

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
МИКОЛАЇВСЬКИЙ НАЦІОНАЛЬНИЙ АГРАРНИЙ УНІВЕРСИТЕТ

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ПЕРЕДМОВА

Методичні рекомендації та навчальний матеріал для аудиторної та самостійної роботи здобувачів вищої освіти ступеня «бакалавр» спеціальності 241 "Готельно-ресторанна справа" денної форми навчання забезпечують навчальний матеріал дисципліни «Іноземна мова за професійним спрямуванням».

Мета курсу - формування необхідної комунікативної спроможності у сферах професійного та ситуативного спілкування в усній і письмовій формах; вдосконалення вмінь та навичок читання, перекладу, реферування спеціальної літератури за фахом; ведення бесіди з професійної тематики, ділового листування.

Дані методичні рекомендації мають за мету набуття студентами навичок читати та перекладати тексти з побутової та професійної тематики середньої складності, спілкуватися іноземною мовою на професійні теми в межах вивченої лексики та граматики, писати короткі повідомлення та есе іноземною мовою дотримуючись правил орфографії та граматики.

Методичні рекомендації складаються з дванадцяти тем (Units), передбачених робочою навчальною програмою з дисципліни. Кожен розділ містить вправи на розвиток усіх видів мовленнєвої діяльності: аудіювання, читання, говоріння та писемного мовлення, виконання яких сприяє розвитку комунікативної компетенції студентів першого та другого рівнів вивчення іноземної мови. Методичні рекомендації розраховані на 150 год. (5 кр.) аудиторної та самостійної роботи.

За кожен тему студент може отримати від 10-15 балів, що передбачено навчальною програмою з іноземних мов.

Методичні рекомендації є збіркою текстів професійного спрямування та різнорівневих завдань до них для отримання додаткової інформації, яка доповнює навчальний посібник «Англійська мова готельно-ресторанної справи» фактичним матеріалом.

Методичні рекомендації розроблені згідно до вимог типової базової програми. Для підготовки методичних рекомендацій використовувались матеріали з новітніх підручників, автентичних джерел та періодичних видань.

Може використовуватися аспірантами та магістрами спеціальності «Готельно-ресторанна справа».

PART I
UNIT 1. UKRAINE

I. Answer the following questions:

1. What are the national symbols of Ukraine?
2. What holiday do we celebrate on August 24?
3. What are the colours of the national flag of Ukraine?
4. How many administrative provinces is the country divided into?
5. What traits of character are Ukrainians believed to have?

Essential vocabulary

fertile black-earth soil	родючий чорнозем
precipitation	опади
to decrease	зменшуватися
average population density	середня густина населення
net material product	національний валовий продукт
employment	зайнятість
consequence	наслідок
competitiveness	конкурентоспроможність
animal husbandry	тваринництво
ballot	балотування, голосування
unicameral state legislature	однопалатна державна законодавча влада
justice	правосуддя

II. Reading. Read the following text.

UKRAINE

Ukraine, a republic in Eastern Europe, is bounded on the north by Belarus and Russia; on the east by Russia; on the south by the Black Sea and the Sea of Azov; on the southwest by Romania and Moldova; and on the west by Hungary, Slovakia and Poland.

With a total area of about 603,700 square kilometres, Ukraine is the second largest country in Europe after Russia. Kyiv is the capital and the largest city.

Almost the entire country of Ukraine is a vast flat plain, with elevations generally below 300 metres. The Carpathian Mountains intrude at the extreme west, and on the southern coast of the Crimean Peninsula are the Crimean Mountains. The highest point in Ukraine is Mount Hoverla in the Carpathians, with an elevation of 2,061 metres. Most major rivers flow south to the Black Sea. the Dnieper courses through the country for 1,204 kilometres. Other major rivers include the Dniester, Donets, Bug, and Danube. The Danube is an important water route linking the country with many European countries. There are many lakes throughout Ukraine. Lake Svytiyaz, one of the largest natural lakes, has an area of 28 square kilometres. Ukraine has extremely fertile black-earth soils in the central and southern portions, totaling nearly two-thirds of the territory.

The climate of Ukraine is temperate continental, with a long summer and a short winter. The southern shores of the Crimea have a warm Mediterranean-type climate. Precipitation generally decreases from north to south; it is greatest in the Carpathians and least in the coastal lowlands of the Black Sea.

Ukraine is the second most populous country of the former USSR; only Russia has more people. Ukraine has a population of about 45,700,000 people. Average population density is 82 people per sq km. Settlement are densest in the far eastern and western regions. Around 67 percent of population inhabits urban areas. Population growth is relatively low. Ukrainians constitute 72 per cent and Russians constitute 22 per cent. Other minorities include Belarussians, Moldovans, Hungarians, Bulgarians and Crimean Tatars.

Ukraine is richly supplied with mineral resources, with many important deposits grouped closely together. Coal is Ukraine's most abundant and heavily exploited mineral resource. Large iron ore deposits are located in the southeast, near the bituminous coal and anthracite deposits of the Donets Basin, the famous Donbas fields. The Nikopol region boasts one of the world's richest concentrations of manganese ores. There are also commercial deposits of titanium ores, bauxite, mercury ores, mineral salts and sulphur.

Ukraine's economy is highly industrialized. Industry contributes more than 40 per cent of total net material product and accounts for more than one-quarter of total employment. Industry is based largely on the republic's vast mineral resources. Ukraine is the fourth largest steel producer in the world, and has a broad and diverse industrial base. However, economic policy since the world economic and financial crisis has had serious consequences for Ukraine's competitiveness. Agriculture accounts for about 30 per cent of total net material product and one-quarter of total employment. Ukraine is a major producer and exporter of a wide variety of agricultural products, including wheat and sugar beet, being the world's largest sugar beet producer. Other crops include potatoes, vegetables, fruit, sunflowers and flax. Animal husbandry is also important.

Ukraine is an independent democratic republic, as stated in the declaration of independence issued in August 1991. The head of state is president who is elected by a national ballot. The prime minister heads the council of ministers, which serves as the cabinet. Ukraine has the unicameral state legislature, the 450-member Supreme Council. Members are freely elected for a four-year term. The highest judicial court is the Supreme Court of five judges, elected for five-year terms by the legislature. At the regional level justice is administered by popularly elected "people's courts".

III. Reading comprehension. Answer the following questions:

1. Where is Ukraine situated?
2. What countries does Ukraine border on?
3. What is the total area of Ukraine?
4. What is the population of the country?
5. What are the main features of Ukraine's climate?
6. What can you say about Ukrainian natural resources and economy?
7. What is the political system of Ukraine?

IV. Vocabulary and Grammar exercises

1. Give English equivalents to the following words:

Друга за розміром країна у Європі; велика рівнина; помірно континентальний клімат; населати міську місцевість; приріст населення; поклади залізної руди; широка й різноманітна промислова база; найбільший у світі виробник цукрового буряка; Верховна Рада; народні суди.

2. Give the Ukrainian equivalents for:

The total area; to intrude at the extreme west; coastal lowland; settlement; minorities; to be richly supplied with; to boast; commercial deposits; steel producer; a major producer and exporter; to be elected by a national ballot, the highest judicial court; to be represented in the legislature.

3. Fill in the gaps with the words given below:

Republic, urban, entire, continental, populous, competitiveness, ballot, elevation

- 1) The most _____ territory of Ukraine is the eastern region.
- 2) The _____ coastline of the Black Sea is a resort area.
- 3) Victor Yanukovich won in the second run of presidential _____.
- 4) A _____ is a form of government in which the people possess the supreme power.
- 5) The average _____ of Ukraine is 175 metres above sea level.
- 6) Most of Ukraine's population is _____ and live in cities and towns.
- 7) The _____ features of the Ukrainian climate intensify in an eastward direction.
- 8) One of the main tasks today is to strengthen the _____ of the national products worldwide.

4. Fill in the gaps with the necessary prepositions:

After, at, for, from, in (3 times), inside, of, on, to, with

Lviv, the capital of Western Ukraine, is one of the best places (1) _____ the country. It was founded as a fort (2) _____ the mid- 13th century by Danylo Halytsky and was named (3) _____ his son Lev, which means lion. The lion is the historic symbol (4) _____ the city. Lviv's main street is Freedom Avenue. (5) _____ the middle of the avenue there is a monument (6) _____ Taras Shevchenko, and there are always a lot of flowers (7) _____ its feet. Shevchenko Avenue attracts people (8) _____ its beautiful buildings and various shops. Lviv Picture Gallery has one of the largest collections of European paintings in the country, with over 1000 paintings (9) _____ display. (10) _____ the Town Arsenal there is the Museum of Old Arms, with a display of various arms taken (11) _____ over 30 countries. Lviv is also famous (12) _____ its churches and monasteries.

V. Speech Exercises

1. Make up dialogues, using the questions below and your own ones.

- 1) What is geographical position of Ukraine?
- 2) What is Ukraine rich in?
- 3) What is the relief of the country?
- 4) What are the largest cities in Ukraine?
- 5) What can you say about the climate of Ukraine?
- 6) What can you say about the political system of Ukraine?

TEXT 2

I. Read the text about Kyiv.

Essential vocabulary

confluence	з'єднання (річок)
junction	перетинання доріг
highway	магістраль

diverse	різноманітний
metalworking	обробка металів
interior	інтер'єр
monk	монах
thoroughfare	головна вулиця
steep	крутий
winding	звивистий
cobbled	мощений бруківкою
picturesque	живописний

Kyiv

Ancient Kyiv is now the capital of Ukraine. Situated on the banks of the Dnieper River below its confluence with the Desna River, Kyiv is a major port and one of the largest and most important cities of Eastern Europe. Because of its many parks it is often called the “green city”.

Kyiv has a moderately continental climate. January temperatures average -6°C. Snow covers the ground usually from mid-November to the end of March. Summers are warm, and July temperatures average 19°C.

The city's favourable location has made it a major junction of railroads, highways and air routes. Kyiv, as the capital city, has major administrative functions. It is also an important industrial centre with a diverse economy. The principal industries are machine building and metalworking. Kyiv is also a major publishing centre.

The surviving historical and architectural monuments are most prominent in the ancient Upper Town. The Cathedral of St. Sophia, completed in 1037 and reconstructed in the 17th century, is decorated with frescoes and mosaics in its interior. Much of the Kyiv-Pechery Lavra monastery, built during the 11th century, was destroyed during World War II. Now a museum, it is also still in use as a monastery. This striking building is the most holy place in Ukraine. The caves on the property serve as burial grounds for monks. Nearby is the main thoroughfare, Khreshchatyk. Another Kyiv's oldest and most beloved streets Andrew's Descent has been the centre of city activity since ancient times. The steep and winding cobbled streets are the setting for outdoor concerts and festivals in the summer, and home to several art galleries selling traditional Ukrainian crafts. Mariyinsky Palace is a picturesque Baroque palace with a charming park around it on the hilly bank of the Dnieper River designed by Rastrelli and constructed in 1744. It is an official ceremonial residence of the President of Ukraine.

Kyiv is the cultural and academic centre of Ukraine. Research institutes, the National Scientific Library, the Central Botanical Garden and the Main Astronomical Observatory are located there. There are many government-funded museums in Kyiv. The most famous are the Natural History Museum, the Historical Museum, the National Art Museum and the Western and Eastern Art Museum. Pirogovo is an outdoor museum devoted to folk architecture and traditional village life in Ukraine.

Among many professional theatres in Kyiv the most magnificent is the National Opera House which stages world class ballets and operas. Kyiv has also been the centre of Ukrainian film and mass media. In 1928 the Dovzhenko Artistic Film Studio was founded there.

Many monuments have been erected in Kyiv's squares, parks and other public places. The oldest are the monuments to the Magdeburg law on the right bank of the Dnieper, St. Volodymyr in Volodymyr Hill Park and B. Khmelnytsky in St. Sophia Square. Most have been erected in honour

Ukrainian political and scholarly figures and the heroes and victims of the wars and the Chernobyl accident.

II. Decide if the following statements are true or false:

1. Kyiv is situated on the confluence of the Dnieper River and the Desna River.
2. The processing of metals is one of the main branches of industry.
3. The Cathedral of St. Sophia and the Kyiv-Pechery Lavra monastery were built in the same century.
4. Andrew's Descent is a main street of Kyiv.
5. The official residence of the President of Ukraine is Pirogovo.

III. Match the endings of the sentences.

1. Kyiv bears the name of prince Kyi, a) on both banks of the Dnieper.
2. Under the rule of Yaroslav the Wise Kyivan Rus with Kyiv as its capital b) you should start your sightseeing from Khreshchatyk.
3. The city lies c) can be reached by a funicular lift.
4. If you have never been to Kyiv d) reached the height of its power.
5. The 'pleasure cruises' that depart from the river terminal e) is the usual way of getting from place to place by most people in Kyiv.
6. St. Michael's Golden Domed Cathedral f) who lived on the old Kyiv Hill in the sixth century.
7. The cost of the Metro is very cheap and g) offer stunning views of Kyiv's sights.

IV. Supply the missing members of these words families. Check your answers with the dictionary.

- 1) product - production, to produce, productive.
- 2) location
- 3) to develop
- 4) favourable
- 5) to complete
- 6) processing

V. Complete the following dialogue with the proper verbs in the right forms and role-play it: to go (2 times), to leave, to look, to love, to take (2 times), to walk.

Looking at vacation pictures

Kathy : Jim, I heard you _____ a trip to Kyiv. Is that right?

Jim : Yeah, I just got back this morning.

Kathy : That sounds really nice. What did you do there?

Jim : Well, we were only there for three days, so we didn't do too much. We _____ shopping to the Metrograd Shopping Complex and went out to dinner a few times. At night we _____ around the city with some friends.

Kathy : Did you _____ any pictures?

Jim : Yes, I have them with me. Do you want to look at them?

Kathy : Sure, I _____ looking at photos.

Jim : This one is of my wife and me in the Hydropark, an island in the Dnieper river, and this one is our daughter Emily standing next to my wife.

Kathy : Your daughter _____ like her mother. Where was this picture taken?

Jim : That was taken at the Boryspil airport before we _____.

Kathy : Did you have time to go to St. Sophia's Cathedral?

Jim : No, not this time. We _____ there last time.

Kathy : It looks like you all had a nice time.

Jim : Yeah, it was a lot of fun.

UNIT 2. TRADITIONAL HOLIDAYS IN UKRAINE, GREAT BRITAIN AND THE USA

I. Answer the following questions:

1. What is the most favourite holiday in your family? What do you usually do before it? Do you decorate your house/flat? Do you cook anything special? Do you invite guests or arrange parties?
2. Do you observe all the traditional rituals on Christmas? Who cooks traditional Christmas dishes in your family and what are they? What kind of weather do you like to have on Christmas?
3. What associations do you have with Easter? Can you describe what is going on in your house before Easter Sunday?
4. Do you remember any funny April Fool's Day experiences? Did you like to play practical jokes on your friends? Have you ever suffered from these jokes?

II. Reading. Read the following text

Essential vocabulary

prosperity	розквіт, добробут
near and dear	близькі люди
gradually	поступово
Sermon	проповідь
signpost	вказівний стовп, покажчик
to commemorate	вшановувати пам'ять
Coup	державний переворот
Firework	фейєрверк
holly and mistletoe	падуб та омела
Christmas rush	різдвяна метушня
the Lenten fast	Великий піст
Pancake	млинець

TRADITIONAL HOLIDAYS IN UKRAINE, GREAT BRITAIN AND THE USA

Like most European nations Ukraine sees the New Year in on December, 31. You can hardly find a person who doesn't hope that the Old Year with all its troubles will leave forever and the New Year will bring health, prosperity and happiness.

New Year celebrations gradually glide into one of the most important religious holidays – Christmas. Now it is an official state holiday and a day off. It is favourite with children who like to go from door to door, sing carols and get sweets from the hosts. Mothers of the family cook a

traditional Ukrainian Christmas dish «kutya» which all the family eat together. Many people now like to go to church to listen to Christmas sermons.

Not long ago young people and lovers of all ages started to follow the English tradition of celebrating St. Valentine's Day on February, 14 by sending special postcards and giving lovely gifts to their sweethearts.

The next official holiday in Ukrainian calendar is Women's Day. Very few people remember now how it originated, but it is an important signpost in the women's feminist movement in the world, because it commemorates the beginning of women's struggle for their economic, political and social rights. Today, it is the day to show love and respect to women of all ages.

By Orthodox canons Easter, the day of Christ's Resurrection, is celebrated in Ukraine later than in other European countries. Only several years ago it was proclaimed an official state holiday and many people celebrate it by attending the all-night service in church and having a tasty meal at home on Red Sunday. Children enjoy painting Easter eggs and eating Easter bread.

Victory Day which is annually marked on May, 9 commemorates the victory of Soviet people over Nazi Germany in 1945. So many people died or were killed in that war that there is hardly a family in Ukraine that didn't suffer a loss.

The new Constitution of Ukraine as an independent, sovereign, democratic, social and legal state was adopted by the Verkhovna Rada on June 28, 1996 as the Fundamental Law of the country. The day of its adoption is a state holiday - the Day of the Constitution of Ukraine.

August, 24 is a new national state holiday - the Day of Independence of Ukraine, which was proclaimed in 1991 on the decision of the Verkhovna Rada of Ukraine after the military coup in Moscow. This day is marked with parades and fireworks.

Most Ukrainian people enjoy holidays both old and new because they are good breaks in everyday work, an opportunity to see their friends and relatives and just to have a good time.

National Days in Britain are not celebrated to the same extent as in France or America. Scotland's National Day is St. Andrew's Day (30 November). St. David's Day (1 March) is the National Day of Wales. England National Day is St. George's Day (23 April) which coincides with William Shakespeare's birthday. St. Patrick's Day is an official Bank Holiday in Northern Ireland.

For many British people (with the exception of Scotsmen), Christmas is the favourite holiday. It is celebrated much earlier than in our country, on December, 25. Preparation for the holiday begins several weeks before it with sending dozens of cards, buying presents and food, decorating the Christmas tree and the house. The cities and towns are decorated with thousands of coloured lights, and the biggest Christmas tree in Britain is put up in Trafalgar Square in London.

In the homes there is a great air of expectation. Holly and mistletoe are hanging on the wall waiting for the English traditional kissing when a girl standing under these evergreen plants can't refuse being kissed. Mothers of the family are busy in the kitchen getting ready for the next day's dinner of turkey, pudding and other tasty things. Before going to bed children may hang Christmas stockings on their beds in the hope of getting presents from Father Christmas or Santa Claus. The next day, on December 26 people get up late, have big meals, go to church and have a good rest after the Christmas rush.

New Year in Britain (with the exception of Scotland) is not celebrated as widely as in our country. Some people may even completely ignore it and go to bed at the usual time without waiting for the clock to strike twelve.

In Scotland New Year is called Hogmanay and is the most favourite holiday of the year. It begins with a thorough cleaning of the house and cooking plenty of tasty food. Though February is

a winter month, many British people start feeling spring on February, 14 when they get Valentine cards and symbolic love gifts.

Pancake Day is the popular name for Shrove Tuesday, the eve of the Lenten fast. In medieval times all Christians made their compulsory confessions or «shifts» from which the words «Shrove Tuesday» derives. Nowadays only pancake eating has remained.

Easter in Britain is the time of giving and receiving presents which traditionally take the form of Easter eggs and hot cross buns. Nowadays eggs are usually made of chocolate with surprises in them, but the old custom is dying and painting eggs is still, kept in some country districts. Other emblems of Easter are fluffy little chicks, the Easter Bunny and spring flowers.

April Fools' Day is not an official holiday but few people are indifferent to it. Everyone who has a sense of humor likes to play practical jokes on their friends and family neighbors.

Bank Holidays are public holidays called so because the banks as well as most offices and shops are closed. There are winter, spring and summer Bank Holidays.

Another popular holiday in Britain is Guy Fawkes Day, which commemorates the discovery of the so-called Gunpowder Plot, a conspiracy to destroy the English Houses of Parliament and King James I on November, 5 1605. It is usually marked with bonfires and dummies of Guy Fawkes.

Each of the fifty states in the USA establishes their own legal holidays. The federal government, through the President and Congress, can legally set holidays only for federal employees and for the District of Columbia. Most states however accept the federal legal holidays which are: New Year's Day, Martin Luther King's Day, Washington's Birthday, now called «President's Day» (the third Monday in February), Memorial Day (last Monday in May), Independence Day, Labor Day (first Monday in September), Columbus Day, Veterans' Day (November, 11th), Thanksgiving Day and Christmas.

There are many other traditional holidays, observed by a large number of Americans, which are neither legal nor official. Among these are Valentine's Day, St. Patrick's Day (not just people with Irish ancestry will «wear the green» on March 17th), Mother's Day and Halloween.

Perhaps the two «most American» of the holidays are the Fourth of July- Independence Day, and Thanksgiving. The first one is like a big nationwide birthday party. Some towns and cities have parades with bands and flags, and most politicians will try to give a patriotic speech. But what makes this holiday special is the atmosphere and enjoyment of, for instance, the family picnic with hot dogs, hamburgers and volleyball, fireworks and rockets at night

Like Christmas, Thanksgiving is a day for families to come together. Traditional foods are prepared for the feast-turkey or ham, cranberry sauce, bread rolls and pumpkin pie. At the same time Thanksgiving is a solemn occasion, a day to remember the many who are less well off, in America and throughout the world.

III. Reading comprehension

Sort these holidays into the table according to the countries they are celebrated in.

Ukraine Great Britain The USA

Speak on the following:

1. What holidays celebrated in Britain and the USA are also marked in Ukraine?

Do they have the same traditions and rituals? Name at least 3 differences in celebrating Christmas and Easter.

2. Which holiday do you think is the most important for each of the three countries?
3. Which holiday in the USA and Great Britain would you like to take part in?

IV. Vocabulary and Grammar exercises

1. Give English equivalents to the following words:

Добробут та щастя, близькі люди, різдвяний гімн, різдвяна проповідь, важливий вказівний стовп, воскресіння Христа, паду́б та омела, вічнозелені рослини, ігнорувати, в середньовічні часи, обов'язкова сповідь, змова, ірландське походження, соус із журавлини.

2. Give the Ukrainian equivalents for:

Like most European nations, you can hardly find, it is especially popular with, it commemorates the beginning, to show love and respect, by Orthodox canons, the Fundamental Law of the country, the military coup, great air of expectation, completely ignore, fluffy little chicks, fireworks, a solemn occasion.

3. Put the following verbs into the right forms (use Active and Passive Voice):

Observe, celebrate, proclaim, mark, cook, commemorate

1. The annual parade _____ the soldiers who died in the two World Wars.
2. The republic's independence _____ by the President three years ago.
3. Most people _____ the tradition of going to church and having a tasty dinner.
4. This tasty Christmas dinner _____ by our grandma a few hours ago.
5. April Fool's day is not a national holiday, but it _____ in many countries.
6. This state holiday _____ with military parades and peaceful demonstrations.

4. Fill in the gaps with the necessary prepositions:

In (5 times), on (6 times), for (2 times), of (3 times), to (2 times), at (2 times), from, with, before.

1. Thanksgiving Day is observed _____ the fourth Thursday _____ November.
2. _____ the feast, families usually pause to give thanks _____ all they have, including the joy _____ being together _____ this day.
3. Memorial Day was originally a day _____ which flags or flowers were placed _____ the graves of soldiers who died _____ the American Civil War.
4. Halloween has a special significance _____ children who dress _____ funny costumes and knock _____ neighbourhood doors.
5. _____ Christmas Eve groups _____ carol singers go _____ house _____ house to wish good luck and prosperity _____ the hosts.
6. Christmas stockings are hung _____ hope that Santa Claus will come _____ night and fill them _____ toys and sweets.
7. Many women _____ Ukraine may say that March, 8 is their favourite holiday and they would like to be loved and take care _____ not only _____ this day but all the year round.

V. Speech Exercises

1. Interview your partner about his or her favorite holiday. Find the answers to these questions:

1. What is the name of your favourite holiday?

2. When do people celebrate the holiday?
3. What do people wear?
4. What do people do?
5. Why is the holiday special?

Tell the group about your partner's special holiday. Write the names of everyone's holiday on the board. Compare them. Which holiday is the most fun? Which holiday is the most interesting?

2. Writing

Write 10-12 sentences about any special holiday.

UNIT 3. HIGHER EDUCATION IN UKRAINE

I. Answer the following questions:

1. Are there many higher educational establishments in Ukraine?
2. What education have you already received?
3. What education will you receive after finishing the university?
4. What degree will you get?
5. Which speciality will you get in future?
6. Are you going to have a post graduate course?
7. Is it difficult for young people in the city you live in to get a good job without higher education?

Essential vocabulary

to realize more fully one's human potential	повніше реалізувати людський потенціал
to enrich one's understanding of life in various fields	збагачувати розуміння життя в різних сферах
regardless of	незважаючи на
apart from	поряд з
a great deal of scientific work	великий обсяг наукової роботи
to provide excellent facilities	забезпечувати відмінні умови
higher educational establishment	вищий навчальний заклад
full-time students	студенти стаціонару
to receive state grants	одержувати державні пільги
to combine work with studies	поєднувати роботу з навчанням
to take correspondence courses	навчатися заочно
to receive a leave	отримувати відпустку
according to	відповідно до

II. Reading. Read the following text

HIGHER EDUCATION IN UKRAINE

Higher education is generally recognized as preparing individuals to realize more fully their human potential, enrich their understanding of life and make them more productive to society.

Future specialists in various fields of science, technology, economics and art get a fundamental general and specialized training, all students regardless of their specialty study foreign languages.

Apart from educational work and schooling Ukrainian higher schools carry out a great deal of scientific work in all branches of knowledge. They have either a students' research Society (Club) or a Technological Design Bureau which provide excellent facilities for young researches.

Our country needs specialists in all fields of science and all branches of industry and agriculture. Institutes exist not only in big cities like Kyiv, Kharkiv, Lviv, but in many towns of Ukraine like Irpin.

Higher educational establishments of our country fall into three main types. The first type includes the universities and institutes where there are only full-time students, which receive state grants. Students who do not live at home get accommodation in the hostels.

The second and third types of higher schools provide educational facilities for factory and office workers who combine work with studies. The second type of higher education in establishments includes evening faculties and evening higher schools for those who study in their spare time.

The third type covers extra-mural higher schools where students take correspondence courses. Every year extra-mural students receive from 30 to 40 days' leave to prepare for their exams.

The diplomas by the evening faculties and extra-mural higher schools have the same value as the diplomas of all other institutes and universities.

The period of study at higher schools is from 4 to 6 years. According to the subjects studied there exist three groups of higher schools' universities, polytechnic and specialized institutes.

III. Reading comprehension

Answer the following questions:

1. Does higher education help to develop your human potential and enrich your understanding of life? 2. What training do the future specialists get? 3. What can you say about the role of foreign languages in gaining higher education? 4. What is the role of scientific work in training future specialists? 5. What specialists does our country need? 6. Where do institutes and universities exist in our country? 7. How many types of higher educational establishments do we have in our country? 8. What higher schools does the first type include? 9. Which is the second type? 10. What schools does the third type cover? 11. What do extra-mural students receive every year? 12. Is there any difference between the diplomas by the evening faculties, extra-mural schools and full-time schools? 13. How long does the period of studies at higher schools last? 14. What groups of higher schools exist in your country?

IV. Vocabulary and Grammar exercises

1. Give English equivalents to the following words:

Одержувати державні пільги, в різних сферах, отримувати відпустку, поєднувати роботу з навчанням, вищий навчальний заклад, забезпечувати відмінні умови, великий обсяг наукової роботи, навчатися заочно.

2. Give the Ukrainian equivalents for:

Higher educational establishments, future specialists, spare time, evening faculties, students' research society, a great deal of scientific work, to provide excellent facilities, to combine work with studies, to receive state grants.

3. Fill in the blanks with the words given below:

The same value, spare, full-time students, to fall into, to carry out, general, specialized

1. Future specialists in various fields of science, technology, economics and art get a fundamental ... and ... training. 2. Ukrainian higher schools ... a great deal of scientific work in all branches of knowledge. 3. Higher educational establishments of our country ... three main types. 4. The first type includes the universities and institutes where there are only which receive state grants. 5. Evening schools are for those who study in their ... time. 6. The diplomas by the evening faculties and extra-mural higher schools have as the diplomas of all other institutes or universities.

4. Choose the correct variant of the answer (a, b, c)

1. The period of study at higher schools is from
 - a) 2-3 years
 - b) 1-4 years
 - c) 4-6 years

2. The diplomas of extra mural students have
 - a) the same value as all other students
 - b) much less value than the others have
 - c) no value at all

3. Higher education in our country fall into
 - a) many different types
 - b) 3 main types
 - c) 5 types

4. Higher education is.....in modern life.
 - a) very important
 - b) not important at all
 - c) important but not to all young people

5. The higher school is thestage of the public educational system.
 - a) Middle
 - b) First
 - c) Final

5. *Match the words in the left and the right columns to form word combinations.*

- | | |
|---------------|---------------------------------|
| 1. To take | a) Master's Degrees |
| 2. To get | b) research work |
| 3. To give | c) devoted to something |
| 4. To live in | d) knowledge |
| 5. To do | e) part in different activities |
| 6. To make | f) diploma |
| 7. To be | g) higher education |
| 8. To get | h) a choice |
| 9. To get | i) hostel |
| 10. To submit | j) appointment |

TEXT 2

MY FUTURE SPECIALITY

I. Reading. Read the following text

Essential vocabulary

theoretical basis of restaurant product technology- теоретичні основи виробництва продукції ресторанного господарства

monitor income and expenses – контролювати дохід та витрати

resolve customers' complaints – розглядати скарги клієнтів

mail delivery – доставка пошти

assign duties to workers – призначати обов'язки працівникам

maintain sanitation standards – підтримувати санітарні стандарти

monitor actions of staff – контролювати діяльність штату

liquor regulations – правила споживання напоїв

have a good command of a foreign language – добре володіти іноземною мовою

resourceful - винахідливий

MY FUTURE SPECIALITY. Hotel-Restaurant Business

I am a second-year student of the National University for Food Technologies. I study at the department of Hotel-Restaurant and Tourism Business.

My future speciality is hotel and restaurant business. The course of training of hotel and restaurant manager takes 5 years of studying. The senior-year students are taught disciplines connected with their future qualification. These disciplines are: foreign-economic activity, chemistry, computer science, microbiology, foreign languages, theoretical basis of restaurant product technology, processes and devices of food manufactures, etc.

Future specialists in hotel business should know well how to run room rental businesses and how to set room rates, monitor income and expenses, and supervise other staff. A contemporary specialist in this sphere should also observe workers performance to make sure that company rules and procedures are being followed, answer questions about hotel policies and services, resolve customers' complaints, and arrange telephone answering service and mail delivery. As a rule, hotel

manager should greet and register guests, inspect hotel for cleanliness, assign duties to workers and schedule shifts and hire staff.

Future specialist in restaurant business should know well how to estimate food consumption and schedule delivery of fresh food and beverages. Restaurant managers resolve customers' complaints about food quality or service, direct cleaning of kitchen and dining areas to maintain sanitation standards, monitor actions of staff and customers to ensure that health and safety standards and liquor regulations are obeyed.

A contemporary specialist in hotel and restaurant business should also have a good command of a foreign language to use information in foreign languages from special sources for his future career, to discuss professional problems with his colleagues from foreign countries, etc.

On graduating from the university we'll be able to work at any hotel or restaurant as a hotel manager or a restaurant manager.

I like my future qualification because it's very interesting, creative and challenging. We have a chance to enjoy dealing with people. We need to be calm and resourceful having this speciality. For a job like this a contemporary specialist has to be also a sociable person and to be diplomatic.

We should use our knowledge and skills for the modernization of Ukrainian hotel and restaurant business because it is one of the fastest growing branches of the state economy.

II. Answer the questions to the text

1. What is the name of your department?
2. Which specialists does it train?
3. Which qualification will the students of this department get after graduating from the University?
4. Which special disciplines do senior-year students learn at this department?
5. Which knowledge and skills must a future specialist in hotel and restaurant business possess?
6. Why must a contemporary hotel and restaurant manager have a good command of a foreign language?
7. Where can future specialists in hotel and restaurant business work?
8. Do you consider your future qualification interesting, creative and challenging? Why?
9. How is hotel and restaurant business in Ukraine developing nowadays?
10. How would you give the reasons for a choice of your future speciality to your friend from other university? (Make up a short story).

III. Fill in the gaps using the words in the box

gradually, selling, orders, particular, décor, connotation, customers, crystal, restorative, subdued

The origin of the word "restaurant" comes back to the 16th century. At that time in France a popular soup was called "restaurant" because it was supposed to have (1) _____ properties. A chef who served this (2) _____ soup had the word printed above the door of this eating house and (3) _____ the word acquired its present (4) _____.

Nowadays saying "restaurant" we consider a (5) _____ unit being run at a profit; all offered facilities and services lead guests to making (6) _____ and, as a result, substantial taking.

The basic elements of sound catering are good food and drinks but (7) _____ and service play an important part.

Décor (which may include (8)_____ lights, soft carpets, and settees, (9)_____ chandeliers, red velvet and brocade, etc. helps to create the right atmosphere and refined surroundings for attracting (10)_____.

UNIT 4. MY FUTURE CAREER.

I. Answer the following questions:

1. What working position is the best for you?
2. What qualities do you need for your future career?
3. What is meant by “professional qualification” for a job?
4. Are you accustomed to working under pressure?
5. What personal characteristics does an employer consider when choosing an employee?

II. Reading. Read the following text

Essential vocabulary

convention	звичай, умовність
to apply	звертатися
application	заява, прохання
curriculum vitae	біографія
resume	стислі анкетні данні
relevant	доречний,
personnel department	відділ кадрів
panel	комісія, група фахівців
hostile	ворожий, неприязний
employee	службовець
employer	роботодавець
trade	професія
grade	ранг, ступінь
benefit	вигода, користь, прибуток
loan	позика

MY FUTURE CAREER. APPLYING FOR A NEW POSITION

In different countries, different conventions apply to the process of job application and interviews. In most parts of the world, it's common to submit a typed or laserprinted CV (curriculum vitae – British English) or resume (American English). This contains all the unchanging information about you: your education, background and work experience. This usually accompanies a letter of application, which in some countries is expected to be handwritten, not wordprocessed. A supplementary information sheet containing information relevant to this particular job may also be required, though this is not used in some countries.

Many companies expect all your personal information to be entered on a standard application form.

Unfortunately, no two application forms are alike, and filling in each one may present unexpected difficulties.

Some personnel departments believe that the CV and application letter give a better impression of a candidate than a form.

There are different kinds of interviews: traditional one-to-one interviews, panel interviews where one or more candidate are interviewed by a panel of interviewers and even 'deep-end' interviews where applicants have to demonstrate how they can cope in actual business situations. The atmosphere of an interview may vary from the informal to the formal and interviewers may take a friendly, neutral or even hostile approach.

Different interviewers use different techniques and the only rules that applicants should be aware of may be 'Expect the unexpected' and 'Be yourself'!

Progress interviews are interviews where employees have a chance to review the work they are doing and to set objectives for the future. Such interviews usually take place after a new employee has been working with a company for several months, and after that they may take place once or twice a year.

In different countries, and in different trades and different grades, the salary that goes with a job may be only part of the package: extra benefits like a company car or cheap housing loans, bonuses paid in a 'thirteenth month', company pension schemes, free canteen meals, long holidays or flexible working hours may all contribute to the attractiveness of a job.

III. Reading comprehension

Answer the following questions:

1. What is it common to submit in most parts of the world when applying for a job?
2. What do many companies expect?
3. What kinds of interviews are there?
4. What are the only rules that applicants should be aware of?
5. What are progress interviews?

IV. Vocabulary and Grammar exercises

1. Give English equivalents to the following words:

Різні звичаї, процес подання заяви на роботу, біографія, стислі анкетні дані, додаткова інформація, стандартна форма заяви, відділ кадрів, інтерв'ю при комісії, неприязне ставлення, новий працівник, різні професії, додатковий прибуток

2. Give the Ukrainian equivalents for:

In most parts of the world, a letter of application, particular job, unexpected difficulties, personnel department, traditional 'one-to-one' interviews, 'deep-end' interviews, may vary, hostile approach, to set objectives, the salary that goes with a job, cheap housing loans

3. Fill in the gaps with the words given below:

Better impression, salary, CV, atmosphere, resume, employees application forms, personal information

- 1) In most parts of the world, it's common to submit a typed or laserprinted _____ (British English) or _____ (American English).
- 2) Many companies expect all _____ to be entered on a standard application form.
- 3) Unfortunately, no two _____ are alike.

- 4) Some personnel departments believe that the CV and application letter give a _____ of a candidate than a form.
- 5) The _____ of an interview may vary from the informal to the formal.
- 6) Progress interviews are interviews where _____ have a chance to review the work they are doing.
- 7) The _____ that goes with a job may be only part of the package.

4. Fill in the gaps with the necessary prepositions:

Of, after, to, in, of, with, in, for, in, for, with, after

Progress interviews are interviews where employees have a chance to review the work they are doing and to set objectives ___ the future. Such interviews usually take place ___ a new employee has been working ___ a company ___ several months, and ___ that they may take place once or twice a year.

_____ different countries, and _____ different trades and different grades, the salary that goes _____ a job may be only part _____ the package: extra benefits like a company car or cheap housing loans, bonuses paid ___ a ‘thirteenth month’, company pension schemes, free canteen meals, long holidays or flexible working hours may all contribute ___ the attractiveness ___ a job.

V. Speech Exercises

1. Make up dialogues, using questions below and your own ones

- 1) What applies to the process of job application and interviews in different countries?
- 2) What do many companies expect your personal information to be entered on?
- 3) What are panel interviews?
- 4) How may the atmosphere of an interview vary?
- 5) When do progress interviews usually take place?
- 6) What are extra benefits of the salary that goes with a job?

2. Writing

What are the ways of applications and interviews in your country? Write in short about jobs in your culture that might seem unusual to a person from another culture.

TEXT 2

1. Read the text about CV

CURRICULUM VITAE

The Curriculum Vitae (CV) is a summary of your personal details, achievements and experience, and should be presented – preferably on a single sheet of A4 paper – in such a way that a prospective employer can quickly and easily assess your quality and suitability. It should be typed and structured under relevant headings. You must be prepared to insert additional sections if you think they are necessary, and omit any which are not relevant to your own background and experience.

Here are some tips for preparing CVs:

- Don't include too much information. The employer must want to find out more about you

- Always address your letter to an individual if possible. You might ring the company to establish the name and position of the appropriate person.
- Present a positive image – emphasize things you have done and competences you have demonstrated.
- Include information on team or group activities, situations where you have demonstrated initiative, relevant academic, vocational or professional training.
- Exclude comments on your physical appearance, politics, religion or other possibly contentious subjects.
- Do not submit a CV which contains any errors. Make sure all spelling, punctuation and grammar is correct, and keep a copy of the CV.
- Keep it simple and clear – one page, two pages at most.
- Avoid pronoun “I”. Use action words which vividly bring your CV to life.
- Don’t sign or date the CV.
- Always send an original of your CV, don’t send a copy.
- Keep copies of CVs on file for future reference. Once you have a job, update your CV on a regular basis.

2. Read the sections of a CV and write your CV for a job of your choice

CURRICULUM VITAE

Personal details

Name:

Address:

Telephone:

E-mail:

Age:

Date of birth:

Personal status:

Education and qualifications

Work experience

Languages

Interests

Other information

Referees

III. Read the job adverts below. Discuss the qualifications and experience applicants need.

<p>Tourist Services Manager</p> <p>The city of Cambridge is the home of one of Britain’s oldest universities. We have a new position managing visitors’ facilities. The successful applicant will have responsibility for:</p> <ul style="list-style-type: none"> • improving and updating facilities for visitors • managing a team of 20 employees • promoting the city, both in the UK and abroad. <p>Apply in writing, with CV, to: Director of Leisure Services, City of Cambridge.</p>

Sunny Travel

Wants a Marketing Information Manager to work in their new offices in Munich.

Responsibilities include:

- maintaining good relationships with customers
- managing large marketing campaigns
- training staff in offices all over the world

Apply to: Sunny Travel Group, 45 Queen Victoria Street, London EC4

PART II

UNIT 5. THE HOSPITALITY INDUSTRY

I. Read and translate the text.

Essential vocabulary

catering industry	індустрія громадського харчування
accommodation	розміщення
hospitality industry	індустрія гостинності
temporary	тимчасовий
clientele	клієнтура
establishment	заклад
distinction	розрізнення
recreational facilities	місця відпочинку та розваг
housekeeping chores	господарські роботи
resort hotel	курортний готель
flimsy	неміцний, крихкий

Types of accommodation

The hotels and **catering industry** is often treated separately from the tourist industry, and certainly the training for both is very distinct. Its primary function is to provide tourists with an **accommodation** and, to a lesser degree, food. So it is often referred to as a **hospitality industry**. The hospitality, tourism and leisure industries have become increasingly important in terms of economies and employment throughout the world. Travel and hotels have always been closely related. In Europe and America, inns and taverns were spaced along the roads at the distance a horse could travel in a day. The traveller usually had to share his bed with another person, and as many as four other persons in some remote areas. The old fashioned inns, however, did provide food and shelter for both men and horses and therefore became a symbol of hospitality. Indeed, the word inn has been used recently by many modern hotels and motels. A hotel is a **temporary** home for people who are travelling. In a hotel the traveller can rest and have meals, either on the premises or nearby. The hotel may also offer facilities for recreation, such as a swimming pool, a golf course, or a beach. Very often the hotel also provides free space for the traveller's means of transportation. All of these services are designed to accommodate the traveller, so the hotel business is often referred to as the accommodation industry. The world motel was created by combining "motor" and "hotel". When automobiles were first used for travelling, flimsy and inexpensive tourist cabins were

built along the roads. Then, as people demand greater comfort, the cabins were replaced by tourist courts and then by the modern motel, offering services comparable to the traditional hotels. All hotels do not serve the same **clientele**, that is, the same kind of guests. It is possible to place hotels in four broad categories. The first is the commercial hotel, which **provides** services essentially for transients, many of them travelling on business. Many city hotels and motels fall into this group. The second category is resort hotels. They are located in vacation areas and often provide recreational facilities of their own as well. The third type of hotels aims its services largely at the convention trade. Conventions are meetings of various business or professional groups held on a regular basis. The fourth category is resident hotels. People who do not wish to keep house themselves can rent accommodations on a seasonal basis or even permanently in many hotels. No firm distinction exists between the different kinds of hotels. In large cities one hotel may offer all types of service. Even a small motel may have banquet rooms and meeting rooms in addition to its accommodations for transients. Many resort hotels are also designed with complete convention facilities. Another way of categorizing hotels is by the quality of service they offer. At the top are the luxury hotels, which generally offer their guests the greatest comfort and convenience possible. At the bottom are those that provide merely a place to sleep. In between these two extremes are establishments offering a wide range of service and comfort. The system of rating hotels according to quality is widely used in France and other countries. This system puts the top hotels in a special “deluxe” category, with others receiving from five stars to one star or “A’s”. The standard features include private bathrooms, room telephones, **recreational facilities** and so on. The difference in quality between hotels is not entirely a matter of equipment and furnishings. The proportion of employees to guests and/or guest rooms is also a matter of prime importance. In general, the accommodations industry is labour-intensive, that is, it employs a large number of people to perform its services. In a luxury hotel, there may be three employees for every guest room. In a large commercial hotel in a big city, the ratio is usually closer to one employee per guest room. A small hotel, family-owned and operated, may have only three employees per ten rooms and hire a maid to do the housekeeping chores. Obviously, the services offered by a small hotel will be far more restricted than those provided by a luxury hotel. A hotel that prides itself on its quality of service also maintains high standards of performance.

II. Answer the following questions.

1) What is the primary function of the hotels and catering industry? 2) Why have the hospitality and leisure businesses become so important? 3) How did they develop? 4) What is a hotel? 5) What accommodation services do hotels provide? 6) How did motels appear? 7) How are hotels categorized in terms of their clients? 8) What is the difference between commercial hotels and resort hotels? 9) What do hotels for the convention trade aim their services at? 10) Who are resident hotels for? 11) Why is there no firm distinction between different kinds of hotels? 12) What other system of hotel rating do you know? 13) What does the quality service mean? 14) Why is the accommodations industry labour-intensive? 15) How are services in a small hotel different from those in a luxury hotel? 16) In what case can a hotel pride itself on its quality of service?

Language and speech exercises

III. Match the following descriptions with the types of holidays given below

1) a resort hotel 2) motel 3) country house hotel 4) commercial hotel 5) airport hotel 6) congress hotel 7) guest house

- a) It is built specially to provide a service to motorists.
- b) It provides every facility a wealthy guest might need.
- c) It is situated in a place where tourists like to stay, often near the sea. Guests may stay for a week or two and usually book in advance.
- d) It provides accommodation for people going to or coming from other countries, usually only staying for one night.
- e) It is often situated in a town center, and provides accommodation for travelling businessmen, staying only one or two nights.
- f) It provides facilities for large meetings and conferences, with a lecture theatre and exhibition facilities.
- g) It is situated in pleasant scenery, and provides comfortable but informal accommodation for people who want to relax in a quiet place.

IV. Read the text and fill in the gaps with the words in the box.

1) air-conditioned 2) entertainment 3) facilities 4) furnished 5) informal 6) lies 7) relax 8) rustic 9) setting 10) situated 11) spacious 12) value

Tradewinds is a) _____ in b) _____ grounds on the south coast at Diani, just over twenty miles from the city of Mombasa and within easy reach of some shops. _____ c) on a spectacular white-sand beaches fringed by palm trees. The main building is d) _____ in style, with a thatched roof in the local African manner, and the hotel e) _____ include a restaurant, bar, hairdresser, and a shop. By the swimming pool is an f) _____ snack bar and a smaller pool for children. Evening g) _____ is provided by live bands or a disco. The modestly h) _____ rooms have a balcony or terrace, are fully i) _____, and have a telephone and shower. Opinion: In a superb j) _____, this is a simple, medium-class hotel offering outstanding k) _____ for money, and an ideal place to unwind and l) _____ before going on safari.

V. Say it in English.

1. Основна функція готелів – забезпечити туристів та ділових людей місцем для проживання, їжею та всіма необхідними умовами. 2. Існують різні види готелів, і вони класифікуються за різними ознаками. 3. Люди, які мають можливість заплатити, вимагають більше комфорту під час подорожей. 4. Готелі пропонують своїм гостям також умови для відпочинку, занять спортом, сімейних зустрічей та інші розваги. 5. Готелі у великих містах і в курортній місцевості стикаються з різними запитамі своїх клієнтів, але не існує чіткого розмежування між різними видами готелів, тому що всі вони призначені для задоволення потреб своїх мешканців. 6. Готелі класифікуються за різними ознаками, але в основі будь-якої класифікації лежить якість послуг та зручності, які пропонуються гостям. 7. Різні люди віддають перевагу різним умовам проживання, але всі вони передбачають, що в готелі можна отримати харчування. 8. Доброзичливе ставлення обслуговуючого персоналу та

висококваліфіковане обслуговування визначають ставлення мешканців до того чи іншого готелю.

VI. Read the comments of four hotel users talking about what they think is important in a hotel. Match the comments to the people who made them.

a) a successful French research scientist who is often invited to speak at international conferences.

b) a retired banker from the USA.

c) the sales Director of an export company in Turkey.

d) a travel writer for several British newspapers and magazines who also presents a television programme on holidays and travel.

1. I travel a lot – up to three months a year, so I guess you could say I spend a quarter of my life in hotels. For me, the ideal hotel has big rooms with comfortable beds and good facilities – including a business center. It should also be as near the center of town as possible, but within easy reach of the airport.

4. It's my job to visit hotels, not just the de luxe 5-star ones, but also the small family-run places with only a few rooms. But if you're asking me personally, the most important things are polite and friendly staff.

3. I like smaller hotels because you can learn more about the country, the people, and the culture. The staff have more time for you. I think most of the big hotels are so impersonal. They all look the same. When you are inside them, you can't tell which country you're in.

4. I love going on vacation, especially in Europe. I worked hard all my life, so I feel I deserve a little luxury now – and I don't mind paying for it. If you ask me, a hotel that doesn't make you feel really special isn't a hotel.

VII. a) A tour operator is describing two different hotels in Sri Lanka to a client. a) Put sentences in the correct order:

_____ Well, there are two hotels that we usually recommend and they are the Oberoi, which is in Colombo itself, and the Ivory Inn.

_____ I'm not sure, really. Could you tell me a bit about the first one?

_____ Is the Ivory Inn more or less the same?

_____ Good afternoon, May's Travel. Mary Shark's speaking. How can I help you?

_____ Yes, please. My name's John Stevens, and the address is 11 London road, Cambridge.

_____ Is the Ivory Inn actually in Colombo, too?

_____ Thank you very much, good-bye.

_____ No, it's very different. It's a private guest house, in fact, not a hotel. It's got twenty rooms with ceiling fans, and there are showers, but there's no hot water. It's very simple, really. Would you like me to send you the brochure?

_____ Yes, please. Could you recommend me the hotels in Sri Lanka?

_____ No, it's about seven miles away. What sort of hotel are you looking for?

_____ Yes, the Oberoi is a first-class hotel, with all the facilities you would expect. There's a good choice of restaurants, a pool, large grounds, tennis courts and so on.

_____ All right then, Mr Stevens. I'll put that in the post this afternoon.

b) Read the dialogue out in the proper order and answer the questions: Which types of hotels are described in the dialogue? What facilities do they offer? What hotel did the client choose? Why do you think so? What is your opinion on the both hotels? Which one would you prefer? Why?

c) Speak about the way you book hotel accommodation and the things which are most important to you (the location, price, rating, the quality of service and others).

UNIT 6. HOTELS OF THE WORLD

I. Reading. Read the following text

Essential vocabulary

curving bridge – криволінійний міст

elaborate – вигадливий, гарно спланований

dhow – однощоглове арабське каботажне судно

vessel – корабель, судно

mast - щогла

atrium – атриум, критий дворик

multidisciplinary consultancy – багатофункціональна консалтингова компанія

suite – багатокімнатний номер в готелі

concierge – особистий консьєрж

butler assigned – призначений дворецький

lavish textures – екстравагантні тканини

exuberant colors – багаті кольори

sumptuous – розкішний

sheer opulence – абсолютне багатство

underpin - підтримувати

THE MOST BEAUTIFUL HOTEL IN THE WORLD

The Burj Al Arab is a luxury hotel in Dubai, United Arab Emirates. The name is Arabic for "Tower of the Arabs". The Burj had the top 5 architects in Europe to design it. At 321 metres, it is the tallest building used exclusively as a hotel. The Burj Al Arab stands on an artificial island 280 metres out from Jumeirah beach, and is connected to the mainland by a private curving bridge. The entrance on mainland includes an elaborate water park. The Burj is an iconic structure, designed to symbolize Dubai's urban transformation.

The Burj has become the international symbol for Dubai. As Tom Wright, the architect, stated, "The client wanted a building that would become an iconic or symbolic statement for Dubai; this is very similar to Sydney with its Opera House, or Paris with the Eiffel Tower. It needed to be a building that would become synonymous with the name of the country."

Construction of Burj Al Arab began in 1994. It was built to resemble the sail of a dhow, a type of Arabian vessel. Two "wings" spread in a V to form a vast "mast", while the space between them is enclosed in a massive atrium.

The architect and engineering consultant for the project was Atkins, the UK's largest multidisciplinary consultancy. The hotel cost \$650 million to build.

The Burj is a member of the Leading Hotels of the World. Burj Al Arab does not have rooms; it has 202 suites, each one arranged over two floors. Each suite has its own concierge and butler assigned. Ranging from a capacious 169 sq. mts to an astonishing 780 sq. mts in size, the floor to ceiling glass windows offer simply breathtaking views of the Arabian Gulf.

Rates start at \$2000 USD per night and go up to \$7000+ per night! It costs \$150 U.S. just to get in the gate to look at this place! Decorated with lavish textures and exuberant colors, each suite features a sumptuous living and dining area, state of the art entertainment system and office facilities. Their sheer opulence in every tiny detail is underpinned with technology that does everything from controlling the inch Plasma screen TV to closing the curtains.

In addition to a dining and living area, each suite has an office area completed with laptop, Internet access, private fax, printer and copier. Hidden network of advanced technology - lighting, curtains and air-conditioning at the touch of a button.

Surrounded by white beaches and the blue waters of the Arabian Gulf, you can choose from a variety of activities while staying at Burj Al Arab. Relax in the superb outdoor pool or soak up the rays on the private beach for your exclusive use. Alternatively, take time out in the spacious airy gymnasium boasting of the very latest equipment and personal trainers on hand.

II. Match a word with its definition

1. to resemble	a. very beautiful, with a lot of decoration, and made from expensive materials (luxurious);
2. suite	b. to sit outside for a long time enjoying the sun
3. opulence	c. to look like or be similar to someone or something;
4. to boast	d. very impressive, exciting, or surprising
5. to underpin	e. set of rooms, especially expensive ones in a hotel;
6. breathtaking	f. to talk too proudly about your abilities, achievements, or possessions;
7. elaborate	g. to give strength or support to something and to help it succeed;
8. to soak up the rays	h. carefully planned and organized in great detail

III. You work for the Dubai Tourist Information Centre. Five visitors (1–5) need a hotel. Which hotel (A–E) is the best choice for each visitor?

- (1) "I'm interested in visiting the Hajar Mountains." _____
- (2) "I want to stay in Dubai's most luxurious hotel." _____
- (3) "I would like to stay extremely close to the beach." _____
- (4) "I hope to do some sport and my partner plans to do a lot of shopping!" _____
- (5) "I'm here on business." _____

Hotels in Dubai

A The Jumeirah Beach Hotel

This is a family favourite. It is just ten minutes from the beach and is close to the Wild Wadi Waterpark (hotel guests get in for free). There are 23 places to buy food at the Jumeirah and there are over 20 shops, three tennis courts and a large gym.

B The Al Maha Desert Resort

This is a hotel in the desert. It has air conditioning, and breathtaking views of the sand dunes and the Hajar Mountains. The beach is a 45-minute drive away. Visitors stay in one of 40 luxurious tents, each with a small pool.

C The Ritz-Carlton Dubai

This is the place to stay if you want cleanliness and calm. Its 138 rooms all have balconies. The gardens at the front of the hotel are next to Jumeirah beach.

D The Burj Al Arab

This is an extraordinary hotel. Every room has many luxury items, two plasma-screen televisions for example, and each bed has a mirror above it. The casino on the 27th floor has incredible views. The seafood restaurant is reached by a three-minute journey by mock submarine (in reality, a lift painted with sea creatures).

E The Emirates Towers Hotel

This is a very tall hotel in Dubai's business district. The comfortable rooms all have a minibar, room service and air conditioning. The 305 m-high Vu bar with its black leather seats is a great place to see the city.

Text 2

1. Read and translate the text. Pay attention to the pre-text words.

high-speed	високошвидкісний
broadband	широкопasmуговий
wireless	бездротовий
unique	унікальний, особливий
take responsibility for	брати відповідальність за
check-in	заїжджати до готелю, реєструватися
check-out	від`їжджати з готелю
round-the-clock	цілодобово
butler	дворецький

ST REGIS

The St Regis is a five-star hotel in Shanghai, just 35 minutes from the city's new international airport (distance: less than 20km). It is in the Pudong area, one of the most dynamic financial and commercial centres in the world. But for the business traveller interested in culture and history, there are also many attractions, such as the Jade Buddha Temple and traditional Chinese gardens. St Regis has 328 luxurious rooms. Each room offers 10 voicemail, free access to high-speed broadband and wireless Internet connection, as well as in-room movies, a CD and video library and flat-screen TV. A unique feature of the hotel is that each guest can enjoy the services of a personal assistant called the St 15 Regis Butler. The butler takes full responsibility for your comfort from check-in till check-out and can also help you with the organization of your business meetings. There is also a sauna, a fitness centre, a tennis court, an indoor swimming pool and a spa

where you can relax. On the top floor, the award-winning Italian restaurant offers fantastic panoramic views of the city. There are two other restaurants: one is authentic Chinese and the other offers a wide variety of 25 international dishes. St Regis has a round-the-clock business centre and 13 meeting rooms with multimedia equipment and space for up to 880 people.

II. Answer the following questions:

How far is it from the airport to the hotel?

How long does it take to travel from the airport to the hotel?

How many rooms does St Regis have?

What does each room provide?

Which is the unique feature of the hotel?

What else can you find at the hotel?

What does the hotel offer for business meetings?

III. Match the words on the left (1-8) with the words on the right (a-h) to make word partnerships from the text.

- | | |
|-------------|------------------|
| 1 voice | a) centre |
| 2 meeting | b) library |
| 3 fitness | c) swimming pool |
| 4 Internet | d) views |
| 5 personal | e) mail |
| 6 indoor | f) assistant |
| 7 panoramic | g) room |
| 8 video | h) connect |

IV. You are a manager of the LUXE hotel and you have received the letter of complaint from a regular customer of your hotel chain which is given below. Write an answer. Remember to use formal style and appropriate constructions making your language more polite.

Dear Mr. ***,

My husband and I recently got married and stayed at the LUXE hotel on our way back from our honeymoon. We were traveling from Palm Beach. In the past, I have had positive experiences when staying at the LUXE hotels, however, this time we had an unpleasant experience. When we got to our room, we noticed that the air conditioner was not properly cooling the room. We called the front desk staff. She was very impolite and said, "We'll get to it when we can." We never had anyone check it out, and were not offered a new room. We were very hot, but managed to sleep okay. Also, we were very disappointed with the breakfast the next morning. The bacon was very greasy and cold. There was no sugar for the coffee. I am writing you this letter, Mr. ***, to let you know of the poor service at your hotel. I am giving you a chance to provide a refund. I would like to hear your side of the story, and allow a chance for you to comment, before posting a review on-line. I have enclosed a copy of our receipt. You may call me at +** * 07 -07-007, or email me at annajones@gmail.com.

Thank you.

Respectfully,

Anna Jone

UNIT 7. HOTEL MANAGEMENT

1. *Read and translate the text.*

Essential vocabulary

general manager	ГОЛОВНИЙ МЕНЕДЖЕР
resident manager	МЕНЕДЖЕР-РЕЗИДЕНТ
establishing	ВСТАНОВЛЕННЯ
co-owner	СПІВВЛАСНИК
business executive	КЕРІВНИК БІЗНЕСУ
appropriate	ВІДПОВІДНИЙ
chain-operated hotel	ГОТЕЛЬ З МЕРЕЖЕЮ
hospitality	ГОСТИННІСТЬ
to maintain	ПІДТРИМУВАТИ
room assignments or overbookings	ПРИЗНАЧЕННЯ КІМНАТ АБО ПЕРЕБРОНЮВАННЯ

The head of a hotel may go by any of a variety of different title, such as general manager, managing director, or resident manager. We will refer to this person as the manager. The manager is responsible for establishing the policies and procedures of operation for the hotel and for seeing that they are carried out. In other words, he is the boss. In a small hotel, he may be the owner or co-owner; in a large hotel, he is probably a professional hotelman, or hotelier, to use a French word that is popular among hotel people. A hotel manager is a business executive and this means that he must have a knowledge of accounting, tax and business law, sales and promotion, public relations, as well as a command of the traditional services and functions of the hotel itself. In earlier times, experience alone was considered the appropriate background to attain the position of manager.

Today, however, many universities and special schools give courses in hotel management and administration. The first specialized hotel schools were located in Switzerland, a country with a long tradition both of tourism and of superior hotels. Swiss hotel schools still provide education that emphasizes work experience rather than theory and business administration. The personal influence of the manager varies from hotel to hotel according to the policies of the owners. In a chain-operated hotel, for example, the manager usually must work within a specific, tightly coordinated framework. In other hotels, he may exercise much greater control, not only in carrying out policies, but also in setting them. Many hotels become famous because of the distinctive personality that is given to them by their managers. In a very real sense, the manager is the host who offers the hospitality of this establishment to his guests. In seeing that of the activities of the hotel run smoothly and efficiently, the manager carries out routine spot checks, often on a daily basis, of different aspects of the hotel's operation. He also deals with unusual problems as they occur.

In a large hotel, the manager coordinates the work of the department heads who supervise housekeeping, advertising and promotion, food services, and the rest of the operation. The manager's working relationship with these people contributes significantly to the smooth functioning of the hotel. Hiring and training are two other vital responsibilities of the manager. The personality, experience and expertise of every employee in a hotel is a matter of importance in a business where courtesy is one of the major services. The reference given by job applicants must be carefully checked, and a watchful eye must be kept on their performance after they have been hired. Continuing in-house training programmes, either formal or informal, are customary in large hotels in order to maintain the standards of the establishment. Training in the fundamentals may extend to

all the employees, especially in new hotels. The great increase in tourism in recent years has resulted in the construction of many hotels which are located in areas where local customs differ greatly from those of the hotel's expected customers. In such cases, it is essential to give intensive training to employees in every job category in the hotel before it opens. This training usually includes a course in the languages of the expected customers. In the addition to the manager, many hotels also include one or more assistant managers on the staff. When there are several, they are often assigned to different shifts: one for the morning and early afternoon, one for the late afternoon and evening, and one for the late evening and early morning hours.

The assistant managers frequently have a desk in the lobby near the reception area, since they deal with routine problems such as unsatisfactory room assignments or overbookings. They refer more serious problems to the manager or the appropriate department head. The assistant managers are usually in training for more responsible jobs in hotel management. The management and administration of a hotel have a dual responsibility. First, they must return a profit to the owners who are often themselves the managers in a small hotel. Second, they must deliver the services and quality that the guests expect. Fortunately, these two responsibilities usually work together, that is, the greater satisfaction the guests receive, the greater the prospects that the establishment will be financially successful.

II. Answer the following questions.

1) What titles are used for the head of a hotel? 2) What is the manager of a hotel responsible for? 3) What skills and knowledge are essential for the hotel manager? 4) Why do hotel managers need business education? 5) Where can you get specialized education for hotel management? 6) How does the personal influence of the manager vary? 7) What is the role of the manager in hotel business? 8) How does the manager ensure the smooth running of a hotel? 9) What responsibilities are vital for the smooth functioning of a hotel? 10) Why are in-house training programmes so important for the business? 11) What do training programmes usually include? 12) How are the duties of assistant managers arranged? 13) Where do they usually have a desk? Why? 14) How do they deal with more serious problems? 15) What is the dual responsibility of the hotel management? 16) What makes hotel business financially successful?

III. A hotel is a product and hotel management should be able to sell the product – to talk about the hotel, rooms, facilities, etc., so that guests want to stay in the hotel and use its facilities. What are the most important selling points in hotels? Put the items below in order of importance.

- a) Public areas (knowing about lounges, reading rooms, toilets);
- b) Food and eating facilities (knowing about restaurants and bars, when they are open and what they serve);
- c) Rooms (knowing individual rooms, their location, equipment and facilities);
- d) People (knowing the people in charge of different departments of the hotel);
- e) The hotel (knowing room rates, management, full postal address, transport connections);
- f) General facilities (knowing about laundry, car hire, hotel shops, sport facilities);
- g) Rules (knowing rules about payment, checkout times, last orders);
- h) The competition (knowing what other hotels in the same area offer);
- i) Location and environment (knowing about the resort where hotel is situated, its facilities and areas of interest near

IV. Fill in the gaps with the adjectives used to describe personality. Use a dictionary if necessary.

1) enthusiastic 2) efficient 3) reliable 4) flexible 5) sincere 6) confident 7) punctual 8) courteous 9) practical 10) ambitious

a) Mr. Thomas has a reputation for being very _____. However, People don't always appreciate hearing the truth. b) If you could be a little more _____ in the future, our meeting could start on time for a change. c) She's extremely _____. I wouldn't hesitate to give her more responsibility. d) A good host should always be _____ and serve his guests first. e) I'm not terribly _____. I'm afraid. I can't even fix a plug when it goes wrong. f) You have to be _____ in this job because half of the year we work shifts. g) I'm really _____ about my new job. There are great opportunities for me. h) People who are _____ will get promotion more easily. i) To get the work done in time you'll need to be very _____. j) She is very _____ that she'll be able to get the work done in time without any problems.

V. Match a word from A and a word from B. Complete the sentences with the pairs you get.

A a) permanent b) personal c) kitchen d) twelve e) turnover f) regular g) winter h) heavy

B 1) bedroomed 2) clientele 3) quarter 4) rate 5) workload 6) garden 7) touch 8) staff

a) We have quite a high staff _____. Our employees don't stay with us for very long. b) We're fully booked in spring, summer and autumn, but the _____ is very quiet. c) We are a small family-run hotel, and our guests appreciate the _____ that we offer. d) We can't afford many staff, so the three of us who run the hotel have a _____. e) We grow all our own herbs and vegetables in the _____. f) Most of our guests come back again and again, so we have a fairly _____. g) They run a large hotel that has over fifty _____ and twenty other temporary employees. h) My sister runs a small _____ hotel with a small restaurant that is open to nonresidents.

VI. Read what different managers say about their responsibilities, make notes and answer the questions.

1) Let me start by saying I'm General Manager. That is to say, I have control over the whole of the operation. As the General Manager, I must make sure that all our hotels and business outlets are fulfilling the overall vision of the company as a whole, and making money, too. We mustn't forget that our aim is to make money. The company structure works like this. The House Manager is directly answerable to me. He or she is responsible for all six in-house departments, and their job is to keep good information flows between the various departments. We can't allow departments to be run in isolation of each. They must also make sure that the hotel stays profitable. They have a great deal of freedom to make decisions and don't have to check with me about day-to-day issues, although we are in regular contact by fax. Of course, the House Manager should use his discretion about when to contact me. In our organization, the Resident Manager has control over the customer-contact side of the business. It is the Resident Manager's job to ensure close, efficient liaison between the two sectors under his control, that is to say Front-of-House Operations and Housekeeping.

2) I'm the Front Office Manager. I report to the Resident Manager on a regular basis but I can make a lot of daily operational decisions myself. I like the responsibility the hotel allows me to have. I have to supervise Front-of-House Operations and to do that efficiently. I need to have the assistance of the Head Receptionist, who looks after the reception area in general and has a good

deal of contact with both staff and guests. We are concerned with day-to-day issues such as guests' comfort and security, but we also get involved in training and staff development, so there's plenty to do on that side, too.

3) I'm hoping to become Head Housekeeper in the near future. I've been Housekeeper for the executive suites for a year now and there's a good chance I'll take over when Mrs Jones leaves at the end of the year. At the moment, I give orders to the chambermaids and cleaners personally, but I'm looking forward to getting more involved in training and planning. I know I shouldn't say this, but I think I'll be pretty good at it.

1) What is the main responsibility of the General Manager? 2) How does he understand the key objectives of his position? 3) Why is it essential to keep good information flows between the departments? 4) Are heads of departments free to make decisions? 5) What principles do they function on? 6) What is the job of the Resident Manager? 7) What is the Front Office Manager responsible for? 8) What are the chances for promotion for the assistant managers? 9) Does it make them enthusiastic about their job?

VII. Think and answer:

1) What is the best way to attain the position of hotel manager in Ukraine? 2) What is more important for being a good hotel manager: good education or experience? 3) Do you agree that training in the fundamentals of every job should extend to all the employees? Why do you think so? 4) Why are hiring and training employees two vital responsibilities of the manager? 5) Why do Ukrainian hotels differ in many ways from international standards? Is it vital to overcome these differences? Why (not)? 6) What is your overall vision of further development of hotel business in Ukraine? 7) What do you know about the atmosphere in Ukrainian hotels? 8) Why is it so important to create friendly and warm atmosphere in a hotel? Is it possible to do it in a big hotel? 9) What is more important for a manager: personal touch or efficient performance? Give your reasons. 10) How do you see the future of hospitality business in Ukraine?

VIII. Decide whether the following statements are true or false. 1) The manager of a hotel is never responsible for establishing operating policies; he only carries out policies that have been set by others. 2) The only way to become the manager of a hotel is by working one's way up through all the different departments in a hotel. 3) A student in a hotel school usually studies courses in business administration as well as in hotel operations. 4) A wise and creative manager often gives a distinctive personality to the hotel that he runs. 5) Unusual problems never occur in a hotel, so it is always possible to follow a detailed manual of procedures. 6) Once hotel employees have been hired, no further training or supervision is necessary to see that they are doing their jobs satisfactorily. 7) Employee training is particularly important for many new hotels because the customs of the staff and the expected guests may differ sharply. 8) Assistant managers are often trainees for more responsible management positions. 9) A hotel that satisfies its guests is likely to be financially successful as well.

UNIT 8. THE FRONT DESK

Essential vocabulary

front of the house - приміщення готелю, де спілкуються гості та працівники

back of the house – службові приміщення

valet service - послуга камердинера

reception area- зона прийому

in the lobby - у фойє

registration desk - реєстраційний стіл

the room clerk - кімнатний клерк

bellboy – коридорний

custodian – зберігач, охоронець

I. Read and translate the text.

Regardless of the numbers of workers, hotel employment itself falls into two broad categories that are traditionally referred to as front of the house and back of the house. Jobs in the front of the house include management, the various jobs at the checkin desk (the front desk), accounting, sales and promotion, baggage handling, car attendants, and special services. It should be noted that some front-of-the-house employees — those in accounting or sales and promotion, have little or no contact with the public. Jobs in the back of the house include food and beverage preparation and service, housekeeping, laundry and valet service, engineering, and maintenance. Some of the employees in this group — restaurant or room-service waiters and chambermaids, for example — have frequent, although rather limited, contact with guests.

The front desk is the term that designates the counter where the guests register, pick up their keys and mail, request information; deposit their valuables, and pay their bills. It is also called the reception area. In a small hotel or motel, all of these different functions may be handled by one or two people, but a large hotel assigns several people to clearly defined jobs at the front desk. The front desk is located in the lobby of the hotel. The lobby is the public entrance area that gives access to the guest rooms, restaurants, bars, shops, and other facilities in the hotel. In a commercial or resort hotel, the lobby is often a large space that contains lounging, reading and writing areas. It is often used as a meeting place by the guests and the general public. For the convenience of guests, the front desk is almost always located near the hotel's main entrance. In a large hotel, it is divided into sections. One section is the registration desk, where guests register or sign in.

A second section is the area where the guests pick up their keys, mail and messages. This part of the counter has a rack behind it with pigeonholes for each guest room in the hotel. The third section is an information desk, where the guests can ask for information or make local travel arrangements. The fourth section is the cashier's desk. The cashiers not only receive payment from the guests, but also cash checks, make change, and exchange foreign currency. Some hotels also offer a transportation desk, where the guests may get advice or help with their travel plans. Connected with the front desk, but normally out of sight of the public, are other offices with support functions. One office, for example, is often set aside to handle reservations. The cashier's counter is usually connected to the hotel's accounting office, of which it is the public part. The hotel's telephone switchboard is also usually located near the front desk. Many hotels have one or more assistant managers stationed either behind the front desk or at a desk in the lobby. Their jobs may include greeting important guests, sorting out problems with reservations, or handling routine

complaints. The employee who checks in arriving guests and assigns them to their rooms is the room clerk. When the guest arrives, the room clerk checks his reservations or the availability of the accommodation, the guest fills in a registration card with his name, home address and any other required information. The room clerk fills in the room number and the rate the guest will pay. All of these steps, which take only a few moments in a smoothly functioning system, make up the check-in, or registration procedure.

When it is completed, the room clerk calls a bellman and gives him a slip with the room number. Other terms used for this employee are bellboy and bellhop. The head of this service is the bell captain, which usually has a station near the front desk. In addition to taking guests to their rooms, the bellman also shows them where to locate light switches and other equipment. He also shows guests how to operate air conditioners, television sets and other appliances in the room. Bellmen are also expected to run errands for the guests, and they should be able to answer questions about other services offered by the hotel, such as laundry, dry cleaning, restaurants and room-service hours. Some hotels have separate functions of the bellman and the porter. In such cases; the baggage is turned over to a porter at the entrance and brought to the room by him rather than the bellman. This procedure is customary in luxury hotels.

The employee in charge of keys and information is often called the concierge, the French term for doorkeeper or custodian. Like the bellman, he must be able to answer questions about the hotel's services. He is also expected to provide information about local entertainment, events and sights of interest. He usually arranges for local transportation, including taxis, airport buses, or sightseeing tours. He may also perform small chores for the guests, such as mailing letters and packages. In addition to the employees we have discussed, the hotel doormen are usually considered front-desk employees. They are stationed at the entrances to the hotel and help guests or other visitors in and out of cars and taxis. They also summon taxis or other types of transportation and in many hotels they carry baggage from the street into the lobby. They may give instructions and directions to guests for reaching local places. Doormen often wear elaborate uniforms that are meant to give the hotel an elegant image. The primary job of front-desk personnel is to take care of the check-in and check-out procedures and to provide helpful information to the guests in order that their stay in the hotel may be comfortable and convenient. In the eyes of most customers, the front-desk employees are the representatives of the hotel. Their ability to work smoothly is an important factor in the success of the hotel.

II. Answer the following questions:

What are the two categories of hotel employment?

What do jobs in the front of the house include?

Do all employees in the front-of-the-house jobs work with guests? Why not?

What does the front desk mean? How else is it called?

How many people should work in the reception area?

Where is the front desk located?

What are the functions of the lobby? How is it usually used?

Why is the front desk divided into sections?

What is the job of every section?

What other support functions are carried out by the front-of-the-house?

What are assistant managers in charge of?

What are the job responsibilities of the room clerk?

How does the efficiency of the operation depend on their work?
 Who accompanies guests to their rooms?
 What does the bellboy do in addition to taking guests to their rooms?
 What else are bellmen expected to do?
 What do porters do in luxury hotels?
 What is the job of a concierge?
 What other functions are they supposed to perform?
 Where are the hotel doormen stationed?
 Are their functions similar to those of a concierge?
 In what way are they different?
 How are doormen dressed? Why?
 What is the primary task of front-desk personnel?
 Why is their job so important?

III. Sum up what you've learned from the text about:

two broad categories of hotel employment;
 responsibilities handled by the hotel staff working in front-of-the-house jobs;
 the typical location of the reception area;
 the support functions carried out by different sections;
 duties of the assistant managers;
 the job of a room clerk;
 bellmen and porters;
 the concierge and the hotel doorman;
 the importance of front-of-the-house division for the overall success of a hotel.

IV. Find in the text words or phrases which correspond to the following definitions:

1. _____ is another term for the front desk, the area in the hotel where the guests register, pick up keys, pay their bills and so on.
2. _____ is the public entrance area of the hotel. It often contains sitting, writing and reading areas, as well as access to other parts of the hotel.
3. _____ is the part of the front desk that is used to sign in or register the guests of the hotel.
4. A front-desk employee who registers the guests and assigns them to their rooms is called a _____. He / She is usually responsible for advance reservations as well.
5. The steps for signing in or registering at a hotel are referred to as _____.
6. _____ is a hotel employee who carries baggage and does other errands for the guests. The terms _____ and _____ are also in use. In a large hotel, a _____ is in charge of this service.
7. _____ is a person who handles the guests' baggage. In some hotels, the duties of the bellmen and the _____ are separate.
8. A French term for doorkeeper or custodian is _____. In a hotel, the employee at the key or information desk is sometimes called so.
9. _____ is a hotel employee who is stationed at the door of the hotel to help the guests with their baggage and obtain transportation for them.
10. The control point for a telephone system is _____.

VOCABULARY PRACTICE.

V. Match the documents with the definitions.

1. Hotel Register
2. Reservation Form of Card83
3. Reservation Diary or Daily Arrival List
4. Reservation Chart
5. Room Status Board
6. Guest Index
7. Guest History

- a) Provides a visual record of all reservations for a period and shows at a glance rooms reserved and those remaining to be sold.
- b) Lists all current guests in alphabetical order with their room numbers and provides an additional quick point of reference in larger hotels.
- c) Standardizes the details of each booking, forms the top sheet of any documents relating to it, and enables a speedy reference to any individual case.
- d) Records all previous visits to the hotel for any individual and contains important statistical reservation and revenue data.
- e) Shows all rooms by room number and floor, and gives the current and projected status of all rooms on a particular day, with details of occupation.
- f) Records all bookings by date of arrival and shows all arrivals for a particular day at a glance.
- g) Records all arrivals as they occur and gives details of all current and past guests.

VI. A guest is phoning the Tavistok Hotel. Put the phrases in the correct order (1-14). The first one has been done for you.

- a) American Express. The number's 8773 457 238 5549. Will you need a deposit?
- b) Hello, I'd like to book a room, please.
- c) Yes, it's Henry Fox, and the address is 30 Lime Walk, Leeds.
- d) Certainly, sir. When would you like to come?
- e) An individual booking - it's for our wedding anniversary.
- f) No, but you have been recommended to us by friends.
- g) I'll just check availability. Yes, that's fine. Is this a company booking or an individual booking, sir?
- h) OK, 30 Lime Walk. May I ask if you've stayed with us before?
- i) No, a deposit won't be necessary. If you'd like to make a note of your reservation number, it's P
- (1) j) Tavistok Hotel, Reservations. Charles Thompson speaking.**
- k) That's nice to hear. How will you be paying?
- l) Right, in that case we'll provide complimentary flowers and champagne. May I have your name, please?
- m) On the eleventh of May, for two nights. A double room for myself and my wife.
- n) Thank you very much. Good-bye.

VII. Use the information from the dialogue above to fill in this reservation card.

Reservation Card

Name:

Arrival Date:

No. of nights:

Room type:

Company / Individual:

Stayed before:

Method of payment:

Credit card No.

Address:

Reservation No.

VIII. Fill in the gaps with the words from the box:

a) access d) merge g) windows b) screen e) data h) format j) software c) processor f) network i) password

1) We have our guests' addresses on the computer, so it's easy to _____ them and send them a publicity letter.

2) I find it difficult to read the words on the _____ because there's too much light behind it.

3) You can work on different things at the same time —for example, you can work on two letters and use the calculator, and they appear in different _____.

4) I don't use a typewriter any more — all our documents are done on the word-_____.

5) I don't really like the way your letter looks — why don't you try doing it again in a different _____?

6) We gather as much information about our guests as we can and we store the _____ on a hard disk.

7) The new program makes it much easier to _____ the information that you need to find.

8) Before you can get to the information about the hotel's finances, you have to type in a secret _____.

9) Our computers are linked together in a _____ we can all exchange information.

10) Whether or not a computer is easy to use depends on the _____ rather than the machine itself.

UNIT 9. THE BACK OF THE HOUSE

the guest room

гостьова кімната

the housekeeping department

адміністративно-господарчий відділ

chambermaids

горничні

an executive housekeeper

адміністратор господарчої служби

wear and tear

зношення

laundry and valet service

послуги пральні та камердинера

draperies

драпірування

repair and maintenance

ремонт та обслуговування

exterior grounds

зовнішні майданчики

the head groundskeeper

головний землевпорядник

I. Read and translate the text.

Most of the guests in a hotel are unaware of the facilities in the back of the house, such as the linen rooms, the storage areas for extra furniture and equipment, the workshops for carpentry and upholstery, the heating and air-conditioning units, and all the other parts of the hotel that provide comfort to the guests. The design and location of these facilities are an important aspect in a successful operation. To a considerable extent, back-of-the-house jobs are performed out of sight of the hotel guests, but they are vital components in a smooth and efficient hotel operation. A hotel operates twenty-four hours a day. This is true of back-of-the-house functions. Good organization and efficient utilization of the quiet night hours are factors that help to run a hotel smoothly. Hotels sell service rather than a product, or in other words, service is their product. Nevertheless, each has a large and complex industrial-like operation with sophisticated equipment and machinery that must be maintained in good working order. The most important part of the operation is the guest room. In a sense, it is possible to say that a clean and attractive room is the product that the accommodations industry offers. This makes the housekeeping department of primary importance in the operation of any hotel, from the smallest motel to the most deluxe luxury establishment. A small hotel may employ only a few chambermaids to work under the supervision of the manager or his wife.

A large hotel is likely to have a large department headed by an executive housekeeper, with several assistants and many chambermaids and housemen. In either case, housekeeping demands a considerable variety of materials, such as cleaning materials, bed linens, pillows, towels, paper products, ashtrays, stationery and so forth. The list could go on to include all the items that are found in a normal hotel room or are used to keep it clean and attractive. The actual work of cleaning and caring for the guest rooms is performed by the chambermaids. In most hotels these employees are women. Their duties include making or changing beds, dusting furniture, sweeping or cleaning floors and carpets, washing bathrooms, replacing towels and washcloths and supplying the rooms with the items that are specified by management or custom. In addition, they are expected to report any signs of damage or wear and tear that may make repairs necessary. Depending on the type of operation, a chambermaid should be able to clean between ten and twenty rooms a day. Chambermaids have a limited amount of contact with guests. A guest may ask the chambermaid to make up his room at a certain time, or he may indicate he does not want to be disturbed at all.

Almost all hotels provide signs that the guest can hang on the doorknob. In addition, guests frequently ask chambermaids for items that are supplied by the housekeeping department, such as matchbooks, irons, special pillows or pitchers of cold water. In some hotels, chambermaids pick up and deliver clothing for the laundry and valet service. Heavier chores are performed by men who are usually called housemen. Their work involves window-washing, shampooing carpets, removing and cleaning draperies, cleaning the public areas of the hotel, polishing metal, and many other tasks that might be considered beyond the physical capacities of women. The housemen also run errands for the housekeeping department, such as filling guests' requests for special pillows, extra hangers, irons and ironing boards, and hair dryers. The hotel laundry and valet service (for dry cleaning and pressing) are also parts of the housekeeper's domain.

The hotel's own work is the biggest part of the laundry's job: washing hundreds or thousands of sheets, towels, tablecloths and napkins that are soiled during every day of the hotel's operation. The same is true of the valet service, which cares for the uniforms of the hotel staff. Laundry and valet service must also provide quick and efficient service, to guests who need clothes washed,

cleaned or pressed. Hotel personnel constantly do repair and maintenance work. This includes painting rooms and public areas, repairing worn or damaged furniture, repairing plumbing and lighting fixtures, doing upholstery work, patching carpets and hundreds of other chores that are necessary to keep the operation up to the established standard. A few large hotels maintain their own workshops for such tasks as carpentry and upholstering. Many hotels also employ their own painters who refurbish the guest rooms and the public areas on a regular schedule. One repainting a year is usually sufficient in normal circumstances, but damage to a room may make a special paint job necessary.

In some hotels, engineering is a separate operation from maintenance. In these cases, the engineering department is responsible for the mechanical equipment. A modern hotel uses a great deal of complicated equipment, involving its heating and airconditioning systems, elevators, escalators, electricity and plumbing, to name only the most important. Technicians in all of these specialties are employed under the supervision of a chief engineer. Their real job is not so much to repair damage as to prevent it. A guest room that is out of service cannot produce any income for the hotel. Through techniques that prevent damage and wear, the housekeeping, maintenance and engineering staffs try to keep as many rooms in service as possible. Some hotels, particularly those in the resort category, have exterior grounds that must be maintained as carefully as the hotel's interior. For these hotels, the head groundskeeper has a staff of gardeners and maintenance men who water lawns, cut grass, plant and tend flowers, shrubs and trees, and carry out other necessary tasks.

A few hotels employ a landscape gardener or architect, who works with the head groundskeeper as the interior decorator: works with the housekeeper. In other words, the landscape gardener designs the ground and gardens but asks the advice of the groundskeeper in order to avoid maintenance problems. The housekeeping staff must coordinate its activities closely with the front desk. The front desk provides the housekeeper with a list of rooms that are being vacated again as soon as possible. The complex structure and efficient operation of all divisions and departments in a large hotel enable it to meet the requirements of guests and to maintain the high standards of the establishment.

II. Answer the following questions:

What are the facilities in the back of the house? Why are they vital components of the smooth hotel operation? How do these facilities help to provide comfort to the guests? Why is hotel compared to industrial-like operation? What is the most important part of this operation? What is the product that a hotel offers? What makes the housekeeping department of primary importance? What is a typical organizational structure of the housekeeping unit? What materials are used to keep a hotel clean and attractive? What are the duties of chambermaids? What are they expected to report about? Are there any additional chores and duties? Give examples. Who performs heavier chores? Why? What do these chores include? What services does laundry and valet service provide? What does repair and maintenance work include? What is the engineering department responsible for? What is the real job of technicians? What is the best way to keep rooms in service? How are exterior grounds kept? Who normally takes care of gardens and the landscape? What specialists are involved in designing and tending exterior grounds? How important is good coordination for efficient functioning of a hotel?

III. Sum up what you've learned from the text about:

the variety of the back-of-the-house facilities;
their importance for smooth running a hotel;
the duties of a) chambermaids;
 b) housemen;
 c) technicians;
additional requests they have to fill;
the functions of the hotel laundry and valet service;
the importance of repair and maintenance work;
maintenance of exterior grounds;
close cooperation of all hotel departments and services.

IV. Find in the text words or phrases which correspond to the following definitions:

- 1) Performing necessary housework, such as cleaning, changing beds, laundry and so on is referred to as _____. In a hotel, this work is usually carried on under the supervision of an _____.
- 2) _____ is a hotel employee who takes care of the housework in the guest room.
- 3) _____ is a hotel employee who does heavy housekeeping chores, especially in the public areas of the hotel.
- 4) _____ are articles traditionally made of linen, but today more often made of cotton-sheets, pillowcases, towels and so forth.
- 5) _____ and _____ service includes washing and dry cleaning and pressing. In many hotels, and service takes care of the needs of the guests and the hotel itself.
- 6) A specialist in the design and furnishing of rooms or other interior spaces is called _____.
- 7) _____ involves keeping the building and furnishings in good repair by necessary painting, carpentry, upholstery and so on. It is often a separate department from housekeeping.
- 8) The _____ department in a hotel keeps the mechanical equipment in good working order; it is often a separate department from both maintenance and housekeeping.
- 9) _____ is a person who takes care of gardens and other exterior areas.
- 10) A specialist in the design of gardens and other exterior areas is called _____.

V. Here are some more hotel services described in a hotel guide: VALET SERVICE THEATRE TICKETS SIGHTSEEING HAIRDRESSING DOCTOR PACKED LUNCHES FOREIGN EXCHANGE I

Match the headings above with the advice about each service below:

- a) The Hall Porter will be pleased to advise you of current shows and will make reservations to suit your requirements.
- b) For minor alterations to clothes, sewing, stain removal, etc. contact the Housekeeper.
- c) Please contact the Duty Manager if medical attention is required. Note that medical fees are the direct responsibility of hotel guests.
- d) These are available if ordered from Room Service the day prior to requirement.
- e) For tours in and around the city please contact the Hall Porter.
- f) Both of these will be exchanged at the reception desk at the displayed rate.

VI. Find jobs that a chambermaid does. Match words in columns A & B. Usually, more than one verb is possible. A replace, wipe, vacuum, make, change, water, empty, clean, polish, dust

B the plants, the bed, the mirror, the floor, the towels, the toilet, desk tops and table top, the bath, the carpets, the sheets, the ashtray

VII. The guests are mentioning problems with their rooms. Match the replies to the requests from the list below:

- 1) Can you send someone up, please? The bulb in my bedside lamp is broken.
- 2) Can you help me, please? I'd like to make some telephone calls, but there's no telephone directory in this room.
- 3) Can you send a chambermaid to room 303? The bed sheets haven't been changed.
- 4) Hello. I'm in room . Does nobody look after the plants here? The plant in my room is almost dead.
- 5) I'm not satisfied with this room. The carpet is very heavy.
- 6) You haven't finished this room yet, have you? The ashtray needs emptying.
- 7) I've just unpacked and there's a small problem in my room. There are no coat hangers in the wardrobe.
- 8) I'm afraid the chambermaid hasn't done a very thorough job in my room. The bath hasn't been cleaned. Replies are in a different order from the requests:

- a) Oh, I am sorry. I didn't notice that. I'll empty it for you.
- b) Really? I'm very sorry about that. Some of our staff is still going through training, you see. I'll make sure she comes back and cleans it right away.
- c) I'm very sorry. There ought to be one in every room. I'll bring one up to your room immediately.
- d) Certainly, sir. The Housekeeper will be up to replace it right away.
- e) I'm very sorry, madam. The chambermaid should have changed them. I'll tell the Housekeeper to come up and change them now.
- f) Thank you for mentioning it, madam. The Housekeeper is usually very careful about watering them, but she's been on holiday this week. I'll send someone up to water it now.
- g) Sorry about that, sir. I'll ask the floor maid to vacuum it at once.
- h) Oh, dear, I don't know how that could have happened. Somebody must have taken them. I'll bring some up to your room right away.

PART III

UNIT 10. FOOD INDUSTRY IN UKRAINE

I. Answer the following questions:

1. What food enterprises are there in Ukraine?
2. What products are available at the food stores?
3. Are you satisfied with the quality and quantity of foods at the Ukrainian supermarkets?
4. How is the history of the Ukrainian food industry connected with the history of the NUFT?
5. What would you say about the present economic policy in food industry?

II. Reading. Read the following text.

Essential vocabulary

industrial processing	промислова переробка
raw materials	сировина
consumer	споживач
sugar refinery	цукровий завод
enterprise	підприємство
food supply	постачання їжі
groats	крупя
retain one's position	утримувати позицію
granulated / cube sugar	цукор – пісок / рафінований цукор
up-to-date equipment	сучасне обладнання
to be widely applied	широко застосовуватися
labour organization	організація праці
to introduce	впровадити
confectionery	кондитерські вироби
flour	борошно
canned foods	консерви
fortified food	збагачена їжа

FOOD INDUSTRY IN UKRAINE

Food industry is one of the leading branches of the national economy which combines production and industrial processing of raw materials of plant and animal origin and selling of finished goods. Its main sub-branches are meat and dairy, oil and fats, fruit and vegetable packing industry. Foodstuffs make up 59% of the total consumer goods volume. Among other countries of the world Ukraine has the most favourable natural and human potential for its development, promising home consumer market and large export potential.

The food industry in Ukraine started as a branch of mechanical production in the second half of the 19th century. Refinery production of sugar began somewhat earlier. The first sugar refinery in Ukraine was set up in 1824 in the village of Troshchine, Kaniv District, near Kyiv. The mining method of salt extraction was developed at the end of the 19th century in the Donbass (at Artemivsk and Slovyansk).

The further development of the Ukrainian food industry was connected with the production of granulated sugar, flour, groats, butter, confectionery, alcohol, beer and tobacco. A number of food enterprises were set up to produce meat, milk, bread, canned foods, margarine and other products to raise the population's standard of living. Highly-qualified food industry specialists appeared and more progressive forms of labour organization were introduced. Thus, in a relatively short period a powerful food industry was created in Ukraine. But it was largely destroyed during the Great Patriotic War.

In post-war years thousands of food enterprises were restored and reconstructed. Numerous new plants were built. That made it possible to increase the production of foodstuffs which play an important role in the human diet. The sugar industry retained its position as a leading food industry in Ukraine.

In the course of time, however, the level of food supply and the assortment of products have shown a downward trend when the prices grew by many times. The adoption of the state 'Food Program didn't help to cope with the problem.

In the period of stabilizing the market economy of Ukraine it is food producing and processing industry that is developing most dynamically. The majority of food plants and factories of Ukraine are private enterprises. Owing to the target economic policy and through attracting local and foreign investments by cooperation the Ukrainian food processing enterprises began to use widely progressive high technologies, advanced technological processes, highly productive up-to-date technological equipment and installations, complex mechanization and automation of production, and advanced production experience (know-how). As a result the Ukrainian foodstuffs grew in quality and quantity, became more versatile and competitive.

At present Ukraine is one of the world's biggest producers of sugar. Many Ukrainian food products won the world's recognition. The focus of our food industry today is health products, fortified and functional food. More and more GM (genetically modified)-free products appear on the home food market to meet the demand of the population.

Note. GM food is created by taking DNA (desoxyribonucleic acid) from one organism and putting it into another.

III. Reading comprehension

Answer the following questions on the text.

1. What branches does the Ukraine's food industry comprise?
2. How did the food industry in Ukraine start?
3. What was the further development of the Ukraine's food industry connected with?
4. What happened with our food industry during the Second World War?
5. How was the Ukraine's food industry developed in the post-war years?
6. What made it possible to increase the production of meat, fat, creamery, canning and other high-caloric foods?
7. What are the major problems and achievements of the Ukrainian food industry at present time?

IV. Vocabulary and Grammar exercises

1. Give the English equivalents for the following words:

а) галузі харчової промисловості, бути заснованим, подальший розвиток, виробництво борошна, консерви, Велика вітчизняна війна, завод, впасти (знизитись), крупи, підприємство, збільшити (підвищитись), харчові продукти, розширюватись, хлібопекарська галузь, економічне управління.

2. Give the Ukrainian equivalents for:

leading branch, finished goods, total consumer goods volume, the most favourable, promising home consumer market, highly-qualified specialists appeared, to create, to restore, the level of food supply, to cope with the problem, food producing and processing industry, advanced production experience (know-how), quality and quantity, become competitive, to meet the demand of the population.

3. Fill in the gaps with the words given below in the correct form:

Kyiv Refrigerating Plant № 2

Kyiv refrigerating plant № 2 open joint stock company is one of _____ and most powerful _____ of ice-cream in Ukraine. The highly-mechanised _____ produces up to 30 tons of ice-cream daily, which is sold in Kyiv city and region and some other regions of the country. High _____ and biologically valuable products meet consumers' _____. For production there are used only natural _____ materials and fillers: dry whole, dry defatted and condensed milk, creamy butter and seed-oil, sugar, cocoa, nuts, raisins, cherries, black- and red-berry, strawberry, raspberry. The laboratory assistants carefully control the product _____.

Today the enterprise produces over 25 ice-cream _____. The best demand is traditionally met by «Kashtan» (chestnut), «Khreschatyk», «Plombir», «Premiere», «Dynamo» «Kapitoshka» ice-cream. Today the plant specialists _____ the recipes of new dietary and low-cal sorts of ice-creams. New _____ will allow to _____ assortment so forth using fruit admixtures. Kyiv refrigerating plant № 2 JSC _____ in the nearest future plans the creation of a trade house, which will _____ a wide assortment of foodstuff products.

Include, producer, develop, article, lead, broaden, quality, raw, enterprise, demand, offer.

4. Use the derivatives of the words in a sentence or a small story.

- 1) Produce – product – production – productive – productivity – producer.
- 2) Technology – technological – technologically – technologist.
- 3) Consume – consumer – consumption.
- 4) Provide – provision – provider.
- 5) Supply – supplier – supplies.
- 6) Compete – competition – competitive – competitor.
- 7) Introduce – introduction.
- 8) Equip – reequip – equipment – reequipment.

5. Fill in the blanks with the necessary prepositions: in (3), by (2), to (3), on, from, with, of, over.

Food for Different Cultures

The manner _____ which food is selected, prepared, presented and eaten often differs _____ culture. Americans love beef, yet it is forbidden _____ Hindus, while the forbidden food _____ the Mosle and Jewish cultures is normally pork, eaten extensively _____ the Chinese and others. _____ large cosmopolitan cities, restaurant often cater to diverse diets and offer national dishes to meet varying cultural tastes. Feeding habits also differ, and the range goes _____ hands and chopsticks _____ full sets of cutlery. Often the differences among cultures in the foods they eat are related _____ the differences in geography and local resources. People who live near water (seas, lakes, and rivers) tend to eat more fish and crustaceans. People who live in colder climates tend to eat heavier, fatty foods. However, _____ the development _____ a global economy, food boundaries and differences are beginning to dissipate: McDonalds is now _____ every continent except Antarctica, and tofu and yoghurt are served all _____ the world

V. Speech Exercises

1. Discuss the methods of processing food.

1) Fry, bake, process, boil, skim, mix, smoke, roast, can (tin), grill, granulate, pasteurize, condense, dry, puff, grind, mill, whisk, freeze.

2) Grocery. Fruits. cherry, plump, pear, apple, lemon, orange, apricot.

Vegetables: beetroot, garlic, onion, watermelon, cucumber, carrot, pees, melon, cabbage, pumpkin, tomato.

Cereal Grains: corn, buckwheat, groats, oats, bread, millet, wheat, barley, rye.

Meat products: beef, chicken, lamb, pork, wheal, turkey, sausage, poultry, mutton, duck, goose.

Fish: salmon, herring, crabfish, sprouts.

Milk products: milk, butter, cheese, curd, yoghurt, cream, sour cream, ice-cream.

Bakery: honey, vinegar, oil, eggs, sugar; beverages: wine, (sweet) carbonated water, mineral water, energizer, coca-cola, beer, liquor, brandy, champaign, balm, whisky.

2. Discuss the recipes of foods and the countries they came from. Add your own ones.

1) pasta, macaroni, rice, varenyky, coca-cola, stuffed cabbage rolls (golubtsy), pizza, pancakes, pop-corn, puding, cabbage soup.

2) China, the USA, Spain, Great Britain, France, Italy, Norway, Poland, Russia, Ukraine, Crimea, Greece.

UNIT 11. CATERING FUNCTIONING

I. Decide if these sentences about catering are true (T) or false (F).

1 Catering is providing people with food and drink.

2 The term 'catering' is only used for social situations like parties.

3 You find catering services only in hotels, restaurants or cafes.

I. Read the text about catering and check your answers.

	<i>Essential vocabulary</i>
Catering	громадське харчування
nonprofit-making	некомерційна діяльність
beverages	напої
subsidised price	субсидована ціна
range	діяльність, ставити в ряд
carte restaurants	карткові ресторани
gourmet restaurants	ресторани для гурманів
simplify	спростити
dispense	розподіляти, виконувати
pantry	комора, буфетна
table linens	столова білизна
plate warmers	нагрівачі для тарілок
tray	піднос
ashtray	попільничка
apron	фартух
recreational facility	рекреаційний заклад

prominent feature	визначна риса
labor-intensive	трудомісткий
courtesy	ввічливість, люб'язність
derive	брати початок, вивести
purchase	купувати
head cook	головний кухар
executive chef	виконавчий директор
captain	старший
hostess	господиня
elaborate restaurant	вишуканий ресторан
cooks' supervision	кухарський нагляд
wine steward	винний стюарт
Bartender	бармен
busboy	помічник офіціанта
a la carte restaurants	ресторани з обслуговуванням по меню
Table d'hôte menu restaurants	ресторани з настільним меню
storekeeper	комірник

Text 1

Catering is the provision of food and drink and it is divided into two basic sectors: commercial businesses, where the main aim is to make a profit, and noncommercial businesses (welfare), where the main aim is to provide a nonprofit-making social service. Commercial catering is usually found in hotels, restaurants, pubs, bars, cafes or fast food outlets, where you can eat in or take away the food and beverages you buy. But commercial catering can also be found in the transport industry in places such as railway stations, airports or motorway service stations and on ships and trains, where the place you eat is called a buffet car and offers self-service, or on aeroplanes, where on the other hand there is waiter service provided by the cabin crew. In other words, whenever people travel any distance for work or pleasure, they are able to eat and drink thanks to the catering service provided. Catering at private events, such as social events or gatherings and wedding receptions, or public events including rock concerts or football matches is also considered commercial. Welfare catering ranges from providing food for workers at a subsidised price in factory or office block canteens, to catering in hospitals, schools or prisons, where people pay nothing or very little for the service.

II. Answer the questions

1. Which basic sectors is catering divided into? 2. Where can commercial catering be found in?
3. What does welfare catering range?

Text 2

I. Read the text and answer the questions.

Businesses focusing on providing catering services are varied and multiple. Restaurants offer customers a range of food, drink and service options. At the high end of the market there are a la carte restaurants, so-called because of the type of menu which lists and prices all items individually and prepares dishes to order. Service is generally of a very high standard with waiters/waitresses as well as specialist bar staff and wine waiters and the atmosphere is formal.

Within this category, gourmet restaurants are the most expensive, reflecting the high quality of food and beverages and the fact they often have recommendations from important food critics and organisations, which are highly prized. Table d'hôte menu restaurants with fixed-priced menus, a set number of courses with choices within each course, are a cheaper alternative. Items on the menu are ready at the same time, rather than made to order. This kind of restaurant is often family-run with a more informal atmosphere. Examples of specialist restaurants are steakhouses, seafood or vegetarian restaurants. There are also ethnic restaurants providing food and drink from a particular country. The most widespread of these are Italian, Indian and Chinese restaurants. Both ethnic and speciality restaurants can have either an a la carte, table d'hôte or a combination of both kinds of menus. Nowadays, many restaurants are part of a regional, national or international chain, so menus, service, ambiance and cost are unified and you know exactly what to expect. This is particularly true of fast food outlets, many of which specialise in a particular type or region of cuisine and prepare food which is served and eaten quickly. These can either be eat-in restaurants, which are mostly self-service or takeaway restaurants where you buy cooked food to eat somewhere else, or sometimes both. Examples include pizzerias, kebab or fish and chip shops. In addition to restaurants, cafes, coffee bars, bars and pubs also provide catering although the focus may be more on drinking than eating. Cafes and coffee bars serve reasonably priced hot and cold drinks and light meals or snacks and are usually only open during the day. Bars and pubs are always open at night but increasingly they are serving food and drinks during the day too. In pubs the food is usually home-made and traditional, whereas bars tend to offer a European-style menu of salads and sandwiches.

II. Answer the questions.

1 What do restaurants offer customers? 2 What is highly prized by gourmet restaurants? 3 What are the main differences between table d'hôte and a la carte menus? 4 What kind of food can you eat at a specialist restaurant? 5 Which are the most popular ethnic restaurants? 6 Why do you know what to expect in chain restaurants? 7 What is the main characteristic of fast food restaurants? 8 When are cafes and coffee shops usually open? 9 How does pub and bar food differ?

Text 3

I. Read and translate the text.

Food and beverage service is a major factor in hotel operation. In some large hotels, the income derived from this source actually exceeds income from room rentals. The food and beverage income in many hotels is increased by providing service for banquets and conventions. Virtually every modern hotel offers some form of food and beverage service. In some, facilities are available only for a continental breakfast that is a light meal of bread or rolls and coffee, while others have a small coffee shop or restaurant on the premises. Because of the large proportion of income contributed by a hotel's bars and restaurants, the food and beverage manager is a key member of the management staff. He has the overall responsibility for planning the food and drink operation and purchasing the hundreds of items that are necessary for the restaurants and bars. Because food can spoil quickly, ordering supplies is a daily routine. In a very large establishment, two people may be assigned this task: one to order food and the other to order wines and spirits. The purchase and care of some items, such as table linens, or napery, or aprons for the kitchen help, must be closely coordinated with the housekeeping department. The food and beverage manager's staff may also

include a storekeeper, who stores and issues food, beverages, and restaurant and kitchen supplies. The kitchen itself is a separate kingdom within the hotel.

The head cook, who is almost always called by the French word chef, is the boss of this area. The chef is responsible for planning the menus (the food that is being served on a particular day), and for supervising the work of the other chefs and cooks. In very large or elaborate setups, the head cook is called the executive chef, and his responsibilities are largely those of a manager. He plans, purchases and frequently coordinates the operation of several restaurants. Depending on the size of the establishment, several assistant chefs report to the chef. These include a sauce chef, a salad chef, a vegetable chef, and so on. Under the chefs are the cooks who actually cook the food and then place it on the plate for the waiters to pick up. Under the cooks' supervision are the kitchen helpers who peel potatoes, cut up vegetables, and bring food from the storeroom to the kitchen. The kitchen staff also includes dishwashers, even in a kitchen equipped with electrical appliances, since pots and pans usually need special attention, and someone must load and unload the machines. In the restaurant, as well as in the kitchen, there are also different kinds of jobs. The person who seats the guests is called a captain or maître d' (short for maître d'hôtel), or a hostess, if a woman.

In restaurants with a very formal style of service, the captain also takes the guests' orders. The meals are served by waiters or waitresses. In less formal restaurants, the waiters and waitresses take orders and serve the meals. Most restaurants also employ busboys who pour water, clear and set tables, and perform other similar chores. In an elaborate restaurant, there is often an employee called the wine steward, or sommelier, who takes orders for wine and sometimes for other alcoholic drinks. Finally, there are cashiers who receive payment or signed bills from the guests. When the guest puts his restaurant bill on his hotel account, this information must be passed along to the accounting office as quickly as possible. In addition to a restaurant, most hotels also have a bar or cocktail lounge where drinks are served.

Bartenders work behind the bar which is a long counter. Note that the word "bar" is used both to denote the room in which the drinks are served and the counter itself. They mix drinks and serve them to the customers at the bar. Additional waiters or waitress are needed to serve customers who are seated at tables. In a very busy bar, one bartender may fill orders only for the waiters and waitresses while others take care of the guests at the bar. The bar or cocktail lounge may also offer food service, although it usually simpler than the food served in the hotel dining room. Fast food, such as sandwiches or hamburgers, is customary.

II. Answer the following questions.

1 Why is food and beverage service considered to be a major factor in hotel operation? 2 How can the income from the food and beverage services be increased? 3 What kinds of food service are offered by department hotels? 4 What are the responsibilities of the food and beverage manager? 5 What other jobs are vital in this area? Why? 6 What is a chef responsible for? 7 When is he called the executive chef? 8 What are the duties of the kitchen helpers? Dishwashers? 9 What people work in the front of the house? 10 What are the duties of a captain? The wine steward? 11 How else are they called? Why are many job titles in French? 12 How is payment made? 13 What are the functions of a bar? What does the word mean? 14 What else can a cocktail lounge offer?

Text 4

I. Read and translate the text.

Providing meals and drinks in the guests' rooms is another service extended by most hotels. Room service is ordered by telephone from a menu that is placed in each room. The menu itself in

some cases is the same as the one for the dining room, but more often it is simplified to make for easier preparation and service. Special employees take the orders and special waiters carry them to rooms. To cut down on orders for ice and soft drinks, many hotels nowadays have machines on each floor to dispense these items. Room service in most hotels closes down at the same time the kitchen does, normally ten o'clock and midnight. Some hotels, however, are prepared to provide sandwiches even during the late-night hours. Some luxury hotels have small kitchens or pantries on each floor that are used either for warming food or for preparing breakfasts. More room service orders are for breakfast than for any other meal. In some hotels, the guest can order breakfast before he goes to bed by filling in a slip which he leaves outside his door. The meal is then served at the time the guest has specified. Even in hotels with more than one restaurant, there is usually just one central kitchen. The special types of food served in the various restaurants are normally prepared by different chefs and cooks rather than in separate kitchens. Like the housekeeping department, the food and beverage department needs additional space for storage of the many items that must be kept on hand for the restaurants and bars. These items include not only the food and beverage themselves, but items such as table linens, dishes, knives, forks, spoons, plate warmers, trays, ashtrays, aprons and dish towels. One food and beverage facility that is often not connected with the main hotel kitchen is the snack bar. The snack bar is a small unit that provides fast-order food and drink service to guests who are using the hotel's swimming pool or some other recreational facility. Snack bars are a prominent feature of resort hotels. Where the recreational facilities are in great demand, the snack bar often has its own staff of cooks, usually of the short-order variety, and waiters and waitresses. Hotels generally employ a large number of workers in proportion to the number of guests. The restaurant business as a whole is one of the most labor-intensive of all industries, and this is true whether the restaurant is in a hotel or not. Much of the activity in connection with food and beverage service is invisible to the guests, but many of the employees the department have frequent contact with them. These especially include the dining-room and room service personnel. They must adhere to the same standards of hospitality and courtesy as all other employees who meet and talk with the guests in the hotel.

II. Answer the questions.

1 How is room service different from providing food in a restaurant? 2 How is it usually arranged? 3 What do luxury hotels provide for their guests? 4 How many kitchens are needed to meet all the requirements of the guests? 5 Why does the food and beverage department need additional space? 6 What is a snack bar? 7 Why are they a prominent feature of resort hotels? 8 Why is the restaurant business labor-intensive? 9 Why do employees in the restaurant business have to be friendly and polite?

III. Complete the sentences with the correct form of these words.

bar beverages café provision reception profit subsidized eat in takeaway

1 It's really expensive to _____ at our local restaurant because you have to pay a service charge. 2 The wedding _____ was held in a beautiful setting by the sea. 3 We're meeting in the _____ tonight for cocktails at 7 p.m. 4 I love meeting my friends in a _____ and chatting over a cup of coffee. 5 'We would like to inform passengers that we will shortly be passing through the first class cabins of this train serving hot and cold snacks and _____'. 6 'Let's get a _____ tonight, I don't feel like cooking'. 7 Companies that run to help others and not to make money are non-_____ - making. 8 Nowadays a lot of children in the UK have free

or _____ school meals because their families can't pay for them. 9 When there are wars or natural disasters, organizations like the Red Cross are responsible for the _____ of emergency aid.

UNIT13. DRINKS AND BEVERAGES

Napery	домашня білизна, особливо скатертини та серветки.
The head cook	Головний кухар
hostess	господиня
busboys	помічник офіціанта
sommelier	сомельє (працівник ресторану і подібних закладів, відповідальний за придбання, зберігання вин і представлення їх клієнту.)

I. Read and translate the Text 1.

Food and beverage service is a major factor in hotel operation. In some large hotels, the income derived from this source actually exceeds income from room rentals. The food and beverage income in many hotels is increased by providing service for banquets and conventions. Virtually every modern hotel offers some form of food and beverage service. In some, facilities are available only for a continental breakfast-that is a light meal of bread or rolls and coffee, while others have a small coffee shop or restaurant on the premises. Because of the large proportion of income contributed by a hotel's bars and restaurants, the food and beverage manager is a key member of the management staff. He has the overall responsibility for planning the food and drink operation and purchasing the hundreds of items that are necessary for the restaurants and bars because food can spoil quickly, ordering supplies is a daily routine.

In a very large establishment, two people may be assigned to this task one to order food and the other to order wines and spirits, the purchase and care of some items, such as table linens, or napery, or aprons for the kitchen help, must be closely coordinated with the housekeeping department. The food and beverage manager's staff may also include a storekeeper, who stores and issues food, beverages, and restaurant and kitchen supplies. The kitchen itself is a separate kingdom within the hotel. The head cook, who is almost always called by the French word chef, is the boss of this area. The chef is responsible for planning the menus (the food that is being served on a particular day), and for supervising the work of the other chefs and cooks. In very large or elaborate setups, the head cook is called the executive chef, and his responsibilities are largely those of a manager. He plans, purchases and frequently coordinates the operation of several restaurants. Depending on the size of the establishment, several assistant chefs report to the chef. These include a sauce chef, a salad chef, a vegetable chef, and so on. Under the chefs are the cooks who actually cook the food and then place it on the plate for the waiters to pick up. Under the cooks' supervision are the kitchen helpers who peel potatoes, cut up vegetables, and bring food from the storeroom to the kitchen. The kitchen staff also includes dishwashers, even in a kitchen equipped with electrical appliances, since pots and pans usually need special attention, and someone must load and unload the machines. In the restaurant, as well as in the kitchen, there are also different kinds of jobs. The person who seats the guests is called a captain or maître d' (short for maître d'hôtel), or a hostess, if a woman. In restaurants with a very formal style of service, the captain also takes the guests orders. The meals are served by waiters or waitresses.

In less formal restaurants, the waiters and waitresses take orders and serve the meals. Most restaurants also employ busboys, who pour water, clear and set tables, and perform other similar chores. In an elaborate restaurant, there is often an employee called the wine steward, or sommelier, who takes orders for wine and sometimes for other alcoholic drinks. Finally, there are cashiers who receive payment or signed bills from the guests. When the guest puts his restaurant bill on his hotel account, this information must be passed along to the accounting office as quickly as possible. In addition to a restaurant, most hotels also have a bar or cocktail lounge where drinks are served. Bartenders work behind the bar which is a long counter. Note that the word 'bar' is used both to denote the room in which the drinks are served and the counter itself. They mix drinks and serve them to the customers at the bar. Additional waiters or waitress are needed to serve customers who are seated at tables. In a very busy bar, one bartender may fill orders only for the waiters and waitresses while others take care of the guests at the bar. The bar or cocktail lounge may also offer food service, although it is usually simpler than the food served in the hotel dining room. Fast food, such as sandwiches or hamburgers, is customary.

II. Answer the following questions:

Why is food and beverage service considered to be a major factor in hotel operation? How can the income from the food and beverage services be increased? What kinds of food service are offered by department hotels? What are the responsibilities of the food and beverage" manager? What other jobs are vital in this area? Why? What is a chef responsible for? When is he called the executive chef? What are the duties of the kitchen helpers? dishwashers? What people work in the front of the house? What are the duties of a captain? the wine stuart? How else are they called? Why are many job titles in French? How is payment made? What is the functions of a bar? What does the word mean? What else can a cocktail lounge offer?

III. Sum up what you've learned from the text about:

the importance of food and beverage service for the hotel industry;
the job responsibilities of the management staff;
the jobs in the kitchen;
the people who work in the restaurant itself, helping the customers;
bars and cocktail lounges.

IV. Read and translate Text 2:

Providing meals and drinks in the guests' rooms is another service extended by most hotels. Room service is ordered by telephone from a menu that is placed in each room. The menu itself is some cases is the same as the one for the dining room, but more often it is simplified to make for easier preparation and service.¹⁹⁴ Special employees take the orders and special waiters carry them to the rooms. To cut down on orders for ice and soft drinks, many hotels nowadays have machines on each floor to dispense these items. Room service in most hotels closes down at the same time the kitchen does, normally ten o'clock and midnight. Some hotels, however, are prepared to provide sandwiches even during the late-night hours. Some luxury hotels have small kitchens or pantries on each floor that are used either for warming food or for preparing breakfasts. More room service orders are for breakfast than for any other meal. In some hotels, the guest can order breakfast before he goes to bed by filling in a slip which he leaves outside his door. The meal is then served at the time the guest has specified. Even in hotels with more than one restaurant, there is usually just one

central kitchen. The special types of food served in the various restaurants are normally prepared by different chefs and cooks rather than in separate kitchens. Like the housekeeping department, the food and beverage department needs additional space for storage of the many items that must be kept on hand for the restaurants and bars. These items include not only the food and beverage themselves, but items such as table linens, dishes, knives, forks, spoons, plate warmers, trays, ashtrays, aprons and dish towels. One food and beverage facility that is often not connected with the main hotel kitchen is the snack bar. The snack bar is a small unit that provides fast-order food and drink service to guests who are using the hotel's swimming pool or some other recreational facility. Snack bars are a prominent feature of resort hotels. Where the recreational facilities are in great demand, the snack bar often has its own staff of cooks, usually of the short order variety, and waiters and waitresses. Hotels generally employ a large number of workers in proportion to the number of guests. The restaurant business as a whole is one of the most labour-intensive of all industries, and this is true whether the restaurant is in a hotel or not. Much of the activity in connection with food and beverage service is invisible to the guests, but many of the employees in the department have frequent contact with them. These especially include the dining-room and room service personnel. They must adhere to the same standards of hospitality and courtesy as all other employees who meet and talk with the guests in the hotel.

V. Answer the questions:

How is room service different from providing food in a restaurant? How is it usually arranged? What do luxury hotels provide for their guests? How many kitchens are needed to meet all the requirements of the guests? Why does the food and beverage department need additional space? What is a snack bar? Why are they a prominent feature of resort hotels? Why is the restaurant business labour-intensive? Why do employees in the restaurant business have to be friendly and polite?

VI. Sum up the information about room service and snack bars from the previous text. Think and answer:

Do Ukrainian hotels offer high-quality food and beverage service? What do you know about it? What happens if guests do not like the food offered by the hotel? What kind of food is offered to people staying at hotels? What personnel is employed in the restaurant business? Is the business profitable? Why?

VII. Match the job titles with the job descriptions:

- | | |
|-----------------------|--|
| 1. head chef | a) sets and clears the tables |
| 2. storeman | b) buys food and drinks, deals with suppliers: |
| 3. wine waiter | c) welcomes the clients to the restaurant, deals with complaints |
| 4. receiving officer | d) looks after one section of the kitchen |
| 5. commis chef | e) checks deliveries, arranges transfer to |
| 6. head waiter | f) cooks food and is training to be a chef |
| 7. maître d' | g) arranges staff's work in the dining |
| 8. purchasing officer | h) plans menus, trains and supervises kitchen staff |
| 9. chef de partie | i) serves customers, takes orders, brings food |
| 10. busboy | j) helps supervise kitchen staff |
| 11. sous chef / | k) looks after stock, gives it to various under chef departments |
| 12. waiter / waitress | l) takes drinks orders, advises on wines |

UNIT 14. FOOD SERVICE EQUIPMENT.

I, Reading. Read the following text.

Essential vocabulary

according to	згідно
add	додавати
clumsy	незграбний
colander	друшляк
cooking range	плита
equipment	обладнання
food processor	комбайн
kitchen scales	ваги
list	список
mincer	м`ясорубка
mortar	ступа
pestle	товкач
serving	сервірування
sheet pan	деко
sieve	сито
tool	інструмент

Every single day restaurateurs and food managers work in a business that demands great flexibility and a constant ability to renew.

Restaurant equipment includes anything used to prepare, cook, heat and store your food. These tools and equipment increase efficiency and save time. They are the various items that are used during food preparation, cooking and serving. They include working tables, cooking pans, fryers, sinks, kitchen utensils, mortars, blenders, mixers, etc.

These tools and equipment can be put into groups according to their sizes and functions. They are classified as large and small.

Large equipment is sometimes fixed and it is heavy. The equipment is clumsy to move about easily. Examples include cooking ranges, washing basins, refrigerators. We can add to the list ovens, microwave ovens, freezers and dish washers.

Small equipment is sometimes referred to as tools. Tools are small, easy to carry about and very important in the hotel business. Take a flash back into the kitchen and list all the tools that can be put under the group. These include knives, openers, spoons, pestles and mortars, colanders, sieves, kitchen scales.

There is another group which is classified as mechanical equipment. This equipment is operated by electricity and is also referred to as appliances. Examples of appliances are mixers, blenders, liquidizers, slicers, mincers, electric kettles, food processors, rice cookers, toasters, coffee makers. Ovens, deep fryers, mixers are very important for chefs.

No kitchen can work without food service equipment. It is difficult to imagine a kitchen without stockpots and sheet pans. We know that food processing equipment, tools and appliances are very important in the restaurant business. They increase efficiency and save time.

II. Match the English word with its Ukrainian equivalent.

Stockpot	зберігати
appliance	класифікувати
deep fryer	гнучкість
imagine	різний
classify	вимагати
increase	збільшувати
demand	уявляти
various	кастрюля
flexibility	прилад
store	фритюрниця

III. Form the correct word combination.

save	table
working	basin
washing	time
dish	scale
kitchen	equipment
mecanical	kettle
electric	processor
food	washer

IV. Match the words and phrases (1-14) with the definitions (A-N).

- | | |
|---------------------|---|
| 1. gas range | A an electric mixing machine used in food preparation for liquidizing, chopping or pureeing |
| 2. stockpot | B a machine that alerts people when a certain amount of time has passed |
| 3. burner | C an electrical appliance for mixing food |
| 4. sheet pan | D a type of stove that uses gas to create heat |
| 5. mixer | E a machine which cuts meat into verysmall pieces by forcing it through very small holes |
| 6. fry basket | F a heavy tool with a round end used for crushing or grinding substances such as spice typically in a mortar |
| 7. griddle | G a kitchen appliance designed for the purpose of cooking food |
| 8. blender | H a large container used to cook liquids |
| 9. cooler | I a perforated bowl used to strain off liquid from food after washing or cooking automatic timer |
| 10. automatic timer | J a long, flat cooking container |
| 11. mincer | K a container that holds foods that are fried in a deep fryer |
| 12. pestle | L an electric device for making toasts |
| 13. colander | M a machine that keeps food cold |
| 14. cooking range | N a flat, metal surface that gets hot and is used to cook food |

V. Choose the correct word or phrase.

The line cook lifted the (fry basket / griddle) from the hot oil and took out the onion rings.

Shelly makes soup in the (stockpot / oven rack).

Chef Madsen uses a(n) (automatic timer / gas range) to heat food.

Kevin owns a (countertop / stainless steel) stockpot.

Alison fries potatoes in a (deep fryer / oven).

Jared adjusts the (oven burner / deep fryer) until the flame is very small.
 The pastry chef arranged the desserts on a (sheet pan / cutting board) and puts it into the oven.
 Ricky uses the (ladle / spoon) to eat his cereal.
 The chef gets the (ladle / spatula) and serves the soup.
 I crushed the garlic and cut it into small pieces with my (chef's knife / utensils).
 It damages the surface to cut directly on the counter, so I always use a (cutting board / can opener).
 Jack keeps his knife collection in his (vegetable peeler / knife roll).
 Lisa opens the tuna can with a (spoon / can opener).
 Olivia uses the (whisk / grater) to mix the eggs.
 Sam cuts the cheese into small pieces with a (whisk / grater).
 All of the fish is prepared at the fish (station / specials).

VI. Discuss these questions.

What items do chefs use to cook?
 What items are in the kitchen?

UNIT 15. FOOD PREPARATION

I. Read and translate the text. Pay attention to the pre-text words.

Essential vocabulary

combine	поєднувати
consume	споживати
creature	істота
enhance	збільшувати
ensure	забезпечити
harmful	шкідливий
include	включати
involve	залучати
majority	більшість
obtain	отримати
produce	виробляти
raw	сирий
stage	етап
steam	пар
survival	виживання

Humans are the only creatures on Earth that don't eat the majority of their food as they find it.

Sometimes out of necessity and sometimes simply to enhance flavor, humans generally prepare their food before eating it. Food preparation is a broad topic, involving all of the steps that occur between obtaining raw ingredients and consuming them as food.

The first step in food preparation is cleaning the food. The need is obvious for things like

meat, which can contain harmful bacteria if not cleaned properly. Cleaning is just as important for other ingredients as well, including fruit, vegetables and grains. Most food products we consume today are treated with chemicals to ensure the survival of the crop. These chemicals, dust, natural bacteria and trace chemicals from insects or birds should be washed off the produce before consumption.

While preparing food cooks perform a great number of operations. They peel and mince the onions, chop the spinach, julienne the tomatoes, dice the peppers, grate the cheese, slice the mushrooms. It is rather important to place all of prepared items in separate bowls and seal with plastic wrap. Then it is necessary to place all of them on a cart and store in the cooler.

Once the ingredients are clean and cut, we can get to the stage of cooking. Dry-heat cooking involves applying heat to something without liquid. Roasting, broiling, grilling and pan-frying are all forms of dry-heat cooking. On the other hand moist-heat cooking uses steam or liquid as a part of the cooking. It includes techniques like steaming, boiling, or pouching.

Cooking is the stage of food preparation that most people associate with the culinary art. The food must be safe to eat; but it must also combine various flavors and textures in a pleasing way. In this way it is a perfect combination of art and science.

II. Match the English word with its Ukrainian equivalent.

crop	необхідність
eat	потребувати
necessity	очищувати шкірку
broad	терти
need	їсти
obvious	широкий
wash	очевидний
peel	відбивати
chop	мити
grate	врожай

III. Form the correct word combination.

place on a	ingredients
store in a	flavor
wash off the	items
harmful	cart
treat with	cooler
prepared	produce
raw	bacteria
enhance	chemicals

IV. Match the words and phrases (1-9) with the definitions (A-I).

dicing	A	cutting something into very small pieces
mincing	B	cutting vegetables into very thin and long pieces
julienning	C	heating food in water kept just below the boiling point
sweating	D	cutting something into small squares
smoking	E	food is submerged in hot oil or fat

barbecuing	F	to cut leaves into long, thin strips
chiffonade	G	to add an edible decorative element to a plate of food prior to serving
codding	H	flavoring, cooking or preserving food by exposing it to the smoke from burning or smoldering wood
deep frying	I	roasting food over an open flame
flambe	J	heating food in water kept just below the boiling point
garish	K	the use of a grater to mash vegetables
grating	L	cooking the surface of the food (meat, poultry or fish) at high temperature so a caramelized crust forms

V. Choose the correct word or phrase.

1. In recipes, quantities of (ingredients / cooking methods) may be specified by mass, by volume, or by count.
2. With the advent of accurate (scales / cups) it has become more common to weigh liquids for use in recipes.
3. A cookery book is a (kitchen / cuisine) reference containing recipes.
4. Expert chefs / cooks are required to have knowledge of food science, nutrition and diet.
5. (Head / sous) chefs are responsible for preparing meals that are pleasing to the eye as they are to the palate.
6. The expansion of agriculture, commerce and trade between civilizations in different regions offered cooks many new (ingredients / appliances).
7. Some cooks apply advanced techniques to food (preparation / cooking) to further enhance the flavor of dish served.
8. In the 17th and 18th centuries, (food / ingredients) was a classic marker of identity in Europe.
9. Types of (fat / oil) include vegetable oils, animal products such as butter and lard, as well as fats from grains (maize and flax oils).
10. (Cooking / washing) can prevent many foodborne illnesses that would otherwise occur if the food is eaten raw.
11. A (cuisine / kitchen) is a style of cooking associated with a specific culture or geographic region.

VI. Choose the word or phrase closest in meaning to the underlined part.

1. Alison uses the kitchen tool with a flat side to pick up the piece of cake and set it on the plate.
 - A spatula
 - B ladle
 - C whisk
2. Roger chops the fruit on a piece of wood used to cut food on.
 - A can opener
 - B knife roll
 - C cutting board
3. Paulina takes the skin off the carrots by using a kitchen tool that stripes the outside of foods off.
 - A vegetable peeler
 - B can opener

C chef's knife

4. Alison fries potatoes in the machine that cooks food in hot oil.

A oven

B can opener

C deep fryer

5. The pastry chef arranges the desserts on a large, flat cooking container and puts it into the oven.

A mixer

B sheet pan

C chef's knife

6. Jared adjusted the part of a stove that creates heat until the flame is very small.

A open burner

B oven

C automatic timer

7. Sara takes the skin off the apple before eating it.

A peels

B shreds

C slices

8. Oskar takes a block of cheese and makes small, long strips of it.

A peels

B shreds

C slices

VI. Discuss these questions.

What do people do to food before it is cooked?

What foods require a lot of preparation?

Additional tests

- 1) Green tourism means an opportunity to ____.
 - a) experience the unity of nature
 - b) buy an animal
 - c) rest in a hotel
 - d) drink beer
- 2) A kitchen assistant usually works in a ____.
 - a) beach
 - b) check-in
 - c) restaurant
 - d) bank
- 3) When a hotel manager suddenly offended a tourist he has to ____.
 - a) go away
 - b) apologize
 - c) shake hands
 - d) speak over the phone •
- 4) Chocolate is the greatest ____ of German women.
 - a) sweet
 - b) bigness
 - c) monument
 - d) weakness
- 5) Lilly is so skinny but she eats like a (an) ____.
 - a) parrot
 - b) insect
 - c) mouse
 - d) horse
- 6) When in Rome do as ____ do.
 - a) Russians
 - b) Germans
 - c) Romans
 - d) Americans
- 7) ____ are known for their slim figures.
 - a) Frenchmen
 - b) Chinese people
 - c) Georgians
 - d) Indians
- 8) He went to the stadium ____ taxi.
 - a) with
 - b) by
 - c) on
 - d) in
- 9) If you want to be successful you must ____ foreign languages.
 - a) teach
 - b) bring
 - c) speak

- d) prefer
- 10) Jason has ___ flight on Monday.
- a) her
 - b) his
 - c) their
 - d) our
- 11) Claudine never ___ chocolate.
- a) eating
 - b) eats
 - c) eat
 - d) ate
- 12) This juice ___ good.
- a) is tasting
 - b) has tasted
 - c) tastes
 - d) is being tasted
- 13) What room ___ you want to stay in?
- a) do
 - b) does
 - c) is
 - d) are
- 14) Sorry, I can't talk to you now. I ___ lunch.
- a) have
 - b) am having
 - c) has
 - d) having
- 15) We ___ a celebration last year.
- a) haven't had
 - b) didn't have
 - c) hadn't have
 - d) hasn't had
- 16) Have they woken up yet? – No, they are ___ asleep.
- a) already
 - b) yet
 - c) still
 - d) just
- 17) My parents ___ in the bank for five years since 1990 to 1995.
- a) has worked
 - b) have worked
 - c) worked
 - d) works 11
- 18) Who of you ___ speaks English fluently?
- a) do
 - b) does
 - c) –

d) can

19) Haven't you taken my book? I need it right now. – Just a minute. I ___ for it.

a) will search

b) search

c) am going to search

d) searched

20) My nephew is at college now, and my son ___ to college next year.

a) goes

b) is going

c) is going to go

d) will go

21) A fly-drive package includes the ___ of both the flight and hire of a car at the destination.

a) desire

b) present

c) promise

d) cost

22) As a rule visitors attend foreign restaurants to try ___.

a) out a plane

b) their luck

c) some local food

d) their best

23) Do not forget to take your passport and ___ to pass through the custom house.

a) purse

b) visa

c) photo

d) coat

24) The region has a lot of ___ monuments.

a) exclusive

b) historic

c) picturesque

d) pleasant

25) Europe has the best and biggest ___ airline.

a) fashionable

b) economical

c) modern

d) lovely

26) Being tired it is a real pleasure to take a short break in one of the ___ country hotels.

a) exclusive

b) economical

c) red

d) hot

27) ___ beaches, luxury accommodation, sport grounds are at your disposal.

a) gorgeous

b) diminutive

c) long

d) yellow

28) What ___ she think of me?

a) do

b) does

c) –

d) are

29) The bus hasn't arrived yet. They are ___ waiting for it.

a) already

b) yet

c) still

d) just

30) How ___ you want to spend your holidays?

a) do

b) does

c) is

d) has

31) We ___ twenty new buildings this year.

a) built

b) are building

c) have built

d) were building

32) She only understood the movie because she ___ the book.

a) read

b) has read

c) had read

d) will read

33) ___ you angry about what happened?

a) do

b) did

c) are

d) have

34) I ___ a lot but I don't any more.

a) was used to eat

b) was eating

c) used to eating

d) used to eat

35) Why have you brought your guitar? ___ at the party?

a) will you sing

b) are you going to sing

c) would you sing

d) do you sing

36) Kate has bought a new dress but she hasn't worn it ___.

a) already

b) yet

c) still

- d) been
- 37) This department agreed to ___ concessions.
- a) do
 - b) make
 - c) bring
 - d) grab
- 38) When will this agreement ___ into effect?
- a) run
 - b) go
 - c) come
 - d) crawl
- 39) Tourism is the world's biggest ___.
- a) party
 - b) industry
 - c) cuisine
 - d) ticket
- 40) For those who combine studying and job it is very important to have a (an) ___ timetable
- a) flexible
 - b) ordinary
 - c) foreign
 - d) ordinary
- 41) We do not have many guests outside the summer ___ at our hotel.
- a) region
 - b) reason
 - c) cafe
 - d) season
- 42) A ___ is a person who is eating, typically a customer in a restaurant.
- a) diner
 - b) breakfaster
 - c) supper
 - d) launcher
- 43) The customer care asserts that the customer is ___ right.
- a) rarely
 - b) sometimes
 - c) always
 - d) from time to time
- 44) ___ can be considered to be the challenges in tourism.
- a) destinations
 - b) international events
 - c) monuments
 - d) paid holidays
- 45) The beautiful old churches are part of our national ___.
- a) placement
 - b) business
 - c) heritage

- d) sightseeing
- 46) Run downstairs. Tommy ___ for you.
- a) wait
 - b) waits
 - c) is waiting
 - d) was waiting
- 47) I believe Jack is coming soon. I ___ for three hours.
- a) am waiting
 - b) waited
 - c) had been waiting
 - d) have been waiting
- 48) Where ___ you usually ___ in the evening?
- a) do ... go
 - b) are ... go
 - c) are ... going
 - d) do ... going
- 49) ___ you ever worked as a waiter in a restaurant?
- a) do
 - b) did
 - c) are
 - d) have
- 50) I've ___ combed my hair. I'm dressing now.
- a) already
 - b) yet
 - c) still
 - d) been
- 51) Kristine ___ never ___ to an opera before last night.
- a) had ... been
 - b) have ... been
 - c) is ... being
 - d) should ... be
- 52) Why ___ at my desk? Could you take your place, please?
- a) you are sitting
 - b) are you sitting
 - c) do you sit
 - d) does he sit
- 53) I felt bad ___ last night.
- a) since
 - b) for
 - c) –
 - d) the
- 54) Will you try to find out what time ___ at the airport?
- a) the plane will arrive
 - b) the plane arrives
 - c) the plane is arriving

- d) the plane arrived
- 55) What ___ you think of our new hotel manager? To my mind he is very strict.
- a) do
 - b) did
 - c) are
 - d) have
- 56) A receptionist is usually expected to have a high school ___ or the equivalent.
- a) notebook
 - b) paper
 - c) diploma
 - d) certificate
- 57) The Internet will soon ___ the need for travel agents.
- a) replace
 - b) possess
 - c) distinguish
 - d) like
- 58) While travelling on the land one can use such transport types as: ___, bus, motorbike, coach.
- a) ferry
 - b) cruise ship
 - c) helicopter
 - d) train •
- 59) Those foreign students who are not able to pay for an apartment usually live in a ___.
- a) villa
 - b) hotel
 - c) hostel
 - d) mountain refuge
- 60) We can see examples of tourism marketing around us – adverts on TV, brochures in travel ____.
- a) cinemas
 - b) houses
 - c) hotels
 - d) agencies
- 61) A foreigner is a person from another ____.
- a) country
 - b) planet
 - c) galaxy
 - d) river
- 62) Before going to London it will be reasonable to learn ____.
- a) French
 - b) English
 - c) Italian
 - d) Chinese
- 63) How ___ clients can you see outside?
- a) small
 - b) little
 - c) many

- d) much
- 64) Do you know the man ___ is talking to the receptionist?
- a) that
 - b) which
 - c) why
 - d) who
- 65) Listen! Andy ___ the violin.
- a) play
 - b) is playing
 - c) plays
 - d) was playing
- 66) Every morning John ___ a cup of milk.
- a) drink b) drunk
 - c) drank
 - d) drinks
- 67) I ___ the opportunity to travel extensively.
- a) never had
 - b) am never having
 - c) have never had
 - d) had never had
- 68) Turn the light off. I ___ to sleep.
- a) try
 - b) am trying
 - c) trying
 - d) will try
- 69) He ___ the test from 2 till 3
- a) wrote
 - b) writed
 - c) was writing
 - d) was written
- 69) I have studied English ___ many years.
- a) since
 - b) for
 - c) ago
 - d) much
- 70) We ___ Tom for ages.
- a) has not seen
 - b) haven't saw
 - c) haven't seen
 - d) didn't see
- 71) Jim and Sue ___ at school yesterday.
- a) didn't be
 - b) was not
 - c) were not
 - d) didn't go

- 72) We still ___ life on other planets.
- a) didn't discover
 - b) won't discover
 - c) hadn't discovered
 - d) haven't discovered
- 73) Sir, please, do not go outside without a ___ because it is raining heavily.
- a) fur coat
 - b) raincoat
 - c) blanket
 - d) black coat
- 74) ___ are extremely sweet and the perfect complement to strongly savoury aspect of Turkish food.
- a) meat
 - b) spices
 - c) desserts
 - d) satellite dishes
- 75) It will take us a long period of time to climb this ___ mountain.
- a) gigantic
 - b) small
 - c) tiny
 - d) insignificant
- 76) To be registered in our hotel the client has to ___ the papers with a black pen first.
- a) read
 - b) acquaint
 - c) understand
 - d) sign
- 77) In the menu you can see how many ___ the dish contains.
- a) ingredients
 - b) parts
 - c) looks
 - d) production
- 78) In some countries like Vietnam, Japan tipping is ___ and is pursued by the law.
- a) legal
 - b) illegal
 - c) lawful
 - d) licit
- 79) The customers prefer to take their credit ___ with them instead of cash.
- a) greeting cards
 - b) wallets
 - c) pocketbooks
 - d) cards
- 80) The receptionists try to smile pleasantly in order to ___ the clients.
- a) push
 - b) distract
 - c) attract
 - d) be rude with

- 81) My passport was ____ last month, and nobody has found it yet.
- a) printed
 - b) lost
 - c) brought
 - d) found
- 82) There's going to be an interesting art exhibition. It ____ a lot of visitors.
- a) attracts
 - b) smiles
 - c) likes
 - d) draws away
- 83) Have they woken up yet? – No, they are ____ asleep.
- a) been
 - b) fell
 - c) still
 - d) fall
- 84) My wife ____ in the school for three years since 1990 to 1993.
- a) has worked
 - b) had worked
 - c) worked
 - d) was worked
- 85) Who of you ____ speaks English fluently?
- a) do
 - b) does
 - c) –
 - d) is
- 86) Haven't you ____ my key? I can't find it. – Just a minute. I will look for it.
- a) taken
 - b) took
 - c) taking
 - d) take
- 87) Our family hasn't heard from him ____ several months.
- a) for
 - b) since
 - c) ago
 - d) last
- 88) My friend has never ____ basketball.
- a) playing
 - b) plays
 - c) play
 - d) played
- 89) I ____ known this fellow since he moved to Ukraine.
- a) are
 - b) still
 - c) have
 - d) were

- 90) What floor ___ your bedroom on?
a) do
b) does
c) is
d) are
- 91) Sorry, he ___ talk to you right now. He is having lunch.
a) am
b) don't
c) will
d) can't
- 92) We ___ a holiday last year.
a) haven't had
b) didn't have
c) hadn't have
d) don't have
- 93) As the exotic fruit was rarer and more ___ than caviar, it symbolized the very best inhospitality.
a) dirt-cheap
b) costly
c) cheap
d) cheap stuff
- 94) Some companies may decide to advertise all over the country in an advertising ____.
a) survey
b) campaign
c) action
d) agency
- 95) Everybody was tired and the conversation went to a (an) ____.
a) good night
b) beginning
c) middle
d) end
- 96) Tourism is the world's biggest ____.
a) party
b) industry
c) cuisine
d) ticket
- 97) They had to ___ on the task.
a) concentrate each other
b) concentrate themselves
c) concentrate
d) focus upon
- 98) In hot weather they usually ___ cold water.
a) drink
b) organize
c) suspect
d) travel

99) In this travel agency you can be given the descriptions of ____ you want to pay for.

- a) enthusiasm
- b) arrivals
- c) local attractions
- d) excursions

100) People who have booked but don't arrive are known as ____.

- a) delays
- b) no comers
- c) failures
- d) no shows

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