

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
ЗАПОРІЗЬКИЙ НАЦІОНАЛЬНИЙ УНІВЕРСИТЕТ

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**ІНОЗЕМНА МОВА
ПРОФЕСІЙНО-КОМУНІКАТИВНОЇ СПРЯМОВАНOSTІ**

Навчальний посібник

для здобувачів ступеня вищої освіти бакалавра
спеціальності «Готельно-ресторанна справа»
освітньо-професійної програми «Готельно-ресторанна справа»

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Компанієць Л. Г., Вязова Р.В., Убейволк О.О. Іноземна мова професійно-комунікативної спрямованості : навчальний посібник до самостійної роботи для здобувачів ступеня вищої освіти бакалавра спеціальності «Готельно-ресторанна справа» освітньо-професійної програми «Готельно-ресторанна справа». Запоріжжя : ЗНУ, 2021. 94 с.

Навчальний посібник з дисципліни «Іноземна мова професійно-комунікативної спрямованості» містить англomовні автентичні тексти та комплекс лексико-граматичних вправ для формування професійної мовленнєвої компетентності, граматичний довідник, тести для перевірки обсягу знань засвоєного навчального матеріалу, глосарій, список рекомендованої літератури, посилання на корисні інформаційні джерела.

Навчальне видання орієнтоване на самостійне засвоєння та закріплення професійної лексики у галузі туризму, набуття навичок використання граматичних структур та термінології у ситуаціях професійного характеру, удосконалення професійно мовленнєвої компетентності.

Для здобувачів ступеня вищої освіти бакалавра спеціальності «Готельно-ресторанна справа» освітньо-професійної програми «Готельно-ресторанна справа».

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ПЕРЕДМОВА

Сучасні інтеграційні процеси в Україні відкривають студентам можливість ознайомлення і безпосередньої участі в культурних, економічних та інших досягненнях світової цивілізації. Актуального та першочергового значення в цьому процесі набуває готовність до безперервної самоосвіти, головним елементом якої є прагнення до самостійного поповнення знань та бажання удосконалення своєї професійної майстерності.

Організація самостійної роботи студентів є невід'ємною складовою частиною навчально-пізнавальної діяльності студентів у вивченні курсу «Іноземна мова професійно-комунікативної спрямованості». Самостійна робота є особливою формою прояву творчої активності студентів, їх самоосвіти, та тісно пов'язана з учбовою діяльністю на занятті.

Метою викладання навчальної дисципліни «Іноземна мова професійно-комунікативної спрямованості» є формування необхідної комунікативної спроможності в сферах професійного та ситуативного спілкування в усній та письмовій формах, навичок практичного володіння іноземною мовою в різних видах мовленнєвої діяльності в обсязі тематики, що обумовлена професійними потребами фахівців у галузі туристичного обслуговування.

Основними **завданнями** вивчення дисципліни є:

- розвиток вміння сприймати, розуміти, оцінювати професійну інформацію;
- виправдано добирати вербальні та невербальні засоби і способи оформлення думок, почуттів у різних сферах спілкування;
- розвиток умінь аудіювання, читання, говоріння, письма;
- навчання професійної термінології.

У результаті вивчення курсу студент повинен **знати**:

- синтаксичні структури, особливості граматичних розрядів для розпізнавання та продукування інформації;
- термінологію, що є необхідною в академічних і професійних сферах;
- мовні форми, властиві для офіційних та розмовних реєстрів академічного та професійного мовлення.

вміти:

- висловлюватися усно та письмово в обсязі тематики курсу;
- використовувати засвоєний граматичний та лексичний матеріал;
- розуміти іноземну мову на слух;
- розуміти та перекладати англомовні тексти за спеціальністю.

У даному навчальному посібнику використано різноманітні позначки та символи: 📖 теоретичні відомості; 📌 зверніть увагу; 📌 запам'ятайте; 📖 прочитайте; ✍ виконайте вправу письмово; 📌 поняття.

Розділ 1. Hospitality industry today

Метою розділу є закріплення граматичного (Modal Verbs; Special questions; Clauses of purpose) та лексичного матеріалу за темами: Tour operators; Tourist motivation; Travel agencies у лексико-граматичних вправах; розвиток навичок та вмінь користуватися граматичними структурами та лексичним матеріалом у ситуаціях професійного характеру; читання текстів з розумінням основного змісту; навчання усного професійно орієнтованого мовлення.

Тема 1. Meet our staff

Мета: опрацювання лексичного матеріалу за темою Tour operators та граматичного матеріалу (Modal Verbs) у лексико-граматичних вправах; розвиток навичок та вмінь користуватися модальними дієсловами та лексичним матеріалом у ситуаціях професійного характеру; читання тексту «Tour operators» з розумінням основного змісту; написання твору за темою.

Modal verbs

♣ **Модальні дієслова** – це така група допоміжних дієслів, які змінюють значення основного дієслова, надаючи відтінок обов'язковості, необхідності, можливості виконання дії:

1. Дієслова can та may мають форми теперішнього і минулого часу (could і might), дієслова must, ought і need мають тільки одну форму – теперішнього часу. У такому випадку замість них використовують **дублюючі конструкції**.

Must = have to = to be to

Can – to be able to

May = to be allowed to

2. Модальні дієслова не мають неособистої форми – інфінітиву, герундія і дієприкметника.

3. Модальні дієслова не мають закінчення **-s** в 3-й особі однини:

He can do it.

He must do it.

He may do it.

He ought to do it.

4. Питальна і заперечна форми модальних дієслів в Present і Past Indefinite утворюються без допоміжного дієслова to do. У питальній формі модальне дієслово ставиться перед підметом:

Can you do it?

Need he do it?

May you do it?

Ought she to do it?

Must you do it?

5. У заперечній формі частка **not** ставиться відразу ж після модального дієслова. Дієслово can і заперечна частка not у теперішньому часі пишуться разом: **cannot**.

He cannot do it. Він не може цього зробити.

You may not smoke here. Тут курити не дозволяється.

6. Модальні дієслова мають такі скорочені заперечні форми: can't, couldn't, mightn't, needn't, mustn't.

Can, could – можливість, дозвіл, ймовірність, навичка

– **Can you** go there and help them? **It could** be a trap

(Ти можеш поїхати туди і допомогти їм? Це може бути пастка.)

May – дозвіл, невпевненість

– **May I** go? He **may** be in danger

(Можна мені йти? Він може бути в небезпеці)

Might – невпевненість

– An asteroid **might** hit the planet

(Астероїд може зіткнутись з планетою)

Must – обов'язковість виконання дії, впевненість

– You **must** listen to it. They **must** leave now

(Ви мусите послухати це. Їм вже потрібно йти)

Should – порада, впевненість

– You **should** consult a doctor.

(Вам слід проконсультуватися з лікарем)

Would – допомога, запит про ймовірність

– **Would you** listen to the message, please? **Would he** be there on time? **Would you** like some coffee? (Послухайте повідомлення, будь ласка. Він добереться туди вчасно? Будете каву?)

Ought – виражає моральний обов'язок, бажаність дії, що відноситься до теперішнього і майбутнього часу слід – було б, потрібно, повинен, мусиш. Інфінітив після дієслова **ought** вживається з часткою **to**.

– You **ought to do it at once**. – Вам слід (варто було б, ви повинні) зробити це зараз.

– His brother has measles. He **ought to be isolated**. – У його брата кір. Його **слід** ізолювати.

Need - в поєднанні з Indefinite Infinitive виражає необхідність здійснення дії стосовно теперішнього і майбутнього часу.

Need вживається в питальних і заперечних реченнях, а також у стверджувальних реченнях, що містять такі прислівники з заперечним значенням, як **hardly, scarcely** та ін:

Need you go there so soon? – Чи потрібно вам (чи повинні ви) їхати туди так скоро?

You need hardly remind me of it. – Вам навряд чи треба нагадувати мені про це.

I need not tell you how important that is. (Th. Dr.) – Мені не потрібно говорити вам, як це важливо.

✍ 1. Complete the sentences with the correct form of the verb have (to).

1. The car broke down so I ... go by bus. 2. We arrived too early so we ... wait. 3. Nobody likes it when he ... get up early in the morning. 4. The building ... be demolished. It's not safe. 5. My passport was out of date so I... renew it. 6. If weather conditions get any worse, the climbers .. give up. 7. The manager told me I... reduce my lunch breaks. 8. If you broke it, you ... pay for it. 9. The old man told me he ...

work very hard when he was my age. 10. If business hadn't improved, they ... close down. 11. I ... learn Spanish at the moment because I need it for my job. 12. If I hadn't passed the exam, I ... take it again. 13. It ... be ready by the end of the week or you won't get paid. 14. I regret to ... inform you of the sad news. 15. ... the Queen ... tell a black lie?

2. Make sentences according to the model.

Model. *He wore a hat. It wasn't necessary. — He needn't have worn a hat.*

He didn't wear a hat. It wasn't necessary. — He didn't need to wear a hat.

1. She invited him. It wasn't necessary. 2. They didn't arrive early. It wasn't necessary. 3. They arrived early. It wasn't necessary. 4. She didn't invite them. It wasn't necessary. 5. He took the exam. It wasn't necessary. 6. She went to the bank. It wasn't necessary. 7. The teacher didn't help him. It wasn't necessary. 8. The teacher helped him. It wasn't necessary. 9. He didn't take the exam. It wasn't necessary. 10. She didn't go to the bank. It wasn't necessary. 11. She went to the doctor. It wasn't necessary. 12. He didn't go to a language school. It wasn't necessary.

3. Complete the sentences with mustn't, needn't, don't (doesn't) have (to).

1. You ... pay. It's free. 2. You ... forget to call me. 3. You ... shout. I'm not deaf. 4. You ... hurry. There's plenty of time. 5. You ... drop it. It's very fragile. 6. You ... accept a lift from a stranger. 7. Service is included. You ... leave a tip. 8. You ... stroke the dog because it bites. 9. Tomorrow's Sunday so she ... get up early. 10. The old man retired so he ... work anymore. 11. You ... read in the dark. You'll strain your eyes. 12. You ... worry. All is going to be fine. 13. When you're driving you ... take your eyes off the road. 14. You ... cheat or you'll be disqualified.

4. Complete the sentences with may or can.

1. ... you see anything in this inky darkness? 2. You ... go when you have finished your essays. 3. What shall we do if the train is late? It ... be late, you know, after the terrible snowstorms we've had. 4. When ... you come and see me? — Let me see: I ... not come tomorrow, for I must be at the meeting, but on Sunday I'll find time. Yes, you ... expect me on Sunday about two o'clock. Will that be all right? 5. You ... come in when you have taken off your boots. 6. Be careful: you ... spill the milk if you carry it like that. 7. Most children ... slide on the ice very well. 8. I don't think I ... be here by eleven o'clock tomorrow, but I ... be. 9. ... you say what will happen in an hour?

5. Complete the sentences with can, may, must or need.

1. Peter ... return the book to the library. We all want to read it. 2. Why ... not you understand it? It is so easy. 3. ... we do the exercise at once? — Yes, you ... do it right now. 4. ... you pronounce the word? 5. You ... not have bought this meat: we have everything for dinner. 6. I ... not go out today: it is too cold. 7. ... I take your pen? — Yes, please. 8. We ... not carry the bookcase upstairs: it is too heavy. 9. We ... not carry the bookcase upstairs ourselves: the workers will come and do it. 10. When ... you come to see us? — I ... come only on Sunday. 11. Shall I write a letter to him? — No, you ... not, it is not necessary. 12. ... I offer you something to drink? 13. Everything is clear and you ... not go into detail now. 14. He ... not drink alcohol when he drives. 15. Don't worry! I ... change a light bulb. 16. By the end of the week I ... have finished writing my book. 17. She ... not call the doctor again unless she feels worse.

6. Read the hotel newsletter, and then mark the following statements as true (T) or false (F).

- 1 _ Tom Yarborough rents rooms to guests.
- 2 _ The night auditor's job is to tell guests about the city.
- 3 _ The maintenance workers fix problems with the hotel rooms.

Employee of the Month

Tom Yarborough - **Front Desk Clerk**

What do you do on a regular day at work? I work with the **doorman, valet** and **elevator operator** to make guests feel welcome. Then I **check in** the guest. Finally, I ask the **bellhop** to take the guest's bags to the guest's room.

Do you think that teamwork is important? Yes. **Teamwork** is a big part of my job. I talk to the **night auditor** every morning. She shares important guest information with me. Sometimes guests have questions about the city. So I tell them to speak to the **concierge**. Other times, there are problems with the rooms. The **housekeepers** and **maintenance workers** fix those problems.

Vocabulary

7. Match the jobs (1-8) with the duties (A-H).

A a person who parks cars for guests B a person who rents rooms to guests.

C a person who handles guests and financial matters at night.

D a person who waits at the hotel entrance and greets new guests.

E a person who fixes broken items in the hotel F a person who cleans the hotel.

G a person who tells hotel guests about local entertainment.

H a person who carries bags to rooms for guests.

8. Complete the word or phrase that is similar in meaning to the underlined part.

1 The act of working together with others helps the hotel staff provide great service.

t _ _ _ w _ _ k

2 Allison arrives at the hotel and goes to the front desk to rent a hotel room. _ _ e _ k _ _ .

3 The person who cleans hotel rooms cleaned my room this morning. h _ _ s _ k _ _ _ er

9. Read an interview with the employee of the month at the Royal Point Hotel. Then choose the correct answers.

Interviewer (W): Mr. Huxley, what's your favorite thing about your job?

Employee (M): Every day is a new experience. I meet new people and work with a great team.

Interviewer Oh, so your co-workers help you do your job?

Employee: Yes. I work with the doorman and the front desk clerk every day.

Interviewer: I see. Tell me, what's your goal as a bellhop?

Employee: My goal is to make the guests happy.

Interviewer: I think you're a great choice for employee of the month. Congratulations.

Employee: Thank you. I'm very happy about it.

1. The interview is mostly about the employee's...

A opinions about his job.

B feelings about his co-workers.

- C previous work experience.
- D goals for the future.

2. What is his position at the hotel?

- A front desk clerk
- B doorman
- C bellhop
- D concierge

10. Fill in the blanks.

Interviewer: Mr. Huxley, what's your 1 _____ about your job?

Employee: Every day is a new experience. I meet new people and work with a great 2 _____.

Interviewer: Oh, so your 3 _____ help you do your job?

Employee: Yes. I work with the doorman and the 4 _____ every day.

Interviewer: I see. Tell me, what's your goal as a 5 _____?

Employee: My goal is to make the guests happy.

Interviewer: I think you're a great choice for 6 _____ Congratulations.

Employee: Thank you. I'm very happy about it.

Тема 2. Welcoming our guests

Мета: опрацювання лексичного матеріалу за темою (Tourist motivation) та граматичного матеріалу (Special Questions) у лексико-граматичних вправах; розвиток навичок та вмінь ставити спеціальні запитання у ситуаціях професійного характеру; читання тексту «Tourist motivation» з розумінням основного змісту; написання есе за темою.

Special Questions

Спеціальні запитання

☞ Спеціальними запитаннями називаються запитання, які передбачають не просте підтвердження або заперечення думки, висловленої в запитанні, а одержання якоїсь додаткової інформації.

What's your name? – My name's Yurij.

What time shall we meet? – Seven.

Where are you going? – To the skating-rink.

Спеціальні запитання завжди починаються з питального слова (або групи слів), яке показує, що саме цікавить того, хто питає. Питальні слова **what, who, which, why, when, where, how, how much, how long** є членами речення (підметом, означенням, додатком, обставиною або предикативом).

Спеціальні запитання звичайно вимовляються з спадною інтонацією; вони характеризуються наявністю інверсії за винятком тих випадків, коли питальне слово є підметом або означенням до підмета.

Спеціальні запитання можуть бути всіх трьох структурних типів. Нижче наводяться приклади спеціальних запитань з питальним словом у функції різних членів речення.

Питальне слово – прямий додаток або означення до додатка.

What are you writing?
What train shall we take, the 1.30 or the 2.30?
What did you do on Sunday?
Which dress do you like?
What can I do for you?
Who(m) do you want to see?

Питальне слово – прийменниковий додаток або означення до прийменникового додатка. В розмовній мові прийменник у таких запитаннях звичайно ставиться в кінці речення (після присудка або прямого додатка).

What are you laughing at?
What are you talking about?
Who is she talking to?

Питальне слово – обставина або означення до обставини. Тут, так само як і в попередньому випадку, прийменник звичайно ставиться після дієслова.

What street do you live in?
Which way are we going?
Where are you going to?
Where are you coming from?

Питальне слово – предикатив або означення до предикатива.

What are you? (Хто ви за фахом?) (коли питають про фах або заняття) – I am a teacher.

Who is that boy? (коли питають прізвище, ступінь споріднення і т. п.) — He's Jack's younger brother.

What's your name? – My name's Mike Brown.

Whose pen is this?

What time is it?

How much is it? (Скільки це коштує?)

Питальне слово – підмет або означення до підмета. В цьому випадку вживається прямий порядок слів. Who told you that?

Who gave you these flowers?

What river flows through Kyiv?

Which bus goes to the Opera House?

Спеціальні запитання на відміну від загальних вимагають пояснювальної відповіді у вигляді повного або неповного речення.

When are you going to leave?

We haven't fixed the date yet.

What's the matter with you, Jane?

I'm feeling unwell, I have a headache.

На запитання до підмета або до його означення можливі короткі відповіді з дієсловами-замінниками.

Which team won? – The Metalist (did).

Who will help me? – Mary (will).

Дуже вживані в розмовній мові відповіді у вигляді неповних речень, які звичайно містять той член речення, до якого відноситься запитання.

When are you going to leave? – Tomorrow.

What's the matter with you? – Why, nothing.

How do you like our town? – Oh, very much.
Where are our seats? – Row 12, seats 18 and 19.
How are you getting on? – Quite well, thank you.
When did you come back? – Only two days ago.

Крім зазначених типів запитань, є ще альтернативні (вибіркові) запитання, які складаються з двох частин, з'єднаних сполучником **or**. Ці запитання за формою збігаються із загальними, але передбачають вибір між двома можливостями і вимагають таких самих відповідей, що й спеціальні запитання.

Перша частина таких запитань вимовляється з висхідною інтонацією, друга – з спадною.

Do you like tea or coffee? – Tea.

Is this your pencil or mine? – It's yours.

Shall I help you or can you do it yourself? – Thank you, I'll do it myself.

✎ 1. Make Special Questions to the following sentences.

1. Family life is changing rapidly. 2. These days many people are complaining that life is too tough. 3. I can't understand what he is talking about. 4. He is always coming up with new ideas. 5. You're looking so very healthy at the moment. 6. She scanned the scenery. "What I don't understand is why we're not seeing the river." 7. I'm hoping I'll feel better by lunchtime. 8. Forgive me! I am being thoughtless. How is your son? 9. She is feeling dead guilty. Forgive her. 10. Maxim's jaw dropped, he was unable to absorb the things he was hearing. 11. I am only agreeing to this ridiculous decision of yours because there is no other way out.

✎ 2. Make Special Questions to the following sentences.

1. We live in the life that we have created. 2. Miss Lazy has hardly done any work this week. 3. I've said all I wanted to say on the matter. 4. Alan and Chloe are both down with the flu. Thank God I haven't caught it from them. 5. I think you've made a good choice. 6. The country has made enormous progress this year. The Prime Minister has done so much good. 7. I've studied the last two faxes from Geneva and I've come to a decision. 8. You are my mother. I love you very much, and I thank you from the bottom of my heart for everything you have done for me. 9. Wait, you haven't read the details. 10. You have become very dear to me, and in such a short time. I've fallen in love with you, Mary. 11. So the vendetta has finally ended. You have united the two families at last. 12. You've been generous beyond belief. Thank you. 13. We've run out of sugar. Ask Mrs. Helpful to lend us some. 14. We have had some successes in tennis lately.

✎ 3. Ask questions to have the following answers.

1. The seven days of the week are named in honour of the sun, the moon and five of the planets. 2. The year is divided into four seasons, each having three months. 3. In spring the trees are filled with new life. 4. Both the day and the night are divided into 12 hours. 5. The dial of the clock is marked with figures to indicate the hours.

✎ 4. Ask questions to have the following answers.

1. We are going to reserve a double room. 2. A chambermaid is cleaning their suits now. 3. She is going to check out on Monday. 4. I am looking for the key. I have lost it, I'm afraid. 5. David is still filling in the blank.

✍ **5. Answer the following questions using the words in brackets.**

1. What is a receptionist doing now? (to fill in the blank) 2. What is a laundress doing now? (to wash shirts). 3. What is a porter doing at this moment? (to carry one's luggage) 4. What is a chambermaid doing at this moment? (to clean a room) 5. What is a manager doing now? (to call Mr Brown) 6. What is a bell-boy doing at this moment? (to buy newspapers and magazines for one of the guests)

6. Read the training manual for new employees, and then choose the correct answers.

1. What is the main idea of the training manual?

- A how to welcome new hotel employees
- B ways to make guests comfortable at the hotel
- C steps to introducing people who don't know each other
- D how to improve communication between employees

2. According to the passage, which of the following is true about employees at the Royal Point Hotel?

- A They rarely speak to hotel guests.
- B They allow guests to introduce themselves first.
- C They are responsible for learning guests' addresses.
- D They sometimes refer to guests by their last names.

3. What is probably true about guests?

- A They stay at the same hotel each time they travel.
- B They use their car trunks to store extra bags.
- C They don't share their first names with employees.
- D They pay employees to carry their luggage.

New Employee Training Manual

Welcoming Our Guests

Why do people from all over the world choose the Royal Point Hotel? Because of our friendly **atmosphere**. How can you make guests feel welcome? Here are some tips:

- Greet new guests with a friendly "**welcome**". Also, be sure to **introduce yourself**. Begin your introduction with the phrase, "Allow me to introduce myself."

- **Address** all guests as "sir" or "ma'am." The **title** "Mr." or "Ms." followed by the guest's last name is also appropriate.

- Is a guest having trouble carrying his or her luggage? Offer to **take his or her bags**. A guest may have **additional baggage** in his or her **car trunk**. Don't forget to ask!

7. Match the words or phrases (1-9) with these definitions (A-I)

- 1 _ atmosphere
- 2 _ welcome
- 3 _ introduce yourself
- 4 _ address
- 5 _ title
- 6 _ luggage
- 7 _ take his/her bags
- 8 _ additional baggage

9 _ car trunk

- A more or extra luggage
- B to talk to someone
- C the mood of a place
- D the bags that you take with you when you travel
- E a space in the back of a car that is for storing things
- F a word used before a person's name to show respect
- G to help carry someone's belongings
- H to make guests feel comfortable in a new place
- I tell someone your name when you meet them

8. Complete the word or phrase that is similar in meaning to the underlined part.

1 Give me permission to help you carry your bags. _ I _ _ w _ m _

2 The guest takes a lot of bags on her trip. l _ _ g _ _ e

3 The doorman says his name to the guest. i _ t _ _ d _ c _ _ h _ m _ _ _ _ .

9. Read a conversation between a doorman and a guest. Then mark the following statements as true (T) or false (F).

Doorman (M): Welcome to the Royal Point Hotel!

Guest (W): Thank you. I'm glad to be here.

Doorman: And we're glad to have you. Allow me to introduce myself. My name is Roland Hayes. I'm the doorman.

Guest: It's nice to meet you, Mr. Hayes.

Doorman: It's nice to meet you, too. May I take your bags?

Guest: Sure. My luggage is in my car trunk.

Doorman: Okay. I'm happy to unload your luggage. In the meantime, why don't you check in at the front desk?

Guest: All right. Thank you very much.

1 _ The guest's luggage is in her car trunk.

2 _ The guest prefers to carry her own bags.

3 _ The doorman checks in the guest at the front desk.

10. Fill in the blanks.

Doorman: 1 _____ to the Royal Point Hotel!

Guest: Thank you. I'm 2 _____ to be here.

Doorman: And we're 3 _____ you. Allow me to introduce myself. My name is Roland Hayes. I'm the doorman.

Guest: It's nice to meet you, Mr. Hayes.

Doorman: It's nice to meet you, too. May I 4 _____ _____ _____ ?

Guest: Sure. My luggage is in my 5 _____

Doorman: Okay. I'm happy to unload your luggage. In the meantime, why don't you check in at the 6 _____ ?

Guest: All right. Thank you very much.

Тема 3. Hotel amenities

Мета: опрацювання лексичного матеріалу за темою Travel agencies та закріплення граматичного матеріалу (Clauses of purpose) у лексико-граматичних вправах; розвиток навичок та вмінь використання лексичного та граматичного матеріалу у ситуаціях професійного характеру; читання тексту «Travel agency» з розумінням основного змісту; створення презентації за темою.

Clauses of purpose Підрядні речення мети

В англійській мові складнопідрядне речення складається з головної частини й однієї чи більше підрядних. Підрядні речення в англійській мові, так само, як і в українській, поділяються на *підметові, присудкові, додаткові, означальні та обставинні*.

Підрядне підметове речення. Підрядне підметове речення виконує функцію підмета. Приєднується до головного за допомогою сполучників *that* (що), *whether* (чи) та слів *who* (хто), *whom* (кого), *whose* (чий), *what* (що), *which* (котрий), *where* (де), *when* (коли), *why* (чому), *how* (як). *All that she wants is the truth.* – Все, що вона бажає, – це правда. *Who comes first does not matter.* – Не має значення, хто приходить першим.

Підрядні присудкові речення. Підрядні присудкові речення виконують функцію іменної частини присудка. Вони приєднуються за допомогою *that* (що), *if/whether* (чи), *as if/as though* (наче, ніби) та *in*. *That is why we came here.* – Саме тому ми прийшли сюди. *That is what he wanted to ask about.* – Саме про це він хотів запитати.

Підрядні додаткові речення. Підрядні додаткові речення виконують функцію додатка та приєднуються до головного речення за допомогою слів *that* (що), *whether* (чи), *who* (хто), *whom* (кого), *whose* (чий), *what* (що), *which* (котрий), *where* (де), *when* (коли), *why* (чому), *how* (як) тощо та безсполучниковим способом – останній властивий розмовному мовленню: *He knows where the book is.* – Він знає, де знаходиться книжка. *They said they were there.* – Вони сказали, що були тут.

Підрядне означальне речення. Функція підрядних означальних речень – означення до іменника чи займенника головного речення. Такі речення приєднуються за допомогою слів *what*, *which*, *where*, *when*, *who*, *whose* та безсполучниковим способом: *The girl who came into our classroom was very pretty.* – Дівчинка, яка зайшла до класу, була дуже гарненькою. *The school we go to is in our street.* – Школа, у якій ми навчаємося, розташована на нашій вулиці.

Підрядне обставинне речення. Підрядне обставинне речення, яке виконує функцію обставин головного речення, має кілька видів.

Підрядне речення часу приєднується за допомогою сполучників *when* (коли), *after* (після того як), *before* (перед тим як), *while* (в той час як), *as* (коли), *till/until* (до того часу як), *as soon as* (як тільки), *as long as* (поки), *since* (з того часу як) та *in*. *Call me as soon as you come home.* – Зателефонуй мені, щойно прийдеш додому. *After we had written a composition, we went out of the classroom.* – Після того як ми написали твір, ми вийшли з класу.

Підрядне речення причини приєднується за допомогою сполучників because (тому що), as/since (оскільки), for (через те що) та ін.: We went to cinema because we wanted to watch a new film. – Ми пішли до кінотеатру, тому що хотіли переглянути новий фільм. As we were ill, we stayed at home. – Оскільки ми захворіли, ми залишилися вдома.

Підрядне речення місця приєднується до головного за допомогою сполучників where (де), wherever (куди б): We went where the park was. – Ми пішли туди, де був парк. Tim left the book on the table where you told him. – Тім залишив книжку на столі, там, де ти йому сказав.

Підрядне речення наслідку приєднується до головного за допомогою сполучника so (that) (що): Ann was so ill that she couldn't go to school. – Енн була така хвора, що не змогла йти до школи. We had decided to stay at home so we did all housework. – Ми вирішили залишитися вдома, отже, ми зробили всю хатню роботу.

Підрядні речення мети починаються зі сполучників so (that), in order that (to) (щоб), lest (щоб не): We went to school earlier lest we might be late for classes. – Ми пішли до школи раніше, щоб не спізнитися на уроки. Nick came to us in order that we might help him. – Нік прийшов до нас для того, щоб ми змогли йому допомогти.

Підрядні речення способу дії та порівняння поєднуються з головним сполучниками as (як), as ... as (як ... так), than (ніж), as if (ніби) тощо: Do as you like. – Роби, як тобі подобається. The more we read the story, the more we liked it. – Чим більше ми читали історію, тим більше вона нам подобалася.

Останній тип підрядних обставинних речень – *допустові*. Сполучники, які вживаються у таких реченнях, – though (хоча), however (хоча, однак), whatever (що б не) та ін.: He didn't come though we had asked him. – Він не прийшов, хоча ми його запрошували. We stayed in the street although it was getting dark. – Ми залишалися на вулиці, хоча сутеніло.

1. Choose the right word to, in order to, so that, so as to.

1. They took the taxi ... waste time. 2. I have to get up early. I set the alarm for five o'clock ... oversleep. 3. Travel agencies also receive a large variety of bonuses, benefits, and other incentives from travel and tourism related companies as inducements for travel agents ... promote their products. 4. It is now common for the large mass market tour companies to purchase a controlling interest in a chain of travel agencies ... control the distribution of their product. 5. Intrinsic motivation drives the tourists ... opt for tourism for intangible rewards such as fun, assurance, and other emotional needs. 6. A tour operator typically combines tour and travel components ... create a package holiday.

2. Choose the right word to, in order to, so that, so as to.

1. I'm studying very hard at the moment ... pass my exams next month. 2. I bought a dictionary ... help with my vocabulary. 3. I went to bed early ... I wouldn't be tired in the morning. 4. I waited for an hour ... I could meet her. 5. I am going to Australia ... forget my English. 6. Make sure your bags are tagged ... you can identify them later. 6. They advertise and produce brochures ... promote their products, holidays and itineraries. 7. Tour operators still exercise contracting power with suppliers (airlines, hotels, other land arrangements, cruise companies and so on) and influence

over other entities (tourism boards and other government authorities) ... create packages and special group departures for destinations that might otherwise be difficult and expensive to visit.

3. Paraphrase the sentences using the clauses of purpose.

1. He opened the window. He wanted to let fresh air in (in order to). 2. I took my camera. I wanted to take some photos (so that). 3. He studied really hard. He wanted to go to Japan (in order to). 4. Jason learns Chinese. His aim is to work in China. 5. I've collected money. I will buy a new car (so that). 6. Many people left Turkey in 1960s. They wanted to find jobs in Germany (in order to). 7. She attended to a course. She wants to learn Spanish (so as to). 8. Linda turned on the lights. She wanted to see better (in order to). 9. I will come with you. I want to help you pack your things (so as to). 10. We are going to cinema. We will watch a horror film (to). 11. You must take your umbrella so that you won't get wet (in order to). 12. He waited at the counter. He wanted to see her (in order to). 13. We all put on our coats. We were feeling cold (so that).

4. Make up two sentences using the clauses of purpose.

1. Ann is putting on her warm jacket. She doesn't want to catch a cold (so as not to). 2. Sandy has lent her brother some money. He wants to travel abroad (so that). 3. They are going on holiday soon. They want to have a rest. (so as to). 4. Mother packed her camera. She wanted her son to take photos. (so that). 5. He spoke in a low voice. He didn't want to wake her up. (in order not to).

5. Fill in the gaps using in order to, so as to, so that or to:

1. They went to the hospital ___see their friend. 2. The car stopped ___a woman could walk. 3. My father turned on the television ___watch the latest news. 4. My sister is going to study French ___leave London for Paris. 5. We bought a laptop ___our son could work anywhere. 6. Our teacher asks simple questions ___all the pupils can answer them.

6. Read the brochure from a hotel, and then choose the correct answers.

1. What is the brochure mostly about?
 - A how the front desk clerk can help guests
 - B the different kinds of services the hotel offers
 - C the kinds of equipment in the fitness center
 - D how to use the hotel's Internet service
2. Which is NOT true about the hotel?
 - A There is Internet in the guest rooms.
 - B It offers different ways to spend free time.
 - C Guests have different food options.
 - D The restaurant is open all night.
3. What is probably true about the fitness center?
 - A It is open 24 hours a day.
 - B It has an area to do work.
 - C It has a vending machine inside.
 - D It has Internet access available inside.

Amenities

Welcome to the Royal Point Hotel.

We offer more than just a place to sleep.

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

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

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

7. Put the phrases from the word bank under the correct heading.

surf the web *vending machine* *hotel restaurant*
fitness center *check email* *work out* *ice machine*

Food and Drink	Exercise Activities	Computer
_____	_____	_____
_____	_____	_____
_____	_____	_____

8. Complete the word or phrase that is similar in meaning to the underlined part.

1. George works hard all year long. On vacation, he wants to spend time not working.

_ e _ _ _ .

2. Guests with laptop computers take advantage of the wireless communication service.

_ _ F _ I _ t _ r _ _ _ .

3. Frannie swims in the large hole filled with warm water. _ e _ _ e _ _ _ o _ .

9. Read a conversation between a hotel guest and an elevator operator. Then choose the correct answers.

Guest (W): Excuse me, can you direct me to the pool?

Elevator operator (M): Of course! First, take the elevator to the ground floor.

Guest: That's what I thought! Then what?

Elevator operator: Go right as you leave the elevator.

Guest: Do I pass the front desk?

Elevator operator: Yes, you do. And keep going down the hall. Turn right again at the ice machine.

Guest: Oh, I think I took a wrong turn the last time.

Elevator operator: Just look for the fitness center. The swimming pool is not far from there.

1. What is the guest looking for?

A a vending machine

B the hotel restaurant

C the swimming pool

D the fitness center

2. What will the guest probably do first?

A go to the ground floor

B pass the front desk

C use the ice machine

D visit the fitness center

10. Fill in the blanks.

Guest: Excuse me, can you direct me 1 _____?

Operator: Of course! First, take the elevator to the 2 _____.

Guest: That's what I thought! Then what?

Operator: Go right as you leave the 3 _____.

Guest: Do I pass the 4 _____?

Operator: Yes, you do. And 5 _____ down the hall. Turn right again at the ice machine.

Guest: Oh, I think I took a 6 _____ the last time.

Operator: Just look for the fitness center. The swimming pool is not far from there.

Тема 4. Family-friendly lodging

Мета: розвиток навичок та вмінь використання граматичного та лексичного матеріалу у ситуаціях професійного характеру; опрацювання лексичного матеріалу за темою Transport for tourism та граматичного матеріалу (Comparatives/Superlatives) у лексико-граматичних вправах; читання тексту «Transport for tourism» з розумінням основного змісту; навчання усного професійно орієнтованого мовлення; створення презентації за темою.

Comparatives and Superlatives Ступені порівняння прикметників

♪ В англійській мові, як і в українській, якісні прикметники мають три ступені порівняння: **звичайний** (the Positive Degree), **вищий** (the Comparative Degree) і **найвищий** (the Superlative degree).

Утворення ступенів порівняння прикметників

Форма звичайного ступеня прикметника не має якогось спеціального закінчення: wide, pleasant, difficult. Форми вищого і найвищого ступенів можуть бути **простими** (вони утворюються за допомогою закінчень) і **складними** (вони утворюються за допомогою службових слів). Обидва ці способи утворення ступенів порівняння використовуються і в українській мові.

сильний – сильніший – найсильніший

сильний – більш сильний – самий сильний

Прості форми вищого і найвищого ступенів утворюються додаванням закінчень **-er** (для вищого ступеня) і **-est [ist]** (для найвищого ступеня) до форми звичайного ступеня прикметника. Перед прикметниками у найвищому ступені стоїть означений артикль.

Звичайний ступінь: cold, simple, young

Вищий ступінь: colder, simpler, younger

Найвищий ступінь: (the) coldest, simplest, youngest

При утворенні простих форм вищого і найвищого ступенів слід додержувати таких правил:

1) Односкладові прикметники, які закінчуються на одну приголосну з попереднім коротким голосним звуком, подвоюють у написанні кінцеву приголосну у вищому і найвищому ступенях:

big – **bigger** – (the) **biggest**

hot – **hotter** – (the) **hottest**

У всіх інших випадках подвоєння не відбувається:

sweet – sweeter – (the) sweetest

cool – cooler – (the) coolest

2) Прикметники, які закінчуються на букву **y** з попередньою приголосною, у вищому і найвищому ступенях змінюють **y** на **i**:

easy – **easier** – (the) **easiest**

happy – **happier** – (the) **happiest**

Якщо кінцевій букві **y** передує голосна, то цієї зміни не відбувається:

gay – **gayer** – (the) **gayest**

3) Прикметники, які закінчуються у звичайному ступені на німе **e**, опускають його у вищому і найвищому ступенях:

large – **larger** – (the) **largest**

white – **whiter** – (the) **whitest**

4) У прикметників **strong**, **young** і **long** перед закінченнями вищого і найвищого ступенів вимовляється звук [g]:

long – **longer** – (the) **longest**

strong – **stronger** – (the) **strongest**

young – **younger** – (the) **youngest**

У прикметників, які закінчуються на букви **-r**, **-re**, перед закінченнями вищого і найвищого ступенів вимовляється звук [r]:

clear – **clearer** – (the) **clearest**

pure – **purer** – (the) **purest**

Прості форми вищого і найвищого ступенів мають такі прикметники:

1) усі односкладові прикметники;

2) двоскладові прикметники, які закінчуються на **-y**, **-er**, **-le**, **-ow**:

happy – **happier** – (the) **happiest**

clever – **cleverer** – (the) **cleverest**

simple – **simpler** – (the) **simplest**

narrow – **narrower** – (the) **narrowest**

Складні форми вищого і найвищого ступенів утворюються додаванням службових слів **more** і **(the) most** до звичайного ступеня прикметника.

Звичайний ступінь: useful, beautiful

Вищий ступінь: more useful, more beautiful

Найвищий ступінь: (the) most useful, (the) most beautiful

Складні форми вищого і найвищого ступенів утворюють такі прикметники:

1) усі багатоскладові (ті, що мають більш як два склади) прикметники:

beautiful – **more beautiful** – (the) **most beautiful**

2) двоскладові прикметники, які не закінчуються на **-y**, **-er**, **-le**, **-ow** і мають наголос на першому складі:

careless – **more careless** – (the) **most careless**

useful – **more useful** – (the) **most useful**

Усі інші двоскладові прикметники можуть утворювати складні форми поряд з простими.

3) усі прикметники, які збігаються за формою з дієприкметником теперішнього або минулого часу (тобто закінчуються на **-ing** та **-ed**):

loving – more loving – (the) most loving

pleased – more pleased – (the) most pleased

tired – more tired – (the) most tired

Деякі прикметники утворюють вищий і найвищий ступені порівняння не за загальними правилами, наприклад:

good – better – (the) best

bad – worse – (the) worst

little – less – (the) least

В значенні маленький за розміром звичайно вживається прикметник **small**, який утворює ступені порівняння за правилами (**small – smaller – the smallest**).

Прикметник **little** часто вживається з пестливим відтінком.

What a nice **little** bag you've got!

Слово **little** може бути не тільки прикметником, а й неозначеним займенником і прислівником **little**(мало), наприклад:

There is **little** milk in the glass (неозначений займенник).

She slept very **little** last night (прислівник).

Деякі прислівники мають по дві форми вищого і найвищого ступенів, які різні за своїм значенням.

Звичайний ступінь	Вищий ступінь	Найвищий ступінь
old – старий	1) older – більш старий, старіший; старший (за ...) 2) elder – старший (у сім'ї)	1) the oldest – самий старий, старший, найстаріший 2) (the) eldest – самий старший у сім'ї
late – пізній	1) later – більш пізній 2) latter – останній з двох (по порядку)	1) (the) latest — самий пізній, останній (за часом) 2) (the) last — самий останній (по порядку); минулий
far – далекий, дальній	1) farther – більш дальній (далекий) (про відстань) 2) further (а) більш дальній (далекий) (про відстань); (б) дальший, наступний (по порядку)	1) (the) farthest – самий дальній (далекий) 2) (the) furthest – самий далекий
near – близький	nearer – більш близький	1) (the) nearest – самий близький, найближчий 2) (the) next – наступний (по порядку); майбутній

Форми **older, oldest** вживаються, як правило, стосовно осіб, які не є членами однієї сім'ї, або стосовно неживих предметів.

I am not **older** than you.

Tom is **the oldest** boy in our form.

This is **the oldest** building in our town.

Форми **elder, (the) eldest** вживаються стосовно членів однієї сім'ї. Але при наявності слова **than**(порівняння) вживається форма **older**, а не **elder**.

Her **elder** sister is called Mary.

My **elder** brother lives in Kyiv.

The **eldest** son is going to be a teacher.

Але:

Jane is two years **older** than her sister.

Форми **later, (the) latest** вживаються стосовно часу:

Here is **the latest** news.

Later events showed that he was right.

Have you read his **latest** book?

Форми **latter, (the) last** означають порядок послідовності.

John and Nick like winter sports. The former is fond of skating, and **the latter** prefers skiing.

I saw him on the **last day** of my holiday.

Вживані сполучення без артикля **last week, last night, last year, last month** і т. п., в яких **last** має значення минулий.

He left **last** week.

What did you do **last** night?

Форми **nearer, (the) nearest** вживаються при означенні відстані і часу.

How can I get to the **nearest** post-office?

Come **nearer**, please.

Форма **the next** вживається із значенням наступний (по порядку), дальший.

The next train leaves in half an hour.

What is **the next** thing to do?

Вживані також сполучення без артикля **next day, next Sunday, next week, next month, next winter (year, May)**, в яких **next** має значення майбутній.

I'll see you **next** week.

Will you come **next** Sunday?

1. Fill in the gaps with the correct form of the adjective. Mind the use of articles where necessary.

A. Late

1. These are ... books and current magazines. 2. Are you getting off at ... stop? 3. He turned up ... than he had promised. 4. Let's discuss ... news a little bit ..., shall we? 5. We have two managers at the office: Igor and Svetlana. ... is thirty, ...is twenty-eight. 6. Will you repeat ... sentence, please. 7. This illustrated magazine shows photographs of ... fashions. 8. Last week my students passed ... exam. 9. I am ..., but not 10. We need ... telephone directory.

B. Near

1. There's no one ... to me than you. 2. Excuse me, where is ... metro station? 3. ...

time think before you speak. 4. Are you getting off at ...stop, sir? 5. Who lives ... to the school, children? 6. ...week you'll have to write ... essay according to our plan. 7. Who is going to be ... to do the talking?

C. Old

1. My roommate is as ... as I. 2. Of the four children Tony is 3. My ... brother is a loving family man. 4. — Who is ... here? — Mr. Stone is, though he is the youngest man here. 5. Have you ... brother or sister?

D. Far

1. She is one of those who will go 2. How ... is your native place from here? 3. Billy lived at ... end of the village. 4. She never went ... than school. 5. Do you think they will get any ... in this tricky matter? 6. A ... calculation shows that these figures are incorrect. 7. I live ... from the city centre than you do, S. They are waiting for ... news from home.

2. Put the adjectives in the correct order.

1. Cycling is a(n)_____activity, (useful, outdoor, popular) 2. Now I'm reading a_____novel, (depressing, long, boring) 3. He had a_____alarm clock, (digital, new, useful) 4. Have you heard of this_____invention? (Japanese, fantastic, new) 5. This family rents a_____house, (furnished, large, old) 6. I've just bought a(n)_____table, (beautiful, coffee, glass, oval) 7. Robert's is the_____car. (red, Italian, big) 8. Our students are using _____dictionaries.(English, reliable, new, complete) 9. There was a _____ carpet on the floor, (soft, wonderful, woollen, Persian) 10. Andy gave Rosie a_____box. (jewellery, velvet, small, square) 11. Stratford is a_____town, (nice, small, quiet) 12. There are a lot of_____pans in the shops, (frying, Tefal, non-stick, brand-new, French-made).

3. Give degrees of comparison of the following words if possible,

I. angry, brave, bad, convenient, dry, dead, final, good, heavy, narrow, perfect, Persian, right (left), square, important, white, yellow, unique, little

II. absent-minded, easy-going, fine-looking, good-natured, high-flown, high-heeled, kind-hearted, much-spoken, narrow-minded, old-fashioned, strong-willed, well-bred.

4. Answer the following questions using the words in brackets.

1. What is a receptionist doing now? (to fill in the blank) 2. What is a laundress doing now? (to wash shirts). 3. What is a porter doing at this moment? (to carry one's luggage) 4. What is a chambermaid doing at this moment? (to clean a room) 5. What is a manager doing now? (to call Mr Brown) 6. What is a bell-boy doing at this moment? (to buy newspapers and magazines for one of the guests).

5. Compare.

I. two different resorts 2. travelling by air and by sea 3. two flowers 4. rock music and classical music 5. two academic subjects 6. comedy and tragedy 7. reading and writing 8. being single and being married 9. two of your friends 10. your life now with what it was like ten years ago 11. your physical appearance now with the way you looked as a child 12. two movie stars 13. two holidays 14. two of your teachers 15. children with parents.

6. Read the text on a hotel website, and then choose the correct answers.

1. What is the main idea of the website?

A how to set up childcare at the hotel

- B how to choose a kid-friendly hotel
- C why the hotel is good for guests with children
- D ways to make family vacations less expensive

2. Which of the following is NOT true?

- A The hotel offers a babysitting service.
- B Guests have access to movies in rooms.
- C All guest rooms come with cribs.
- D Kids have a place to play at the hotel.

3. According to the passage, what is special about the hotel's restaurant?

- A It has toys.
- B It features a playroom.
- C It offers meals for children.
- D It has televisions for kids to watch.

Family-friendly lodging

Looking for a vacation that's fun for the entire family? Visit the Royal Point Hotel where family vacations are easy.

Our guest rooms are perfect for families. Order **kid-friendly** movies on **pay-per-view**. Watch the newest hit movies on the TV in your room. And remember, we provide **cribs** upon request.

What about entertainment beyond your hotel room? Visit our hotel restaurant. It has a **children's menu** that satisfies **picky** eaters. Or rent a **stroller** from the front desk and explore the nearby attractions.

Do mom and dad want a quiet evening together? Let us do the **babysitting**. With our professional **childcare specialists** and a fun **playroom**, you don't have to worry.

7. Match the words and phrases (1-7) with the definitions (A-G).

- | | |
|--------------------------|------------------|
| 1 _ playroom | 5 _ crib |
| 2 _ kid-friendly | 6 _ babysit |
| 3 _ childcare specialist | 7 _ upon request |
| 4 _ pay-per-view | |

- A a special bed for babies
- B something that is done or made for children
- C a place with toys and games
- D a person who knows how to take care of kids
- E something done or provided when someone asks for it
- F a system of billing for movies that people watch on TV
- G to take care of children when the parents are away

8. Complete the sentences with words from the word bank.

- stroller children's menu picky

1. Michael is very _____ and only eats certain foods.
2. Put the baby in the _____ when you go outside.
3. The restaurant has many choices available on its _____.

9. Read a conversation between a front desk clerk and a guest. Then mark the following statements as true (T) or false (F).

Front desk clerk (W): Good afternoon, Mr. Clark. How can I help you?

Guest (G): My wife and I want to go to a show tonight. But we don't want to take our kids.

Front desk clerk: Well, we offer free babysitting.

Guest: How does that work?

Front desk clerk: You just leave your children in the childcare office. It's on the second floor.

Guest: Is there anything for the kids to do there?

Front desk clerk: Yes. There's a playroom with a lot of toys.

Guest: Good! The babysitting service sounds perfect!

1. ___ The parents want to take the kids to a show.
2. ___ The childcare service is free of charge.
3. ___ Toys are provided for the children.

10. Fill in the blanks.

Clerk: Good afternoon, Mr. Clark. How can I 1 _____ ?

Guest: My wife and I want to go to a show tonight. But we don't want 2 _____ our kids.

Clerk: Well, we offer free 3 _____.

Guest: How does that work?

Clerk: You just leave your children in the 4 _____ office. It's on the second floor.

Guest: Is there anything for the kids to do there?

Clerk: Yes. There's a playroom with a lot of 5 _____.

Guest: Good! The babysitting 6 _____ sounds perfect!

Тема 5. Valet service

Мета: розвиток навичок та вмій використання граматичного (to be going to do smth) та лексичного матеріалу за темою Accommodation у ситуаціях професійного характеру; опрацювання лексичного та граматичного матеріалу у лексико-граматичних вправах; читання тексту «Types of accommodation» з розумінням основного змісту; навчання усного професійно орієнтованого мовлення; створення презентації за темою заняття.

Вираз to be going to do smth

☞ Конструкція to be going to do something дуже часто вживається в англійській, як в письмовій, так і в усній. Вона є одним із способів вираження майбутнього часу, але, в свою чергу, має притаманні лише їй нюанси, які і відрізняють її від інших виразів. Відразу хотілося б відзначити, що входить до складу конструкції словосполучення to be going припускає, що ми не будемо вдаватися до його використання у випадках, коли у нас є дієслова **to go** (йти, їхати) і **to come** (приходити). Краще взяти форму часу групи Continuous будь-якої особи і числа. Наприклад: I'm going ... I'm coming.

Коли ми використовуємо вираз *be going to* в англійській мові? Він необхідний в ситуаціях, що позначають або визначають намір того, хто говорить вчинити дію в найближчому майбутньому. Іншими словами – це продумана, запланована заздалегідь дія. Щоб правильно оперувати цим виразом, нам лише необхідно пам'ятати форми допоміжного дієслова *to be* у всіх особах, і числах. Ось вони:

I am,

you / we / they are,

he / she / it is.

Це був теперішній час, а ось і минулий:

I / he / she / it was,

you / we / they were.

I'm going to a party tonight. What are you going to wear? – Я сьогодні йду на вечірку (вже запланований захід). Що ти збираєшся надіти?

I've decided to repaint this room. What colour are you going to paint it? – Я вирішив перефарбувати цю кімнату (заплановане дію). У який колір будеш фарбувати?

Заперечення в реченні з виразом *be going to* в англійській мові утворюється за допомогою заперечної частки *not*, яка ставиться між допоміжним дієсловом *be* в потрібній формі і словом *going*. наприклад:

She is not going to meet me. – Вона не збирається зі мною зустрітися.

Щоб отримати запитання з цього речення, потрібно лише допоміжне дієслово *to be* в певній формі винести на початок речення, на перше місце:

Is (not) she going to meet me? Вираз *be going to* в англійській мові, але представлений в площині минулого часу, а саме, *was / were going to*, означає, що хтось збирався здійснити якісь дії в майбутньому, але з яких-небудь причин не зробив цього. Що я маю на увазі? *We were going to travel by train but then we decided to go by car.* – Ми збиралися подорожувати на поїзді, але потім вирішили їхати на машині. (Наприклад, порахували, що так економічно вигідніше або зручніше) *Did Kate get married? No, she was going to get married but she changed her mind.* – Кейт вийшла заміж? Ні. Вона збиралася заміж, але потім змінила свою думку.

Чим відрізняється вираз *be going to* в англійській мові від форм простого майбутнього часу? Адже цей вираз теж служить для представлення подій майбутнього. Коли нам необхідно показати, що попередньо мало місце яка-небудь домовленість, щось уже було заплановано заздалегідь, ми використовуємо вираз *be going to* в англійській мові, наприклад: *Have you repaired my bicycle? Not yet, I am going to repair it tomorrow.* – Ти полагодив мій велосипед? Ще ні, я відремонтую його завтра.

Якщо ж рішення про здійснення якоїсь дії у майбутньому було прийнято в момент розмови, ми звертаємо свою увагу на форми часу *Future Simple*:

I've got a terrible headache. Wait there, I will get an aspirin for you. – У мене страшно болить голова. Почекай, я зараз принесу тобі аспірин.

I can not work out how to use this camera. It's quite easy. I will show you. – Я ніяк не можу зрозуміти, як користуватися цим фотоапаратом. Легко, я тобі покажу.

А чи є відмінність між виразом *be going to* в англійській мові та формами теперішнього тривалого часу *Present Continuous*? Є, і ось в чому вона полягає.

Коли ми використовуємо Present Continuous, ми робимо акцент на домовленості, зробленої заздалегідь (позначено час, куплений квиток і т.д.).

Якщо ж у реченні присутній вираз *be going to* в англійській мові, ми повинні відзначити, що існує рішення зробити що-небудь. Наприклад:

I'm meeting her tomorrow. – Я зустрічаюся з нею завтра. (Ми домовилися)

I'm going to meet her tomorrow. – Я збираюся зустрітися з нею завтра. (Я вирішив, але вона ще не знає про це).

До речі, у виразі *be going to* в англійській мові є ще одне значення. Це велика ймовірність, неминучість того, що зараз щось трапиться, здійсниться якась дія в майбутньому, тому що в теперішньому є всі ознаки, що вказують на це. Подивіться приклади: *The man can not see where he is going. There is a hole in front of him. He is going to fall into the hole.* – Чоловік зараз впаде (тому що він не бачить куди йде, а перед ним яма).

Look at these black clouds. It's going to rain! – Здається, зараз піде дощ (бо небо затягнуте темними хмарами).

I feel terrible. I think I'm going to be sick. – Я, напевно, занедужую (бо погано себе почуваю).

It's 8 a.m. Kyle is leaving his home. He has to be at work at 8.15 but the journey takes 30 minutes. He is going to be late. – Кайл, швидше за все, запізниться на роботу (бо він вийшов у 8, а йому треба бути на робочому місці в 8.15, але добирається він туди лише за півгодини).

✍ 1. Use *to be going+Infinitive* in the following sentences according to the model.

Model: *I'll see you tomorrow.*

I am going to see you tomorrow.

1. My friend will stay at the hotel. 2. We'll make a reservation. 3. They will have breakfast in their room. 4. I'll hand the supper order to the waiter. 5. A bell boy will take suitcases to the third floor. 6. They will fill in the order for the laundry.

✍ 2. Translate into English.

1. Я збираюся забронювати номер «люкс» у Вашому готелі. 2. Чи є у Вас вільні номери? 3. Ви маєте звільнити кімнату в призначений час. 4. Будь ласка, віднесіть мої речі до моєї кімнати. 5. Я чекаю на гостя. Будь ласка, не турбуйте нас. Ми відпочиваємо. Коли Ви від'їжджаєте з готелю? 8. У якому готелі Ви проживаєте?

✍ 3. Complete each sentence. Use **GOING TO** and the verb in brackets:

1. **Are you going to buy** (you / buy) a new bike?

2. Tom ... (not / be) a doctor.

3. I ... (buy) some new shoes.

4. ... (Helen / catch) the train?

5. Who ... (carry) the shopping for me?

6. Jim and Dinah ... (not / get) married.

7. Sam ... (take) a holiday.

8. What time ... (you / phone) me?

9. Where ... (we / eat) tonight?

10. I ... (not / give) a birthday present!

✍ 4. Rewrite each sentence or question with **GOING TO**:

1. Joe plans to buy a new computer next year.

Joe is going to buy a new computer next year.

2. We don't plan to play tennis this weekend.
3. Does Nick plan to join the sports club?
4. What are your plans for next summer?
5. Look! That tree is about to fall over!
6. Do you plan to work hard this year?
7. I don't intend to get a new car.
8. The forecast for tomorrow is rain.
9. Do Mike and Pat plan to make sandwiches for the party?
10. I think it's about to snow.

✍ **5. What are you going to do next summer? Write sentences:**

Next summer I'm going to have a great holiday. I'm going to... .

6. Read the pamphlet about a hotel's valet service, and then mark the following statements as true (T) or false (F).

1. The hotel offers valet service for free.
2. The hotel advises guests to remove expensive items from their cars.
3. Guests need their valet tickets in order to pick up their car

7. Complete the sentences with words from the word band

uniform park valuables convenient parking attendant valet parking

1. There are not a lot of places to _____ a car downtown.
2. The Wilsons use the hotel's valet service because it is more _____ than looking for a parking space.
3. Mrs. Peters puts her jewelry and other _____ in a drawer where nobody else can find them.
4. The _____ took the car keys and parked the guest's car.
5. Allen wears a _____ to work so people will know he is an employee.
6. James uses _____ instead of driving around for a parking space.

Relax and Leave the Parking to Us

After All, You are on Holiday!

The Royal Point hotel is happy to offer all guests **convenient valet parking**.

To use the service, follow these steps:

- **Park** your car in front of the hotel.
- Be sure to take any **valuables** out of the car.
- Give your **car keys** to one of the parking **attendants**. Just look for the employees in the blue **uniforms**.
- Take the **valet ticket** that the parking attendant gives you.
- Know that your car is **safe** in our **parking garage** until you need it.
- To **pick up** your car, give the valet ticket to the parking attendant. Please pay at this time.

8. Choose the correct word or phrase in bold.

- 1 The parking attendant gives Mr. Wilson a (**valet ticket / parking attendant**) so that he can get his car back easily when he returns.
- 2 Gertrude uses the (**car keys / parking garage**) to unlock her car and turn the car on.
- 3 James puts his car in the garage so it will be (**valuable / safe**). He doesn't

want anything
bad to happen to his car.

4 The hotel's (**uniform / parking garage**) is very large and can fit many cars inside.

5 Laura (**parks / picks up**) her car, pays for the valet service, and leaves.

9. Read a conversation between a hotel guest and a parking attendant. Then choose the correct answers.

Hotel Guest (W): Excuse me, do you work here?

Parking Attendant (PA) Yes, ma'am. I'm a parking attendant.

Hotel Guest: Perfect! I'd like to use the valet service.

Parking Attendant: I can help you with that. May I have your car keys?

Hotel Guest Sure, here you go. Do you need anything else?

Parking Attendant: No, but please make sure to remove any valuables from your car.

Hotel Guest: Of course. I have my purse and cell phone with me.

Parking Attendant: Okay, here's your valet ticket. You need that in order to pick up your car.

1. What does the hotel guest want?

A help finding her valuables

B for the attendant to park her car

C directions to the parking garage

D instructions for picking up her car

2. What item does the parking attendant need from the guest?

A the valet ticket

B the parking fee

C the room number

D the car keys

10. Fill in the blanks.

Hotel Guest: Excuse me, do you work here?

Parking Attendant: Yes, ma'am. I'm a **1** _____

Hotel Guest: Perfect! I'd like to use the **2** _____ - _____.

Parking Attendant: I can help you with that. May I have your **3** _____
_____?

Hotel Guest: Sure, **4** _____ . Do you need anything else?

Parking Attendant: No, but please make sure to remove any **5** _____ from your car.

Hotel Guest: Of course. I have my purse and cell phone with me.

Parking Attendant: Okay, here's your **6** _____ . You need that in order to pick up your car.

Розділ 2. Choosing a hotel or a restaurant

Метою розділу є закріплення граматичного (Past Indefinite/Continuous; Present Perfect/Past Perfect; Present Perfect Continuous) та лексичного матеріалу за темами: Marketing and Promotion; The airline industry у лексико-граматичних

вправах; розвиток навичок та вмінь користуватися граматичними структурами та лексичним матеріалом у ситуаціях професійного характеру; читання текстів з розумінням основного змісту; навчання усного професійно орієнтованого мовлення.

Тема 6. The guest room

Мета: опрацювання лексичного матеріалу за темою Marketing and promotion та граматичного матеріалу (Past Indefinite/Past Continuous Tenses) у лексико-граматичних вправах; розвиток навичок та вмінь користуватися граматичними структурами та лексичним матеріалом у ситуаціях професійного характеру; читання тексту «Promotion» з розумінням основного змісту; навчання усного професійно орієнтованого мовлення; створення презентації за темою.

Минулий неозначений час

THE PAST INDEFINITE TENSE

☞ Past Indefinite у стверджувальній формі є простою формою і утворюється без допоміжного дієслова. Стверджувальна форма Past Indefinite правильних дієслів для всіх осіб однини і множини утворюється додаванням закінчення **-ed** (вимовляється [t], [d] або [ɪd]) до основи інфінітива.

Стверджувальна форма

Особа	Однина	Множина
1	I asked	We asked
2	You asked	You asked
3	He (she) asked	They asked

Закінчення **-ed** вимовляється:

як [t] після глухих приголосних, крім **t**:

to help – helped

to work – worked

як [d] після дзвінких приголосних, крім **d**, і після голосних:

to open – opened

to answer – answered

як [ɪd] після приголосних **t** і **d**:

to want – wanted

to land – landed

При додаванні суфікса **-ed** додержуються таких правил правопису:

Дієслова, які закінчуються на німе **e**, втрачають його:

to like – liked; to hope – hoped; to die – died

Дієслова, які закінчуються на букву **y** з попередньою приголосною, змінюють **y** на **i**:

to cry – cried; to try – tried

Якщо перед буквою **y** стоїть голосна, то буква **y** зберігається: **to play – played**

Односкладові дієслова, які закінчуються на одинарну приголосну, подвоюють її, якщо їй передує короткий голосний:

to stop – stopped

Одинарна кінцева приголосна подвоюється також у багатоскладових дієсловах, якщо їй передує наголошений голосний:

to permit – permitted; to prefer – preferred, але не подвоюється після ненаголошеного голосного: **to answer – answered**

Приголосна **l** у подібних випадках подвоюється як після наголошеного, так і після ненаголошеного голосного:

to compel – compelled

to travel – travelled

Стверджувальна форма Past Indefinite Tense неправильних дієслів утворюється не за загальним правилом, а чергуванням голосних або приголосних кореня або іншими способами. При цьому в усіх особах і числах вживається та сама форма Past Indefinite, за винятком дієслова *to be*.

Стверджувальна форма

Особа	Однина	Множина
1	I understood	We understood
2	You understood	You understood
3	He (she) understood	They understood

Питальна і заперечна форми Past Indefinite як правильних, так і неправильних дієслів складні і утворюються за загальним правилом з допоміжного дієслова *did* (Past Indefinite від *to do*) і основи інфінітива відмінюваного дієслова. Питальна форма Past Indefinite утворюється з допоміжного дієслова *did*, яке ставиться перед підметом, і основи інфінітива відмінюваного дієслова, яке ставиться після підмета.

Питальна форма

Особа	Однина	Множина
1	Did I ask?	Did we ask?
2	Did you ask?	Did you ask?
3	Did he (she) ask?	Did they ask?

Особа	Однина	Множина
1	Did I understand?	Did we understand?
2	Did you understand?	Did you understand?
3	Did he (she) understand?	Did they understand?

Заперечна форма Past Indefinite складається з допоміжного дієслова *did* (Past Indefinite від дієслова *to do*), заперечної частки *not* і основи інфінітива відмінюваного дієслова. У розмовній мові допоміжне дієслово зливається з часткою *not* в одне слово: *did not = didn't*

Заперечна форма

Особа	Однина	Множина
1	I did not (didn't) ask	We did not (didn't) ask
2	You did not (didn't) ask	You did not (didn't) ask
3	He (she) did not (didn't) ask	They did not (didn't) ask

Особа	Однина	Множина
1	I did not (didn't) understand	We did not (didn't) understand
2	You did not (didn't) understand	You did not (didn't) understand
3	He (she) did not understand	They did not (didn't) understand

Підсилювально-стверджувальна форма Past Indefinite утворюється з допоміжного дієслова *did* і основи інфінітива відмінюваного дієслова.

Підсилювально-стверджувальна форма

Особа	Однина	Множина
1	I did ask	We did ask
2	You did ask	You did ask
3	He (she) did ask	They did ask

Значення і вживання минулого неозначеного часу

Past Indefinite означає дію (або стан), що відбувалася в якийсь період або відрізок часу в минулому і не зв'язана з моментом розмови. При цьому дію виражають як факт, не вказуючи на характер її перебігу.

Past Indefinite форма часу, типова для розповіді про події, що відбулися в минулому. Цей час характерний для писемної мови; проте він вживається і в усній мові.

Past Indefinite вживається:

- для вираження окремих фактів (дій, стану), які мали місце у минулому і не зв'язані з теперішнім; віднесення дії або стану до певного періоду або моменту минулого часу здійснюється найчастіше за допомогою контексту (змісту речення або сусідніх речень):

I bought this book in Kyiv.

(Обставина in Kyiv посередньо вказує на час відбування дії).

I knocked at the door, but no one answered.

(Дієслова knocked, answered виражають послідовність дій.)

How did you sleep? I slept like a log.

(Час дії домислюється минула ніч.)

I'm sorry I was out when you called.

(Час указано підрядним реченням when you called.)

У реченнях з дієсловом у Past Indefinite час минулої події часто уточнюється обставинними словами yesterday, last night, last week, last month, last year, last summer, the other day, in 2004 і т. п., а також словосполученнями з прислівником ago (five minutes ago, an hour ago, two years ago і т. п.).

Where were you yesterday?

I went to the country with a friend of mine.

The great Ukrainian poet Shevchenko was born in 1814.

He was here five minutes ago.

Роль покажчика минулого часу можуть виконувати також питальні прислівники when і how.

When did you begin to study English?

How did it happen?

- для вираження повторних або звичайних дій у минулому, не зв'язаних з

теперішнім:

Last summer I often played chess.

When he was ill we went to see him every other day.

Для вираження повторюваних дій у минулому вживається також конструкція **used + інфінітив**.

We used to see each other very often when I lived in Kyiv.

Конструкція **used + інфінітив** вживається також для вираження звичайної або тривалої дії чи стану в минулому (звичайно далі кому).

I used to know her very well when she was still in her teens.

In his childhood he used to sleep in the open air.

- для вираження дії або властивості, що характеризувала підмет у минулому:

Jack played chess very well when he was a small boy.

- у додаткових підрядних реченнях у непрямій мові, коли дієслово у головному реченні стоїть у Past Indefinite.

He said he lived in Golovna Street.

I told him I didn't like fishing.

В українській мові в аналогічних конструкціях вживається теперішній час:

Він сказав, що живе на вулиці Головна.

Я сказав йому, що не люблю ловити рибу.

Минулий тривалий час THE PAST CONTINUOUS TENSE

Утворення Past Continuous

♪ Past Continuous – складний час, який утворюється з допоміжного дієслова to be в Past Indefinite і дієприкметника теперішнього часу (Present Participle) відмінюваного дієслова.

Стверджувальна форма

Особа	Однина	Множина
1	I was asking	We were asking
2	You were asking	You were asking
3	He (she) was asking	They were asking

У питальній формі Past Continuous допоміжне дієслово стоїть перед підметом, а відмінюване дієслово після підмета.

Питальна форма

Особа	Однина	Множина
1	Was I asking?	Were we asking?
2	Were you asking?	Were you asking?
3	Was he (she) asking?	Were they asking?

Заперечна форма утворюється за допомогою заперечної частини not, яка ставиться між допоміжним і основним дієсловом.

Заперечна форма

Особа	Однина	Множина
-------	--------	---------

1	I was not (wasn't) asking	We were not (weren't) asking
2	You were not (weren't) asking	You were not (weren't) asking
3	He (she) was not (wasn't) asking	They were not (weren't) asking

Значення і вживання Past Continuous

♪ Past Continuous порівняно рідко вживається як у діалогічній мові, так і у розповіді. Цей час дієслова виражає дію, яка відбувалася протягом якогось моменту або періоду в минулому. На час дії звичайно вказують обставинні слова або підрядні речення.

It was snowing all day yesterday.

What were you doing when I rang you up yesterday?

I wasn't expecting you quite so early.

It was raining hard when I woke up.

The light went out while we were having supper.

✍ 1. Replace the Infinitives in brackets by the necessary tense-form.

1. Last year our family (to stay) at the Metropol Hotel. 2. It (to be) a many-storeyed building with all modern conveniences. 3. As for me I (to prefer) to reserve a room in advance. 4. If we (to engage a room) at this hotel next time we (to reserve) a suite. 5. While you (to fill) in the form at the reception desk the porter (to take) your things upstairs. 6. He informed the receptionist he (to vacate) the room in due time and (to ask) to get his bill ready.

✍ 2. Complete the following sentences translating the words in brackets into English.

1. When the red light switched on (вона переходила вулицю). 2. When they met him at the taxi-rank (він розмовляв з другом). 3. (Я збирався запитати одного з перехожих про найкоротший шлях до оперного театру) when I saw an information booth. 4. (Він виходив з кімнати) when the telephone rang. 5. (Він їхав зі швидкістю 90 кілометрів на годину) when he saw a militiaman at the crossroad. 6. (Літак приземлявся в аеропорту) when the thunderstorm broke out.

✍ 3. Put the Infinitives in brackets in the Past Continuous or the Past Simple Tense (active).

I (to come) from a little town in England and had never before lived in a big city. London (to be) a new world to me and I (to want) to find out more about it for myself. On the day I (to arrive) in London, the weather (to be) fine. I (to go) for a walk in Kensington Gardens. The trees just (to burst) into leaf. People in light spring clothes (to walk) about. And to my surprise they (to walk) not only along the paths but also across the grass. I (to pass) a pool in which ducks (to swim); children (to play) in playgrounds, some hours (to pass). It (to be) time for me to go home. I (to come out) into the street. At stops people (to get) on and off public transport. I (to take) bus number 75 and in 15 minutes I (to be) at home.

✍ 4. Complete the sentences with the words in parentheses using the Past Simple or the Past Continuous:

1. While they ... (travel) to China, Marco ... (keep) a diary.

2. Mrs. White ... (drive) past a house in Main Street when she ... (see) the ground floor on fire.

3. While he ... (fly) off the Miami Coast, the pilot ... (see) sharks approaching the

swimmers.

4. The fireman ... (fight) the fire on a balcony below when he ... (hear) someone's shouts.
5. She ... (die) while she ... (run) after a bus.
6. We ... (have) dinner when the electricity ... (go) off.
7. She ... (think) of something else while you ... (talk) to her.
8. I ... (see) her while I ... (look) out of the window.
9. While the teacher ... (talk), the students ... (look) at an insect on the ceiling.

5. Complete the sentences with the words in parentheses using the Past Simple or the Past Continuous Tense:

1. Sally ... (eat) dinner last night when someone ... (knock) on the door.
2. I began to study at seven last night. Fred ... (come) at seventhirty. I ... (study) when Fred ... (come).
3. While I ... (study) last night, Fred ... (drop by) to visit me.
4. My roommate's parents ... (call) him last night while we ... (watch) TV.
5. My mother called me around five. My husband came home a little after five. When he ... (come) home, I ... (talk) to my mother on the phone.
6. Yesterday Tom and Janice ... (go) to the zoo around one. They ... (see) many kinds of animals. They stayed at the zoo for two hours. While they ... (walk) home, it ... (begin) to rain, so they ... (stop) at a small cafe and ... (have) a cup of coffee.
7. Yesterday afternoon I ... (go) to visit the Parker family. When I ... (get) there around two o'clock, Mrs. Parker ... (be) in the yard. She ... (plant) flowers in her garden. Mr. Parker ... (be) in the garage. He ... (work) on their car. He ... (change) the oil.

6. Read this brochure from a hotel, and then choose the correct answers.

1. What is the main idea of the brochure?
 - A the availability of hotel rooms
 - B the reasons why guests choose luxury suites
 - C what items come in different hotel rooms
 - D where guests can find different items in their rooms
2. According to the passage, what is NOT included in each room?
 - A a hairdryer
 - B a bed
 - C a living room
 - D a mini-bar
3. According to the passage, what is true about the suites at the hotel?
 - A They include three beds.
 - B They have four separate rooms.
 - C There are as many suites as deluxe rooms.
 - D There are suites that don't have kitchens.

The Royal Point Hotel has the perfect room for you

At the Royal Point Hotel, we offer everything a modern traveler needs. Stay with us and you feel at home.

Rooms and Suites

The Royal Point Hotel offers 180 deluxe rooms and 20 luxury suites.

Our deluxe rooms include one king or two double beds.

Our luxury suites include a bedroom, a living-room, a dining-room and a kitchen.

All of the rooms at the Royal Point Hotel include the following:

- TV
- desk
- mini-bar
- coffee maker
- hair dryer
- iron and ironing board

7. Match the words and phrases (1-6) with the definitions (A-F).

1. _ suite 4 _ hair dryer
2. _ mini-bar 5 _ iron
3. _ coffeemaker 6 _ deluxe

A a machine that prepares a hot beverage

B a machine that gets very hot and makes clothes smooth and flat

C several rooms that are connected D high-quality and expensive

E a small fridge in a hotel room with snacks and drinks inside

F a machine that blows hot air

8. Complete the sentences with words and phrases from the word bank.

feel at home ironing board luxury dining room desk living room

1. Kate pays extra to stay in a _____ hotel because she enjoys the extra services there.
2. The clean rooms and comfortable beds make guests _____ at the hotel.
3. The hotels asks that guests only eat at the table in the _____, not on the sofa or bed.
4. I sit at the _____ to write postcards.
5. Use the _____ when you get the wrinkles out of your clothes.
6. Sara sits on the sofa and watches television in the _____.

9. Read a conversation between a booking agent and a guest. Then mark the following statements as true (T) or false (F).

Booking Agent (BA) Thank you for calling the Royal Point Hotel Reservations Department. My name is Sam. How may I help you?

Guest (G): Hello. I'd like to book a room.

Booking Agent: We offer two room types: the deluxe room and a luxury suite.

Guest: What's the difference between the deluxe room and a suite?

Book Agent: For one, the suite is very large. In addition to a bedroom, it has a kitchen, living room and dining room.

Guest: But is it more expensive?

Booking Agent: Yes, it is.

Guest: It sounds nice. But I think a deluxe room is enough for me.

1 _ The guest would like to book three rooms.

2 _ No luxury suites are available.

3 _ The guest chooses to stay in the deluxe room.

10. Fill in the blanks.

Agent: Thank you for calling the Royal Point Hotel 1 _____ Department. My name is Sam. How may I help you?

Guest: Hello. I'd like to 2 _____ a room.

Agent: We offer two room types: the deluxe room and a 3 _____ suite.

Guest: What's the difference between the deluxe room and a suite?

Agent: For one, the suite is very large. In addition to a bedroom, it has a kitchen, 4 _____ and dining room.

Guest: But is it more 5 _____ ?

Agent: Yes, it is.

Guest: It sounds nice. But I think a 6 _____ is enough for me.

Тема 7. Checking in

Мета: розвиток навичок та вмій використання граматичного (The Present/Past Perfect Tenses) та лексичного матеріалу за темою The airline industry у ситуаціях професійного характеру; опрацювання лексичного та граматичного матеріалу у лексико-граматичних вправах; читання тексту «Round the world's flights» з розумінням основного змісту; навчання усного професійно орієнтованого мовлення; створення презентації за темою заняття.

Теперішній доконаний час THE PRESENT PERFECT TENSE

♪ Present Perfect утворюється за допомогою дієслова **to have** у Present Indefinite і дієприкметника минулого часу (Past Participle) основного дієслова.

Стверджувальна форма

Особа	Однина	Множина
1	I have (I've) asked	We have (we've) asked
2	You have (you've) asked	You have (you've) asked
3	He (she) has (he's) asked	They have (they've) asked

У питальній формі Present Perfect допоміжне дієслово have стоїть перед підметом, а дієприкметник минулого часу (Past Participle) відмінюваного дієслова після підмета.

Питальна форма

Особа	Однина	Множина
1	Have I asked?	Have we asked?
2	Have you asked?	Have you asked?
3	Has he (she) asked?	Have they asked?

У заперечній формі заперечення not стоїть після допоміжного дієслова і в розмовній мові звичайно зливається з ним.

Заперечна форма

Особа	Однина	Множина
1	I have not (haven't) asked	We have not (haven't) asked
2	You have not (haven't) asked	You have not (haven't) asked

Вживається й інша скорочена форма: I've not asked. You've not asked. He's (she's) not asked. We've not asked. You've not asked. They've not asked.

Значення і вживання теперішнього доконаного часу

♪ Present Perfect вказує на зв'язок дії, яка відбулась у минулому, з теперішнім часом, тобто з моментом мовлення. Цей зв'язок звичайно виражається в тому, що минула дія має якийсь результат тепер.

Як Present Perfect, так і Past Indefinite виражають минулі дії і перекладаються на українську мову однаково:

I've read many books by Dickens. Я читав (прочитав) багато книжок Діккенса.

Last year I read many books by Dickens. Минулого року я читав (прочитав) багато книжок Діккенса.

Відмінність між Present Perfect і Past Indefinite полягає ось у чому: Past Indefinite означає минулу дію, яка відноситься до певного моменту або періоду в минулому і ніяк не пов'язана з теперішнім часом, тоді як Present Perfect означає минулу дію, яка має результат у момент мовлення і не відноситься до якогось моменту у минулому.

Відмінність у значенні і вживанні Present Perfect і Past Indefinite можна проілюструвати на таких прикладах - ситуаціях:

Ситуація 1. Петро записує на дошці дату і сідає. What has Pete done? Що зробив Петро? (Того, хто питає, цікавить результат дії.) Pete has written the date on the blackboard. Петро написав на дошці дату. (Дата написана на дошці.) What did Pete do a few minutes ago? Що зробив Петро кілька хвилин тому? (Того, хто питає, цікавить сама дія у минулому, а не її результат.) Pete wrote the date on the blackboard. Петро написав на дошці дату. (Не має значення, чи є дата на дошці зараз.)

Ситуація 2. Петро записує на дошці дату, потім витирає її. Has Pete written the date on the blackboard? No, he hasn't, (На дошці нічого не написано.)

Did Pete write the date on the blackboard? Yes, he did. What did Pete write on the blackboard? He wrote the date. What has Pete written on the blackboard? Nothing. (Петро нічого не написав на дошці.)

Якщо на час минулої дії вказують обставинні слова або контекст, вживається Past Indefinite; якщо час минулої дії не вказаний і не зрозумілий з ситуації або контексту, то вживається Present Perfect. Present Perfect вживається переважно у розмовній мові для опису ситуацій у момент мовлення, які є результатом минулих дій.

Past Indefinite вживають як у діалогічній мові, так і в розповіді для опису ситуацій і подій у минулому, не пов'язаних з теперішнім часом. Порівняйте:

I've finished my work. (I'm free now.)

I finished my work and went home. (Частина розповіді.) і

Have you finished your work? — Yes, I have.

Did you finish your work yesterday? — Yes, I did. (No, I didn't.)

Present Perfect вживається:

- у реченнях без обставин часу:

Has the bell gone?

What mark have you got for dictation?

I've got five.

You've done the exercise well.

I'm glad you've dropped in.

I've heard so much about you.

You haven't changed at all.

Look, what nice flowers Kate has brought!

The rain has stopped, we can go.

I've done my homework and I'm completely free.

- у реченнях з прислівниками або обставинними фразами неозначеного часу або повторності **already, ever, never, yet, often, always, seldom, rarely, several times** і т. п.

Have you ever been to Chernivtsi?

Yes, I've often been there. (I've been there several times.)

We'll have to wait for Tom, he hasn't yet finished his task.

You've always been lazy, Nick. Now it's time for you to get down working in earnest.

I've never heard of it.

I've never seen such a wonderful film.

- у реченнях з обставинними словами і прислівниками неозначеного часу, коли зазначений період часу ще не закінчився до моменту мовлення: **today, this morning, this week, all day, just:**

Where's Tom?

He must be somewhere here, I've just seen him.

Can I see your pioneer leader?

Sorry, he's just-left.

I've worked hard all day today.

(Порівняйте: I worked hard all day yesterday.)

I haven't seen her today.

(Порівняйте: I didn't see her yesterday.)

- у реченнях з обставинами часу, які вказують на період, протягом якого відбувалася або могла відбутися дія, починаючи з якогось моменту в минулому і аж до моменту мовлення: **lately, for a long time, how long, so far, up to now, up to the present, for the past two hours (days, months, years), for three hours (days, months, years)** та ін., або з обставинами, які вказують тільки на початок такого періоду (звичайно із сполучником **since** – з, з того часу, з того часу як):

Have you been to the theatre lately?

I haven't seen you for ages.

We haven't met since January, have we?

So much has happened since I saw you last.

Where have you been all this time?

Коли описують дію, яка триває протягом періоду часу, починаючи від якогось минулого моменту і аж до моменту мовлення, вживають Present Perfect Continuous. З дієсловами, які не утворюють форм Continuous, у таких реченнях

вживається Present Perfect, який в даному випадку перекладається на українську мову теперішнім часом.

How long have you been in the Ukraine?

(Скільки часу ви перебуваєте в Україні?)

I've been here since May.

(Я знаходжуся тут з початку травня.)

We have known each other for two years.

(Ми знаємо один одного вже 2 роки.)

У спеціальній функції Present Perfect виступає у підрядних реченнях часу і умови після сполучників **if, when, till, until, unless, as soon as, after, before**, де він означає дію, яка закінчиться до певного моменту в майбутньому. У цьому разі Present Perfect має значення Future Perfect.

You'll think otherwise after (when) you've seen the film yourself.

You mustn't leave before you've put everything in order.

Минулий доконаний час THE PAST PERFECT TENSE

Утворення Past Perfect

☞ Past Perfect – складна форма часу, яка утворюється з допоміжного дієслова **to have** у Past Indefinite і дієприкметника минулого часу (Past Participle) відмінюваного дієслова.

Стверджувальна форма

Особа	Однина	Множина
1	I had asked	We had asked
2	You had asked	You had asked
3	He (she) had asked	They had asked

У питальній формі Past Perfect допоміжне дієслово стоїть перед підметом, а відмінюване дієслово — після підмета.

Питальна форма

Особа	Однина	Множина
1	Had I asked?	Had we asked?
2	Had you asked?	Had you asked?
3	Had he (she) asked?	Had they asked?

Заперечна форма утворюється за допомогою заперечної частки **not**, яка стоїть після допоміжного дієслова.

Заперечна форма

Особа	Однина	Множина
1	I had not asked	We had not asked
2	You had not asked	You had not asked
3	He (she) had not asked	They had not asked

Значення і вживання Past Perfect

♪ Past Perfect є «передминулим» часом. Він виражає дію в минулому, яка відбувалася і закінчилася до іншої минулої дії або до якогось моменту чи періоду в минулому.

Форми Past Perfect маловживані в діалогічній мові; частіше вони зустрічаються в розповідях.

В українській мові різниці між «минулим» і «передминулим» немає. Порівняйте:

Я бачив Миколу вчора

Вчора він сказав мені, що бачив Миколу тиждень тому.

В англійській мові у таких реченнях вживаються різні часи дієслова:

I saw Nick yesterday.

Yesterday he told me that he had seen Nick a week before.

Past Perfect вживається переважно у складних реченнях.

Звичайно дієслово в головному реченні виражає якусь минулу дію і вживається у формі Past Indefinite, а дієслово в підрядному реченні виражає передминулу дію, тобто дію, яка відбувалася раніше від першої дії, і вживається у формі Past Perfect.

He thanked me for what I had done for him.

Він подякував мені за те, що я для нього зробив.

thanked (минула дія)

had done (передминула дія)

Past Perfect може вживатися в значенні передминулої дії також у головній частині складного речення і в простих реченнях. В останньому випадку Past Perfect виражає дію, яка закінчилася до якогось моменту або періоду минулого часу, зазначеного в реченні.

Jane had scarcely put her head on the pillow when she fell asleep.

By noon the young tourists had climbed the mountain.

By twelve o'clock yesterday I had finished all my work.

✎ **1. Substitute the Past Indefinite Tense for the Present Perfect in the following sentences according to the model:**

Model: I read the book.

– I have read the book.

1. He ordered long-distance call to London. 2. She filled out a telegram form. 3. He gave me the answer to my question. 4. Mr. Smith left a message for you. 5. I picked up the receiver. 6. We called the hotel information bureau.

✎ **2. Write a suitable sentence using the PRESENT PERFECT TENSE :**

1. Ann's hair was dirty. Now it's clean. (wash). Ann has washed her hair.

2. Tom was 80 kg. Now he's 70. (lose weight).

3. Bill played football yesterday. Now he can't walk; his leg is in plaster. (break)

4. My sister is looking for her pen. (lose)

5. Mary is on holiday in France. (go)

6. Mr. Hill was in Canada last week. He's back in London now. (be)

7. Look! Mrs. Smith has got a lot of packages. (buy)

8. I can't eat anything now. (eat too much)

9. Mrs. Jenkins is very tired. (clean / house)

10. Tony needs a holiday. (work / hard / this year)

✎3. Put the verbs in the correct tense. Use the Past Simple or the Present Perfect Tense:

1. ...Tim ... (finish) his work yet?
2. ... he ... (finish) it yesterday?
3. They ... (just / go) out.
4. They ... (go) out a minute ago.
5. ... Ann ... (study) yesterday afternoon?
6. ...you ... (send) the letters yet?
7. ...she ... (call) him a week ago?
8. They ... (not / see) the film yet.
9. The train ... (just / arrive).
10. ...you ... (ever / be) in a TV studio?
11. ...you and Tom ... (enjoy) the party last night?
12. ... you ... (not / finish) school last year?
13. I ... (lose) my dictionary. I can't find it anywhere.
14. His hair looks short. He ... (have) a haircut.
15. When ... (he / give up) smoking?
16. Jane ... (buy) her car two weeks ago.
17. My bicycle isn't here. Somebody ... (take) it.
18. Why ... (Jim / not want) to play tennis last Friday?
19. The car looks clean. ... you ... (wash) it?
20. When we were on holiday, the weather ... (be) terrible.

✎4. Supply a suitable Past Simple or Past Perfect Tense:

1. I ... (worry) a lot about her before I ... (hear) that she was safe.
2. I didn't like the flat. It ... (be) much smaller than I ... (think) at first.
3. He told us he ... (shoot) a big tiger.
4. They ... (drink) tea after they ... (finish) dinner.
5. She ... just ... (fold) the pink apron and placed it in a table drawer when the door ... (open) and Joe ... (enter).
6. The police wanted to know why he ... (bring) a gun to school.
7. After he ... (work) at the hospital for two years he ... (decide) to give up the job.
8. When I ... (arrive) at the party John ... already ... (go) home.
9. We ... (wait) until the match ... (finish).
10. They ... (leave) the room before the meeting ... (finish).
11. I ... (buy) a new camera before I ... (go) to London.
12. I ... just ... (turn off) the lights when the telephone ... (ring).

✎5. Supply a suitable Past Simple or Past Perfect Tense:

1. ... he ... (know) her for a long time before they ... (get) married?
2. He ... (drive) down the hotel where they ... (spend) their honeymoon years ago.
3. When we ... (get) to the station the train ... (already / leave).
4. He ... (sit) at a table by the window where he ... (have) a meal with Jane.
5. Why ... he ... (not / ask) her to wait and think again before she ... (leave) Paris.
6. He was wondering why he ... (let) her leave so easily.
7. He knew he ... (earn) that money with a great difficulty.
8. After they ... (go), he ... (sit) down and ... (light) a cigarette.
9. He ... (have to) go to work by bus because his car ... (break) down.

10. He ... (angry) before he ... (hear) my offer.

6. Read this training guide for hotel employees, and then choose the correct answers.

1. What is the purpose of the document?

A to show employees how to look for room damage

B to explain how guests make reservations C to teach the steps of renting a room to guests

D to explain how guests complete registration forms

2. What happens after employees collect the damage deposit?

A the guest returns the registration form

B the guest receives a key to the room

C the employee asks for payment

D the employee finds an available room

3. According to the passage, what is NOT true about guests with reservations?

A They fill out a registration form.

B They state the number of guests.

C They receive a room key.

D They pay a damage deposit

Guide to Checking in and Welcoming guests to the Royal Point Hotel

Step 1: Find an available room

For Walk-in guests:

Ask the guest about the following information:

Preferred room type:

single double

smoking non-smoking

Number of guests

Length of stay

Use the information to look for a vacancy.

For guests with reservations:

Ask the guests about the following information:

Name of reservation number

Step 2. Room assignment and registration

Assign a room to the guest. Ask the guest to complete a registration form.

Step 3. Damage deposit

Collect credit card information or cash for the damage deposit

Step 4. Issue room key

Give the guest the room key and wish him or her a nice stay at our hotel.

7. Match the words (1-6) with the definitions (A-F).

1. double 4 _ smoking

2. non-smoking 5 _ vacancy

3. single 6 _ assign

A to give a guest a room

B a room with a bed for one person

C a room with beds for two people

D a room where smoking is not okay

E a room where smoking is okay

F an available room

8.Fill in the blanks with the correct words:

reservation number, registration form, walk-in, room key, damage deposit, reservation.

1. The hotel does not accept _____ guests when there are no rooms available.

2. Mr. Formiga makes a(n) _____ to stay at a room at the Royal Point Hotel.

3. Penny uses a _____ to open the door of her hotel room.

4. The guests left a stain on the carpet. The hotel used the _____ to pay for the cost of replacing the carpet.

5. Ms. Johnson tells the front desk clerk her _____. Then the front desk clerk finds the

details of Ms. Johnson's stay.

6. James wrote his home address and phone number on the _____.

9.Read a conversation between a hotel employee and a guest. Then mark the following statements as true (T) or (F) false.

Hotel Employee (W): Welcome to the Royal Point Hotel. How may I help you today?

Guest (G) Hi. I want to check in.

Hotel Employee: Do you have a reservation?

Guest: Yes, I do.

Hotel Employee: Okay. What name is the reservation under?

Guest: Edward Green.

Hotel Employee: All right, Mr. Green. Your reservation is for a single non-smoking room. And you're staying for two nights. Is that correct?

Guest: Yes, that's right.

1. _ The man is a walk-in guest.

2. _ The man tells the employee his reservation number.

3. _ The man wants a non-smoking room.

10.Fill in the blanks.

Employee: Welcome to the Royal Point Hotel. How 1 _____ you today?

Guest: Hi. I want to 2 _____.

Employee: Do you have a(n) 3 _____ ?

Guest: Yes, I do.

Employee: Okay. What name is the reservation 4 _____ ?

Guest: Edward Green.

Employee: All right, Mr. Green. Your reservation is for a single 5 _____ - _____ room. And you're staying for two nights. Is that correct?

Guest: Yes, 6 _____

Тема 8. Taking a reservation

Мета: розвиток навичок та вмій використання граматичного (The Perfect Continuous Tenses) та лексичного матеріалу за темою Holiday with difference у ситуаціях професійного характеру; опрацювання лексичного та граматичного

матеріалу у лексико-граматичних вправах; читання тексту «Travel activities» з розумінням основного змісту; навчання усного професійно орієнтованого мовлення; створення презентації за темою заняття.

Перфектно-тривалі часи

♪ У англійській мові Perfect Continuous Tenses (Present Perfect Continuous, Past Perfect Continuous і Future Perfect Continuous) — часи складні. Вони утворюються з допоміжного дієслова **to be** у відповідному доконаному часі (теперішньому, минулому або майбутньому) і дієприкметника теперішнього часу (Present Participle) відмінюваного дієслова.

Perfect Continuous Tenses означають дії, які почалися до моменту мовлення (Present Perfect Continuous Tense) або до якогось моменту в минулому чи майбутньому (Past Perfect Continuous Tense і Future Perfect Continuous Tense) і тривають аж до цього моменту.

Present Perfect Continuous

Have you been waiting long for me? (Ти довго мене чекаєш?)

Past Perfect Continuous

When you came I had already been working for an hour.

(Коли ти прийшов, я вже працював протягом години.)

He said he had been waiting for me (for) twenty minutes.

(Він сказав, що чекає (чекав) мене двадцять хвилин.)

Future Perfect Continuous

By Sunday I'll have been staying with you for two weeks.

(У неділю буде два тижні, як я живу у вас.)

Perfect Continuous Tenses вживаються рідко.

Утворення Present Perfect Continuous

Present Perfect Continuous утворюється з допоміжного дієслова **to be** у Present Perfect і дієприкметника теперішнього часу (Present Participle) відмінюваного дієслова.

Стверджувальна форма

Особа	Однина	Множина
1	I have (I've) been asking	We have (we've) been asking
2	You have (you've) been asking	You have (you've) been asking
3	He (she) has (he's) been asking	They have (they've) asking

Питальну форму Present Perfect Continuous утворюють, ставлячи перше допоміжне дієслово перед підметом, а іншу частину часової форми — після підмета, а заперечну — за допомогою частки **not**, яка ставиться після першого допоміжного дієслова.

Питальна форма

Особа	Однина	Множина
1	Have I been asking?	Have we been asking?

2	Have you been asking?	Have you been asking?
3	Has he (she) been asking?	Have they been asking?

Заперечна форма

Особа	Однина	Множина
1	I have not (haven't) been asking	We have not (haven't) been asking
2	You have not (haven't) been asking	You have not (haven't) been asking
3	He (she) has not (hasn't) been asking	They have not (haven't) been asking

Основні випадки вживання Present Perfect Continuous

♣ Present Perfect Continuous означає дію (стан), що почалася в минулому і тривала протягом певного періоду до моменту мовлення і або все ще продовжується в цей момент, або закінчилася безпосередньо перед ним.

I've been waiting for him (for) two hours. Я чекаю його вже 2 години.

(Почав чекати 2 години тому і чекаю досі або чекав до самого останнього моменту) .

Порівняйте: I am waiting for my friend. (Present Continuous)

Я чекаю свого друга. (У цей момент; про тривалість чекання нічого не говориться).

У реченнях з Present Perfect Continuous звичайно вживаються обставини часу, які вказують на тривалість або на момент початку дії або стану, виражених дієсловом. На тривалість дії вказують обставини типу for two hours (a week, three months, ten years), for a long time, all day, all day long, how long, а на початок дії – звороти з прийменником since (since 1950, since eight o'clock, since I came here).

Типовими є такі приклади з розмовної мови:

How long have you been studying English? I've been studying English for two years already.

How long have you been living here? We've been living here for a year only.

I'm tired; I've been working in the garden all day long.

I've been living in Chernivsti since 1955.

It's been raining since early morning.

What have you been doing since I saw you last?

Why, nothing in particular.

Present Perfect Continuous може вживатися і без вказівки на тривалість дії, якщо з контексту зрозуміло, що дія почалася в минулому і тривала (або триває) до моменту мовлення.

Please excuse my dirty clothes, I've been tidying the room. (Я прибирала кімнату.)

Why are you so hot? I've been playing football. (Я грав у футбол.)

What have you been doing here? I've been trying to repair the clock.

З дієсловами, які не утворюють форм Continuous, у значенні Present Perfect Continuous вживаються форми Present Perfect.

How long have you been here? I've been here since 2 o'clock.

I've known Jack for five years. (Я знаю Джека п'ять років.)

Present Perfect Continuous перекладається на українську мову теперішнім або минулим часом.

№1. Put the Infinitives in brackets in Present Perfect Continuous Tense.

1. She (choose) some dairy products: butter, cheese, milk and cream for 20 minutes. 2. My mother (read) a cookbook for a month. 3. At the bakery department I (buy): white and brown bread, buns, rolls and rings for 10 minutes. 4. At the market my mother (choose) potatoes, carrots, beetroots, onion, tomatoes, cucumbers and cabbage for an hour. 5. Meat and fowl (boil) for two hours. 6. We (talk) about fruits which are sold at the greengrocery shop for 15 minutes.

№2. Use the Present Perfect Continuous Tense to fill in the blanks:

1. I'm tired, because I ... have been working ... (work) very hard.
2. He ... (write) letters all morning.
3. Catherina is getting fatter because she ... (eat) too much.
4. My mother ... (peel) the potatoes all afternoon.
5. Cathy ... (attend) a cookery course since March.
6. How long ... you ... (learn) English?
7. Where are my eye-glasses? I ... (look) for them for an hour.
8. Charles ... (escape) from the police for years.
9. How long ... you ... (use) a computer?
10. Elizabeth ... (live) with Mike for three years.
11. She ... (earn) quite a lot of money for the last two years.
12. It ... (rain) for six hours.

№3. Use the Present Perfect or the Present Perfect Continuous Tense to fill in the blanks:

1. I've bought / have been buying a new pair of shoes.
2. Have you finished / Have you been finishing reading that book yet?
3. They've eaten / have been eating fruit all afternoon, ever since they came from school.
4. I've been reading / have read this book now, so you can have it back.
5. I've been writing / have written eight pages already.
6. Your exam paper is completely blank! What have you been doing / have you done?
7. Oh, no! There's nothing to eat. My sister has been eating / has eaten everything I left in the kitchen.
8. Oh, no! There's no wine to drink. They have drunk / have been drinking all the wine.
9. No wonder your eyes hurt. You've been playing / have played computer games ever since you had your breakfast.
10. I haven't seen / haven't been seeing you for ages.
11. God! Hakan has scored / has been scoring.
12. They have danced / have been dancing for an hour.
13. I have been waiting / have waited for you for ages.
14. I've finished / 've been finishing my work.
15. I've been writing / have written this letter for an hour.
16. He has visited / has been visiting ten museums this week.
17. I'm very tired. Because I have travelled / have been travelling around Istanbul all day.
18. She has found / has been finding a good job.

19. I'm hot because I have been running / have run.
20. I have written / have been writing letters for weeks.

4. Use the Present Perfect or the Present Perfect Continuous Tense to fill in the blanks:

1. I'm trying to study. I ... (try) to study for the last hour, but something always seems to interrupt me. I think I'd better go to the library.
2. The children are playing basketball right now. They ... (play) for almost two hours. They must be getting tired.
3. The telephone ... (ring) four times in the last hour, and each time it has been for my roommate.
4. The telephone ... (ring) for almost a minute. Why doesn't someone answer it?
5. It ... (rain) all day. I wonder when it will stop.
6. We ... (have) three accidents so far this week. I wonder how many more we will have if you keep using the tools carelessly.
7. We ... (live) here since last June.
8. My little son is dirty from head to foot because he ... (play) in the mud.
9. What's the matter? Your eyes are red and puffy. I hope you ... (not / cry). Oh, now I understand. You ... (peel) some onions.
10. Hello, Rob. I'm happy to see you again. I ... (not / see) you for weeks. What ... you ... (do) lately?
11. I ... (not / be) able to reach my boss on the phone yet. I ... (try) for the last twenty minutes, but the line ... busy.
12. We ... (have) three major snowstorms so far this winter. I wonder how many more we will have.
13. I ... (write) them three times, but I still haven't received a reply.
14. A: Dr. Harrison is a good teacher. How long ... he ... (be) at the university?
B: He ... (teach) here for almost 25 years.
15. A: What are you going to order for dinner?
B: Well, I ... (have / have) pizza. So I think, I'll order that.
16. My uncle ... (paint) the outside of his house for three weeks and he's still not finished.
17. The Smiths are presently in Tunisia. They ... (travel) throughout North Africa since the middle of May. They'll return home in another month.

5. Use The Present Perfect Tense or The Present Perfect Continuous Tense to fill in the blanks:

1. I'm tired. We ... (walk) for over an hour. Let's stop and rest for a while.
2. The zoo isn't far from here. I ... (walk) there many times.
3. I ... (write) my friends at least a dozen letters since I left home and come home.
4. Sally is writing a letter to her boyfriend. She ... (write) it since she got home from class. It's going to be a long letter.
5. The telephone ... (ring) four times in the last hour, and each time it has been for my roommate.
6. The telephone ... (ring) for almost a minute.
Why doesn't someone answer it?
7. She is 80 and she ... (never / read) a book in her life.
8. The secretary is very tired. She ... (type) all morning.
9. Tom is reading a book. He started two hours ago and he is on page 53. He ... (read)

for two hours.

10. Hello! I ... (clean) the windows. So far I ... (clean) five of them and there are two more to do.

11. My grandfather ... (died) 30 years ago. I ... (never / meet) him.

12. A: Is your father at home?

B: No, I'm afraid he ... (go) out.

A: When exactly ... (he / go) out?

B: About ten minutes ago.

6. Read the page from a restaurant log, and then choose the correct answers.

1. What is the purpose of the document?

A teaching the steps of taking a reservation

B showing the booking details at a restaurant

C informing customers of available tables

D describing the restaurant's seating policies

2. What is true about the restaurant?

A It makes arrangements for young children.

B It has a limit of 10 people per party.

C It does not provide outdoor seating.

D It charges a fee for cancelled reservations.

3. According to the document, which is NOT true about the restaurant customers?

A One of them is having a birthday.

B They have reservations before 7 o'clock.

C One of them is not sure about the party size.

D They are arriving within ten minutes of each other.

The Post Meridian Restaurant *Friday, April 2nd*

	Time	Party size	Contact person	Phone number	Notes
1	6:00	4	Jason Ginsburg	383-1292	Has child, needs booster seat
2	6:00	2	Gina Dearborn	316-0442	Requested al fresco seating
3	6:15	2	Jim McDonnell	380-0124	Celebrating birthday (provide free dessert)
4	6:15	3	Kurt Channing	381-9642	May have one extra guest: seat at table for 4
5	6:30		Opening		
6	6:30	10	Jean Dorton	316-8291	Seat in party room # 2

Reminders:

- always check for open tables before booking
- update the log after cancellations
- set out high chairs before guests arrive (when applicable)
- review the details of the reservation before hanging up

7. Choose the correct meaning of the underlined word or phrase.

1 Janie rents a party room at her favorite restaurant to celebrate her birthday.

A a place in a restaurant for special events

B a place where employees write details about a period of time

C a place where young children sit

2. The host informs me that there is no opening at the restaurant until 8pm.

A decision to not do something you agreed to do earlier

B availability or space at a place

C outdoor eating area

3. Dario places his son in the booster seat and orders his food.

A tall chair that small children sit in to eat

B group of people who visit a restaurant

C private part of a restaurant where groups meet for parties

8. Choose the correct word or phrase to complete each sentence.

1 The host shows the **(log/party)** to their table.

2 There is now a table available because of a **(booking/cancel lation)**.

3 Ms. Rogers provides a **(high chair/party room)** for the customer's baby.

9. Read a conversation between a hostess and a restaurant patron. Then mark the following statements as true (T) or false (F).

Hostess (F): Thank you for calling the Post Meridian Restaurant. This is Natalie. How can I help you?

Patron (M): Hi. I'd like to reserve a table for tonight.

Hostess: Of course. May I have your name, sir?

Patron: It's Mark Billings.

Hostess: Okay, Mr. Billings. I don't have any openings until 8 o'clock. Is that okay?

Patron: Yes, that works.

Hostess: Great. How many people are in your party?

Patron: Three - thafs two adults and one toddler. Do you provide high chairs?

Hostess: Yes, sir, we can arrange that.

1. _ There are no tables available before 8pm.

2. _ Mr. Billings requests a table for two.

3. _ The restaurant has chairs for children.

10. Fill in the blanks.

Hostess: Thank you for calling the Post Meridian Restaurant. This is Natalie. How can I help you?

Patron: Hi. I'd like to 1 _____ a table for tonight.

Hostess: Of course. May I have your 2 _____, sir?

Patron: It's Mark Billings.

Hostess: Okay, Mr. Billings. I don't have any 3 _____ until 8 o'clock. Is that okay?

Patron: Yes, 4 _____.

Hostess: Great. How many people are in your 5 _____ ?

Patron: Three - that's two adults and one toddler. Do you provide 6 _____?

Hostess: Yes, sir, we can 7 _____ that.

Тема 9. Breakfast service

Мета: розвиток навичок та вмій використання граматичного (The Future Indefinite/Continuous) та лексичного матеріалу за темою Reservation and sales у ситуаціях професійного характеру; опрацювання лексичного та граматичного матеріалу у лексико-граматичних вправах; читання тексту «Travel accommodation» з розумінням основного змісту; навчання усного професійно орієнтованого мовлення; створення презентації за темою заняття.

Майбутній неозначений час THE FUTURE INDEFINITE TENSE

Future Indefinite є складним часом. Він утворюється з допоміжних дієслів **shall** або **will** для 1-ї особи однини і множини та **will** для всіх інших осіб і основи інфінітива відмінюваного дієслова. У розмовній мові звичайно вживається скорочена форма допоміжних дієслів 'll (**shall** або **will**), яка приєднується до особового займенника або іменника-підмета

I'll wait for you here.

They'll be here in ten minutes.

That'll do, thank you.

Стверджувальна форма

Особа	Однина	Множина
1	I shall/will (I'll) ask	We shall/will (we'll) ask
2	You will (you'll) ask	You will (you'll) ask
3	He (she) will (he'll) ask	They will (they'll) ask

Питальна форма Future Indefinite утворюється за загальним правилом: допоміжне дієслово ставиться перед підметом, а основа інфінітива відмінюваного дієслова після нього.

Питальна форма

Особа	Однина	Множина
1	Shall I ask?	Shall we ask?
2	Will you ask?	Will you ask?
3	Will he (she) ask?	Will they ask?

Заперечна форма Future Indefinite утворюється за допомогою заперечення **not**, яке ставиться між допоміжним дієсловом і основою інфінітива відмінюваного дієслова. У розмовній мові вживаються скорочені (стягнені) заперечні форми **shan't** = *shall not* і **won't** = *will not* або форму **I'll not** (**you'll not** і т. п.) = I shall (will) not (you will not і т. п.).

Заперечна форма

Особа	Однина	Множина
1	I shall not (shan't) ask I will not (won't) ask	We shall not (shan't) ask We will not (won't) ask

2	You will not (won't) ask	You will not (won't) ask
3	He (she) will not (won't) ask	They will not (won't) ask

Значення і вживання майбутнього неозначеного часу

Майбутній неозначений час (Future Indefinite) у англійській мові означає однократні, повторювані або постійні дії і стан, що відносяться до майбутнього. Однократні дії (стан):

What will you do after the lessons?

Will you wait for me? I shan't be long.

I'll do my best to help you.

So you'll ring me up at five, will you?

I think I'll have a glass of milk.

Let's wait here. The rain'll be over in a few minutes.

Постійні і повторювані дії (стан):

I'll write to you every week.

У питальній формі 1-ї особи однини дієслово **shall** звичайно має модальне значення; той, хто питає, довідується про бажання співрозмовника.

Shall I go on reading? (Мені читати далі?)

Shall I translate the sentence into Ukrainian?

Дієслово **will** часто має модальний відтінок обіцянки, наміру, ввічливого прохання.

If you'll wait a moment, I'll be back in a minute.

I won't forget what you've done for me.

У розмовній мові для вираження гаданих майбутніх дій замість Future Indefinite часто вживаються такі конструкції:

to be going + інфінітив для вираження наміру (про особи) або імовірності (про події) у майбутньому:

I'm going to write a letter to my mother.

It's going to rain.

The task is going to be more difficult than I expected.

to be sure (certain) + інфінітив для вираження впевненості в здійсненні майбутньої дії:

Ann is sure to be there. (Аня напевно буде там.)

It's sure to rain.

He is certain to come. (Він обов'язково прийде.)

Майбутній тривалий час

THE FUTURE CONTINUOUS TENSE

Утворення Future Continuous

☞ Future Continuous – складний час, який утворюється за допомогою дієслова *to be* у Future Indefinite і дієприкметника теперішнього часу (Present Participle) основного дієслова.

У питальній формі Future Continuous допоміжні дієслова *shall*.

Стверджувальна форма

Особа	Однина	Множина
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1	I shall/will (I'll) be asking	We shall/will (we'll) be asking
2	You will (you'll) be asking	You will (you'll) be asking
3	He (she) will (he'll) be asking	They will (they'll) be asking

У питальній формі Future Continuous допоміжні дієслова **shall** або **will** ставляться перед підметом, а інша частина часової форми (основа інфінітива be + Present Participle) після підмета.

Питальна форма

Особа	Однина	Множина
1	Shall I be asking?	Shall we be asking?
2	Will you be asking?	Will you be asking?
3	Will he (she) be asking?	Will they be asking?

У заперечній формі частка not ставиться після допоміжних дієслів shall, will ('ll).

Заперечна форма

Особа	Однина	Множина
1	I shall/will not (shan't/ won't) be asking	We shall/will (shan't/ won't) be asking
2	You will not (won't) be asking	You will not (won't) be asking
3	He (she) will not (won't) be asking	They will not (won't) be asking

Вживається й інша скорочена заперечна форма:

I'll not be asking.

You'll not be asking.

He'll not be asking.

We'll not be asking.

They'll not be asking.

Значення і вживання Future Continuous

☞ Future Continuous означає дію, яка відбувається в якийсь момент або період у майбутньому. На час дії можуть вказувати обставинні слова або контекст. За винятком деяких готових виразів з дієсловами to expect, to stay, to see та ін. (див. приклади нижче) цей час вживається досить рідко як у розмовній мові, так і в писемній.

I'll be expecting you at 4 o'clock sharp.

When my train arrives, my parents will be waiting on the platform.

It's no use trying to see our teacher at 10. He will be giving a lesson at that time.

У розмовній мові Future Continuous іноді вживається в значенні Future Indefinite.

Will you be staying for dinner?

I'll be seeing him this afternoon.

№1. Translate the verbs in brackets into English and use them in the necessary tense-form:

1. There (буде) a chute to carry rubbish down and an elevator in the new apartment house. 2. They (житимуть) in the town centre. 3. Tom and Alice (придбають) a

vacuum cleaner, a dish washer and a washing machine. 4. We (запросимо) our friends for the house-warming party. 5. Something has gone wrong with my TV set. My friend (відремонтує) it. 6. There (не буде) much furniture in my dining-room. 7. We (зберігатимемо) some things in our store-room.

2. Make up sentences using the following words:

1. The, they, embankment, will, on, live. 2. Your, apartment, many, how, have, in, you, will, rooms, new? 3. In, I, block, 15, number, live. 4. Bed-room, shall, we, new, furniture, for, buy, our. 5. Conveniences, modern, will, what, in, flat, have, you, your?

3. Make sentences with WILL BE –ING:

1. I'm going to watch television from 9 until 10 o'clock this evening.

So at 9.30 I

2. Tomorrow afternoon I'm going to play tennis from 3 o'clock until 4.30.

So at 4 o'clock tomorrow I

3. Jim is going to study from 7 o'clock until 10 o'clock this evening.

So at 8.30 this evening he

4. We are going to clean the flat tomorrow. It will take from 9 until 11 o'clock.

So at 10 o'clock tomorrow morning

5. Tom is a football fan and there is a football match on television this evening. The match begins at 7.30 and ends at 9.15.

So at 8.30 this evening

6. Don't phone me between 7 and 8. ... (we / finish) dinner then.

7. A: Can we meet tomorrow afternoon?

B: Not in the afternoon. ... (I / work).

8. Do you think ... (you / still / do) the same job in ten years' time?

9. If you need to contact me, ... (I / stay) at the Hilton Hotel until Friday.

10. A: ... (you / see) Laura tomorrow?

B: Yes, probably. Why?

A: I borrowed this book from her. Can you give it back to her?

4. Ask questions with WILL YOU BE –ING?

1. You want to borrow your friend's bicycle this evening.

(you / use / your bicycle this evening?)

.....

2. You want your friend to give Tom a message this afternoon.

(you / see / Tom this afternoon?)

.....

3. You want to use your friend's typewriter tomorrow evening.

(you / use / your typewriter tomorrow evening?)

.....

4. Your friend is going shopping. You want him/her to buy some stamps for you at the post office.

(you / pass / the post office when you're in town?)

.....

5. Fill in WILL or BE GOING TO:

1. A: Why do you need so much sugar?

B: I ... make a cake.

2. A: Oh no! I've left my purse at home and I haven't got any money on me!

B: Don'y worry. I ... lend you some.

3. A: I don't know how to use this mixer.
B: That's OK. I ... show you.
4. A: Why are all these people gathered here?
B: The Prime Minister ... open the new hospital ward.
5. A: Did you remember to buy the magazine I asked for?
B: Sorry, I didn't. I ... buy it when I go out again.
6. A: What's that on your curtains?
B: It's a stain. I ... take them to the dry cleaner's tomorrow.
7. A: These bags are very heavy. I can't lift them.
B: I ... carry them for you.
8. A: I hear you're going to Leeds University in September.
B: Yes, I ... study French and German.
9. A: Why don't you tidy your room?
B: I ... play football in ten minutes, so I haven't got time.
10. A: How can we get all this home?
B: I ... ask James to come and help.
11. She has bought some wool. She ... knit a sweater.
12. A: This problem is very difficult.
B: I ... help you to solve it.
13. A: Why are you taking down all the pictures?
B: I ... paint the room.
14. I ... climb that mountain one day.
15. Look at that young man. He looks very pale. He ... faint.
16. A: Why are buying that spade?
B: I ... plant some trees in my garden at the back of the house.
17. She ... get better. There are positive signs.
18. I'm hungry. I ... have something to eat.
19. I ... be 38 years old next week.

The Post Meridian Restaurant *at the Royal Point Hotel*

Breakfast **Voucher**

(\$10 for **brunch** upgrade) No: 247895

Continental breakfast

- Includes a **pastry, toast, or bagels**
- Free **refills** on beverages (including coffee, juice, or tea)

Buffet breakfast

a la carte menu (\$25 limit)

- Choose from **pancakes, eggs (over easy, scrambled or fried)**. See menu for more options.

Hours: 7:30 am to 11:30 am

Name: Wes Doherty

Room No.: 315

Date: 3 JUNE

Issued By: Carol Baker (front desk associate)

Please give this **coupon** to the employee at the restaurant

No cash value Excludes **gratuities**

6. Read the document from a hotel restaurant, and then choose the correct

answers.

1. What is the purpose of the document?
 A providing hotel guests a morning meal
 B informing employees about meal options
 C notifying hotel guests of nearby restaurants
 D giving customers information about lunch prices
2. According to the document, the continental breakfast...
 A is not available after 11:30am.
 B is worth twenty-five dollars.
 C includes scrambled eggs.
 D does not come with drinks.
3. What is probably true about Mr. Doherty?
 A He decides to have lunch.
 B He has to pay a tip for the meal.
 C He drinks coffee with breakfast.
 D He gives the voucher to a front desk clerk.

7. Put the words and phrases in the word bank under the correct heading.

fried eggs eggs over easy pastry pancakes toast scrambled eggs bagels

Continental Breakfast Items	A la carte Menu Items

8. Match the words (1-5) with the definitions (A-E).

- 1 _ voucher 4 _ buffet
 2 _ brunch 5 _ gratuity
 3 _ refill

- A a paper that allows people to get items for free
 B money given as a reward for a service
 C a meal that's between breakfast and lunch
 D a meal in which guests serve themselves as much as they want
 E another serving of a drink

9. Read a conversation between a hostess and a customer. Then mark the following statements as true (T) or false (F).

Hostess (W): Good morning, and welcome to the Post Meridian Restaurant.

Customer (M): Good morning. I have a breakfast voucher. Here you go.

Hostess: Thank you, Mr. Doherty.

Customer: I see there's a buffet. Is that where I get my food?

Hostess: Actually, you have the a la carte option.

Customer: What does that mean?

Hostess: It means you choose exactly what you want from the menu.

Customer: Great! May I look at the menu?

Hostess: Certainly. A server will be here to take your order shortly.

- 1 _ Mr. Doherty gets his food from the buffet.
- 2 _ Mr. Doherty asks to see what his options are.
- 3 _ The woman takes the customer's order.

10. Fill in the blanks.

Hostess: Good morning, and welcome to the Post Meridian Restaurant.

Customer: Good morning. I have a 1 _____ Here you go.

Hostess: Thank you, Mr. Doherty.

Customer: I see there's a 2 _____ Is that where I get my food?

Hostess: Actually, you have the 3 _____ option.

Customer: What does that mean?

Hostess: It means you choose exactly what you want 4 _____.

Customer: Great. May I look at the 5 _____ ?

Hostess: Certainly. A server will be here to 6 _____ shortly.

Тема 10. At the bar

Мета: розвиток навичок та вмій використання граматичного (The Future Perfect Tense; Conditionals) та лексичного матеріалу за темою Airline departures у ситуаціях професійного характеру; опрацювання лексичного та граматичного матеріалу у лексико-граматичних вправах; читання тексту «Fly the world» з розумінням основного змісту; навчання усного професійно орієнтованого мовлення; створення презентації за темою.

Майбутній доконаний час THE FUTURE PERFECT TENSE

Утворення Future Perfect

Future Perfect – складна часова форма, яка утворюється з допоміжного дієслова **to have** у Future Indefinite і дієприкметника минулого часу (Past Participle) відмінюваного дієслова.

Стверджувальна форма

Особа	Однина	Множина
1	I shall/will have asked	We shall/will have asked
2	You will have asked	You will have asked
3	He (she) will have asked	They will have asked

У питальній формі Future Perfect перше допоміжне, дієслово shall або will ставиться перед підметом, а інша частина часової форми — після підмета.

Питальна форма

Особа	Однина	Множина
1	Shall I have asked?	Shall we have asked?
2	Will you have asked?	Will you have asked?
3	Will he (she) have asked?	Will they have asked?

Заперечна форма утворюється за допомогою заперечення not, яке ставиться після першого допоміжного дієслова.

Заперечна форма

Особа	Однина	Множина
1	I shall/will not have asked	We shall/will not have asked
2	You will not have asked	You will not have asked
3	He (she) will not have asked	They will not have asked

Значення і вживання Future Perfect

♪ Future Perfect означає дію, яка буде закінчена до певного моменту або дії в майбутньому. Цей час вживається рідко. Future Perfect вживається в простих реченнях з обставинами, які вказують на час, до якого дія буде закінчена.

By the end of the term we shall have read two English books.

Come tomorrow evening; by that time I'll have finished my work.

CONDITIONALS

♪ Умовне речення складається з двох частин: умови і результату. Умову легко впізнати, вона завжди починається зі слова *if* (якщо). Результат зазвичай повідомляє нам, що буде, якщо виконати умову. Існує 4 основних типи умовних речень в англійській мові: нульовий (Zero Conditional), перший (First Conditional), другий (Second Conditional) і третій (Third Conditional). У всіх типах використовуються різні часи. Умова може бути як на початку, так і в середині речення. В українській мові ми завжди відокремлюємо умову від результату комами. В англійській мові ми ставимо кому, тільки коли умова стоїть на початку.

Zero Conditional – умовні речення нульового типу. Цей тип показує умову, яка завжди буде правдою: наукові факти, закони природи, загальноприйняті або очевидні твердження. Зазвичай речення з Zero Conditional переводяться теперішнім часом, оскільки вони завжди є правдою. Zero Conditional утворюється за такою схемою:

Умова – if + Present Simple

Результат: Present Simple

If you cut your finger with a knife, it hurts. – **Якщо порізати** палець ножем, він болить.

Snow melts **if** the temperature **rises** above zero.

Сніг тане, **якщо** температура **піднімається** вище нуля.

Zero Conditional також використовується для того, щоб дати вказівки або інструкції. У цьому випадку в результаті буде використовуватися наказовий спосіб, а не Present Simple.

Умова: If + Present Perfect

Результат: Imperative Mood

If you do not want to be late, hurry up. – **Якщо не хочеш запізнитися, квался.**

Take a nap **if you feel tired.** – **Поспи, якщо ти втомився.**

First Conditional – умовні речення першого типу. Умовне речення першого типу називають ще «реальним» умовним, адже воно показує дію,

яка з великою ймовірністю трапиться, якщо виконати умову. Такі речення описують ситуацію, яка відбудеться в майбутньому часі.

При побудові подібних речень у нашій мові ми використовуємо в умові та в результаті майбутній час, але в англійському тільки в результаті буде майбутнє час, а в умові – теперішній.

Умова: if + Present Simple

Результат: Future Simple

You **will find** a good job **if** you study well.

If the weather **is** good, we'll walk our dogs in the park. – **Якщо** погода **буде** гарною, ми підемо вигулювати собак у парку.

Також First Conditional часто використовується, якщо ми хочемо попередити або застерегти від чого-небудь.

You **will get** into trouble **if** you **continue** to hang out with her. – Ти потрапиш в халепу, **якщо продовжиш** спілкуватися з нею.

If you **drink** much coffee, you **will not sleep** at night. – **Якщо** ти **будеш** пити багато кави, то **не будеш** спати вночі.

Second Conditional – умовні речення другого типу. Цей тип умовних речень називається «майже нереальним». Він показує малоімовірну або уявну ситуацію, яка відноситься до теперішнього або майбутнього часу. Така ситуація звичайно не відповідає фактам в теперішньому. Тобто шанс того, що це подія відбудеться, невеликий, але не виключений зовсім.

Умова: if + Past Simple

Результат: would + дієслово без to.

If I were a billionaire, I would buy an island. – **Якби я був** мільярдером, я б купив острів.

If I lived in the countryside, I **would walk** in the forest every day. – **Якби я жив** за містом, я б гуляв в лісі кожен день.

На цьому обов'язки Second Conditional не закінчуються. Ще ми використовуємо цей тип речення для того, щоб дати пораду.

I would never do this **if I were you**. – Я б ніколи цього **не зробив, якби був тобою**.

If I were in a tricky situation, I **would take** this opportunity. – **Якби я потрапив** в складну ситуацію, я б скористався цією можливістю.

Зверніть увагу на одну особливість, пов'язану з дієсловом to be. В умовних реченнях використовується одна форма were для однини і множини. Was – це розмовний варіант, він часто зустрічається в повсякденній мові.

Third Conditional – умовні речення третього типу. Третій тип називається «нереальним». Всю його суть можна висловити однією фразою: співчуття про минуле. Колись в минулому щось сталося, ми про це шкодуємо, але змінити подія вже не можемо (якщо, звичайно, не винайдуть машину часу). Це єдиний тип умовних речень, який відноситься до минулого часу.

Умова: if + Past Perfect

Результат: would have + Past Participle

If I had not missed the bus, I **would not have been late** at work. – **Якби я не спізнився** на автобус, я б не спізнився на роботу.

If he had been more diligent, he **would have been promoted** long time ago. – **Якби він був** більш відповідальний, його б давно **підвищили**.

Також Third Conditional використовується, коли ми критикуємо якісь дії, які відбулися в минулому і які ми не можемо вже змінити.

If you had listened carefully, you would not have made so many mistakes. – **Якби ти уважно слухав**, ти б **не допустив** так багато помилок.

If you had not left your car open, it would not have been stolen. – **Якби ти не залишив** машину відкритою, її б не вкрали.

Third Conditional показує не тільки негативне минуле. Ми також використовуємо його, коли хочемо повідомити про хороші події, які відбулися в минулому і позитивно вплинули на наше сьогодні.

He **would not have made** this discovery **if he had not done** precise calculations. – Він **не вчинив би** це відкриття, **якби не зробив** дуже точні розрахунки.

If I had not taken the wrong way, I **would not have met** you. – **Якби я не пішов** по неправильній дорозі, я **б не зустрів** тебе.

Кілька фактів про умовні речення в англійській мові.

1. Основна формула, по якій будуються умовні речення, – це часи групи Simple + модальні дієслова will / would. Але вона далеко не єдина. Часи групи Continuous і модальні дієслова can / could, may / might, must, should теж зустрічаються в умовних реченнях.

If you **are riding** a horse backwards, you **can** fall off and break a leg. – Якщо ти **їдеш** на коні задом наперед, ти **можеш** впасти і зламати ногу.

If you had not understood the First Conditional, you **should** have looked at the example. – Якщо ти не зрозумів перший умовне, тобі **слід було** подивитися на приклад.

2. Дієслова would і had мають одну скорочену форму – 'd. Завжди уважно дивіться, яке дієслово перед вами.

If I'd known, I'd have come. = If I had known, I would have come. – Якби я знав, я б прийшов.

☞ **1. Find the sentences in the Future Perfect Tense.**

1. I'll have read the article about the protection of nature in Ukraine by this time tomorrow. 2. Air that used to be so clean and fresh is polluted. 3. Will she have given the final answer before he returns? 4. By six o'clock she will have made a report *A Man and Environment* 5. More and more people in all countries are raising their voices in defence of nature. 6. We must pay great attention to the question of nature conservation. 7. We'll have spent much money for building new purification plants by that time.

☞ **2. Complete the sentences with any vocabulary you wish:**

1. If the weather is bad tomorrow,

2. If we hitchhike to work,

3. If I don't sleep well tonight,

4. If you don't fix the broken window,

5. If he doesn't cut his hair,

6. If ..., they'll go to a restaurant tonight.

7. If ..., his mother will be happy.

8. If ..., his mother will be sad.

9. If ..., her boss will fire him.

10. If ..., their friends will be angry.
11. If I study hard,
12. If it's sunny at the weekend,
13. If I become rich,
14. If I go to London,

✎3. What will life be like in the year 2100? Complete the sentences using WILL HAVE + PAST PARTICIPLE form:

Example: By 2100, the world's population ... will have increased ... (increase) to around 30.000 million.

1. Life ... (become) more automated by then.
2. Computers ... (take over) many of the jobs that people do today.
3. The earth's supplies of oil, coal and gas ... (run out).
4. ... (scientists / find) other sources of energy?
5. How ... education ... (change)?
6. ... (we / find) a way to feed all the people in the world?

✎4. Use The Future Perfect Tense:

1. By next February I ... (write) my third book.
2. I hope you ... (not / forget) my name by tomorrow.
3. By next week we ... (redecorate) the house.
4. Next July she ... (be) dead for ten years.
5. I hope I ... (not / make) a lot of mistakes in this exam when I finish it.
6. By the end of this year I ... (drive) more than one hundred thousand kilometers with this car.
7. I hope it ... (stop) raining before the match starts.
8. I ... (have) an operation when you turn back.
9. By this time next week I ... (marry).
10. If nothing is done one million species that are alive today ... (become) extinct in twenty years.
11. The tropical rain forests ... (disappear) in thirty years.

✎5. Use the correct tense:

1. The teacher will be very angry if you ... (not do) your homework.
2. If he ... (tell) me, I could help him.
3. If you don't water the flowers, they ... (die).
4. If you didn't water the flowers, they ... (die).
5. I ... (come) if I had time.
6. If you don't hurry, you ... (miss) the bus.
7. If I ... (be) you, I wouldn't buy that car.
8. He will play tennis if the weather ... (be) good.
9. I would be very happy if she ... (be) my sister.
10. She could win the race if she ... (try).
11. If he ... (go) to bed early, he will get up early.
12. If he touches this wire, he ... (get) a shock.
13. You will get wet if it ... (rain).
14. If I knew, I ... (come) earlier.
15. I wouldn't say it if I ... (be) you.
16. What will you do if you ... (get) a bad mark?
17. If she ... (wear) a necklace, her dress will look better.

18. If you go near the dog, it ... (bite) you.
19. Bodrum ... (be) ideal for a holiday if it weren't so crowded.
20. He will be ill if he ... (eat) so much.
21. If she ... (read) the book carefully, she will understand it.
22. The children can stay up late if they ... (be) good.
23. If the dinner isn't ready, I ... (go) out.
24. We would die if the plane ... (crash).

6. Read the flyer from a bar, and then mark the following statements as true (T) or false (F).

1. The restaurant has a Happy Hour every day.
2. Bartenders check ID to see customers' ages.
3. Top shelf liquors are on sale during Happy Hour.

7. Put the words and phrases in the word bank under the correct heading.

*cocktail imported red well drink white on tap house
domestic*

Types of Wine	Types of Beer	Beverage With Liquor
_____	_____	_____
_____	_____	_____

8. Complete the word or phrase that is similar in meaning to the underlined part.

1. Paul orders the best and most expensive liquor at the bar. _ o _ s _ e l _
2. The bar has several beers that come in and are served from a large container, o
_ t _ p
3. The worker at a place that serves alcohol took our drink order. _ a _ _ e _ de _
4. Janie and Marissa share a container of juice. _ _ _ c h _ _
5. Rita shows the worker her card that shows her identity and picture before buying alcohol. _ _
6. The team went to the bar during a time with special pricing on alcoholic drinks to enjoy a drink. h _ _ _ y _ o _ r
7. The bar does not allow people under the legal age to enter. _ i _ o _ s
8. Tim asks to see the menu of wines available before he orders. _ _ n _ l _ _ _

9. Read a conversation between a bartender and a customer, and then choose the correct answers.

Bartender (B) Good evening. What can I get you to drink?

Customer (W): I'm not sure if I feel like a beer or wine. Can I see the wine list?

Bartender: Sure. We have red wine and white wine by the glass.

Customer: I think I'll have a glass of the house red.

Bartender: Good choice. Can I see some ID?

Customer: Sure, here you go.

Bartender: Thank you. Enjoy your wine.

Customer: Cheers.

1. What is the dialogue mostly about?

- A what type of drink to order at a bar
- B forms of acceptable identification
- C the differences between red and white wine
- D special pricing on certain drinks at the bar

2. What is probably true about the bar?

- A It does not serve beer on tap.
- B It doesn't have a happy hour.
- C It is open until midnight.
- D It sells single servings of wine.

10. Fill in the blanks

Bartender: Good evening. What 1 _____ to drink?

Customer: I'm not sure if I feel like a 2 _____ or a glass of wine. Can I see the wine list?

Bartender: Sure. We have red wine and white wine 3 _____

Customer: I think I'll have a glass of the 4 _____

Bartender: Good choice. Can I see 5 _____ ?

Customer: Sure, here you go.

Bartender: Thank you. Enjoy your wine.

Customer: 6 _____.

Розділ 3. At the restaurant

Метою розділу є закріплення граматичного (Future Indefinite/Continuous; Future Perfect; Conditionals) та лексичного матеріалу за темами: Reservations and sales; Airline departures у лексико-граматичних вправах; розвиток навичок та вмій користування граматичними структурами та лексичним матеріалом у ситуаціях професійного характеру; читання текстів з розумінням основного змісту; навчання усного професійно орієнтованого мовлення,

Тема 11. Utensils

A Chef's Tool

What are some tools that no chef can live without? No kitchen is complete without a **cutting board, grater, vegetable peeler** and **can opener**. Chefs use these items before they start cooking. And even small kitchens have **spoons** and **whisks**. These are for mixing food. After food is done, chefs use **spatulas** or **ladles** to serve food.

What is a chef's most important tool? No chef enters a kitchen without a **knife roll**. This contains all of the knives a chef needs during a restaurant service. The most important knife in that set is a **chef's knife**. Many cooks like using one of these knives because it can perform a number of tasks.

Reading

Read the article about chefs' tools, and then choose the correct answer.

1. What is the main idea of the article?

- A ways to care for cooking equipment
- B the items that cooks commonly use

C the uses for different types of spoons

D how chefs prepare their tools

2. According to the passage, chefs' knives are popular because they...

A are inexpensive.

B come with a knife roll.

C do many things.

D are easy to clean.

3. According to the passage, which of the following items is NOT used to prepare food before cooking?

A vegetable peeler

C spatula

B knife

D whisk

Vocabulary

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

1. Helen 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 foods on.

A can opener B knife roll C cutting board

3. Paulina takes the skin off of the carrots by using a kitchen tool that strips the outside of foods off.

A vegetable peeler B spoon C grater

Match the words or phrases with the blanks.

1. ladle / spoon

A Ricky uses his _____ to eat his cereal.

B The chef gets the _____ and serves the soup.

2. chef's knife / cutting board

A I crushed the garlic and cut it into small pieces with my _____

B It damages the surface to cut directly on the counter, so I always use a _____

3. can opener / knife roll

A Jack keeps his knife collection in his _____

B Lisa opens the tuna can with a _____

4. whisk / grater

A Olivia uses the _____ to mix the eggs.

B Sam cuts the cheese into small pieces with a _____

Read a conversation between a line cook and a dishwasher. Then mark the following statements as true (T) or false (F).

Line cook (W): Hi, Kevin. I need your help.

Dishwasher (M): What's up, Kathy?

Line cook: I need a spatula, but I think we're out of clean ones.

Dishwasher: Yes, there's a pile of them at the sink. Do you need me to wash a

few for you?

Line cook: Yes, please. And can you wash the grater for me, as well?

Dishwasher: Sure, I'll do that right away.

Line cook: Thanks a lot! Please leave the clean utensils at my station.

Dishwasher: No problem.

1. _ There are no clean spatulas in the kitchen.
2. _ The man gives the woman a grater.
3. _ The woman plans to wash the utensils.

Fill in the blanks.

Line Cook: Hi, Kevin. I need your help.

Dishwasher: 1 _____, Kathy?

Line Cook: I need a spatula, but I think we're 2 _____ clean ones.

Dishwasher: Yes, there's a 3 _____ of them at the sink. Do you need me to wash a few for you?

Line Cook: Yes, please. And can you wash the 4 _____ for me, as well?

Dishwasher: Sure, I'll do that 5 _____

Line Cook: Thanks a lot! Please leave the 6 _____ at my station.

Dishwasher: No problem.

Tema 12. Food service equipment

Reading

Read the letter from a supplier, and then choose the correct answers.

1. What is the purpose of the letter?

- A to list the delivery items
- B to identify problems with an order
- C to tell the customer about new products
- D to inform the customer about a sale

2. Customers place an order by...

- A sending an order form to the director of sales.
- B contacting the company's sales representatives.
- C calling the executive chef of the restaurant.
- D visiting the company's website on the Internet.

3. According to the letter, what is probably true about Mr. Gibson?

- A He has never purchased anything from Com Kitchen Industries.
- B He does not own a commercial gas range.
- C He is responsible for purchasing kitchen equipment.
- D He is a sales representative for the Post Meridian Restaurant.

Com Kitchen Industries

THE FINEST FOOD SERVICE EQUIPMENT IN THE WORLD!

John Gibson, Executive Chef,

June 13

Post Meridian Restaurant

Dear Mr. Gibson,

Thank you for your recent order. Based on your previous orders, I have put together a list of new products that you may enjoy:

Fire It Up Gas Range	Milton Countertop Deep Fryer
45 cm griddle 2 open burners	two fry baskets
Chasey Oven	Bake It Oven Rack
temperature range 65 ⁶ -260°C	Fits 12 sheet pans
automatic timer	Moiller Stockpot
Mix-A-Lot- Mixer	stainless steel
3 speeds	

Visit our website for other great deals. To order these products, please call one of our sales representatives today!

Sincerely,

Gillian Watkins, Director of Sales, Com Kitchen Industries

Vocabulary

Choose the correct word or phrase in bold.

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

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

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

4 Kevin owns a (**countertop** / **stainless steel**) stockpot.

5 Diane combines the ingredients by putting them in the (**oven** / **mixer**).

Complete the word or phrase that is similar in meaning to the underlined part.

1 Allison fries potatoes in the machine that cooks food in hot oil, d _ _ _ f _ _ e _

2 The pastry chef arranges the desserts on a large, flat cooking container and puts it into the oven. sh _ _ t _ _ _

3 Jared adjusts the part of a stove that creates heat until the flame is very small. _ _ _ n b _ _ _ _ r.

Read a telephone conversation between an executive chef and a sales representative. Then choose the correct answers.

Sales Representative (W): Com Kitchen Industries. This is Gillian Watkins.

Executive Chef (M): Hello, Ms. Watkins. This is John Gibson from the Post Meridian Restaurant.

Sales Representative: Good afternoon, Mr. Gibson. How can I help you?

Executive Chef: I received a letter from your company yesterday.

Sales Representative: Are you interested in placing an order for any of those products?

Executive Chef: Yes, I'd like to order the Mix-a-Lot Mixer.

Sales Representative: Excellent choice. I just need a credit card number to place the order.

Executive Chef: Oh, I don't have my card. I'll find it and call again.

1. Why does the man call the woman?
 A to inform her that he received her letter
 B to ask about the price of a product
 C to complain about a tool he purchased
 D to place an order for an item
2. What will the man probably do next?
 A look for his credit card
 B give his credit card number
 C ask to pay with a check
 D call Com Kitchen Industries again

Fill in the blanks.

S. R.: Com Kitchen Industries. This is Gillian Watkins.

E. C: Hello, Ms. Watkins. This is John Gibson 1 _____ Post Meridian Restaurant.

S. R.: Good afternoon, Mr. Gibson. How can I help you?

E. C: I received 2 _____ from your company yesterday.

S. R.: Are you interested in 3 _____ for any of those products?

E. C.: Yes, I'd like to order the Mix-a-Lot 4 _____.

S. R.: 5 _____ I just need a credit card number to place the order.

E. C: Oh, I don't have my card. I'll 6 _____ and call again.

Tema 13. Food preparations

Breakfast Service

Food Prep List	Menu Item: Omelet Bar
Ingredients:	1. Peel and mince the onions
• 5 dozen eggs	• 2. Wash and chop the spinach
• 1 kg onions	3. Julienne the tomatoes
• 1kg spinach	• 4. Dice the red peppers
• 1 kg tomatoes	• 5. Grate the cheese
• 1 kg red peppers	6. Slice the mushrooms
• 400 g bacon	
• 400 g cheese	Notes: Place all of the prepared items in
• 500 g mushrooms	separate bowls and seal with plastic wrap
• 50 g garlic	Then place all of them on cart number
	three and store in the cooler

Reading

Read the prep list from a hotel restaurant, and then mark the following

statements as true (T) or false (F).

- 1 _ The document shows cooks how to make an omelet.
- 2 _ Omelets are part of the restaurant's breakfast menu.
- 3 _ The food is not used as soon as it is prepared.

Vocabulary

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

1. _ dice
2. _ mince
3. _ julienne
4. _ slice
5. _ ingredients
- 6 _ prep list
- 7 _ plastic wrap
- 8 _ grate
- 9 _ cooler

- A cut something into very small pieces
B a paper that says how to get food ready for a dish
C a machine that keeps food cold
D cut something into strips like matchsticks
E cut something into small squares
F a thin material that is used to cover food
G shred something into small strips
H the foods that go in a dish
I cut something into flat pieces

Complete the word or phrase that is similar in meaning to the underlined part.

- 1 The lettuce must be cut into large, uneven pieces. c _ _ p _ _ _
- 2 Sara takes the skin off the carrot before eating it. _ e e _ s
- 3 Oscar takes a block of cheese and makes small, long strips of it. s h _ _ _ s

Read a conversation between a sous chef and a prep cook. Then choose the correct answers.

Sous chef (W): Jack, can you please prep the salads on tonight's menu?

Prep cook (M): Sure. What ingredients do I need?

Sous chef: Lettuce, tomatoes and cucumbers. It's all on the prep list.

Prep cook: OK. Do you want me to peel the cucumbers?

Sous chef: Yes. But first, wash all of the ingredients.

Prep cook: Will do. Am I supposed to slice or julienne the tomatoes?

Sous chef: According to the prep list, you need to slice them.

Prep cook: That's what I thought. I'll do that right away.

1. What is the conversation about?
A changing the menu
B preparing a dish
C looking for ingredients
D writing a prep list
2. What will the prep cook do first?

- A peel the cucumbers
- B slice the tomatoes
- C wash the ingredients
- D julienne the tomatoes

Fill in the blanks.

Sous Chef: Jack, can you 1 _____ the salads on tonight's menu?

Prep Cook: Sure. What 2 _____ do I need?

Sous Chef: Lettuce, tomatoes and cucumbers.

Prep Cook: Okay. Do you want me to 3 _____ the cucumbers?

Sous Chef: Yes. But first, 4 _____ all of the ingredients.

Prep Cook: Will do. 5 _____ to slice or julienne the tomatoes?

Sous Chef: According to the 6 _____, you need to slice them.

Prep. Cook: That's what I thought. I'll do that right away.

Tema 14. Explaining the menu

The Post Meridian Restaurant

Lunch Menu

All entrees are **cooked to order**.

Entrees come with your choice of soup or salad

Appetizers

Fried chicken strips, served with a honey mustard dipping **sauce**.

Baked potato skins served with any three of the following: cheese, bacon, onions, beans, lettuce

Shrimp **platter** with cocktail sauce (serves two).

House salad with our signature dressing (low-fat and low-calorie option).

Entrees

Broiled salmon with rice and **steamed** broccoli (low-fat and low-calorie option).

Meridian Burger, topped with melted cheese and a **spicy** sauce, with a side of our award-winning fries

Steak **grilled** to perfection, served with boiled potatoes and peas.

Pork chops **simmered** in a **sweet** and **sour** sauce, with rice.

Half a roasted chicken, seasoned with herbs, with a side of our salty potato chips.

Desserts

Chocolate brownie with caramel sauce.

Steaming hot apple pie a **la mode**.

Raspberry sorbet, with fresh berries (low-fat option)

Reading

Read the lunch menu from a restaurant, and then mark the following statements as true (T) or false (F).

1. The restaurant has menu options for people on a diet.
2. Customers are not allowed to share meals at the restaurant.

3. The restaurant doesn't open until dinner time.

Vocabulary

Match the words with the blanks.

1. steamed / baked

Mrs. Johnson _____ the meatloaf in the oven.

James heated the water and _____ the vegetables.

2. spicy / sweet

Sarah turned red and her eyes watered because her food was very _____

Phillip put four spoonfuls of sugar in his coffee because he likes it _____.

3. fried / roasted

Mike _____ the chicken for several hours in the oven.

Gina _____ the fish in lots of oil, to make it crispy.

4. grill / simmer

I let the sauce _____ for several minutes, making sure that it didn't start to boil.

Dad liked to _____ because he preferred to cook outside, over a fire.

5. salty / sour

I put some lemon juice into the water because I like _____ foods.

Jenny felt thirsty because she ate a lot of _____ beef jerky.

Complete the word or phrase that is similar in meaning to the underlined part.

1. The couple ordered two small dishes which are eaten at the start of a meal. _ _
p e _ i _ _ r s

2. We ate steak that was cooked for a short time at very hot temperature. _ _ o
i _ e _

3. Mom set the large plate used for serving food on the dining table. _ l _ t _ e _

4. The chicken was prepared in a thick, cooked liquid and served over rice. _ a _ c
_

5. The food tastes great because it is only prepared when it is ordered. c _ _ k _ d
t _ o _ d e _

6. I ate fish with peas for my main dish of the meal. _ n t _ e _

Read a conversation between a restaurant server and a customer. Then answer the questions.

Server (W): Hi - my name's Brittany and I'll be your server today.

Customer (M): Hi. I have a question about the menu.

Server: What is it?

Customer: I see you have potato skins. How are those prepared?

Server: The potato skins are baked, sir.

Customer: I see. And are they very spicy?

Server: No, but they are salty.

Customer: Oh, I don't like salty food. I'd rather have something sweet.

Server: Then you might like the fried chicken strips.

Customer: Are those sweet?

Server: Well, the chicken isn't sweet. But the dipping sauce that comes with it is.

Customer: That sounds fantastic. Thanks!

1. What is the conversation mostly about?
 - A. a description of foods on the menu
 - B. a guide to preparing a dish
 - C. a problem with the man's order
 - D. a compliment about the meal
2. Why doesn't the man want the potato skins?
 - A. He does not like baked foods.
 - B. He prefers dishes that are fried.
 - C. He cannot eat spicy foods.
 - D. He wants to eat something sweet.

Fill in the blanks

Server: Hi - my name's Brittany and I'll be your 1 _____ today.

Customer: Hi. I have a question about the 2 _____

Server: What is it?

Customer: I see you have 3 _____ How are those prepared?

Server: The potato skins are baked, sir.

Customer: I see. And are they very 4 _____ ?

Server: No, but they are salty.

Customer: Oh, I don't like 5 _____ I'd rather have something 6 _____

Server: Then you might like the fried chicken strips. **Customer:** Are those sweet?

Server: Well, the chicken isn't sweet. But the dipping sauce that comes with it is.

Customer: That sounds fantastic. Thanks!

Tema 15. Welcoming customers to a restaurant

Managing Customer Flow

Managing **customer flow** in restaurants ensures that customers get the most out of their dining experience. It also allows restaurants to **turn tables** faster - which means a greater profit.

To improve customer flow at your restaurant, make sure to hire wisely. Your restaurant's host or hostess is the first person patrons see. He or she is responsible for greeting guests, learning their seating preferences (table or **booth**, for example), and **seating** them. The host or hostess also advises customers of **wait times**. When hiring, choose someone who is polite and **makes a good impression**.

You should also hire someone who can handle problems at the front of the restaurant. For example, long wait times frustrate **patrons**. In this case, the host or hostess may offer the customer a **comped** appetizer or a drink **on the house**. The host or hostess should also be familiar with **paging systems** (these systems use **paggers**

which **buzz** or light up when the patron's table is ready).

Read the article from a trade magazine, and then mark the following statements as true (T) or false (F).

1. Improving customer flow helps restaurant owners make more money.
2. The host or hostess plays an important role in managing customer flow.
3. Paging systems alert restaurant patrons about when their food is ready.

Vocabulary

Check the sentences that are true.

1. A The server offered Ellen a comped appetizer, so she didn't pay for it.
 B Randy made a good impression by being rude to the employer.
2. A Peter makes a phone call with a pager.
 B Rita makes reservations in advance to avoid wait times.
3. A The restaurant patron greeted Lisa and took her food order.
 B The owner of the restaurant wants to turn more tables in order to earn a profit.

Complete the sentences with the correct words or phrases from the word bank.

buzzes booth seats customer flow on the house paging system

1. The hostess _____ Mr. Wilson at a table near a window.
2. The alarm clock _____ when it is time to wake up.
3. Ellen sits at a _____ with her party, so none of them have their own chairs.
4. The _____ lets customers know when the hostess is ready to show them to their table.
5. Ms. Shaffer hopes that the techniques will help improve _____ at her restaurant.
6. The server offers the group a dessert _____ because they had to wait for a long time.

Read a conversation between a hostess and a restaurant customer. Then answer the questions.

Hostess (W): Good evening, sir. Welcome to the Post Meridian Restaurant. Do you have a reservation?

Customer (M): Yes. It's under "Jackson".

Hostess: Here it is: Mr. Jackson, party of four.

Customer: Actually, I'm expecting two more people. Is it possible to get a table for six?

Hostess: Yes, but I'm afraid there would be a short wait.

Customer: How long will the wait be?

Hostess: About ten minutes. Is that okay?

Customer: Yes, that's fine.

Hostess: And I just want to remind you that we can't seat your party until everyone is here.

Customer: That's okay. I'm sure my companions will be here on time.

Hostess: Perfect! Here's a pager. It'll buzz when your table is ready.

Customer: Thank you for your help.

1. What are the speakers mostly talking about?
 - A. making a reservation at the restaurant
 - B. using the restaurant's paging system
 - C. changing the number of people in a party
 - D. canceling a dinner reservation
2. Why can't the hostess seat the man's group right away?
 - A. He didn't make a reservation.
 - B. He arrived earlier than expected.
 - C. The restaurant is not open yet.
 - D. The entire group is not there.

Fill in the blanks

Hostess: Good evening, sir. Welcome to the Post Meridian Restaurant. Do you have a reservation?

Customer: Yes. It's 1 _____ "Jackson".

Hostess: Here it is: Mr. Jackson, 2 _____

Customer: Actually, I'm expecting two more people. Is it possible to get a table for six?

Hostess: Yes, but I'm afraid there would be a 3 _____

Customer: How long will the wait be?

Hostess: About ten minutes. Is that okay?

Customer: Yes, that's fine.

Hostess: And I just want to remind you that we can't 4 - _____ until everyone is here.

Customer: That's okay. I'm sure my companions will be here 5 _____

Hostess: Perfect! Here's a pager. It'll 6 _____ when your table is ready.

Customer: Thank you for your help.

Розділ 4. Package holidays

Тема 16. Giving tourist information

Write it Down!

Servers who can remember everything a **six-top** orders are sure to impress customers. How can servers at your restaurant accomplish this? By using a **notepad** and the **pivot point** system. The pivot point system works by assigning each seat at a table a number. Then the server writes the order information next to the right number. Never again will your servers have to ask which guest ordered his steak **rare**, **medium rare** or **well done**. All of the information about the order is in the notes!

Another way your servers can impress customers is by **double-checking** the order. Before the server leaves the table, he or she should repeat the entire order (including any special requests, like **substitutions**). This helps the server **catch mistakes** before it's too late. It also gives the customer an opportunity to change his

or her mind.

Reading

Read the article from a trade magazine, and then choose the correct answers.

1. What is the article mostly about?
 - A. what questions servers should ask customers
 - B. how to know what a customer will order
 - C. ways that servers can impress customers
 - D. what mistakes servers commonly make
2. What is good about the pivot point system?
 - A. It allows customers to change their minds.
 - B. It provides information about customers' seating preferences.
 - C. It only requires a notepad in order to work effectively.
 - D. It helps servers remember customers' orders.
3. What can be inferred about restaurant servers?
 - A. They ask customers about how the food should be prepared.
 - B. They discourage customers from changing their orders.
 - C. They repeat orders to kitchen staff to avoid confusion.
 - D. They don't double-check orders when they use the pivot point system.

Vocabulary

Choose the correct meaning of the underlined word or phrase.

1. Ellen keeps a notepad with her to help her remember the orders.
 - A. a system that numbers each seat at a table
 - B. a table with six guests
 - C. a book with papers to write on
2. The server is busy taking orders.
 - A. asking what the customers want to eat
 - B. making sure about what the customer said
 - C. finding problems
3. Sara orders her hamburger medium rare.
 - A. cooked so the middle part is warm and grey
 - B. cooked so the middle part is warm and slightly red
 - C. cooked so the middle part is cold and very red

Choose the correct word or phrase to complete each sentence.

1. The restaurant's (**guesswork** / **pivot point system**) allows servers to easily remember customer's orders.
2. Gina cooked the meat for a long time because she likes it (**rare** / **well done**).
3. Alex asks the customers at the (**six-top** / **substitution**) what they want to drink.

Read a conversation between a server and a restaurant customer. Then answer the questions.

Server (W): Good evening. My name is Shirley and I'll be your server tonight. Can I get you started with an appetizer?

Customer (M): Yes, I'd like to try the stuffed mushrooms.

Server: Perfect! I'll be back with those in just a few moments.

Customer: Actually, I'm ready to order my entree as well.

Server: Okay. What will you have?

Customer: I'd like the steak, please.

Server: How would you like that cooked? Rare, medium rare or well done?

Customer: Medium is fine.

Server: Medium rare ... Okay. So you're starting with the stuffed mushrooms. And then you'll move on to a medium-rare steak.

Customer: Actually, I think I'd like to have the shrimp cocktail instead of the stuffed mushrooms.

Server: Not a problem. Those will be ready in a few moments.

Customer: Thanks very much.

1. What are the speakers mostly talking about?

A. a problem with the food

B. the availability of a certain dish

C. what the customer wants for his meal

D. how long it will take to prepare the meal

2. What does the customer decide to change?

A. the way his entree is cooked

B. the appetizer order

C. the size of the entrée

D. the entree dish

Fill in the blanks

Server: Good evening. My name is Shirley and I'll be your server tonight. Can I get you started with **1** _____?

Customer: Yes, I'd like to try the stuffed mushrooms.

Server: Perfect! I'll be back with those in just a few moments.

Customer: Actually, I'm **2** _____ my entrée as well.

Server: Okay. What **3** _____?

Customer: I'd like the steak, please.

Server: How would you **4** _____? Rare, medium rare or well done?

Customer: **5** _____ is fine.

Server: Medium rare... Okay. So you're starting with the stuffed mushrooms. And then you'll move on to a medium-rare steak.

Customer: Actually, I think I'd like to have the **6** _____ instead of the stuffed mushrooms.

Server: Not a problem. Those will be ready in a few moments.

Customer: Thanks very much.

Tema 17. Dealing with money

Reading

Read the page from a hotel's website, and then mark the following as true (T) or false (F).

1. _ The hotel buys unused currency from guests.
2. _ Front desk clerks can break bills of any value.
3. _ Checks must be dated in order to be cashed.

Money: Guest Services

Our hotel provides many services Guest Services designed to cater to your financial needs.

Our **currency exchange** service is fast and easy. Just bring your money to the front desk, and we will exchange it into the **local currency**. However, there are a few things to keep in mind:

- **Exchange rates** change often. Please ask the clerk for the current exchange rate.

- There is a 10% **commission** on every transaction.
- We do not **buy back** any unused currency.

Our front desk clerks are also glad to **make change** for guests free of charge. Simply bring them any bills you have in your possession and they will **break** them for you. Just be sure the bills are in the local currency and do not exceed \$100 in value. We also cash **traveler's checks** worth up to \$200. Just bring all the checks you plan to cash to the front desk. A front desk clerk will have you **countersign** and date the checks before giving you their value in local currency. Make sure to take note of the checks' **serial numbers**, since you'll need these numbers to keep track of which checks you've cashed.

Vocabulary

Check ✓ the sentences that use the underlined parts correctly.

1. _ When Eve breaks a bill, she sends money overseas.
2. _ To countersign is to write your name on something that already has a signature.
3. _ The exchange rate is 93 yen to the dollar.
4. _ The hotel has commissions for purchase.
5. _ The bank uses the serial number to track the check.
6. _ The hotel charges a 20% buy-back policy for every transaction.

Complete the phrase that is similar in meaning to the underlined part.

1. The bank offers a service for trading money from different countries.

c _ _ _ e _ _ _ _ x _ _ a _ g _ .

2. The money from the country where I am now is the yuan.

L _ c _ _ c _ r _ _ n _ _ .

3. The bank sells pieces of paper that are used as money or exchanged for local currency to international travelers.

_ _ _ v _ l _ r' _ c _ _ _ k _

4. Alexa asked the clerk to give smaller units of money in exchange for a larger unit.

_ a _ _ c _ _ n _ _

Read a conversation between a front desk clerk and a hotel guest. Then answer the questions.

Front Desk Clerk: Hello, sir. How may I help you today?

Guest (G): Hi. Can I exchange some money here?

Front Desk Clerk: Yes, sir.

Guest: Excellent! I really didn't feel like going all the way down to the bank.

Front Desk Clerk: No, there's no need for that. What type of currency would you like to exchange?

Guest: I have dollars. And, of course, I want euros. What's the rate these days, anyway?

Front Desk Clerk: It's 0.73 euros to the dollar.

Guest: Wow! The dollar was worth a lot more the last time I visited Europe.

Front Desk Clerk: Those are the current exchange rates, though.

Guest: Oh, I understand. So, what kind of a commission do you take?

Front Desk Clerk: We have a ten percent commission.

Guest: That's fair enough.

Front Desk Clerk: Also, you should know that we don't buy back any currency. So you should only exchange as much money as you think you'll need.

Guest: That's good to know. Urn, okay. I want to exchange two hundred dollars.

Front Desk Clerk: Okay, sir. I'll just need you to fill out this form and then you'll be all set.

Guest: Sure. Thanks for your help.

1. What is the dialogue mostly about?
 - A exchange rates for different currencies
 - B the benefits of traveler's checks
 - C the importance of buy back policies
 - D the details of a currency exchange service
2. What can you infer about the guest?
 - A He doesn't know where the bank is.
 - B He always carries traveler's checks.
 - C He has exchanged money before.
 - D He is visiting Europe for the first time.

Fill in the blanks.

Clerk: Hello, sir. How may I help you today?

Guest: Hi. Can I exchange some money here?

Clerk: Yes, sir.

Guest: Excellent! I really 1 ___ going all the way down to the bank.

Clerk: No, there's 2 _ for that. What type of currency would you like to

exchange?

Guest: I have dollars. And, of course, I want euros. What's the 3 _____ these days, anyway?

Clerk: It's 0.73 euros 4 _____

Guest: Wow! The dollar was worth a lot more the last time I visited Europe.

Clerk: Those are the 5 _____, though.

Guest: Oh, I understand. So, what kind of a commission do you take?

Clerk: We have a ten percent commission.

Guest: That's 6 _____

Clerk: Also, you should know that we don't buy back any currency. So you should only exchange as much money as you think you'll need.

Guest: That's 7 _____ Urn, okay. I want to exchange two hundred dollars.

Clerk: Okay, sir. I'll just need you to fill out this form and then you'll be all set.

Quest: Sure. Thanks for your help.

The Basics of Proper Food Storage

Proper storage is important to the preservation of food. Good storage prevents dangerous food spoilage. Read the following food safety rules for the fridge, pantry, and walk-in freezer

Fridge

Set the temperature between 0 and 5 degrees Celsius. Cover and label food properly. From top to bottom, organize food on the fridge shelves in the following order:

- Cooked and ready-to-eat foods
- Fresh fruit and vegetables
- Seafood and eggs
- Beef and pork products
- Poultry products

Pantry

Use the pantry to store dry goods such as bread, pasta, and canned goods. Keep the pantry clean and dry to avoid attracting insects. And remember to use the "first in, first out" system. That means that you always use the oldest food first. That way, you use all food before the expiration date.

Walk-In freezer

Store different frozen goods separately. Stock clean ice bags for drinks served on ice. Label and date all food.

Read this poster from a restaurant kitchen] and then choose the correct answers.

1. What is the purpose of the poster?

A to teach workers about nutrition

B to explain how to identify spoiled food

C to show where to place shelves in a kitchen

D to describe how to store food safely

2. According to the passage, which is NOT a rule about food storage?

A use the "first in, first out" system for dry goods

B store poultry on the top shelf of the fridge

C keep canned goods in the pantry

D store ready-to-eat foods in the fridge

3. Restaurant workers should always use older food first to avoid...

A spending time on organization.

B running out of storage space.

C attracting bugs to the pantry.

D using expired food.

Vocabulary

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

1. _ spoilage 6 expiration date

2. _ fridge 7 __reservation

3. _ pantry 8 set the temperature

4. _ walk-in freezer 9 pork

5. _ seafood

A a large, cooled room used for storing frozen food

B to adjust how hot or cold something is

C food products made from fish and other animals that live in the sea

D a specific time after which food is no longer safe to eat

E food products made from pig meat

F a place for keeping food chilled, but not frozen

G a storage room with shelves for dry foods

H being ruined or unsafe to eat

I the process of keeping food safe and fresh

Match the words or phrases with the blanks.

1. beef / poultry

Leslie is allergic to _____ so she cannot eat chicken or any other type of bird.

Many families in the area raise cows, so _____ dishes are very popular there.

2. dry goods / canned goods

The pantry is stocked with all different kinds of _____ like pasta, rice and cereal.

_____ such as soup usually stay fresh for a long time.

3. on ice / ready-to-eat

I usually keep some _____ foods to eat when I do not have time to cook.

Restaurants usually put drinks _____ to keep them cold.

Read a conversation between an executive chef and a prep worker at a restaurant. Then mark the following statements as true (T) or false (F).

Worker (W): Chef, there's a truck outside of the kitchen.

Chef (M): That must be the food shipment.

Worker: Do you want me to unload the boxes?

Chef: No, someone else will unload them. But you can help put the food away.

Worker: I'd be happy to help.

Chef: This is a shipment of dry goods - mostly pasta - and canned food.

Worker: All of that goes in the pantry, right?

Chef: That's right. When you start, can you do me a favor?

Worker: Sure - what is it?

Chef: Make sure to move up the older items to the front of the shelf. And put the new items in the back.

Worker: No problem. I used the "first in, first out" system at my old job, too.

Chef: Good. That helps us use the food before it goes bad.

1. _ The executive chef wants the worker to put the food away.
2. _ The shipment contains dry goods.
3. _ The worker isn't familiar with the first in, first out system.

Fill in the blanks

Worker: Chef, there's a truck outside of the kitchen.

Chef: That must be the 1 _____.

Worker: Do you want me to 2 _____ the boxes?

Chef: No, someone else will unload them. But you can help 3 _____ away.

Worker: I'd be happy to help.

Chef: This is a shipment of 4 _____ - mostly pasta - and canned food.

Worker: All of that goes in the 5 _____, right?

Chef: That's right. When you start, can you do me a favor?

Worker: Sure - what is it?

Chef: Make sure to move up the older items to the front of the shelf. And put the new items in the back.

Worker: No problem. I used the "first in, first out" system at my old job, too.

Chef: Good. That helps us use the food before it 6 _____.

TEMA 18. TOUR GUIDE COMMENTARIES

Read the restaurant inventory list and notes, and then choose the correct answers.

1. According to the passage, what is the par level used for?
A verifying packing dates
B negotiating with vendors
C contacting distributors
D determining supply levels
2. Which of the following is John NOT responsible for?

- A checking the storeroom
 - B contacting a vendor
 - C asking about packing dates
 - D negotiating product prices
3. What can you infer about Jason Arnold?
- A He decides which distributor the restaurant uses.
 - B He has ordered food for the restaurant before.
 - C He typically doesn't stay within the restaurant's food budget.
 - D He has been an executive chef for a short time.

The Post Meridian Restaurant

Item	Quantity	Par Level
Steak	25kg	30 kg
Chicken	30kg	30kg
Potatoes	15kg	20kg
Rice	20kg	20kg

Notes

Hello John,

The maitre a" tells me you'll be ordering this week's food supply. Here are some pointers to help you.

First, you need to determine how much food to order. I've already taken inventory, but make sure to check the storeroom to verify the quantities. Then use the par level to figure out what items we're running low on or are out of. These items need to be reordered.

Next, contact one of our vendors. I've already checked the references for these vendors and asked about their packing dates. So any distributor you choose should give you quality service and products.

Finally, try to obtain the best deal possible from the vendor. Be sure to negotiate product standards and agree upon a delivery schedule. Also, make sure to negotiate product prices to fit within our food budget.

Jason Arnold, Executive Chef (WK: 158, FK: 7.37)

Vocabulary

Match the words and phrases (1-8) with the definitions (A-H).

- 1. inventory
- 2. quantity
- 3. food budget
- 4. par level
- 5. _ distributor
- 6. _ storeroom
- 7. _ reorder
- 8. _ out of

A a person or business that provides restaurants with supplies

B the maximum amount of money a restaurant can spend on food

C a place where items are kept until they are needed

D a list of all the items in a business

E to buy more of something

F the amount of food a restaurant should always have available

G not having any more of something

H the amount of something

Put a check next to the response that answers the question.

1. Do you know the packing date for these eggs?

A _ Yes, they were placed in containers on March 1st.

B _ Yes, they were in the storeroom near the steak.

2. Is the restaurant running low on lobster?

A _ Yes, there is plenty of lobster available.

B _ Yes, there are only a few of them left.

3. Are there many vendors in town?

A _ No, there aren't many people selling things.

B _ No, there aren't many exotic foods.

Read a conversation between an executive chef and a vendor. Then mark the following statements as true (T) or false (F).

Vendor (W): Thank you for calling Seaside Distribution. This is Beth.

Executive Chef (M): Hi, Beth. This is Jason Arnold from the Post Meridian Restaurant.

Vendor: Oh, hi Jason. How can I help you?

Executive Chef: I need to order some steak.

Vendor: No problem. How much do you need?

Executive Chef: Well, we're about 5 kilograms under par.

Vendor: 5 kilos of steak, then. And how are you set for shrimp?

Executive Chef: We have plenty of shrimp. Why do you ask?

Vendor: We're offering a deal on shrimp right now. Order 10 kilograms or more and get it at half price.

Executive Chef: That's a good deal. I'll take 20 kilos of shrimp. I can use it in a steak and shrimp special at the restaurant.

Vendor: Okay. Now, what delivery date would work best for you? We can deliver the items to your restaurant on March 3rd or March 13th.

Executive Chef: March 3rd would be great. Thank you.

1. _ The Post Meridian Restaurant is 5 kilograms under par for shrimp.

2. _ The half-price deal is for orders of 10 kilograms or more of shrimp.

3. _ The delivery date for the items is March 3rd.

Fill in the blanks

Vendor: Thank you for calling Seaside Distribution. This is Beth.

Chef: Hi, Beth. This is Jason Arnold from the Post Meridian Restaurant.

Vendor: Oh, hi Jason. How can I help you?

Chef: I need to 1 _____

Vendor: No problem. How much do you need?

Chef: Well, we're about 5 kilograms 2 _____

Vendor: 5 kilos of steak, then. And how 3 _____ for shrimp?

Chef: We have 4 _____ shrimp. Why do you ask?

Vendor: We're offering a deal on shrimp right now. Order 10 kilograms or

more and get it 5 _____.

Chef: That's a good deal. I'll take 20 kilos of shrimp. I can use it in a steak and shrimp special at the restaurant.

Vendor: Okay. Now, what 6 _____ would work best for you? We can deliver the items to your restaurant on March 3rd or March 13th.

Chef: March 3rd would be great. Thank you.

Розділ 4. Організовані подорожі. Package holidays.

Giving tourist information.

DEALING WITH MONEY

Reading

Read the page from a hotel's website, and then mark the following as true (T) or false (F).

1. _ The hotel buys unused currency from guests.
2. _ Front desk clerks can break bills of any value.
3. _ Checks must be dated in order to be cashed.

Money: Guest Services

Our hotel provides many services Guest Services designed to cater to your financial needs.

Our **currency exchange** service is fast and easy. Just bring your money to the front desk, and we will exchange it into the **local currency**. However, there are a few things to keep in mind:

- **Exchange rates** change often. Please ask the clerk for the current exchange rate.
- There is a 10% **commission** on every transaction.
- We do not **buy back** any unused currency.

Our front desk clerks are also glad to **make change** for guests free of charge. Simply bring them any bills you have in your possession and they will **break** them for you. Just be sure the bills are in the local currency and do not exceed \$100 in value. We also cash **traveler's checks** worth up to \$200. Just bring all the checks you plan to cash to the front desk. A front desk clerk will have you **countersign** and date the checks before giving you their value in local currency. Make sure to take note of the checks' **serial numbers**, since you'll need these numbers to keep track of which checks you've cashed.

Vocabulary

Check ✓ the sentences that use the underlined parts correctly.

1. _ When Eve breaks a bill, she sends money overseas.
2. _ To countersign is to write your name on something that already has a signature.
3. _ The exchange rate is 93 yen to the dollar.
4. _ The hotel has commissions for purchase.
5. _ The bank uses the serial number to track the check.

6. _ The hotel charges a 20% buy-back policy for every transaction.

Complete the phrase that is similar in meaning to the underlined part.

1. The bank offers a service for trading money from different countries.

c _ _ _ e _ _ _ _ x _ _ a _ g _ .

2. The money from the country where I am now is the yuan.

L _ c _ _ c _ r _ _ n _ _ .

3. The bank sells pieces of paper that are used as money or exchanged for local currency to international travelers.

_ _ _ v _ l _ r' _ c _ _ _ k _

4. Alexa asked the clerk to give smaller units of money in exchange for a larger unit.

_ a _ _ c _ _ n _ _

Read a conversation between a front desk clerk and a hotel guest. Then answer the questions.

Front Desk Clerk: Hello, sir. How may I help you today?

Guest (G): Hi. Can I exchange some money here?

Front Desk Clerk: Yes, sir.

Guest: Excellent! I really didn't feel like going all the way down to the bank.

Front Desk Clerk: No, there's no need for that. What type of currency would you like to exchange?

Guest: I have dollars. And, of course, I want euros. What's the rate these days, anyway?

Front Desk Clerk: It's 0.73 euros to the dollar.

Guest: Wow! The dollar was worth a lot more the last time I visited Europe.

Front Desk Clerk: Those are the current exchange rates, though.

Guest: Oh, I understand. So, what kind of a commission do you take?

Front Desk Clerk: We have a ten percent commission.

Guest: That's fair enough.

Front Desk Clerk: Also, you should know that we don't buy back any currency. So you should only exchange as much money as you think you'll need.

Guest: That's good to know. Urn, okay. I want to exchange two hundred dollars.

Front Desk Clerk: Okay, sir. I'll just need you to fill out this form and then you'll be all set.

Guest: Sure. Thanks for your help.

1. What is the dialogue mostly about?

A exchange rates for different currencies

B the benefits of traveler's checks

C the importance of buy back policies

D the details of a currency exchange service

2. What can you infer about the guest?

A He doesn't know where the bank is.

- B He always carries traveler's checks.
- C He has exchanged money before.
- D He is visiting Europe for the first time.

Fill in the blanks.

Clerk: Hello, sir. How may I help you today?

Guest: Hi. Can I exchange some money here?

Clerk: Yes, sir.

Guest: Excellent! I really 1 ___ going all the way down to the bank.

Clerk: No, there's 2 _ for that. What type of currency would you like to exchange?

Guest: I have dollars. And, of course, I want euros. What's the 3 _____ these days, anyway?

Clerk: It's 0.73 euros 4 _____

Guest: Wow! The dollar was worth a lot more the last time I visited Europe.

Clerk: Those are the 5 _____, though.

Guest: Oh, I understand. So, what kind of a commission do you take?

Clerk: We have a ten percent commission.

Guest: That's 6 _____

Clerk: Also, you should know that we don't buy back any currency. So you should only exchange as much money as you think you'll need.

Guest: That's 7 _____ Urn, okay. I want to exchange two hundred dollars.

Clerk: Okay, sir. I'll just need you to fill out this form and then you'll be all set.

Quest: Sure. Thanks for your help.

Reading

Read the page from a restaurant's website, and then choose the correct answers.

1. What is the passage mainly about?

- A rules for renting a party room
- B how to guard against identity theft
- C what to do if your check is inaccurate
- D how to settle a bill in a restaurant

2. Parties who want separate checks should...

- A ask for them at the start of the meal.
- B wait for the server to offer them.
- C have at least eight people.
- D pay more per dish.

3. What is the server likely to do if a party of two pays with a traveler's check?

- A add an 18% gratuity to the bill
- B ask for proof of identity
- C refuse the method of payment
- D ask if the guests need separate checks

Read a conversation between a customer and a waiter. Then mark the following statements as true (T) or false (F).

Customer (W): Waiter? Check please!

Waiter (M): Here you go, ma'am.

Customer: Thanks. I have a quick question.

Waiter: Go ahead.

Customer: I want to pay with my credit card. Can I put the tip on my card? Or do I need to pay that with cash?

Waiter: There will be a line on the receipt where you can add a tip. Cash is fine, too.

Customer: Do you take Mastercharge?

Waiter: We accept all major credit cards.

Customer: Great.

Waiter: Will that be all?

Customer: Well, I notice there's only one check for the four of us. My friends wanted a separate check.

Waiter: I'm very sorry ma'am, but it's our policy to only provide separate checks if you ask at the beginning of the meal.

Customer: So we all have to pay together?

Waiter: I'm afraid so.

Customer: I wish I had known! Anyway, I guess you can put it all on the Mastercharge card.

Waiter: Thank you. I apologize for the confusion. I'll be right back with your receipt.

1. _ The patron needs to provide a cash tip.
2. _ The party must pay on one check.
3. _ The customer knew about the separate check policy.

Fill in the blanks.

Customer: Waiter? **1** _____ !

Waiter: Here you go, ma'am.

Customer: Thanks. I have a quick question.

Waiter: Go ahead.

Customer: I want to pay with my credit card. Can I put the **2** _____ on my card, or do I need to pay that with cash?

Waiter: There will be a line on the **3** _____ where you can add a tip. Cash is fine, too.

Customer: Do you take Mastercharge?

Waiter: We accept **4** _____

Customer: Great.

Waiter: Will that be all?

Customer: Well, I notice there's only one check for the four of us. My friends wanted a **5** _____

Waiter: I'm very sorry ma'am, but it's our **6** _____ to only provide separate

checks if you ask at the beginning of the meal.

Customer: So we all have to 7 _____ ?

Waiter: I'm afraid so.

Customer: I wish I had known! Anyway, I guess you can put it all on the Mastercharge card.

Waiter: Thank you. I apologize for the confusion. I'll be right back with your receipt.

Tour guide commentaries.

DEALING WITH COMPLAINTS

Reading

Read the page from an employee handbook, and then complete the summary with words from the word bank.

tell solve problem effective

It is important for people working in the hospitality industry to understand complaints and handle them in a(n) _____ way. Find out what the _____ is calmly and politely. Think of the best way to _____ the problem and _____ the guest that you are there to help.

Vocabulary

Match the words and phrases (1-6) with the definitions (A-F).

1 _ professional

4 _ solution

2 _ abusive language

5 _ resolve

3 _ cigarette smoke

6 _ locked out

A impolite or unfriendly speech

B a way of solving a problem

C produced by a burning substance

D relating to work that needs special training

E to settle a problem

F not able to enter a room or building

The Customer Is Always Right!

How to handle guest complaints

As employees in the **hospitality industry**, our main priority is to provide a wonderful experience for our guests. This involves handling **complaints** in a **professional** and efficient manner. The following tips will help you respond to customer complaints and resolve problems fast.

Get Informed - You can't offer a **solution** unless you know exactly what the problem is. Is the guest upset about **noisy neighbors**? Or perhaps the guest's card key stopped functioning and he or she is **locked out** of the room. To find out the problem, politely ask the guest to explain what is wrong. The guest may be frustrated, but remember to remain calm. Never use **abusive language** or respond with anger. Being **rude** will only make the problem worse.

Jump into Action - Once you understand the problem, it's time to act. **Assure** the guest that you will do everything you can to help him or her. Then determine the

best solution. For example, if a guest in a non-smoking room complains that the room smells like **cigarette smoke**, you may suggest a room-move. Once you come up with a solution, make sure to apologize to the guest for the **inconvenience** and let him or her know that you are there to help.

Match the words with the blanks.

1. *noisy / rude*

A The server's _____ behavior hurt Sara's feelings.

B It's too _____ in the restaurant to have a conversation.

2. *assure / complain*

A Many guests _____ that the smoke makes them feel sick.

B The hosts _____ diners that the cafe is very good.

3. *neighbor / inconvenience*

A The Garcias think that their new _____ is very helpful and friendly.

B An accident can be a major _____ to someone.

Read a conversation between a guest and a front desk clerk. Then mark the following statements as true (T) or false (F).

Desk Clerk (M): You've reached the front desk at the Royal Point Hotel. This is Donald.

Guest (W): Hi - this is Ms. Wilson in number 504.

Desk clerk: Good evening, Ms. Wilson. Is there anything I can help you with?

Guest: Well, I hope so. There's a real problem here.

Desk clerk: What exactly is the situation?

Guest: The problem is that my room is right next to the elevator and I can hear it running.

Desk clerk: | see. And you're having trouble getting to sleep?

Guest: That's right. At this rate, I'll never get any rest!

Desk clerk: I do apologize for that. Could I offer you a different room?

Guest: Do you have one that's far away from the elevator?

Desk clerk: Yes, ma'am. I have one available further away from the elevator on the fifth floor and another on the sixth with a mountain view.

Guest: Would I be charged extra if I move into the room with the mountain view?

Desk clerk: No, ma'am. The rate for your original room would apply.

Guest: Well, okay. I guess I'll take the room on the sixth floor.

Desk clerk: Great. I'll send the bellhop to help you move your luggage right away. He'll also have your new key.

Guest: Thank you very much for your help.

Desk clerk: You're welcome. I hope you enjoy the rest of your stay with us. And please do not hesitate to contact the front desk if you have any other problems.

1. _ The guest complains about her noisy neighbors.
2. _ The guest will pay more for the new room.
3. _ A bellhop will bring the hotel guest the new key.

Fill in the blanks.

Desk Clerk: You've reached the front desk at the Royal Point Hotel. This is Donald.

Guest: Hi - this is Ms. Wilson in number 504.

Desk Clerk: Good evening, Ms. Wilson. Is there 1 _____ help you with?

Guest: Well, I hope so. There's a real problem here.

Desk Clerk: What exactly is the 2 _____ ?

Guest: The problem is that my room is right next to 3 _____ and I can hear it running.

Desk Clerk: I see. And you're having trouble getting to sleep?

Guest: That's right. At this rate, I'll never 4 _____!

Desk Clerk: I do apologize for that. Could I offer you a 5 _____ ?

Guest: Do you have one that's far away from the elevator?

Desk Clerk: Yes, ma'am. I have one available further away from the elevator on the fifth floor and another on the sixth with a 6 _____.

Guest: Would I be charged extra if I move into the room with the mountain view?

Desk Clerk: No, ma'am. The rate for your original room would apply.

Guest: Well, okay. I guess I'll take the room on the sixth floor.

Desk Clerk: Great. I'll send 7 _____ to help you move your luggage right away. He'll also have your new key.

Guest: Thank you very much for your help.

Desk Clerk: You're welcome. I hope you enjoy the rest of your stay with us. And please do not hesitate to contact the front desk if you have any other problems.

HEALTH AND SAFETY ABROAD

Reading

Read the letter from a hotel to its guests, and then choose the correct answers.

1. What is the letter about?
 - A using a safe deposit box
 - B keeping your vehicle safe
 - C the level of crime at hotels
 - D recommended safety measures
2. The hotel does NOT advise guests to...
 - A use the dead bolt lock.
 - B monitor the security cameras.
 - C report suspicious activity.
 - D use the safe deposit boxes.
3. What can be inferred about the hotel?
 - A It wants guests to take sensible precautions.
 - B It asks guests to stay in their rooms after dark.
 - C It has more security guards than it needs.

D Its security guards park vehicles for guests.

A little caution now can save you a lot of trouble later

Dear Guest,

At the Royal Point Hotel, we are committed to our guests' safety. With that in mind, we offer the following suggestions to ensure you have a safe and happy stay.

When leaving your room, always lock the door. On your return, remember to use both the **dead bolt lock** and the **security door chain**. If anyone knocks at your door, look through the **peephole** before opening it. Our **operators** never give out your room number, and we urge you not to share that information with strangers.

The hotel is monitored by security cameras. However, if you witness any **suspicious activity**, **report** it to one of our **security guards** immediately. They are on duty around the clock and are available to **escort** you to or from your vehicle after dark. If a **theft** or **injury** does occur, please notify hotel staff who will promptly alert the appropriate authorities.

We encourage you to leave your valuables in the in-room **safe deposit boxes**, which are protected by an electronic code of your choosing. Should one of your possessions go missing, please check the **lost and found** at the guest services desk.

Vocabulary

Choose the correct word or phrase to complete each sentence.

1. Maria's bracelet went missing and she checked the (**lost and found** / **suspicious activity**).
2. The (**operator** / **security guard**) directed the phone call.
3. The woman called the police to (**report** / **escort**) a crime.
4. The (**security guard** / **operator**) was responsible for preventing crime.
5. Sam offered to (**escort** / **report**) the guest to her car.

Choose the correct meaning of the underlined word or phrase.

1. The man was sent to prison for theft.
A the crime of taking something that belongs to someone else
B actions that make people seem guilty of doing bad things
C careful behavior to avoid danger
2. Jack wears a helmet to prevent injuries.
A a strong type of lock
B physical damage to the body
C a small hole in a door to look through
3. Brandy put her jewelry in a safe deposit box at the bank for safekeeping.
A a metal chain that locks a door
B a strong type of lock
C a secure container to store valuables

Read a conversation between a guest and a hotel security guard. Then mark the following statements as true (T) or false (F).

Hotel Guest (W): Excuse me.

Security Guard (M): How can I help you, ma'am?

Hotel Guest: Well, it may be nothing, but I thought I should report some suspicious activity.

Security Guard: What did you see?

Hotel Guest: I was in the parking garage and there was a group of teenage boys there.

Security Guard: What were they doing?

Hotel Guest: I'm not sure. They were standing next to a very expensive car.

Security Guard: Are you sure it wasn't their vehicle?

Hotel Guest: I don't think it was. They didn't get in. And one of the boys was bending down next to the driver's side door.

Security Guard: Was he trying to break in?

Hotel Guest: It was hard to tell. But when they saw me, they stepped away from the car.

Security Guard: What happened then?

Hotel Guest: I left right away. The whole situation made me nervous.

Security Guard: You did the right thing. Thank you for reporting the incident.

Hotel Guest: You'll look into it?

Security Guard: I'll check it out right now.

1. _ The guest tells the guard about an incident in the garage.

2. _ A group of boys broke into the guest's car.

3. _ The guard is going to investigate the incident.

Fill in the blanks.

Hotel Guest: Excuse me. **Security Guard:** How can I help you, ma'am?

Hotel Guest: Well, 1 _____, but I thought I should report some suspicious activity.

Security Guard: What did you see?

Hotel Guest: I was in the parking garage and there was a group of 2 _____ there.

Security Guard: What were they doing?

Hotel Guest: I'm not sure. They were standing next to a very expensive car.

Security Guard: Are you sure it wasn't their 3 _____ ?

Hotel Guest: I don't think it was. They didn't get in. And one of the boys was 4 _____ next to the driver's side door.

Security Guard: Was he trying to 5 _____ ?

Hotel Guest: It was hard to tell. But when they saw me, they stepped away from the car.

Security Guard: What happened then?

Hotel Guest: I 6 _____. The whole situation made me nervous.

Security Guard: You did the right thing. Thank you for 7 _____

Hotel Guest: You'll look into it? **Security Guard:** I'll check it out right now.

Тестові завдання

1. Choose the correct option to complete the sentences.

1. I can ... people relax.
a. to make b. making c. make
2. I enjoy ... people from different country.
a. meet b. to meet c. meeting
3. Are you willing ... long hours?
a. to work b. work c. working
4. I like ... foreign languages.
a. to speak to b. speaking c. speak
5. We're busy because a big conference ... this week.
a. is taking place b. takes place c. take place
6. Some of the rooms ... private bathrooms.
a. doesn't have b. don't have c. aren't having
7. They ... of holding a meeting at our hotel.
a. 's thinking b. think c. 're thinking
8. I ... to Tourism college every Tuesday evening.
a. goes b. go c. 's going
9. New Zealand ... in the South Pacific Ocean.
a. is located b. are located c. locates
10. There ... many beautiful flowers.
a. is b. be c. are
11. ... this film last month?
a. have you seen b. did you see c. do you see
12. When we met him, he ... us.
a. was not recognizing b. didn't recognize c. did recognize
13. Turn the music down. I ... to concentrate.
a. am trying b. try c. am tring
14. Put your coat on. It... colder!
a. gets b. get c. is getting
15. Ed ... strong tea.
a. is never drinking b. never drinks c. are drinking
16. The secretary ... a lot of letters yesterday.
a. answered b. were answering c. was answering
17. David ... on Sundays.
a. usually rest b. is usually retesting c. usually rests
18. What is that noise? Why ... the dog ...?
a. does ... bark b. is barking c. do ... bark
19. Don't bother her. She ... the news.
a. watches b. watch c. is watching
20. He ... the test from 2 till 4.
a. wrote b. was writing c. written
21. The extreme north ... a subtropical climate.
a. have got b. has got c. got
22. The Balearic Islands ... four main islands.

- a. consist b. consist in c. consist of
23. The United Kingdom ... four countries.
a. is consisted of b. consist of c. consists of
24. ... in Sicily?
a. Are Mount Etna found b. is Mount Etna found c. is Mount Etna find
25. The Balearic Islands ... in the Mediterranean.
a. lie b. is lied c. lies
26. The islands ... very warm in summer.
a. is b. are c. has got
27. I can ... people relax.
a. to make b. making c. make
28. I enjoy ... people from different country.
a. meet b. to meet c. meeting
29. Are you willing ... long hours?
a. to work b. work c. working
30. I like ... foreign languages.
a. to speak to b. speaking c. speak
31. He ... the test from 2 till 4.
a. wrote b. was writing c. written
32. The secretary ... a lot of letters yesterday.
a. answered b. were answering c. was answering
33. The students ... busily, when we came up to them.
a. was talking b. talked c. were talking
34. David ... on Sundays.
a. usually rest b. is usually retesting c. usually rests
35. Don't bother her. She ... the news.
a. watches b. watch c. is watching
36. What is that noise? Why ... the dog ...?
a. does ... bark b. is barking c. do ... bark
37. Have a sandwich. Thanks, but I
a. have eaten already b. have already eaten c. has eaten already
38. Paul isn't here. He ... to school.
a. just has gone b. have gone just c. has just gone
39. I can't find my key. I think I ... it.
a. have lost b. has lost c. is losing
40. My friend Tim ... to travel to Japan.
a. always wanted b. has always wanted c. always wants

ГЛОСАРИЙ

advantage *n* a detail that makes a product, for example a holiday, better than similar products.

advertise *v* to tell the public about a product or service in order to encourage people to buy or use it.

aisle *n* the passage between rows of seats in a plane.

ancient *adj* very old.

apartment *n* a set of rooms used for holidays.

awareness *n* the fact of knowing that something, for example a particular company or product, exists.

baggage *n* personal possessions taken on to a plane by a passenger, including checked luggage and hand luggage.

baggage handler *n* a person whose job is to load passengers' luggage on to and off planes.

baggage reclaim *n* the place at an airport where you collect your luggage after your flight.

benefit *n* a helpful and useful effect that something has.

boarding pass *n* a printed card that airline passengers are given when they check in, that shows their flight and seat number, etc., and that they show before they get on the plane.

browse *v* to look at different parts of a magazine, the Internet, etc., hoping to find something that interests you.

cabin *n* a small room in a ship or boat, where a passenger sleeps.

cabin crew *n* the people whose job is to take care of passengers on a plane.

cable car *n* a form of public transport using carriages that are pulled along rails by moving cables.

campaign *n* a series of planned activities with a particular aim, for example to encourage people to visit a place or to buy something.

campsite *n* a place where people on holiday can put up their tents, park their caravan, camper, etc., often with toilets, water, etc.

cancel *v* to decide that you no longer want to do what you have arranged to do, for example go on a holiday.

cancellation *n* a decision that you no longer want to do what you have arranged to do, for example go on a holiday.

carriage *n* a separate section of a train, tram, or similar form of public transport.

carrier code *n* a series of numbers that identify a particular airline.

catering *n* the work of providing food and drinks for people.

cathedral *n* a large church that is the most important one in a city.

check-in clerk *n* a person who works for an airline, who checks passengers' tickets and passports when they arrive at the airport, takes their luggage, and gives them a boarding card.

concrete *n* a hard, grey building material.

conference facilities *n* the rooms, equipment, services, etc. that are necessary for holding a conference.

confirm *v* to check or to announce that something will definitely happen as originally

planned.

connecting flight *n* a segment of a flight that requires a passenger to change planes, but not change carriers.

conservation *n* the protection of the natural environment.

convince *v* to make somebody believe something so that they feel confident.

CRS, computerized reservation system *n* a system for booking a hotel room, a flight, etc. on the Internet.

customs *n* the place at an airport where your bags are checked as you come into a country.

day trip *n* a tour or excursion that leaves in the morning and returns the same evening.

delay *n* a period of time where you have to wait.

departure gate *n* a numbered area in an airport where passengers get on their plane.

departure lounge *n* an area in an airport where passengers wait before getting on their plane.

deposit details *n* a record of the amount of money that a customer has paid as the first part of a larger payment.

destination *n* a place that people travel to, for example on holiday.

develop *v* to think of a new product and work on it so that it will be successful.

direct selling *n* the practice of selling products and services directly to the public, without using shops, agents, etc.

diving *n* the activity of swimming under the surface of the sea, a lake, etc.

domestic *adj* operating inside its own country.

domestic tourism *n* the activity of people taking holidays in their own country.

emissions *n* gases that are sent out into the air.

enlightenment *n* a deeper understanding of life, especially of feelings and beliefs outside the physical world.

enormous *adj* very big.

en-suite (facilities) *adj* (of a bedroom) having a private bathroom joined on.

establish *v* to form or create something for the first time.

evaluate *v* to make a judgement, for example about how successful something is, after thinking about it carefully.

expenditure *n* the amount of money that a person or company spends.

famtrip, familiarization trip *n* a visit organized by an airline or tourist resort, etc., where tour operators and journalists (and get to know the facilities and services offered).

fare *n* the money that you pay to travel by plane, train, taxi, etc.

feature *n* one of the details that describes a particular product or service.

ferry *n* a boat that carries passengers between two points of land, between two islands, etc.

flight attendant *n* a person whose job is to serve and take care of passengers on a plane.

fly-drive holiday *n* a package that includes the cost of both the flight and hire of a car at the destination.

ground crew *n* the people at an airport whose job is to take care of planes while they are on the ground.

guarantee *v* to make a firm, official promise that something will or will not happen.

harbour *n* a place on the coast where ships can be tied up, that is protected from the sea and bad weather.

heritage *n* the traditions, culture, and history of a place.

high-rise *adj* (used about a building) very tall, with many floors.

hill walking *n* the activity of going for long walks in the hills for pleasure.

hostel *n* a building that provides cheap accommodation, often in rooms with several beds, and meals for travelers.

hovercraft *n* a vehicle that travels just above the surface of water or land, held up by air being forced downwards.

identify *v* to find out or discover what something is.

improve *v* to make something better.

in advance *adv* before the time when something will happen, be used, etc.

in bulk *adv* in large quantities, and usually at a reduced price.

inbound tourism *n* the activity of people entering the country from abroad to take holidays.

incentive tour *n* a journey or holiday given to a worker or group of workers as a reward for good work.

include *v* to have something as one part.

inclusive tour *n* a holiday that includes transport, accommodation, and sometimes other things such as meals and excursions.

incoming link *adj* connected with travel into the country from abroad.

initial enquiry form *n* a form on which a company records details about the type of product or service a new customer is looking for, and the customer's contact details.

insurance *n* an arrangement with a company where you pay them a small amount of money before you travel, and they agree to pay the costs if you are ill or die, or lose or damage something.

inventory *n* details of a flight booking, including flight number, time, route, seat number, etc.

investigate *v* to find out information, for example by asking somebody a number of questions.

issue *v* to give somebody something official, for example a ticket, passport, etc.

itinerary *n* a list of things that will happen, for example on a tour, and their times.

landscape *n* everything you can see when you look across a large area of land, especially in the country.

leisure tourism *n* travel that is done just for pleasure, rather than for business or for a specific purpose.

long-haul *adj* (of a flight) covering a long distance.

lost property *n* the place at an airport, etc. where items that have been found are kept until they are collected.

low-cost carrier *n* an airline that is cheaper than most airlines, and that usually offers a more basic service.

luxury *adj* very comfortable and high quality.

massage *n* the activity of having your body rubbed, pressed, etc. in order to help you relax.

maximum stay *n* the longest possible time between travelling to a place and t

raveling back.

meal basis *n* an agreement of how many meals will be provided as part of a holiday package, for example bed and breakfast or full board.

minimum stay *n* the shortest possible time between travelling to a place and traveling back.

monitor *v* to watch and check something over a period of time.

motivation *n* something that makes you want to do a particular thing, for example travel to a particular place.

mountain climbing *n* the activity of climbing mountains as a sport.

mountaineer *n* a person who climbs mountains as a sport.

open-jaw trip *n* a return airticket that allows you to fly into a country at one airport, and leave the country by a different airport.

opportunity *n* something that gives you the chance to be successful.

outbound tourism *n* the activity of people leaving their country to take holidays overnight to stay for one night.

package holiday *n* a holiday that includes transport, accommodation, and sometimes other things such as meals and excursions.

paperless ticketing *n* a system where passengers book air tickets on the Internet or over the phone. No ticket is necessary as the information is stored on the airline's computers.

passenger flow *n* the number of passengers coming into and going out of an airport.

picturesque *adj* (used about a place) pretty and old-fashioned.

pier *n* a long, low structure built in the sea and joined to the land at one end.

pilgrimage *n* a journey to an important religious place.

raise *v* to increase something.

rapproach *n* a friendly and understanding relationship between two people.

receipt *n* a piece of paper that is given to show that you have paid for something.

receptionist *n* a person whose job is to deal with people arriving at or telephoning a hotel.

refuge *n* a very simple building that provides shelter and protection from the weather.

remote *adj* (used about a place) far away from other places where people live

rep, representative *n* a person whose job is to look after people who are on a package holiday.

requirement *n* something that a person needs.

research *v* to make a careful study of something in order to find out information

retail *n* the business of selling things, for example holidays and tours, to the public

retreat *n* a quiet, private place that you go to in order to get away from your usual life.

retrieve data *v* to find and look at information that has been stored on a computer.

return trip *n* an air journey that departs from and arrives back at the same airport.

room service *n* a service provided in a hotel, where guests can order food and drink to be brought to their rooms.

runway *n* a long narrow strip of ground in an airport, that planes take off from and land on.

scheduled airline *n* an airline that operates to fixed timetables and on fixed routes, and which sells tickets to the public rather than to package holiday companies.

seatbelt *n* a belt that is attached to the seat in a plane and that you fasten around yourself.

secondary airport *n* a small airport that is not one of the main ones in a country.

security check *n* the process of checking passengers and their bags at an airport to make sure that they are not carrying anything dangerous.

service station *n* an area and building beside a motorway where you can buy food and petrol, go to the toilet, etc.

serviced *adj* (used about holiday accommodation) in which meals are provided.

short-haul *adj* (of a flight) covering a short distance.

shuttle *n* a plane, bus, or train that travels regularly between two places.

skilled *adj* (used about a job) that requires special ability or training.

stopover *n* an interruption to a trip lasting twelve or more hours.

store data *v* to keep information on a computer until you need to use it.

strength *n* a good quality that you have that gives you an advantage.

suite *n* a set of rooms in a hotel.

supplement *n* an extra amount of money that you have to pay for an additional service or item.

surcharge *n* an extra amount of money that you have to pay in addition to the usual price.

temple *n* a building where people of some religions, for example Hindus and Buddhists, go to pray.

terminal *n* the airport building that has all the facilities for passengers that are arriving or departing.

terminus *n* the last station at the end of a railway line or the last stop on a bus route.

tourist attraction *n* a place that tourists visit.

tourist flow *n* the movement of people into, out of, and inside a country, when they are on holiday.

tourist information officer *n* a person whose job is to give advice and help to tourists who are visiting a city, town, etc.

track *n* metal rails that trains, trams, etc. travel along.

trade fair *n* a large exhibition and meeting for advertising and selling products.

travel insurance *n* an arrangement with a company where you pay them a small amount of money before you travel, and they agree to pay the costs if you are ill or die, or lose or damage something.

trek *n* a long hard walk lasting several days or weeks, usually in the mountains.

turnaround time *n* the time between a plane landing at an airport and taking off again.

unspoilt *adj* (used about a place) beautiful because it has not been changed or built on.

VFR, visiting friends and relatives *n* travel that is done in order to visit friends or family.

waiter *n* a person whose job is to take food orders and serve food in a restaurant, bar, etc.

wake-up call *n* a telephone call that you arrange to be made to you in a hotel, in order to wake you up.

weakness *n* a quality you have that makes it more difficult for you to be successful.

wedding *n* a ceremony where two people get married.

whale-watching *n* going on a boat trip to see whales swimming in the sea.

white-water rafting *n* the activity of travelling down a fast-flowing river in a rubber boat.

wholesaler *n* a company that sells goods or services in large quantities to other companies, which sell them to the public.

wildlife *n* animals, birds, etc. that are wild and live in a natural environment.

windsurfing *n* the sport of sailing on water standing on a long narrow board with a sail.

worldwide *adj* in all parts of the world.

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ІНОЗЕМНА МОВА ПРОФЕСІЙНО-КОМУНІКАТИВНОЇ СПРЯМОВАНOSTI

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