

ФЕДЕРАЛЬНОЕ ГОСУДАРСТВЕННОЕ БЮДЖЕТНОЕ ОБРАЗОВАТЕЛЬНОЕ УЧРЕЖДЕНИЕ
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УНИВЕРСИТЕТ»

УТВЕРЖДАЮ

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РАБОЧАЯ ПРОГРАММА ДИСЦИПЛИНЫ (МОДУЛЯ)

Индекс Б1.В.ДВ.05.01 Иностранный язык в профессиональной деятельности
наименование дисциплины

образовательная программа направления подготовки 43.03.02 Туризм
шифр, наименование

Направленность (профиль)
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Квалификация (степень) выпускника: бакалавр

Форма обучения очная

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Рабочая программа дисциплины (модуля) разработана на основании федерального государственного образовательного стандарта высшего образования – бакалавриата по направлению подготовки 43.03.02 Туризм, утвержденного приказом Министерства образования и науки Российской Федерации № 516 от 08.06.2017г., учебного плана по основной профессиональной образовательной программе высшего образования - программы бакалавриата по направлению подготовки 43.03.02 Туризм, с учетом следующих профессиональных стандартов, сопряженных с профессиональной деятельностью выпускника:

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РАЗДЕЛ 1. ПАСПОРТ РАБОЧЕЙ ПРОГРАММЫ ДИСЦИПЛИНЫ (МОДУЛЯ)

1.1 Цель и задачи дисциплины (модуля)

Цель дисциплины (модуля) заключается в получении обучающимися теоретических знаний об иностранном языке (английском) с последующим применением в профессиональной сфере и практических навыков по использованию иностранного языка в педагогической, научно-исследовательской профессиональной деятельности и сфере социальной работы.

Задачи учебной дисциплины:

1. формирование представлений о нормах изучаемого языка в традиционной общелитературной области, сфере официально-делового общения, в профессиональной сфере;
2. развитие умений владения иностранным языком в межличностном общении и профессиональной деятельности;
3. овладение следующими навыками: навыками разговорной речи на иностранном языке, ведения дискуссии, полемики, диалога; навыками аннотирования, реферирования профессионально-ориентированного перевода.

1.2. Место дисциплины (модуля) в структуре основной профессиональной образовательной программы высшего образования-программы бакалавриата

Учебная дисциплина «Иностранный язык в профессиональной деятельности» реализуется в части, формируемой участниками образовательных отношений основной образовательной программы по направлению подготовки 43.03.02 «Туризм» очной форме обучения.

Изучение учебной дисциплины «Иностранный язык в профессиональной деятельности» базируется на знаниях и умениях, полученных обучающимися ранее в ходе освоения программного материала учебной дисциплины: «Иностранный язык» по программе бакалавриата.

Перечень последующих учебных дисциплин, для которых необходимы знания, умения и навыки, формируемые данной учебной дисциплиной:

Преддипломная практика

1.3 Планируемые результаты обучения по учебной дисциплине в рамках планируемых результатов освоения основной профессиональной образовательной программы высшего образования – программы бакалавриата соотнесенные с установленными индикаторами достижения компетенций

Процесс освоения учебной дисциплины направлен на формирование у обучающихся следующих универсальных, профессиональных компетенций: УК-4, ПК-9 в соответствии с основной профессиональной образовательной программой высшего образования – программа бакалавриата по направлению подготовки 43.03.02 «Туризм».

В результате освоения учебной дисциплины обучающийся должен демонстрировать следующие результаты:

Категория компетенций	Код компетенции	Формулировка компетенции	Код и наименование индикатора достижения компетенции
Коммуникация	УК-4	Способен осуществлять деловую коммуникацию в устной и письменной	УК-4.1. Выбирает стиль общения на русском языке в зависимости от цели и условий

		формах на государственном языке Российской Федерации и иностранном(ых) языке(ах)	<p>партнерства; адаптирует речь, стиль общения и язык жестов к ситуациям взаимодействия</p> <p>УК-4.2. Ведет деловую переписку на русском языке с учетом особенностей стилистики официальных и неофициальных писем</p> <p>УК-4.3. Выполняет для личных целей перевод официальных и профессиональных текстов с иностранного языка на русский, с русского языка на иностранный</p> <p>УК-4.4. Публично выступает на русском языке, строит свое выступление с учетом аудитории и цели общения</p> <p>УК-4.5. Устно представляет результаты своей деятельности на иностранном языке, может поддержать разговор в ходе их обсуждения.</p>
Сервис	ПК-9	Способен осуществлять внутренние и внешние профессиональные коммуникации	ПК- 9.1 Организует ведение переговоров с туристами, согласование условий договора по реализации туристского продукта, оказанию туристских услуг.
			ПК- 9.2 Обеспечивает информационное консультирование и сопровождение клиентов туристского предприятия.
			ПК- 9.3 Обеспечивает взаимодействие с турагентствами, туроператорами, экскурсионными бюро, гостиницами и кассами продажи билетов, и иными сторонними организациями.

РАЗДЕЛ 2. СТРУКТУРА И СОДЕРЖАНИЕ ДИСЦИПЛИНЫ

2.1 Объем учебной дисциплины, включая контактную работу обучающегося с педагогическими работниками и самостоятельную работу обучающегося

Общая трудоемкость дисциплины, изучаемой в 5-7 семестрах, составляет 9 зачетных единиц. По дисциплине предусмотрены *зачеты и дифференцированный зачет*.

Очная форма обучения

Вид учебной работы	Всего часов	Семестры		
		5	6	7
Контактная работа обучающихся с педагогическими работниками (по видам учебных занятий) (всего):	162			
Учебные занятия лекционного типа				
Практические занятия	90	30	30	30
Лабораторные занятия				
Иная контактная работа	72	24	24	24
Самостоятельная работа обучающихся, всего	135	45	45	45

Контроль промежуточной аттестации (час)	27	9	9	9
ОБЪЕМ ДИСЦИПЛИНЫ В ЧАСАХ	324	108	108	108

2.2. Учебно-тематический план учебной дисциплины

Очной формы обучения

Раздел, тема	Виды учебной работы, академических часов						
	Всего	Самостоятельная работа	Контактная работа обучающихся с педагогическими работниками				
			Всего	Лекционные занятия	Семинарские/практические занятия	Лабораторные занятия	Контактная работа в ЭИОС
Модуль 1 (Семестр 5)							
Раздел 1. Тема 1. English Verb. Active. (Система времен английского глагола в действительном залоге).	18	9	9		5		4
Раздел 1. Тема 2. Definition of tourism.	18	9	9		5		4
Раздел 2. Тема 1. English Verb. Passive Voice (Система времен английского глагола в страдательном залоге).	18	9	9		5		4
Раздел 2. Тема 2. People in tourism.	18	9	9		5		4
Раздел 3. Тема 1. Sequence of Tenses (Согласование времен).	18	9	9		5		4
Раздел 3. Тема 2. The development of tourism.	18	9	9		5		4
Контроль промежуточной аттестации (час)							
Общий объем, часов	108	54	54		30		24
Форма промежуточной аттестации	Зачет						
Модуль 2 (Семестр 6)							
Раздел 4. Тема 1. Participle (Причастие).	18	9	9		5		4
Раздел 4. Тема 2. Types of tourism.	18	9	9		5		4
Раздел 5. Тема 1. Infinitive (Инфинитив).	18	9	9		5		4
Раздел 5. Тема 2. People in	18	9	9		5		4

Раздел, тема	Виды учебной работы, академических часов						
	Всего	Самостоятельная работа	Контактная работа обучающихся с педагогическими работниками				
			Всего	Лекционные занятия	Семинарские/практические занятия	Лабораторные занятия	Контактная работа в ЭИОС
hospitality.							
Раздел 6. Тема 1. Gerund (Герундий).	18	9	9		5		4
Раздел 6. Тема 2. Types of hotels.	18	9	9		5		4
Контроль промежуточной аттестации (час)							
Общий объем, часов	108	54	54		30		24
Форма промежуточной аттестации	Зачет						
Модуль 2 (Семестр 7)							
Раздел 7. Тема 1. Modal Verbs (Модальные глаголы).	18	9	9		5		4
Раздел 7. Тема 2. Hotel services.	18	9	9		5		4
Раздел 8. Тема 1. Subjunctive Mood (Сослагательное наклонение).	18	9	9		5		4
Раздел 8. Тема 2. Tourist companies.	18	9	9		5		4
Раздел 9. Тема 1. Grammatical peculiarities of translation of professional texts (Грамматические трудности перевода профессиональных текстов).	18	9	9		5		4
Раздел 9. Тема 2. Business etiquette.	18	9	9		5		4
Контроль промежуточной аттестации (час)							
Общий объем, часов	108	54	54		30		24
Форма промежуточной аттестации	Дифференцированный зачет						
Общий объем часов по	324	162	162		120		72

Раздел, тема	Виды учебной работы, академических часов					
	Всего	Самостоятельная работа	Контактная работа обучающихся с педагогическими работниками			
			Всего	Лекционные занятия	Семинарские/практические занятия	Лабораторные занятия
учебной дисциплине						

РАЗДЕЛ 3. УЧЕБНО-МЕТОДИЧЕСКОЕ ОБЕСПЕЧЕНИЕ САМОСТОЯТЕЛЬНОЙ РАБОТЫ ОБУЧАЮЩИХСЯ ПО УЧЕБНОЙ ДИСЦИПЛИНЕ

3.1. Виды самостоятельной работы обучающихся по учебной дисциплине

Очной формы обучения

Раздел, тема	Всего	Виды самостоятельной работы обучающихся					Форма рубежного текущего контроля
		Академическая активность, час	Форма академической активности	Выполнение практ. заданий, час	Форма практического задания	Рубежный текущий контроль, час	
Модуль 1, семестр 5							
Раздел 1.	18	8	Подготовка к практическим занятиям, самостоятельное изучение раздела в ЭИОС	8	Текстовые упражнения, лексико-грамматические упражнения	2	Компьютерное тестирование
Раздел 2.	18	8	Подготовка к практическим занятиям, самостоятельное изучение раздела в ЭИОС	8	Текстовые упражнения, лексико-грамматические упражнения	2	Компьютерное тестирование
Раздел 3.	18	8	Подготовка к практическим занятиям, самостоятельное изучение раздела в ЭИОС	2	Текстовые упражнения, лексико-грамматические упражнения, диалоги	2	Компьютерное тестирование
Общий объем по модулю/семестру, часов	54	24		24		6	
Модуль 2, семестр 6							

Раздел 4.	18	8	Подготовка к практическим занятиям, самостоятельное изучение раздела в ЭИОС	8	Текстовые упражнения, лексико-грамматические упражнения	2	Компьютерное тестирование
Раздел 5.	18	8	Подготовка к практическим занятиям, самостоятельное изучение раздела в ЭИОС	8	Текстовые упражнения, лексико-грамматические упражнения	2	Компьютерное тестирование
Раздел 6.	18	8	Подготовка к практическим занятиям, самостоятельное изучение раздела в ЭИОС	2	Текстовые упражнения, лексико-грамматические упражнения, диалоги	2	Компьютерное тестирование
Общий объем по модулю/семестру, часов,	54	24		24		6	
Модуль 3, семестр 7							
Раздел 7.	18	8	Подготовка к практическим занятиям, самостоятельное изучение раздела в ЭИОС	8	Текстовые упражнения, лексико-грамматические упражнения	2	Компьютерное тестирование
Раздел 8.	18	8	Подготовка к практическим занятиям, самостоятельное изучение раздела в ЭИОС	8	Текстовые упражнения, лексико-грамматические упражнения	2	Компьютерное тестирование
Раздел 9.	18	8	Подготовка к практическим занятиям, самостоятельное изучение раздела в ЭИОС	2	Текстовые упражнения, лексико-грамматические упражнения, диалоги	2	Компьютерное тестирование
Общий объем по модулю/семестру, часов,	54	24		24		6	
Общий объем по дисциплине, часов	162	72		72		18	

3.2 Методические указания к самостоятельной работе по учебной дисциплине

РАЗДЕЛ 1.

Тема 1.1. Система времен английского языка в действительном залоге.

Цель: Повторение и закрепление грамматического материала по теме «Система времен английского глагола в действительном залоге».

Перечень изучаемых элементов содержания

1. Настоящие времена (простое, продолженное, совершенное, совершенное продолженное).

2. Прошедшие времена (простое, продолженное, совершенное, совершенное продолженное).
3. Способы выражения будущего времени.

Вопросы для самоподготовки:

1. Выполнить грамматические упражнения

Тема 1.2. Definition of tourism.

Цель: Активизация лексико-грамматического материала в диалогической и монологической речи в ситуациях профессионального общения. Обучение поисковому и просмотровому чтению профессионально-ориентированных текстов.

Перечень изучаемых элементов содержания

1. Лексика по теме.
2. What is tourism?

Вопросы для самоподготовки:

1. Составить тематический глоссарий по теме.
2. What tourism is?
3. Advantages of a career in tourism.
4. Disadvantages and advantages of tourism for the economy.

ПРАКТИЧЕСКОЕ ЗАДАНИЕ К РАЗДЕЛУ 1

Форма практического задания: текстовые упражнения, лексико-грамматические упражнения

Примерный перечень текстов для чтения и перевода к разделу 1

Вариант 1.

The word tourism did not appear in the English language until the early nineteenth century. The word tour was more closely associated with the idea of a voyage or perhaps a theatrical tour than with the idea of an individual 'traveling for pleasure purposes, which is the accepted use of the word today.' Webster's Tenth Collegiate Dictionary defines a tourist as 'one that makes a tour for pleasure or culture'.

Tourism can be defined as the science, art, and business of attracting and transporting visitors, accommodating them, and graciously catering to their needs and wants. A tourist, by United Nations (U.N.) definition, is a person who stays in places outside his usual environment for not more than one consecutive year for leisure, business or any other purpose. Business and convention tourism is included in this definition.

For many developing nations, tourism represents a relatively high percentage of gross national product and an easy way of gaining a balance of trade with other nations.

Tourism means different things to different people. For example, a hotelier might say that tourism is wonderful because it brings guests who fill rooms and restaurants. However, a government official might define it as the economic benefit of more money coming into the country, state, or city. Tourism can also be defined as the idea of attracting, accommodating, and pleasing groups or individuals traveling for pleasure or business. In order to simplify tourism, it is sometimes categorized in terms of the following factors:

Geography: International, regional, national, state, provincial, country, city.

Ownership: Government, quasi-government, private.

Function: Regulators, suppliers, marketers, developers, consultants, researchers, educators, publishers, professional associations, trade organizations, consumer organizations.

Industry: Transportation (air, bus, rail, auto, cruise), travel agents, tour wholesalers, lodging, attractions, recreation.

Motive: Profit or nonprofit.

So, as it is clearly seen, tourism can be categorized by — geography, ownership, function, industry, and travel motive.

Industry practitioners use these categories to identify and interact with the various industry sectors and organizations involved with tourism.

Physical needs, the desire to experience other cultures, and an interest in meeting new people are some of the motives people have when they travel. Because of flexible work hours, early retirement, and the easy accessibility of traveling, tourism is constantly growing.

From a social and cultural perspective, tourism can further international understanding and economically improve a poor country. However, it can also disturb a culture by confronting it with mass tourism, causing the destruction of natural sites. A trend in avoiding tourism pollution is ecotourism.

Вариант 2.

Holiday prices to rise as Britons flock to ‘safe’ resorts in Spain and Italy.

British holidaymakers face an accommodation shortage in the Mediterranean this summer as thousands turn their backs on Egypt, Turkey and Tunisia in favour of traditional favourites such as Spain and Italy.

Abta, the travel association, believes around 35 per cent of families are yet to book their main summer break, and warns that availability is already becoming scarce, despite package operators offering extra flights to meet demand.

“We are seeing a significant increase in summer holiday bookings to western Mediterranean destinations, so I would urge holidaymakers who are looking to travel not to delay making a booking,” said Mark Tanzer, Abta’s chief executive.

Meanwhile, analysts have warned that rising demand will see holiday prices to “safer” destinations leap, forcing thousands of holidaymakers to pay around 20 per cent more than usual – or look for cheaper alternative closer to home.

Unrest and terrorism mean many travellers are steering clear of previously popular summer alternatives this year. Despite a plea this week from Nabil Ammar, the country’s ambassador to the UK, the Foreign Office continues to advise against travel to Tunisia following a gun attack at a beach resort last June that left 30 British travellers dead. Since then, arrivals from the UK have dropped by 90 per cent.

Flights from Britain to Sharm el Sheikh are also yet to resume following this year’s bombing of a Russian aircraft on its way back from the Red Sea resort.

And after last week’s EgyptAir crash – which killed 66 people – the future of tourism to Egypt looks increasingly bleak.

Turkey has also been the victim of four deadly terrorist attacks this year, and while the Foreign Office does not advise against visiting key tourist destinations such as Istanbul and Antalya, its website does warn that “the threat from terrorism remains high... you should take extra care in public places – particularly those visited by foreigners.”

The slump in visitors to these three countries – and the return to favour of Spain, France and Portugal – was reported by Telegraph Travel in March, following a survey of more than 70,000 readers. Other destinations Britons were shown to be heading to in greater numbers, in the wake of the rise of terror, the zika virus, and the migrant crisis, were Australia, the US, South Africa, Canada and New Zealand.

Перечень лексических упражнений:

Say in a few words what the main text is about. Use the following phrases:

- The text looks at (the problem of ...) ...;
- The text deals with the issue of ...;
- It is clear from the text that ...;
- Among other things the text raises the issues of ...;
- The problem of is of great importance.
- One of the main points to be singled out is...;

Great importance is also attached to ...;
In this connection, I'd like to say ...;
It further says that ...;
I find the question of ... very important because ...;
We shouldn't forget that ...;
The experts make it clear that ... (draw the attention of ... to the fact that; suggest, remind, ...);
Finally, the experts come to the conclusion that ... (agree about ...)
I think that ... should be mentioned here as a very important mechanism of ...

РУБЕЖНЫЙ КОНТРОЛЬ К РАЗДЕЛУ 1: форма рубежного контроля: компьютерное тестирование

Choose the correct form of the verb.

1. _____ always _____ with your left hand?
(a) Do you ... write
(b) Are you ... writing
(c) Had you ... been writing
(d) Will you ... be writing
- 2) We can't make any decision till he _____ here.
(a) is arriving
(b) will arrive
(c) arrives
(d) will be arriving
- 3) This year Ingrid _____ History at Oxford University.
(a) is studying
(b) was studying
(c) studies
(d) has been studying
- 4) We are leaving _____.
(a) tomorrow
(b) at 7.30 every day
(c) the other day
(d) recently
- 5) We _____ the bus. Now we'll have to walk.
(a) missed
(b) have missed
(c) had missed
(d) miss
- 6) I don't know if I've passed the exam. I haven't had my result _____.
(a) already
(b) yet
(c) still
(d) just
- 7) How long _____ wearing glasses?
(a) do you wear
(b) are you wearing
(c) have you worn
(d) have you been wearing
- 8) He has been very ill _____.
(a) last month
(b) for the last month

(c)currently

(d)yet

9)I didn't want to meet Paul so when he entered the room I _____.

(a)had been leaving

(b)was leaving

(c)left

(d)leave

(10) Unfortunately when I arrived Ann _____, so we only had time for a few (?)words.

(a)left

(b)was leaving

(c)had left

(d)had been leaving

11)_____, four people were waiting outside the office.

(a)By 9.30

(b)When Sue arrived

(c)When Sue arrives

(d)By 9.30 tomorrow

12)_____ the position had been filled.

(a)By last Monday

(b)By next summer

(c>Last June

(d)At the moment

13)After the two film stars landed at the small airport, they left quickly in a van that _____ for them since the early morning.

(a)waited

(b)was waiting

(c)had been waiting

(d)has been waiting

14) Perhaps he _____ in time for lunch.

(a)arrives

(b)had arrives

(c)will arrive

(d)will have arrived

15)This time next morning I _____ on a beach.

(a)will be sitting

(b)will sit

(c)will have sat

(d)am sitting

16)I hope they _____ the road by the time we come back next summer.

(a)will repair

(b)will be repairing

(c)have repaired

(d)will have repaired

17)_____ I'll have been waiting for my exam results for over two months!

(a)At the moment

(b)By last Monday

(c)By next Wednesday

(d)When the letter arrived

18)I_____ the Star Wars films.

(a) have never see

(b) have ever seen

(c)have never saw

19)They_____ for Google_____2004.

- (a) worked / for
 (b) 've worked / since
 (c?) 're working / since
- 20) _____ Neil _____ that he didn't get the job?
 (a) Did / tell
 (b) Have / told
 (c) Has / been told
- 21) If you _____ that expensive car, you _____ enough money to go on holiday.
 (a) buy / won't have
 (b) bought / don't have
 (c) don't buy / won't have
- 22) What _____ if you _____ a mobile phone?
 (a) will you do / haven't
 (b) would you did / had
 (c) would you do / didn't have
- 23) Alison has worked for a month without a day off-she _____ be exhausted.
 (a) might
 (b) must
 (c) can't
- 24) "Sorry I'm late.
 _____ for a long time?"
 (A) Have you waited
 (b) Are you waiting
 (c) Have you been waiting
- (25) Hundreds of trees were blown over in the night so the wind _____ have been very strong.
 (a) can't
 (b) could
 (c) must
- 26) "I'm not very sociable _____."
 (a) I don't
 (b) So am I
 (c) Neither am I

Match the equivalents

- (~) room ~ номер в гостинице
 (~) wonderful ~ чудесный, восхитительный
 (~) balance ~ равновесие
 (~) to grow ~ расти, увеличиваться
 (~) constantly ~ постоянно
 (~) to cause ~ вызвать, быть причиной
 (~) use ~ использование, применение
 (~) to represent ~ представлять собой
 (~) benefit ~ благо, выгода; польза
 (~) to simplify ~ упрощать

Match the synonyms.

- (~) voyage ~ travel
 (~) rich ~ well-off
 (~) various ~ different
 (~) easy ~ simple
 (~) profit ~ benefit
 (~) several ~ some

- (~)official ~ formal
- (~)constantly ~ continuously
- (~)accommodation ~ lodging
- (~)to grow ~ to increase
- (~) global ~ international
- (~)to further ~ to encourage

Match the antonyms

- (~)early ~ late
- (~)old ~ new
- (~)to disturb ~ to further
- (~)difficult ~ easy
- (~)less ~ more
- (~)night ~ day
- (~)high ~ low
- (~)to improve ~ to worsen
- (~) well-off ~ poor
- (~)close ~ far-off

Match the words with their definitions

- (~)to cater to ~ provide people with something they want or need, especially something unusual or special
- (~)ecotourism ~ the business of creating and selling holidays that give people the chance to learn about a natural environment and cause as little damage to the environment as possible
- (~)to accommodate ~ to provide a place or room for someone to stay in
- (~)physical ~ concerning the body rather than the mind
- (~)tour ~ a journey during which several places are visited
- (~)hotel ~ a building where you pay to stay in a room and have meals
- (~)guest ~ someone who is paying money to stay at a hotel or eat in a restaurant
- (~)cruise ~ a journey on a ship for pleasure, especially one that involves visiting a series of places
- (~)tourism ~ the business for providing holidays for tourists
- (~) manager ~ someone whose job is to organize and control the work of a business or organization or a part of it
- (~) motive ~ the reason that makes smb do smth

Раздел 2.

Тема 2.1. Система времен английского языка в страдательном залоге.

Цель: Повторение и закрепление грамматического материала по теме «Система времен английского глагола в страдательном залоге».

Перечень изучаемых элементов содержания:

1. Настоящее простое время.
2. Прошедшее простое время.
3. Настоящее совершенное время.
4. Страдательный залог с модальными глаголами.
5. Конструкция *to have something done*.

Вопросы для самоподготовки:

1. Выполнить грамматические упражнения

Тема 2.2. People in tourism.

Цель: Активизация лексико-грамматического материала в диалогической и монологической речи в ситуациях профессионального общения. Обучение поисковому и просмотровому чтению профессионально-ориентированных текстов.

Перечень изучаемых элементов содержания

1. Лексика по теме.
2. Positions in tourist industry.
3. Growth of hospitality and industry.
4. Language issue in tourism

Вопросы для самоподготовки:

1. Составить тематический глоссарий по теме.
2. Выполнить лексико-грамматические упражнения.

ПРАКТИЧЕСКОЕ ЗАДАНИЕ К РАЗДЕЛУ 2

Форма практического задания: текстовые упражнения, лексико-грамматические упражнения

Примерный перечень текстов для чтения и перевода к разделу 2

Вариант 1.

People working in tourism are tour operators and travel agents, booking agents and ticket agents, travel consultants and tourism managers, tour guides and guides-interpreters, animators and travel writers and others.

The tour operator works in a tourist company. He develops tours also known as tour packages. Tour packages include transportation, accommodation, catering, transfers and other services.

In order to develop a tour package the tour operator works with transportation companies or carriers, hotels, restaurants, museums and other suppliers.

The tour operator usually markets the tours. He advertises them in mass media or in brochures.

The tour operator is a wholesaler. He sells tour packages to travel agents wholesale and pays commission to them. Sometimes he sells tour packages direct to the public. Tour operators put together tours, so they are the main producers in the tourist industry.

The travel agent works in a travel company. The travel agent like the shop-assistant sells goods to customers. The goods which he offers are the tour operator's packages.

The travel agent is a retailer. He sells tour packages retail to consumers. He gets a commission from the tour operator. The commission is from 5 to 10 per cent of the tour cost.

The travel agent also sells separate services. They are flights, hotel rooms, sightseeing tours, car rentals, travel insurances and so on. The travel agent works directly with the public.

Travel agents sell tours, so they are the main sellers in the tourist industry.

The tourism manager works in a tourist company. He runs some tourist business. He supervises all kinds of operations in a tourist company. He also supervises the tourist company staff.

Sometimes the tourism manager is just the head of some department in a large tourist company: a sales department, a marketing department, or a public relations department. In this case he reports to the general manager.

The tourism manager plans tourist business: operations, new products, profits. He controls the results.

In a travel company – a tour operator or a travel agency – the tourism manager decides on development and promotion of new tour packages, advertising and sales. He also decides on prices and discounts.

The tourism manager hires employees. He selects them and provides their training.

The tour guide handles tour groups. He shows tourists round a city, a sight, or a museum. The tour guide conducts sightseeing tours or tours of museums and exhibitions. The tour guide is also called the tour conductor.

The tour guide accompanies tourists during a local tour or during the whole journey. He or she caters to the needs of tourists. During a journey the tour guide deals with all kinds of problems.

The tour guide speaks the language of the tourists perfectly well. He or she interprets and translates well from one language into another.

The tour guide knows a lot on history, geography, art and culture. He or she knows all the sights in a travel destination. The tour guide answers a lot of questions.

The tour guide is a friendly, easy-going and helpful person.

The animator organizes and provides entertainments for guests in a hotel or a holiday resort. He also organizes entertainment programmes for passengers on a cruise ship.

The animator organizes and conducts parties, shows, sports or arts contests, games for children and grown-ups. He involves guests in action: games and shows.

The chief animator manages the staff of animators. He is also called the social director. He communicates with guests a lot.

The animator usually speaks a few foreign languages. He communicates with guests in their native languages.

The animator is very artistic. He usually dances well, sings well and acts like an actor. The animator is an easy-going and cheerful person. He is a pretty good mixer.

The animator is the main entertainer in the tourist industry.

Вариант 2.

OVERVIEW OF THE HOSPITALITY INDUSTRY

What is the hospitality industry? To many people who are relatively **unfamiliar** with the industry this term can be vague and imprecise, they aren't really sure what businesses are part of the "hospitality industry". Is it an industry of hospitality business? Is it an industry of producing and selling **hospitality**? Is it an industry where hospitality is not merely a part of the business but is the very essence of the business? The answer is yes to each of these questions. With the assistance of Webster's Dictionary let's sketch an overview definition of the hospitality industry. "The hospitality industry is comprised of those businesses which practise the act of being hospitable; those businesses which are characterized by generosity and friendliness to guests." The term "Hospitality Industry" is here to stay, it is an umbrella term used to encompass many and varied businesses that cater to guests.

Now that we have a broad definition of the hospitality industry, we need to take a closer look and consider what specific businesses are most commonly associated with this industry. There is no definitive list that identifies all of the businesses that make up the hospitality industry. However, for the purpose of our discussion and the scope of this text, we will focus on four businesses that comprise the major segments of the industry: food service, lodging, travel, and recreation. These four huge business segments of the national and international economy are unquestionably part of the hospitality industry, the term "hospitality" links these businesses together - it is a common bond they all share. Indeed, practitioners of food service, lodging, travel, and recreation businesses have generally adopted the position of being within the hospitality industry.

How do we sketch an outline that includes these four segments of the hospitality industry, where would it start and where would it end? It would be virtually impossible to identify each type of business in the food service, lodging, travel, and recreation segments. But we can see that each of these four major segments has several smaller components, for example, lodging encompasses luxury hotels, all-suite hotels, etc. Although these smaller components within each segment are closely related, they are uniquely different and each provides their guests with varying types of hospitality services.

Let's now explore each of these four major segments of the hospitality industry in somewhat more detail. The next pages will examine the various types and characteristics of food service, lodging, travel, and recreational establishments. This will provide you with a better foundation from which to understand hospitality industry.

Перечень лексических упражнений:

Say in a few words what the main text is about. Use the following phrases:

- The text looks at (the problem of ...) ...;
- The text deals with the issue of ...;
- It is clear from the text that ...;
- Among other things the text raises the issues of ...;
- The problem of ... is of great importance.
- One of the main points to be singled out is...;
- Great importance is also attached to ...;
- In this connection, I'd like to say ...;
- It further says that ...;
- I find the question of ... very important because ...;
- We shouldn't forget that ...;
- The experts make it clear that ... (draw the attention of ... to the fact that; suggest, remind, ...);
- Finally, the experts come to the conclusion that ... (agree about ...)
- I think that ... should be mentioned here as a very important mechanism of ...

РУБЕЖНЫЙ КОНТРОЛЬ К РАЗДЕЛУ 2: форма рубежного контроля: компьютерное тестирование

Choose the correct form of the verb.

- 1) Sorry. Your clothes _____.
(a) haven't been ironed
(b) hasn't been ironed
(c) haven't ironed
(d) hadn't been ironed
- 2) The novel was _____.
(a) Charles Dickens written
(b) written Charles Dickens
(c) written by Charles Dickens
(d) written of Charles Dickens
- 3) The experiment _____ under strict medical supervision.
(a) we carried out
(b) was carried out
(c) was carrying out
(d) carried out
- 4) In the factory, they _____ a computer to plan the exact shape of the car.
(a) use
(b) are used
(c) is used
(d) uses
- 5) Mary _____ by her parents. She is so lucky!
(a) was bought for her a flat
(b) was bought a flat
(c) a flat was bought
(d) bought a flat
- 6) Guess what _____ last night – Penny phoned me all the way from Saudi Arabia!
(a) happened
(b) was happened

- (c)was happen
 (d)has happened
 (7) Your exam results _____ !
 (a)have arrived
 (b)have been arrived
 (c)were arrived
 (d)was arrived
 (8) Every customer is _____ a receipt when they pay.
 (a)give
 (b)gave
 (c) given
 (d)giving
 (9)_____ the rubbish bins emptied this morning?
 (a)Is
 (b)Did
 (c)Were
 (d)Do
 (10) I'll email you because the new phone line _____ been put in yet.
 (a)haven't
 (b)hasn't
 (c)don't have
 (d)isn't
 (11) We _____ by a loud noise during the night.
 (a)woke up
 (b)are woken up
 (c) were woken up
 (d)were waking up
 (12) A new supermarket is going to _____ next year.
 (a)build
 (b)be built
 (c)be building
 (d)building
 (13) There's somebody walking behind us. I think _____
 (a)we are following
 (b)we are being following
 (c)we are followed
 (d)we are being followed
 (14)'Where _____ ?' 'In Chicago.'
 (a)were you born
 (b)did you born
 (c)are you born
 (d)have you been born
 (15) My grandfather was a builder. He _____ this house many years ago.
 (a)build
 (b)was built
 (c)built
 (d)be built
 (16) A mystery is something that cannot _____.
 (a)be explained
 (b)been explained
 (c)explain
 (d)explained
 (17) Silk must _____ by hand.

- (a) be washing
 (b) washed
 (c) be washed
 (d) washing
- (18) Yesterday we _____ to the party by our friends.
 (a) are invited
 (b) were invited
 (c) invite
- (19) Our house _____ now.
 (a) is being repaired
 (b) is been repaired
 (c) has being repaired
- (20) The message _____ by e-mail tomorrow by 10 o'clock.
 (a) will be sent
 (b) will have been sent
 (c) will be sended
- (21) Nick _____ to be a very interesting person.
 (a) has been known
 (b) is known
 (c) is been known
- (22) Our school conferences _____ once a year.
 (a) were held
 (b) are being held
 (c) are held
- (23) Your results _____ and found correct.
 (a) have been studied
 (b) has being stidied
 (c) were studied
- (24) This book _____ soon.
 (a) would be published
 (b) will have been published
 (c) will be published
- (25) Lomonosov _____ in a small Russian village not far from the White Sea.
 (a) was borne
 (b) am born
 (c) was born

Match up to make phrases

- (~)tour ~ operator
 (~)social ~ director
 (~)travel ~ agent
 (~)tourism ~ manager
 (~)tourist ~ industry
 (~)car ~ rental
 (~)sightseeing ~ tour
 (~)chief ~ animator

Match the terms with the definitions

- (~)a tour operator ~ a tourist specialist who develops tour packages
 (~)a travel agent ~ a travel company staff member who sells tours and separate services retail
 (~)a tourism manager ~ supervises all kinds of operations in a tourist company
 (~)a tour guide ~ a tourist professional who shows tourists round a destination or a sight
 (~)an animator ~ a specialist who arranges entertainments for hotel guests or cruise passengers
 (~)chief animator ~ a manager who supervises a staff of animators

- (~)a ticket agent ~ a travel company staff member who arranges ticket bookings
(~)an animator ~ organizes and provides entertainments for guests in a hotel or a holiday resort

Match the equivalents

- (~)conductor ~ экскурсовод, гид, групповод
(~)consumer ~ потребитель
(~)contest ~ конкурс
(~)cost ~ стоимость
(~)cruise ship ~ круизный теплоход
(~)to deal with ~ иметь дело с
(~)to decide (on) ~ принимать решение (о)
(~)department ~ отдел
(~)destination ~ место назначения
(~)direct ~ напрямую
(~)discount ~ скидка
(~)easy-going ~ лёгкий в общении
(~)employee ~ служащий
(~)entertainment ~ развлечение
(~)flight ~ рейс
(~)to follow ~ следовать, соблюдать
(~)friendly ~ приветливый
(~)general manager ~ генеральный директор, главный управляющий
(~)guide ~ гид, экскурсовод
(~)guide-interpreter ~ гид-переводчик
(~)to handle ~ осуществлять, заниматься, работать с
(~)helpful ~ готовый помочь
(~)to hire ~ нанимать на работу
(~)hospitality ~ гостеприимство
(~)hospitality industry ~ индустрия гостеприимства
(~)to interpret ~ переводить (устно)
(~)to issue tickets ~ выписывать билеты
(~)journey ~ путешествие
(~)local ~ местный
(~)to market ~ продавать, находить рынок сбыта для
(~)marketing department ~ отдел маркетинга
(~)mass media ~ средства массовой информации
(~)mixer ~ общительный человек
(~)native ~ родной
(~)producer ~ производитель

РАЗДЕЛ 3

Тема 3.1. Согласование времен.

Цель: Повторение и закрепление грамматического материала по теме «Согласование времен».

Перечень изучаемых элементов содержания

1. Правила последовательности времен.
2. Past Perfect tense.
3. Случаи отклонения от правил последовательности времен.
4. Косвенная речь.

Вопросы для самоподготовки:

1. Выполнить грамматические упражнения

Тема 3.2. The development of tourism.

Цель: *Активизация лексико-грамматического материала в диалогической и монологической речи в ситуациях профессионального общения. Обучение поисковому и просмотровому чтению профессионально-ориентированных текстов.*

Перечень изучаемых элементов содержания

1. Лексика по теме.
2. 1. Great navigators.
3. Great discoveries.
4. Russian explorers.

Вопросы для самоподготовки:

1. Составить тематический глоссарий по теме.
2. Составить диалоги на тему.
3. Выполнить лексико-грамматические упражнения.

ПРАКТИЧЕСКОЕ ЗАДАНИЕ К РАЗДЕЛУ 3

Форма практического задания: текстовые упражнения, лексико-грамматические упражнения, диалоги

Примерный перечень текстов для чтения и перевода к разделу 3

Вариант 1.

The development of tourism

People started travelling long ago. The first travellers were nomads and pilgrims, merchants and traders. They travelled along rivers, lakes and seas. The first travellers used simple means of travelling: boats and ferries on the water and camels in the desert.

The most famous travellers were explorers. Among them were Marco Polo from Venice in the 13th century, Afanasy Nikitin from Russia, Christopher Columbus and Vasco de Gama from Portugal in the 15th century, Magellan from Spain, Amerigo Vespucci from Italy in the 16th century, James Cook from England in the 18th century and other adventurers from Spain, Italy, Portugal, France, England and Holland. They made journeys to Asia, Africa and America.

Travel grew and developed as long as means of transport kept on growing.

With the 19th century the age of modern trains came. In the late 19th century the first motor-cars appeared.

The age of airplanes changed travel crucially. In the early 20th century jet planes emerged. They made air travel available to all people. Air travel is the fastest and the most convenient mode of travelling. No place in the world is more than 24 hours away by jet. Passengers eat, sleep, watch movies, listen to music on airplanes.

In the 19th century tourism was mainly for the rich. They had enough money and spare time for travelling.

Not many working people in Europe had paid holidays.

Well-to-do people used to take tours to France, Germany, Switzerland and Austria. They spent time at famous sea resorts in France. They went to health resorts and spas of Germany for recreation and treatment. They travelled to the resorts in the mountains of Switzerland and Austria.

In the early 19th century tourists used to travel by trains and steamships.

In the first half of the 19th century steamships used to move within inland waterways only. But in the second half of the century they started covering longer distances. The steamships carried passengers on all oceans and seas of the world.

Thomas Cook Company is the oldest travel company in the world. As a matter of fact, Thomas Cook from England opened the age of organized tourism.

It started in 1841 when Thomas Cook arranged the first trip for 570 Englishmen by railway. In 1843 Thomas Cook organized the first group tour by train. This time he provided tourists with meals and tickets for the races. So it was the first package tour.

Later on Thomas Cook made arrangements for organized visits to the First International Industrial Exhibition. The Exhibition opened in London in 1851. The tourists came from different parts of England.

All those were domestic tours. However, Thomas Cook decided not to stick to domestic tourism within his country only. Four years later, in 1855 he arranged the first overseas trip. It was a tour to the Exhibition in Paris. After that regular tourist trips started to other countries of Europe.

Thomas Cook continued expanding his travel business. In 1866 he arranged the first trip of two groups of Englishmen to the USA. Thomas Cook set up the first travel agency.

By the end of the 19th century the company had its offices all over the world including Australia and New Zealand, selling millions of tickets and excursions.

In the 20th century the company changed its owners many times.

The present-day name of the company is Thomas Cook Group PLC. It is still very active on the travel market. It is both a tour operator and a travel agency.

Tourism is global nowadays. Tourist boom started in the 1960s.

In 1963 the United Nations conference on international travel and tourism took place in Rome.

The General Assembly of the United Nations proclaimed 1967 as the Year of International Tourism.

In 1975 the United Nations established the World Tourism Organization (WTO). It emerged on the basis of the International Union of Official Tourist Organizations. The World Tourism Organization is a specialized agency of the United Nations.

In 2005 the WTO General Assembly adopted the initials UNWTO in English and IOHBTU in Russian. Before that there used to be a mix-up over WTO as the World Tourism Organization and WTO as the World Trade Organization.

UNWTO is the international intergovernmental organization. Actually, it is a worldwide group of government travel organizations. It deals with promoting tourism throughout the world. It assists countries in the development of national tourism.

The supreme body of UNWTO is the General Assembly. It holds its sessions every two years. The General Assembly elects the General Secretary for the period of four years.

The World Tourism Organization cooperates with many United Nations agencies as well as government and non-government organizations.

In the 18th century (1777) the first organized group of young men from noble families of Russia made the first trip abroad. They toured around Germany, Switzerland, Italy and France. The purpose of the tour was to get familiar with local universities and art galleries.

In the same 18th century the first guide books for leisure travellers on Moscow and St. Petersburg were published. Those manuals gave details of sights and art collections in the old and the new capitals of Russia.

Thomas Cook Company was very well-known in Russia. But the country's first national travel agency emerged in St. Petersburg in 1885. It was founded by L. Lipson. The travel agency got the name of the «Enterprise for Public Travel to All Parts of the World».

In 1901 the Russian Tourist Society came into being. However, only well-off noble people were its members.

After the October Revolution tourism in Russia involved common people, too. In 1929 the Society of Proletarian Tourism was created.

As a matter of fact, our reputable «Intourist» Joint-Stock Company, which used to deal with international tourism during the Soviet period, was organized as long ago as in 1929, too.

Вариант 2.

ORIGINS OF THE HOSPITALITY INDUSTRY

When ancient humans first ventured beyond their tribal settlements there were, of course, no hotels to accommodate them. Most likely, these early travelers were either warriors or traders. Traveling conquerors pitched their tents wherever they wished, but merchants seeking to trade tools, clothing, and livestock in new lands placed a high value on hospitality. Early travelers traded merchandise, such as ornaments, cloth, or animals, for lodging. Almost certainly, innkeeping was one of the first commercial enterprises, and hospitality was one of the first services for which money was exchanged.

The inns of Biblical times offered little more than a cot or bench in the corner of a room or stable. Most such establishments were no more than private residences that offered temporary lodging to strangers. Guests stayed in large communal rooms where sanitation or privacy was non-existent. The rates were reasonable - about 2 cents per night - but the company was rough; travelers shared the same quarters with their horses and livestock.

The most famous lodging event is related in the King James version of the Bible. Mary and Joseph were turned away by a Bethlehem innkeeper because "there was no room at the inn." According to Biblical scholars, the innkeepers may have meant that the room was unsuitable for a woman about to give a birth. At the time, and for several centuries afterward, men and women shared the same accommodations, accompanied by their horses, chickens, goats, and sheep. The stable where Mary and Joseph spent the night was probably almost as comfortable as, certainly more private than, the inn itself.

In the third century A.D., the Roman Empire developed an extensive system of brick-paved roads throughout Europe and Asia Minor. For the convenience of travelers, a chain of roadside lodges was constructed along the major thoroughfares, extending from Spain to Turkey.

It was not until the Industrial Revolution of the 1700s that European taverns began to combine food and beverage service with lodging. Even so, little attention was given to sanitation. Beds as well as rooms still had to be shared with other travelers, and the rates were steep. But the early European inns and taverns where merchants and soldiers spent the night were unsuitable for aristocrats. To accommodate wealthy travelers, luxurious structures were erected, with private rooms, individual sanitation, and all the comforts of a European castle. These elegant new establishments adopted the French word for mansion, *hotel*, and their rates were well beyond the means of common citizens.

Перечень примерных тем диалогов:

1. Great navigators.
2. Great discoveries.
3. Russian explorers.

Перечень лексических упражнений:

Say in a few words what the main text is about. Use the following phrases:

- The text looks at (the problem of ...) ...;
- The text deals with the issue of ...;
- It is clear from the text that ...;
- Among other things the text raises the issues of ...;
- The problem of is of great importance.
- One of the main points to be singled out is...;
- Great importance is also attached to ...;
- In this connection, I'd like to say ...;
- It further says that ...;
- I find the question of ... very important because ...;
- We shouldn't forget that ...;

The experts make it clear that ... (draw the attention of ... to the fact that; suggest, remind, ...);

Finally, the experts come to the conclusion that ... (agree about ...)

I think that ... should be mentioned here as a very important mechanism of ...

РУБЕЖНЫЙ КОНТРОЛЬ К РАЗДЕЛУ 3: Форма рубежного контроля – компьютерное тестирование

(??) Which action comes first in each sentence?

(??)Andrew realized his mistake only hours after he had sent the money.

(#)He sent the money.

(#)He realized his mistake.

(??)When Liz arrived at the station, the group had left.

(#)The group left.

(#)Liz arrived at the station.

(??)When Liz arrived at the station, the group left.

(#)Liz arrived at the station.

(#)The group left.

(??)Marc had asked his father to lend him his car before, but this time he agreed.

(#)Marc asked his father to lend him the car.

(#)Marc's father agreed to lend him the car.

(??)When I got to the café, everyone ordered their drinks.

(#)I got to the café.

(#)Everyone ordered their drinks.

(??)When I got to the café, everyone had ordered their drinks.

(#)Everyone ordered their drinks.

(#)I got to the café.

(??)Sam had been in the room for some time before he realized it was the wrong class.

(#)Sam was in the room.

(#)Sam realized it was the wrong class.

(??)By the time the builders completed the work, we had already moved in.

(#)We moved in.

(#)The builders completed their work.

(??)When the builders had completed their work we moved in.

(#)The builders completed their work.

(#)We moved in.

(??)Helen started the course because she hadn't found a job.

(#)Helen didn't find a job.

(#)Helen started the course.

(??)Daniel got the job because he had been the best interviewee.

(#)He was the best interviewee.

(#)He got the job.

(??) Match the two halves of the sentences.

(~)Denny didn't feel well ~ because he didn't sleep well that night.

(~)It was the longest walk ~ she had ever taken.

(~)Among the letters there was one ~ that had not come by post.

(~)It was for the first time ~ they had gone out together.

(~)Hardly had they caught the sight of this strange figure ~ when they burst into laughter.

(~)No sooner had Mr. Bingle come up to the horse ~ than it broke into a gallop.

(~)Hardly had his head touched the pillow ~ when he fell asleep at once.

(~)When we arrived at the hotel, we discovered ~ that the hotel manager had reserved the wrong room for us and therefore we didn't have enough space.

(~)It was the worst meal ~ I had ever eaten!

(~)She was unhappy – ~ her husband hadn't bought her a birthday present.

(~)By the time Grace decided to apply for the job, ~ the position had been filled.

(??)Match the two sentences

“I get up at 6.30,” she said. ~ She said she got up at 6.30.

“I got up at 6.30 today,” she said ~. She said she had got up at 6.30.

“I have to get up at 6.30,” she said. ~ She said she had to get up at 6.30.

(??)Match the two sentences

“I'll phone on Friday,” he said. ~ He said he would phone on Friday.

“I phoned on Friday,” he said. ~ He said he had phoned on Friday.

“I can phone on Friday,” he said. ~ He said he could phone on Friday.

(??)Match the two sentences

“We are working on two interesting projects at the moment,” she said. ~ She said they were working on two interesting projects then.

“We have worked on an interesting project this year,” she said. ~ She said they had worked on two interesting projects that year.

“We worked on two interesting projects last year,” she said. ~ She said they had worked on two interesting projects the previous year.

(??)Match the two sentences

“Ms Archer has been chosen to run a new office in Madrid,” he said. ~ He said Ms Archer had been chosen to run a new office in Madrid.

“Ms Archer is going to be chosen to run a new office in Madrid,” he said. ~ He said Ms Archer was going to be chosen to run a new office in Madrid.

“Ms Archer can't be chosen to run a new office in Madrid,” he said. ~ He said Ms Archer couldn't be chosen to run a new office in Madrid.

(??)Match the two sentences

“We didn't have much time for sight seeing,” she said. ~ She said they hadn't had much time for sightseeing.

“We don't have much time for sight seeing,” she said. ~ She said they didn't have much time for sightseeing.

“We won't have much time for sight seeing,” she said. ~ She said they wouldn't have much time for sightseeing.

(??) Choose the correct variant

(??)‘I have something to show you,’ I said to Alice.

(?)I told Alice that I had shown something to her.

(!)I told Alice that I had something to show her.

(?)I told Alice I had had something to show her.

(??) ‘I'm going away tomorrow, mother,’ he said.

(!)He told his mother that he was going away.

(?)He told his mother tat he went away.

(?)He told his mother that he had gone away.

(??) ‘I've missed my train,’ said Bill. ‘Now I'll be late for work and my boss will be furious.’

(!)Bill said that he had missed his train; he would be late for work and his boss would be furious.

(?)Bill said that he had missed his train; he was late for work and his boss had been furious.

(?)Bill said that he missed his train; he was late for work and his boss would be furious.

(??) ‘We have moved into our new flat. We don't like it nearly so much as our last one,’ said my aunt.

- (!)My aunt said they had moved into their flat but they didn't like it so much as their last one.
- (?)My aunt said they would move into their flat but they didn't like it so much as their last one.
- (?)My aunt said they had moved into their flat but they hadn't liked it so much as their last one.
- (??)He said, 'My wife has just been made a judge.'
- (?)He said his wife had just made a judge.
- (?)He said his wife was made a judge.
- (!)He said his wife had just been made a judge.

(??) Choose the correct variant

- (??) 'We have a lift but very often it doesn't work,' they said.
- (?)They said they had a lift but it hadn't worked.
- (!)They said they had a lift but it didn't work.
- (?)They said they had a lift but it wouldn't work.
- (??) 'From one of the windows of my flat I can see the Eiffel Tower,' he said.
- (?)He said that from one of the windows of his flat he had seen the Eiffel Tower.
- (?)He said that from one of the windows of his flat he saw the Eiffel Tower.
- (!)He said that from one of the windows of his flat he could see the Eiffel Tower.
- (??) 'Nothing grows in my garden. It never gets any sun,' she said.
She said nothing grew in her garden because it never got any sun.
- (?)She said nothing grew in her garden because it had never got any sun.
- (?)She said nothing had grown in her garden because it never got any sun.
- (??) 'I'm working in a restaurant, and don't much care for it,' she said.
- (?)She said she worked in a restaurant and didn't much care for it.
- (!)She said she was working in a restaurant and didn't much care for it.
- (?)She said she was working in a restaurant and hadn't much cared for it.
- (??) 'I'm living with my parents at present,' she said, 'but I hope to have a flat of my own soon.'
- (!)She said she was living with her parents at the moment but she hoped to have a flat of her own soon.
- (?)She said she was living with her parents at the moment but she had hoped to have a flat of her own soon.
- (?)She said she lived with her parents at the moment but she hoped to have a flat of her own soon.

(??) Choose the correct variant

- (??) 'How long have you been learning English?' the examiner asked.
- (?)The examiner asked how long I was learning English.
- (?)The examiner asked how long I have been learning English.
- (!)The examiner asked how long I had been learning English.
- (??) 'Did you sleep well?' asked my hostess.
- (?)My hostess asked if I slept well.
- (?)My hostess asked if I was sleeping well.
- (!)My hostess asked if I had slept well.
- (??) 'I've just bought a car,' said Peter, 'but it's not insured yet so I can't take you for a drive.'
- (?)Peter said he bought a car, but it wasn't insured yet so he couldn't take me for a drive.
- (!)Peter said he had just bought a car, but it wasn't insured yet so he couldn't take me for a drive.
- (?)Peter said he had just bought a car, but it hadn't been insured yet so he couldn't take me for a drive.
- (??) 'I know it'll be hard,' he replied, 'but I don't mind hard work, and it'll be a good experience.'
- (!)He replied he knew it would be hard, but he didn't mind hard work, and it would be a good experience.
- (?)He replied he knew it was hard, but he wouldn't mind hard work, and it would be a good experience.

(?)He replied he knew it would be hard, but he didn't mind hard work, and it was a good experience.

Match up to make phrases

- (~)art ~ gallery
- (~)spare ~ time
- (~)inland ~ waterways
- (~)weather ~ holidays
- (~)jet ~ plane
- (~)health ~ resort
- (~)paid ~ covering
- (~)hard ~ conditions

Match the terms with the definitions

- (~)a raft ~ a flat boat made of pieces of wood or logs tied together
- (~)a caravansary ~ a large oriental inn with a court in the middle
- (~)a nomad ~ a person who has no permanent place of residence and roams from place to place
- (~)a spa ~ a place where mineral water comes out of the ground and where people go to drink the water or to bathe in it
- (~)a merchant ~ a person who travels buying and selling goods
- (~)a pilgrim ~ a person who travels to an important religious place
- (~)a steamship ~ a large passenger boat powered by steam

- (~)an inn ~ a place that provides accommodation, food and drinks for travelers

(~) Fill in the blanks with the words given below

- (~) UNWTO assists countries in the _____ of their national tourism. ~ development
- (~)The only means of travelling in the early 19th century were trains and _____. ~ steamships
- (~)Thomas Cook arranged the first trip by _____ in 1841. ~ railway
- (~)When the first _____ appeared, they changed travel crucially. ~ airplanes
- (~)When _____ emerged, they made air travel available to most people. ~ jet planes
- (~)In the first half of the 19th century steamships carried passengers within _____. ~ inland waterways
- (~)Marco Polo, Christopher Columbus and James Cook were world-famous _____. ~ explorers
- (~)Thomas Cook arranged the first _____ in 1855 to Paris. ~ overseas trip
- (~)Well-to-do Europeans used to go to health resorts and _____ of Germany for recreation and treatment. ~ spas
- (~)The first travellers used simple boats on the water and _____ in the desert. ~ camels
- (~)During the first group tour Thomas Cook provided his tourists with meals on the train and tickets for the _____. ~ races
- (~)The 19th century tourism was first and foremost for _____. ~ the rich
- (~)Well-to-do tourists used to travel to the _____ in the mountains of Austria and Switzerland. ~ resorts

- (~)Air travel is the fastest _____ of travelling. ~ mode

Раздел 4.

Тема 4.1. Причастие.

Цель: Повторение и закрепление грамматического материала по теме «Причастие».

Перечень изучаемых элементов содержания

1. Образование форм причастия.
2. Функции причастия.
3. Самостоятельный причастный оборот.

Вопросы для самоподготовки:

1. Выполнить грамматические упражнения

Тема 4.2. Types of tourism.

Цель: *Активизация лексико-грамматического материала в диалогической и монологической речи в ситуациях профессионального общения. Обучение поисковому и просмотровому чтению профессионально-ориентированных текстов.*

Перечень изучаемых элементов содержания

1. Лексика по теме.
2. Types of tourism
3. Purposes of tourism
4. Leisure tourism
5. Sports tourism
6. Business tourism
7. Incentive tourism

Вопросы для самоподготовки:

1. Составить тематический глоссарий по теме.
2. Выполнить лексические упражнения

ПРАКТИЧЕСКОЕ ЗАДАНИЕ К РАЗДЕЛУ 4

Форма практического задания: текстовые упражнения, лексико-грамматические упражнения, презентации

Вариант 1.

Types of tourism

There are many types of tourism nowadays. They depend on the purpose of travelling people. Some of them are international and domestic tourism, in-coming and out-going tourism, recreational and business tourism. The more purposes travelers may have, the more types of tourism there are and will be. Some of the purposes of travelers are holidays, business, health, study, sports and many others. However there are a lot more types of tourism. We can also mention such types of tourism as cultural and educational tourism, ecological and adventure tourism, hiking and cycling, pilgrimage and special-interest tourism. There is a great deal of special-interest holidays popular with tourists all over the world. Special interest means hobby, for example, cookery, bird-watching, gambling, painting, motor racing, horse riding, botany, survival and others. For instance, survival holiday is an adventure holiday somewhere on an inhabited island or on one of the poles. Bird-watching involves fascinating tours where travelers watch birds in natural surroundings.

Some of the new types of tourism that will continue developing in future are the third-age and the fourth-age tourism. The third-age tourism concerns retired people and fourth-age tourism involves disabled people. Both terms “third” and “fourth” are devised for the sake of convenience and politeness towards these kinds of tourists.

Let's consider some the types of tourism in details.

Leisure tourism is also called pleasure tourism or holiday tourism. It is a type of tourism when a person goes on holiday and does not travel on business. Thus, the purpose of tourism in this case is recreation.

Leisure travellers look for sun, sea and sand. They want to go sunbathing, swimming and diving. So this kind of travellers goes to sea resorts or holiday camps and stay at resort hotels.

Leisure travellers enjoy organized entertainment and sport. In a resort hotel there are always swimming-pools, fitting-centres, tennis courts, discos. A resort hotel offers its customers contests, concerts, shows, animation programmes for children. Usually it offers tours and visits to different tourist attractions: local sights, amusement or theme parks.

Holiday-makers normally travel with their families and children.

There are other ways to travel for pleasure: cruising and coaching, motoring and hiking.

Sports tourism is a type of active holiday. The purpose of a sporting tour is to exercise and to keep physically fit. At the same time travellers enjoy natural surroundings, fresh air and clean water.

Travellers combine action and relaxation during a sporting holiday.

Tourist companies offer hiking, cycling, boating, rafting and other kinds of sporting tours.

Very often sporting tours require preparation and special training. First the tour instructors will plan the itinerary. Then they will train tourists how to use the sporting equipment. They will explain all the details of the route. They will define means of transportation, provision of meals and overnight accommodation.

Within sports tourism there is water tourism, mountain tourism, mountaineering, downhill skiing, horse riding and many more types.

Sports tourism is popular with travellers all year round.

Business tourism is travel for business purposes. Business travellers are businessmen and government officials. They travel on different missions. They often travel to attend a convention. Convention tourism is a part of business tourism. It involves taking part in a conference or a seminar.

Business travellers often travel to attend an international exhibition or a trade fair.

There are tourist companies that provide business services. Those are fax and telephone communications, secretarial services, answering service, business meeting arrangements. There are business facilities for business travellers at hotels, airports, on airplanes, ships and trains.

Incentive tourism means that a business company offers holiday tours to its employees and covers all travel expenses.

On the one hand, the company does it as a reward or a bonus to a person for his successful work. On the other hand, the company does it as an incentive for the future. The company hopes that the employee will work even better in future and bring profit to the company.

Incentive tourism emerged in the 1960s in the USA. Later on it spread in Europe. But only large progressive corporations offer incentive tours to their employees.

Familiarization tourism is often called just FAM tourism. It means that a business company sends its staff on educational tours to its branches or other business companies in other cities and countries.

If a travel company sends its travel clerks on FAM tours, it means that they will have educational visits to a tourist destination. There they will get familiar with local facilities, hotels, restaurants, and attractions. Normally a tour operator arranges FAM trips for the travel clerks from the travel agencies, selling its tourist products. Most often a tour operator arranges such trips to new travel destinations. The FAM tour members will also study the tour operator's or the local travel agency's practice.

The main purpose of travel clerks on a FAM tour is to get necessary knowledge from personal experience. When the travel clerks return home, they will know what to offer and what to explain to their customers about the destination.

Вариант 2.

ORGANIZATION OF A LARGE HOTEL

A large resort complex is a complete, modern living complex. The guest rooms are the "homes" of the hotel's temporary residents, and the meeting rooms are their places of business. The hotel's offering of several restaurants provides options for purchasing food and beverages with varying degrees of formality. Recreational facilities such as golf and tennis courts, and retail shops such as gift **boutiques**, salons, and news-stands, complete an environment that is virtually self-contained. To manage and operate this complex residential system requires a large staff organized into numerous departments.

Administration

The **resort** is managed by an executive director who is aided by a director or general manager and a staff of assistant directors or assistant managers. The assistant directors are the heads

of the various departments working under the supervision of the director. The human relations department, or personnel department, is part of the administration and is responsible for recruiting and hiring employees, implementing in-service training programs, and enforcing personnel policies and procedures.

The Rooms Department

The rooms department of a large hotel has a large staff of front office, housekeeping, and bell service employees. The front office is subdivided into smaller, separate departments for reservations, room control, and guest communications. The housekeeping department is further divided into two departments for room cleaning and laundry service. The bell service is overseen by a service supervisor or bell captain.

The Food and Beverage Department

A large hotel operates a formal restaurant, an informal coffee shop, and cocktail lounge, to provide guests with optional food and beverage services; **it** also operates an employee cafeteria. The food and beverage manager is aided by a head chef, restaurant manager, coffee shop manager, beverage supervisor, storeroom supervisor, and kitchen steward. The staff reporting to the kitchen steward is responsible for dishwashing, kitchen maintenance, and the polishing of silverware. In addition, a cafeteria manager oversees food and beverage service provided to employees of the hotel.

Лексико-грамматические упражнения:

Match up to make phrases.

- (~)holiday ~ expenses
- (~)answering ~ service
- (~)theme ~ park
- (~)natural ~ surroundings
- (~)sporting ~ equipment
- (~)government ~ official
- (~)overnight ~ accommodation
- (~)travel ~ camp

Match the equivalents

- (~)amusement park ~ парк развлечений
- (~)animation programme ~ анимационная программа
- (~)answering service ~ служба секретарей на телефоне
- (~)to attend ~ посещать, присутствовать на
- (~)bird-watching ~ наблюдение за птицами в естественных условиях
- (~)boating ~ путешествие на лодке
- (~)bonus ~ премия
- (~)business tourism ~ деловой туризм
- (~)communications ~ средства связи
- (~)convention ~ конгресс
- (~)convention tourism ~ конгрессный туризм
- (~)cookery ~ кулинария
- (~)cruise tourism ~ круизный туризм
- (~)cruising ~ круизные путешествия
- (~)cultural tourism ~ культурно-познавательный туризм, культурный туризм
- (~)cycling ~ велосипедный отдых, велосипедный туризм
- (~)to define ~ характеризовать, давать определение
- (~)diving ~ ныряние
- (~)domestic tourism ~ внутренний туризм
- (~)downhill skiing ~ горнолыжный туризм

- (~)ecological tourism ~ экологический туризм
- (~)educational tourism ~ образовательный туризм
- (~)equipment ~ оборудование, оснащение, инвентарь, снаряжение
- (~)facilities ~ база, удобства, возможности
- (~)familiarization (FAM) tourism ~ ознакомительный туризм
- (~)FAM trip ~ ознакомительный тур, рекламный тур
- (~)fitting-centre тренажёрный зал
- (~)fourth-age tourism туризм для лиц четвёртого возраста (для людей с ограниченными возможностями)
- (~)gambling ~ азартные игры, игорный бизнес
- (~)hiking ~ пеший туризм
- (~)holiday camp ~ лагерь отдыха
- (~)holiday-maker ~ отдыхающий, отпускник
- (~)holiday tourism каникулярный туризм
- (~)horse riding ~ верховая езда
- (~)inbound tourism ~ въездной туризм
- (~)incentive ~ стимул
- (~)incentive tourism ~ поощрительный туризм
- (~)international tourism ~ международный туризм
- (~)itinerary ~ спланированный маршрут
- (~)to keep physically fit ~ поддерживать физическую форму
- (~)leisure tourism ~ досуговый туризм
- (~)mission ~ миссия, делегация
- (~)motor racing ~ автогонки
- (~)motoring ~ автотуризм, путешествия на автомобиле
- (~)mountain tourism ~ горный туризм
- (~)mountaineering ~ альпинизм
- (~)negotiations ~ переговоры
- (~)outbound tourism ~ выездной туризм
- (~)pilgrimage tourism ~ паломнический туризм
- (~)pleasure tourism ~ каникулярный туризм, туризм с целью отдыха
- (~)preparation ~ подготовка
- (~)provision ~ предоставление, обеспечение
- (~)rafting ~ сплав по рекам на плотках или резиновых лодках
- (~)reward ~ вознаграждение
- (~)route ~ маршрут
- (~)secretarial services ~ услуги секретаря
- (~)sporting tour ~ спортивный тур
- (~)special-interest tourism ~ специализированный туризм
- (~)sports tourism ~ спортивный туризм
- (~)to spread out ~ распространяться, расширяться
- (~)to stay ~ останавливаться, проживать
- (~)survival ~ выживание
- (~)swimming-pool ~ бассейн

Презентации:

1. Which type of tourism do you consider appropriate for you?
2. The appearance of incentive tourism
3. Which types of tourism exist in our country?

РУБЕЖНЫЙ КОНТРОЛЬ К РАЗДЕЛУ 4: Форма рубежного контроля – компьютерное тестирование

Choose the correct form of the participle to replace the words in italics.

(?) Letters that are posted before 5 p.m. should arrive the next day.

(?) posting

(!) posted

(?) The train that is standing on the platform 5 is for Manchester.

(!) standing

(?) stood

(?) I haven't seen the film, so I can't comment on it.

(!) not having seen

(?) not having been seen

(?) Firemen have rescued passengers who were trapped in the accident.

(?) trapping

(!) trapped

(?) It took workmen days to clear up the litter that was dropped by the crowds.

(?) dropping

(!) dropped

(?) They live in a lovely house that overlooks the River Thames.

(!) overlooking

(?) overlooked

(?) The student who is being examined now is from another group.

(?) examining

(!) being examined

(?) People who live in blocks of flats often complain of loneliness.

(!) living

(?) lived

(?) The news which was being broadcast shocked everybody.

(?) broadcasting

(!) being broadcast

(?) The work which is being carried out by your group will contribute a lot to our research.

(?) carrying

(!) being carried

(?) There's someone who is waiting for you.

(!) waiting

(?) being waited

(?) As I had forgotten my keys, I couldn't get into my flat.

(!) having forgotten

(?) having been forgotten

(?) Jewellery _____ in the robbery has never been recovered.

(?) stealing

(!) stolen

(?) having stolen

(?) I got a letter from the Tax Office _____ that I owe them \$1,000.

(!) saying

(?) said

(?) being said

(?) Books _____ from the library must be returned in two weeks.

(?) borrowing

(?) having borrowed

(!) borrowed

(?) I had a long talk with Jack, _____ why it was important for him to work hard.

(!) explaining

(?) explained

(?) having been explained

- (?)_____ everything into consideration, I've decided to give you a second chance.
 (?)taken
 (!)taking
 (?)being taken
- (?)A new film, _____ by Stephen Spielberg, will be released next month.
 (?)making
 (!)made
 (?)having made
- (?)The experiment _____ out at the laboratory is very important for our future work.
 (?)having carried out
 (!)carried out
 (?)carrying out
- (?)Not _____ the film, I can't comment on it.
 (!)having seen
 (?)seen
 (?)being seen
- (?)_____ my driving test, I was able to buy my first car.
 (?)passing
 (!)having passed
 (?)passed
- (?)_____ for many years, the painting turned up at the auction.
 (?)being lost
 (!)lost
 (?) loosing
- (?)With the agreement _____ the participants left the conference hall.
 (!) having been reached
 (?)being reached
 (?)reaching

Раздел 5.

Тема 5.1 Инфинитив.

Цель: Повторение и закрепление грамматического материала по теме «Инфинитив».

Перечень изучаемых элементов содержания:

1. Образование форм инфинитива.
2. Глаголы, требующие после себя употребления инфинитива.
3. Функции инфинитива.
4. Инфинитивный оборот Complex Object.
5. Инфинитивный оборот Complex Subject.

Вопросы для самоподготовки:

1. Выполнить грамматические упражнения

Тема 5.2 People in hospitality.

Цель: Активизация лексико-грамматического материала в диалогической и монологической речи в ситуациях профессионального общения. Обучение поисковому и просмотровому чтению профессионально-ориентированных текстов.

Перечень изучаемых элементов содержания

1. Лексика по теме.

2. People in hospitality.

Вопросы для самоподготовки:

1. Составьте тематический англо-русский и русско-английский глоссарий по теме.
2. Выучить определения.
3. Назовите специальности и расскажите о требованиях, предъявляемых к этим специалистам.

ПРАКТИЧЕСКОЕ ЗАДАНИЕ К РАЗДЕЛУ 5.

Форма практического задания: текстовые упражнения, лексико-грамматические упражнения

Примерный перечень текстов для чтения и перевода к разделу 5.

Вариант 1.

People in hospitality

“Hospitality” involves hotel and restaurant services. It may involve all kinds of businesses which provide accommodation and catering for customers. The range of hospitality employees is great. The first person you see when you enter a hotel is the doorman. He helps the hotel guests in and out of cars and cabs. He opens and holds the door for them. The doorman wears a distinctive uniform. He shows the hotel guests to the reception desk. He gives directions and calls for cabs. As for luggage, the doorman may assist the guests with the luggage. However, this is not his function. The hotel has porters to do this job. They either carry luggage or move it on carts.

Another person providing services in a hotel is a bellboy. The bellboy gets the guest’s room key from the receptionist and escorts the guest to his room. He will show the guest how to unlock and lock the door and how to use the room appliances such as the air-conditioning, the hair-dryer, the tea- and coffee-making facilities. The bellboy may assist the guest with his luggage. He must run errands for the guest.

Employees working in the restaurant are a waiter or waitress, a barman, a cook. The main person in the dining-hall is a maitre d’hôtel. He sits and greets the guests. Then the waiters and waitresses serve dishes while wine stewards recommend and serve beverages.

Let’s speak about some jobs in hospitality in details.

The receptionist works in the front office of a hotel.

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

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

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

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

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

The concierge works at a hotel’s information desk. The concierge must speak a few languages because she has to help guests from other countries.

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

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

The concierge can find a babysitter.

The concierge must help guests mail letters and packages. She may even provide paper and a pen for writing letters.

In some hotels the concierge is in charge of messages.

The hotel manager is the head of a hotel. He may have the name of the general manager or the managing director.

The hotel manager may hold a management position in an individual hotel or he may work in a hotel chain. In a small hotel the manager may be the owner of the hotel. But in a large hotel he is just a professional hotelier.

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

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

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

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

The night manager is on duty during the night.

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

A restaurant may have different chefs. At the head of them is the head chef.

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

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

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

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

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

The restaurant manager is in charge of the restaurant policy and operations. He has to decide on the image of his restaurant. He has to plan its business. He has to decide on purchases and sales. He hires the restaurant staff and provides their training.

The restaurant manager has to meet the guests. He must see to it that the guests are happy with the service and have no complaints. The guests may often see the restaurant manager in the dining-hall.

In a large restaurant there are other management positions: the purchase manager, the sales manager, the production manager, the personnel manager and others. All these managers report to the general manager.

In an individual restaurant the restaurant manager decides on the type of cuisine and the types of menus.

In a family-owned restaurant the whole family may be in charge of the restaurant operations. The wife may act as a hostess or a chef.

Вариант 2.

OPEN FOR BUSINESS 8,760 HOURS PER YEAR

There are 8,760 hours in a year. Hotels are open for business every hour of every day of every year. That's really something! Colleges are pretty busy places, but they are open, including summer schools, only about forty weeks out of each year, and then only five days each week and usually no more than fourteen hours a day. That adds up to 2,800 hours, which is less than one-third

the number of hours a hotel is open. Excluding about five holidays, a bank is usually open from 9 a.m. till 5 p.m., five days per week, Saturday until noon, fifty-two weeks per year. That's a total of 2,196 hours per year, or just one-fourth that of a hotel.

A neighborhood restaurant may be open six days a week, fifty-two weeks per year from 11 a.m. till 11 p.m. These are long hours, 3,744 hours in a year, but that's only about 43 percent of that of a hotel.

There are other businesses that **run** round the clock each day of the year. Some gas stations and convenience stores are examples of rather uncomplicated businesses that are always open. Hospitals are an example of a complex service that is provided round the clock. There are, however, few examples of retail businesses that operate at the level and pace of a hotel throughout a twenty-four hour day. A hotel's kitchen can be finishing up a banquet at 10 p.m. one evening and preparing for a large breakfast meeting at 7 a.m. the next morning. Night clubs stay open late into the evening, public spaces must be cleaned and maintained after midnight to be ready for the morning traffic, maids must sometimes clean every room in the hotel if **it** experiences a heavy checkout and checking on the same day. Vital equipment must be repaired without loss of guest service. Room service and restaurant service must be available, in many hotels, twenty-four hours a day. Each guest's bill must be updated every day. Hospitals often provide only emergency services in the evening. Incredibly, many hotels are capable of providing nearly all guest services twenty-four hours of each day.

It's no wonder that people who work in hotels usually describe them as twenty-four-hour-a-day businesses! One long-time executive called them "little worlds that never close". Only certain kinds of dedicated people can survive in this business. Another characterized the hotel business as "**relentless**" while a third said it was "not for the faint of heart".

Лексико-грамматические задания:

(?)Match the sentences which have the same meaning.

You are very absent-minded. You forgot about the arrangements. ~ If you weren't so absent-minded, you wouldn't have forgotten about the arrangements

You are very absent-minded. You forget about the arrangements. ~ If you weren't so absent-minded, you wouldn't forgot about the arrangements

You were very absent-minded. You forgot about the arrangements. ~ If you hadn't been so absent-minded, you wouldn't have forgotten about the arrangements

(?)Match the sentences which have the same meaning.

You are afraid of the exams because you didn't study properly during the term. ~ You wouldn't be afraid of the exams if you had studied properly during the term.

You are always afraid of the exams because you don't study properly during the term. ~ You wouldn't be afraid of the exams if you studied properly during the term.

You were afraid of the exams because you didn't study properly during the term. ~ You wouldn't have been afraid of the exams if you had studied properly during the term.

Read this introduction to a presentation. Choose the correct words or phrases in italics:

(?)Good afternoon, ladies and gentlemen and welcome _____ our seminar on corporate property management.

(?)in

(!)To

(?)for

(?) I would like to _____ by telling some of the main issues in corporate property management (5) so in order you will be able to judge whether your company is devoting sufficient time to this question.

(?)starting

(!)commence

(?) begin

(??) I will then turn to some of the legal and financial aspects of property management, and will _____ how your companies may be affected by current and future legislation.

(!) explain

(?) tell

(?) look

(??)I will _____of the kinds of problems our clients have faced and explain what was done to solve them.

(?) illustrate

(?) discuss

!) give examples

(??)I will finish by giving a brief resume of the consultancy service that we offer, and I will explain what you _____ do if you would like to look into the matter further.

(?) need

(!) should

(?) shall

(??) As we are rather _____ for time, I would be grateful if you could rest any questions you may wish to raise until the end, when I will do my best to answer them.

(!)short

(?)hurried

(?) pressed

РУБЕЖНЫЙ КОНТРОЛЬ К РАЗДЕЛУ 5: Форма рубежного контроля – компьютерное тестирование

1. Choose the correct form of the Infinitive.

(??)My father allowed me _____ his car.

(!)to use

(?)use

(??)Let me _____ your bag.

(?)to carry

(!)carry

(??)Would you like me _____ now?

(!)to go

(?)go

(??)He doesn't want anybody _____.

(!)to know

(?)know

(??)What makes you _____ so?

(?)to think

(!)think

(??)The film was very sad. It made me _____.

(?)to cry

(!)cry

(??)What's happened here? I want _____ the truth.

(?)to tell

(!)to be told

(?)to have told

(??)In many countries English is the top priority language _____ at school.

(!)to be learnt

(?)to be learning
(?)to have learnt
(??)She returned to her motherland not _____ it again.
(!)to leave
(?)to be left
(?)to be leaving
(??)There was much _____ for the idea.
(?)to be saying
(!)to be said
(?)be said
(??)I expect you _____ to me instead of writing something.
(?)listen
(?)be listening
(!)to be listening

(??) Our group will _____ a test from 2 p.m. to 4 p.m.
(?) to be writing
(!) be writing
(?) write
(??) I am glad _____ you.
(?) to be meeting
(!) to have met
(?) to be met
(??)She is happy _____ this job.
(!)to have been offered
(?) have offered
(?) to have been offering
(??) She pretended _____ for me for all these months.
(?) to be waiting
(?) to be waited
(!) to have been waiting
(??) I am sorry _____ you so much trouble.
(!) to have given
(?) to be given
(?) to have been given

2. Match English phrases with their Russian equivalents. Подберите русские эквиваленты к английским словосочетаниям

(~)host ~ хозяин
(~)hostess ~хозяйка
(~)hotelier ~ хозяин или управляющий гостиницы
(~)to mail ~ отправлять по почте
(~)managing director ~ директор-распорядитель
(~)maitre d'hôtel, maitre d' ~ метрдотель
(~)message ~ сообщение, послание
(~)night manager ~ночной управляющий
(~)owner ~ владелец
(~)package ~ пакет, бандероль
(~)pastry chef ~ шеф-кондитер
(~)personnel manager ~ управляющий персоналом
(~)production manager ~ управляющий производством, заведующий производством
(~)purchase manager ~управляющий по снабжению

(~)to purchase ~ приобретать, закупать
(~)reception desk ~ стойка службы приёма и размещения гостиницы
(~)receptionist ~ работник, администратор службы приёма и размещения
(~)to register ~ регистрировать

(~)register ~ журнал регистрации гостей
(~)resident manager ~ управляющий, проживающий в отеле
(~)to run errands ~ выполнять поручения
(~)sales manager ~ управляющий по сбыту, коммерческий директор
(~)sauce chef ~ шеф-повар по соусам и вторым блюдам
(~)to sign ~ подписывать, ставить подпись
(~)soup chef ~ шеф-повар по супам
(~)specialist chef ~ шеф-повар-специалист
(~)Supervisor ~ руководитель, управляющий среднего звена
(~)to taste ~ пробовать на вкус, дегустировать
(~)tea-and coffee-making facilities ~ приборы для приготовления чая и кофе
(~)vegetable chef ~ шеф-повар по овощным блюдам и гарнирам
(~)wine steward ~ сомелье, официант по винам

Раздел 6.

Тема 6.1 Герундий.

Цель: Повторение и закрепление грамматического материала по теме «Герундий».

Перечень изучаемых элементов содержания:

1. Образование герундия.
2. Функции герундия.
3. Глаголы, требующие после себя употребления герундия.
4. Употребление герундия после предлогов.
5. Перевод герундия на русский язык.

Вопросы для самоподготовки:

1. Выполнить грамматические упражнения

Тема 6.2. Types of hotels.

Цель: Активизация лексико-грамматического материала в диалогической и монологической речи в ситуациях профессионального общения. Обучение поисковому и просмотровому чтению профессионально-ориентированных текстов.

Перечень изучаемых элементов содержания

1. Лексика по теме.
2. Характеристика отелей.

Вопросы для самоподготовки:

1. Составить тематический глоссарий по теме.
2. Выучить термины и определения.
3. Выполнить лексические упражнения.

ПРАКТИЧЕСКОЕ ЗАДАНИЕ К РАЗДЕЛУ 6.

Форма практического задания: текстовые упражнения, лексико-грамматические упражнения

Примерный перечень текстов для чтения и перевода к разделу 6.

Вариант 1.

Types of hotels

There are different types of accommodation. On the one hand, all the hotels are rated according to the purpose of travelers. On the other hand, they are rated according to the range of services and quality of comforts. It means that there are a few different classifications. According to

the purpose of travelling people the hotels are rated as commercial hotels, convention hotels, resort hotels and residential hotels.

The commercial hotel is for business travelers. Most commercial hotels are big city hotels. The convention hotel is for convention participants. Convention hotels have a lot of convention facilities like meeting rooms and exhibit areas. The resort hotel is for holiday-makers. Resort hotels have a lot of recreational facilities like swimming pools, fitness centres, sports grounds. The residential hotel is for long-term or permanent residents.

To grade the hotels according to the range of services and quality of comforts, the star system is used. It is also known as the French or European system. The more stars, the higher the quality and the wider the range of services. There are also national grading systems like the crown system in Great Britain, the key system in Sweden or the letter system in Greece. In the USA the hotels are graded as super deluxe, deluxe, expensive, moderate and inexpensive.

An inn is, as a rule, a countryside hotel. Such hotels are often located in pleasant sceneries. They provide comfortable but informal accommodation. However, the word 'inn' has come from early days of travel.

A motel offers accommodation to travelers and provide parking lots for their cars opposite to their motel rooms.

"All-in" hotels offer all-in rates for full board and half board stays. Full board is bed, breakfast, lunch and dinner. Half board is bed, breakfast, lunch or dinner.

There are also some different types of accommodation, for example, boatels at the beachfront with moorage for the guests' boats and yachts. There are also floatels, i.e. floating hotels on water.

Another type of accommodation is condo. It is a condominium where the apartments are owned by individuals. Condos are situated in resort areas and used as second homes for recreation.

Camping sites are also considered to be a type of accommodation. Some people prefer travelling by car or van and staying in their tent or van overnight. In this case they will park and stay in a camping or caravanning site with special facilities.

There is also a marina for people who travel on boats and use them for accommodation.

Let's speak about some types of hotels in detail.

The inexpensive hotel is also called the 1-star hotel according to the European classification. These are plain hotels and inns of small scale. Inexpensive hotels are modestly furnished. However, rather good facilities are provided for the guests. Bath and lavatory arrangements are offered, but they are not provided in every bedroom. Washbasins are provided in every bedroom.

As a rule, the inexpensive hotels have got a lounge area. There are no phones in bedrooms, but the use of telephone is arranged. Not every room is fitted with a radio and a TV-set.

Inexpensive hotels are often referred to as budget, economy, second or tourist class. Inexpensive hotels offer low prices. That is why they are used by the guests who cannot afford to pay much. However, the main thing is that they are neat and clean and the service is friendly.

The inexpensive hotels are situated away from the city centre and far from convenient means of transportation. It means that the location is not convenient.

The moderate hotel is also called the 2-star hotel according to the European classification. These hotels offer a higher standard of accommodation than the inexpensive hotels. However, according to the standards only 20 per cent of bedrooms contain a private bathroom or a shower with a lavatory.

TV-sets are provided in some bedrooms or there is a TV-set in a lounge. Assistance with luggage is arranged for the guests. There are bedside lights in the rooms. Wake-up calls are offered. The rooms are not air-conditioned which is a disadvantage for resort and beach hotels in hot countries.

Hot morning tea or hot breakfast is available. A bar and a restaurant are not available in every moderate hotel.

The moderate hotels are located at a distance from centres of activity. Good transportation may not be available.

The prices are reasonable for the guests with limited incomes.

The expensive hotel is also called the 3-star hotel according to the European classification. These are well-appointed and very comfortable hotels. A more spacious accommodation is offered to the guests.

According to the standards two thirds of bedrooms contain a private bathroom or a shower with a lavatory.

All rooms are fitted with a telephone, a radio and a TV-set. Many expensive hotels offer private parking. In many expensive hotels dogs and other pets are admitted. In resort or beach hotels in hot countries bedrooms are fitted with air-conditioning which is a great advantage. Wake-up calls, room service, hair-dryers, portage are offered.

Fuller meal facilities are provided for the guests. All expensive hotels have got a restaurant and a bar. Meals are provided on a half board basis. Hot tea in the morning and hot evening meals are always offered in the expensive hotels.

The expensive hotels usually have a rather good location. Good transportation is also available.

The deluxe hotel is also called the 4-star hotel. These are exceptionally well-appointed hotels. A high standard of comforts and services is offered to the guests.

A private bathroom or a shower with a lavatory are provided in all bedrooms. All bedrooms are fitted with a telephone, a colour TV-set, a radio.

All deluxe hotels contain a variety of bars and restaurants. Meals are provided on a full board basis: hot breakfast, lunch and dinner.

The resort or beach hotels in hot countries offer private swimming-pools. The rooms are fitted with air-conditioning and mini-bars. Saunas and solariums are also provided.

The deluxe hotels have excellent locations in beautiful neighbourhoods and convenient transportation means.

The prices are rather high but the guests get their money worth.

The superdeluxe hotel is usually called the luxury hotel. Such hotels are also known under the name of the 5-star hotels. These are exceptionally luxurious hotels. Extremely comfortable and luxurious guestrooms are offered to the guests. Perfectly appointed public rooms are provided for the needs of the guests: lounges, banquet halls, conference rooms.

The superdeluxe hotels offer the greatest convenience, the best comfort and the widest service to their guests. All guestrooms include private bathrooms. All guestrooms are fitted with up-to-date equipment and amenities: room telephones, colour TV-sets, home videos, mini-bars, full-length mirrors, excellent furniture.

A variety of recreational facilities is provided for the guests: swimming-pools, health clubs and fitness centres, saunas, solariums, beauty parlours. Where gambling is allowed, the superdeluxe hotels contain casinos and night clubs.

The superdeluxe hotels provide all-night lounge service and all-night room service. Private parking lots are provided for the guests.

A variety of restaurants and bars cater for the needs of all kinds of visitors. They are open for breakfast, brunch, lunch, dinner, linner and supper.

The superdeluxe hotels have got a very high proportion of employees to guests and guestrooms. It means that a large number of people are employed to serve the guests. The proportion may be three employees to one guestroom. The employees are perfectly trained to meet the high standards of service.

The superdeluxe hotels are built and designed to provide service for wealthy and important guests. Such hotels are located in fashionable neighbourhoods with the best views and convenient connections. Limousine service is available, too.

Вариант 2.

HOTEL ORGANIZATION

The organization of a lodging establishment is influenced by several factors, including the following:

- location and market
- type of ownership
- size of the establishment
- type of property
- guest services
- working capital

Location and market often dictate how the hotel will be staffed and organized. Resort complexes are found in popular vacation areas, whereas budget motels are usually located near major thoroughfares. Airport hotels are organized for the fast turnover of guests, whereas resorts are geared for a more leisurely pace. Hotels in major convention cities are more likely to be organized to support large groups and meetings, but properties in small, rural areas tend to focus on individual travelers.

The method of **ownership** has a strong influence on both the size and personality of the hotel staff.

The hotel staff varies in direct proportion to the size of the hotel. For example, a hotel with a large number of rooms requires a large staff of housekeepers to clean the rooms, and a property with a large garage must have parking valets to store and retrieve the automobiles of guests.

The type of property may also have a bearing on the organization and **staff**. A sprawling resort complex or convention center almost always maintains a large bell staff to transport guest luggage, whereas roadside motels seldom offer bell service.

The extent of the guest services that are provided by a hotel also influences the size and complexity of the staff. For example, if the hotel has a hair care salon, **it** must employ a staff of hairstylists, and if a gift shop is open 24 hours per day, three shifts of shop attendants must be hired.

Working capital is the amount of money available for construction, improvements, maintenance, and operating expenses. Ultimately, the size and complexity of any lodging establishment are limited by the available working capital.

All of these factors are interlinked. A change affecting one factor, such as the type of ownership or the extent of services, often dictates a change in others, such as working capital or size of the establishment.

Лексико-грамматические задания:

Match the equivalents

- (~)to admit ~ допускать, принимать
- (~)all-in, all-inclusive ~ «всё включено», инклюзивный
- (~)amenities ~ удобства (в номере)
- (~)arrangements ~ мероприятия, меры, приготовления
- (~)at the beachfront ~ на берегу, на береговой линии
- (~)beauty parlour ~ салон красоты
- (~)bedside light ~ прикроватный свет, бра
- (~)boatel ~ ботель, гостиница на берегу с причалом для лодок и яхт постояльцев
- (~)budget hotel ~ бюджетная гостиница
- (~)camping site ~ кемпинг, лагерь для автопутешественников
- (~)caravan, van ~ автофургон
- (~)caravanning site ~ лагерь для автотуристов
- (~)to cater (for) ~ обслуживать
- (~)commercial hotel ~ коммерческая гостиница
- (~)condo, condominium ~ кондоминиум
- (~)convention hotel ~ конгрессный отель
- (~)crown system ~ система корон
- (~)deluxe hotel ~ гостиница класса «люкс»
- (~)exceptionally ~ исключительно

(~)extremely ~ чрезвычайно

Match the equivalents

(~)fashionable ~ модный, фешенебельный

(~)fitness centre ~ тренажёрный зал

(~)floatel ~ плавучий отель

(~)to furnish ~ обставлять, меблировать

(~)to get one's money worth ~ получить справедливую цену, не переплатить

(~)to grade ~ делить на группы, классы, классифицировать

(~)grading system ~ система классификации

(~)guest room ~ гостиничный номер

(~)income ~ доход

(~)key system ~ система ключей

(~)letter system ~ система букв

(~)limousine service ~ предоставление отелем роскошного отеля с водителем

(~)long-term ~ длительный, долгосрочный

(~)lounge area ~ салон, гостиная, комната отдыха, вестибюль

Match the equivalents

(~)marina ~ оборудованная пристань для лодок и яхт

(~)to meet the standards ~ отвечать стандартам, соответствовать нормам

(~)moderate hotel ~ гостиница среднего класса

(~)moorage ~ причал для лодок и яхт, место стоянки лодок и яхт

(~)motel ~ мотель

(~)neighbourhood ~ район, квартал

(~)non-resident ~ не постоялец, не гость отеля

(~)parking lot ~ парковка, стоянка

(~)porterage ~ переноска багажа

(~)private bathroom ~ отдельная ванная

(~)to rate ~ классифицировать, присваивать категорию

(~)recreational facilities ~ условия для отдыха, возможности для организации отдыха

(~)residential hotel ~ стационарная гостиница

(~)spacious ~ просторный

(~)sports grounds ~ спортивная площадка

(~)star system ~ система звёзд

(~)superdeluxe hotel ~ гостиница класса «суперлюкс»

(~)well-appointed ~ хорошо оборудованный

РУБЕЖНЫЙ КОНТРОЛЬ К РАЗДЕЛУ 6: Форма рубежного контроля – Компьютерное тестирование

1. Choose correct prepositions and forms of the Gerund.

(?)He succeeded _____ the task.

(!)in fulfilling

(?)with fulfilling

(?)in being fulfilled

(?)_____ you might make your life easier.

(?)in apologizing

(!)by apologizing

(?)by being apologized

(?)He congratulated the new members _____ to the community.

(!)on being admitted

(?)on admitting

- (?)for admitting
 (??)_____ the decision the participants began to shake hands.
 (?)by reaching
 (!)after reaching
 (?)without reaching
 (??)Those students who have only excellent marks may get their pass _____ at the exam.
 (?)without asking
 (!)without being asked
 (?)by asking
 (??)The reason_____ the story is that it is sensational.
 (!)for publishing
 (?)for being published
 (?)of publishing
 (??)He had the reputation _____ a lot of tact.
 (!)for having
 (?)of having
 (?)on having
 (??)They claim that their method is the fastest way_____ to speak a language.
 (!)of learning
 (?)in learning
 (?)of being learnt

Choose “true”, “false” or “not stated”

- (??) The sociologist has a distinctive way of examining human interactions.
 (!) true
 (?) false
 (?) not stated
 (??) In attempting to understand social behavior, sociologists rely on usual type of creative thinking, sociological imagination.
 (!)true
 (?) false
 (?) not stated
 (??) Sociological imagination can bring new understanding to daily life around us.
 (!)true
 (?)false
 (?)not stated
 (??) Anthropologists usually explore the ways in which people produce and exchange goods and services.
 (?)true
 (!)false
 (?)not stated
 (??)Historians are concerned with the history of the past and their significance for the past.
 (?) true
 (?) false
 (!) not stated
 (??) Sociologists focus on the social networks that develop among many gamblers.
 (!) true
 (?) false
 (?) not stated
 (??) Humans are social animals, who can live without communication
 (?) true
 (!) false
 (?) not stated

(??) Viewing social phenomena from several perspectives, we can realise the threat to our understanding of human behavior.

- (?) true
- (?) false
- (!) not stated

2. Match the words from the text and their synonyms. Подберите к данным словам синонимы

- (~) Concern ~ affair
- (~) arrangement ~ classification
- (~) yearn ~ hanker
- (~) vigilant ~ watchful
- (~) mediate ~ intercede
- (~) tattle ~ gossip
- (~) keep away ~ avoid
- (~) call off ~ cancel
- (~) petty ~ insignificant
- (~) barbaric ~ cruel
- (~) abide ~ wait
- (~) head out ~ move away / off;
- (~) coward ~ faint-hearted

3. Choose the best definition to the following words. Подберите определения к следующим словам:

(1) Conflict

- (a) is serious disagreement and argument about something important. If two people or groups are in conflict, they have had a serious disagreement or argument and have not yet reached agreement.
- (b) a statement or set of statements that you use in order to try to convince people that your opinion about something is correct.
- (c) the action, process, or result of arranging or being arranged

(2) Argument

- (a) a situation where nobody seems to pay attention to rules or laws;
- (b) an exchange of diverging or opposite views, typically a heated or angry one
- (c) high status or reputation achieved through success, influence, wealth, etc.;

(3) Performance

- (a) is a person who acts, sings, or does other entertainment in front of audiences.
- (b) the action or process of carrying out or accomplishing an action, task, or function
- (c) a course or principle of action adopted or proposed by an organization or individual

(4) Concern

- (a) something that affects or is of importance to a person; affair; business
- (b) nonprofit agencies
- (c) the state of being nonchalant

(5) Issue

- (a) the support and money given by someone to a person or a group such as a charity;
- (b) a spoken or written representation or account of a person, object, or event
- (c) an important topic or problem for debate or discussion

(6) supervisor

- (a) a person who supervises a person or an activity
- (b) the group of people with the authority to govern a country or state; a particular ministry in office
- (c) a person lower in status or rank

(7) Management

- (a) the group of people with the authority to govern a country or state; a particular ministry in office

- (b) the process of dealing with or controlling things or people
- (c) a system of government in which most of the important decisions are taken by state officials rather than by elected representatives

(8) Professional

- (a) a person competent or skilled in a particular activity
- (b) the ordinary member of an organization as opposed to the leader or officer;
- (c) an official in a government department, in particular one perceived as being concerned with procedural correctness at the expense of people's needs

РАЗДЕЛ 7.

Тема 7.1. Modal Verbs (Модальные глаголы).

Цель: *Повторение и закрепление грамматического материала по теме «Модальные глаголы».*

Перечень изучаемых элементов содержания

1. Модальный глагол *can*, оборот *be able to*.
2. Модальный глагол *must*.
3. Глаголы *have to*, *need to*.
4. Модальные глаголы *should*, *ought to*.
5. Использование модальных глаголов для выражения возможности/ невозможности, вероятности/невероятности совершения действия.

Вопросы для самоподготовки:

1. Выполнить грамматические упражнения

Тема 7.2 Hotel services.

Цель: *Активизация лексико-грамматического материала в диалогической и монологической речи в ситуациях профессионального общения. Обучение поисковому и просмотровому чтению профессионально-ориентированных текстов.*

Перечень изучаемых элементов содержания

1. Лексика по теме.
2. Услуги и сервис.

Вопросы для самоподготовки:

1. Составить тематический глоссарий по теме.
2. Охарактеризовать ряд услуг.
2. Выполнить лексико-грамматические упражнения.

ПРАКТИЧЕСКОЕ ЗАДАНИЕ К РАЗДЕЛУ 7.

Форма практического задания: **текстовые упражнения, лексико-грамматические упражнения**

Примерный перечень текстов для чтения и перевода к разделу 7.

Вариант 1.

Hotel services

The hotel services are divided into the front of the house and the back of the house. The front of the house includes departments which deal with administration and customer contact services. They are the front office, the information desk, the bell service, the accounting department, and the hotel management. The back of the house departments don't have contact or have a very limited contact with hotel guests. They provide invisible services. Those are housekeeping, the engineering, the maintenance, the food and beverage, the personnel departments, the laundry service, the valet

service and others. Personnel department, for example deals with hiring and firing. The personnel manager deals with recruitment and replacement of staff members. He arranges job interviews for job applicants. Sales department is one of the most important departments for the successful hotel operation. The main product hotels sell is hospitality. Hospitality is a combination of tangible and intangible goods: a comfortable bed, a hot shower, a tasty meal, an attentive waiter, a helpful porter, a friendly receptionist.

When hotel guests arrive, they expect the front office clerks to offer them a nice welcome. They will want someone to help them with checking-in.

The front office is in the lobby of a hotel. It consists of the reservation department and the reception desk or the front desk.

The reservation department provides booking of the hotel rooms.

The front desk provides sales of rooms, guest registration, message and mail service, guest accounts.

Each employee in the front office has got a specific task.

The booking clerk will help the guest to arrange a booking.

The receptionist or the room clerk will help the guest to check in. When the receptionist watches the guest arrive, he meets and greets him. The receptionist asks the guest to fill in a registration form and assigns a room to him. Before the receptionist assigns a room, he or she will check the guest's booking and the available accommodations. Most hotels offer single, double and twin-bedded rooms. There are also some fine suites. A guest may ask the receptionist to provide an extra bed in a double room for his family member.

Every hotel manager relies on his front office to provide brief and convenient checking-in and checking-out.

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

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

The room clerk gives the guest's room number and the key to the bellman. The bellman escorts the guest to his room and shows the room. He must explain how to use the room appliances: the TV-set, telephone, air-conditioning. The guest may want him to explain some other hotel services: room service, laundry or dry-cleaning.

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

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

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

Chambermaids prepare the rooms before the guests check in.

The housekeeper tells the maids to general clean the rooms or to make up the rooms. Generally the maids air the rooms, make the beds, dust the furniture, vacuum clean the floor, wash the bathroom, empty the waste baskets.

Chambermaids use carts to carry supplies of toiletries: shampoos, soaps, tissues, shower caps as well as bed and bath linens.

If the guests need extra bedding or rollaways, the housekeeping service will do it.

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

When guests stay at the hotel, they expect someone to protect them.

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

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

Often the guests lose their stuff in the hotel. The security department is in charge of the lost and found office.

The security department employees are trained for emergencies. They are prepared to help the guests in case of fire or other dangers. They are responsible for warning the guests of the danger. They are in charge of smoke detectors and fire extinguishers throughout the hotel. In case of an injury there are first aid kits throughout the hotel. The security department is in charge of them too.

Вариант 2.

SERVICE COUNTS

In recent years American business has awakened to the importance of **service**. There are many reasons for this interest, not the least of which is the fact that the service sector now dominates the U.S. economy. During the last quarter century, the U.S. economy has moved from one that was production oriented to one that is service oriented. This massive shift has caused a re-examination of the differences between good-producing businesses and service-producing businesses.) The motive for this re-examination is, of course, profits. Understanding how service businesses differ from goods-producing businesses helps executives **manage** better. An important by-product of this re-examination has been a better understanding of the importance of service in business that traditionally have been thought of as producers of goods.

What has become clear is that service can be a powerful competitive strategy that goods-producing companies can use to differentiate themselves from their competition. Because of these trends, service management has become one of the most discussed topics in American business.

Hotels provide both a product and a service. Hotels vary architecturally from modest functional economy to some of the most spectacular structures built by a society. Great hotels, like other great structures are in a way symbols of the society that produces them. All hotels, whether great or modest, reflect the purpose and function **they** were designed to perform. But there is much more to the hotel business than just what meets the eye. A physical product, once in the possession of a customer, is used without the need for continued participation on the part of the business that provided the product. A fountain pen, clothing, furniture, simple household tools, food, and houses are examples of products that have a very small service component associated with them. A product has a small service component if the consumer uses it without any need for further contact with the business that produces it. This, of course, is not the case in most hotels.

The physical aspects of a hotel do, of course, contribute to its ability to provide service. A hotel's central location is a convenience to its guests; spacious, comfortable rooms are important to a good night's rest; attractive lobbies and public areas add to the ambiance of the building; efficient elevators save time. These physical features are all part of the "services" that hotels provide. However, the physical product, no matter how expensive or beautiful, is incapable of providing for the needs of its guests without the on-going and active participation of the hotel's staff.

Лексические упражнения:

Match the equivalents

- (~)accounting department ~ бухгалтерия
- (~)back of the house ~ неконтактные службы гостиницы
- (~)bath linen ~ ванное бельё, банное бельё
- (~)bed linen ~ постельное бельё
- (~)bell man ~ посыльный
- (~)bell captain ~ старший посыльный, заведующий службой посыльных
- (~)bell service ~ служба посыльных
- (~)burglary ~ кража со взломом
- (~)chambermaid ~ горничная
- (~)to check out ~ выезжать из гостиницы, рассчитаться с гостиницей

- (~)to deliver messages ~ доставлять сообщения
- (~)double room ~ двухместный номер с одной двуспальной кроватью
- (~)dry-cleaning ~ химчистка
- (~)emergency ~ аварийная ситуация, чрезвычайное происшествие
- (~)to empty ~ выбрасывать, высыпать содержимое
- (~)extra bed ~ дополнительная кровать
- (~)extra bedding ~ дополнительный комплект постельных принадлежностей

Match the equivalents

- (~) fire extinguisher ~ огнетушитель
- (~)first aid kit ~ комплект первой медицинской помощи
- (~)flood ~ наводнение
- (~)food and beverage department ~ отдел блюд и напитков
- (~)front desk ~ стойка отдела приёма и размещения гостиницы, рецепция, администраторская
- (~)front of the house ~ контактные службы гостиницы
- (~)housekeeper ~ заведующий службой горничных, этажной службой
- (~)housekeeping service ~ служба горничных, этажная служба
- (~)injury ~ травма
- (~)to inspect ~ проверять, обходить с проверкой
- (~)job applicant ~ претендент на должность
- (~)laundry ~ прачечная
- (~)lobby ~ вестибюль, холл гостиницы
- (~)lost and found office ~ бюро находок, стол находок
- (~)maintenance department ~ отдел материально-технического снабжения
- (~)to make up rooms ~ делать косметическую уборку номеров
- (~)personnel department ~ отдел кадров

Match the equivalents

- (~)occupied ~ занятый
- (~)to page ~ выполнять функции личного сопровождающего и прислуги
- (~)to perform a duty ~ выполнять задачу, функцию, обязанность
- (~)to protect ~ охранять
- (~)registration ~ регистрация
- (~)to rely on ~ полагаться на
- (~)reservation department ~ отдел бронирования
- (~)rollaway ~ раскладушка
- (~)room service ~ обслуживание в номере блюдами и напитками
- (~)safe-deposit box ~ индивидуальный сейф
- (~)security ~ безопасность
- (~)security department ~ отдел безопасности
- (~)security officer ~ начальник отдела (службы) безопасности
- (~)single room ~ одноместный номер
- (~)smoke detector ~ детектор дыма
- (~)suite ~ номер «люкс»
- (~)supplies ~ расходные материалы
- (~) (in)tangible ~ (не)материальный
- (~)toiletries ~ туалетные принадлежности
- (~)twin-bedded room ~ двухместный номер с двумя односпальными кроватями
- (~)vacant ~ свободный, незанятый
- (~)to vacuum clean ~ пылесосить, убирать пылесосом
- (~)valet service ~ гостиничная услуга по чистке и глажке (утюжке)
- (~)warning ~ предупреждение
- (~)waste basket ~ мусорная корзинка

**РУБЕЖНЫЙ КОНТРОЛЬ К РАЗДЕЛУ 7: Форма рубежного контроля:
компьютерное тестирование**

- (1) Students _____ to take drinks into class.
(a)aren't allowed
(b)can't
(c)mustn't
(d)don't have
- (2) You've been sleeping all day. You be _____ tired.
(a)mustn't
(b)should
(c)shouldn't
(d)can't
- (3) I've written the report so you _____ do it.
(a)mustn't
(b)have to
(c) needn't
(d)can
- (4) We lost the match. We _____ played better.
(a)should
(b)should have
(c)must
(d)might have
- (5) She _____ do the interview again.
(a)has
(b)has to
(c)ought
(d)have to
- (6) He's not here. He _____ out.
(a)must have gone
(b)must be going
(c)must have been
(d)needn't
- (7) He was in prison at the time that the crime was committed. He _____ it.
(a)can't do
(b)couldn't have done
(c)can be doing
(d)could have done
- (8) 'I didn't see you at Michael's party last week.' – 'No, I had to work that night, so I _____.'
(a)didn't have to go
(b)couldn't go
(c)couldn't have gone
(d)must have gone
- (9) 'We weren't sure which way to go. In the end we turned right.' – 'You went the wrong way. You _____ left'.
(a)should have turned
(b)must have turned
(c)should turn
(d)must turn

- (10) I don't know why you wanted to stay at that party. You _____ talking to all those boring people.
- (a) might have enjoyed
 (b) can't be enjoying
 (c) might be enjoying
 (d) can't have enjoyed
- (11) You _____ speak at the meeting if you don't feel like speaking.
- (a) needn't
 (b) mustn't
 (c) can't
 (d) wouldn't
- (12) He must _____ her. The line of both is busy.
- (a) call
 (b) be calling
 (c) have called
 (d) have been calling
- (13) Something _____. He can't be late.
- (a) must have happened
 (b) is to happen
 (c) can't have happened
 (d) can't happen
- (14) We must _____ in the wrong direction. I don't recognize the road.
- (a) walk
 (b) have been walking
 (c) be walking
 (d) walking
- (15) They must _____ each other for quite a time.
- (a) know
 (b) known
 (c) knew
 (d) have known
- (16) Shall I buy a car? What's your advice? What _____?
- (a) will you do
 (b) would you do
 (c) shall you do
 (d) should you do
- (17) You can't _____ long. I'm only five minutes late.
- (a) wait
 (b) be waiting
 (c) have been waiting
 (d) have waited

Раздел 8.

Тема 8.1 Сослагательное наклонение.

Цель: Повторение и закрепление грамматического материала по теме «Сослагательное наклонение».

Перечень изучаемых элементов содержания

1. Образование сослагательного наклонения
2. Использование сослагательного наклонения в условных предложениях.
3. Использование форм сослагательного наклонения в придаточных предложениях.

Вопросы для самоподготовки:

1. Выполнить грамматические упражнения

Тема 8.2. Tourist companies.

Цель: *Активизация лексико-грамматического материала в диалогической и монологической речи в ситуациях профессионального общения. Обучение поисковому и просмотровому чтению профессионально-ориентированных текстов.*

Перечень изучаемых элементов содержания

1. Лексика по теме.
2. Туристические компании.

Вопросы для самоподготовки:

1. Составить тематический глоссарий по теме.
2. Проанализировать основные принципы работы туристических компаний.
3. Выполнить лексико-грамматические упражнения.

ПРАКТИЧЕСКОЕ ЗАДАНИЕ К РАЗДЕЛУ 8.

Форма практического задания: текстовые упражнения, лексико-грамматические упражнения

Примерный перечень текстов для чтения и перевода к разделу 8.

Вариант 1.

Tourist companies

There are a lot of different companies that deal with tourism and travel. They are travel agencies and tour operators, tourist boards and tourist information centres, national tourist organization and others. Many tourist companies have got outlets in big hotels, airports, bid stores or factories.

A tourist board is a government body which promotes tourism to its country throughout the world or in certain part of the world. As for national tourist organization, it is a body which represents a group of national companies in the tourist business. Tour operators are tourist companies which develop and put together tour packages. Tour operators do market research. They promote their tours and advertise them. Tour operators publish colourful brochures, booklets and travellogues.

Tour operators sell tour packages wholesale to travel agencies or sometimes direct to the public.

There are tour operators which also act like travel agencies. They develop and sell their products themselves.

There are independent tour operators. But among tour operators there are major airlines and shipping companies.

There are large tour operators, such as Thomas Cook Company or American Express Company. Thomas Cook is the oldest tour operator in the world.

Travel agencies are retail tourist companies which work directly with the public. Travel agencies are often called travel shops where customers buy different tourist products.

Travel agencies sell tour operators' tour packages and individual tourist services. Among tour packages there are inclusive tours, charter inclusive tours and inclusive tours with an excursion. Travel agencies also sell coaching tours and cruising tours.

Travel agencies form groups of tourists who take part in ready-made prepaid tours. They also make individual travel arrangements.

Among separate tourist services there are air tickets, train tickets, boat or ferry tickets, hotel rooms, car rentals, sightseeing tours, services of a guide or a guide-interpreter. Travel agencies also offer travel insurances and theatre tickets to their customers.

Large travel agencies branch out and have got branches and outlets within a city, a region, a country or all over the world.

There are large travel agencies which are members of a chain. A chain is a group of agencies which belong to the same company. Usually such travel agencies act as tour operators as well.

Tourist information offices are also called tourist information centres. There are tourist information offices at major airports, railway stations, hotels, holiday or leisure centres and many tourist attractions.

Tourist information offices have got office clerks who give advice to customers on car hire, sightseeing and other coach tours, accommodations, flights and so on. The clerks also give city orientations to guests.

Tourist information office clerks answer a lot of phone calls and give information on passports and visas, the Customs and luggage, weather and climate, city public transport and food service.

The office clerks speak foreign languages fluently because they deal with many international travelers.

Many large travel companies have got a lot of outlets within a city, a region, a country or throughout the world. An outlet is a point of sales of a company. There are outlets of travel agencies, airlines, car hire companies, coaching and cruising companies.

There are travel agency outlets in hotels, airport terminals, railway stations, big department stores, at large factories and plants, and in office sites.

There is usually just one travel clerk at a sales outlet. He or she does all the work. He or she answers phone calls, meets customers in person, works on the computer, does paperwork. This clerk makes bookings, issues and sells tickets, collects money and gives receipts. Of course, the clerk keeps in touch with the head office and knows all the up-to-date information on tours and tickets.

There are people in tourism who work for themselves. They are called free-lancers. They don't work full-time for any tourist company. They work part-time or in high season only. They don't work in low and off-season.

Among free-lancers there are guides, guides-interpreters, escorts, animators, travel writers. Tourist companies employ them for seasonal work. Cruising companies, resort hotels and holiday centres employ animators for summer high season. Travel agencies which deal with in-coming tourism employ guides, guides-interpreters, escorts. Travel writers offer their articles to magazines and newspapers when they wish to. Often magazines order special articles on tourist subjects from travel writers.

Free-lancers are registered. It means that, on the one hand, they have got licences. Licences prove their qualifications and give them permission to work. On the other hand, if they are registered, they pay taxes.

Free-lancers are, as a rule, members of professional associations.

In high season free-lancers earn a lot of money. In low and off-season they don't earn any money at all or do some other job. Teachers work as free-lance guides. Students work as escorts. Actors work as animators. Travel writers are often permanent free-lancers.

Вариант 2.

GUEST SERVICES

The Guest Services Department you see in most hotels is made up of the Bellman staff, and the Doorman staff. Depending upon the size of the hotel included in the Guest Services Department you may also add, the Concierge Department, Transportation Department, and Parking Valets.

In larger hotels, for example, arriving guests are met by a **doorman** who unloads their car, or taxi, and arranges for garaging, if needed. He will also transport their luggage to the reception area where it will be passed on to the bell staff. After the guest is registered, the front desk clerk will usually have the guest accompanied by a bellman to handle his luggage and take him to the room. During this time, the bellman will explain the various features and amenities in that particular hotel. If the hotel has a Concierge Department **it** works hand in hand with the bell staff in providing the needed **assistance** to make the guest's stay more pleasurable. For example, the Concierge Department at some hotels operates a specialty floor or a group of rooms with upgraded amenities; complimentary hors d'oeuvres, a lounge on that floor, and other VIP amenities at an extra cost. The

Concierge Department will also assist the guest in anything from arranging restaurant reservation, obtaining tickets to local attractions, and helping with information pertaining to the city.

This is an overview of the Rooms Division of a hotel and motel. It is comprised again of the Front Office, which includes Reservations, the Housekeeping Department, and Guest Services Department. It is the key division of the hotel in terms of sales volume and contributes the majority of the profit to the overall operation of the hotel. It operates 24 hours a day, 365 days a year, and in less than a moment's notice be able to provide the required service to the guest. A good Rooms Division generally means that the hotel is operated very well.

Лексико-грамматические упражнения:

Match the equivalents

- (~)advantage ~ преимущество
- (~)airline ~ авиакомпания
- (~)air ticket ~ авиабилет
- (~)article ~ статья
- (~)attraction ~ аттракция; привлекательный объект, ресурс
- (~)branch ~ филиал
- (~)to branch out ~ разветвляться, образовывать филиалы
- (~)booklet ~ буклет
- (~)car hire (UK) ~ аренда автомобилей
- (~)chain ~ цепь (турагентств, гостиниц)
- (~)charter ~ чартер
- (~)coach ~ туристско-экскурсионный автобус
- (~)coaching ~ путешествия на автобусе
- (~)coaching tour ~ автобусный тур
- (~)cruising tour ~ круизный тур
- (~)the Customs ~ таможня
- (~)department store ~ универмаг
- (~)to employ ~ принимать на работу
- (~)escort ~ сопровождающий
- (~)ferry ~ паром
- (~)folder ~ раскладывающийся буклет, проспект, брошюра
- (~)free-lancer ~ внештатный работник, представитель свободной профессии
- (~)full-time ~ полный рабочий день, штатно

Match the equivalents

- (~)guide book ~ путеводитель
- (~)head office ~ головной офис
- (~)high season ~ сезон, высокий сезон
- (~)holiday centre ~ центр отдыха, дом отдыха
- (~)inclusive tour ~ инклюзив-тур, комплексный тур
- (~)incoming tourism ~ въездной туризм
- (~)independent ~ независимый, самостоятельный, индивидуальный
- (~)leisure centre ~ центр отдыха, центр досуга
- (~)licence ~ лицензия
- (~)located ~ расположенный
- (~)low season ~ не сезон, низкий сезон
- (~)luggage ~ багаж
- (~)major ~ крупный
- (~)market research ~ маркетинговые исследования, изучение рынка
- (~)manual ~ справочник, учебное пособие, руководство
- (~)off- season ~ мёртвый сезон
- (~)office site ~ местонахождение офиса, офисное здание

- (~)outlet ~ точка розничного сбыта
- (~)to order ~ заказывать
- (~)part-time ~ неполный рабочий день, внештатно
- (~)permanent ~ постоянный

Match the equivalents

- (~)permission ~ разрешение
- (~)to promote ~ продвигать (на рынок)
- (~)to publish ~ издавать
- (~)to put together (put, put) ~ комплектовать
- (~)receipt ~ квитанция
- (~)research ~ исследования
- (~)shipping company ~ судоходная компания
- (~)subject ~ тема
- (~)tax ~ налог
- (~)terminal ~ здание (аэропорта, вокзала)
- (~)timetable ~ расписание
- (~)tourist board ~ туристский совет
- (~)tourist information centre ~ туристско-информационный центр
- (~)tourist information office ~ туристско-информационное представительство
- (~)tourist product ~ туристский продукт
- (~)travel clerk ~ служащий туристской компании
- (~)travel shop ~ магазин путешествий, турагентство
- (~)travelogue ~ каталог путешествий, видеоролик о турцентре
- (~)up-to-date ~ современный, новейший

РУБЕЖНЫЙ КОНТРОЛЬ К РАЗДЕЛУ 8: Форма рубежного контроля: компьютерное тестирование

- (??)I'm not going to bed yet. I'm not tired. If I _____ to bed now, I wouldn't sleep.
- (?)go
 - (!)went
 - (?)had gone
 - (?)would go
- (??)If I were rich, _____ a lot.
- (?)I'll travel
 - (?)I can travel
 - (!)I would travel
 - (?)I travelled
- (??)I wish I _____ have to work tomorrow, but unfortunately, I do.
- (?)don't
 - (!)didn't
 - (?)wouldn't
 - (?)won't
- (??)The view was wonderful. If _____ a camera with me, I would have taken some pictures.
- (?)I had
 - (?)I would have
 - (?)I would have had
 - (!)I'd had
- (??)The weather is horrible. I wish it _____ raining.
- (!)would stop
 - (?)stopped

(?)stops

(?)will stop

(??)You should take more exercise because that's the way to get fit. If you _____ more exercise you will get fit.

(!)take

(?)took

(?)had taken

(?)would take

(??)Road travel is cheaper than rail travel in this country. As a result we have lots of traffic jams. If road travel weren't cheaper than rail travel in this country we _____ so many traffic jams.

(?)would have

(!)wouldn't have

(?)would have had

(?)will have

(??)Cutting down rainforests has caused many unique plants and animals to become extinct. Many unique plants and animals wouldn't have become extinct, if people _____ down rain forests.

(?)had cut

(!)hadn't cut

(?)would cut

(?)would have cut

(??)I can't take much exercise because I don't have enough free time. If I had more free time, I _____ more exercise.

(?)would have taken

(?)will take

(!)would take

(?)took

(??)Many people didn't realize that smoking was dangerous when they were young. Now they are middle-aged they are having serious health problems. If people _____ that smoking was dangerous when they were young, they wouldn't be having serious health problems now they are middle-aged.

(?)would realized

(?)realized

(?)would have realized

(!)had realized

(??)Hardly anyone was concerned about pollution in the 1960s. The first motorways were built then. The first motorways might never have been built if more people _____ concerned about pollution in the 1960s.

(?)would have been

(!)had been

(?)were

(?)would be

(??)People don't realize how important it is to conserve energy, so they do nothing about it. If people realized how important it is to conserve energy, they _____ something about it.

(?)would have done

(?)did

(?)had done

(!)would do

(??)I work 12 hours a day. I wish I _____ work so hard.

(?)don't have to

(?)wouldn't have to

(!)didn't have to

(?)mustn't

(??)My life is really boring. I wish it _____ more exciting.

- (?)is
- (?)will be
- (!)were
- (?)had been

(??)She sat in the chair as if the last energy _____ her.

- (?)has left
- (!)had left
- (?)is leaving
- (?)left

(??)She speaks as if she _____ a great authority on the matter.

- (!)were
- (?)is
- (?)would be
- (?)should be

(??)My doctor recommended that I _____ a specialist.

- (?)saw
- (!)should see
- (?)will see
- (?)should have seen

(??)It was his doctor who advised that he _____ his job.

- (?)should be changed
- (!)should change
- (?)changed
- (?)will change

(??)Match the words from the text and their synonyms. Подберите к данным словам синонимы.

a.

- (~) Efficient ~ advisable
- (~) Effective ~ effectual
- (~) stimulus ~ incentive
- (~) event ~ occurrence

b.

- (~) assessment ~ evaluation
- (~) sheer ~ comprehend
- (~) Efficient ~ advisable

c.

- (~) meticulous ~ scrupulous
- (~) impel ~ motivate
- (~) defect ~ flaw
- (~) neglect ~ disregard

Give derivatives of:

- (~) Conduct ~ conductivity, conduction, conductor
- (~) Secure ~ securing, security securely (attached), secured (transaction)
- (~) Treatment ~ to treat, treaty
- (~) Meticulous ~ meticulousness, meticulously

Match up the words on the left with their definitions on the right (Соотнеси слова с соответствующими определениями)

(~) **Efficiency is** ~ the quality of being able to do a task successfully, without wasting time or energy.

(~) compare ~ to consider things and discover the differences or similarities between them

(~) development ~ the gradual growth or formation of something

(~) **analyse** ~ to consider or examine something in order to understand it or to find out what it consists of;

Match up the words on the left with their definitions on the right (Соотнеси слова с соответствующими определениями)

(~) public, *adj.* ~ relating to all the people in a country or community;

(~) manager ~ the person who is responsible for running an organization

(~) to carry out ~ to put in(to) practice

(??) Match the words from the text and their synonyms. Подберите к данным словам синонимы

(~) to identify ~ determine

(~) overwhelm ~ overcome

(~) elaborate ~ detailed

(~) broadly ~ widely

(??) Match English phrases from the text with their Russian equivalents. Подберите русские эквиваленты к английским словосочетаниям

(~) keep in mind objectives ~ держать в голове цели

(~) accomplish that objective ~ достичь цель

(~) diverge in assessments ~ расходиться в оценке

(~) unforeseeable consequences ~ непредвиденные обстоятельства

(??) Match English phrases from the text with their Russian equivalents. Подберите русские эквиваленты к английским словосочетаниям

(~) обращаться к своим записям ~ refer to one's notes

(~) total dedication ~ полная преданность

(~) get barbaric ~ стать грубым

(~) to ruin your reputation ~ испортить репутацию

Раздел 9.

Тема 9.1 Grammatical peculiarities of professional texts. Грамматические трудности перевода профессиональных текстов.

Цель: *Активизация лексико-грамматического материала в диалогической и монологической речи в ситуациях профессионального общения. Обучение поисковому и просмотровому чтению профессионально-ориентированных текстов.*

Перечень изучаемых элементов содержания

1. Особенности перевода страдательного залога.
2. Эмфатические конструкции английского языка и особенности их перевода.
3. Особенности перевода инфинитива и инфинитивных конструкций.
4. Особенности перевода причастия и герундия в профессиональных текстах.
5. Особенности перевода модальных глаголов в профессиональных текстах.

Вопросы для самоподготовки:

1. Выполнить перевод предложений, учитывая грамматические особенности.

Тема 9.2 Business etiquette. Деловой этикет.

Цель: *Активизация лексико-грамматического материала в диалогической и монологической речи в ситуациях профессионального общения. Обучение поисковому и просмотровому чтению профессионально-ориентированных текстов).*

Перечень изучаемых элементов содержания

1. Лексика по теме.

2. Правила поведения в бизнесе.
3. Современная деловая этика.
4. Национальные особенности этики и этикета.

Вопросы для самоподготовки:

1. Составьте тематический англо-русский и русско-английский глоссарий по теме.
2. Ответьте на следующие вопросы:
 - What is ethics?
 - What is ethically responsible company?
 - What are the duties of ethically responsible companies?
3. Подготовьте этический кодекс организации.
4. Проанализируйте различия между нормами делового этикета в России и Великобритании.

ПРАКТИЧЕСКОЕ ЗАДАНИЕ К РАЗДЕЛУ 9

Форма практического задания: текстовые упражнения, лексико-грамматический перевод, беседы, эссе, доклады, кейс-задания

1. Варианты текстов к разделу 9:

1. Cultural differences in business – are you aware of them?
2. Business Etiquette Tips for International Travel.
3. The New Rules of Business Etiquette.
4. Tips to start up.

2. Примерный перечень тем докладов к разделу 9:

1. How ethical are you in your business dealings? Your opinion.
2. E-mail etiquette.
3. Some information about different culture manners.
4. What the cultural manners in Russia are.
5. Prepare some information about types of negotiations.
6. Cultural and national aspects of business meetings and negotiations.
7. Some information about types of organizations.
8. Some information about the similarity and difference of Russian and foreign organizations.

3. Примерный перечень тем эссе

1. 1. Some years ago you went into business for yourself as a manager of a computer firm. Business has grown to the point where you want to obtain money for expansion. What are the trade-offs in taking on a partner or forming a corporation?
2. What are some benefits and trade-offs of a sole proprietorship? Give examples.

4. Примерный перечень кейс-заданий к разделу 9:

Кейс-задание 1. Подготовьте этический кодекс организации.

Кейс-задание 2. Проанализируйте различия между нормами делового этикета в России и Великобритании.

Кейс-задание 3. Согласитесь с приведенными ниже утверждениями или опровергните их. Обоснуйте свой ответ.

- Most companies have clear, coherent policies on social, environmental and ethical issues.
- If a company behaves with probity, it has high ethical standards.
- Business for Social Responsibility has a coherent approach to designing a corporate social responsibility management system.
- It's simple for a company to add a CSR management system to its day-to-day business.
- Codes of conduct are enough to ensure ethical behaviour.
- The guide says that a company's stakeholders should all be kept happy so that they are all retained by the company over the long term.

Кейс-задание 4. Согласитесь с приведенными ниже утверждениями или опровергните их. Обоснуйте свой ответ:

- In France you are expected to shake hands with everyone you meet.
- People in Britain shake hands just as much as people in Germany.
- In France people prefer talking about business during meals.
- It is not polite to insist on paying for a meal if you are in Italy.
- Visitors to Germany never get taken out for meals.
- German business people don't like to be called by their surnames.
- Make sure you know what the titles of the German people you meet are.
- Italian professionals are usually addressed by their titles.
- A humorous remark always goes down well all over the world.

Кейс-задание 5. Составьте рекомендации для участников переговоров с представителями разных культур (по Вашему выбору)

5. Примерный перечень тем для беседы:

Cultural differences in business – are you aware of them?

Business Etiquette Tips for International Travel.

The New Rules of Business Etiquette.

Types of business organizations.

Tips to start up.

How ethical are you in your business dealings? Your opinion.

E-mail etiquette.

Some information about different culture manners.

What the cultural manners in Russia are.

Prepare some information about types of negotiations.

Cultural and national aspects of business meetings and negotiations.

Some information about types of organizations.

Some information about the similarity and difference of Russian and foreign organizations.

Some years ago you went into business for yourself as a manager of a computer firm.

Business has grown to the point where you want to obtain money for expansion. What are the trade-offs in taking on a partner or forming a corporation?

What are some benefits and trade-offs of a sole proprietorship? Give examples.

РУБЕЖНЫЙ КОНТРОЛЬ К РАЗДЕЛУ 9: Форма рубежного контроля – компьютерное тестирование

(?) Choose the correct form of the verb (There are no mixed type sentences)

(?) If I had realized you were a bad driver, I _____ with you.

(?) didn't come

(?) hadn't come

(?) wouldn't come

(!) would have come

(??)If Beth _____ to her home town, she could visit her parents.

(!)went

(?)had gone(?)would go

(?)would have gone

(??)If the light were better, you _____ the sign.

(?)will see

(?)had seen

(!)would see

(?)would have seen

(??)If Jane _____ more careful, she wouldn't have left her watch in the changing room.

(?)were

(!)had been

(?)would be

(?)would have been

(??)If she _____ coffee late at night, she would have been able to sleep.

(?)didn't drink

hadn't drunk

(?)wouldn't drink

(?)wouldn't have drunk

(??)I _____ for the job if I were better qualified.

(?)applied

(?)had applied

(!)would apply

(?)would have applied

(??)We _____ a house if only we were given a bank loan.

(?)bought

(?)had bought

(!)would buy

(?)would have bought

(??)She wouldn't have married him if she _____ what was like.

(?)knew

(!)had known

(?)would know

(?)would have known

(??)If they _____ the significance of this event, they would be more alarmed.

(!)realized

(?)had realized

(?)would realize

(?)would have realized

(??)If her son _____ two years earlier, he wouldn't have had to do military service.

(?)were born

(!)had been born

(?)would be born

(?)would have been born

Choose the alternative that best suits the context.

(??) Telegraphic transfer is the fastest method of sending _____ .

(!) money

(?) accountants

(?) checks

(??) I _____ the office when the doorbell rang and immediately the men in masks rushed into.

(?) left

(?) have left

(!) was leaving

- (??) _____ can result if you have no more income to pay your debts.
- (?) Transfer
 (!) Bankruptcy
 (?) discount
- (??) We spent too _____ time on routine meetings.
- (?) a few
 (?) many
 (!) much
- (??) Banks _____ very high rates of interest on credit loans.
- (!) charge
 (?) offer
 (?) pay
- (??) We _____ it at the meeting at the beginning of February.
- (?) had discussed
 (?) have discussed
 (!) discussed
- (??) Suppliers expect their _____ paid promptly.
- (?) Checks
 (?) Credits
 (!) Invoices
- (??) We _____ by assuming that our product would sell well.
- (?) did a mistake
 (!) made a mistake
 (?) mistook
- (??) The manufacture of components _____ to outside suppliers.
- (?) sub-contracted
 (!) is sub-contracted
 (?) sub-contracts
- (??) Some strategic industries, such as Atomic Energy and Defense, are too important to be left in _____ hands.
- (?) public
 (?) government
 (!) private
- (??) A _____ of \$ 1.000 invested in our business ten years ago is \$1 million now.
- (!) stake
 (?) stock
 (?) sum
- (??) They _____ this drug for ten years before it appeared on the market.
- (?) tested
 (!) had been testing
 (?) have been testing
- (??) Russian business is _____ a lot of foreign capital.
- (?) investing
 (!) attracting
 (?) importing
- (??) We'd like to know your view on the possibility of a _____ venture with our company.
- (?) business
 (?) capital
 (!) joint
- (??) There must _____ a lot of inflation over that period.
- (?) be
 (!) have been
 (?) to be

- (??) The bank assigned a credit _____ to our company.
 (?) check
 (!) limit
 (?) interest
- (??) A credit _____ guarantees payment by a specified date.
 (!) insurance
 (?) term
 (?) fee
- (??) It was _____ set of instructions I have ever received.
 (?) more confusing
 (!) the most confusing
 (?) as confusing as
- (??) Sellers and customers usually negotiate credit _____ when making a deal.
 (?) interests
 (?) fees
 (!) terms
- (??) Our customers usually meet _____ on time.
 (!) bills
 (?) charges
 (?) prices
- (??) _____ fix their own commissions for buying and selling shares.
 (?) Retailers
 (!) Stockbrokers
 (?) Wholesalers
- (??) I will give you a ring if anything _____ wrong.
 (?) will go
 (!) goes
 (?) will be going
- (??) Our product is within a _____ reach of everybody.
 (?) will leave
 (!) leave
 (?) are leaving
- (??) The _____ of the Japanese economy since World War II has been extraordinary.
 (?) bull
 (!) boom
 (?) fall
- (??) I wish we _____ this order. It will improve over financial position.
 (?) Get
 (!) got
 (?) have got
- (??) The companies have been negotiating a possible _____ for a few months.
 (!) melding
 (?) concern
 (?) budget
- (??) This alliance will help our companies survive in the fiercely _____ market of today.
 (?) contrasting
 (!) competitive
 (?) Contemporary
- (??) The successful candidate should have at least 3-year _____ in office management at international level.
 (?) Qualification
 (!) Experience
 (?) Efficiency

Choose the suffix which forms the word that makes sense.

(??) Polit _____

(?) –ess

(!) –ician

(?) –e

(??) wait _____

(!) –ress

(?) –or

(?) –ist

(??) effect _____

(?) –ment

(!) –ive

(?) –ly

(??) operat _____

(?) –ancy

(?) –ion

(?) –ism

(??) grow _____

(?) –age

(?) –ness

(!) –th

(??) agree _____

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(!) –ic

(?) –able

(??) enumer _____

(!) –ate

(?) –en

(?) –able

(??) critic _____

(?) –ion

(?) –ist

(!) –ise

РАЗДЕЛ 4. ФОНД ОЦЕНОЧНЫХ СРЕДСТВ ДЛЯ ПРОВЕДЕНИЯ ПРОМЕЖУТОЧНОЙ АТТЕСТАЦИИ ОБУЧАЮЩИХСЯ ПО УЧЕБНОЙ ДИСЦИПЛИНЕ

4.1. Форма промежуточной аттестации обучающегося по учебной дисциплине

Контрольными мероприятиями промежуточной аттестации обучающихся по учебной дисциплине являются **зачеты и дифференцированный зачет**, которые проводятся в **устно-письменной** форме.

4.2. Перечень компетенций с указанием этапов их формирования в процессе освоения образовательной программы

Код компетенции	Содержание компетенции (части компетенции)	Результаты обучения	Этапы формирования компетенций в процессе освоения образовательной программы
ПК-9	Способен осуществлять внутренние и внешние профессиональные коммуникации	Знать: согласование условий договора по реализации туристского продукта, оказанию туристских услуг.	Этап формирования знаний
		Уметь: обеспечивать информационное консультирование и сопровождение клиентов туристского предприятия	Этап формирования умений
		Владеть: навыками обеспечивать взаимодействие с турагентствами, туроператорами, экскурсионными бюро, гостиницами и кассами продажи билетов, и иными сторонними организациями.	Этап формирования навыков и получения опыта
УК-4	Способен осуществлять деловую коммуникацию в устной и письменной формах на государственном языке Российской Федерации и иностранном(ых) языке(ах)	Знать: лексический и грамматический минимум, в объеме, необходимом для работы с иноязычными текстами профессиональной направленности и осуществления взаимодействия на иностранном языке.	Этап формирования знаний
		Уметь: читать и переводить иноязычную литературу по профилю подготовки, самостоятельно находить информацию о странах изучаемого языка из различных источников (периодические издания, Интернет, справочная, учебная, художественная литература); взаимодействовать и общаться на иностранном языке	Этап формирования умений
		Владеть: одним из иностранных языков на уровне профессиональной коммуникации	Этап формирования навыков и получения опыта

4.3 Описание показателей и критериев оценивания компетенций на различных этапах их формирования, описание шкал оценивания

Код компетенции	Этапы формирования компетенций	Показатель оценивания компетенции	Критерии и шкалы оценивания
УК-4; ПК-9	Этап формирования знаний.	<p>Теоретический блок вопросов.</p> <p>Уровень освоения программного материала, логика и грамотность изложения, умение самостоятельно обобщать и излагать материал</p>	<p>1) обучающийся глубоко и прочно освоил программный материал, исчерпывающе, последовательно, грамотно и логически стройно его излагает, тесно увязывает с задачами и будущей деятельностью, не затрудняется с ответом при видоизменении задания, умеет самостоятельно обобщать и излагать материал, не допуская ошибок: (9-10] баллов;</p> <p>2) обучающийся твердо знает программный материал, грамотно и по существу излагает его, не допуская существенных неточностей в ответе на вопрос, может правильно применять теоретические положения: [8-9) баллов;</p> <p>3) обучающийся освоил основной материал, но не знает отдельных деталей, допускает неточности, недостаточно правильные формулировки, нарушает последовательность в изложении программного материала: (6-8) баллов;</p> <p>4) обучающийся не знает значительной части программного материала, допускает существенные ошибки: [0-6) баллов.</p>

УК-4; ПК-9	Этап формирования умений	<p>Аналитическое задание: чтение со словарем и без словаря текстов по теме.</p> <p>Практическое применение теоретических положений применительно к профессиональным задачам, обоснование принятых решений</p>	<p>1) свободно справляется с задачами и практическими заданиями, правильно обосновывает принятые решения, задание выполнено верно, даны ясные аналитические выводы к решению задания, подкрепленные теорией: (9-10] баллов;</p> <p>2) владеет необходимыми умениями и навыками при выполнении практических заданий, задание выполнено верно, отмечается хорошее развитие аргумента, однако отмечены погрешности в ответе, скорректированные при собеседовании: [8-9) баллов;</p>
УК-4; ПК-9	Этап формирования навыков и получения опыта.	<p>Аналитическое задание: конференции, публичные выступления, аргументации, ведение диалогов на иностранном языке в объеме.</p> <p>Решение практических заданий и задач, владение навыками и умениями при выполнении практических заданий, самостоятельность, умение обобщать и излагать материал.</p>	<p>3) испытывает затруднения в выполнении практических заданий, задание выполнено с ошибками, отсутствуют логические выводы и заключения к решению: (6-8) баллов;</p> <p>4) практические задания, задачи выполняет с большими затруднениями или задание не выполнено вообще, или задание выполнено не до конца, нет четких выводов и заключений по решению задания, сделаны неверные выводы по решению задания: [0-6] баллов.</p>

4.4 Типовые контрольные задания или иные материалы, необходимые для оценки знаний, умений, навыков и (или) опыта деятельности, характеризующих этапы формирования компетенций в процессе освоения образовательной программы

Примерные вопросы для проведения промежуточной аттестации обучающихся по учебной дисциплине

1. Просмотровое чтение (без словаря) оригинального текста по основному профилю вуза и передача на родном или иностранном языке его содержания. Объём текста – не менее 900 печ. зн. за 20 минут.

2. Письменный перевод на английский язык в профессиональной коммуникации 4-5 предложений, содержащих изученные грамматические явления.
3. Беседа или краткое сообщение на иностранном языке согласно изученной тематике.

1. Render the text.

Вариант 1.

The environmental tourist

How to be an ecofriendly tourist in the Alps

Guests at the Waldhaus Am See in St. Moritz bring more than baggage to the 36-room hotel. With manager Claudio Bernasconi's encouragement, each week in summer they cart in box loads of trash they've found in the Swiss mountains.

The visitor who brings in the most litter gets room and board for a week on the house. The record is 19 kilograms, mostly cans, collected by two Swiss women on vacation last August.

"They said they worked so hard they were going to need another holiday," Bernasconi laughs.

The hotel's two-year-old campaign is meant to encourage visitors to protect the Alpine environment. But Bernasconi and tourist officials throughout the Alps know that responsible, or "soft" tourism requires more than picking up litter.

Successful eco tourists, they say, must start with careful planning – finding leisure activities and transportation that go easy on the environment and searching out resorts that promote active preservation of the Alps.

Once the traveller has arrived, moreover, he or she must strive to conserve energy, avoid endangered species and purchase local products, generally.

One approach to soft tourism is scheduling a trip between seasons. Staggering of holiday schedules helps reduce the choking, noisy traffic that tops the list of environmental concerns in most Alpine regions. Alpine resorts generally boom during the height of winter, when hotels are filled to 100 per cent of capacity.

Another important way to mitigate the environmental assault from autos is to take public transportation whenever possible.

In some areas, like Zermatt, Switzerland, local transport is an attraction in itself. In Zermatt, a mountain community 1,620 meters high, cars are forbidden. In their place, a fleet of five electric buses carries skiers to lifts (the fare about \$1.40).

Hotels ferry luggage on some 380 smaller electric vehicles. The payoff for the environment is low pollution and energy demand, and blissful quiet.

The environmental ethic should continue inside the hotel. Responsible tourists should reduce their own demand for energy whenever possible by flicking off unnecessary lights, by turning down heat, and by finding out how often the hotel changes sheets and towels, and letting the concierge know if they can get by with the same laundry for a longer period of time.

Tourists who visit local shops can try to buy items with minimal wrapping that will add less trash to overloaded waste systems. They can also purchase locally made products when possible. Goods made nearby require less energy to transport, and their sale supports the Alpine economy.

Finally, eco tourists should take their environmental ethic onto the ski slopes and hiking trails of the Alps.

It is important to avoid straying from marked paths or ski runs unless a local guide is present. Snow protects plants and animals through the winter and skis can slash the blanket that enables them to survive.

The future of the alpine ecosystem depends on the behavior of the millions of tourists each year who enjoy the beauty and grandeur of the Alps.

Damage done by the unthinking tourist can be irreversible, and in some parts of the Alps, trash thrown to the side of the trail will be preserved for, decades in a deep freeze.

But if everyone cooperates, the payoff will be rewarding vacations in the lush alpine environment for generations to come.

Вариант 2.

THE TRAVEL BUSINESS

The travel business for many years has been thought to be nothing more than another retail outlet in a block of stores. However, for one who studies this field, a wider horizon awaits you than just a travel agency. Although, a number of positions can be learned by good clerical help with specialized experience, the travel major with an associate degree should be able to look at other areas such as ticket agent, reservationist, tour leader, tour operator, program specialist, interpreters, or translators and assistants to other areas such as convention center/civic center manager. Those with a Bachelor degree in the area of tourism, hospitality, marketing could look toward bright careers in the area of meeting/conference planners, business travel specialists, tour wholesales, tour bureau managers, and destination development specialists.

These positions are available from a wide variety of sources such as convention bureaus, tourism bureaus, travel agencies, travel wholesalers, Chamber of Commerce, cruiseships, airlines, car rental companies, bus companies, resorts association, college, government agencies, tour operations, parks, bus firms/corporations, civic centers and hotels.

There is a general need to develop a real knowledge of these positions which are available in both the public and private sector. In the international arena, tourism and development of tourism, is a powerful economic force that can be utilized by underdeveloped countries to generate wealth necessary to compete in today's international arena. This development of tourism means there will be greater and greater use of the "tripartite plus one" this being government, private sector (hotel and restaurant), the people and the plus one of education to bring about a stable economy and an environment that will attract tourism and economic change. The need for all parts to be aware of the "cultural gaps" and "sacred cows" and to develop areas that bring about the best of both is a challenge for the best economist, environmentalist, educator, and politician. This represents some of the best challenges for the future and represents the areas where the Hospitality Industry will find its best growth.

The **earnings** and working conditions in this field vary with the diverse arena that the student chose. The associate degree graduate has earnings starting at approximately \$12,750 - 1986 with the Bachelor at approximately \$3,000 higher (\$15,500 - 1986). These wages seem to be low in comparison with other positions in other segments of the Hospitality Industry but many entry level positions involve sales and marketing efforts with a corresponding commission being added to the entry level salary. For many, the idea of travel is an attractive benefit.

Задание 2. Translate the sentences into English.

1. Спортивный туризм очень популярен среди путешественников.
2. Цифры доходов приведены только в качестве руководства.
3. Если они найдут финансирование, они откроют новый отель.
4. Служащие не знали, когда будет выплачена зарплата.

Задание 3.

Примерный перечень тем сообщения.

1. You have prepared a new tour package for environmental tourism. Explain its advantage.
2. What is the position in hospitality which is most suitable for you?
3. What does the term *ecofriendly* mean?
4. What is the situation with ecotourism in our country?

4.5 Методические материалы, определяющие процедуры оценивания знаний, умений, навыков и (или) опыта деятельности, характеризующих этапы формирования компетенций

Промежуточная аттестация по учебной дисциплине проводится в соответствии с Положением о промежуточной аттестации обучающихся по основным профессиональным образовательным программам высшего образования – программ бакалавриата/магистратуры/специалитета в Российском государственном социальном университете и Положение о балльно-рейтинговой системе оценки успеваемости обучающихся по основным профессиональным образовательным программам высшего образования - программам бакалавриата, программам специалитета, программам магистратуры в Российском государственном социальном университете.

На промежуточную аттестацию отводится 20 рейтинговых баллов.

Ответы обучающегося на контрольном мероприятии промежуточной аттестации оцениваются педагогическим работником по 20 - балльной шкале, а итоговая оценка по учебной дисциплине выставляется по пятибалльной системе для экзамена/дифференцированного зачета и по системе зачтено/не зачтено для зачета.

Критерии выставления оценки определяются Положением о балльно-рейтинговой системе оценки успеваемости обучающихся по основным профессиональным образовательным программам высшего образования - программам бакалавриата, программам специалитета, программам магистратуры в Российском государственном социальном университете.

РАЗДЕЛ 5. УСЛОВИЯ РЕАЛИЗАЦИИ ДИСЦИПЛИНЫ

5.1. Перечень основной и дополнительной учебной литературы для освоения учебной дисциплины

5.1.1. Основная литература

1. Воробьева, С. А. Деловой английский язык для гостиничного бизнеса (B1) : учебное пособие для вузов / С. А. Воробьева, А. В. Киселева. — 5-е изд., испр. и доп. — Москва : Издательство Юрайт, 2022. — 192 с. — (Высшее образование). — ISBN 978-5-534-09259-2. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/492694>

2. Токарева, Н. Д. Английский язык (A2–B2). Страноведение: Россия. Russia as it is : учебное пособие для вузов / Н. Д. Токарева. — 2-е изд., испр. и доп. — Москва : Издательство Юрайт, 2022. — 297 с. — (Высшее образование). — ISBN 978-5-534-08838-0. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/494387>

5.1.2. Дополнительная литература

1. Комарова, А. И. Английский язык. Страноведение : учебник для вузов / А. И. Комарова, И. Ю. Окс, В. В. Колосовская. — 2-е изд., испр. и доп. — Москва : Издательство Юрайт, 2022. — 456 с. — (Высшее образование). — ISBN 978-5-534-11328-0. — Текст : электронный // Образовательная платформа Юрайт [сайт]. — URL: <https://urait.ru/bcode/493267>

2. Методика обучения иностранному языку : учебник и практикум для вузов / О. И. Трубицина [и др.] ; под редакцией О. И. Трубициной. — Москва : Издательство Юрайт,

5.2 Перечень ресурсов информационно-коммуникационной сети «Интернет», необходимых для освоения учебной дисциплины

№№	Название электронного ресурса	Описание электронного ресурса	Используемый для работы адрес
1.	ЭБС «Университетская библиотека онлайн»	Электронная библиотека, обеспечивающая доступ высших и средних учебных заведений, публичных библиотек и корпоративных пользователей к наиболее востребованным материалам по всем отраслям знаний от ведущих российских издательств	http://biblioclub.ru/
2.	Научная электронная библиотека eLIBRARY.ru	Крупнейший российский информационно-аналитический портал в области науки, технологии, медицины и образования, содержащий рефераты и полные тексты более 34 млн научных публикаций и патентов	http://elibrary.ru/
3.	Образовательная платформа Юрайт	Электронно-библиотечная система для ВУЗов, ССУЗов, обеспечивающая доступ к учебникам, учебной и методической литературе по различным дисциплинам.	https://urait.ru/
4.	База данных "EastView"	Полнотекстовая база данных периодических изданий	http://ebiblioteka.ru/
5.	Электронная библиотека "Grebennikon"	Библиотека предоставляет доступ более чем к 30 журналам, выпускаемых Издательским домом "Гребенников".	https://grebennikon.ru/

5.3 Методические указания для обучающихся по освоению учебной дисциплины

Освоение обучающимися учебной дисциплины «*Иностранный язык в профессиональной деятельности*» предполагает изучение материалов дисциплины на аудиторных занятиях и в ходе самостоятельной работы. Аудиторные занятия проходят в форме практических занятий. Самостоятельная работа включает разнообразный комплекс видов и форм работы обучающихся.

Для успешного освоения учебной дисциплины и достижения поставленных целей необходимо внимательно ознакомиться с рабочей программы учебной дисциплины, доступной в электронной информационно-образовательной среде МГГЭУ.

Следует обратить внимание на списки основной и дополнительной литературы, на предлагаемые преподавателем ресурсы информационно-телекоммуникационной сети Интернет. Эта информация необходима для самостоятельной работы обучающегося.

При подготовке к аудиторным занятиям необходимо помнить особенности каждой формы его проведения.

Подготовка к практическому занятию

При подготовке и работе во время проведения практических занятий следует обратить внимание на следующие моменты: на процесс предварительной подготовки, на работу во время занятия, обработку полученных результатов, исправление полученных замечаний.

Предварительная подготовка к учебному практическому занятию заключается в изучении теоретического материала в отведенное для самостоятельной работы время, ознакомление с инструктивными материалами с целью осознания задач практического занятия, техники безопасности при работе с техникой.

Работа во время проведения учебного практического занятия включает:

- консультирование студентов преподавателями и вспомогательным персоналом с целью предоставления исчерпывающей информации, необходимой для самостоятельного выполнения предложенных преподавателем задач, ознакомление с правилами техники безопасности при работе в компьютерном классе;
- самостоятельное выполнение заданий согласно обозначенной учебной программой тематики.

Обработка, обобщение полученных результатов проводится обучающимися самостоятельно или под руководством преподавателя (в зависимости от степени сложности поставленных задач). В результате оформляется индивидуальный отчет. Подготовленная к сдаче на контроль и оценку работа сдается преподавателю. Форма отчетности может быть письменная, устная или две одновременно. Главным результатом в данном случае служит получение положительной оценки по каждому практическому занятию. Это является необходимым условием при проведении рубежного контроля и допуска к зачету/ экзамену. При получении неудовлетворительных результатов обучающийся имеет право в дополнительное время пересдать преподавателю работу до проведения промежуточной аттестации.

Самостоятельная работа.

Для более углубленного изучения темы задания для самостоятельной работы рекомендуется выполнять параллельно с изучением данной темы. При выполнении заданий по возможности используйте наглядное представление материала. Более подробная информация о самостоятельной работе представлена в разделах «Учебно-методическое обеспечение самостоятельной работы по дисциплине (модулю)», «Методические указания к самостоятельной работе по дисциплине (модулю)».

5.4 Информационно-технологическое обеспечение образовательного процесса по учебной дисциплине

5.4.1. Средства информационных технологий

1. Персональные компьютеры;
2. Средства доступа к Интернет;
3. Проектор.

5.4.2. Программное обеспечение

1. Операционная система: Astra Linux SE или Windows 7
2. Пакет офисных программ: LibreOffice или Microsoft Office Professional Plus 2007 Russian Academic
3. Справочная система Консультант+

4. Okular или Acrobat Reader DC
5. Ark или 7-zip
6. SKY DNS
7. TrueConf (client)

5.4.3. Информационные справочные системы

5.5 Материально-техническое обеспечение образовательного процесса по учебной дисциплине

Для изучения учебной дисциплины *«Иностранный язык в профессиональной деятельности»* в рамках реализации основной профессиональной образовательной программы высшего образования – программы бакалавриата по направлению подготовки 43.03.02 Туризм используются:

Учебная аудитория для практических занятий: оснащена специализированной мебелью (стол для преподавателя, парты, стулья, доска для написания мелом); техническими средствами обучения (видеопроекторное оборудование, средства звуковоспроизведения, экран и имеющие выход в сеть Интернет), а также (при наличии) демонстрационными печатными пособиями (например, таблицы «Основная грамматика английского языка», «Неправильные глаголы» и т.д.), экранно-звуковыми средствами обучения (например, CD «Разговорный английский»), демонстрационными материалами (например, комплект демонстрационных материалов (фолий) «Страноведение. США»), видеофильмами DVD.

Помещения для самостоятельной работы обучающихся: оснащены специализированной мебелью (парты, стулья) техническими средствами обучения (персональные компьютеры с доступом в сеть Интернет и обеспечением доступа в электронно-информационную среду университета, программным обеспечением).

5.6 Образовательные технологии

При реализации учебной дисциплины *«Иностранный язык в профессиональной деятельности»* применяются различные образовательные технологии, в том числе технологии электронного обучения.

Освоение учебной дисциплины *«Иностранный язык в профессиональной деятельности»* предусматривает использование в учебном процессе активных и интерактивных форм проведения учебных занятий в форме деловых и ролевых игр, разбора конкретных ситуаций в сочетании с внеаудиторной работой с целью формирования и развития **профессиональных** навыков обучающихся.

При освоении учебной дисциплины *«Иностранный язык в профессиональной деятельности»* предусмотрено применение электронного обучения.

Учебные часы дисциплины *«Иностранный язык в профессиональной деятельности»* предусматривают классическую контактную работу преподавателя с обучающимся в аудитории и контактную работу посредством электронной информационно-образовательной среды в синхронном и асинхронном режиме (вне аудитории) посредством применения возможностей компьютерных технологий (электронная почта, электронный учебник, тестирование, вебинар, видеофильм, презентация, форум и др.).

В рамках учебной дисциплины *«Иностранный язык в профессиональной деятельности»* предусмотрены встречи с руководителями и работниками организаций,

деятельность которых связана с *направленностью* реализуемой основной профессиональной образовательной программы высшего образования – программы бакалавриата.

ЛИСТ РЕГИСТРАЦИИ ИЗМЕНЕНИЙ

№ п/п	Содержание изменения	Реквизиты документа об утверждении изменения	Дата введения изменения
1.			