

**Ділова іноземна мова. Іноземна мова (за професійним спрямуванням).  
Англійська мова. 2 курс  
к.пед.н. Жумбей М.М.**

**1. Навчальна дисципліна.**

Ділова іноземна мова. Іноземна мова (за професійним спрямуванням). Англійська мова, 2 курс (кількість годин для самостійної роботи – 96 год.: III семестр – 48; IV семестр – 48).

**2. Мета самостійної роботи.**

Оптимізувати процес оволодіння студентами іноземною мовою, активізувати їх пізнавальну діяльність у навчальному процесі, розвинути компетенції читання, письма та перекладу, підвищити ефективність опрацювання програми навчальної дисципліни.

**3. Завдання самостійної роботи.**

розширення і поглиблення знань з дисципліни, що вивчається;

розвиток мовних компетенцій в межах програми;

розвиток вмінь роботи з допоміжною (довідковою) літературою, лексикографічними джерелами та іншими інформаційними ресурсами;

формування у студентів самостійності при вирішенні запропонованих завдань;

підвищення рівня володіння іноземною мовою як складовою майбутньої професії.

**4. Завдання для самопідготовки.**

Зміст	Год.
<b>III семестр (48 год.)</b>	
1. Window Seat or Aisle pp. 58-59, SB Check-in Procedure at the Airport	WB, ex. 1-3, pp. 36-37 4
2. Grammar Modals of Obligation pp. 60-61, SB	WB, ex. 4-6, p. 38, SB, ex. 9, p. 61 2
3. Cabin Crew Training pp. 62-63, SB	WB, ex. 7-8, p. 39 2
4. Business or Pleasure Hotel Facilities Facilities in 4,5-star hotels pp. 64-65, SB	WB, ex. 1-3, pp. 40-41 www.dreamsluxurysuites.com 6
5. A Weekend break in Cracow pp. 66-67, SB	WB, ex. 4-5, pp. 42-43 4
6. Conference Facilities and Services Conference Equipment pp. 68-69, SB	WB, ex. 6-8, p. 43 4
7. Consolidation A two-week Rail Trip Job Interview pp. 70-73, SB	SB, ex. 9, p. 73 6
8. The Great Outdoors New Zealand`s Landscape pp. 74-75, SB	WB, ex. 1-3, pp. 44-45 4
9. Grammar Present Tenses as Future ( The Present Simple, The Present Continuous) pp. 76-77, SB	WB, ex. 4-5, pp. 46-47 2
10. Special Interest Tours pp. 78-79, SB	WB, ex. 6, p. 47 4
11. Winter holidays Ski resort Jobs pp. 80-81, SB	WB, ex. 1-3, pp. 48-49 4
12. Ski Resort Presentation pp. 82-83, SB	WB, ex. 4-5, p.50 4
13. Programme of Events Presentation pp. 84-85, SB	WB, ex. 6-7, p. 51 2
<b>Total</b>	<b>48</b>
<b>III семестр (48 год.)</b>	

1. Thailand: Land of Smiles Ecotourism in Thailand pp. 86-87, SB	WB, ex. 1-4, pp. 52-53	4
2. Thai Etiquette Grammar Defining/ Non-Defining Pronouns pp. 88-89, SB	WB, ex. 5-7, p. 54	4
3. Trekking in Thailand Trekking in the Carpathians pp. 90-91, SB	WB, ex. 8-9, p. 55, SB, ex. 19, p. 91 <a href="http://www.adventurecarpathians.com">www.adventurecarpathians.com</a> <a href="http://www.oudoorukraine.com">www.oudoorukraine.com</a>	4
4. Enjoy Your Stay Checking-in/-out Procedure pp. 92-94, SB	WB, ex. 1-3, pp. 56-57	4
5. Grammar Conditional I p. 95, SB	WB, ex. 4-6, p. 58	4
6. Writing a Memo pp. 96-97, SB	WB, ex. 7-8, p. 59	4
7. Winds of Change Climate in Ukraine Climate of Mexico The Weather Forecast for Tomorrow pp. 98-99, SB	WB, ex. 1-4, pp. 60-61, SB, ex. 7, p. 99	6
8. History of Mexico Grammar The Future Forms Brochure Writing (on the destination given) pp. 100-101, SB	WB, ex. 5-6, p. 62 <a href="https://academichelp.net">https://academichelp.net</a>	6
9. Discussing Types of Tourists A Tourism Development Project (based on scheme) pp. 102-103, SB	WB, ex. 7-8, p. 63	6
10. Consolidation Holiday Representative Game pp. 104-107, SB	SB, ex. 1-3, 5, pp. 104-105	6
<b>Total</b>		<b>48</b>

#### Тексти для перекладу:

1) We are looking for an enthusiastic Bartender to provide an excellent guest drinking experience. Good bartenders will be able to create classic and innovative drinks exceeding customers' needs and expectations. Compensation includes salary and tips. The responsibilities of the job are:

- Prepare alcohol or non-alcohol beverages for bar and restaurant patrons
- Interact with customers, take orders and serve snacks and drinks
- Assess customers' needs and preferences and make recommendations
- Mix ingredients to prepare cocktails
- Plan and present bar menu
- Check customers' identification and confirm it meets legal drinking age
- Restock and replenish bar inventory and supplies
- Stay guest focused and nurture an excellent guest experience
- Comply with all food and beverage

2) Porter responsibilities include carrying guests' luggage, fixing minor issues (like changing light bulbs) and cleaning building areas, including entrances. To be successful in this role, you should be able to manage various tasks on a daily basis to ensure great customer service and that our operations run smoothly. Keep in mind that our Porter position requires working in shifts, occasionally on weekends or evenings.

Ultimately, you'll ensure our building is safe, clean and inviting.

Your duties are to:

- Carry and label guests' luggage with tags
- Sweep and mop floors and vacuum carpets
- Ensure building entrance is free of clutter at all times
- Direct guests to the reception area or the appropriate office/room
- Arrange taxi services upon request
- Run errands for guests and employees
- Fix minor technical issues, like changing bulbs
- Report damages, call technicians and monitor repairs
- Maintain stock of cleaning supplies
- Comply with health and safety regulations

- Follow evacuation rules in case of emergencies

3) The vacancy for a responsible Custodian to maintain and protect our facilities is open. The external and internal appearance of a building reflects on the occupants. It is important for a custodian, or janitor, to be careful and thorough in working, cleaning and tidying the premises, as well as preventing vandalism.

The ideal candidate will be experienced in a custodian role focused on building upkeep. They will have great physical endurance to cover a large space. A keen eye for detail and diligence are also imperative in custodial maintenance jobs.

You are to:

- Ensure spaces are prepared for the next day by taking out trash, tidying furniture and dusting surfaces
- Sweep and mop floors and vacuum carpets
- Wash and sanitize toilets, sinks and showers and restock disposables (e.g. soap)
- Wipe mirrors and windows
- Maintain outer premises by watering plants, mowing lawn, cleaning entrances
- Utilize insecticides to prevent infestation by dangerous pests
- Perform maintenance and minor repairs (replacing broken switches, fixing door handles, minor leaks etc.)
- Report major damages and oversee repairs
- Secure facilities after operating hours by locking doors, closing windows and setting up the alarm
- Undertake occasional custodial and janitorial tasks (shoveling snow from the sidewalk, lifting heavy items, moving chairs etc.)

4) We are looking for a Barista to prepare and serve hot and cold beverages, including various types of coffee and tea.

Barista responsibilities include educating customers on our drinks menu, making recommendations based on their preferences, up-selling special items and taking orders. To be successful in this role, you should have customer service skills and knowledge of how brewing equipment operates. You should also be able to work various shifts. Note: this position's compensation includes salary and tips.

Ultimately, you'll ensure an excellent drinking experience for our guests.

The right candidate is to:

- Greet customers as they enter
- Give customers drink menus and answer their questions regarding ingredients
- Take orders while paying attention to details (e.g. preferences of coffee blend, dairy and sugar ratios)
- Prepare beverages following recipes
- Serve beverages and prepared food, like cookies, pastries and muffins
- Receive and process payments (cash and credit cards)
- Keep the bar area clean
- Maintain stock of clean mugs and plates
- Check if brewing equipment operates properly and report any maintenance needs
- Comply with health and safety regulations
- Communicate customer feedback to managers and recommend new menu items

5) Waiter/Waitress responsibilities include greeting and serving customers, providing detailed information on menus, multi-tasking various front-of-the-house duties and collecting the bill. If you are able to perform well in fast-paced environments, we'd like to meet you. To be a successful Waiter or Waitress, you should be polite with our customers and make sure they enjoy their meals. You should also be a team player and be able to effectively communicate with our Kitchen Staff to make sure orders are accurate and delivered promptly.

Keep in mind that Waiter/Waitress duties may require working in shifts and/or occasionally during weekends and holidays.

Ultimately, it is the duty of our Waiters/Waitresses to provide an excellent overall dining experience for our guests.

You must be able to:

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare tables by setting up linens, silverware and glasses
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Communicate order details to the Kitchen Staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Arrange table settings and maintain a tidy dining area
- Deliver checks and collect bill payments
- Carry dirty plates, glasses and silverware to kitchen for cleaning

- Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties)
- Follow all relevant health department regulations
- Provide excellent customer service to guests

6) We are looking for a skilled Cook to prepare delicious meals according to menu. You will cook dishes that will delight our customers with their taste and timely delivery.

An excellent cook must be able to follow instructions in cooking and delivering well-prepared meals. They must be deft in moving around the kitchen and apt in multi-tasking. Experience in using various ingredients and cooking techniques is also important.

The goal is to help preserve and enhance our reputation so we can expand our clientele.

Your duties are to:

- Set up workstations with all needed ingredients and cooking equipment
- Prepare ingredients to use in cooking (chopping and peeling vegetables, cutting meat etc.)
- Cook food in various utensils or grillers
- Check food while cooking to stir or turn
- Ensure great presentation by dressing dishes before they are served
- Keep a sanitized and orderly environment in the kitchen
- Ensure all food and other items are stored properly
- Check quality of ingredients
- Monitor stock and place orders when there are shortages

7) We are looking for a Chef to join our team and prepare delicious meals for our customers.

Chef responsibilities include studying recipes, setting up menus and preparing high-quality dishes. You should be able to delegate tasks to kitchen staff to ensure meals are prepared in a timely manner. Also, you should be familiar with sanitation regulations. If you have experience with advanced cooking techniques and non-traditional ingredients, we'd like to meet you.

Ultimately, you'll prepare and deliver a complete menu that delights our guests.

The chef's responsibilities are to:

- Set up the kitchen with cooking utensils and equipment, like knives, pans and kitchen scales
- Study each recipe and gather all necessary ingredients
- Cook food in a timely manner
- Delegate tasks to kitchen staff
- Inform wait staff about daily specials
- Ensure appealing plate presentation
- Supervise Cooks and assist as needed
- Slightly modify recipes to meet customers' needs and requests (e.g. reduce salt, remove dairy)
- Monitor food stock and place orders
- Check freshness of food and discard out-of-date items
- Experiment with recipes and suggest new ingredients
- Ensure compliance with all health and safety regulations within the kitchen area

8) We are looking for a Restaurant Manager to lead all aspects of our business. You will deliver a high-quality menu and motivate our staff to provide excellent customer service.

Restaurant manager responsibilities include maintaining the restaurant's revenue, profitability and quality goals. You will ensure efficient restaurant operation, as well as maintain high production, productivity, quality, and customer -service standards.

To be successful in this role, you'll need management skills and experience in both front and back of the house. We want you to know how to oversee the dining room, check-in with customers and balance seating capacity. Back of the house management experience is also essential, as you'll hire qualified Cooks and Wait Staff, set work schedules, oversee food prep and make sure we comply with health and safety restaurant regulations.

We'll expect you to lead by example and uplift our staff during busy moments in our fast-paced environment. Ultimately, you will ensure our restaurant runs smoothly and customers have pleasant dining experiences.

The right candidate will:

- Coordinate daily Front of the House and Back of the House restaurant operations
- Deliver superior service and maximize customer satisfaction
- Respond efficiently and accurately to customer complaints
- Regularly review product quality and research new vendors
- Organize and supervise shifts
- Appraise staff performance and provide feedback to improve productivity
- Estimate future needs for goods, kitchen utensils and cleaning products
- Ensure compliance with sanitation and safety regulations
- Manage restaurant's good image and suggest ways to improve it

- Control operational costs and identify measures to cut waste
- Create detailed reports on weekly, monthly and annual revenues and expenses
- Promote the brand in the local community through word-of-mouth and restaurant events
- Recommend ways to reach a broader audience (e.g. discounts and social media ads)
- Train new and current employees on proper customer service practices
- Implement policies and protocols that will maintain future restaurant operations

9) Dishwasher responsibilities include collecting used dishes, plates and utensils, loading washing machines and stacking washed items appropriately. If you want to kickstart your career in the restaurant industry and be part of the behind-the-scenes operations, we'd like to meet you. Note that this role requires working in shifts and, occasionally, during evenings or weekends.

Ultimately, you'll help provide an unforgettable dining experience for our customers.

You are required to:

- Collect used kitchenware from dining and kitchen areas
- Load and unload dishwashing machines
- Wash specific items by hand (e.g. wooden cutting boards, large pots and delicate china)
- Store clean dishes, glasses and equipment appropriately
- Set up workstations before meal prep begins
- Ensure there are always enough clean dishes, glasses and utensils, especially during peak hours
- Maintain cleaning supplies stock (e.g. detergents) and place orders when necessary
- Check washing machines' operation and promptly report any technical/performance issues
- Remove garbage regularly
- Sanitize the kitchen area, including the floor

10) We are looking for a reliable Hotel concierge to work at the main entrance desk of our hotel. You will be the first to meet our customers so the first impression of our hotel depends on your friendliness and efficiency.

The ideal candidate will be a smart and trustworthy individual able to provide customers with a warm greeting and handle all incoming requests. In addition, you will be responsible to protect the hotel and its residents by monitoring who comes in and out of our premises.

The goal is to contribute to an overall pleasant customer experience to increase our reputation and ensure sustainable growth.

You will have to:

- Welcome customers upon entrance and confirm reservations
- Act as the point of reference for guests who need assistance or information and attend to their wishes and requirements
- Understand customer's needs and provide them with personalized solutions by suggesting activities and facilities provided by the hotel
- Acquire extensive knowledge of the premises and the nearby venues and businesses to make the most suitable recommendations
- Arrange events, excursions, transportation etc. upon request from hotel residents
- Answer the phone and make reservations, take and distribute messages or mail and redirect calls
- Respond to complaints and find the appropriate solution

11) We are looking for an experienced Financial Accountant to monitor all financial data and prepare accurate statements for our company.

Financial Accountant responsibilities include budgeting, managing tax payments and performing internal audits. You will act as a consultant for senior managers, conducting cost and revenues analyses. To be qualified for this role, you should have a degree in Accounting and relevant work experience.

Ultimately, you will ensure all our accounting transactions comply with the law and support our company's investments.

You are to:

- Gather and monitor financial data (e.g. sales revenues and liabilities)
- Prepare monthly, quarterly and annual statements (balance sheets and income statements)
- Forecast costs and revenues
- Manage tax payments
- Organize internal audits
- Prepare budgets (for the entire company and by department)
- Monitor and report on accounting discrepancies
- Conduct detailed risk analyses to assess potential investments
- Analyze financial trends
- Perform month-end and year-end close processes

12) We are looking for a professional Housekeeper able of attending to our facilities with integrity and attention to detail.

The goal is to create a clean and orderly environment for our guests that will become a critical factor in maintaining and strengthening our reputation.

Your duties are to:

- Perform a variety of cleaning activities such as sweeping, mopping, dusting and polishing
- Ensure all rooms are cared for and inspected according to standards
- Protect equipment and make sure there are no inadequacies
- Notify superiors on any damages, deficits and disturbances
- Deal with reasonable complaints/requests with professionalism and patience
- Check stocking levels of all consumables and replace when appropriate
- Adhere strictly to rules regarding health and safety and be aware of any company-related practices

13) As a Receptionist, you will be the first point of contact for our company. Our Receptionist's duties include offering administrative support across the organization. You will welcome guests and greet people who visit the business. You will also coordinate front-desk activities, including distributing correspondence and redirecting phone calls.

To be successful as a Receptionist, you should have a pleasant personality, as this is also a customer service role. You should also be able to deal with emergencies in a timely and effective manner, while streamlining office operations. Multitasking and stress management skills are essential for this position. This role may require working in shifts, so flexibility is a plus.

Ultimately, a Receptionist's duties and responsibilities are to ensure the front desk welcomes guests positively, and executes all administrative tasks to the highest quality standards.

Your duties are to:

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings
- Arrange travel and accommodations, and prepare vouchers
- Keep updated records of office expenses and costs
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing

14) Car rental agencies typically rent cars to clients who need automobiles for only a short period of time. When it comes to renting out these cars, the car rental agent is considered the front line for fast and friendly customer service. Agents not only rent cars to clients, but also they may offer them other types of products, such as car upgrades, GPS systems or additional insurance.

Although the car rental agent's primary job is to process paperwork and collect money from clients, agents often have a lot of other duties they perform as well. Car rental agents typically have the task of greeting clients as they arrive, answering the telephone, handling client questions or complaints and working to resolve overdue car rentals. In some cases, they may also be responsible for ensuring the cars are clean, full of gas and ready for the next client.

Car rental agents must typically have a high school diploma or the equivalent of a GED. But there is usually no formal training required. Because the rental agreement and other forms are generated by computer, applicants should have a working knowledge of computers and proficient data entry skills.

Because most clients who need to rent a car are either traveling or having their own car repaired, most car rental agencies are conveniently located near airport terminals, bus and train stations or auto repair shops. Buildings are generally well-lit to attract the attention of arriving passengers, and agents are required to maintain a calm and professional manner at all times, even when dealing with an irate customer. Car rental agencies are typically busy year-round, and many are open 24/7 to service travel schedules, so agents may be required to work nights, weekends and during holidays.

15) Flight attendants provide personal services to ensure the safety and comfort of airline passengers.

Flight attendants typically do the following:

- Attend preflight briefings on details of the flight
- Ensure that adequate supplies of refreshments and emergency equipment are on board
- Assist in cleaning the cabin between flights
- Demonstrate the use of safety and emergency equipment
- Ensure all passengers have seatbelts fastened and ensure other safety requirements are met
- Serve, and sometimes sell, beverages, meals, or snacks
- Take care of passengers' needs, particularly those with special needs
- Reassure passengers during flight, such as when the aircraft hits turbulence

- Administer first aid to passengers or coordinate first aid efforts, when needed
- Direct passengers in case of emergency

Airlines are required by law to provide flight attendants for the safety and security of passengers. The primary job of flight attendants is to keep passengers safe and to ensure that everyone follows security regulations. Flight attendants also try to make flights comfortable and enjoyable for passengers.

About 1 hour before takeoff, the captain (pilot) informs attendants about evacuation procedures, the length of the flight, and weather conditions. Flight attendants must ensure that emergency equipment is working, the cabin is clean, and there is an adequate supply of food and beverages on board. Flight attendants greet passengers as they board the aircraft and direct them to their seats, assisting as needed.

Before the plane takes off, flight attendants instruct all passengers on the use of safety equipment, either by playing a video recording or demonstrating its use in person. They also ensure that seatbelts are fastened, seats are locked in the upright position, and all carry-on items are properly stowed in accordance with federal law and company policy.

A flight attendant's most important responsibility, however, is to help passengers in the event of an emergency. This responsibility ranges from dealing with unruly passengers to performing first aid, fighting fires, and directing evacuations. Flight attendants also answer questions about the flight, attend to passengers with special needs, help anyone else needing assistance, and generally assist all passengers as needed.

Before the plane lands, flight attendants once again ensure that seatbelts are fastened, seats are locked in the upright position, and all carry-on items are properly stowed.

Before they leave the plane, flight attendants take inventory of headsets, alcoholic beverages, and payments. They also submit reports to the airline company on the condition of the cabin, as well as on any medical problems that may have occurred during the flight.

16) A tour guide's duties depend on their location and employer. If they are self-employed, they will usually give tours of publicly accessible travel destinations like national parks or nature attractions. Those who are employed by a visitor's bureau or corporation offer tours of cities, industrial locations, or other points of interest. The three main areas of specialization within the guiding industry are historical tour guiding, corporate tour guiding, and nature or eco-tour guiding.

Historical tour guides lead groups of visitors to national monuments, historical sites, historical districts, religious or archaeological sites, and museums. These guides are well-versed in the history of the site or monument. They offer visitors an interesting description of the location, including its history and what effect it has had on modern society. In addition, they answer visitor questions and keep the tour organized, efficient, and safe.

Corporate tour guides are employed by large companies that are usually a well-known corporation or travel destination, though non-profit organizations often require guides as well. They lead groups through factories, describing the manufacturing process or history and mission of the business. Theme parks often employ tour guides who lead visitors on tours of a museum within the park that documents the company's history of accomplishments. Guides may also work in zoos, wildlife refuges, safari parks, or animal reserves, enlightening visitors on animal behaviour and the goals of the company.

Nature tour guides lead groups to natural attractions, national parks, and other outdoor locations where wildlife and scenic locations are the focus of the tour. These guides are experts in the natural sciences and have the ability to engage visitors with their knowledge of biology, geology, and the history of the location. An increasingly popular area of the industry is eco-touring. The goal of the eco-tour guide is to lead a small group of individuals to an often protected but scenic natural area while having little or no impact on the environment. Visitors are offered insight on the environmental impact of human actions as guides attempt to foster a general appreciation of the natural habitat.

Regardless of the specialization of the tour guide, some fundamental responsibilities apply to all positions. Their primary responsibility is to make sure the tour is as safe as possible for the entire group.

17) An Event Coordinator is responsible for coordinating events, including planning menus, booking musicians, putting up decorations, ordering flowers, hiring bartenders, and ensuring the event runs smoothly.

The duties are to:

- Coordinate details of events such as conferences, weddings, birthdays, anniversaries, charity events, surprise parties, trade shows, sales meetings, business meetings, employee appreciation events and virtual events.
- Calculate budgets and ensure they are adhered to.
- Book talent, including musicians, bands, and disc jockeys.
- Select chefs or catering companies to prepare food for event.
- Sample food and select dishes for menus.
- Visit venue to plan layout of seating and decorations.
- Schedule speakers, vendors, and participants.
- Coordinate and monitor event timelines and ensure deadlines are met.
- Initiates, coordinates and/or participates in all efforts to publicize event.
- Edit and design promotional materials.
- Prepare presentations.
- Develop and oversee fundraising events.
- Negotiate and secure event space.
- Secure sponsorships.

- Work with printer and designer to develop event invitations.
- Create invitee list.
- Send out invitations and manage RSVP list.
- Hire staff to manage the event, including bouncers and security personnel.
- Manage correspondence.
- Coordinate event logistics, including registration and attendee tracking, presentation and materials support and pre- and post-event evaluations.
- Keep inventory of backdrops, projectors, computers, and other display materials.

18) If you've ever been on a package holiday, you'll remember the smiley, enthusiastic, tanned individual that met you at the airport and introduced you to the resort. This dynamic individual wasn't just a random weirdo off the street; it was a holiday representative.

Holiday representatives (holiday reps) are employed by companies that offer package holidays. Essentially, these guys provide help, support and guidance to tourists and act as the frontline representative of the holiday company.

At a basic level, holiday representatives are employed to make sure that all customers have a memorable and enjoyable holiday. It's all about providing first-class customer service and making sure that every tourist's experience provides full value for money.

If you enter this line of work, you'll be responsible for picking up holidaymakers from transport hubs, such as airports, ports and train stations, and then escorting them to the hotel or resort where they are staying.

Furthermore, you'll be in charge of conducting welcome meetings for guests and providing a brief overview of local amenities, attractions and activities.

Once you've taken guests to their accommodation, let them know about everything that they can do and sold them a few tours and excursions, it's not time to kick back and relax by the pool. You'll also be responsible for dealing with customer queries and resolving problems as and when they arise. As a holiday representative, you'll be the 'go-to' guy or gal for all the tourists in your jurisdiction.

To thrive in this industry, you'll need to be patient, friendly, well-organised and able to build strong customer relationships with tourists, as this will help to generate repeat business through invaluable word-of-mouth marketing.

19) To work as a Resort entertainer you'll need a skill or talent audiences will appreciate.

You don't need formal qualifications, but you may find it useful to have trained in music, dance or acting.

You could get paid or unpaid experience in various ways, like:

- taking part in open-mic spots or talent competitions
- working at a holiday centre or theme park
- performing in local clubs
- taking part in street performance or fringe festivals

You'll often have to pass auditions to get work. It may help to find an agent who can market your talents.

You'll need to be:

- talented in your chosen performance area
- friendly, outgoing and confident
- able to adapt your act to suit your audience
- energetic and determined to succeed
- able to accept direction and criticism

You'll work in places like theatres, holiday centres, hotels, cruise ships, community centres and clubs. You may also work at festivals, or in private homes (especially if you're a children's entertainer).

Your performance may include:

- singing
- stand-up comedy
- playing music
- tribute acts
- magic
- children's entertainment
- mime

You may specialise in one skill, or combine several to create an act. You could perform solo or as part of a group.

When not performing, you'll also spend time:

- finding and rehearsing new material for your act
- attending auditions
- looking after costumes or equipment
- dealing with your finances and administration
- promoting your act

If you work on a cruise ship or at a holiday centre, you may have extra duties like organising children's activities and looking after holidaymakers.

You might also combine performing with other types of work like teaching or running workshops for children or adults.



20) We are looking for a skilled HR Manager to oversee all aspects of Human Resources practices and processes. You will support business needs and ensure the proper implementation of company strategy and objectives.

The goal is to promote corporate values and enable business success through human resources management, including job design, recruitment, performance management, training & development, employment cycle changes, talent management, and facilities management services.

Human resource managers usually do the following:

- Develop and implement HR strategies and initiatives aligned with the overall business strategy
- Bridge management and employee relations by addressing demands, grievances or other issues
- Manage the recruitment and selection process
- Support current and future business needs through the development, engagement, motivation and preservation of human capital
- Develop and monitor overall HR strategies, systems, tactics and procedures across the organization
- Nurture a positive working environment
- Oversee and manage a performance appraisal system that drives high performance
- Maintain pay plan and benefits program
- Assess training needs to apply and monitor training programs
- Report to management and provide decision support through HR metrics
- Ensure legal compliance throughout human resource management

21) If you live and breathe marketing, we need to talk. We're looking for a flexible and versatile marketer who will be responsible for the growth of our inbound sales channels.

A marketing manager is to:

- Develop strategies and tactics to get the word out about our company and drive qualified traffic to our front door
- Deploy successful marketing campaigns and own their implementation from ideation to execution
- Experiment with a variety of organic and paid acquisition channels – content creation, content curation, pay per click campaigns, event management, publicity, social media, lead generation campaigns, copywriting, performance analysis, and much more
- Produce valuable and engaging content for our website and blog that attracts and converts our target groups
- Build strategic relationships and partner with key industry players, agencies and vendors
- Be in charge of marketing budget and allocate/invest funds wisely
- Measure and report performance of marketing campaigns, gain insight and assess against goals

What is required:

- BS/MS degree in marketing or a related field
- Demonstrable experience in marketing together with the potential and attitude required to learn
- Proven experience in identifying target audiences and in creatively devising and leading across channels marketing campaigns that engage, educate and motivate
- Solid knowledge of website analytics tools (e.g., Google Analytics, NetInsight, Omniture, WebTrends)
- Experience in setting up and optimizing Google Adwords campaigns
- Numerically literate, comfortable working with numbers, making sense of metrics and processing figures with spreadsheets
- Good taste, a sense of aesthetics and a love for great copy and witty communication
- Up-to-date with the latest trends and best practices in online marketing and measurement

22) We are looking for an experienced Hotel Manager to oversee the daily operations of our hotel as well as provide strategic direction. You will plan and supervise the activities of an extensive and diverse workforce to ensure the smooth and profitable running of business.

It is important for the hotel manager to be involved in all aspects of the hotel operations. You will be just as responsible for dealing with complaints as for strategizing and preparing reports. You will be a key person of reference for employees and clients as well as external vendors.

The hotel manager must be able to guide the employees to work as a well-functioning team. Therefore, the ideal candidate will be a team player and an effective leader, able to set examples and foster a climate of cooperation.

The goal is to enhance customer dedication and expand our clientele by strengthening our hotel's reputation.

The right candidate must be able to:

- Supervise work at all levels (receptionists, kitchen staff, maids, office employees etc.) and set clear objectives
- Plan activities and allocate responsibilities to achieve the most efficient operating model
- Manage budgets/expenses, analyze and interpret financial information and monitor sales and profits
- Develop and implement an intuitive and efficient marketing strategy to promote the hotel's services
- Communicate with customers when appropriate (welcome them in the facilities, address their complaints, find solutions to problems, offer information etc.)
- Deal with maintenance issues, shortages in staff or equipment, renovations etc.
- Collaborate with external parties such as suppliers, travel agencies, event/conference planners etc.
- Inspect facilities regularly and enforce strict compliance with health and safety standards

What is important to receive the job:

- Proven experience as Hotel Manager or relevant role

- Fluency in English; knowledge of other languages is a plus
- Understanding of all hotel management best practices and relevant laws and guidelines
- Working knowledge of MS Office; knowledge of hotel management software (PMS) is an advantage
- Excellent customer service skills as well as a business mindset
- Demonstrable aptitude in decision-making and problem-solving
- Reliable with an ability to multi-task and work well under pressure
- Outstanding leadership skills and a great attention to detail
- Degree in Business Administration, Hotel/Hospitality Management or relevant field

23) We are looking for a Host or Hostess to join our team and be the first point of contact for our guests.

Host/Hostess responsibilities include greeting guests, providing accurate wait times and escorting customers to the dining and bar areas. For this role, you should have solid organizational and people skills to make sure our guests have a positive dining experience from the moment they arrive till their departure. You should also be available to work in shifts.

Ultimately, you'll ensure we provide excellent customer service and a pleasant dining experience to our guests.

You are to:

- Welcome guests to the venue
- Provide accurate wait times and monitor waiting lists
- Manage reservations
- Escort customers to assigned dining or bar areas
- Provide menus and announce Waiter/Waitress's name
- Greet customers upon their departure
- Coordinate with wait staff about available seating options
- Maintain a clean reception area
- Cater to guests who require extra attention (e.g. children, elderly)
- Answer incoming calls and address customers' queries
- Assist wait staff as needed

Requirements

- Previous work experience as a Host/Hostess or Waiter/Waitress
- Understanding of restaurant etiquette
- Familiarity with health and safety regulations
- Experience in managing reservations
- Demonstrable customer-service skills
- Excellent communication skills (via phone and in-person)
- Strong organizational skills with the ability to monitor the entire dining and bar area
- Availability to work in shifts as needed
- Good physical condition to walk and stand during an entire shift
- High school diploma; hospitality certification is a plus

24) Most people think that hotels alone belong to the hospitality industry, but hotels are only one sector of this industry. Many forms of transportation that cater to tourists are also part of this business world. For example, this niche includes airlines, cruise ships and even fancier trains. Restaurants, general tourism and event planning also belong to this niche.

Some of these businesses partially belong to the hospitality industry. For example, a fast food restaurant would be considered convenient. A restaurant that provides fancy food with amazing service would be providing a hospitality service.

Regardless of the business, this industry relies heavily on providing an excellent level of service. Customers are visiting the business to get away from their troubles. A bad experience might keep them from returning ever again. Brand loyalty is very important to these customers, so the associated companies do their best to provide the best service.

Companies hire employees based on skill and behavior. Most of these employees are great with customers, and they can flawlessly give the customer what he or she needs.

25) Another defining aspect of the hospitality industry is its theme. This doesn't apply to every business in this industry, but many of them use a certain theme to attract customers. For example, a fancy restaurant might have a Mediterranean theme to attract customers who like that type of food and atmosphere.

Not only does this set the business apart from competitors, but it also allows customers to judge the business on another level. Hospitality businesses that provide an authentic theme are often appreciated more than general hospitality businesses. If the above restaurant cooks authentic Mediterranean cuisine and uses the proper decorating elements, then this will make customers happy and more willing to visit the business.

A hospitality business doesn't need a theme, but the vast majority of them use one because customers love themed businesses.

While this is a very broad industry that can incorporate many different businesses, there are some defining elements that set it apart from similar businesses. Not only do these companies focus on service and luxury, but they also depend on disposable income and giving customers what they want. The broad-reaching hospitality industry ensures that every customer is happy because brand loyalty is essential.

26) According to the 2009 Trends & Statistics survey by the British Hospitality Association (BHA), around 1.9 million people now work in the industry. The chances are, if you're reading this, you're one of them. You probably also know exactly why your industry is so popular, and why so many people want to work in it. Yes, the shifts can be long and tiring, but you'll rarely find someone with a hospitality job who doesn't have a passion for it

You make people's day! Whether you're a concierge in a hotel, or a kitchen porter working behind the scenes, or even if you're involved in the management of a hospitality business, every time you come into work you're making someone's day that little bit better. Your business is all about people. It's not about widgets or spreadsheets; it's about making people happy

As well as being a people-oriented industry, hospitality is creative. You are creating a product — be that food, drink, or an experience — and there's always scope to dream up new ways of making it more enjoyable for your customers.

27) It opens a door to the world

Every country in the world has a hospitality industry, and the skills you learn here are readily transferable, meaning that a career in hospitality can very easily be the key to discovering new countries, new culture and new people. There's no need to get stuck. There is such enormous scope within the hospitality industry that there's never any need for you to get stuck in one niche. You could very easily stay with the same employer and in the space of a few years, move between receptionist jobs, reservations manager to concierge.

You can take on early responsibility

Just as there is the potential for rapid horizontal movement, you can also make your way up the ladder very quickly in hospitality. If you work hard, acquire your qualifications, get on with customers and colleagues, and show initiative, very soon, you'll find yourself in a senior position managing people and projects.

If you're the sort of person who likes getting up at the same time in the morning, having the same breakfast, putting on a suit and tie, and then catching the same train into the same office, day after day after day, then hospitality probably isn't for you. It involves a great deal of variety, not only in terms of the hours you work, but also the work you do during those hours.

28) Clear route in

There is a clear set of hospitality qualifications that are accepted across the industry and there are hundreds of places up and down the country where you can train to achieve those qualifications. You can find out more about getting qualified in our dedicated training section.

Springboard, the hospitality charity, can help you with entry-level qualifications, or you can contact the National Skills Academy for Hospitality to find out about their accredited courses.

Get Great perks

If you work in an office then the perks probably don't go much further than a dismal Christmas party with cheap drinks, dire music and everyone looking a bit awkward. In hospitality things are different. After all, we're here to help our customers have fun, so we can also make sure we share some of that fun with each other in the form of employee perks. Rubbing shoulders with celebrities and gourmet meals are just some of the perks those in hotel jobs could enjoy.

Work in Great atmosphere

In any workplace, there are always colleagues you don't get on with, and one or two who are a bit unfriendly, but the good news is that not many work in hospitality. We don't hire people who are unfriendly to our customers, which is why the hospitality industry contains some of the most vibrant, lively and fun people you'll ever meet.

29) Job interviewing never seems to get any easier - even when you have gone on more interviews than you can count. You are always meeting new people, having to sell yourself and your skills, and often getting the third degree about what you know or don't know. And, you have to stay upbeat and enthusiastic throughout each interview.

That said, there are ways to make a job interview much less stressful.

Invest a little time prior to the interview getting ready and it will be much easier to handle. The key to effective interviewing is to project confidence, stay positive, and be able to share examples of your workplace skills and your qualifications for the job.

Brush up your communication skills, so you can speak clearly and concisely about the assets you have to offer the employer. Take the time to work on your interview skills - effective interviewing will help you get hired.

With some advance preparation, you'll be able to nail the interview and showcase the experience that makes you the ideal candidate for the company's next new employee.

30) Organisations look to hire people with similar values to those of the company culture. Researching the company before an interview will give you an insight into the organisation's future goals and plans and being able to discuss these points will make you seem like a long-term investment to your future employer. The following interview preparation tips will give you a guide as to which aspect of the company should be researched:

Company financials: Check the company website. Doing a Google search can also uncover the current state of the company. Have they gone through a merger? - or have they expanded recently? LinkedIn is also a good source of information.

Culture: Look at LinkedIn and Facebook or check Google reviews for comments by current or former employees.

Executive team: Look through the company website to research the company hierarchy and find out who the executives are.

Competitors: Find out who the company's main competitors are and look into the websites of organisations in the same industry.

If you're wondering how to dress for an interview, you're not alone. Wearing the right clothes to the interview won't get you the job, but wearing the wrong clothes will sink any chances of impressing the interviewer.

There is one rule that stands above all: Dress professionally. Wear business attire appropriate for the role, while still making sure you feel comfortable.

#### **5. Індивідуальні завдання Тематика презентацій.**

1. Well-paid jobs in Hospitality industry
2. Window seat or aisle: pros / cons
3. Check-in information for passengers (domestic / international flights)
4. Safety advice aboard the plane
5. Cabin crew training
6. Presentation of a hotel (location, facilities etc)
7. Sightseeing in Cracow
8. History of Cracow
9. Conference equipment description
10. Plan a two-week rail trip around five countries
11. Tips on job interviews
12. Landscapes of New Zealand
13. Amazing facts about New Zealand
14. Australia – continent of diversity
15. Booking procedure (confirming/changing)
16. Special interest tours
17. Winter holiday activities
18. Ski resort jobs
19. Bukovel as a ski resort
20. Events programme presentation
21. Ecotourism in Thailand
22. Thailand – land of smiles
23. Trekking in Thailand
24. Medical equipment for your trip
25. Upselling in hotels
26. Climate of Ukraine
27. Weather forecast for tomorrow
28. History of Mexico
29. Types of tourists
30. Tourism development project

#### **6. Програмові вимоги до екзамену.**

##### *Розмовні теми*

1. Check-in information for passengers (domestic / international flights)
2. Safety advice aboard the plane
3. Sightseeing in Cracow
4. Conference equipment description
5. Tips on job interviews
6. Landscapes of New Zealand
7. Amazing facts about New Zealand
8. A special interest tour
9. Winter holiday activities
10. Bukovel as a ski resort
11. Ecotourism in Thailand
12. Thailand – land of smiles
13. Climate of Ukraine
14. Weather forecast for tomorrow
15. Tourism development project

##### *Граматичні теми*

1. The Present Simple Tense
2. The Present Continuous Tense
3. The Present Perfect Tense
4. The Past Simple Tense
5. The Future Simple Tense

6. The Article
7. Conditional I
8. Conditional II
9. Modals of obligation, suggestion and recommendation
10. Present tenses as future
11. The passive
12. Degrees of comparison of the adjectives
13. Usage of tenses for predictions and intentions
14. Countable and uncountable nouns
15. Quantifiers with countable and uncountable nouns

### 7. Тести.

**1. Ms. Sarah Rachel Jones.**

- A a full name with title
- B a nickname
- C a full name without a title
- D a family name

**2. They're my classmates. ... names are Noriko and Kate.**

- A Our
- B Your
- C Their
- D Her

**3. Who ... the men over there, Andy?**

- A is
- B am
- C are
- D be

**4. My husband ... for a department store. He's a store manager .**

- A work
- B works
- C do work
- D does works

**5. Which films are funnier, horror films or ...?**

- A comedies
- B thrillers
- C science fiction films
- D documentary

**6. My brother is on vacation now, but he ... for a part-time job here.**

- A look
- B looks
- C looking
- D is looking

**7. Are you still living in San Francisco, Philip?**

- A Yes, he is. He loves it.
- B No, I'm not. I'm living in Honolulu now.
- C Yes, they are. They really love San Francisco.
- D Yes, I do. I like it a lot.

**8. I usually go out ... my groupmates in my free time.**

- A around
- B for
- C with
- D at

**9. How often do you go swimming, Linda?**

- A I guess I'm OK.
- B Once a week.
- C About an hour.

D Not too good, actually.

**10. We ... to a rock concert last night.**

- A go
- B goes
- C went
- D did went

**11. Michael Charles Kennedy.**

- A a full name with title
- B a nickname
- C a full name without a title
- D a family name

**12. She's mysister. ... name is Bess.**

- A Our
- B Your
- C Their
- D Her

**13. Who ... the woman over there, Amy?**

- A is
- B am
- C are
- D be

**14. I ... for a travel company and arrange tours. I'm atravel agent.**

- A work
- B works
- C do work
- D does works

**15. Which films are scarier, comedies or ...?**

- A horror films
- B thrillers
- C science fiction films
- D documentary

**16. You look tired, Don. ... late at night these days?**

- A Do you study
- B Are you studying
- C Does you study
- D Are you study

**17. Is your brother still working inHon Kong, Chris?**

- A Yes, he is. He loves it.
- B No, I'm not. I'm living in Honolulu now.
- C Yes, they are. They really love San Francisko.
- D Yes, he does. He likes it a lot.

**18. My sister usually gets up ... 7 am ... weekdays.**

- A around / in
- B for / on
- C with / at
- D at / on

**19. How well do you swim, Lisa?**

- A I guess I'm not very well.
- B Once a week.
- C About an hour.
- D I almost never do.

**20. I'm going to the stationery store to get some ... .**

- A food
- B birthday cards
- C coffee
- D t-shirts

21. Kate \_\_\_\_\_ want to join the staff.

- e. doesn't
- f. don't
- g. isn't
- h. aren't

22. If you \_\_\_\_\_ like people, this is not the career for you.

- e. aren't
- f. isn't
- g. doesn't
- h. don't

23. \_\_\_\_\_ we too late to catch the train?

- e. do
- f. am
- g. is
- h. are

24. It \_\_\_\_\_ one of the fastest-growing industries in the world.

- e. is
- f. are
- g. does
- h. do

25. It \_\_\_\_\_ some exciting careers and a lot of job satisfaction.

- e. offer
- f. offers
- g. offered
- h. offering

26. Sorry, Mr. Smith \_\_\_\_\_ out of office right now.

- e. are
- f. be
- g. is
- h. am

27. A chambermaid \_\_\_\_\_ guestrooms every day.

- e. cleans
- f. organizes
- g. manages
- h. gives

28. A hotel manager \_\_\_\_\_ all the hotelstaff.

- e. serves
- f. manages
- g. cleans
- h. finds

29. A concierge \_\_\_\_\_ all the necessary information.

- e. give
- f. to give
- g. are giving
- h. gives

30. A marketing manager \_\_\_\_\_ business for the hotel.

- e. finds
- f. is finding
- g. find
- h. found

31. A waiter/waitress \_\_\_\_\_ guests in the restaurant.

- e. informs
- f. helps
- g. serves
- h. carries

32. \_\_\_\_\_ I right or wrong?

- a. am
- b. is
- c. are
- d. do

33. Would you like \_\_\_\_\_ wine, madam?

- a. any
- b. a
- c. some
- d. much

33. Where ... you from? – I ... from Thailand.

- A is / are
- B are / am
- C are / is
- D be / am

34. She works for a large company. She builds houses. It's a great job!.

- A She's a word processor.
- B She's a teacher.
- C She's a saleswoman
- D She's an architect.

35. What ... your father ... ? – He's an engineer.

- A do / does
- B do / do C
- does / do D
- / do

36. I stay up ... midnight ... weekends.

- A untill / on
- B at / in
- C early / on
- D at / around

37. ... is this jacket? - It's \$499.

- A How many
- B What
- C How much
- D How far

38. Are there ... good restaurants in your neighborhood?

- A many
- B some
- C no
- D any

39. How many phone calls ... you make yesterday?

- A did
- B do
- C does
- D has

40. What does he ... ? – He's pretty tall, with red hair.

- A do



B look like  
C looks  
D like

42. \_\_\_\_\_ the guests planning to stay here overnight?

- a. are
- b. is
- c. am
- d. do

43. \_\_\_\_\_ you \_\_\_\_\_ any professional skills?

- a. are / having
- b. do / have
- c. does / have
- d. is / having

44. Jane \_\_\_\_\_ to the travel agent at the moment.

- a. is talking
- b. talks
- c. talk
- d. am talking

45. \_\_\_\_\_ they \_\_\_\_\_ to Florida next week?

- a. do / travel
- b. does / travel
- c. are / travelling
- d. is / travelling

46. The classes \_\_\_\_\_ at 9 PM.

- a. are starting
- b. starts
- c. to start
- d. start

47. Can I have \_\_\_\_\_ orange juice?

- a. much
- b. any
- c. some
- d. little

48. He \_\_\_\_\_ his duties very well.

- a. knows
- b. know
- c. is knowing
- d. knowing

49. They \_\_\_\_\_ a lot of souvenirs in The Carpathians last winter.

- a. buy
- b. are buying
- c. buyed
- d. bought

50. ... anyone in your family ... for a job now? – Yes, my sister is.

- A Does / look
- B Is / look
- C Is / looking
- D Do / looks

**8. Список рекомендованої літератури.**

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