

Міністерство освіти і науки України  
Державний заклад  
«Луганський національний університет  
імені Тараса Шевченка»

*С. Є. Певна*

## **ENGLISH FOR HOTEL AND CATERING INDUSTRY**

*Навчально-методичний посібник для підготовки до  
державної атестації з ділової англійської мови за  
професійним спрямуванням для студентів вищих  
навчальних закладів напряму підготовки 6.140101  
«Готельно-ресторанна справа»  
денної та заочної форми навчання*

Старобільськ  
ДЗ «ЛНУ імені Тараса Шевченка»  
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**С11**

**Рецензенти:**

- Шука Г. П.** – доктор педагогічних наук, професор, завідувач кафедри туризму, готельної і ресторанної справи Державного закладу «Луганський національний університет імені Тараса Шевченка».
- Капліна Т. В.** – доктор технічних наук, професор, завідувач кафедри готельно-ресторанної та курортної справи Полтавського університету економіки і торгівлі.
- Кіреско К. В.** – кандидат філологічних наук, доцент кафедри романо-германської філології Державного закладу «Луганський національний університет імені Тараса Шевченка».

**Певна С. Є.**

**С11**

**English for Hotel and Catering Industry** : навч. – метод. посіб. для підг. до держ. атест. з діл. англ. мови за проф. спрям. для студ. спец. «Готельно-ресторанна справа» вищ. навч. закл. ден. та заочн. форми навч. / Світлана Євгенівна Певна ; Держ. закл. «Луган. нац. ун-т імені Тараса Шевченка». – Старобільськ : Вид-во ДЗ «ЛНУ імені Тараса Шевченка», 2016. – 60 с. – англ. та укр. мов.

Навчально-методичний посібник містить вимоги до організації та змісту державного іспиту з ділової англійської мови за професійним спрямуванням, критерії оцінювання знань і вмінь студентів. Посібник пропонує добірку навчальних завдань, що складаються зі зразків лексико-граматичних вправ, взірців письмових завдань (ділові листи різних типів, есе), прикладів розмовних тем, що спрямовані на формування навичок і вмінь застосування попередньо засвоєного теоретичного, лексичного та граматичного матеріалу з курсу ділової англійської мови за професійним спрямуванням у конкретному професійному контексті.

Матеріали пропонованого посібника допоможуть студентам систематизувати вже набуті знання у сфері готельно-ресторанної індустрії та поглибити їх. Посібник адресовано студентам четвертого курсу спеціальності «Готельно-ресторанна справа» вищих навчальних закладів денної та заочної форми навчання.

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*імені Тараса Шевченка*

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## Вступ

Формування мовної компетентності в процесі вивчення іноземної мови здійснюється через зміст навчання разом із формуванням професійних навичок та умінь. Цьому сприяє підготовка студентів четвертого курсу до державного іспиту з іноземної мови за професійним спрямуванням.

Навчально-методичний посібник містить вимоги до організації та змісту державного іспиту з ділової англійської мови за професійним спрямуванням, критерії оцінювання знань і вмінь студентів. Посібник пропонує добірку навчальних завдань, що складаються зі взірців лексико-граматичних вправ, зразків письмових завдань (ділові листи різних типів, есе), добірки розмовних тем, що спрямовані на формування навичок і вмінь застосування попередньо засвоєного теоретичного, лексичного та граматичного матеріалу з курсу ділової англійської мови за професійним спрямуванням у конкретному професійному контексті.

Метою роботи є підготовка студентів спеціальності «Готельно-ресторанна справа» до державного іспиту з ділової англійської мови за професійним спрямуванням.

Матеріали пропонованого посібника допоможуть студентам систематизувати вже набуті знання у сфері готельно-ресторанної індустрії та поглибити їх.

Посібник адресовано студентам четвертого курсу спеціальності «Готельно-ресторанна справа» вищих навчальних закладів денної та заочної форми навчання.

## **Структура державного іспиту**

Завдання державного іспиту укладені згідно з програмними вимогами курсу ділової іноземної мови професійного спрямування з метою перевірки обсягу набутих знань та рівня засвоєння матеріалу за весь курс навчання.

Державний іспит складається з трьох типів завдань, спрямованих на перевірку знань основних аспектів мовленнєвої діяльності.

Перше завдання – виконання лексико-граматичних вправ, які містять граматику з курсу та лексику професійного спрямування. Метою цього завдання є перевірка знань та використання граматичних та лексичних ресурсів мови, як одних із головних компонентів цілісного механізму при виконанні комунікативних завдань.

Друге завдання – написання фахової ділової документації. Головна мета даного завдання перевірка володіння навичками написання ділових листів, есе, знання структури та типів листів, перевірка попередньо набутих знань у конкретному професійному контексті.

Третє завдання – інформаційно-усне повідомлення з визначеної теми. Цей вид завдання дає змогу продемонструвати комунікативні навички, володіння теоретичним, лексичним та граматичним матеріалом з курсу; вміння орієнтуватись у професійних та життєвих комунікативних ситуаціях.

## **Критерії оцінювання знань та вмінь випускників державною екзаменаційною комісією**

Відповідаючи на питання білетів випускник повинен **знати:**

- Базовий фонетичний курс (вимова, інтонація);
- Граматичний матеріал та лексику, що є необхідними для усного спілкування та для виконання лексико-граматичних вправ з курсу;
- Теоретичний матеріал з курсу;
- Професійні терміни та поняття зі спеціальності;
- Розмовні штампи та моделі ділового спілкування;
- Правила написання ділової документації, структури ділових листів та есе.

**Вміти:**

- правильно організувати та підтримувати ділове спілкування у відповідній галузі в певних фахових ситуаціях;
- оформляти ділові папери зі спеціальності;
- передати свої міркування з широкого кола питань;

Для підготовки відповіді випускник використовує екзаменаційний лист, що зберігається після іспиту. Запитання ставляться під час іспиту.

При оцінюванні випускника державна екзаменаційна комісія керується критеріями оцінки відповіді. Рівень знань випускника оцінюється оцінкою «відмінно», «добре», «задовільно», «незадовільно».

## **Граматичні пункти, що виносяться на екзамен**

### **Grammar Points**

- ✓ Present Tenses, stative verbs.
- ✓ Articles, countable & uncountable nouns.
- ✓ Adverbs of place, time, manner.
- ✓ Past Tenses.
- ✓ Future Tenses.
- ✓ Modal verbs, past modals.
- ✓ The Passive Voice.

## **I. Приклади лексико-граматичних вправ**

### **Sample lexical and grammar tests**

**Виберіть правильний варіант**

**Choose the correct answer**

- Green tourism means an opportunity to \_\_\_\_.  
a) experience the unity of nature  
b) buy an animal  
c) rest in a hotel  
d) drink beer
  
- A kitchen assistant usually works in a \_\_\_\_.  
a) beach  
b) check-in  
c) restaurant  
d) bank

- When a hotel manager suddenly offended a tourist he has to \_\_\_\_.
  - a) go away
  - b) apologize
  - c) shake hands
  - d) speak over the phone
  
- Chocolate is the greatest \_\_\_\_ of German women.
  - a) sweet
  - b) bigness
  - c) monument
  - d) weakness
  
- Lilly is so skinny but she eats like a (an) \_\_\_\_.
  - a) parrot
  - b) insect
  - c) mouse
  - d) horse
  
- When in Rome do as \_\_\_\_ do.
  - a) Russians
  - b) Germans
  - c) Romans
  - d) Americans
  
- \_\_\_\_ are known for their slim figures.
  - a) Frenchmen
  - b) Chinese people
  - c) Georgians
  - d) Indians



- He went to the stadium \_\_\_\_ taxi.
  - a) with
  - b) by
  - c) on
  - d) in
  
- If you want to be successful you must \_\_\_\_ foreign languages.
  - a) teach
  - b) bring
  - c) speak
  - d) prefer
  
- Jason has \_\_\_\_ flight on Monday.
  - a) her
  - b) his
  - c) their
  - d) our
  
- Claudine never \_\_\_\_ chocolate.
  - a) eating
  - b) eats
  - c) eat
  - d) ate
  
- This juice \_\_\_\_ good.
  - a) is tasting
  - b) has tasted
  - c) tastes
  - d) is being tasted

- What room \_\_\_ you want to stay in?
  - a) do
  - b) does
  - c) is
  - d) are
  
- Sorry, I can't talk to you now. I \_\_\_ lunch.
  - a) have
  - b) am having
  - c) has
  - d) having
  
- We \_\_\_ a celebration last year.
  - a) haven't had
  - b) didn't have
  - c) hadn't have
  - d) hasn't had
  
- Have they woken up yet? – No, they are \_\_\_ asleep.
  - a) already
  - b) yet
  - c) still
  - d) just
  
- My parents \_\_\_ in the bank for five years since 1990 to 1995.
  - a) has worked
  - b) have worked
  - c) worked
  - d) works

- Who of you \_\_\_ speaks English fluently?
  - a) do
  - b) does
  - c) –
  - d) can
  
- Haven't you taken my book? I need it right now. – Just a minute. I \_\_\_ for it.
  - a) will search
  - b) search
  - c) am going to search
  - d) searched
  
- My nephew is at college now, and my son \_\_\_ to college next year.
  - a) goes
  - b) is going
  - c) is going to go
  - d) will go
  
- The most important thing for a driver is \_\_\_\_\_.
  - a) to pay attention to the road
  - b) to stress safety
  - c) to drive fast if he is in a hurry
  - d) think about the passenger
  
- A fly-drive package includes the \_\_\_ of both the flight and hire of a car at the destination.
  - a) desire
  - b) present
  - c) promise
  - d) cost

- As a rule visitors attend foreign restaurants to try \_\_\_\_.
  - a) out a plane
  - b) their luck
  - c) some local food
  - d) their best
  
- Do not forget to take your passport and \_\_\_\_ to pass through the custom house.
  - a) purse
  - b) visa
  - c) photo
  - d) coat
  
- The region has a lot of \_\_\_\_ monuments.
  - a) exclusive
  - b) historic
  - c) picturesque
  - d) pleasant
  
- Europe has the best and biggest \_\_\_\_ airline.
  - a) fashionable
  - b) economical
  - c) modern
  - d) lovely
  
- The new bridge is one of the most \_\_\_\_ pieces of engineering in the country.
  - a) innovative
  - b) modern
  - c) picturesque
  - d) beautiful

- Being tired it is a real pleasure to take a short break in one of the \_\_\_\_ country hotels.
  - a) exclusive
  - b) economical
  - c) red
  - d) hot
  
- \_\_\_\_ beaches, luxury accommodation, sport grounds are at your disposal.
  - a) gorgeous
  - b) diminutive
  - c) long
  - d) yellow
  
- What \_\_\_\_ she think of me?
  - a) do
  - b) does
  - c) –
  - d) are
  
- The bus hasn't arrived yet. They are \_\_\_\_ waiting for it.
  - a) already
  - b) yet
  - c) still
  - d) just
  
- How \_\_\_\_ you want to spend your holidays?
  - a) do
  - b) does
  - c) is
  - d) has

- We \_\_\_ twenty new buildings this year.
  - a) built
  - b) are building
  - c) have built
  - d) were building
  
- She only understood the movie because she \_\_\_ the book.
  - a) read
  - b) has read
  - c) had read
  - d) will read
  
- \_\_\_ you angry about what happened?
  - a) do
  - b) did
  - c) are
  - d) have
  
- I \_\_\_ a lot but I don't any more.
  - a) was used to eat
  - b) was eating
  - c) used to eating
  - d) used to eat
  
- Why have you brought your guitar? \_\_\_ at the party?
  - a) will you sing
  - b) are you going to sing
  - c) would you sing
  - d) do you sing

- Kate has bought a new dress but she hasn't worn it \_\_\_\_.  
a) already  
b) yet  
c) still  
d) been
  
- This department agreed to \_\_\_\_ concessions.  
a) do  
b) make  
c) bring  
d) grab
  
- When will this agreement \_\_\_\_ into effect?  
a) run  
b) go  
c) come  
d) crawl
  
- Tourism is the world's biggest \_\_\_\_.  
a) party  
b) industry  
c) cuisine  
d) ticket
  
- For those who combine studying and job it is very important to have a (an) \_\_\_\_ timetable.  
a) flexible  
b) ordinary  
c) foreign  
d) ordinary

- We do not have many guests outside the summer \_\_\_\_ at our hotel.
  - a) region
  - b) reason
  - c) cafe
  - d) season
  
- A \_\_\_\_ is a person who is eating, typically a customer in a restaurant.
  - a) diner
  - b) breakfaster
  - c) supper
  - d) launcher
  
- The customer care asserts that the customer is \_\_\_\_ right.
  - a) rarely
  - b) sometimes
  - c) always
  - d) from time to time
  
- \_\_\_\_ can be considered to be the challenges in tourism.
  - a) destinations
  - b) international events
  - c) monuments
  - d) paid holidays
  
- The beautiful old churches are part of our national \_\_\_\_\_.
  - a) placement
  - b) business
  - c) heritage
  - d) sightseeing



- Run downstairs. Tommy \_\_\_ for you.
  - a) wait
  - b) waits
  - c) is waiting
  - d) was waiting
  
- I believe Jack is coming soon. I \_\_\_ for three hours.
  - a) am waiting
  - b) waited
  - c) had been waiting
  - d) have been waiting
  
- Where \_\_\_ you usually \_\_\_ in the evening?
  - a) do ... go
  - b) are ... go
  - c) are ... going
  - d) do ... going
  
- \_\_\_ you ever worked as a waiter in a restaurant?
  - a) do
  - b) did
  - c) are
  - d) have
  
- I've \_\_\_ combed my hair. I'm dressing now.
  - a) already
  - b) yet
  - c) still
  - d) been

- Kristine \_\_\_\_ never \_\_\_\_ to an opera before last night.
  - a) had ... been
  - b) have ... been
  - c) is ... being
  - d) should ... be
  
- Why \_\_\_\_ at my desk? Could you take your place, please?
  - a) you are sitting
  - b) are you sitting
  - c) do you sit
  - d) does he sit
  
- I felt bad \_\_\_\_ last night.
  - a) since
  - b) for
  - c) –
  - d) the
  
- Will you try to find out what time \_\_\_\_ at the airport?
  - a) the plane will arrive
  - b) the plane arrives
  - c) the plane is arriving
  - d) the plane arrived
  
- What \_\_\_\_ you think of our new hotel manager? To my mind he is very strict.
  - a) do
  - b) did
  - c) are
  - d) have

- A receptionist is usually expected to have a high school \_\_\_\_ or the equivalent.
  - a) notebook
  - b) paper
  - c) diploma
  - d) certificate
  
- The Internet will soon \_\_\_\_ the need for travel agents.
  - a) replace
  - b) possess
  - c) distinguish
  - d) like
  
- While travelling on the land one can use such transport types as: \_\_\_\_, bus, motorbike, coach.
  - a) ferry
  - b) cruise ship
  - c) helicopter
  - d) train
  
- Those foreign students who are not able to pay for an apartment usually live in a \_\_\_\_.
  - a) villa
  - b) hotel
  - c) hostel
  - d) mountain refuge

- We can see examples of tourism marketing around us – adverts on TV, brochures in travel \_\_\_\_\_.
  - a) cinemas
  - b) houses
  - c) hotels
  - d) agencies
  
- A foreigner is a person from another \_\_\_\_\_.
  - a) country
  - b) planet
  - c) galaxy
  - d) river
  
- Before going to London it will be reasonable to learn \_\_\_\_\_.
  - a) French
  - b) English
  - c) Italian
  - d) Chinese
  
- How \_\_\_\_ clients can you see outside?
  - a) small
  - b) little
  - c) many
  - d) much
  
- Do you know the man \_\_\_\_ is talking to the receptionist?
  - a) that
  - b) which
  - c) why
  - d) who

- Listen! Andy \_\_\_ the violin.
  - a) play
  - b) is playing
  - c) plays
  - d) was playing
  
- Every morning John \_\_\_ a cup of milk.
  - a) drink
  - b) drunk
  - c) drank
  - d) drinks
  
- I \_\_\_ the opportunity to travel extensively.
  - a) never had
  - b) am never having
  - c) have never had
  - d) had never had
  
- Turn the light off. I \_\_\_ to sleep.
  - a) try
  - b) am trying
  - c) trying
  - d) will try
  
- He \_\_\_ the test from 2 till 3.
  - a) wrote
  - b) writed
  - c) was writing
  - d) was written

- I have studied English \_\_\_\_ many years.
  - a) since
  - b) for
  - c) ago
  - d) much
  
- We \_\_\_\_ Tom for ages.
  - a) has not seen
  - b) haven't saw
  - c) haven't seen
  - d) didn't see
  
- Jim and Sue \_\_\_\_ at school yesterday.
  - a) didn't be
  - b) was not
  - c) were not
  - d) didn't go
  
- We still \_\_\_\_ life on other planets.
  - a) didn't discover
  - b) won't discover
  - c) hadn't discovered
  - d) haven't discovered
  
- Sir, please, do not go outside without a \_\_\_\_ because it is raining heavily.
  - a) fur coat
  - b) raincoat
  - c) blanket
  - d) black coat

- \_\_\_\_\_ are extremely sweet and the perfect complement to strongly savoury aspect of Turkish food.
  - a) meat
  - b) spices
  - c) desserts
  - d) satellite dishes
  
- It will take us a long period of time to climb this \_\_\_\_\_ mountain.
  - a) gigantic
  - b) small
  - c) tiny
  - d) insignificant
  
- To be registered in our hotel the client has to \_\_\_\_\_ the papers with a black pen first.
  - a) read
  - b) acquaint
  - c) understand
  - d) sign
  
- In the menu you can see how many \_\_\_\_\_ the dish contains.
  - a) ingredients
  - b) parts
  - c) looks
  - d) production

- In some countries like Vietnam, Japan tipping is \_\_\_\_ and is pursued by the law.
  - a) legal
  - b) illegal
  - c) lawful
  - d) licit
  
- The customers prefer to take their credit \_\_\_\_ with them instead of cash.
  - a) greeting cards
  - b) wallets
  - c) pocketbooks
  - d) cards
  
- The receptionists try to smile pleasantly in order to \_\_\_\_ the clients.
  - a) push
  - b) distract
  - c) attract
  - d) be rude with
  
- My passport was \_\_\_\_ last month, and nobody has found it yet.
  - a) printed
  - b) lost
  - c) brought
  - d) found



- There's going to be an interesting art exhibition. It \_\_\_\_ a lot of visitors.  
a) attracts  
b) smiles  
c) likes  
d) draws away
  
- Have they woken up yet? – No, they are \_\_\_\_ asleep.  
a) been  
b) fell  
c) still  
d) fall
  
- My wife \_\_\_\_ in the school for three years since 1990 to 1993.  
a) has worked  
b) had worked  
c) worked  
d) was worked
  
- Who of you \_\_\_\_ speaks English fluently?  
a) do  
b) does  
c) –  
d) is
  
- Haven't you \_\_\_\_ my key? I can't find it. – Just a minute. I will look for it.  
a) taken  
b) took  
c) taking  
d) take

- Our family hasn't heard from him \_\_\_\_ several months.
  - a) for
  - b) since
  - c) ago
  - d) last
  
- My friend has never \_\_\_\_ basketball.
  - a) playing
  - b) plays
  - c) play
  - d) played
  
- I \_\_\_\_ known this fellow since he moved to Ukraine.
  - a) are
  - b) still
  - c) have
  - d) were
  
- What floor \_\_\_\_ your bedroom on?
  - a) do
  - b) does
  - c) is
  - d) are
  
- Sorry, he \_\_\_\_ talk to you right now. He is having lunch.
  - a) am
  - b) don't
  - c) will
  - d) can't

- We \_\_\_\_ a holiday last year.
  - a) haven't had
  - b) didn't have
  - c) hadn't have
  - d) don't have
  
- As the exotic fruit was rarer and more \_\_\_\_ than caviar, it symbolized the very best in hospitality.
  - a) dirt-cheap
  - b) costly
  - c) cheap
  - d) cheap stuff
  
- Some companies may decide to advertise all over the country in an advertising \_\_\_\_.
  - a) survey
  - b) campaign
  - c) action
  - d) agency
  
- Everybody was tired and the conversation went to a (an) \_\_\_\_.
  - a) good night
  - b) beginning
  - c) middle
  - d) end
  
- Tourism is the world's biggest \_\_\_\_.
  - a) party
  - b) industry
  - c) cuisine
  - d) ticket

- They had to \_\_\_ on the task.
  - a) concentrate each other
  - b) concentrate themselves
  - c) concentrate
  - d) focus upon
  
- In hot weather they usually \_\_\_ cold water.
  - a) drink
  - b) organize
  - c) suspect
  - d) travel
  
- In this travel agency you can be given the descriptions of \_\_\_ you want to pay for.
  - a) enthusiasm
  - b) arrivals
  - c) local attractions
  - d) excursions
  
- People who have booked but don't arrive are known as \_\_\_\_\_.
  - a) delays
  - b) no comers
  - c) failures
  - d) no shows
  
- Travel for business-related purposes can increase the \_\_\_ of leisure and recreational activity.
  - a) level
  - b) ground
  - c) ceiling
  - d) elevation level

- My boss made some \_\_\_ with the other tourist organizations, but it wasn't enough.
  - a) connections
  - b) concessions
  - c) conceptions
  - d) counterparts
  
- \_\_\_ he happy about what happened?
  - a) do
  - b) were
  - c) is
  - d) have
  
- Kate missed the film last night, because she \_\_\_ work late.
  - a) could
  - b) can
  - c) has to
  - d) had to
  
- That magazine contained very \_\_\_ interesting information.
  - a) few
  - b) a little
  - c) little
  - d) a few
  
- He's \_\_\_ set the table.
  - a) already
  - b) yet
  - c) still
  - d) been

- We usually expect that \_\_\_\_ bring bad news.
  - a) a telegram
  - b) telegrams
  - c) telegram
  - d) the telegram
  
- We are still waiting for a taxi. The taxi \_\_\_\_ yet.
  - a) will not arrive
  - b) had not arrived
  - c) has not arrived
  - d) was not arrived
  
- Do your friends have \_\_\_\_ money?
  - a) no
  - b) any
  - c) some
  - d) anything
  
- I haven't seen him \_\_\_\_ last night.
  - a) since
  - b) for
  - c) from
  - d) –
  
- A man \_\_\_\_ unconscious for a few minutes when an ambulance arrived.
  - a) was
  - b) had been
  - c) had being
  - d) has been

- Elegant hotels are, \_\_\_\_, all very different and do pander to – and satisfy – different requirements.
  - a) sometimes
  - b) moreover
  - c) additionally
  - d) however
  
- Today Hadrian's Wall is the most popular \_\_\_\_ attraction in northern England.
  - a) relative
  - b) passenger
  - c) tourist
  - d) receptionist
  
- Hospitality is people \_\_\_\_ people, from the porter to the hotel manager.
  - a) having dealt with
  - b) deal with
  - c) dealt with
  - d) dealing with
  
- It is up to the staff to create a good \_\_\_\_ of the restaurant.
  - a) side
  - b) climate
  - c) image
  - d) reflection

- The check-out process begins with the documents of the \_\_\_\_.
  - a) client
  - b) receptionist
  - c) waiter
  - d) porter
  
- There are very \_\_\_\_ people in the room.
  - a) much
  - b) few
  - c) less
  - d) little
  
- There will be ten new bedrooms when the builders finish the \_\_\_\_.
  - a) utility
  - b) extent
  - c) enlargement
  - d) extension
  
- My education and employment background are \_\_\_\_ for the position.
  - a) appropriate
  - b) appealing
  - c) enjoyable
  - d) best fit
  
- Some of my \_\_\_\_ included designing of this hotel room.
  - a) responses
  - b) respectability
  - c) tasks
  - d) telephones



- Most of the city's hotel rooms \_\_\_\_ some time ago.
  - a) were booked
  - b) was booked
  - c) booked
  - d) have booked
  
- She \_\_\_\_ up at 5.30 every morning.
  - a) get
  - b) is getting
  - c) gets
  - d) got
  
- These shoes are \_\_\_\_ of all.
  - a) less expensive
  - b) the least expensive
  - c) the less expensive
  - d) least expensive
  
- I hate this town. There is \_\_\_\_ do.
  - a) something
  - b) much
  - c) nothing
  - d) anything
  
- What \_\_\_\_ you think of our new hotel manager? To my mind she is very reserved.
  - a) do
  - b) did
  - c) are
  - d) have

- Run downstairs. Your sister is waiting \_\_\_\_ you.
  - a) of
  - b) for
  - c) on
  - d) –
  
- This is a very difficult task \_\_\_\_\_.
  - a) to do it
  - b) to do to it
  - c) do
  - d) to do
  
- Mary was .... old girl when she entered the university.
  - a) twenty year
  - b) twenty of years
  - c) a twenty years
  - d) twenty years
  
- \_\_\_\_ you ever forgotten about your friend's birthday?
  - a) do
  - b) did
  - c) are
  - d) have
  
- I've \_\_\_\_ combed my hair. I'm dressing now.
  - a) almost
  - b) yet
  - c) still
  - d) already

- The impact of tourism varies \_\_\_\_ the park.
  - a) throughout
  - b) through
  - c) completely
  - d) usually
  
- \_\_\_\_ of season, visitors can find peace and solitude.
  - a) Out and out
  - b) Out and away
  - c) Out
  - d) Outwards
  
- The contrast between adjacent valleys can be \_\_\_\_\_.
  - a) comical
  - b) striking
  - c) strange
  - d) monstrous
  
- When guests arrive the receptionist usually asks them to sign the \_\_\_\_\_.
  - a) register
  - b) guest bill
  - c) ledger
  - d) bookings form
  
- On the other hand, a newspaper \_\_\_\_ about the excellent food and service will increase sales.
  - a) headline
  - b) advice
  - c) story
  - d) tale

- This room is very quiet as it's not at the front of the hotel. It is \_\_\_\_.  
a) back-looking  
b) rear-facing  
c) rear-looking  
d) back-facing
  
- Those foreign students who are not able to pay for an apartment usually live in a \_\_\_\_.  
a) hostel  
b) hotel  
c) villa  
d) mountain refuge
  
- The five - \_\_\_\_ hotel is extremely expensive.  
a) square  
b) circle  
c) star  
d) zigzag
  
- The most important thing for a driver is \_\_\_\_.  
a) to pay attention to the road  
b) to stress safety  
c) to drive fast if he is in a hurry  
d) think about the passenger
  
- When loading dangerous goods a porter must follow the \_\_\_\_.  
a) regulations  
b) private talk  
c) foreigner  
d) possibilities

- I have known him \_\_\_\_ many years.
  - a) since
  - b) for
  - c) ago
  - d) –
  
- We \_\_\_\_ Jane for ages.
  - a) hasn't seen
  - b) haven't saw
  - c) haven't seen
  - d) hadn't seen
  
- She was very nervous while she \_\_\_\_ for the doctor.
  - a) waited
  - b) was waiting
  - c) had been waiting
  - d) waits
  
- Boys \_\_\_\_ at school yesterday.
  - a) didn't be
  - b) was not
  - c) were not
  - d) are
  
- Sally \_\_\_\_ hard, but she gets a good salary.
  - a) works
  - b) work
  - c) is working
  - d) worked

- The movie was very boring. It was \_\_\_\_ I've ever seen.
  - a) most boring film
  - b) the more boring film
  - c) more boring film
  - d) the most boring film
  
- In the evenings Ann usually \_\_\_\_ a cup of tea.
  - a) drinks
  - b) drunk
  - c) drank
  - d) drinking
  
- I \_\_\_\_ the opportunity to travel around the world.
  - a) never had
  - b) am never having
  - c) have never had
  - d) had not
  
- Turn the music down. I \_\_\_\_ to sleep.
  - a) will go
  - b) could
  - c) am going
  - d) can't
  
- He \_\_\_\_ the test from 2 till 3.
  - a) wrote
  - b) writes
  - c) was writing
  - d) written

- People go to the beach usually in \_\_\_\_ to sunbathe.
  - a) autumn
  - b) winter
  - c) summer
  - d) spring
  
- I am meeting up with a bunch of friends next month and we are going \_\_\_\_ in the Himalayas.
  - a) hiking
  - b) swimming
  - c) flying
  - d) sightseeing
  
- The present location of the restaurant is not good and now Mr. Martin is looking for new \_\_\_\_\_.
  - a) resorts
  - b) premises
  - c) estates
  - d) places
  
- Germany is now the largest supplier of \_\_\_\_ tourists.
  - a) Eastern
  - b) Western
  - c) Northern
  - d) Southern
  
- Egypt cooperates with Israel and Jordan to \_\_\_\_ tourism.
  - a) keep down
  - b) restrain
  - c) promote
  - d) lessen

- Amanda likes to be \_\_\_ on holiday because she usually visits museums, galleries, churches, etc.
  - a) active
  - b) passive
  - c) imaginative
  - d) inactive
  
- The \_\_\_ around the hotel are beautifully planted with flowers.
  - a) earth
  - b) floors
  - c) grounds
  - d) lands
  
- Thirty years ago some poor Africans realized that tourism could be a way out of their \_\_\_\_.
  - a) poverty
  - b) richness
  - c) happiness
  - d) agriculture
  
- Travelling by \_\_\_ is the fastest way out for those passengers who are in a hurry.
  - a) train
  - b) plane
  - c) bus
  - d) taxi



- Have a sandwich. Thanks, but I \_\_\_\_.
  - a) have eaten already
  - b) have already eaten
  - c) has eaten already
  - d) had already eaten
- 
- The old lady \_\_\_\_ in the armchair talking to her herself.
  - a) sat
  - b) sits
  - c) sitting
  - d) was sitting
- 
- She wasn't very hungry. She had just \_\_\_\_ soup.
  - a) few
  - b) a few
  - c) little
  - d) a little
- 
- I hope they \_\_\_\_ this road by the time we come back next spring.
  - a) will have repaired
  - b) would repair
  - c) would have repaired
  - d) will repair
- 
- If I \_\_\_\_ you, I wouldn't have paid so much money for this bag.
  - a) was
  - b) were
  - c) have been
  - d) am

- Sorry, I can't talk to you now. I \_\_\_\_ lunch.
  - a) have
  - b) am having
  - c) has
  - d) having
  
- Egypt \_\_\_\_ tourists.
  - a) woos
  - b) distresses
  - c) dislikes
  - d) distracts
  
- We \_\_\_\_ known the Smiths since they moved to Bridge Street.
  - a) are
  - b) still
  - c) have
  - d) were
  
- The old lady dresses as if it \_\_\_\_ winter even in summer.
  - a) was
  - b) were
  - c) is being
  - d) is
  
- Will you find out what time \_\_\_\_ at the airport?
  - a) the plane will arrive
  - b) the plane arrives
  - c) the plane is arriving
  - d) the plane arrived

- They \_\_\_\_ in the kitchen when the door bell rang.
  - a) sat
  - b) had sat
  - c) were sitting
  - d) were sat
  
- \_\_\_\_ labels may delay your baggage.
  - a) Contemporary
  - b) Old
  - c) Modern
  - d) Own
  
- Guests entering the hotel will find the reception desk in the \_\_\_\_\_.
  - a) scullery
  - b) foyer
  - c) back office
  - d) corridor
  
- Before he went to London he had read tons of \_\_\_\_ books to visit as many sights as possible.
  - a) complaint
  - b) adventure
  - c) children's
  - d) guide
  
- The young performer of this restaurant sings \_\_\_\_\_.
  - a) beautifully
  - b) flowery
  - c) gorgeous
  - d) beautiful

- A resort representative should be \_\_\_\_ by nature.
  - a) outgoing
  - b) sad
  - c) rude
  - d) uneducated
  
- The work of the porter involves \_\_\_\_\_.
  - a) carrying the traveller's bag
  - b) organizing entertainment
  - c) health checks
  - d) guiding excursions
  
- Today Hadrian's Wall is the most popular \_\_\_\_ attraction in northern England.
  - a) tourist
  - b) passenger
  - c) relative
  - d) receptionist
  
- Messages for guests who are out should be placed in the appropriate \_\_\_\_ at reception.
  - a) bird box
  - b) key hole
  - c) pigeon hole
  - d) key hook
  
- While travelling on the land one can use such transport types as: \_\_\_\_, bus, motorbike, coach.
  - a) ferry
  - b) cruise ship
  - c) helicopter
  - d) train

- Can you phone a bit later, please? Jane \_\_\_\_.
  - a) is having a bath
  - b) has a bath
  - c) have a bath
  - d) has had a bath
  
- Mr. Dave was Jane's teacher \_\_\_\_ last year.
  - a) since
  - b) for
  - c) –
  - d) already
  
- He \_\_\_\_ he passes his exams soon.
  - a) hope
  - b) hopes
  - c) is hoping
  - d) will hope
  
- They lived in Canada \_\_\_\_ one year.
  - a) since
  - b) for
  - c) –
  - d) a
  
- Where are our children? It's quiet at home. – They \_\_\_\_.
  - a) sleep
  - b) sleeping
  - c) are sleeping
  - d) were sleeping

- Where \_\_\_\_ your parents spend their previous holidays?
  - a) do
  - b) does
  - c) –
  - d) did
  
- I \_\_\_\_ this film before.
  - a) has seen
  - b) have seen
  - c) saw
  - d) seen
  
- My Dad often says that Mom is his \_\_\_\_ half.
  - a) good
  - b) better
  - c) the better
  - d) the best
  
- The day before yesterday we \_\_\_\_ to the Italian restaurant.
  - a) are invited
  - b) were invited
  - c) invited
  - d) have invited
  
- The bus service is very good. There is a bus \_\_\_\_ ten minutes.
  - a) every
  - b) each
  - c) all
  - d) almost

## **II. Приклади письмових завдань**

### **Sample writing tasks**

**Напишіть 15 речень згідно з завданням**

**Write about 15 sentences according to the given task**

- **You have recently received an e-mail from a friend of yours. Write an answer.**

Dear friend!

Thank you for your letter! I'm fine and I am really excited because I've finally made up my mind to visit Ukraine.

I'm going to arrive in June and stay in your country for about four months. So I'll have enough time to travel. Could you tell me, please, what are the best lodging options in your country? I would like to know about both expensive and more affordable variants. Should I book the rooms in advance? What is the best way to pay? Anything else I need to know?

As you know, I also love camping. Could you recommend me a couple of campsites, too?

Thank you so much!

Hope to hear from you soon!

Bye, Annie

- **Write a letter to your foreign friend who is going to come to Ukraine in winter.**

In your letter provide the information about:

- the climate and weather in different regions of your country in winter;
- main winter holidays in Ukraine and traditions associated with them;
- some useful tips for a foreigner in Ukraine.

- **You work for a hotel resort. Your boss wants you to write an advertisement to the National Geographic Traveler Magazine describing your resort and inviting tourists to stay there.**

**In your ad write:**

- what kind of a resort you are advertising;
- where it is located;
- what kinds of services, facilities and entertainment it provides to customers;
- benefits regular customers enjoy;
- why customers should choose your resort for staying.

- **You are going to launch a restaurant. Think of a specialty dish (it can also be a cocktail). Write a recipe of this dish including the list of ingredients, the instructions to make it, extra information: how it is served, what it tastes best with, what it is**



**garnished with, some facts about its history and origin.**

➤ **You have been asked to write an article about the places of interest in Ukraine for a foreign tourist magazine. Provide the information:**

- about the places in Ukraine with the richest history (2-3 places);
- mention some facts about their history;
- enumerate the landmarks and historical buildings of those regions;
- what attractions, activities and entertainment are available for tourists there;
- places to stay.

➤ **You are a manager of the LUXE hotel and you have received the letter of complaint from a regular customer of your hotel chain which is given below. Write an answer. Remember to use formal style and appropriate constructions making your language more polite.**

Dear Mr. \*\*\*,

My husband and I recently got married and stayed at the LUXE hotel on our way back from our honeymoon. We were traveling from Palm Beach. In the past, I have had positive experiences when staying at the LUXE hotels, however, this time we had an unpleasant experience.

When we got to our room, we noticed that the air conditioner was not properly cooling the room. We called the front desk staff. She was very impolite and said, "We'll get to it when we can." We never had anyone check it out, and were not offered a new room. We were very hot, but managed to sleep okay.

Also, we were very disappointed with the breakfast the next morning. The bacon was very greasy and cold. There was no sugar for the coffee.

I am writing you this letter, Mr. \*\*\*, to let you know of the poor service at your hotel. I am giving you a chance to provide a refund. I would like to hear your side of the story, and allow a chance for you to comment, before posting a review on-line.

I have enclosed a copy of our receipt. You may call me at +\*\* \*\*\* 07 -07-007, or email me at annajones@gmail.com.

Thank you.

Respectfully,

Anna Jones

➤ **Your friend has sent you a letter. Read it and write an answer.**

Dear friend,

Thanks for inviting me to stay with you when I visit your country next month. I'm not sure how to get to your apartment from the airport. Could you write back giving me some basic instructions? What would be the best method of transport for me? I'd prefer one that isn't too expensive! Write as soon as possible.

- **Your friend has sent you a letter. Read it and write an answer.**

Dear Joseph,

It was great to hear that you went to London during your summer holidays. I have always wanted to visit this wonderful city! Did you enjoy your journey? What places of interest did you visit? What impressed you most of all? Where did you stay? Write back as soon as possible!

Lots of love,

Suzanne

- **Your colleague has sent you a letter. Read it and write an answer.**

Dear Mr. Brown,

I am writing to you in connection with your advertisement about your English Summer School. Firstly, I would like to know where the school is situated. Secondly, I would like some information on the dates I can register at school. Would you also mind informing me if the price which appears in your brochure includes accommodation?

I look forward to your reply at your earliest convenience.

Daniel

- **You work for a 5-stars hotel resort in Antalya, Turkey. Your boss wants you to write an advertisement to the international magazine before summer season describing your resort and inviting tourists to stay there.**

**In your ad write:**

- what kind of a resort you are advertising;
- where it is located;
- what kinds of services, facilities and entertainment it provides to customers;
- benefits regular customers enjoy;
- why customers should choose your resort for staying.

- **You want to arrange a conference in one of the hotels in New-York. Write an e-mail to the hotel's manager where you suggest the time and place of the event. Share reasons for choosing the place for the event. Discuss the details with the manager: the number of participants, the period of the conference, people to invite, available equipment for the conference, food to order, entertainment to provide etc. Use formal style.**

- **You have been asked to write an article about the places of interest in Ukraine for a foreign tourist magazine. Provide the information:**

- about the places in Ukraine with the richest history (2-3 places);
- mention some facts about their history;
- enumerate the landmarks and historical buildings of those regions;
- what attractions, activities and entertainment are available for tourists there;
- places to stay.

### **III. Sample exam conversational topics**

#### **Приклади розмовних екзаменаційних тем**

**Зробіть доповідь на визначену тему (20-25 речень)**

**Give a talk on the following topic (20-25 sentences)**

- Hospitality in historical perspective (Hospitality through centuries).
- Management concepts of hospitality industry.
- The structure of modern hospitality industry.
- Hotel business and its development.
- The functions and departments of a hotel.
- Restaurant business as a branch of hospitality industry.
- Hotel industry: challenges and opportunities.
- Service characteristics of hospitality industry.
- The staff of a hotel.
- The functions and the role of a hotel general manager.
- Hotel's promotional material as a means of creating positive image.
- Careers in tourism and hospitality.
- Seeing the sights. How to organize a perfect excursion.
- Dealing with guests. Ways to satisfy customers' needs.
- Hotels around the world. Types of hotels.
- Restaurants around the world. Types of restaurants.
- Why do people travel? Types of holidaymakers.
- Eco-tourism and eco-friendly facilities.
- Advantages and disadvantages of working in hospitality industry.
- Types of holidays. Alternative ways of holiday-making.

- Types of events. Event tourism. Organizing a perfect event.
- The issues of tourism in Ukraine.
- Launching a restaurant in Ukraine. What does a person need for that? What should a person know?
- Launching a hotel in Ukraine. What does a person need for that? What should a person know?
- Cloning the perfect hotel / restaurant.
- Ways to improve hospitality service.
- Problems your customers may have. Dealing with complaints.
- Health and safety issues in hotels.
- The ethics of communication in hospitality industry.
- Advertising in hospitality. Ways to attract customers.

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### **Певна С. Є. Англійська мова для готельно-ресторанної справи**

Навчально-методичний посібник містить вимоги до організації та змісту державного іспиту з ділової англійської мови за професійним спрямуванням, критерії оцінювання знань і вмінь студентів. Посібник пропонує добірку навчальних завдань, що складаються зі зразків лексико-граматичних вправ, взірців письмових завдань (ділові листи різних типів, есе), прикладів розмовних тем, що спрямовані на формування навичок і вмінь застосування попередньо засвоєного теоретичного, лексичного та граматичного матеріалу з курсу ділової англійської мови за професійним спрямуванням у конкретному професійному контексті. Матеріали пропонованого посібника допоможуть студентам систематизувати вже набуті знання у сфері готельно-ресторанної індустрії та поглибити їх.

Посібник адресовано студентам четвертого курсу спеціальності «Готельно-ресторанна справа» вищих навчальних закладів денної та заочної форми навчання.

### **Певная С. Е. Английский язык для гостинично-ресторанного бизнеса**

Учебно-методическое пособие содержит требования к организации и содержанию государственного экзамена по профессионально-ориентированному деловому английскому языку, критерии оценивания знаний и умений студентов. Пособие предлагает подборку учебных заданий, которые состоят из примеров лексико-грамматических упражнений, образцов письменных заданий (деловые письма различных типов, эссе), примеров разговорных тем, направленных на

формирование навыков и умений использования предварительно усвоенного теоретического, лексического и грамматического материала курса профессионально-ориентированного делового английского языка в конкретном профессиональном контексте. Материалы данного пособия помогут студентам систематизировать уже приобретенные знания в сфере гостинично-ресторанной индустрии и углубить их.

Пособие адресовано студентам четвертого курса специальности «Гостинично-ресторанное дело» высших учебных заведений дневной и заочной формы обучения.

### **Pevna S. Ye. English for Hotel and Catering Industry**

The study guide includes the state exam in Business English (major oriented) organization and content requirements, students' skills and abilities estimation criteria. It suggests a selection of learning activities, which comprise the samples of lexical and grammatical tests, writing tasks patterns (business letters, essays) and examples of exam conversational topics. The activities are aimed at formation of skills and abilities of applying theoretical, lexical and grammatical material learned in the course of Business English (major oriented) in a particular professional context. The materials of the study guide will help students to systematize the knowledge acquired in the sphere of hotel and catering industry and to extend it.

The study guide is addressed to the fourth year students majoring in “Hotel and Catering Industry” of higher educational institutions, intramural and extramural.