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ФИО: Худин Александр Николаевич

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«Курский государственный университет»

**Колледж коммерции, технологий и сервиса**

***Методические рекомендации по выполнению  
практических занятий***

***ПМ 01 Организация и контроль текущей деятельности  
сотрудников приёма и размещения***

**43.02.14 Гостиничное дело**



Составила: преподаватель Агаева Т. А.

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### **Пояснительная записка**

Государственные и социально-экономические преобразования оказывают существенное влияние на российское образование, обеспечивая многообразие образовательных учреждений и вариативность образовательных программ.

В связи с этим нельзя не отметить необходимость изучения иностранных языков и их использование в общении с представителями других стран.

В современных условиях постоянно возрастает уровень требований к подготовке будущих специалистов. Успешность сформированности навыков и развития умений иностранного общения у обучающихся во многом зависит от учебно-методического обеспечения.

Данные методические рекомендации по выполнению практических занятий ПМ 01 Организация и контроль текущей деятельности сотрудников приёма и размещения составлены в соответствии с учебным планом и рабочими программами изучаемой дисциплины. Они содержат лексический и текстовый материал, практические задания, список рекомендуемой литературы и могут быть рекомендованы к использованию на учебных занятиях дисциплины ОГСЭ 03. Иностранный язык в профессиональной деятельности по специальности 43.02.14 Гостиничное дело

**ПМ 01. Практическое занятие №1**  
**Тема: Организация приёма и регистрации гостей**

**1. Прочитайте и переведите текст: Checking- in**

The employee who checks in arriving guests, and assigns them to their rooms is the room clerk. When the guest arrives, the room clerk checks his reservations or the availability of the accommodation, the guest fills in a registration card with his name, home address, and any other required information. The room clerk fills in the room number, and the rate the guest will pay. All of these steps, which take only a few moments in a smoothly functioning system, make up the check-in, or registration procedure. For the convenience of guests, the front desk is always located near the hotel's main entrance. In a large hotel, it is divided into sections. One section is the registration desk, where guests register, or sign in. The front desk is located in the lobby. Lobby is the public entrance area that gives access to the guest rooms, restaurants, bars, shops, and other facilities in the hotel. So when a traveler arrives at a hotel, the porter usually helps the guest with his luggage. If a traveler hasn't a reservation, a receptionist will check the availability of rooms for tonight. He asks to give him a guest's passport, address, and a telephone, or some form of identification. If a traveler has a driving license, he shows it. A traveler usually asks a room with a shower, or a bath, and with a sea view. Then a traveler fills in a form, signs where it is necessary, gets a room number, takes a key, and goes to his room.

**2. Ask five different questions according to this text.**

**3. Correct these statements:** A. The employee who checks in arriving guests is the room cleaner. B. For the convenience of guests, the front desk is always located on the second floor. C. Lobby is a restaurant where guests eat. D. When a traveler arrives at a hotel, a clerk usually helps him with his luggage. E. A receptionist asks a guest to give him his luggage.

**4. Составьте предложения. Words:** assign- назначать; reservation- заказать заранее; availability- наличие; smoothly- спокойно, гладко; procedure- процедура; access- доступ; identification- установление подлинности; license- водительские права; required- требуемый.

**5. Подготовьте монологическое сообщение по теме**

**ПМ 01. Практическое занятие №2**  
**Тема: Размещение гостей (предоставление номера)**

**1. Прочитайте и переведите текст: Description of the hotel**

I want to describe the Golden Ring hotel. It is located in the very heart of the city. The hotel has a modern building down town Moscow in the historical centre only minutes away from the Red Square, and Kremlin museums. It isn't far from foreign embassies, and foreign company's offices, just across the road from the Ministry of Foreign Affairs. Friendly staff, high international standards of service, and unique interior design will make you stay in the "Golden ring" hotel pleasant and enjoyable. The hotel has 247 spacious comfortably furnished apartments, including double and single rooms, 80 suites, and 2 luxurious Presidential suites. You will feel at home while staying in the "Golden Ring" hotel. The hotel offers 24-hour room service, and the most sophisticated security system. The guests are provided with in-room safety-deposit boxes, satellite TV, and telephone lines, and air conditioners. Comfortable furniture and unique design of the suites give you the atmosphere of luxury, comfort and style. The "Golden Ring" hotel offers the best views of Moscow. The hotel restaurant located on the 23<sup>rd</sup> floor, offers exquisite Mediterranean cuisine, and luxurious atmosphere for its guests. You can spend a pleasant evening, and see Moscow from the height, while enjoying the culinary art of the restaurant chef. The restaurant is the best place to taste various dishes of Russian cuisine, and experience genuine Russian traditions of dining. It is the ideal place for birthday parties and banquets. There are 6 banquets rooms, and a theatre-style Conference Hall in the hotel. They provide services for 10 to 250 persons. The Health Club and saunas are the best way to relax. There the guests can have a relaxing massage. They can use dry saunas and gym. The hotel has also a hairdresser's shop, a service bureau, currency exchange desk, and beauty barber's saloon, a laundry, shoes repairs, and dry cleaning.

**2. Ask five different questions according to this text.**

**3. Составьте предложения. Words:** a. embassy- посольство; b. staff- штат; c. interior- внутренний; d. spacious-просторный; e. sophisticated- сложный, усовершенствованный; f. safety- deposit boxes- сейфы для хранения; g. satellite- спутник; h. exquisite- изысканный; i. height- высота; j. genuine- истинный; k. currency exchange desk- пункт обмена валюты.

**4. Подготовьте монологическое сообщение по теме**

**ПМ 01. Практическая работа №6**  
**Тема: Расчёт с гостями, выезд гостей**

**1. Прочитайте и переведите текст: Checking out**

The primary job of the front desk personnel is to take care of the check-in and check-out procedures, and to provide helpful information to the guest in order that their stay in the hotel may be comfortable and convenient. The guests are requested to warn the receptionist in advance about the day and hour of signing out so that he could have the bill ready for them in time. The guest must be sure that the bill is ready one day before leaving. The staff of a hotel can do a great deal to make the last hours of any guests staying in their hotel more pleasant. The hotel business is a service industry, and one of the services that it sells is a pleasant atmosphere. The employees of any hotel service must create that atmosphere. If the guest gets good service by any of the hotel, he will come here again, and he will advise his friends and relatives to visit this hotel. For the convenience of the guests, the front desk is located near the hotel's main entrance. In a large hotel it is divided into sections. One of the sections is the cashier's desk. The cashiers usually receive payment from the guest, and they may offer transportation services. There the guests may get advice, or help with their travel plans. The cashiers are accounting office employees who have direct contact with the guest. In addition to settling accounts, they also make change, cash traveler's checks or regular bank checks, exchange foreign currencies. Posting on the room accounts are kept up-to-date in order to expedite the check-out procedure. The cashiers usually ask departing guests if they have incurred any last-minute charges for the telephone or the food and beverage service. If the answer is affirmative, the cashier must verify the charge before presenting the final bill. The procedure of checking out is as following: The cashier asks the guest what he can do for him. The guest answers that he would like to check out. The cashier asks the guest what his name and room number is. Then the cashier draws up the guest's bill. The guest pays for the phone calls if he made them from his room, and for the in-house movies. The cashier gives him his receipt. Then the guest may ask for leaving his luggage until he is ready to leave later to do shopping. In the eyes of many customers, the front desk employees are the representatives of the hotel. Their ability to work smoothly is an important factor in the success of the hotel.

**2. Ask five different questions according to this text.**

**3. Составьте предложения. Words:** a. procedure- процедура; b. warn- предупредить; c. Entrance- вход; d. setting account- предоставить отчет; e. expedite- контролировать; f. incur charges- осуществлять затраты; g. affirmative- утвердительный; h. verify- проверить,подтвердить; I. draw up- составлять; j. movies- кино; k. receipt- расписка в получении; l. smoothly- ровно, бесперебойно.

**4. Correct these statements:** a. The primary job of the front desk is to clean the rooms. B. The guest must be sure that the bill is ready two days after leaving. C. The cashiers usually show the guests around the hotel. D. The cashier asks the guests what his profession is. E. In the eyes of many customers, the front desk employees are the representatives of shops.

**5. Подготовьте монологическое сообщение по теме**

## ПМ 01. Практическое занятие № 7

### Тема: Технологический цикл гостиничных предприятий

#### 1. Прочитайте и переведите текст: Types of accommodation

A hotel is a temporary home for people, who are traveling. In a hotel the traveler can rest, and have meals, either on the premises, or nearby. The hotel may also offer facilities for recreation, such as a swimming pool, a golf course, or a beach. Very often the hotel also provides free space for the traveler's means of transportations. The word motel was created by combining "motor", and "hotel". Motel or motor hotels provide parking facilities for cars. For the accommodation industry resort hotels are very important. A resort is a place to which people travel for recreation. It may offer mountain scenery, the combination of sun, and sea, or features that are entirely man-made, like Disneyland in California. The commercial hotels provide services essentially for transients, many of them travelling on business. A third type of hotels aims its services largely at the convention trade. Conventions are meetings, usually held yearly. The forth category is resident hotels. People who don't wish to keep house themselves can rent accommodations in a hotel. In large cities there are tourist centers. Even a small hotel may have banquet rooms and meeting rooms in additions to its accommodation for transients. At the top are the luxury hotels, which generally offer the greatest comfort. At the bottom are those that provide merely a place to sleep. The top hotels are put in a special deluxe category. Generally the problems and opportunities in all hotels are comparable, since all provide shelter, food, and other services for the travelling public.

#### 2. Ask five different questions according to this text.

#### 3. Составьте предложения. Words: a. accommodations industry-

гостиничное хозяйство; b. premises- дом с

прилегающими постройками; c. Recreation- восстановление сил, отдых;

d. Resort-курорт; e. entirely- полностью, совершенно; f. resident hotels-

гостиницы для постоянного проживания; g. luxury hotels-

гостиницы высшей категории; h. merely- только, просто.

#### 4. Correct these statements: a. A hotel is a permanent home for people. b.

The word motel was created by combining "motto", and "hotel". C. A resort is a place to which people travel for business. D. Conventions are concerts, usually held yearly. E. At the bottom are the luxury hotels.

#### 5. Подготовьте монологическое сообщение по теме

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