

ЖИТОМИРСЬКИЙ ДЕРЖАВНИЙ УНІВЕРСИТЕТ ІМЕНІ ІВАНА ФРАНКА
НАВЧАЛЬНО-НАУКОВИЙ ІНСТИТУТ ІНОЗЕМНОЇ ФІЛОЛОГІЇ
КАФЕДРА ІНОЗЕМНИХ МОВ І НОВІТНІХ ТЕХНОЛОГІЙ НАВЧАННЯ

**МЕТОДИЧНІ РЕКОМЕНДАЦІЇ ДО ОРГАНІЗАЦІЇ
САМОСТІЙНОЇ РОБОТИ**

з обов’язкової освітньої компоненти

**Практикум з іноземної мови фахового спрямування
для підготовки здобувачів
першого (бакалаврського) рівня вищої освіти
освітньої програми Туризм**

Укладачі: доцент Тетяна Білошицька,

доцент Тамара Литньова

Розглянуто та схвалено на засіданні кафедри
іноземних мов і новітніх технологій навчання

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Завідувач кафедри Тамара ЛИТНЬОВА

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Рецензенти:

Ірина КРУКОВСЬКА – кандидат педагогічних наук, доцент, завідувач кафедри природничих та соціально-гуманітарних дисциплін Житомирського медичного інституту Житомирської обласної ради.

Сніжана КУБРАК – кандидат педагогічних наук, доцент, завідувач кафедри іноземних мов Поліського національного університету.

Марина ПОЛХОВСЬКА – кандидат філологічних наук, доцент, директор Навчально-наукового інституту іноземної філології Житомирського державного університету імені Івана Франка.

Методичні рекомендації до організації самостійної роботи з обов'язкової освітньої компоненти «Практикум з іноземної мови фахового спрямування» для здобувачів вищої освіти освітньої програми Туризм / Укладачі: Т.Ю. Білошицька, Т.В. Литньова. Житомир: Вид-во Житомирського державного університету імені Івана Франка, 2025. 46 с.

У методичних рекомендаціях викладено мету, завдання та зміст вивчення дисципліни, вказані основні види навчальної діяльності під час організації самостійної роботи з курсу «Практикум з іноземної мови фахового спрямування». Методичні рекомендації призначені для здобувачів першого (бакалаврського) рівня вищої освіти освітньої програми Туризм.

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2025

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ВСТУП

Програма вивчення обов'язкової освітньої компоненти “Практикум з іноземної мови фахового спрямування” для підготовки здобувачів першого (бакалаврського) рівня вищої освіти відповідає освітньо-професійній програмі «Туризм».

Предметом вивчення освітньої компоненти – “Практикум з іноземної мови фахового спрямування” – необхідний обсяг лексики та граматики, що дає можливість студентам спілкуватися на важливі побутові теми та теми, які стосуються фаху, опрацьовувати джерела англійською мовою на професійно спрямовану тематику.

Мета вивчення освітньої компоненти: формувати загальні та професійно орієнтовані комунікативні компетенції; формувати навички практичного володіння іноземною мовою в різних видах мовленнєвої діяльності в обсязі представленої тематики; розвивати стратегії самостійного вивчення мови; сприяти розвитку іншомовної підготовки студентів для забезпечення ефективного спілкування в академічному та професійному середовищі.

Основними завданнями вивчення освітньої компоненти є:

- удосконалення умінь практичного володіння іноземною мовою в різних видах мовленнєвої діяльності;
- здатність здобувати нові знання, умінь та навички комунікації іноземною мовою;
- оволодіння навичками аудіювання, говоріння, діалогічного мовлення, читання, письма та перекладу;
- удосконалення умінь вилучати, аналізувати й систематизувати, добирати і передавати фахову інформацію;
- здатність здобувачів ЗВО до міжкультурної комунікації в сферах професійного та ситуативного спілкування в усній та письмовій формах.

ОПИС ОСВІТНЬОЇ КОМПОНЕНТИ

Освітня компонента «Практикум з іноземної мови фахового спрямування» викладається на II, III, IV курсах, в III, IV, V, VI, VII семестрах.

На вивчення навчальної дисципліни відводиться 405 годин / 13,5 кредитів ECTS.

Форма проведення занять: практичні заняття.

Вивчення освітньої компоненти передбачає формування таких компетентностей та програмних результатів навчання:

ЗК07. Здатність працювати в міжнародному середовищі.

ЗК11. Здатність спілкуватися іноземною мовою.

СК13. Здатність до співпраці з діловими партнерами і клієнтами, уміння забезпечувати з ними ефективні комунікації.

СК14. Здатність працювати у міжнародному середовищі, позитивного ставлення до несхожості до інших культур, поваги до різноманітності та мультикультурності, розуміння місцевих і професійних традицій інших країн, розпізнавання міжкультурних проблем у професійній практиці.

ПР 11. Володіти державною та іноземною (ними) мовою (мовами), на рівні, достатньому для здійснення професійної діяльності.

ПР 12. Застосовувати навички продуктивного спілкування зі споживачами туристичних послуг.

ПР 18. Адекватно оцінювати свої знання і застосовувати їх в різних професійних ситуаціях.

СТРУКТУРА ОСВІТНЬОЇ КОМПОНЕНТИ

Модуль 1. Hospitality Industry.

Types of Accommodation. Different Types of Accommodation. The Hotel Bedroom. Bathroom and Porter.

Room Booking & the Check-in. Reservation & Checking In. Dealing with Booking Service. Airport Transfers. Meet Our Staff.

Hotel Facilities. Services in the Hotel. Opening & Closing Times of Services. Location of Facilities.

Room Services. Taking Room Service Orders. Problems & Solutions. Dealing with Complaints.

Enquiries & the Check-out. Information on Room Rates & Conference Facilities. Methods of Payments, Tipping and Checking Out.

Модуль 2. Eating Out.

In the Restaurant. Greeting & Seating Guests. Welcoming Guests. Host & Hostess at a Restaurant. Taking Orders for the Starter, Main Course and Drinks. Dealing with Orders for Desserts, Chesses & Coffee.

Beverages. Beverages' card. Taking Orders for Drinks. Serving Drinks.

Menu Types. Menu Definition. Menu Planning and Estimation. Explaining the Menu.

Healthy Food. Healthy Food vs Junk Food. Slow Food.

Модуль 3. Catering.

Jobs and Workplaces. Careers in the Hospitality Industry. Hotel & Restaurant Chains.

Advertisements in Hospitality Business. Hospitality & Promotion. Public Relations in the Hospitality Industry.

Hotel Amenities. Different Types of Hotel Amenities. Family-Friendly Lodging. Valet Service.

Food Service Equipment. Utensils. Food Service Equipment. Food Preparation.

Health Disorders. Causes of Health Disorders. Allergic Reaction to

Something You've Eaten. Dealing with Health Problems. Getting Medical Care for a Guest.

Модуль 4. Hotel and Restaurant Issues.

Loyalty Programmes & Housekeeping. Loyalty Programmes. Confirming a Reservation. Housekeeping.

Special Functions. Special Functions and Possible Outcomes. Banquettes. Food Storage & Food Supply.

Problems in the Hotel & the Dining Room. Reservation Problems. Dealing with Noisy Guests. Problems in the Dining Room.

Safety. Safety Regulations. Hotel Safety. Kitchen Safety & Sanitation.

Money Matters. Hotel & Restaurant Payments. Paying Bills. The Hotel's Financial Services.

Модуль 5. Transport.

Types of Transport. Public Transport. Local Transport. At the Bus. At the Train. At the Taxi.

Airport Procedures. Information Signs. Security Check Lists. At the Plane.

Types of Tickets. Reservation Problems. Key Information at The Ticket Office. Booking Online. Coach Tickets.

At the Station. Timetables. Telephone calls. Voice mail. Memos and Forms. Oral communication.

In the City. Places of Interest. Describing a City/ Town. Asking for a way. Guided Tour.

Модуль 6. Tourism.

Travel and Tourism. Categories of Tourism. Aspects of tourism. Types of Tourism Organisations. Marketing Terms. E-marketing.

Planning and Booking a Holiday. Travel Documents. Booking Forms. Hotel FAQs.

International Tourism: Europe. The USA. Asia. Oceania and India. Latin America.

New Tourist Destinations. Sporting Events. Types of Tourists Dates and

Competitions. Ecotourism.

Модуль 7. Places to Visit.

Cruise ship. Changes in tourist motivation. Identifying needs. Timetable information. Describing locations.

Air travel. Taking a booking. Airport fact file. Air passenger rights. Air travel low-cost carriers.

Cultural tips. Holiday types. Marketing terminology. The language of advertising. Country fact sheet.

СПЕЦИФІКА ОЦІНЮВАННЯ ЗДОБУВАЧІВ З КУРСУ «ПРАКТИКУМ З ІНОЗЕМНОЇ МОВИ ФАХОВОГО СПРЯМУВАННЯ»

Оцінювання здобувачів вищої освіти здійснюється відповідно до «Положення про критерії та порядок оцінювання навчальних досягнень здобувачів вищої освіти Житомирського державного університету імені Івана Франка згідно з Європейською кредитною трансферно-накопичувальною системою» https://zu.edu.ua/offic/ocinjuvannya_zvo.pdf.

Оцінювання навчальних досягнень здобувачів вищої освіти за всіма видами навчальних робіт проводиться за поточним, модульним та підсумковим контролюми.

Шкала оцінювання знань здобувачів вищої освіти

Оцінка в балах	Оцінка за національною шкалою	Оцінка	Оцінка за національною шкалою
			Пояснення
90 – 100	<i>Відмінно</i>	A	відмінне виконання лише з незначною кількістю помилок
82-89	<i>Добре</i>	B	вище середнього рівня з кількома помилками
74-81		C	в цілому правильне виконання з певною кількістю суттєвих помилок
64-73	<i>Задовільно</i>	D	непогано, але з незначною кількістю недоліків
60-63		E	виконання задовольняє мінімальним критеріям
35-59	<i>Незадовільно</i>	FX	з можливістю повторного складання
0-34		F	з обов'язковим повторним курсом

Підсумкова оцінка з вивчених модулів (ПОМ) розраховується:

№ модулю	М% _n (відсоткове значення модулю навчальної компоненти)
Модуль 1	М% ₁ = (50)
Модуль 2	М% ₂ = (50)
Сума	100

ЕКЗАМЕН

Оскільки формою підсумкового контролю освітньої компоненти є екзамен, то здобувачі вищої освіти в яких підсумкова оцінка з вивчених модулів (ПОМ) за семестр становить 60 і більше балів, мають право не складати екзамен. У такому разі підсумкова оцінка з вивчених модулів (ПОМ) = Екзаменаційній оцінці (ЕО) = Підсумковій оцінці (ПО).

$$ПОМ = ЕО = ПО$$

У випадку складання екзамену підсумкова оцінка (ПО) визначається як середнє арифметичне балів підсумкової оцінки з вивчених модулів (ПОМ) та екзаменаційної оцінки (ЕО).

$$ПО = (ПОМ + ЕО) / 2$$

МЕТОДИЧНІ РЕКОМЕНДАЦІЇ ДО ОРГАНІЗАЦІЇ САМОСТІЙНОЇ РОБОТИ

Пояснювальна записка

Самостійна робота є важливою складовою частиною і основою підготовки майбутнього фахівця, оскільки мета самонавчання – опанувати засвоєння навчального матеріалу на практичних заняттях. Реалізація такої мети на практиці сприяє розв'язанню завдань інтеграції – повному злиттю навчання і виховання, здійсненню принципу розвиваючого навчання, формуванню особистості майбутнього фахівця. Самостійна робота з іноземної мови фахового спрямування вирішує такі завдання: удосконалення знань, навичок і вмінь набутих на практичних заняттях; розширення світогляду студентів; розвиток творчих здібностей та самостійності.

Ефективність навчальної діяльності залежить від готовності студента до самонавчання та його індивідуальних якостей. Здатність до самонавчання є однією з найважливіших передумов не тільки успішного оволодіння іноземною мовою, але й формування навичок самостійної діяльності взагалі. Лише готуючи здатну до самонавчання особистість можна зреалізувати модель менеджера-економіста нового типу, орієнтованого до умов інформаційного суспільства та широких міжнародних контактів. Центральною проблемою щодо організації самостійної роботи є проблема забезпечення високої внутрішньої мотивації до самостійного її опанування. Продуктивність самостійної роботи з іноземної мови фахового спрямування залежить від умов її організації: як мотивується навчально-пізнавальна діяльність студентів; як реалізується професіонально-комунікативна компетенція студента; як здійснюється контроль його навчальних досягнень.

Головним завданням, яке має вирішити самостійне навчання є формування навичок і вмінь самонавчання, необхідних для оволодіння іноземною мовою від висунутих конкретних цілей самостійної роботи. Самостійна робота – це самостійна навчально-пізнавальна діяльність проблемного, творчого та практичного характеру. Самостійна робота базується

на володінні студентами навичками та вміннями, набутими на практичних заняттях з іноземної мови, тому важливим є те, щоб студенти якнайповніше використовували ці навички та вміння під час самостійної роботи.

Метою проведення самостійних робіт є вдосконалення практичних вмінь та навичок, одержаних на аудиторних заняттях, а також формування вміння самостійно опановувати певні етапи засвоєння навчальної дії з наступним її опрацюванням на практичних заняттях. При виконанні практичних завдань доцільно використовувати підручники з граматики англійської мови для розширення теоретичної бази, а також інформаційні ресурси для розвитку лексичних навичок англійської мови. Кожна самостійна робота оцінюється в 100 балів і є складовою частиною модульного поточного контролю. Контроль кожної самостійної роботи проводиться в формі усного опитування (монологічне висловлювання, діалог, полілог, усний переклад, контрольне читання) та письмового контролю (диктант, твір, письмовий переклад, лексико-граматичний тест). Тематика та рівень складності самостійної роботи відповідають навчальній програмі курсу «Практикум з іноземної мови фахового спрямування» для здобувачів вищої освіти освітньої програми Туризм.

Тестові завдання для самоконтролю

1. What is the term for a place where tourists stay for a short time?
A) Residence
B) Accommodation
C) Habitat
D) Dwelling
2. Which document do you need to travel internationally?
A) Driving licence
B) Passport
C) Library card
D) Work ID
3. A customer says their room is cold. The receptionist should first:
A) Close the window and leave
B) Offer a heater or adjust the thermostat
C) Tell them to open the window
D) Charge extra for heating
4. What does “check-in” mean at a hotel?
A) Paying the bill when leaving
B) Registering on arrival
C) Using the gym
D) Booking a taxi
5. Which word describes someone who travels for pleasure?
A) Commuter
B) Tourist
C) Expatriate
D) Resident
6. What is an “itinerary”?
A) A list of passengers
B) A travel plan or schedule
C) A hotel brochure
D) A visa form
7. If a flight is delayed, airlines usually give passengers:
A) Extra luggage
B) Compensation or information
C) Free passports
D) Seat upgrades

8. What does “all-inclusive” usually mean for a holiday package?
- A) Only flights included
 - B) Meals, accommodation, and some activities included
 - C) Only accommodation included
 - D) No meals included
9. Which is a common task for a tour guide?
- A) Cooking meals
 - B) Leading tours and giving information
 - C) Doing guests’ laundry
 - D) Driving the plane
10. What is the opposite of “arrival”?
- A) Departure
 - B) Check-in
 - C) Reservation
 - D) Boarding
11. Which phrase is polite when answering the phone at a hotel?
- A) “What do you want?”
 - B) “How can I help you?”
 - C) “Wait a minute.”
 - D) “Call later.”
12. What is a “double room”?
- A) A room with two floors
 - B) A room for two people, usually with one double bed or two singles
 - C) Two rooms in one suite
 - D) A room booked twice
13. A “layover” refers to:
- A) The main destination
 - B) A short stop between flights
 - C) Extra luggage allowance
 - D) Hotel overbooking
14. What should a receptionist do if a guest complains?
- A) Ignore the complaint
 - B) Listen, apologize, and try to solve the problem
 - C) Tell the guest they are wrong
 - D) Ask another guest to help
15. Which travel item is used to carry personal belongings on trips?
- A) Umbrella

- B) Suitcase
- C) Microwave
- D) Pillow

16. "Full-board" in a hotel means:

- A) Room only
- B) Room and breakfast
- C) Room plus all meals (breakfast, lunch, dinner)
- D) Only dinner included

17. Which is a common phrase to finish a service call:

- A) "Goodbye"
- B) "Thank you for calling, have a nice day."
- C) "Hang up."
- D) "Stop."

18. What is the role of a travel agent?

- A) To build hotels
- B) To help customers plan and book travel arrangements
- C) To fly airplanes
- D) To cook in restaurants

19. Which is necessary to make an online booking?

- A) A passport photo
- B) Internet access and payment method
- C) A printed map
- D) A paper travel guide

20. "Overbooking" means:

- A) The hotel has extra rooms
- B) Selling more seats/rooms than available
- C) Booking far in advance
- D) Offering discounts for bookings

21. If a guest needs a wake-up call, the hotel staff will:

- A) Knock loudly at midnight
- B) Call the guest at the requested time
- C) Send an email the next day
- D) Leave a note at reception

22. What does "upgrade" mean in hospitality?

- A) Decrease the service quality
- B) Move a guest to a better room or service category

- C) Remove services
- D) Charge extra for nothing

23. A brochure usually contains:

- A) Legal contracts
- B) Information and pictures about services and destinations
- C) Bank statements
- D) Personal emails

24. Which is a responsibility of front office staff?

- A) Cooking breakfast
- B) Handling guest arrivals and departures
- C) Washing linens
- D) Garden maintenance

25. When booking a flight, “return” means:

- A) A flight with no luggage
- B) A one-way flight
- C) A round-trip (outbound and inbound) flight
- D) A cancelled flight

26. What is a “hostel”?

- A) A luxury hotel
- B) A budget accommodation with shared rooms and facilities
- C) A type of restaurant
- D) A travel agency

27. A good way to describe a hotel room for a customer is to mention:

- A) Only price
- B) Amenities, size, view, and bed type
- C) Other guests’ names
- D) Weather forecast

28. Which item is NOT usually provided in a hotel room?

- A) Towels
- B) Bed
- C) Kitchen stove (in standard rooms)
- D) Soap

29. If a flight is “non-stop,” it:

- A) Stops at many cities
- B) Flies directly from origin to destination without stops
- C) Requires changing planes
- D) Is cancelled

30. "Tourist information centre" provides:

- A) Medical services
- B) Maps, tickets, and local information for visitors
- C) Banking services only
- D) Car repair services

31. Which phrase is correct when offering help at reception?

- A) "You must wait."
- B) "How may I assist you today?"
- C) "I don't know."
- D) "Find it yourself."

32. What is a "suite"?

- A) A single bed in a shared room
- B) A set of connected rooms, often larger and more luxurious
- C) A bed type
- D) A small storage room

33. Which word describes the price for one person per night?

- A) Fare
- B) Rate
- C) Distance
- D) Weight

34. What is the purpose of travel insurance?

- A) To pay for souvenirs
- B) To protect against unexpected events (cancellation, medical)
- C) To get free tickets
- D) To increase luggage limit

35. "Bed and breakfast" (B&B) typically includes:

- A) Only dinner
- B) Accommodation and breakfast included
- C) All meals included
- D) Only a bed, no meals

36. An example of public transport is:

- A) Private taxi only
- B) Bus, train, or tram
- C) Personal car
- D) Bicycle owned by you

37. A “reservation” is:

- A) A complaint form
- B) An arrangement to hold a room, seat, or service for a customer
- C) A payment receipt only
- D) A menu

38. Which phrase is suitable when confirming a booking?

- A) “Your booking is cancelled.”
- B) “We have confirmed your reservation.”
- C) “No rooms left.”
- D) “Pay now or leave.”

39. What is a “tour operator”?

- A) Someone who repairs trains
- B) A company that designs and sells holiday packages
- C) A flight attendant
- D) A hotel cleaner

40. If a customer asks for local recommendations, staff should:

- A) Give false information
- B) Recommend popular attractions, restaurants, and transportation options
- C) Tell them to stay in the hotel all day
- D) Refer them to social media only

41. Which phrase is correct when apologizing for a mistake?

- A) “Sorry for the inconvenience.”
- B) “It’s your fault.”
- C) “Too bad.”
- D) “I don’t care.”

42. A “single room” is for:

- A) Two people
- B) One person
- C) A family of four
- D) Pets only

43. What is “peak season”?

- A) Time with lowest demand
- B) Period with highest travel demand and prices
- C) Off-season only
- D) A random date

44. Which item is required for boarding a flight?
- A) Boarding pass and ID/passport
 - B) Hotel key
 - C) Restaurant menu
 - D) Cinema ticket
45. Which accommodation offers kitchen facilities typically?
- A) Standard hotel single room
 - B) Serviced apartment or self-catering apartment
 - C) Campsite only
 - D) Airline seat
46. When a customer asks for “late check-out,” they want to:
- A) Arrive early
 - B) Leave the room later than the standard check-out time
 - C) Change rooms
 - D) Pay for everything in advance
47. Which phrase would you use to describe a room with a view of the sea?
- A) “Inland room”
 - B) “Sea view room”
 - C) “Basement room”
 - D) “Interior room”
48. A good travel agent should be:
- A) Impolite and slow
 - B) Knowledgeable, helpful, and organized
 - C) Silent and unavailable
 - D) Only focused on upsells
49. Which is a formal greeting in hospitality emails?
- A) “Yo!”
 - B) “Dear Mr./Ms. [Surname],”
 - C) “Hey buddy,”
 - D) “What’s up?”
50. “Connecting flight” means:
- A) Two flights with a change of plane between them
 - B) Direct flight
 - C) Cancelled flight
 - D) Overbooked flight
51. Which is a cancellation policy term?
- A) No refund after X days before arrival

- B) Free upgrades always
- C) Unlimited free changes with no terms
- D) No receipts required

52. If a guest needs transport to the airport, you should:

- A) Ignore the request
- B) Arrange a taxi or shuttle, and confirm time and price
- C) Tell them to run
- D) Give them someone else's phone number

53. What is “boarding”?

- A) Leaving the aircraft
- B) Getting onto the aircraft before departure
- C) Making a reservation
- D) Paying the fare

54. A “concierge” primarily helps with:

- A) Laundry only
- B) Guest services like bookings, tickets, and local information
- C) Kitchen work
- D) Security only

55. “No-show” means a guest:

- A) Arrived early
- B) Did not arrive for their booking and did not cancel
- C) Checked in twice
- D) Stayed longer than expected

56. Which item is part of a hotel’s amenities?

- A) Reception desk
- B) Toothbrush in the lobby
- C) Complimentary Wi-Fi
- D) Personal passport

57. What is “sightseeing”?

- A) Working on the sight
- B) Visiting interesting places as a tourist
- C) Buying only clothes
- D) Sleeping all day

58. Which phrase indicates room availability?

- A) “Fully booked”
- B) “Plenty of rooms available”
- C) “Closed”

D) “No entry”

59. “Self-service” in a restaurant means:

- A) Staff serve everything
- B) Customers serve themselves from a buffet or counter
- C) No food available
- D) Only drinks served

60. If a customer asks for a receipt, you should:

- A) Refuse to give one
- B) Provide an itemized receipt or invoice
- C) Tell them to print it later
- D) Ask them to write it themselves

61. Which is an example of eco-friendly tourism practice?

- A) Wasting water
- B) Using reusable bottles and supporting local conservation
- C) Cutting trees for souvenirs
- D) Ignoring local regulations

62. The “reservation number” is:

- A) A code to identify a booking
- B) A telephone number
- C) A room number only
- D) An address

63. Which safety item is mandatory on an airplane?

- A) Pillow
- B) Life jacket and seatbelt instructions
- C) Extra shoes
- D) Food vouchers

64. “Half-board” generally includes:

- A) No meals
- B) Breakfast and one other meal (usually dinner)
- C) All meals included
- D) Only drinks

65. Which verb collocates with “book”?

- A) Book a table / book a room / book a flight
- B) Book a car to drive now without planning
- C) Book a street
- D) Book a weather

66. If a guest requests an invoice, it should include:

- A) Unrelated advertisements
- B) Company name, dates, services, prices, and total amount
- C) Only the date
- D) Personal comments

67. "Tourism" primarily involves:

- A) Agriculture
- B) Activities related to travel for pleasure or business
- C) Only local commuting
- D) Industrial manufacturing

68. A "group leader" is responsible for:

- A) Cooking for everyone
- B) Managing and guiding a tour group
- C) Driving the vehicle only
- D) Running the hotel

69. Which phrase is used to suggest an alternative when something is unavailable?

- A) "There's nothing I can do."
- B) "May I suggest an alternative?"
- C) "Too bad for you."
- D) "Pick someone else."

70. The term "capacity" in hotels refers to:

- A) The weight of luggage allowed
- B) The number of guests the hotel can accommodate
- C) The height of the building
- D) The speed of service

71. If a guest says "I have a complaint," the best response is:

- A) "Go away."
- B) "I'm sorry to hear that — how can I help?"
- C) "It's not my problem."
- D) "Call someone else."

72. A "bed bank" provides:

- A) Loans for beds
- B) Bulk accommodation inventory sold to travel agents/operators
- C) Free beds to guests
- D) Spare mattresses

73. Which is a key phrase in tourism marketing?
- A) “No customers wanted”
 - B) “Special offers available for a limited time”
 - C) “Hidden fees always apply”
 - D) “No service guarantee”
74. What does “tourist attraction” mean?
- A) Something that attracts locals only
 - B) A place or activity that draws visitors (e.g., museum, beach)
 - C) A hotel only
 - D) A ticket counter
75. “Flexible fare” for flights means:
- A) You cannot change booking
 - B) Some ability to change dates or get a refund (often at cost)
 - C) Free upgrades only
 - D) No carry-on luggage allowed
76. Which is an example of cultural tourism?
- A) Skiing only
 - B) Visiting museums, historic sites, and attending local festivals
 - C) Working on a farm for nothing
 - D) Sleeping in trains
77. “Check-out” time is when guests:
- A) Arrive at the hotel
 - B) Must leave the room and settle the bill
 - C) Go to breakfast only
 - D) Make a booking
78. Which phrase describes a budget traveler?
- A) Travels luxuriously always
 - B) Looks for low-cost accommodation and cheap transport options
 - C) Only uses private jets
 - D) Spends excessively
79. What is a “peak tourist”?
- A) A person climbing mountains only
 - B) A visitor during the busiest season
 - C) A tourist with extra luggage
 - D) A guide
80. A “group tour” usually includes:
- A) Only one person traveling alone

- B) Several people traveling together with an itinerary and a guide
- C) No planning at all
- D) Only hotel stays

81. When speaking to a guest on the phone, you should:

- A) Mumble and speak fast
- B) Speak clearly, identify yourself and the hotel, and be polite
- C) Yell loudly
- D) Hang up quickly

82. "Baggage allowance" refers to:

- A) The number of bags you can carry by hand only
- B) The permitted weight or number of bags included in a ticket
- C) The free shopping credit
- D) The seat number

83. Which is a common travel phrase meaning "I would like to reserve"?

- A) "I'd like to cancel."
- B) "I'd like to make a reservation."
- C) "I'm just looking."
- D) "I'll never come."

84. A "travel voucher" is:

- A) Evidence of prepayment you can use for services like hotel or tours
- B) A passport copy
- C) A boarding pass replacement only
- D) A receipt for food

85. For safety, hotels often provide:

- A) Fire exits and evacuation plans
- B) Free fireworks
- C) Gas stoves in rooms
- D) Heavy furniture on balconies

86. Which expression is suitable for offering options?

- A) "You have no choice."
- B) "You can choose between A or B."
- C) "Take this or else."
- D) "Decide later."

87. "Low-season" generally means:

- A) High prices and full occupancy
- B) Lower demand, lower prices, and more availability
- C) No facilities open

D) Better weather only

88. Which is an appropriate reply to “Do you accept credit cards?”

A) “Yes, we accept major credit cards.”

B) “No, never.”

C) “Only cash.”

D) “We accept only bananas.”

89. “Visa” in travel context is:

A) A credit card only

B) An official stamp or document allowing entry into a country

C) A map

D) A type of hotel

90. What is a “package holiday”?

A) A travel plan you pack yourself only

B) A holiday including several elements (flight, hotel, transfers) sold together

C) Only a hotel room

D) Only a flight

91. When giving directions, which is clear?

A) “Go left, then right, then keep walking two minutes.”

B) “Maybe turn around sometimes.”

C) “It’s complicated, good luck.”

D) “I don’t know the way.”

92. A “tourist guidebook” usually contains:

A) Medical records

B) Maps, suggestions, background information, and practical tips for travelers

C) Bank statements

D) Legal contracts

93. Which is the best response if a guest says “The Wi-Fi is not working”?

A) “That’s your problem.”

B) “I’m sorry. I’ll report it to IT and provide alternatives.”

C) “We don’t care about Wi-Fi.”

D) “Turn it off and on yourself.”

94. “Eco-lodge” is:

A) A club for eco-activists only

B) Accommodation that focuses on sustainability and minimal environmental impact

C) A big city hotel chain

D) A type of airplane

95. What does “inclusive” refer to in pricing?

- A) Nothing included
- B) Items or services included in the total price (e.g., tax, meals)
- C) Only taxes included
- D) Always extra charges

96. If a customer asks for “early check-in,” they request to:

- A) Leave later
- B) Access the room earlier than standard check-in time
- C) Arrive and sleep in reception
- D) Check out early

97. Which is a good phrase to close an email to a guest?

- A) “See ya.”
- B) “Kind regards / Best regards”
- C) “Sincerely, the boss only”
- D) “Bye forever.”

98. “Duty-free” shopping is found:

- A) Inside duty offices only
- B) At airports where goods are sold without local taxes for international travelers
- C) Only in supermarkets
- D) On board the aircraft only

99. Which is an appropriate way to upsell a hotel guest?

- A) Force them to take a suite
- B) Suggest a room with a better view and explain benefits politely
- C) Charge without informing
- D) Ignore their needs

100. “Car hire” means:

- A) Buying a car permanently
- B) Renting a car for temporary use
- C) An emergency vehicle only
- D) Free public cars

101. Which word completes the sentence: “Please _____ your luggage at the left of the conveyor belt.”

- A) put
- B) puts
- C) putting
- D) putted

102. A “walking tour” is:

- A) A tour by bicycle
- B) A guided tour done on foot to see local sights
- C) A virtual tour only
- D) A train trip

103. Which is a common check-in requirement at hotels?

- A) A completed visa application
- B) Photo ID and method of payment or guarantee
- C) A university degree
- D) A previous guest’s name

104. “Complimentary” means:

- A) Paid for extra
- B) Free of charge
- C) Rude
- D) Dangerous

105. Which verb collocates with “confirm”?

- A) Confirm a reservation / confirm a booking / confirm details
- B) Confirm a window
- C) Confirm a tablecloth
- D) Confirm a shoe size

106. Which of the following is a travel safety tip?

- A) Leave valuables visible in public
- B) Keep copies of important documents and avoid unsafe areas at night
- C) Ignore local laws
- D) Always accept drinks from strangers

107. “Arrival time” on a ticket indicates:

- A) When you left home
- B) When the transport is scheduled to arrive at the destination
- C) When to buy food
- D) When the hotel opens

108. Which phrase means to ask for more information politely?

- A) “Tell me everything or else.”
- B) “Could you please provide more details?”
- C) “Shut up.”
- D) “No comment.”

109. A “family room” usually:

- A) Is for single business travelers only

- B) Can accommodate parents and children in one room or connected rooms
- C) Is always a suite with kitchen only
- D) Is a room with no beds

110. "Low-cost carrier" refers to:

- A) A luxury airline
- B) An airline offering lower fares with fewer inclusive services
- C) A ferry only
- D) A cargo company

111. If a customer wants to extend their stay, you should:

- A) Say it's impossible without checking
- B) Check availability and rates, then confirm the extension if possible
- C) Tell them to leave immediately
- D) Charge double without telling

112. Which is a correct response when someone thanks you?

- A) "No problem / You're welcome / My pleasure."
- B) "Why did you thank me?"
- C) "I didn't do anything."
- D) "Too bad."

113. "Tourist visa" allows:

- A) Permanent residence only
- B) Short-term stay for tourism purposes in a foreign country
- C) Work permanently
- D) No entry

114. A "red-eye flight" is:

- A) A flight that departs in the afternoon
- B) An overnight flight arriving the next day (often late at night)
- C) A daytime sightseeing flight
- D) A flight to the Red Sea only

115. Which word completes: "We _____ a complimentary breakfast for all guests."

- A) offer
- B) offers
- C) offering
- D) offered

116. "Guest feedback" is used to:

- A) Ignore customer opinions
- B) Improve services and address issues reported by guests

- C) Publicly shame guests
- D) Charge more

117. Which phrase is suitable when giving directions to the hotel?

- A) "Go straight on, take the second left, and the hotel is on your right."
- B) "Maybe go somewhere."
- C) "You won't find it."
- D) "Just drive until you see it."

118. "Cancellation fee" means:

- A) A free bonus on cancellation
- B) A charge applied if a booking is cancelled under the policy conditions
- C) A refund always given
- D) A payment for extra nights

119. When describing transportation times, you would use:

- A) "It takes approximately 30 minutes."
- B) "It takes an eternity."
- C) "It's immediate."
- D) "No one knows."

120. Which is the role of housekeeping?

- A) Answering phones only
- B) Cleaning rooms, replenishing amenities, and ensuring room readiness
- C) Driving guests to attractions
- D) Managing finances

121. "Sightseeing cruise" usually offers:

- A) Only airport transfers
- B) A boat trip focusing on viewing landmarks or scenery
- C) Only sleeping facilities
- D) Car rental services

122. Which is a polite response to a customer making a request you cannot fulfill?

- A) "No."
- B) "I'm sorry, we can't do that, but here is an alternative."
- C) "Too bad, deal with it."
- D) "Figure it out yourself."

123. What is "transfer" in travel terms?

- A) Moving money only
- B) Transport from one point to another (e.g., airport to hotel)
- C) Changing jobs
- D) Exchanging currency

124. "Room service" typically means:

- A) Guests cook in their rooms
- B) Food and beverages delivered to the guest's room
- C) Free laundry service
- D) Concierge bookings

125. Which phrase indicates the hotel is full?

- A) "Available rooms"
- B) "Fully booked / No vacancies"
- C) "Open for booking"
- D) "Rooms ready"

126. Which is common in tour planning?

- A) Ignoring customer preferences
- B) Creating a schedule with timings, meals, transport, and attractions
- C) Not checking opening times
- D) Avoiding maps

127. "Travel advisory" provides:

- A) Entertainment only
- B) Official information about safety, health, or entry requirements for travelers
- C) Only hotel promotions
- D) Store opening hours

128. Which word fits: "We recommend you ____ travel insurance."

- A) take out
- B) make out
- C) put on
- D) break

129. A "shared bathroom" means:

- A) Bathroom used by more than one room or guests
- B) Private en-suite only
- C) Bathroom in a different city
- D) No bathroom at all

130. Which is a function of reception during emergencies?

- A) Hide from guests
- B) Contact authorities, inform guests, and follow emergency procedures
- C) Close the hotel indefinitely
- D) Lock guests in rooms

131. “Room occupancy” refers to:

- A) How warm the room is
- B) The number of people staying in a room
- C) The presence of pets only
- D) The size of beds

132. Which is a benefit of online check-in?

- A) It always costs extra
- B) Faster boarding and less time at the airport desk
- C) You must arrive earlier
- D) No seat selection allowed

133. “Minimum stay” policy means:

- A) Guests must stay at least a certain number of nights (often during peak times)
- B) Guests can stay zero nights
- C) Guests must stay forever
- D) Guests can never extend

134. Which is likely included in a hotel’s “terms and conditions”?

- A) Policies on cancellation, payment, check-in/out, and guest responsibilities
- B) Movie reviews only
- C) Weather forecasts
- D) Local gossip

135. A “welcome pack” might include:

- A) Local maps, tickets, discount vouchers, and basic information for guests
- B) Only a bill
- C) Storage boxes
- D) Construction tools

136. Which is an example of sustainable tourism?

- A) Overusing resources in fragile areas
- B) Supporting local businesses and minimizing environmental impact
- C) Leaving litter at sites
- D) Damaging cultural heritage

137. “Group rate” usually offers:

- A) Higher prices per person
- B) Discounted pricing for groups compared to individual bookings
- C) No price change
- D) Free rooms always

138. Which phrase is appropriate when the hotel cannot meet a request immediately?

- A) "We can't do it at all."
- B) "We will do our best and let you know as soon as possible."
- C) "Too late."
- D) "Not my job."

139. What does "board basis" refer to?

- A) Types of meals included with accommodation (room-only, B&B, half-board, full-board)
- B) Board games in the lobby
- C) The hotel's floorboard type
- D) The staff roster

140. Which is important when giving local recommendations?

- A) Recommending only your favourite place regardless of the guest's taste
- B) Considering the guest's interests, budget, and time available
- C) Only promoting expensive options
- D) Giving no details

141. A "smoking room" is for guests who:

- A) Prefer non-smoking only
- B) Smoke; many hotels now offer non-smoking rooms instead
- C) Are allergic to smoke
- D) Bring pets

142. Which is an advantage of booking early?

- A) No benefit at all
- B) Better availability, lower prices, and more choices
- C) Higher risk of cancellation fees only
- D) Forced upgrades only

143. "Local currency" means:

- A) Currency used only in online stores
- B) The money used in the destination country
- C) A universal travel card only
- D) Airline miles

144. Which is appropriate when handling lost property?

- A) Ignore it
- B) Record details, store safely, and follow hotel lost-and-found procedures
- C) Keep it for personal use
- D) Throw it away

145. “No-frills” accommodation means:

- A) Luxury services included
- B) Basic accommodation with minimal extras to keep costs low
- C) Includes all meals and tours
- D) Fancy extras included

146. Which phrase asks for arrival time?

- A) “When will you check in?”
- B) “Why are you late?”
- C) “Who are you?”
- D) “Where’s the bathroom?”

147. “Visa on arrival” means:

- A) You apply online before travel only
- B) You obtain the visa when you enter the country at the border or airport
- C) No visa required anywhere
- D) Visa available only in embassies

148. Which is a correct marketing phrase for a hotel promotion?

- A) “Limited time offer — book now and save 20%.”
- B) “No discounts ever.”
- C) “Only guests we like may book.”
- D) “Prices will always rise.”

149. “Customer loyalty program” aims to:

- A) Punish repeat customers
- B) Reward repeat customers with points, discounts, or perks
- C) Exclude regular guests
- D) Increase cancellation rates

150. Which is an example of an accessible facility?

- A) A building with many steps only
- B) Ramps, lifts, and adapted rooms for guests with reduced mobility
- C) Narrow doors only
- D) High counters only

151. What is the best reply when confirming the guest’s name?

- A) “What’s your name again?” (rude tone)
- B) “Could I have your full name, please?”
- C) “Name?” (abrupt)
- D) “You don’t have a name?”

152. Which is typically included in a hotel invoice?

- A) Personal diary entries
- B) Dates of stay, room rate, taxes, and additional charges
- C) Weather data only
- D) Other guests' details

153. "No pets allowed" policy means:

- A) Pets are welcome everywhere
- B) The property does not accept animals unless otherwise specified
- C) Only small pets allowed always
- D) Pets must stay in the pool

154. Which phrase is useful when offering to check availability?

- A) "I'll check and get back to you."
- B) "Don't ask."
- C) "We have infinite rooms."
- D) "Not interested."

155. A "surcharge" is:

- A) A discount applied to the bill
- B) An extra fee added to the base price (e.g., for holidays, services)
- C) A refund only
- D) A complimentary item

156. Which is appropriate when apologizing for a delay?

- A) "Sorry for the inconvenience; we are working on it."
- B) "Too bad, deal with it."
- C) "It's normal, stop complaining."
- D) "I can't be bothered."

157. "Tourism revenue" refers to:

- A) Money generated by tourism activities (accommodation, attractions, transport)
- B) Only government taxes
- C) Only souvenirs sales
- D) Free services

158. Which is a typical phrase to offer help at the front desk?

- A) "Can I help you with your luggage?"
- B) "You must do it yourself."
- C) "I'm not available."
- D) "Wait outside."

159. What does "inclusive tour" mean?

- A) Tour excluding all meals and transport

- B) Tour including accommodation, some meals, transport, and excursions as specified
- C) Tour only for locals
- D) Tour with no plan

160. If a guest requests an early breakfast, staff should:

- A) Refuse automatically
- B) Arrange a packed breakfast or early serving if possible
- C) Tell them to skip it
- D) Demand extra payment only

161. Which word completes: "Could you _____ the booking under the name Smith?"

- A) make
- B) card
- C) train
- D) lunch

162. "Walk-in" guest means:

- A) A guest who booked months ago only
- B) A guest who arrives without a prior reservation and requests a room
- C) A guest who walks around the city
- D) A guest checking in online

163. Which is an advantage of group tours?

- A) No social interaction
- B) Shared costs, organized itinerary, and guidance from a leader or guide
- C) Only expensive options exist
- D) No planning required at all

164. "Check availability" means to:

- A) See if rooms or services are free for requested dates
- B) Check the weather only
- C) Confirm a cancellation only
- D) Make a final payment only

165. Which is a characteristic of boutique hotels?

- A) Large chains only
- B) Small, stylish hotels with personalized service and unique design
- C) No internet access
- D) Only one standard design worldwide

166. A "stopover" is:

- A) The final destination only

- B) A break in a long journey where passengers stay for a short time before continuing
- C) A cancelled route
- D) A ticket type

167. Which phrase is correct: "Please _____ the registration form."

- A) complete
- B) completes
- C) completed
- D) completing

168. What does "room allocation" mean?

- A) Giving rooms to guests based on availability and requests
- B) Selling rooms to companies only
- C) Cleaning schedules only
- D) Cooking meals for rooms

169. The "front desk" is where:

- A) Food is prepared
- B) Guests check in and ask for information and services
- C) The swimming pool is located
- D) Laundry is done

170. Which is an example of a leisure activity for tourists?

- A) Attending a conference only
- B) Visiting a beach, museum, or local market for enjoyment
- C) Working in an office
- D) Doing taxes

171. If a guest requests an iron and ironing board, staff should:

- A) Refuse and say it's the guest's problem
- B) Deliver it to the room promptly or inform housekeeping
- C) Ask the guest to buy one
- D) Give them a hairdryer instead

172. "Ferry" is a type of:

- A) Train
- B) Boat used to transport people and vehicles across water
- C) Airplane
- D) Bus

173. Which is correct for describing weather-friendly recommendations?

- A) "Wear sunscreen and bring a hat for sunny days."
- B) "Don't worry about weather."

- C) “Only wear heavy coats always.”
- D) “Ignore the forecast.”

174. A “shared shuttle” service usually:

- A) Only carries luggage
- B) Transports multiple passengers on the same route, often cheaper than private transfers
- C) Is only for staff
- D) Is free for everyone

175. Which item is part of a hotel’s safety procedures?

- A) No emergency exits
- B) Fire alarm, emergency plan, and staff training
- C) Leaving doors unlocked at night
- D) Blocking staircases

176. “Hotel occupancy rate” measures:

- A) The number of rooms sold as a percentage of total rooms available
- B) Only the number of staff working
- C) The weight of guests
- D) Food served only

177. If a guest asks for a receipt in a foreign language, you should:

- A) Refuse immediately
- B) Provide a translated invoice if possible or explain charges clearly
- C) Charge double
- D) Ignore the request

178. “Rail pass” is useful for:

- A) Unlimited bus travel only
- B) Multiple train journeys within a region or country for a fixed price (depending on pass)
- C) Airline boarding only
- D) Hotel discounts only

179. Which is appropriate when offering an apology and solution?

- A) “Sorry. Here is a complementary room upgrade or refund.”
- B) “Sorry. Nothing we can do.”
- C) “Not our fault.”
- D) “Deal with it yourself.”

180. A “tour brochure” should be:

- A) Full of irrelevant text only
- B) Clear, attractive, and include key information (price, itinerary, inclusions)

- C) Blank pages only
- D) Only legal terms

181. Which is a typical inclusion in business travel arrangements?

- A) Only leisure activities
- B) Flights, hotel, transfers, and meeting facilities as needed
- C) Only a beach pass
- D) No structure at all

182. "Allotment" in travel means:

- A) A fixed number of rooms or seats reserved for an agent or operator to sell
- B) Free rooms for anyone
- C) A list of tourists only
- D) The hotel menu

183. Which is a reason to recommend travel insurance?

- A) It guarantees free upgrades always
- B) It provides protection against cancellations, medical emergencies, and lost baggage
- C) It gives you free tours always
- D) It removes passport requirements

184. What is "bed tax"?

- A) A tax on furniture only
- B) A local tourism tax charged per night by some cities/hotels
- C) The price of breakfast only
- D) A fee for extra beds only

185. "Group leader" responsibilities include:

- A) Leading tours, keeping everyone informed, and handling group logistics
- B) Cleaning rooms only
- C) Serving food only
- D) Flying the plane

186. Which is a sign of good customer service?

- A) Ignoring customers
- B) Prompt, friendly, and solution-focused responses to guest needs
- C) Long delays and no communication
- D) Refusing to apologize

187. "Low-visibility" transport conditions mean:

- A) There is no driver
- B) Reduced visibility due to fog, rain, or snow that can affect travel schedules
- C) High speeds only

D) Lights are always off

188. Which is proper when arranging a special request for a VIP guest?

- A) Notify relevant departments and ensure discreet, professional service
- B) Publicly announce everything
- C) Ignore the request
- D) Charge double secretly

189. A “tourist information leaflet” should be:

- A) Confusing and long
- B) Concise, informative, and include maps and contact details
- C) Only pictures with no text
- D) Outdated and wrong

190. “Peak load” in tourism refers to:

- A) Times of extremely low demand
- B) Periods when demand is highest, requiring more staff/resources
- C) Only winter months always
- D) No staff needed

191. Which is correct grammar: “She _____ to the front desk yesterday.”

- A) go
- B) went
- C) gone
- D) goes

192. Which is a primary consideration when suggesting transport for a guest with mobility issues?

- A) Cheapest option only
- B) Accessibility, safety, and comfort of the transport
- C) Longest route possible
- D) No consideration

193. “Inbound tourism” refers to:

- A) Residents traveling within their own country only
- B) Tourists arriving into a country from abroad
- C) Only domestic business travel
- D) Exports of goods

194. Which is a common complaint in tourism that staff should handle professionally?

- A) Room cleanliness, noise, or incorrect billing
- B) The guest’s personal life
- C) Weather control requests

D) Changing the past

195. "Room allocation" is best decided by:

- A) Random selection only
- B) Availability, guest preferences, loyalty status, and special requests
- C) Only the first guest that arrives
- D) Coin toss

196. Which is a service often provided at airports for premium passengers?

- A) Standard check-in only
- B) Fast-track security, lounge access, and priority boarding
- C) Longer security queues
- D) No baggage allowance

197. "Voucher expiry" means:

- A) The voucher is always valid
- B) The date after which the voucher cannot be used
- C) The voucher increases in value after the date
- D) The voucher becomes a ticket

198. Which is a sign that a tourist attraction is sustainable?

- A) No signage and no visitor management
- B) Measures to protect the environment, limit visitor numbers, and engage the local community
- C) Overcrowding and littering allowed
- D) Only commercial development

199. Which sentence is polite when handling a billing error?

- A) "We made a mistake; let me correct that and provide an updated invoice."
- B) "It's not my fault."
- C) "Pay it or leave."
- D) "We never make mistakes."

200. What is the best way to follow up after resolving a guest complaint?

- A) Do nothing further
- B) Check the guest is satisfied, offer apologies or compensation if appropriate, and record the incident for improvement
- C) Publicly post the complaint details
- D) Charge an extra fee

Тексти для самостійного читання

Hospitality industry

Hospitality industry is one of the most important sectors of the modern economy. It includes hotels, restaurants, resorts, cruise ships, and travel services. The main goal of the hospitality industry is to provide comfort and satisfaction to guests. People working in this field must be friendly, polite, and professional. Customer service plays a key role in hospitality.

Guests expect high-quality service and attention to their needs. The hospitality industry creates millions of jobs worldwide. It offers many career opportunities for young people. Employees can work as receptionists, managers, waiters, or chefs. Training and education are very important in this industry. Workers must know foreign languages, especially English. Communication skills help employees deal with guests effectively. Cultural awareness is also essential. Hospitality workers often meet people from different countries. They must respect traditions and customs. Technology is widely used in hospitality today.

Online booking systems make reservations easier. Many hotels use digital check-in and check-out. Sustainability has become an important trend. Hotels try to save energy and reduce waste. Eco-friendly practices attract modern travelers. Safety and hygiene are top priorities. Guests want to feel safe and comfortable. Good management helps improve service quality. Feedback from guests is very valuable. It helps businesses grow and improve. Hospitality industry is closely connected with tourism. Tourists need accommodation and services. That is why hospitality continues to develop rapidly.

Tasks:

1. Define the hospitality industry.
2. Name three professions in the hospitality industry.
3. Why is knowledge of languages important for employees?

4. Find examples of current trends in the text.
5. Explain the importance of customer service.

Eating out

Eating out is very popular in modern society. People eat out for pleasure, convenience, or socializing. Restaurants offer a wide variety of food and drinks. There are fast-food restaurants and fine dining places. Fast food is quick and affordable. Fine dining provides a high level of service. Menus usually include starters, main courses, and desserts. Many restaurants also offer vegetarian and vegan options.

Eating out is often connected with celebrations. People go to restaurants on birthdays or anniversaries. Waiters play an important role in customer satisfaction. They take orders and serve food. Good service improves the dining experience. Cleanliness is very important in restaurants. Customers expect fresh and tasty food.

Prices vary depending on the restaurant type. Some restaurants require reservations. Popular places can be fully booked. Atmosphere influences customer choice. Music and interior design matter. Restaurants reflect national cuisines. People enjoy trying foreign dishes. Eating out helps people relax. It saves time on cooking. Online reviews influence customer decisions. Many people check ratings before visiting a restaurant. Technology is used for ordering food. Online delivery services are popular. Eating out remains an important part of lifestyle.

Tasks:

1. Why do people like to eat out?
2. Compare fast food and fine dining.
3. What role do waiters play?
4. Name the factors that influence the choice of a restaurant.
5. Find examples of modern technologies in the text.

Catering

Catering is a service that provides food and drinks for events. It is popular for weddings, conferences, and parties. Catering companies prepare meals in advance. Food can be delivered to different locations. There are indoor and outdoor catering services. Menus are often customized for clients. Clients choose dishes according to their preferences. Dietary requirements are considered. Catering staff includes chefs and servers. Professional appearance is important. Food presentation matters a lot.

Catering services save time for organizers. They reduce stress during events. Good planning is essential in catering. Timing must be precise. Large events require teamwork. Equipment such as tables and dishes is provided. Beverage service is also included. Hygiene standards must be followed strictly. Food safety is a priority. Catering companies must follow regulations. Customer satisfaction determines success. Positive feedback helps attract new clients. Competition in catering is high. Creativity helps companies stand out. Modern catering includes themed events. Eco-friendly catering is becoming popular. Catering continues to grow worldwide.

Tasks:

1. What is catering?
2. For what events is catering used?
3. Why is planning important?
4. List the responsibilities of the staff.
5. What current trends are mentioned in the text?

Hotel and Restaurant Issues

Hotels and restaurants face many challenges today. Customer expectations are constantly growing. Competition in the industry is very strong. Service quality must be high. Staff training is a common issue.

High staff turnover causes problems. Finding skilled employees is difficult. Customer complaints must be handled professionally. Cleanliness issues can damage reputation. Online reviews influence business success. Negative feedback spreads quickly. Price management is also challenging. Costs for food and energy are rising.

Technology requires constant updates. Booking systems must be reliable. Data security is very important. Health and safety regulations must be followed. Food safety inspections are strict. Hotels must ensure guest security. Sustainability issues are becoming important. Businesses try to reduce waste. Energy efficiency saves money. Cultural misunderstandings can cause conflicts. Language barriers affect communication. Good management helps solve problems. Clear policies improve service. Customer loyalty is hard to maintain. Special offers attract guests. Solving issues improves business reputation.

Tasks:

1. What are the main problems faced by hotels and restaurants?
2. Why are online reviews important?
3. Name the problems related to staff.
4. How does technology affect business?
5. What solutions help improve work?

Transport

Transport plays a vital role in tourism and hospitality. People use transport to travel between destinations. There are different types of transport. Air transport is the fastest. Trains are comfortable and affordable. Buses are popular for short distances. Cars provide flexibility. Water transport is used for cruises.

Airports are important transport hubs. Passengers expect safety and comfort. Punctuality is very important. Delays cause dissatisfaction.

Transport services must be reliable. Technology improves transport systems. Online ticket booking is common. Navigation apps help travelers. Public transport reduces traffic. Eco-friendly transport is encouraged. Electric vehicles are becoming popular.

Transport affects travel costs. Comfortable transport improves travel experience. Luggage handling is important. Clear signs help passengers. Customer service matters in transport. Staff must assist passengers. Accessibility is also important. Transport connects countries and cultures. Tourism depends on good transport systems. Transport continues to develop rapidly.

Tasks:

1. What role does transport play in tourism?
2. Name the types of transport.
3. Why is punctuality important?
4. What modern technologies are used?
5. How does transport affect the comfort of tourists?

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