

**Ділова іноземна мова. Іноземна мова (за професійним спрямуванням).
Англійська мова. 1 курс
к.пед.н. Жумбей М.М.**

1. Навчальна дисципліна.

Ділова іноземна мова. Іноземна мова (за професійним спрямуванням) 1. Англійська мова. 1 курс (кількість годин для самостійної роботи – 110 год.: I семестр – 50; II семестр – 60).

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.
I семестр	
1. All in a Day's Work. pp.6-7, SB	WB, Unit 1, ex. 1-2 2
2. Grammar The Present Simple Adverbs of frequency	WB, Unit 1, ex. 3-7 2
1. Nationalities pp. 10-11, SB	WB, Unit 1, ex. 7-10 2
2. Fly-drive Holidays pp. 12-13, SB	WB, Unit 2, ex. 1-5 2
3. Grammar The Present Continuous pp. 14-15, SB Florida at a Glance Interesting Facts about Florida	WB, Unit 2, ex. 6-9 4
4. Car Hire Procedure Making calls pp. 16-17, SB	WB, Unit 2, ex. 8-9 4
5. Professional practice pp. 6-17, SB	Corrections 4
6. Table for Two Study of Menus Describing food Dialogue: order in a restaurant pp. 18-19, SB	WB, Unit 3, ex. 1-2 6
7. Grammar Countable and Uncountable Nouns pp. 20-21, SB	WB, Unit 3, ex. 3, SB, ex. 14, p. 21 2
8. Grammar Much, many, a lot of pp. 22-23, SB	WB, Unit 3, ex. 4-7 2
9. City Tours pp. 24-25, SB Amazing Facts about Barcelona	WB, Unit 4, ex. 1-2 4
10. Grammar The Past Simple pp. 26-27, SB	WB, Unit 4, ex. 3-4, SB, ex. 10, p. 27 2
11. City bus tour around Barcelona pp. 28-29, SB	WB, Unit 4, ex. 6-8 4
12. Sightseeing in Ivano-Frankivsk	WB, Unit 4, ex. 6-8 www.tripadvisor 6
13. A Guided Tour to Bukovel	www.discoverukraine https://bukovel.com 4
Total	50
II семестр	
1. Water Cities pp. 30-31, SB	WB, Unit 5, ex. 1-3 6

Hotel Star Rating General Description. Best Hotels of your City		
2. Grammar The Degrees of Comparison of the Adjectives pp. 32-33 , SB	WB, Unit 5, ex. 4-5, SB, ex. 11-12, p. 33	4
3. Describing Venice Hotels pp. 34-35, SB	WB, Unit 5, ex. 6-8, SB, ex. 15, p. 35	2
4. Consolidation pp. 36-39	WB, pp. 4-23	4
5. Cruise Ships pp. 40-41, SB	WB, Unit 6, ex. 1-3, pp. 24-25	2
6. Cabin Facilities Announcements aboard Jobs on a Liner, p.42, SB	WB, Unit 6 www.allcruisejobs.com	4
7. Grammar The Present Perfect pp. 42-43, SB	WB, Unit 6, ex. 4-6, pp. 26-27	4
8. How to Write a CV / a Covering Letter pp. 44-45, SB Writing a CV/ CL on a position offered	WB, Unit 6, ex.7, p. 27.	6
9. Service and Safety pp. 46-47, SB	WB, Unit 7, ex. 1-4, pp. 28-29	2
10. Grammar Modal Verbs (Requests and Offers) p. 47	WB, Unit 7, ex. 5-8, pp. 30-31	2
11. Health and Safety Advice for Tourists Visiting Carpathians	www.tripadvisor.com www.tourclub.com.ua	4
12. Health and Safety Advice for Tourists Visiting South Africa pp. 48-49, SB	SB, pp. 48-49	4
13. Writing a Letter of Apology pp. 50-51, SB	WB, Unit 7, ex. 6, p.30	2
14. East Meets West Turkey: Land of Contrasts Presentation of a Destination pp. 52-53, SB	www.tripadvisor.com www.traveltheworld.com.au	4
15. Grammar Predictions and Intentions pp. 54, SB	WB, Unit 8, ex. 4-5, p. 34	2
16. Shopping in Istanbul Souvenirs from Turkey pp. 55, SB	www.tripadvisor.com	2
17. Souvenirs from the Carpathians	www.tripadvisor.com	2
18. Hermosa Development Plan pp. 56-57, SB	WB, ex. 6-8, p. 35	4
Total		60

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 to:

- 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

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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** (steward/stewardess) provide personal services to ensure the safety and comfort of airline passengers.

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.

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.

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.

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.

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.

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).

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 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

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.

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

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.

25) 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.

26) 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.

27) 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.

28) 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

29) 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.

30) 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**.

5. Перелік індивідуальних завдань. Тематика презентацій.

1. My future job in hospitality industry
2. Well-paid jobs in Hospitality industry
3. A fly-drive holiday
4. Attractions of Florida
5. Car hire procedure
6. Amsterdam as a tourist destination
7. Ten amazing facts about Amsterdam
8. Venice as a tourist destination
9. Historical Venice
10. Eating out in Ukraine
11. Ukrainian cuisine
12. My favourite exotic dish
13. My favourite restaurant
14. Characteristics of 1,2,3-star hotels
15. Characteristics of 4-5-star hotels
16. My job aboard the cruise liner
17. Tips on writing a perfect CV
18. How to write a covering letter
19. Gaudi and his architecture
20. Sightseeing in Barcelona
21. A city bus tour in Barcelona
22. A guided tour around Ivano-Frankivsk
23. Famous Ukrainian architects
24. Description of an architectural monument
25. Safety advice for tourists visiting the Carpathians
26. Bukovel as a winter resort
27. Souvenirs from Prycarpattyа
28. On Safari
29. What to see in Turkey
30. Souvenirs from Turkey

6. Програмові вимоги до екзамену.

Розмовні теми

1. Work in hospitality industry
2. Hotel jobs and their duties
3. My future job in hospitality industry
4. A fly-drive holiday: cons/pros
5. Florida at a glance
6. Car hire procedure
7. My favourite dish
8. The life of Antoni Gaudi
9. Famous sights of Barcelona
10. Hotel star rating

Граматичні теми

1. The Present Simple Tense
2. Usage of adverbs of frequency
3. The Present Continuous Tense
4. The Present Perfect Tense
5. The Past Simple Tense
6. Countable and uncountable nouns
7. Quantifiers: much, many, a lot of, some, any
8. Degrees of comparison of the adjectives
9. Modal verbs (requests and offers)
10. Usage of tenses for predictions and intentions

7. Тести.

1. **They_____until 3 PM.**
 - a. sometimes work
 - b. work sometimes
 - c. are working sometimes
 - d. do not sometimes working
2. **_____does she have some free time?**
 - a. who
 - b. which
 - c. what
 - d. when
3. **An accountant_____the hotel`s finances.**
 - a. does
 - b. doing
 - c. did
 - d. do
4. **A porter carries guests` _____to their rooms.**
 - a. children
 - b. bags
 - c. documents
 - d. pets
5. **Do you_____to work in our hotel?**
 - a. to like
 - b. like
 - c. liking
 - d. likes
6. **A bartender serves guests at the_____.**
 - a. restaurant
 - b. bar
 - c. guestrooms
 - d. reception desk
7. **Kate_____want to join the staff.**
 - a. doesn`t
 - b. don`t
 - c. isn`t
 - d. aren`t
8. **If you_____like people, this is not the career for you.**
 - a. aren`t
 - b. isn`t
 - c. doesn`t
 - d. don`t
9. **_____we too late to catch the train?**
 - a. do
 - b. am

- c. is
- d. are

10. It _____ one of the fastest-growing industries in the world.

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

11. It _____ some exciting careers and a lot of job satisfaction.

- a. offer
- b. offers
- c. offered
- d. offering

12. Every member of staff _____ responsible for the hotel.

- a. are
- b. am not
- c. is
- d. does not

13. There _____ a wide variety of jobs in larger hotels.

- a. is
- b. are
- c. is not
- d. does not

14. Look! It _____.

- a. is raining
- b. rain
- c. rains
- d. to rain

15. Sorry, Mr. Smith _____ out of office right now.

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

16. A chambermaid _____ guestrooms every day.

- a. cleans
- b. organizes
- c. manages
- d. gives

17. A hotel manager _____ all the hotelstaff.

- a. serves
- b. manages
- c. cleans
- d. finds

18. A concierge _____ all the necessary information.

- a. give
- b. to give
- c. are giving
- d. gives

19. A marketing manager _____ business for the hotel.

- a. finds
- b. is finding
- c. find
- d. found

20. A waiter/waitress _____ guests in the restaurant.

- a. informs
- b. helps
- c. serves
- d. carries

21. _____ is responsible for training the new staff?

- a. which
- b. when
- c. where
- d. who

22. Darina always _____ on Saturdays and Sundays.

- a. works
- b. is working
- c. work
- d. to work

23. Michael _____ stay there all working day.

- a. usually is not
- b. usually do not
- c. does not usually
- d. is not usually

24. _____ I right or wrong?

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

25. She _____ very hard at the moment.

- a. work
- b. works
- c. is working
- d. are working

26. Nina _____ a good travel agent.

- a. is knowing
- b. know
- c. do not
- d. knows

27. They _____ English grammar right now.

- a. study
- b. are studing
- c. are studying
- d. are studyng

28. Peter _____ for a better job now.

- a. look
- b. looking
- d. is looking
- e. are looking

29. What _____ the students _____ at their English class now?

- a. does/ discuss
- b. do/discusses
- c. are/discussing
- d. are/discuss

30. It _____ colder and colder outside.

- a. to get
- b. is getting
- c. gets
- d. is getting

31. How _____ does it cost?

- a. much
- b. many
- c. is
- d. a lot

32. He _____ English very well.

- a. is speaking
- b. speaks
- c. speak
- d. speaking

33. Would you like _____ wine, madam?

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

34. There are _____ vegetables in the fridge.

- a. a lot of
- b. much
- c. many
- d. some

35. Jane doesn't drink _____ milk.

- a. a lot of
- b. little
- c. some
- d. any

36. The coffee is _____ sweet.

- a. enough
- b. too
- c. very
- d. much

37. The steak is not salty _____.

- a. too
- b. much
- c. enough
- d. a lot

38. Do you have _____ duties at work?

- a. a lot of
- b. much
- c. some
- d. many

39. _____ the guests planning to stay here overnight?

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

40. Who _____ the exam now?

- a. are taking
- b. does tak4
- c. takes
- d. is taking

41. Mary is flying to Paris _____.

- a. this summer
- b. last winter

- c. in 2005
- d. usually

42. This 5-star hotel _____ all the modern facilities.

- a. haves
- b. is having
- c. has
- d. have

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. Mary _____ to see all the attractions when she was in Rome.

- a. wants
- b. is wanting
- c. wanted
- d. want

8. Список рекомендованої літератури.

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