

**«Ділова іноземна мова. Іноземна мова (за професійним спрямуванням).  
Англійська мова. 3 курс  
старший викладач Копчак Л.В.**

**1. Назва дисципліни.**

Ділова іноземна мова. Іноземна мова (за професійним спрямуванням). Англійська мова. 3 курс (кількість годин для самостійної роботи – 96 год.: V семестр – 48, VI 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 реформаційними ресурсами; формування у студентів самостійності при виконанні запропонованих завдань; підвищення рівня володіння іноземною мовою як складовою майбутньої професії.

**4. Завдання для самопідготовки.**

Назва теми	Зміст роботи
1. Careers in tourism.	Workbook, P. 4-5. Ex. 1-3 Description of jobs and duties in tourism
2. Jobs and duties in hospitality industry. Question forms.	Workbook, P. 6. Ex. 4-6 Finding out personal information from your partner
3. Curriculum Vitaes and Cover letters.	Workbook, P. 7-8. Ex. 7-8 Prepare your CV and Cover letter
4. Interviewing procedure.	Prepare for your job interview
5. Destinations. Reasons for travelling.	Workbook, P. 9-10. Ex. 1 Description of the types of tourism
6. Describing a destination. Opposites.	Workbook, P. 10. Ex. 2 Description of five places to see in your city or area.
7. Tourism development in Ukraine. Present simple and present continuous.	Workbook, P. 11. Ex. 3 Prepare a topic „Development of tourism in Ukraine»
8. Preparing a presentation.	Workbook, P.12-13. Ex.4-5 Prepare a topic „Our city as a cultural holiday destination»
9. Hotel facilities. Have / got something done.	Workbook, P.14-15. Ex.1-3 Description of hotel facilities in a very expensive hotel.
10. Describing hotels. Making comparisons.	Workbook, P. 15-16. Ex.4-5. Compare three hotels in Ivano-Frankivsk.
11. Hotel inspection. Pronunciation: word stress.	Workbook, P. 17-18. Ex.6 -10. Write a description of the refurbished Royal Oak for a travel guide.
12. Tour operators.	Workbook, P. 19. Ex.1. Retelling the text «Tough times for Britain’s holidaymakers».
13. Package holidays. Present perfect and past simple.	Workbook, P. 20-21. Ex.2 -4. Persuade a client to buy a package tour.
14. Dealing with complaints.	Workbook, P. 22-23. Ex.5-7. Write a letter of apology.
15. Dealing with guests. Describing people.	Workbook, P. 24-25. Ex.1. Retelling the text „Cloning the perfect hotelier»
16. Misunderstanding. Articles.	Workbook, P. 26-27. Ex.2, 4-6.
17. Communication problems. –ed / -ing adjectives.	Workbook, P. 26, 28. Ex.3, 7-8. Solve an overbooking problem.
18. Travel agencies. The word <i>Time</i> . Telephone language.	Workbook, P. 29-31. Ex.1-3. Take a telephone booking.
19. The Educational Report. The future.	Workbook, P. 31-32. Ex.4-5. Prepare an educational report.
20. A weekend break.	Workbook, P. 33. Ex.6.

	Reply to an enquiry.
21. Hotel reservation. Indirect questions.	Workbook, P. 34-36. Ex.1-5. Make a reservation.
22. Text messaging. Reported speech.	Workbook, P. 36 -37. Ex.6-8. Take / send messages
23. Conferences and conventions.	Workbook, P. 38. Ex.9-10. Sell a conference venue to a client
24. Seeing the sights. Places of interest.	Workbook, P. 39-41. Ex.1-5. Recommend sights in our area.
25. Exhibitions. The passive.	Workbook, P. 42 43. Ex.6-7. Prepare a museum tour.
26. Getting around. Checking in. Compound nouns.	Workbook, P. 44-45. Ex.1-4. Give advice on driving in our country.
27. Holiday travel information. Modal verbs.	Workbook, P. 45-47. Ex.5-7. Hire a motorhome.
28. Eating out.	Workbook, P. 49-50. Ex.1-3. Prepare retelling the text „Eating out in Paris»
29. Describing dishes. Countable and uncountable nouns.	Workbook, P. 51-52. Ex.4-7. Describe our national dishes.
30. Choosing a restaurant. Taking orders.	Workbook, P. 52-53. Ex.8-9. Recommend a restaurant. Take an order.

### Тексти для перекладу

1. Marketing plays an important role in almost every industry sector. In its simplest form, it is about ensuring that customers' needs are met whilst maximising the profits of a company. A marketing manager's responsibilities can vary enormously, but will always have this as a central objective.

Daily tasks and duties will depend on the company size, structure and industry sector but may include:

- monitoring and analysing market trends
- studying competitors' products and services
- exploring ways of improving existing products and services, and increasing profitability
- identifying target markets and developing strategies to communicate with them.

Most marketing managers work 37 hours a week, between the hours of 9am and 6pm. As with many jobs with tight deadlines, they may be expected to work additional hours at certain times to ensure that targets are met. Some positions may require a lot of travel, particularly when working for an international company.

Salaries can range from around £25,000 a year for someone new to the role, to £40,000 or more for a senior manager.

2. Hotel managers are responsible for managing employees and for planning, marketing, coordinating and administering hotel services such as catering and accommodation facilities.

Specific duties and the amount of customer or staff contact vary according to the size of employer: hotel managers in larger organisations may be mostly office-based, whereas managers of smaller establishments often have frequent contact with both customers and employees. Typical responsibilities include:

- recruiting, training and supervising staff
- managing budgets
- maintaining statistical and financial records
- planning maintenance work, events and room bookings
- handling customer complaints and queries
- promoting and marketing the business
- ensuring compliance with health and safety legislation and licensing laws.

Rapid career progression into higher managerial roles is possible both within the UK and overseas.

3. Hotels and resorts rely on night auditors to reconcile daily revenue and expenses so that guests are correctly billed and credit card transactions get accurately recorded. As a night auditor, you also prepare reports used by management to analyze the performance of income-generating areas, such as catering and restaurants, and the occupancy by market segments, such as leisure, business and meetings. This key hotel position often leads the front-desk team and handles customer-service issues during the late shift.

Night auditors have responsibility to ensure guests have positive experiences. In addition to greeting them warmly and anticipating their needs, you answer their questions about dining, entertainment and directions. In your capacity as manager on duty, you use your judgment to resolve complaints and respond to requests. You may have responsibility for training the front-desk crew on customer service policy and phone etiquette.

4. As young people most of us have a pretty established comfort zone. At home with mom and dad, in a community that has known you for probably a good part of your life. You have your established, friends, activities, hangouts and

possibly jobs. We become comfortable in these daily roles and the idea of breaking out them can be scary and uncomfortable.

The problem is, you learn the most in uncomfortable, unfamiliar situations. In our daily routines, you know how to act and respond to people and your surroundings. Being in a new place, with different people, who hold different values and go about life differently (or not so differently you may find) strips all that familiarity away.

It can be scary, but once you figure out that you can connect with people despite differences, and you can navigate foreign environments, you become a smarter, more competent individual. Embrace the discomfort. Search for it, because it is helping you grow.

5. Traveling builds confidence. As you conquer the obstacles of figuring out how to use public transit in a foreign country, or asking for simple things in a grocery store, you are building a confidence and ability to adapt in foreign situations. I remember moving to a country where I spoke little to none of the language.

When I returned home, I moved across the country to a state where I had no family, friends or connections. The prospect of that move may have intimidated me before living abroad, but then I thought to myself, 'Well, if I can do it abroad in a completely foreign system, I will be just fine in a place where I at least share the language.'

You realize that you CAN do things, despite the obstacles and suddenly the obstacles seem less obstructive and more like welcomed challenges.

6. Toronto is a vibrant, exciting city with a multitude of sights to see and places to go. It is full of contrasts – the soaring glass and concrete towers of the commercial and financial heart of Canada and the parks and gardens of a host of «village-style» communities. The many virtues you have heard about Toronto are true: it is clean, it is safe and it is one of the world's greenest cities. Yet, as wonderful as these attributes are, they represent only half of the Toronto equation. Over the past two decades, Toronto has also evolved into one of the most diverse and one of the most cosmopolitan centres on the globe. You can go on a world tour just by visiting some of the huge variety of ethnic neighbourhoods, shop in some of the finest boutiques, entertain yourself with the best live theatre found anywhere, enjoy museums, art galleries and historic houses or marvel at Toronto's modern landmarks. Everyone who visits Toronto comes away with something different to say. And it's no wonder. We have got such a potpourri of treasures, pleasures and wonderful ways to pass the time. However, there is one thing everyone agrees on... *Toronto is a very special place.*

7. You will develop cultural sensitivity while travelling abroad. Being culturally sensitive is key in our globalizing world. It is not enough to say «people from X country are like this.» It is important to look for underlying values that may explain a certain behavior in order to practice cultural sensitivity. A good example is »when I was in Spain« (especially in the south), where they take a 2-3 hour siesta and lunch in the middle of their work day.

Many people view this cultural norm as the people just being lazy when it really has a lot more to do with the fact that historically Spaniards value family face time. Eating together as a family is more important to them than maximizing work time by scarfing a sandwich down at their desks.

Being aware of cultural values and norms is not only fascinating, but can help us understand international issues and conflicts, or even relate to the cultural norms of a foreign business partner. It is an important skill to be able to shift perspectives and see where someone else is coming from.

Cultural sensitivity will help you with your communication on both business and personal levels.

8. Manchester is the original modern city - the birthplace of everything from the Industrial Revolution and the computer to the football league and the co-operative movement. Manchester is all about the mix. In sport, we produce world-class stars. In music, the city has inspired some of the world's most iconic bands. In academia, Europe's biggest student **population** study alongside Nobel prize-winners. And in culture we produce the world-renowned Manchester International Festival - one of Europe's most forward-thinking commissioning events.

Manchester is the gateway to the North of England - home to the Roman city of Chester, the port city of Liverpool, coastal resort of Blackpool and the wonders of the Lake District National Park. Manchester has direct flights to over 200 destinations, including many major European cities, and is a two-hour train journey from London.

9. Booking a luxury hotel shouldn't be complicated. The reservation process should be simple, and you should get all the help you need. This should apply whether you book directly with the hotel, or any other way (through the hotel's association such as *Relais & Chateaux*, or via a Virtuoso luxury travel agent, through a discounter like LuxuryLink, or through a booking site like Expedia or TripAdvisor (Intrigued by all the options? Discover 12 cool ways to get a luxury vacation for less.)

Who Wants to Wait to Check In or Check Out? Nothing's more frustrating than waiting on a long checkin line when you've spent the day just getting to the hotel. Luxury travelers hate to wait! Many hotels have taken a cue from the Apple Store, and have no checkin or checkout lines, but roving personnel who do it all on iPads. Once you've checked in, your luggage should take no more than 10 minutes to arrive in your room.

On checkout day, a luxury hotel should offer video or express checkout and quickly settle any discrepancies on your bill.

10. Luxury hotel guests should get the feeling that they are known and valued.

Luxury hotel guests should expect hotel personnel who greet guests with at least a smile at every encounter. And they should greet you by name if there's no one else to overhear.

Hotel housekeeping should be quiet, thorough, and dependable. A maid should never remove anything of yours, including empty shopping bags, ribbons and gift wrap, half-drunk water bottles, and wet shower caps. Nightly turndown service is essential.

Housekeeping should not use heavily ammoniated or other highly chemical-smelling cleaners or cheaply perfumed cleaning products. This applies not just to your room but to the hotel's corridors, common areas, and restaurants.

Maintenance personnel and handymen should appear at your room within minutes to attend to your locked safe, jammed coffee maker, or what ails you.

Gardeners and outdoor workers cannot interfere with a guest's enjoyment of the property. They should not criss-cross the lawn in front of your lounge, or work near your pool chaise. And leaf-blowers and the like have no place in a luxury hotel.

11. I am a hotel inspector. And these are the results of my inspection of the Sample Hotel.

Guest Room – Arrival. I entered the room which was spacious and bright. The large vestibule area contained the closet and a tall table which held the coffee service, lamp, ice bucket, and a complimentary bottle of water. I found a single staple sitting on the table near the lamp. The combination living room and bedroom area was a comfortable size. The temperature was set to 72 degrees, but it felt warmer. The air was blowing from the vent. The room did not smell unpleasant and the drapes and sheers were open, permitting a view of the balcony and the ocean. Some of the lights were turned on and the room was well lit. The coffee table was in the shape of books and was titled «History of Arts». The Bose radio was a nice feature, even though there were not many radio stations available. The internet hook up was on the desk, while a cable wire had to be obtained from the concierge. Underneath the left bedside table, I found an earring, nail clippings, a string and a dead moth left on the floor. Alongside the bed, in the middle of the carpeting, there was a piece of wire, perhaps two inches long. The headboard was dusty and there were smudges on the mirror over the desk.

12. I really enjoyed driving or walking around Bali and simply looking around. The island has incredible architecture wherever you look, especially in Ubud. Even a simple fence in Bali looks like a work of art, especially when it is surrounded by statues of animals. Balinese people also sell some amazing wooden sculptures, but the cost of shipping them back home is probably enormous.

Bali is famous for its traditional clothing for women. Almost every woman wears the same outfit in different colors and they look absolutely stunning!

The first time I saw a Balinese procession was on my way to downtown Ubud. The street was completely blocked by at least 50 people heading to a temple. As a result, the entire street was blocked. While the traffic jam was enormous, the kindness of the locals and their understanding was incredible. Everyone just waited patiently and smiled to each other while the procession passed.

Bali definitely relies on tourism, but the local people aren't pushy when it comes to tipping and don't seem to rip you off. When we rented a driver to take us on a tour around southern Bali, I asked to see Balinese jewelry being made. While the driver didn't know any shops that could show me, he had a cousin who just happened to be a jewelry maker. He made a few phone calls, took us to meet him and his friends, and they showed us everything. So nice of them!

13. It is suggested that you visit Thailand at least five times in your lifetime. As a backpacker, for your honeymoon, with the kids, to celebrate a milestone anniversary and then finally for the ultimate multi-generational holiday.

The humidity and heat hits, even more than the six-hour time difference, from the moment you land at Phuket International Airport. Temperatures average about 28°C and sometimes the rain is an actual blessing against the heat. Rain and humidity means you just need to go with the fuzzy holiday hair look folks. But if you're champing for some hot chill, then Thailand between March and May is your best bet. November to February sees the coolest temperatures of all.

From the moment you leave the airport the air is filled with flowery scents. While Thailand is well-known for that sense of Asian city congestion, exploring the Southern parts of Khao Sok National Park with a stay at Elephant Hills allowed a close-up look at some of the oldest evergreen rain forests in the world.

14. We used the acronym HEAT to help team members remember the four steps to follow when a customer complains. It's easy to remember, because it's likely you will take some HEAT until you turn things around. What is HEAT? I'm glad you asked.

Hear: The first step is to listen to the customer. Hear them out. Don't interrupt. Is it the problem with their meal or their room? Or is it that they are now running late? If the real problem is time, then that takes a different twist to your solution; you have to solve the problem fast.

Empathize: Empathy is defined as the ability to imagine oneself in another's place and understand the other's feelings, desires, and actions. You have to articulate to the customer what they are feeling and validate it. «I understand how you feel, I'd be frustrated too.» Or, «I completely understand and if that happened to me, it would make me very upset.»

Apologize: This is a big one, and easy. It goes like this: «I'm sorry.» It can be that easy. To be more powerful, add a little of empathy. «I'm sorry for the inconvenience this has caused you. I'm really very sorry this happened.»

Take action: Going from apology to taking action should be seamless. The very next sentence out of your mouth should be what you're going to do about the customer's complaint. The customer deserves to know what is going to happen next and what they can expect.

15. Regardless of your business there will be the inevitable situation where a customer is dissatisfied with your product or service. It is a situation we never want to deal with but know we must. «There is a lady out front that is unhappy with her room service» is a term that no manager wants to hear from their employee but it does happen. So as any good manager we rush out to greet the upset guest and find out what the problem is.

Before we can make a decision as to what steps are needed in order to resolve the issue, we must seek out all the facts of the case. In an impartial way, speak with the customer to determine what happened and their impressions of why they believe they were wronged. Then do the same with your employee(s). Find out what steps may not have been taken. Do not hand-off the customer to someone else, take care of it yourself. Peace of mind comes easy to a customer when they know that the person to whom they addressed their concern will see the resolution to the end. Once the issue is satisfactorily resolved, personally contact the customer again for an after action report.

This has been the best way I found to turn a dissatisfied customer into a loyal repeat customer. And one that is appreciative of your efforts and actions.

16. In today's globalised economy, chances are that your target audience is spread across cultures and countries. While managing an international event, you will inevitably run into differences in language, culture, and even water taste. Catering to foreign attendees requires additional efforts on your part so the message doesn't get lost in translation. Here is what you should keep in mind when you take on the challenge of inviting guests from outside your country.

Establish the right tone from the get go. Research your target audience and the cultural background of your international attendees. Informative and to-the-point communication might be appreciated in the West, but is frowned upon in other cultures. Depending on who you're talking to, invitation and outreach might need to be personal or the opposite, follow a required hierarchy. Get familiar with the appropriate speech, and use specialised consultants if necessary.

Are you doing enough to make your guests feel at home? Reach to them even before their journey starts. Consider anything that will lessen the stress of traveling, especially if they're flying for long hours – and in coach! Put yourself in their shoes. *How do I get to the hotel? To the venue? Where's the nearest Starbucks?* For extra points, provide this information in their own language.

17. If your hotel is in an area that has a distinct peak season, you are well aware of what it means to deal with the chaos of bookings around that time. Hotels usually overbook rooms, expecting some cancellations.

There are many drawbacks to overbooking. Whether the tourist draw is a large cultural event, music festival or simply high season for visitors, the number of cancellations is not guaranteed, and overbooking your hotel can look bad for business and customer experience.

While overbooked airlines usually compensate guests with cash or a flight upgrade, there is little that can be done to the guest waiting at the front desk apart from driving them to your competitor's lodging, which could spell bad news for business.

While there are many reasons to avoid overbooking, the practice also has a few benefits. Overbooking may actually help your hotel in a few ways to pool in more revenues.

It is important to understand your market and your customers before attempting to overbook your property. And do not forget, the customer is a king and will have the last word, especially in the case of overbooking.

18. ECTAA is the Group of national travel agents' and tour operators' associations within the EU. It actively cooperates with European Union institutions and international organizations to ensure that their interests and special requirements are taken into consideration. ECTAA was founded in 1961 at Bad Kreuznach (Federal Republic of Germany) by the national associations of travel agents and tour operators of the 6 founding Member States of the Common Market. Other national associations joined ECTAA with the successive enlargements of the European Union. ECTAA now represents the national associations of travel agents and tour operators of 27 EU Member States, of 2 EU accession countries as well Switzerland and Norway, and 3 international Members .

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19. I have been raving about Dubai since our return to Sydney on Christmas Day. Thank you to everyone for answering my questions and helping me plan our trip. Here is a first timer's view of Dubai. We stayed 6 nights at the Atlantis the Palm, 4 nights at Mina A Salam and 3 nights at Westin Abu Dhabi.

I loved the look and feel of luxury. Hotels and malls just oozed opulence. 5 stars actually felt like 7 stars when compared to the so called 5 star hotels we have in Sydney. I felt like I was very much living it up with the rich and famous.

The service was just impeccable. In the restaurants, within 30 sec of putting down a dirty napkin, it was replaced. Hotel staff seemed to know instinctively what I wanted. Odd but strangely true.

The weather was perfect in Dubai, 25 deg with little humidity.

I liked the multicultural feel of Dubai. I did not feel out of place at all and everyone spoke English.

I felt safe in Dubai. I felt safer in Dubai than In Sydney! People in general were polite.  
Everything is so clean.

There was a great variety of foods in the restaurants, and high quality food as well.

Taxis and in general, transport was cheap. We pay about 4 times the price for the same distance in Sydney.

20. *Dubrovnik is a picturesque city – and the main shooting location for King's Landing in HBO's Game Of Thrones – Dubrovnik's terracotta rooftops tumble down to the blue Adriatic. Among them there's lots to enjoy, from drinking fresh pilsner in the bars of the old town to a visit to an ancient (still working) apothecary at the Dubrovnik monastery. For history, it's also worth visiting the Homeland War Museum, which you can combine with a cable car ride to the top of Mount Srđ. Also, the Museum of Modern Art is excellent. Culinary indulgences can be found at acclaimed restaurants such as 360°, while beach-side bar and club Banje is among the swankiest of the city's cocktail hangouts.*

Dubrovnik isn't short of accommodation choices but having your own apartment to go back to as an escape from the tourist bustle of the old town is a good choice. »Butterfly Services« has a range of boutique apartments and villas, some from €50 a night.

21. To book a reservation online:

1. Go to [Marriott.com](http://Marriott.com) and sign in if you are a Rewards member;
2. In the «Find a Hotel» box, enter your stay information;
3. Select «Find» to open search results; a list of available hotels will display with the lowest available rate;
4. To find the rates and room types for a specific hotel, select «View Rates»;
5. Select the rate and room type you want; your Reservation Details page will open;
6. Review details and enter any room preferences, then select «Continue»;
7. If you have not signed in as a Rewards member, a box will appear where you can sign in; if you are not a member, close the box or continue as a guest. However, if you have selected a Member Rate you will need to either sign in or join the Marriott Rewards program.
8. Once you have entered your information, select «Book now» to complete the reservation;
9. Your confirmation number will display and an email confirmation will be sent to the address you provided. If you need additional assistance, call Customer Care at 800-721-7033 (toll-free in the U.S. and Canada), or contact a worldwide reservation center nearest you.

22. This hotel was elegant, clean, bright and very conveniently located. 2 blocks from MacDonalds and 2 min. from Superstore/starbucks etc, it was perfect in that way. The rooms were super clean. They smelled fresh and the bathrooms were the same. Nice new, white tubs and sinks. Granite countertops, TV, Big closet space. This was perfect for us. Having kids is always a challenge when your traveling, but the staff was helpful offering to bring us a crib to make the baby more comfy. We will book here every time we come to Nanaimo from Campbell River for sure.

Ode the General Manager of the Grand Hotel called my wife a liar when my wife found a Frog in the pool where my wife and kids were going to go for a swim. He proceeded to berate me and tell me that he was a biology major and that I did not know what a frog was! Ode should know that treating customers like this is not a good business practice especially in a small town like Nanaimo. As for the rest of the staff, they were polite and pleasant to deal with.

23. *We can supply very specific facilities and services for a successful convention, conference, product launch or meeting. We meet your requirements through a network of more than 310 hotels across the world designed to accommodate large events with more than 250 guests. They offer various meeting spaces (including auditoriums, plenary rooms and versatile modular meeting rooms) and plenty of guest rooms.*

*Our hotels are in strategic locations (close to airports and business centres), in attractive destinations with easy access for large groups of guests. And to help you stay within your budget, our hotels range from luxury to budget.*

*Our expert staff will help you decide on the right spaces for your event and define a varied, original catering offer in line with your programme.*

*Our staff offer end-to-end support, from welcoming meeting participants and providing the technical support you need throughout your event. An event coordinator will help you throughout to coordinate various roles and make sure everything runs smoothly.*

24. Visitors love coming to London because of the wide variety of things to do and places to visit in London. You can expect all and any passions and interests to be entertained with a range of unique landmarks, museums and monuments in this historic city.

London's newest attraction, the ArcelorMittal Orbit, has now become one of the most iconic places to visit for both its curious structure and its views over London. With two observation platforms, visitors can overlook the Olympic Park, which hosted the 2012 Olympic Games, and enjoy a panorama over East London and the City. In the summer the Orbit even hosts a bar so you can catch the sunset with a drink; one of the best ways to spend a long warm evening.

If you're looking for places to visit in London with your family London Zoo is one of the most popular attractions for a day out with the kids. With over 12,000 wild animals – gorillas, tigers and meerkats to name a few – London Zoo is the world's oldest historic zoo and is dedicated to preserving all manner of wildlife and species. There are a range of exhibits

from Into Africa and Butterfly Paradise where you can discover some of the world's most unusual animals – the kids will love it!

25. Along the River Thames there are plenty of things to do and places to visit, including the historic HMS Belfast which is docked on the South Bank. Jump aboard and learn about the role she played in wartime history and experience what life was like on deck. The Shakespeare's Globe Theatre is another must-see on your trip to London to discover the works and life of the famous Bard. Join in on a tour of this reconstructed Elizabethan open-air playhouse and go backstage to see what goes into making a Shakespearean play.

When the sun is out, a trip out to the Royal Botanical Kew Gardens is worth it! Walk around the 121 hectares of exotic oases in the quiet and rural West London which provides a relaxing break from the bustle of the inner city. Climb up the Treetop Walk and through the Nature Trails and Rose Gardens and you'll see why Kew Gardens is considered one of the top places to visit in London.

26. Amsterdam is a world-class international transport hub and there are countless ways of getting into the city. Many travellers fly into the award-winning Amsterdam Airport Schiphol, while hopping on a train is also a great option.

Amsterdam boasts an impressive public transport network including metros, buses, trams, ferries and trains to help you get around the capital. You can save money on travel with the *I Amsterdam City Card*, which offers unlimited use of the GVB public transport system for 24, 48 or 72 hours. And before you see the sights, you can plan your journey with the excellent apps designed to help you find your way around the city.

Coaches will be prohibited in the inner city of Amsterdam.

In Amsterdam and throughout the Netherlands, the public transport chip card (OV-chipkaart) is used for travel on trams, buses, metros and trains.

In order to drive a car in the Netherlands you'll need to be over 18 years of age, carry a valid driving licence and have third party insurance.

You won't have to be here for long to realise that cycling is an integral part of Amsterdam life. Parents on bikes loaded with children and shopping, business people heading to a meeting, friends off for a night on the town; they all rely on their trusty bike to weave their way quickly and easily through the city.

*27. Getting around New York City can be very easy or you can make it quite adventuresome.*

Here are the various ways of getting around, their prices, and their advantages and disadvantages.

Taxi is probably the best method to get around New York City if you are in a group of 2-4 people, but it's not always the fastest. NYC is notorious for traffic, and you can get stuck in it in a taxi. You can easily get anywhere in Manhattan for no more than \$10 - \$15, split between a group, this is not much more than a subway ride (\$2.25 per person), and it eliminates your chances of getting lost.

If traveling solo or in a small group, a new online platform, «Cab With Me» allows New Yorkers to find other people nearby with whom they can share the taxi and save money.

New York City is the world's greatest walking city. All five boroughs can be explored on foot, but Manhattan is probably the easiest and most popular for pedestrians.

Besides walking, subway is the most economical way to travel, and the fastest. Millions of people use it every day, and it runs 24 hours a day, 7 days a week, 365 days a year.

You can also use the bus system for cheap «un-narrated tours» of NYC! Buses, like taxis are subject to traffic jams, and they make frequent stops. Hop-On-Hop-Off (HOHO) buses are great for those who want to get a general survey of city sights, but they are not useful as regular transportation.

28. In today's rapid society, people can afford to spend less time for eating, let alone cooking. People are too busy to cook and eat proper meals. Young people pick up the idea that speed means excitement, whereas anything traditional is slow and boring. As a result, they turn down traditional food and go for eating out instead. While eating out we can choose from a wide range of eating places. The busiest tend to be fast food restaurants which are popular with young people and families. Many people eat out in Italian restaurants, takeaway from Chinese and Indian restaurants are also popular. We often order in (or have a meal delivered to our home by a restaurant). Fewer people go to smarter, more expensive restaurant where the food is served on the one hand more slowly, but on the other hand deliberately for you.

In different countries people have their own traditions while eating out. Brazilians never eat lunch at the office, they always use a knife and a fork to eat, even for pizza or sandwiches. Many Filipinos like eating soup, meat, vegetables and a lot of different sauces. Rice is a part of their every meal – they even make desserts with rice and coconut milk. It is polite with them to leave a little food on the plate at the end of a meal.

29. Traditional English food has been greatly influenced by other national cuisines in recent years. Despite this fact, if you travel to Britain, you can still be served up traditional English dishes in a restaurant or at a hotel. A typical English breakfast is usually quite big and substantial. It includes pork sausages, bacon and eggs, tomatoes, baked beans, mushrooms and a toast. Some people enjoy porridge, fruit and yogurt in the morning, followed by a toast and jam, or orange marmalade. A traditional breakfast drink is tea, which British people prefer having with cold milk. Another

popular morning drink is orange juice. For many Englishmen lunch is a fast meal. In big cities there are a lot of sandwich bars where office clerks can choose all sorts of sandwiches with meat, fish, chicken, ham, prawns, eggs, cheese, vegetables and lettuce. English pubs also serve good food for lunch, hot and cold. Quite a lot of workers go to famous «fish and chips shops» and buy their favourite deep fried cod or haddock with French fries.

A lot of Englishmen drink their 5 o'clock tea. It's a traditional light meal after work. People enjoy their favourite teas with cookies, cakes, freshly baked sweet buns, scones and other pastries.

British people eat their evening meal at about 7 o'clock, when all members of the family are at home together. As a rule, a typical dinner is meat and vegetables. It can be roast chicken or lamb with potatoes, or steamed vegetables with meat gravy. For dessert, English wives cook various puddings and serve them with ice-cream or jam.

30. Chicken tikka masala is chicken tikka, chunks of chicken marinated in spices and yogurt, that is then baked in a tandoor oven, and served in a masala (spice mixture) sauce. A tomato and coriander sauce is common, but no recipe for chicken tikka masala is standard; a survey found that of 48 different recipes, the only common ingredient was chicken. The sauce usually includes tomatoes (frequently as purée), cream, coconut cream and spices. The sauce and/or chicken pieces may be coloured orange using foodstuffs such as turmeric, paprika, tomato purée or with food dye.

In 2001, British Foreign Secretary Robin Cook mentioned the dish in a speech acclaiming the benefits of Britain's multiculturalism, declaring:

Chicken tikka masala is now a true British national dish, not only because it is the most popular, but because it is a perfect illustration of the way Britain absorbs and adapts external influences. Chicken tikka is an Indian dish. The masala sauce was added to satisfy the desire of British people to have their meat served in gravy.

Chicken tikka masala is served in restaurants around the world, including Indian restaurants in Britain and North America. A 2012 survey of 2,000 people in Britain claimed that it is the country's second-most popular foreign dish to cook, after Chinese stir fry.

## **5. Індивідуальні завдання.**

1. My future career in hospitality industry.
2. The most attractive careers in Hospitality industry.
3. My favourite kind of tourism.
4. Attractions of Los Angeles.
5. My favourite holiday destination.
6. London's best hotels.
7. A package holiday to a holiday destination of your choice.
8. Facilities and services in a luxurious hotel of your choice.
9. 10 tips for dealing with customers' complaints.
10. Car hire procedure.
11. 15 customer service skills that every employee needs.
12. Rome as a tourist destination.
13. Ten amazing facts about India.
14. Toronto as a tourist destination
15. Historical London.
16. Eating out in Ukraine.
17. Ukrainian cuisine.
18. My favourite exotic dish.
19. My favourite restaurant.
20. English national dishes.
21. The most iconic American foods.
22. Tips on writing a perfect CV.
23. How to write a covering letter.
24. Sightseeing in Hollywood.
25. A guided tour around Ivano-Frankivsk
26. Description of an architectural monument
27. Safety advice for tourists visiting the Carpathians
28. Bukovel as a winter resort
29. My favourite Ukrainian dishes.
30. Exploring San Diego

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

### *Розмовні теми*

1. Jobs in tourism (person's skills and job responsibilities)
2. Types of tourism
3. Short presentation on your city (local sights, restaurants, hotels)
4. Services and facilities in a 5-star hotel
5. Hotel inspection – what hotel inspectors check
6. Changes in the travel industry in recent years.



7. E-commerce (definition, development, influence on the way tour operators do business)
8. A good hotel manager (personal characteristics, professional skills)
9. An educational report (definition, who is it for?)
10. Tourist attractions in Ukraine.
11. Eating out in Ukraine and America (similarities and differences)
12. Traditions in Ukraine
13. Special or unusual holidays throughout the world
14. How to write a CV
15. An educational report on the holiday destination of your choice

**Граматичні теми**

1. Question forms.
2. Present simple and present continuous tense.
3. Present perfect and past simple tense.
4. Articles.
5. The future.
6. Indirect questions. Reported speech.
7. The passive.
8. Modal verbs.
9. Countable and uncountable nouns. Quantifiers.
10. Defining relative clauses.

**7. Тести.**

1. \_\_\_\_\_ is your full name?
  - a. When
  - b. Which
  - c. What
  - d. Why
  
2. \_\_\_\_\_ does she have some free time?
  - a. who
  - b. which
  - c. what
  - d. when
  
3. A resort representative \_\_\_\_\_ with emergencies.
  - a. deals
  - b. dealing
  - c. dealt
  - d. deal
  
4. A night auditor is \_\_\_\_\_ at supervising staff.
  - a. skill
  - b. skilled
  - c. skilling
  - d. skills
  
5. Do you \_\_\_\_\_ to work in our hotel?
  - a. to like
  - b. like
  - c. liking
  - d. likes
  
6. Which of the jobs requires management skills? \_\_\_\_\_.
  - a. waiter
  - b. conference event coordinator
  - c. porter
  - d. travel sales consultant
  
7. Kate \_\_\_\_\_ want to join the staff.
  - a. doesn't
  - b. don't
  - c. isn't
  - d. aren't

8. Do you know \_\_\_\_\_?  
a. how old is she?  
b. if she is old?  
c. how old are you?  
d. how old she is?
9. Does anyone know \_\_\_\_\_?  
a. on which floor is the room?  
b. which floor this room is on?  
c. where is this room?  
d. is our room on the ground floor?
10. I'm not sure \_\_\_\_\_?  
a. how many Russians there are in our hotel?  
b. how many Russians are there in our hotel?  
c. how many are there Russians in our hotel?  
d. are there Russians in our hotel?
11. He has no idea \_\_\_\_\_?  
a. why doesn't his car start?  
b. why does his car not start?  
c. why his car doesn't start?  
d. of why his car not starts?
12. Could you tell me \_\_\_\_\_?  
a. how long the taxi will take to arrive?  
b. how long will take the taxi to arrive?  
c. the taxi how long will arrive?  
d. how long will the taxi take to arrive?
13. The customers always ask where they \_\_\_\_\_ souvenirs.  
a. have sold  
b. sell  
c. will be sold  
d. sold
14. The waiter asked if I \_\_\_\_\_ some tea.  
a. want  
b. wanted  
c. have wanted  
d. had wanted
15. I said that I \_\_\_\_\_ this sentence.  
a. didn't understand  
b. wasn't understand  
c. didn't understood  
d. wasn't understood
16. The porter knew that the train \_\_\_\_\_ late.  
a. will be  
b. would be  
c. is going to be  
d. would have been
17. The waiter said that there \_\_\_\_\_ no more bacon.  
a. is  
b. was  
c. will be  
d. can be
18. \_\_\_\_\_ we too late to catch the bus?  
a. do  
b. am  
c. is

d. are

19. It \_\_\_\_\_ one of the most interesting industries to work in.

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

20. Conference interpreting is a \_\_\_\_\_ occupation.

- a. unskilled
- b. highly-skilled
- c. skill
- d. IT skills

21. Many hotel managers began their careers in \_\_\_\_\_ positions such as receptionist or housekeeper.

- a. highly-skilled
- b. skill
- c. skills
- d. unskilled

22. There \_\_\_\_\_ a wide variety of jobs in big holiday resorts.

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

23. Look! She \_\_\_\_\_ into the car.

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

24. Sorry, Mrs. Thompson \_\_\_\_\_ out of office right now.

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

25. San Francisco \_\_\_\_\_ plenty of things to see and do.

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

26. You see I \_\_\_\_\_ on a big project at the moment.

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

27. A travel sales consultant \_\_\_\_\_ all the necessary information.

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

28. The show was much better live than the one I saw \_\_\_\_\_ on video.

- a. recorded
- b. comfortable
- c. wide
- d. ornate

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

- a. informs

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

30. The hotel was only three-star but it was very \_\_\_\_\_.

- a. life-size
- b. recorded
- c. comfortable
- d. live

31. They always \_\_\_\_\_ seven days a week.

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

32. Ronald \_\_\_\_\_ stay there all working day.

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

33. \_\_\_\_\_ she right or wrong?

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

34. She \_\_\_\_\_ very hard at the moment.

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

35. My sister \_\_\_\_\_ a good travel agent.

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

36. They \_\_\_\_\_ English grammar right now.

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

37. Our friendly, welcoming staff will ensure your stay is as \_\_\_\_\_ as possible.

- a. enjoy
- b. enjoyment
- d. enjoyable
- e. enjoybly

38. What \_\_\_\_\_ the students \_\_\_\_\_ at their English class now?

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

39. It \_\_\_\_\_ colder and colder outside.

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

40. These safety deposit boxes are usually located in \_\_\_\_\_ front office area.
- the
  - a
  - an
  - Ø
41. His wife's away on a business \_\_\_\_\_ to Singapore.
- excursion
  - trip
  - crossing
  - journey
42. Thomas Cook \_\_\_\_\_ the first tour in 1841.
- organized
  - has organized
  - have organized
  - organize
43. Many operators \_\_\_\_\_ their prices up lately.
- put
  - have put
  - to put
  - had put
44. Pathfinders \_\_\_\_\_ the first to offer tailor-made holidays.
- hasn't been
  - haven't been
  - were not
  - wasn't
45. He \_\_\_\_\_ in the travel industry since 1996.
- worked
  - works
  - has worked
  - had worked
46. When \_\_\_\_\_ working for Kuoni?
- did you start
  - have you started
  - you start
  - has you started
47. Customers \_\_\_\_\_ more demanding in the last few years.
- become
  - became
  - have become
  - has become
48. The number of bookings \_\_\_\_\_ since the accident.
- fell
  - has fallen
  - have fallen
  - had fallen
49. We \_\_\_\_\_ offering tours to Mexico two years ago.
- started
  - start
  - have started
  - have been started
50. The lamb tikka is served with \_\_\_\_\_.
- a rice
  - rice
  - rices

d. the rice

**8. Список рекомендованої літератури.**

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