in the left column with their meaning in the right column

1) stature	a) a cocktail lounge featuring entertainment by a pianist
2) diversity	b) a formal meeting of members, representatives, or delegates, as of a political party, fraternal society, profession, or industry
3) bus	c) an achieved level; status
4) convention	d) variety or multiformity
5) catering	e) to carry or clear (dishes) in a restaurant
6) piano bar	f) providing food and services

### 7. Fill in the gaps in the sentences with appropriate words and phrases

Piano Bar	assign	diversity	laws	catering	convention
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1. Charles Darwin saw in (1) \_\_\_\_\_ of species the principles of evolution that operated to generate the species: variation, competition and selection.

2. Pete's Rock N' Roll Dueling (2) \_\_\_\_\_ is celebrating twenty years in business on October 31.
3. This (3) \_\_\_\_\_ of people and religion is the reason that the kingdom in different parts are under different forms of government, and that their (4) \_\_\_\_\_ and customs are extremely various.
4. Next year (5) \_\_\_\_\_ will be in Chicago.
5. (6) \_\_\_\_\_ is a business that caters banquets and weddings.
6. They (7) \_\_\_\_\_ the new car to Roger.

**8. Give detailed answers to the following questions**

1. What is the primary function of the food and beverage department?
2. Why is providing food and drink much more complicated now?
3. What food and beverage outlets can you name?
4. What functional subunits did the department comprise?
5. Who is the food production department headed by?
6. What subunit is the job of cleaning the spaces of the food and beverage department often assigned to?

## **LESSON 10**

### **VOCABULARY LIST**

**1. Read and memorize the words**

line functions – функції лінійного підрозділу

transaction – угода

timely – своєчасний

responsibilities – обов'язки

payroll preparation – розрахунок заробітної плати

dimension – аспект, показник, ступінь

to reconcile – врегулювати, залагоджувати

venues and expenses – доходи та витрати

to verify – перевіряти, засвідчувати

accuracy – точність, правильність

routinely – повсякденно

to violate – порушувати, зневажати, порушувати

## **2. Read and translate the text**

### **Accounting**

*The accounting department* often combines both staff and line functions. Its traditional role is recording financial transactions, preparing and interpreting financial statements, and providing management with timely reports of operating results. Responsibilities also include payroll preparation, accounts receivable, and accounts payable. These functions are the responsibility of the assistant controller for finance. There is, however, another dimension to the accounting department that connects to operations, cost accounting, and cost control throughout the hotel. This often results in the department being called the controllers' department rather than the accounting department. The two central concerns of accounting control are rooms and food and beverage. The accounting department's front office cashier tracks all charges to guest accounts. The night auditor reconciles all guest bills with the charges from the various hotel departments. Although these employees work at the front desk and sometimes have direct guest contact, they are members of the accounting department and report to the assistant controller for operations.

The food and beverage controller, and the food and beverage cashiers, who work in the accounting department, keep track of the revenues and expenses of the food and beverage department. Food and beverage cashiers report to the assistant controller for operations, and the food and beverage controller reports directly to the hotel controller. The food and beverage department may be responsible for food preparation and service, but the accounting department is responsible for collecting revenues. The food and beverage controller verifies the accuracy and reasonableness of all food and beverage revenues. The accounting department is responsible for tracking and preparing daily reports on the costs of the food and beverage used in the hotel. In many cases, the accounting department is also responsible for purchasing and storeroom operations. Finally, the director of systems is responsible for designing the accounting and management information systems used throughout

the hotel. This discussion demonstrates the accounting department's direct involvement in day to day operational aspects of the hotel.

We make two final points about the accounting department. First, accounting is responsible for collecting and reporting most of a hotel's operational and financial statistics. It therefore plays an important hotelwide staff role as data provider for decision making and budget preparation. Second, the accounting department head is responsible not only to the hotel's GM but also to the hotel chain's financial vice president or to the hotel's owner. The reason for this dual reporting relationship is to provide the hotel corporation an independent verification of the accuracy of the financial and operating results of the hotel – that is, independent from the GM. Thus, unity of command is routinely violated in the case of hotel controllers.

**3. Choose one of the four sentences that corresponds to the content of the text**

1. a. The traditional role of the accounting department is recording financial transactions, preparing and interpreting financial statements, and providing guests with accommodation.

b. The traditional role of the accounting department is recording financial transactions, preparing and interpreting financial statements, and providing management with timely reports of operating results.

c. The traditional role of the personnel department is recording financial transactions, preparing and interpreting financial state ments, and providing management with timely reports of operating results.

2. a. Payroll preparation, accounts receivable, and accounts payable are the responsibility of the general manager.

b. Payroll preparation, accounts receivable, and accounts payable are the responsibility of the assistant controller for finance.

c. Payroll preparation, accounts receivable, and accounts payable are the responsibility of the assistant controller for sales.

3. a. The night auditor reconciles all guest bills with the charges from various other hotels.

b. The night auditor reconciles all guest bills with the charges from the various hotel departments.

c. The night auditor reconciles all employee bills with the charges from the various hotel departments.

4. a. The food and beverage controller verify the accuracy and reasonableness of all food and beverage revenues.

b. The food and beverage department verify the accuracy and reasonableness of all food and beverage revenues.

c. The food and beverage controller verify the quality of all food and beverages.

#### **4. Translate into Ukrainian**

- 1) providing management
- 2) accounts receivable
- 3) accounts payable
- 4) cost accounting
- 5) controllers' department
- 6) report to the assistant controller
- 7) verify the accuracy and reasonableness
- 8) tracking and preparing daily reports
- 9) purchasing and storeroom operations
- 10) direct involvement

#### **5. Translate into English**

- 1) реєструвати фінансові угоди
- 2) фінансовий витяг
- 3) своєчасний звіт
- 4) розрахунок заробітної плати
- 5) заступник головного бухгалтера з фінансових питань
- 6) контроль цін
- 7) звіряти рахунки гостей
- 8) вести рахунок, відстежувати
- 9) збирання прибутку

10) щоденний звіт

**6. Match the words in the left column with their meaning in the right column**

1) transaction	a) a measure of spatial extent, especially width, height, or length
2) dimension	b) to bring into agreement or harmony; make compatible or consistent
3) reconcile	c) an expenditure of money; a cost
4) revenues	d) a record of business conducted at a meeting; proceedings
5) expenses	e) the condition or quality of being true, correct, or exact; precision; exactness
6) accuracy	f) all the income produced by a particular source

**7. Fill in the gaps in the sentences with appropriate words and phrases**

dimensions    revenue    accuracy    transaction    expenses    to reconcile

1. The unions want high wages and the bosses want high profits – it's almost impossible (1) \_\_\_\_\_ these two aims.
2. (2) \_\_\_\_\_ of the box are 20 cm by 10 cm by 4 cm.
3. In a commercial (3) \_\_\_\_\_ of the retail order much depends on the seller's engaging and amiable aspect.
4. They wanted a big share of (4) \_\_\_\_\_ from the mine.
5. I'm looking for a trip with all (5) \_\_\_\_\_ paid.
6. It is one of the many methods in which they employ this weapon, and (6) \_\_\_\_\_ of aim which they achieve, even under the most unfavorable circumstances, is little short of miraculous.

**8. Give detailed answers to the following questions**

1. What is the traditional role of the accounting department?
2. What are responsibilities of the accounting department?
3. Why do food and beverage cashiers report to the assistant controller for operations?

4. Who is the accounting department head responsible to?
5. What is the reason for the dual reporting relationship of the accounting department?

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