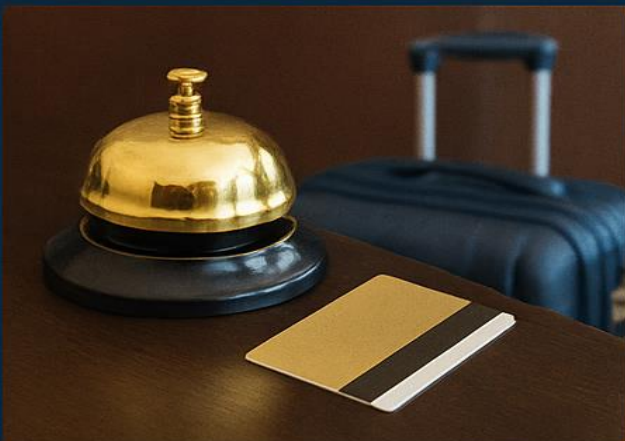


ENGLISH FOR HOTEL-RESTAURANT BUSINESS

Professional English for Hospitality Industry



**PRIVATE HIGHER EDUCATIONAL ESTABLISHMENT
«DNIPRO UNIVERSITY OF THE HUMANITIES»**

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**ENGLISH FOR HOTEL-RESTAURANT
BUSINESS**

Professional English for Hospitality Industry

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Навчальний посібник складається з двох частин, які мають на меті розвиток іншомовної комунікативної компетентності у здобувачів освіти – майбутніх спеціалістів, засвоєння професійної лексики, а також удосконалення навичок перекладу й розуміння актуальних оригінальних текстів професійного спрямування.

Кожен тематичний розділ містить вправи, які сприяють ефективному засвоєнню професійно орієнтованої англійської мови та формуванню навичок самостійної роботи здобувачами освіти.

Призначений для здобувачів освіти 1-4 курсів денної та заочної форми навчання з галузі знань J «Транспорт та послуги», спеціальність J3 «Готельно-ресторанна справа та кейтеринг».

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INTRODUCTION

In the period of Ukraine's integration into the European and global community, a good command of a foreign language facilitates the expansion of business relations and contacts, provides an opportunity to study and effectively use foreign experience, use modern information technologies, participate in international conferences, seminars and congresses, undergo internships in foreign countries to improve professional training, conduct written exchange of business information, etc.

The teaching materials are aimed at in-depth mastery of the basic vocabulary of economic topics in accordance with the requirements of the work and study programme and are intended for students studying international hotel-restaurant business, etc. Conceptually, the course is aimed at developing analytical and creative thinking, which contributes to the improvement of language competence and allows for better learning of the English language material related to the hospitality industry. In addition, it promotes in-depth study of the English language for professional proficiency, forming systems of theoretical knowledge, skills and practical abilities in the field of hotel-restaurant business, forms, methods and mechanisms for implementing hospitality relations.

The structure of the textbook includes a collection of economic texts, which are authentic materials from American and English specialised publications in the field of hotel and restaurant business. In addition, the textbook consists of basic terms, tasks and exercises that develop intensive reading skills, aimed at familiarising students with the subject matter, industry correlation and main information nodes of the text and provide the ability to briefly describe the text in terms of the problem posed on the basis of the information obtained and develops students' general and professionally oriented communicative language competences (linguistic, sociolinguistic and pragmatic) to ensure effective communication in everyday life.

The textbook consists of two parts, which are focused on the development of students – future specialists – to develop their foreign language communicative competence, master the vocabulary of their speciality, as well as to develop their translation skills and understanding of modern original texts on professional topics.

Each thematic section contains exercises that will help students to master professionally oriented English and develop their independent work skills.

It is intended for students of the bachelor's degree in the field of knowledge «Transport and Services», speciality «Hotel and Restaurant Business and Catering».

PART 1

UNIT 1

HOSPITALITY INDUSTRY

Task 1. Read and memorize the following words and word-combinations:

1. hospitality industry – індустрія гостинності; готельний бізнес
2. catering – громадське харчування
3. distinct – відмінний, окремий, особливий
4. inns and taverns – заїжджі двори і таверни
5. space – місце, простір
6. share a room with somebody – ділити з кимось кімнату (номер)
7. on the premises – на території чого-небудь
8. facilities for recreation – зручності для відпочинку та розваги
9. means of transportation – транспортні засоби
10. accommodate – розміщувати (гостей у готелі)
11. flimsy – неміцний, крихкий
12. inexpensive – недорогий, дешевий
13. tourist court – туристичний двір; котедж із паркуванням
14. clientele [, kl1:a:n'tel] – постійні відвідувачі; клієнтура; постійні покупці;
15. essentially – по суті, головним чином
16. transient – тимчасовий (про мешканця у готелі)
17. resort – курорт
18. categorize – розподіляти за категоріями
19. category – категорія, якість обслуговування
20. luxury hotel – готелі вищої категорії, люкс
21. between extremes – між крайнощами
22. establishment – установа, заклад відомство
23. a wide range of services – широкий спектр послуг
24. comfort – комфорт, зручності
25. rating – рейтинг, оцінка
26. features – особливість, риса, характеристика
27. entirely – повністю, абсолютно
28. furnishings – обстановка, меблювання, обладнання
29. labour-intensive – трудомісткий, що створює велику кількість робочих місць
30. perform – виконувати, надавати (послуги)
31. hire – наймати, брати на роботу
32. ratio – пропорція, співвідношення
33. obviously – очевидно, явно
34. restrict – обмежувати, тримати в певних межах
35. maintain high standards of performance – підтримувати високий рівень обслуговування (роботи)
36. equipment – обладнання

Task 2. Read and translate the text.

HOSPITALITY INDUSTRY

Hospitality industry is a current term to refer to a wide range of businesses, dedicated to the service of people away from home. The industry is concerned with their *accommodation* (provision of places to stay), provision of *fare* (food at table), *transportation* (travelling and tours), and *recreation* (relaxation and entertainment).

The institutions which provide these services have undergone long evolution from the Roman and Greek *taverns* to the modern **restaurants** (the term was coined by the Parisian cook Boulanger who called his famous soups "restoratives"), from the Medieval inns to the modern *five-star palace hotels*, from the Persian *khans* (combination of stables for camels and sleeping places for people) to modern *motels* (hotels which provide accommodations for motorists).

Service at these establishments has also undergone changes from *discriminatory feeding* (different meals served to the guests of different rank), the *table d'hote* ("table of the host" at which the guests had to eat with the landlord and his family at a nominal cost) to the *ordinaries* (eating places that served a fixed menu at a fixed price). The nineteenth century established a custom of **eating out** (having a good meal at a restaurant as a treat) and created concepts such as *a la carte* (dishes cooked to order and priced individually), *catering* (arranging food and drink functions for big groups of people at a restaurant), *institutional food service* (serving members of particular societal institutions, such as schools, offices, industrial enterprises, etc.).

Advanced technology of the twentieth century has brought great changes in hospitality industry. People expect a wide range of accommodations and rates: *B&B (bed and breakfast)* (a rate that combines a night's accommodation with a breakfast the following day), *American plan* (a rate that includes three meals a day), and *European plan* (an accommodation-only rate that includes no meal). People also expect a wide range of dining choices from *full-service restaurants* (restaurants that cook to order more than a dozen main-course items) to *cafeterias* (self-service restaurants where food is displayed on a counter and the guests can pick what they like). The institutional food service establishments of this type are usually called *canteens*. The fast-paced century created *fast food industry* (quick-service restaurants that offer limited menus) and a great variety of tourist and **leisure facilities**, both *commercial* (which compete for their customers in the open market) and *non-commercial* (financed from the state budget).

The word hospitality comes from "hospice", an old French word meaning "to provide care and shelter". The first institutions of this kind, taverns, had existed long before the word was coined. In Ancient Rome they were located on the main roads, to provide food and fresh horses and overnight **accommodation** for officials and couriers of the government with special documents. The contemporaries proclaimed these inns to be "fit for a king". That is why such documents became a symbol of status and were subject to thefts and forgeries.

Some wealthy landowners built their own taverns on the edges of their estates. Nearer the cities, inns and taverns were run by freemen or by retired gladiators who would invest their savings in this business in the same way that many of today's

retired athletes open restaurants. Inn-keepers, as a whole, were hardly the Conrad Hiltons of their day. Inns for common folk were regarded as dens of vice and often served as houses of pleasure. The owners were required to report any customers who planned crimes in their taverns. The penalty for not doing so was death. The death penalty could be imposed merely for watering the beer!

After the fall of the Roman Empire, public hospitality for the **ordinary travelers** became the province of religious orders. In these days, the main purpose of travelling was pilgrimage to the holy places. The pilgrims preferred to stay in the inns located close to religious sites or even on the premises of the monasteries. Monks raised their own provisions on their own grounds, kitchens were cleaner and better organized than in private households. So the food was often of a quality superior to that found elsewhere on the road.

As travel increased during the Middle Ages, so did the number of wayside inns. In England, the stagecoach became the favored method of transportation. A **journey** from London to a city like Bath took three days, with several stopovers at inns or taverns that were also called "post houses". **Guests** often slept on mattresses put in what would be called the lobby, ate what they had brought with them or what they could purchase from the house. The fare was usually bread, meat, and beer, varied occasionally with fish. Frequently, the main dish served was a long-cooked, highly seasoned meat-and-vegetable stew. But the diners who were frequenters were not choosy, neither did they often question what they were eating.

Modern concept of **hospitality** began to develop in the nineteenth century, which saw more innovations in hospitality than in all previous history. The famed Cesar Ritz, whose name has entered the vocabulary as a synonym for luxury, made restaurant dining at London's Savoy almost a must for the aristocracy of both sexes. He revolutionized hotel restaurants by offering a list (*carte* in French) of suggestions available from the kitchen. This was the beginning of the **a la carte menu**. The Americans used their special brand of ingenuity to create something for everyone. In 1848, a hierarchy of eateries existed in New York City. At the bottom was Sweeney's "sixpenny eating house" on Ann Street, whose owner, Daniel Sweeney, achieved questionable fame as the father of the greasy spoon. Sweeney's less-than-appetizing fare was literally thrown down to his hungry customers, who cared little for the social amenities of dining. At the top of the list was the famous Del-monico's. This restaurant was known as the most expensive in the country.

In the nineteenth century, better methods of preserving food through canning and vacuum packing made out-of-season culinary delights **commonplace**. There was also an enormous growth in mass feeding. In schools, until the nineteenth century, no one had ever considered lunches for schoolchildren, because there were so few children who went to school. Canteens for schoolchildren started in France in 1849. The cafeteria concept originated in the California Gold Rush, when prospectors, eager to return to their claims, preferred to stand in line to be served from big communal bowls and pots rather than wait their turn at table.

The twentieth century brought fast food industry. In 1921, Walter Anderson and Billy Ingram began the White Castle hamburger chains. These eye-catching restaurants were nothing more than a griddle and a few chairs, but people came in

droves to these eye-catching restaurants, and within ten years the White Castle had expanded to 115 units. Mar-riott's Hot Shoppe drive-in roadside restaurant opened in 1927, and the word "a carhopper" was coined because as an order taker approached a car, he or she would hop onto its running board. The first motel was opened in San Luis Obispo, not far from Los Angeles, in 1925.

After the stock market crash of 1929 and the Depression, America rebounded with the elegance and deluxe dining of the 1930. By the end of the decade, every city had a deluxe supper club or a night club. The first elegant American restaurant that was not French in style was the Four Seasons. It offered **seasonal menus** (summer, autumn, winter, spring). Its developer understood why people go to restaurants — to be together and to connect with one another. Modern restaurant exists to create pleasure, and how well it meets this expectation is a measure of its success. The exclusive restaurant of yesterday may be still exclusive restaurant of today, but the less affluent people can choose from great many cheap eating places. Nowadays people have freedom of choice, and they expect to have affordable accommodation, food, and **entertainment** — things of which hospitality industry is made.

Task 3. Answer the following questions:

1. What is the origin of the word “hospitality”?
2. What were the first hospitality institutions?
3. Where were the first taverns built?
4. What did the taverns provide?
5. Who built taverns?
6. What were inns for common folk regarded as?
7. What penalties are mentioned in the text?

Task 4. Complete the sentences with the information from the text.

1. ... industry concerns a wide ... of businesses.
2. The ... which provide these ... have undergone long evolution.
3. Motels are ... which provide ... for motorists.
4. ... is different meals served to the guests of different rank.
5. The main purpose of travelling was ... to the ... places.
6. The pilgrims preferred to stay in the ... located close to...
7. Monks raised their own ... on their own
8. The kitchens were better organized than in
9. The number of increased during the Middle Ages.
10. The ... became the favoured method of transportation.
11. The first motel was opened in....
12. Nowadays people expect to have...
13. Modern restaurant exists to
14. The first American restaurant was...
15. The word “carhopper” was coined because...

Task 5. Make up a plan of the text “ HOSPITALITY INDUSTRY” in writing.

Task 6. Reduce the text “HOSPITALITY INDUSTRY” to 150 words in writing, saving the main ideas of it.

Task 7. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 8. Match each word in section A with its translation in section B:

section A	section B
resort	готелі вищої категорії, люкс
tourist court	заїжджі двори і таверни
facilities for recreation	громадське харчування
inns and taverns	широкий спектр послуг
catering	зручності для відпочинку та розваги
a wide range of services	туристичний двір; котедж із паркуванням
luxury hotel	курорт

Task 9. Match each term in column A with its definition in column B.

A	B
1. hotel	a. is a broad term for a group of fields within the service industry. It includes businesses and places that provide food, lodging, entertainment, and customer service.
2. cafeterias	b. is a temporary home for people who are travelling.
3. motels	c. self-service restaurants where food is displayed on a counter and the guests can pick what they like.
4. a la carte	d. cook to order more than a dozen main-course items.
5. full-service restaurants	e. dishes cooked to order and priced individually.
6. hospitality industry	f. hotels which provide accommodations for motorists.

Task 10. Speak about the duties of the hospitality industry.

1. What is hospitality industry discussed?
2. What are the duties of hospitality industry?
3. What does the hospitality industry do?
4. What is the main function of the hospitality industry?

5. What are the tasks for hospitality and tourism?
6. Why is it important in the hospitality industry to always provide high-quality customer service?
7. Why is the hospitality industry important?

Task 11. Prepare the presentation: ETIQUETTES OF HOSPITALITY CREWS

Task 12. Imagine that you are a journalist. You need to write an article for «HOSPITALITY INDUSTRY IN OUR TIME».

Task 13. Write an essay about DEVELOPING HOSPITALITY INDUSTRY.

Task 14. Translate into English.

1. Індустрія гостинності організовує проживання туристів, харчування, транспорт і розваги.
2. Інститути, що надають ці послуги, зазнали тривалої еволюції.
3. Основною метою подорожей було паломництво до святих місць.
4. Подорож із Лондона до Бата займала три дні.
5. Завсідники були не вибагливі.
6. Кількість трактирів у середньовіччі зросла.
7. У XIX столітті почала розвиватися сучасна концепція гостинності.
8. Ім'я Сезара Ріца стало символом розкоші.
9. У Нью-Йорку існувала ієрархія закусок.
10. Спостерігалось швидке зростання у сфері громадського харчування.
11. Концепція кафетеріїв з'явилася в Каліфорнії в період Золотої Лихоманки.

UNIT 2

HOTEL. CLASSIFICATION OF HOTELS

Task 1. Read and memorize the following words and word-combinations:

1. Hotel – готель (у найкласичнішому розумінні цього слова)
2. Bed and Breakfast – недорогий готель з обмеженим набором послуг (як правило, номер і загальна кухня для всіх постояльців)
3. Airport hotel – готель поблизу аеропорту
4. Inn – готель-паб, зазвичай розташований за містом (сьогодні слово inn часто використовується в назвах готелів, наприклад, Holiday Inn)
5. Guest house – маленький готель або приватний будинок, у якому зупиняються постояльці.
6. Family hotel – готель, яким володіє одна сім'я, і в якому працюють члени цієї сім'ї.
7. Youth hostel/ hostel – недорогий готель за типом гуртожитку
8. Boutique hotel – невеликий готель із першокласним сервісом
9. Resort Hotel – курортний готель біля моря або в горах, що надає розширений

комплекс послуг (ресторани, спа, розваги тощо)

10. Apartment hotel / Residential hotel – готель за типом квартир (переважно орендується на тривалий час)

11. Motel – придорожній готель (слово походить від словосполучення motorist hotel або «готель для водіїв», тож наявність парковки в ньому обов'язкова)

12. World class (Luxury hotels) ['lʌkʃ(ə)rɪ] – розкішний готель, готель світового класу. Гості таких готелів – знаменитості, політики, відомі особистості та просто багаті люди

13. Middle-range hotels – готелі середнього класу, що пропонують широкий перелік послуг за помірну плату.

14. Economy class hotels (Limited service hotels) – недорогі готелі, що пропонують мінімум послуг. Підходять для мандрівників, сімей і всіх, кому до душі бюджетний відпочинок

15. Flophouse (AmE) або dosshouse (BrE) – нічліжка, дешевий готель, нічліжка для бездомних.

16. Fleabag ['fli:bæg] – дешевий і брудний готель. Назва утворена з використанням слова: flea – блоха. Не дивно, адже заклади такого типу завжди асоціюються з усякими комахами. Слово fleabag можна використовувати, як прикметник: fleabag hotel

17. Roadhouse ['rəʊdhaus] – придорожній готель

18. Casino Hotel – готель, що обслуговує казино або інші гральні заклади.

19. Conference Centres – готелі цього типу дають змогу проводити зустрічі, конференції, оскільки вони забезпечені необхідним обладнанням. Більші готелі такого типу називають Convention Centres. Вони вміщують більше гостей, мають виставкові зали, конференц-зали та інші можливості, необхідні для проведення масштабних заходів і зустрічей

20. Commercial hotel або business hotel – готель для ділових людей, для тих, хто у відрядженні (on a business trip). Такі готелі розташовані в центрі міста (in the city centre, downtown), поблизу бізнес-центрів та офісів. У готелях цього типу зупиняються делегації, екскурсійні групи.

21. Extended Stay Hotel – готелі цього типу теж пропонують багатокімнатні номери, проте в номері є кухня. Цей тип готелів зручний для тих, хто зупиняється на довгий час.

22. Apartment Hotel або Residential hotel – готель, у якому гості зупиняються на тривалий період часу (long-term accommodation) або навіть живуть постійно (permanent accommodation). Мінімальний термін перебування, зазвичай один місяць. Гості підписують договір оренди (lease contract) з готелем.

Номери багатокімнатні з кухнею (suites with kitchen)

stay at the hotel – зупинитися в готелі

to vacate (the room) – залишити (кімнату)

to check the luggage/baggage – здати багаж

express/urgent service – термінове обслуговування

in advance – заздалегідь

Task 2. Read and translate the text.

HOTEL. CLASSIFICATION OF HOTELS

Hotels are more than just **places** to stay; they are gateways to new experiences, **comfort**, and memorable moments. Hotels offer a temporary home for **travellers**, providing a range of accommodations from simple rooms to luxurious suites. Each hotel, regardless of its size or star rating, strives to create a unique atmosphere of comfort for its guests.

Hotels are classified by their type and the services they offer. The different types of hotels include luxury hotels, boutique hotels, resort hotels, budget hotels, and many more. Luxury hotels are known for their lavish amenities and high level of service, while boutique hotels are smaller and offer a more intimate experience.

Resort hotels are located in scenic locations and offer various activities and amenities to their **guests**. *Budget* hotels are more affordable and offer basic amenities for travellers who are on a tight budget.

Another classification of hotels is based on their target market. Some hotels cater to business travellers, families, couples, and solo travellers. Business hotels are usually located in the city centre and offer facilities such as meeting rooms, conference rooms, and high-speed internet access.

Family hotels offer larger rooms and **facilities** such as swimming pools and playgrounds for children. Couples hotels offer a romantic atmosphere and amenities such as couples massages and candlelit dinners. Solo traveller hotels offer affordable rooms and provide solo travellers with the opportunity to meet other travellers and explore new places.

1. *Types of Hotels or Classification of Hotels: Size – Or number of rooms*

Under 200 rooms

200 to 399 rooms

400 to 700 rooms

More than 700 rooms

The above categories enable hotels of similar size to compare operating procedures and statistical results.

2. *Types of Hotels or Classification of Hotels: Target Markets*

The hotel targets many markets and can be classified according to the markets they attempt to attract their guests. The common types of markets include business, airport, suites, residential, resort, timeshare, casino, convention and conference hotels.

Business Hotels: These hotels are the largest group of hotel types and they primarily cater to business travellers and are usually located in downtown or business districts. Although Business hotels primarily serve business travellers, many **tour groups**, individual tourists, and small conference groups find these hotels attractive. Guest amenities at business hotels may include complimentary newspapers, morning coffee, free local telephone calls, breakfast, etc.

Airport Hotels: These types of hotels typically target **business clientele**, airline passengers with overnight travel layovers or cancelled flights, and airline crews or **staff**. Some hotels might give free transport between the hotel and the airport. Some Airport hotels also charge the guest by the hour instead of normal daily night charges.

Suite Hotels: These kinds of hotels are the latest trend and the fastest-growing segment of the hotel industry. Such hotels have a living room and a separate bedroom. Professionals such as accountants, lawyers, businessmen, and executives find suite hotels particularly attractive as they can work and entertain in an area beside the bedroom.

Extended Stay Hotels: Extended stay hotels are somewhat similar to suite hotels, but usually offer **kitchen amenities** in the room. These kinds of hotels are for long-stayers who want to stay more than a week and do not want to spend on hotel facilities.

Serviced Apartments: Serviced Apartment / Residential hotels provide long-term or permanent **accommodation** for Guest. Usually guest makes a lease agreement with the hotel for a minimum of one month up to a year. Rooms generally include a living room, bedroom, kitchen, private balcony, washing machines, kitchen utensils etc. Unlike normal hotels Serviced apartments only provide weekly housekeeping service.

Resort Hotels: Resort hotels are usually located in the mountains, on an island, or in some other locations away from cities. These hotels have recreational facilities, scenery, golf, tennis, sailing, skiing, and swimming. Resort hotels provide enjoyable and memorable guest experiences that encourage guests to repeat to the resort.

Bed and Breakfast / Homestays: These are houses with rooms converted into overnight facilities, which can size up to 1 to 10 guest rooms. They are also known as 'Home Stay's'. The owner of the B&B usually stays on the premises and is responsible for serving breakfast to the guests.

Timeshare / Vacation Rentals: Another new type or segment of the hospitality industry is the timeshare hotels. These are sometimes referred to as "Vacation-interval" hotels. Timeshare hotels are where the guests purchase the ownership of accommodations for a specific period. These owners may also have the unit rented out by the management company that operates the hotel.

Casino Hotels: Hotels with gambling facilities are called Casino Hotels. Although the food and beverage operations in the casino are luxurious their functions are secondary to and supportive of casino operations.

Conference and Convention Centres: These types of hotels focus on **meetings** and conferences and overnight accommodation for meeting attendees. They also provide a video conferencing facility, audiovisual equipment, business services, flexible seating arrangements, flipcharts, etc. These hotels are mostly located outside the metropolitan areas and have facilities like golf, swimming pools, tennis courts, fitness centres, spas, etc.

Pension or guesthouse: These are very popular with tourists not want the large hotel with many facilities they may never use but are looking for a more personal place to stay that will cost less and have a 'home from home feeling'.

City Hotel: City hotels are used by business travellers and tourists alike. Often tourists require a hotel in the center of the city, convenient for **sightseeing**, and not necessarily expensive, whereas the business traveler will also need a convenient location but may need a hotel with relevant facilities.

Motels: Motels have enjoyed an increase in their business in recent years as the increase in private car owners has materialized. A motel is a hotel mainly for motorists and located conveniently near a major **motorway**.

3. Types of Hotels or Classification of Hotels: Levels Of Service

World-class service: These are also called luxury / Five Star hotels, they target top business executives, entertainment celebrities, high-ranking political figures, and wealthy clientele as their primary markets. They provide upscale restaurants and lounges, valet, concierge services, and private dining facilities.

Mid-Range Service: Hotels offering mid-range or otherwise 3 to 4-star hotel service appeal to the largest segment of the travelling public. This kind of hotel does not provide elaborate service and has adequate staffing. They also provide uniform service, food and beverage room service, in-room entertainment and also **Wi-Fi**, etc.

Budget / Limited Service: These hotels provide clean, comfortable, safe, inexpensive rooms and meet the basic needs of guests. Budget hotels appeal primarily to budget-minded travelers who want a room with minimum services and amenities required for a comfortable stay, without unnecessarily paying additional costs for costly services.

4. Types of Hotels or Classification of Hotels: Ownership and Affiliations

Independent / Single Owner Hotels: They do not have identifiable **ownership** or management affiliation with other properties. An example of the same would be family-owned and operated hotel that is not following any corporate policies or procedures.

Chain hotels: Hotels that are part of a hotel chain and these kinds of ownership usually impose certain minimum standards, rules, policies, and procedures to restrict affiliate activities. In general the more centralized the organisation the stronger the control over the individual **property**.

In summary, the classification of hotels is based on their type and target market. Each type of hotel offers a unique experience and caters to different needs and preferences. When choosing a hotel, it is important to consider the type of hotel that will best suit your needs and budget.

Task 3. Answer the following questions:

1. What does a hotel mean?
2. What does a hotel offer?
3. How many classifications of hotels are there? What?
4. What is the classification of hotels based on?
5. What does a hotel target?

Task 4. Complete the sentences with the information from the text.

1. Resort hotels are located.....
2. Family hotels offer.....
3. Bed and Breakfast / Homestays are houses.....
4. Conference and Convention Centres focus on.....
5. Pension or guesthouse is very popular.....
6. City hotels are used.....
7. Airport Hotels are these types of hotels.....
8. Budget / Limited Service provide.....
9. Motels have enjoyed.....
10. Chain hotels are.....

Task 5. Make up a plan of the text “HOTEL. CLASSIFICATION OF HOTELS” in writing.

Task 6. Reduce the text “HOTEL. CLASSIFICATION OF HOTELS” to 150 words in writing, saving the main ideas of it.

Task 7. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 8. Match each word in section A with its translation in section B:

section A	section B
Flophouse	дешевий і брудний готель
Fleabag	готелі середнього класу, що пропонують широкий перелік послуг за помірну плату
Youth hostel/ hostel	придорожній готель
Casino Hotel	недорогий готель за типом гуртожитку
Family hotel	готель, що обслуговує казино або інші гральні заклади
Middle-range hotels	готель, яким володіє одна сім'я, і в якому працюють члени цієї сім'ї
Roadhouse	нічліжка, дешевий готель, нічліжка для бездомних

Task 9. Match each term in column A with its definition in column B.

A	B
1. Grand Hotel	a. private houses used for tourists accommodation
2. Bungalow hotel	b. a world-spread name of expensive,

	elitist hotels all over the world, but not the hotel chain
3. Hotel lido	c. a number of one-storey houses in tropics
4. Hotel garni	d. hotel situated at the seaside or near the lake
5. Chambre d'hotel	e. small hotel, as a rule, without a restaurant. Sometimes continental breakfast is offered
6. Homoswap	f. French variant of B&B. These hotels are very popular among Frenchmen and foreign tourists. They often offer home-made food for breakfast

Task 10. Guess the type of hotel:

1. The houses family owned and run, which take several guests, usually not more than ten. They usually offer bed & breakfast and are not licensed to serve alcohol.

2. They provide room for the night and a meal the next morning.

3. Guests are offered room for several night, they eat food grown on the farm and participate in various agricultural working tasks.

4. It is a cheap place where travellers, usually young people can stay for a short period of time there. Accommodation is in comfortable bunk-bedded dorm rooms, sharing with people, this can vary from 4 bed dorm to 16. A private room can also be booked. There is also self-catering kitchens there.

5. It is an establishment which provides lodging and parking and in which the rooms are usually accessible from an outdoor parking area.

6. The core activities are to provide accommodation, food and drink to guests. Many also provide leisure facilities, conference and banqueting services, and business facilities.

7. A budget type offers “no-frills” service for a fixed low price.

Task 11. Scan and do the task.



Task 12. Work in groups. Make groups of 5. Study 5 different star rating systems. Delegate reading of each star rating to one participant in the group. Make notes and the first group to finish will win extra points. All members of the group should have equal notes on key qualities for each star rating.

Task 13. Scan and watch the video «UNUSUAL HOTELS ALL AROUND THE WORLD». Answer the questions:



1. Where is the futuristic hotel located?
2. What hotel is there in Canada?
3. What hotel is a grounded passenger plane?
4. Where can you see different kinds of fish and it's even possible to witness a shark face-to-face?
5. What hotel looks like a classic hotel but the surprises you will be amazed by the animal that will join your breakfast?
6. Which hotel did you like the most of all? Why?

Task 14. Think about your local area and discuss buildings and/or natural structures that could be converted into unusual accommodation.

- Natural or man-made + service or self-catering
- Location
- Luxury/economy
- Details of the rooms, facilities.

Task 15. Speak about the duties of the hotel, classification of hotels.

1. How do you understand the word 'hotel'?
2. What is the type of hotel?

3. How to classify hotels?
4. What are the different types of hotel resorts?
5. How many types of hotels are there?
6. Why are there so many types of hotels?

Task 16. Prepare the presentation of one type of a hotel with as many details included as possible:

- Accommodation
- Location
- Rooms
- Restaurant
- Service

Task 17. Translate into English.

1. Розвиток культури подорожей призвело до того, що виникло багато різних типів готелів за призначенням.
2. Багато мандрівників вважають за краще жити не в стандартному готельному номері, а винаймати окрему квартиру.
3. У звичайних готелях можна замовити сніданок, обід або вечерю в номер, часто передбачений і загальний шведський стіл.
4. Зараз мандрівники можуть знайти готель на будь-який смак, орієнтуючись на рівень сервісу, доступні зручності та ціну.
5. Класифікація готелів за типами досить велика, і далі ми виділимо основні та найпопулярніші види готелів.
6. Якщо ви невибагливий мандрівник, і до того ж хочете заощадити, то вам підійде хостел.
7. Бізнес-готелі – готелі з усім необхідним для переговорів, конференцій та бізнес-зустрічей.
8. Готелі вищого класу мають розкішні багатокімнатні номери, надають велику кількість послуг (ресторани, бібліотеки, спортзали, ліфти, бари, сауни та ін.) і відповідно встановлюють ціну за свої послуги.
9. У Великій Британії в системі використовується класифікація готелів за «коронами», «ключами», «сонцями», «алмазами» та ін.
10. Нині існує близько 30-ти різноманітних систем класифікації готелів.

UNIT 3

TYPES OF HOTEL ROOMS

Task 1. Read and memorize the following words and word-combinations:

1. *honeymoon suite* [swi:t] – люкс/апартаменти для молодят
2. *penthouse* – номер на верхньому поверсі
3. *family room* – номер для сім'ї з кількома кімнатами, де можуть розміститися від 4 чоловік

4. *double* – номер для двох. зверніть увагу, що *double* – це двомісний номер із одним двоспальним ліжком, а *twin* – двомісний номер із двома односпальними (роздільними) ліжками
5. *single* – номер для одного
6. *triple/quad* – номер для трьох/чотирьох
7. *accessible/disabled room* – номер для людей з додатковими потребами
8. *queen* – кімната з *a queen-sized be*
9. *apartments* – a room for *extended stay* (для тривалого проживання) *with an open kitchen, cooking equipment* (обладнання для готування) *and a washer* (пральна машина) etc. прибирання номера проводиться один або два рази на тиждень
10. *executive suite* – президентський люкс, де *a living room connected with bedrooms*
11. *presidential/royal suite* – найдорожчий номер в готелі (названий на честь вудро вільсона, 28-го президента США)
12. *connecting rooms* – номер, що має свої входні двері, а також двері, що їх з'єднують, так гості можуть не виходити в коридор, щоб зайти в сусідню кімнату
13. *adjoining rooms* – номери із загальною стіною, але без дверей, що їх з'єднує
14. *adjacent rooms* – близько розташовані номери
15. *murphy room* – номер з ліжком мерфі (ліжко, яке ховається в шафу або стіну й опускається звідти на ніч)
16. *cabana* – номер, з'єднаний з басейном
17. *villa* – окремий будиночок, який пропонує курортний готель
18. *executive floor/floored room* – представницький поверх із входом у лаундж
19. *smoking/non-smoking room* – номери для курців або некурців
20. *standard room* – стандартний номер
21. *superior room* – номер підвищеної комфортності
22. *junior suite* – номер напівлюкс
23. *suite* – номер люкс
24. *sofa bed / pull-out couch* – диван-ліжко
25. *rollaway bed* – розкладачка
26. *cot* – дитяче ліжечко

Task 2. Read and translate the text.

TYPES OF HOTEL ROOMS

Types of hotel rooms are the classification of rooms offered at a hotel. By giving hotel rooms a 'type', properties help guests understand exactly what they're booking when planning their stay. Hotel room types vary by size, number and type of beds, **amenities**, what you can do in the room (for example, smoking or no smoking) and other factors. Generally, the most common types of hotel rooms found on **online travel agencies** such as Booking.com, Expedia, and Agoda are:

- Single room
- Standard double room
- Standard twin room
- Deluxe double room
- Studio room or apartment
- Junior suite
- Executive suite
- Presidential suite

The style of hotel, the characteristics and layout of the property, its location, and the guest demographics will help a hotelier determine what combination of hotel room types should be on offer to entice bookings.

Room types in a hotel play a huge part in how a guest makes a booking, and even if they make a booking at all. It's important to be offering room types that appeal to your ideal guest segment but also a broad range of guests. This will allow you to maximise occupancy and revenue.

Modern hotels are set up to welcome a wide variety of guests; from couples to families, business travellers and groups. This is reflected in hotel booking options, which provide for the differing needs of guests by offering a range of room types.

Single, double, queen, suite? The options available to provide guests with an experience that matches their needs go well beyond this list.

By being specific and strategic in creating different hotel room types, you'll be better able to lure your ideal customers, book more rooms, **boost revenue** and more effectively manage your room inventory and distribution.

Having more than one type of room at your hotel means you can target specific client segments. Not only will you better meet the needs of each segment, you'll be selling more rooms as people immediately identify an option that caters to their circumstances.

Different room types can also cater to different price points and the range of options available will give potential guests an idea of the overall standard of your hotel.

Room types can also be a powerful tool that supports your marketing strategy. Wanting to attract **honeymooners** to your hotel? Offering a "honeymoon suite" sends a message that your hotel is perfectly set up to offer a romantic and special experience for couples who've recently tied the knot.

You might think there's only about 5 types of hotel rooms that are **popular** to use, but in reality there are a lot more than that.

Common hotel room types can be based on occupancy, bed size, layout, or even by the type of stay they are most suitable for. Here are some common hotel room types you might be able to use at your property:

• *Hotel room type by occupancy.* One of the most obvious and **straightforward ways** that hotel rooms can be categorised is by the number of people the room accommodates.

• *Single hotel room type.* A single room is designed for one occupant and has one bed – generally a double or queen bed.

• *Double hotel room type.* A room for two people, sometimes with two full-size beds and sometimes with a king or queen bed. The size of this room is usually larger than a single room.

• *Triple hotel room type.* As the name suggests, the triple is a room that can accommodate three people, and will generally include three twin beds, one double bed and one twin bed or two double beds.

• *Quad hotel room type.* A larger room that's meant for four guests, and will have at least two double beds. Some quad rooms may be set up with bunks or twins.

• *Hotel rooms by bed size.* Another way hotel rooms can be categorised and named is by reference to the size of the bed in the room.

• *Queen hotel room.* A room with a queen-sized bed (generally 60 inches wide x 80 inches long, or 152.4 cm x 203.2 cm) which can be occupied by one or more people.

• *King hotel room.* A room with a king-sized bed (generally 76 inches wide x 80 inches long, or 193 cm x 203 cm) which can be occupied by one or more people.

• *Twin hotel room.* A room with two twin beds which can be occupied by one or more people.

• *Hollywood Twin hotel room.* Similar to a twin room, however the two twin beds are joined together by a common **headboard**.

• *Double double hotel room.* A room with two double or queen beds. It's meant to accommodate two to four people.

• *Studio hotel room.* A studio room is a small room that comes with a couch that can be converted into a bed and sometimes contains **additional beds** or a small kitchenette.

• *Hotel rooms by layout type.* The size, design and arrangement of the room in a hotel can be used to create different room types.

• *A standard room* is one of the cheapest hotel rooms, and usually includes a double or queen bed. It's usually a rectangular space with a private bathroom, a desk, an armchair or sofa and perhaps a cupboard and dressing table. Other basic facilities are provided and may include a media player, television, telephone and coffee and tea making facilities.

• *Deluxe room.* A step up from a standard room in terms of room views (may have water or city views, for example), location, furnishings and amenities. These rooms often have a balcony, more luxurious bathroom and are also a little more roomy generally.

• *Suite or executive suite.* A suite is generally a larger space with separate bedroom areas connected to a living room. This type of room may also include a kitchenette.

• *Mini suite or junior suite.* A mini suite is a single room with a bed and sitting area.

• *Presidential suite.* Presidential suites are the most luxurious – and expensive – rooms in a hotel. There are generally only one or two of these, if any, within an entire hotel. This suite will boast an expansive floorplan with one or more bedrooms, a living space, a long list of amenities and custom services.

- *A guest room* usually refers to any type of room that isn't a suite.
- *Apartment and long stay*. Rooms with full kitchens, laundry facilities and other amenities that allow guests to stay comfortably for extended periods of time.
- *Connecting rooms*. Rooms with separate entries from the outside and a connecting door between the rooms so guests can move between rooms without going out into the hallway. Great for families or groups.
- *Adjoining or adjacent rooms*. Rooms with a common wall or rooms that are close to each other. These rooms do not have a connecting door.

A hotel room description provides details to a potential guest about what is included in a particular hotel room. The description will usually include information such as how many beds and what types are in the room, what amenities are included, any special features, and there may also be information about cancellation policies or other inclusions.

The hotel room description should allow the guest to make a fully informed booking decision by knowing if it suits their individual requirements and preferences.

Task 3. Answer the following questions:

1. What are the main classifications of hotel rooms?
2. How do room types help guests understand their bookings?
3. What factors can influence the categorization of hotel room types?
4. Can you list some common types of hotel rooms found on travel websites?
5. Why is it important for hotels to offer a variety of room types?
6. How can room types cater to different guest demographics?
7. What is a 'honeymoon suite' and how does it relate to marketing strategies?
8. What are the differences between a single room and a double room?
9. What accommodations are typically found in a triple room?
10. How does offering different room types affect hotel revenue and occupancy?
11. What is the significance of room types in meeting guest needs?
12. In what ways can room types be categorized based on price points?
13. How can hotels strategically create different room types to attract ideal customers?

Task 4. State the following statements as True or False.

1. Types of hotel rooms are classified to help guests understand what they are booking.
2. Room types vary only by size.
3. The most common types of hotel rooms include single, standard double, and presidential suites.
4. Hotels should only offer one type of room to maximize revenue.
5. Modern hotels cater to a wide variety of guests, including families and business travelers.
6. Room types do not influence a guest's decision to book.
7. A 'honeymoon suite' is designed to attract couples.
8. There are only five popular types of hotel rooms.

9. Single rooms are designed for two occupants.
10. Quad rooms are meant for two guests and typically have one bed.

Task 5. Make up a plan of the text “TYPES OF HOTEL ROOMS” in writing.

Task 6. Reduce the text “TYPES OF HOTEL ROOMS” to 150 words in writing, saving the main ideas of it.

Task 7. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 8. Match each word in section A with its translation in section B:

section A	section B
rollaway bed	номер люкс
junior suite	дитяче ліжечко
adjacent rooms	номер напівлюкс
cabana	номер підвищеної комфортності
superior room	розкладачка
cot	близько розташовані номери
suite	номер, з'єднаний з басейном

Task 9. Match each term in column A with its definition in column B.

A	B
1. Twin Room	a. a room with a single bed for 1 person only
2. Single Room	b. hotel rooms which are next to each other but, unlike connecting rooms, have no common doors or passages
3. Double Room	c. Hotel rooms which are Particularly elegant and luxurious
4. Adjoining rooms	d. a room tagged with a special rate when occupied by a family
5. Deluxe room	e. a room with a large/double bed ideally for a couple
6. Family room	f. a room with a pair of single beds for 2 persons

Task 10. Fill in the Blanks.

1. The most common types of hotel rooms include: _____, _____, and _____.
2. Room types help to maximize _____ and revenue for hotels.
3. Modern hotels are designed to accommodate a wide variety of _____.

Task 11. Identify and describe at least six common types of hotel rooms, such as:

- **Single Room:** Designed for one person, featuring one bed (usually a double or queen).
- **Standard Double Room:** Accommodates two guests, typically with either one king/queen bed or two full-size beds.
- **Deluxe Double Room:** A more spacious option often with upgraded amenities.
- **Junior Suite:** A larger room that may include a sitting area.
- **Executive Suite:** Offers additional space and luxury, often for business travelers.
- **Presidential Suite:** A high-end suite with premium features and services.

Task 12. Work in pairs. Discuss with your partner:

1. Discuss how offering diverse room types can enhance guest satisfaction.
2. Explore the impact of room type categorization on hotel marketing strategies.
3. Analyze the role of guest demographics in determining room types offered by hotels.

Task 13. Speak about the duties of the types of hotel rooms.

1. What are the main classifications of hotel rooms?
2. How do room types affect guest bookings?
3. What factors influence the categorization of hotel room types?
4. Can you list some common types of hotel rooms?
5. Why is it important for hotels to offer a variety of room types?
6. What are the different types of hotel rooms?
7. Can you explain the features of each type?
8. How do I choose the right hotel room for my needs?

Task 14. Prepare the presentation «UNUSUAL HOTEL ROOMS ALL AROUND THE WORLD».

Task 15. Translate into English.

1. Готелі пропонують різні типи номерів, щоб задовольнити потреби різних гостей.
2. Номери з'єднані підходять для сімей або груп, які подорожують разом.
3. Номери люкс пропонують більше простору та розкоші для гостей.
4. Одномісний номер підходить для однієї людини і зазвичай має одне ліжко.
5. Види готельних номерів допомагають гостям зрозуміти, що вони бронюють.
6. У готелях існує багато різних видів номерів, які відповідають потребам гостей.
7. Номери-студії ідеально підходять для тривалішого перебування.
8. Готелі пропонують розкішні люкс номери для особливих випадків.
9. Важливо, щоб готелі мали різні типи номерів для різних цільових груп.
10. Сімейні номери часто вибирають для сімейних подорожей.

UNIT 4

FRONT OFFICE

Task 1. Read and memorize the following words and word-combinations:

1. customer service – обслуговування клієнтів
2. a query – запитання, запит
3. to assign – призначати; заселяти в номер
4. to issue room keys – видавати ключі від номера
5. to interact – взаємодіяти
6. a cash drawer – грошова скринька
7. a transaction – транзакція
8. to handle transactions – обробляти транзакції, проводити фінансові операції, угода, фінансова операція
9. to settle accounts – сплачувати рахунки
10. overbooking – овербукінг (надбронювання) (практика застосування підтвердженого бронювання понад наявність вільних місць; застосовується в готельному бізнесі як засіб страхування від неявок клієнтів)
11. to occur – відбуватися, траплятися
12. a patron – клієнт
13. switchboard – комутатор
14. shift – зміна
15. to work in shift – працювати по змінах
16. hotel occupancy – завантаження номерного фонду
17. Average Daily Rate (ADR) – середньодобова вартість номера (величина середньої ставки за зайняті номери, розрахована шляхом ділення доходу з номерів на кількість зайнятих номерів)
18. revenue – дохід підприємства

Task 2. Translate the sentences.

1. The bulk of a hotel receptionist's work is directly related to customer service.
2. The receptionists must have an authoritative knowledge of the hotel and surrounding area, since they often have to answer a lot of guests' queries about the general environment.
3. The receptionist will assign keys, arrange baggage assistance, and answer all questions about amenities and hotel policies.
4. Receptionists are typically responsible for everything from helping people make reservations to managing available rooms, issuing room keys, and solving any problems that may arise during the course of a stay.
5. In most cases, the receptionist is the first person that guests will **interact** with at the hotel, which makes the role one of some importance.
6. Most of the time, the desk clerk will manage a **cash drawer**, as well. He or she will not usually keep much money, but will often handle basic **transactions**.
7. The hotel receptionist is in charge of collecting room payments and settling accounts.

8. Receptionists need to understand how to work with reservations programs, and be able to sort out problems when mistakes like **overbooking** have **occurred**.
9. A bellhop is a person who helps hotel guests with their luggage, possibly porting these to the front desk or the hotel room. He or she may also call cabs, help a person check out from a hotel, or open doors for **patrons** of the hotel.
10. The night auditor is in charge of producing statistics and summaries of **revenue**.

Task 3. Read and translate the text.

FRONT OFFICE

The front office is the nerve centre of hotel operations. The bulk of work performed by the Front Office employees is directly related to **customer service**. Hotel personnel are there to serve guests. An important aspect of this is providing a good first impression of the establishment to guests.

The Front Office is traditionally referred to the Front of the House in which employees have extensive guest contact.

The Front Office is composed of Reception (Front Desk), Reservations, PABX, Business Center, Uniformed Service Group (doormen, porters, bellboys).

People involved in serving guests are:

- Reception (Front Desk Clerk, Front Office Agent, Receptionist)
- Reservations Clerk
- Concierge
- Bell (Porter)
- Telephone Operator

The front desk is the term that designates the counter where the guests register, pick up their keys and mail, request information, deposit their valuables, and pay their bills. The front desk of the hotel is located in the lobby of the hotel.

The front desk employees must have an authoritative knowledge of the hotel and surrounding area, since they often have to answer a lot of guests' **queries** about the general environment. Much of this happens over the phone: in most cases, calls placed to hotels are routed directly to front desk clerks.

The reception provides the first initial contact a guest has with the hotel. After this contact, guests feel that the reception is the place to call or go when they have a question or problem.

The basic functions performed by the reception are the registration process and the assisting of guests with any requests they make. The reception's duties include the following:

- Handling the guest check-in and check-out procedures;
- Answering the front desk phone with three rings or less;
- Issuing room keys;
- Informing and selling the guest on all hotel services and facilities;
- Being aware of all daily events in the hotel and local area;
- Handling guest mail and reservations when the reservations department is

closed;

- Coordinating room status updates with housekeeping department;
- Ensuring completion of guest registration card;
- Coordinating maintenance work with the engineering and maintenance

division;

- Maintaining guestroom key storage;

In most cases, the front desk clerk is the first person that guests will **interact** with at the hotel, which makes the role one of some importance. Thus, he or she should speak thoroughly at least one or two foreign languages.

Most of the time, the desk clerk will manage a **cash drawer**, as well. He or she will not usually keep much money, but will often handle basic **transactions**. The hotel receptionist is in charge of collecting room payments and **settling accounts**. He or she must know how to process credit cards, and must be able to add room charges for things such as newspapers and food delivery. Fees for damage to the property and charges for missing items are also usually handled by the receptionist.

Front desk personnel are also generally responsible for making and managing reservations. Most of the time, this happens with the help of booking software programs. Reservations agents need to understand how to work with these programs, and be able to sort out problems when mistakes like **overbooking** have **occurred**.

The reservations clerk is responsible for taking reservations and for providing future guests with information about the facilities of the hotel. Duties performed by reservations clerk include:

- Giving friendly and courteous service to future guests while involved in telephone sales;
- Answering all reservation phone calls, taking reservations, and dealing with reservations correspondence;
- Dealing with group bookings such as cancellations, changes, and rooming lists;

Front Desk employees may also be responsible for helping guests plan day trips, rent cars, or make restaurant reservations. Most major hotels have a dedicated concierge for this purpose, but even so, the hotel receptionist is often expected to play a supporting role. When the concierge is busy or unavailable, the desk clerk is usually the go-to person for anything a guest needs.

Typical guest requests handled by a concierge include:

- Providing directions and information.
- Making airplane, theater, train tickets.
- Reservations for dining.
- Arranging for secretarial services.
- Handling mail and parcel services.
- Arranging sightseeing tours.
- Transportation arrangements.
- Limousine services.

A bellhop is a person who helps hotel guests with their luggage, possibly porting these to the front desk or the hotel room. He or she may also call cabs; help a person

check out from a hotel, or open doors for **patrons** of the hotel. This person may also be called a bell person, bellboy, a pageboy, doorman or doorman or porter.

In a large hotel the front desk is divided into sections: one section is the registration desk, where guests register. The second section is the area where the guests pick up their keys, mail and messages. The third section is an information desk where the guests can ask for information or make local travel arrangements. The fourth section is the cashier's desk where the guests can pay their bills and exchange foreign currency. The hotel's **switchboard** (PABX= private automatic branch exchange) is also located near the front desk.

The Front Office as well as other hotels services is on duty 24 hours a day.

The front desk employees work in **shift**:

- day shift (the morning and early afternoon, 7.00–15.00.);
- evening shift (the late afternoon and evening, 15.00 – 23.00);
- night shift (the late evening and early morning hours, 23.00–7.00).

The staffs of the day and evening shifts are: a front desk manager, a room clerk (receptionist), a concierge, a cashier and a switchboard operator.

The Front Office cashier is in charge of:

- Preparing and settling guests' accounts
- Providing the safe deposit boxes
- Providing a foreign currency exchange service

The staff of the night shift is: a manager on duty (night manager), a night auditor and a switchboard operator.

The night auditor is in charge of:

- Checking and completion of guest and hotel accounts.
- Producing statistics and summaries of **revenue**.

The duties of the telephone operator include:

- Answering incoming calls.
- Directing calls to guestrooms through the switchboard / PABX system.
- Providing information on guest services.
- Processing guest wake-up calls.
- Answering inquiries about hotel facilities and events.

All the Front Office staff should try to achieve 100% **Hotel Occupancy**. (100% Guest Occupancy) and ensure the **Average Daily Rate**.

Task 4. Complete the sentences with the information from the text.

1. The bulk of work performed by the Front Office employees is directly related to.....
2. The Front Office is traditionally referred to the Front of the House in which
3. The Front Office is composed of
4. The front desk is the term that designates the counter where the guests.....
5. The front desk employees must have an authoritative knowledge of the hotel and surrounding area, since they often have to.....
6. The basic functions performed by the reception are
7. In most cases, the front desk clerk is the first person that guests.....

8. Most of the time, the desk clerk will manage a cash drawer, as well. He or she will not usually keep much money, but will often handle
9. The hotel receptionist is in charge of collecting room payments and
10. The reservations clerk is responsible for
11. A bellhop is a person who helps hotel guests
12. The Front Office as well as other hotel services is on duty

Task 5. Make up a plan of the text “ FRONT OFFICE” in writing.

Task 6. Reduce the text “ FRONT OFFICE” to 150 words in writing, saving the main ideas of it.

Task 7. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 8. Match each word in section A with its translation in section B:

section A	section B
a patron	грошова скринька
hotel occupancy	зміна
a cash drawer	взаємодіяти
shift	завантаження номерного фонду
to settle accounts	клієнт
to assign	сплачувати рахунки
to interact	призначати; заселяти в номер

Task 9. Match each term in column A with its definition in column B.

A	B
1. employee	b. the conditions and influences in which people carry on a particular activity
2. delivery	b. to sell more rooms than you have available
3. environment	c. providing a service
4. overbooking	d. someone who is paid regularly to work for a person or an organization
5. assign	e. to provide what someone needs, by doing what is necessary
6. arrange	f. give out

Task 10. Choose one of the hotel staff and describe his / her job.



Task 11. Speak about the duties of the Front Office staff.

1. What sections is the Front Office composed of?
2. Name positions of the Front Office employees?
3. What are the basic functions performed by the reception?
4. What is the reservations clerk responsible for? What duties does he/she perform?
5. What are typical guests' requests handled by a concierge?
6. What is the Front Office cashier in charge of?
7. What duties does the night auditor perform?
8. What shifts do the Front Office employees work in?

Task 12. Prepare the presentation. Imagine that you are an owner of the hotel. You present your front office staff at your hotel and their duties.

Task 13. Imagine that you are a journalist. You need to write an article for «FRONT OFFICE STAFF IN NOWADAYS».

Task 14. Write an essay ABOUT PROFESSIONAL AND PERSONAL CHARACTERISTICS OF A HOTEL EMPLOYEE.

Task 15. Translate into English.

1. Служба прийому та розміщення повинна домагатися максимального завантаження готелю, а також досягати оптимальної середньодобової вартості.
2. Стійка адміністратора (front desk або reception)—основне місце контакту співробітників служби приймання та розміщення зі гостями.
3. У великих готелях стійка прийому та розміщення підрозділяється на секції: стіл реєстратора, де гості проходять реєстрацію, стіл для ключів із

- комірками для кореспонденції, де гості забирають ключі та пошту, довідкова, де можна отримати будь-яку інформацію та замовити додаткові послуги, каса, де оплачують рахунки та обмінюють валюту.
4. Керівник служби приймання і розміщення (front office manager) кожного дня виконує багато обов'язків, до числа яких входить обмін інформацією зі різними підрозділами, огляд стану номерного фонду протягом дня, реагування на скарги гостей, підготовка прогнозів, приймання участі в обговоренні планів з генеральним директором тощо.
 5. Посильний пояснює розташування відділів готелю, подробиці роботи готелю, проводить заключну перевірку номера при заселенні гостя.
 6. Однією з найважливіших якостей, необхідних для працівників готелів, що свідчать про високу культуру людини, є ввічливість, коректність, тактовність, гарні манери, стриманість.
 7. Покоївки і старші покоївки повинні швидко і високоякісно прибирати місця загального користування, житлові номери, туалет, ванну, щоб, гість, потрапляючи у свій номер після переїзду і тривалої стомлюючої дороги, відразу відчув турботу про нього персоналу і створений затишок.
 8. Персонал усіх категорій готелю повинний уміти створювати атмосферу гостинності, повинний бути готовим доброзичливо виконувати прохання проживаючих та виявляти до них терпіння і стриманість.
 9. Специфіка роботи в готелі полягає в тому, що її працівникам доводиться постійно спілкуватися з новими і незнайомими людьми, з величезною різноманітністю характерів гостей.
 10. Швейцари першими зустрічають гостей на неофіційному рівні.

UNIT 5

HOTEL RESERVATIONS

Task 1. Read and memorize the following words and word-combinations:

1. available – наявності
2. availability – наявність
3. a deposit – авансова сума
4. to pay a deposit – вносити аванс
5. to book, to reserve, to make a reservation – бронювати, резервувати
6. booking, reservation – бронювання, бронь
7. guaranteed booking (reservation) – гарантоване бронювання
8. unguaranteed booking (reservation) – негарантоване бронювання
9. telephone booking – бронювання по телефону
10. face-to-face booking – бронювання під час особистого контакту
11. company booking – бронювання юридичних осіб
12. individual booking – бронювання фізичних осіб
13. a reservation number (reference) – номер броні
14. a reservation form – бланк заявки на бронювання
15. a reservation enquiry – запит про бронювання

- 16.booking request, a reservation request – заявка на бронювання
- 17.a reservation diary – журнал реєстрації заявок на бронювання
- 18.a reservation chart – перспективний графік завантаження номерного фонду
- 19.a reservation amendment – зміни в бронюванні
- 20.to amend reservation – вносити зміни в бронюванні
- 21.to cancel – скасувати бронювання
- 22.cancellation – анулювання, скасування
- 23.a cancellation number – номер скасування бронювання
- 24.late cancellation – пізнє скасування
- 25.to confirm – підтверджувати
- 26.confirmation – підтвердження
- 27.to incur losses – зазнавати втрат, збитків
- 28.a letter of guarantees – гарантійний лист
- 29.no-show – неявка
- 30.pre-payment – передоплата
- 31.tariff, rate – тарифи, ціни
- 32.rack rate – відкритий тариф (без знижок), біля стійки
- 33.corporate rate – корпоративний тариф (зі знижками)
- 34.group rate – груповий тариф

Task 2. Read and translate the text

Making Hotel Reservations

A hotel receives reservation requests in different ways: by telephone, by fax or e-mail, SDC and on-line booking. Telephone bookings are most common in many hotels.

The advance reservations clerk completes a reservation card writing the full name of the guest, the country, the number of nights, the number of rooms, the room type, the contact telephone number/fax number, the date of reservation.

Then the information is entered into a computer under the reservation number.

Oral telephone booking requests are due to be confirmed in writing. Fax written booking requests are usually sent by companies and travel agencies.

The written booking request should indicate as follows: full name of the guest; arrival date and departure date; type of room; form of payment; company name; additional services (airline tickets, transportation, etc.)

The confirmation or refusal to a booking request should be given in writing.

To make on-line booking a client chooses a room available on the hotel website, then fills in and transmits a reservation form by e-mail. On receiving the guarantees of payment the hotel e-mails a booking confirmation to the client.

Reservation may be guaranteed and non-guaranteed. The guaranteed reservation is a reservation with a registered confirmation. The hotel guarantees that the client will be provided with the accommodation he's booked. The hotel payment is guaranteed even in case of the client's no-show.

The reservation may be guaranteed by: an advance payment by bank transfer; a deposit payment; a credit card; a company's guarantee letter; a tourist voucher.

In case of non-guaranteed reservation the guest is not guaranteed that he will be provided with the room he has booked.

If the guest doesn't check in until 6 p.m. the reservation may be released by the hotel to avoid incurring losses.

If the guest arrives after the cancellation hour the hotel can provide him any other room available.

Confirmation reservation

The reservation is considered **confirmed** if the client gets a special **notification** from the hotel.

The **confirmation** usually indicates the number of reservation, the guest's name, the arrival and departure dates, the room type, the room rate and the guest's special requests.

On receiving a **booking request** a reservation clerk completes a standard **reservation form** and enters all the information in a **reservation diary** under a registration number.

The type of reservation and the **form of payment** should be noted when recording a booking request.

The **booking request** should also indicate the credit card and bank transfer details to guarantee the payment in case of the guest's **no-show** or **late cancellation**.

The advance reservations clerk writes out a **confirmation** under the **confirmation number** which is the same as the **reservation number**.

All the advance reservations are recorded on a **reservation chart**. The **reservation chart** for the current day indicates: the confirmation number, the country, the guest's full name, the host company, dates of arrival and departure, room number, the guest's special requests.

If the hotel is unable to **confirm reservation** the reservation department **notifies** the client about the refusal. This is a sample reservation refusal:

Dear Mr.

To our regret we have to inform you that during the above period we are fully booked and therefore we are unable to confirm your booking request.

We put your reservation on the waiting list and will contact you as soon as the booking situation changes.

We do apologize for the inconvenience caused to you but hope to hear from you again at the time when we are not so busy.

Thanks and best regards,

Reservations department

Reservations amendments

There may be some **amendments** in the confirmed reservation. The client can **amend** the dates of arrival and departure, the number of guests, the room type etc.

All the **amendments** are recorded in an **amendment** card or in the **reservation diary**. The **amendment form** indicates: family name, company, arrival date, new dates, changed by, phone number, fax number, address, taken by, date, changed in system. Some hotels charge an **amendment fee**.

Reservations cancellations

Reservation department is also in charge of making booking **cancellations**. In case of **reservation cancellation** the reservation clerk fills out the following **cancellation form**:

<i>Family name</i>
<i>Name</i>
<i>Company</i>
<i>Arrival</i>
<i>Cancelled by</i>
<i>Phone number</i>
<i>Fax number</i>
<i>Address</i>
<i>Additional</i>
<i>Taken by</i>
<i>Date</i>
<i>Changed in system</i>

When **cancelling** the reservation the reservation clerk inquires the following information: the guest's name, the number of rooms, arrival and departure dates, the **confirmation number**.

When **cancelling** the **guaranteed reservation** the reservation clerk records it under the **cancellation number**.

In case of the guest's **no-show** the hotel has the right to withdraw from the client's credit card the amount equal to **one night's accommodation**.

Cancellations can normally be made without any **penalty fees** for individual reservations not less than 48 hours prior to the day of arrival and not less than 7 days prior to the day of arrival for group reservations.

The prepaid reservation is refundable after the cancellation is made.

All changes and additions to the reservation request as well as reservation cancellation should be made in written and sent by fax or e-mail.

Task 3. Answer the following questions:

1. In what way does a hotel receive booking requests?
2. What does the reservation card indicate?

3. What information should the written booking request indicate?
4. How can a client make on-line booking?
5. What is the difference between a guaranteed and non-guaranteed reservation?
6. What can a reservation be guaranteed by?
7. What may happen to the client's reservation if he fails to arrive at the hotel by 6 p.m.?
8. Is the guest provided with a room if he arrives after the cancellation hour?
9. When is the reservation considered confirmed?
10. What information does the confirmation indicate?
11. What is the reservation clerk supposed to do when receiving the booking request?
12. What is a confirmation number?
13. Where are all the advance reservations recorded?
14. What information does the reservation chart for the current day indicate?
15. What is the Reservation Department supposed to do in case the hotel is unable to confirm the reservation?
16. What amendments can be made in the confirmed reservations?
17. In what way are all the amendments recorded?
18. What information does the reservation clerk inquire when cancelling the reservation?
19. What is the cancellation policy like in most hotels?
20. In what case are cancellations made without any penalty fees?

Task 4. Make up a plan of the text “Making Hotel Reservations” in writing.

Task 5. Reduce the text “Making Hotel Reservations” to 150 words in writing, saving the main ideas of it.

Task 6. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 7. Match each word in section A with its translation in section B:

section A	section B
a letter of guarantees	пізнє скасування
a reservation amendment	гарантійний лист
to confirm	вносити зміни в бронюванні
no-show	неявка
to incur losses	зазнавати втрат, збитків
to amend reservation	підтверджувати
late cancellation	зміни в бронюванні

Task 8. Match each term in column A with its definition in column B.

A	B
1. Reservation form or card	a) records all booking by date of arrival and shows all arrivals for a particular day.
2. Reservation chart	b) records all arrivals as they occur and gives details of all current and past guests.
3. Reservation diary or Daily arrival list	c) shows all rooms by room number and floor and gives the current and projected status of all rooms on a particular day, with details of occupation.
4. Guest History	d) standardizes the details of each booking, form the top sheet of any document relating to it.
5. Room Status Board	e) records all previous visits to the hotel for any individual and contains important statistical reservation and revenue data.
6. Hotel register	f) provides a visual record of all reservations for a period and shows rooms reserved and those remaining to be sold.

Task 9. Read two telephone calls and complete the information in the chart below.

Telephone Call 1

- Reservations. Alex speaking. Can I help you?
- Yes, I'd like to make a reservation.
- Certainly. What name, please?
- Lewis. David Lewis.
- Right, Mr. Lewis, when would you like to stay?
- I'd like to reserve a double room for three nights from the 21st April.
- OK. 21st April, three nights, double. I'll just check availability... Yes, we can do that for you. Is this a company booking or an individual?
- Oh, it's individual.
- Have you stayed with us before?
- No, I haven't.
- Would you like one of our Executive rooms, Mr. Lewis, on the top floor with some wonderful views?
- Well, actually, no, I wouldn't. My wife doesn't really like using the lift and also she's got a bad leg, so I was hoping we could have a room near the ground floor.
- OK. I'll make a note of that and when you check in the receptionist will

allocate a room on the first floor for you.

- Thank you.
- Will you be paying by credit card?
- Yes, I will. It's Visa.
- And what is the number?
- Hold on ... It's 4335 171 36 094.
- So that's 4335 171 36 094. And your address?
- 14 St John's Road, London.
- OK, Mr. Lewis, that's reserved for you. Your reservation number is PS1462. We look forward to seeing you on the 21st.
- Thank you.
- You're welcome.

Telephone Call 2

- Reservations, this is Alex speaking. How can I help you?
- Good morning. This is Jane Priestley from Imperial Plastics. I'd like to reserve a couple of doubles for April 13th.
- Two doubles for April 13th ... Right. Availability is fine for that night. Is that a company booking?
- Yes, Imperial Plastics. The rooms are for a Mr. Hamilton and Mr. Johansson, spelt J-O-H-A-N-S-S-O-N. They'd like the Executive rooms.
- OK. You have an account with us, don't you?
- Yes, we do.
- But the guests haven't stayed with us before, have they?
- No, I don't think so.
- And how is the account be settled?
- Full bill on the company account.
- Can I just check your contact details? It's Miss Jane Priestley, Imperial Plastics, Old Dock Road, London.
- That's correct.
- Right, Miss Priestley, the reservation number is PS 43307. I would be grateful if you could just confirm in writing, by fax if you like.
- Certainly. Thank you for your help.
- You're welcome. Good bye.

The Information Chart

	<i>Caller 1</i>	<i>Caller 2</i>
Name of guest(s)		
Arrival date		
Number of nights		
Room type		
Company/individual		
Stayed before		
Method of payment		

Credit card №		
Address		
Reservation №		
Special requests		

Task 10. Work in pairs and make up your dialogue. Decide who is Student A and who is Student B.

Student A: Telephone a hotel to make a reservation. Be ready to give details of the dates and the type of room you need. Find out what the Reservations Clerk can offer you. Decide whether to make a firm reservation or not.

Student B: You are a Reservations Clerk. You are unable to give the client exactly what he/she wants, but you can offer an alternative. For example, you can offer:

- the dates he/she wants, but with a different type of room, or
- the room type he/she wants, but for different dates.

Task 11. Speak about the hotel reservations.

1. In what way does a hotel receive booking requests?
2. What does the reservation card indicate?
3. What is the difference between a guaranteed and non-guaranteed reservation?
4. What can a reservation be guaranteed by?
5. What is the 6 p.m. release?
6. When is the reservation considered confirmed?
7. What is the reservation clerk supposed to do when receiving the booking request?
8. What reservations documents are used in hotels?
9. What is the difference between a reservation diary and a reservation chart?
10. What is the Reservation Department supposed to do in case the hotel is unable to confirm the reservation?
11. What amendments can be made in the confirmed reservations?
12. In what way are all the amendments recorded?
13. What is the cancellation policy like in most hotels?
14. In what case are cancellations made without any penalty fees?

Task 12. Imagine that you are a lecturer at the University. You need to prepare a lecture on one of the following topic: BOOKING HOTEL ROOMS BY DIFFERENT CLIENTS.

Task 13. Prepare the presentation about ONLINE BOOKING SYSTEMS IN THE HOTEL BUSINESS.

Task 14. Translate into English.

1. У вас є вільні номери з ванною на 5 березня?
2. У вас є в готелі президентський люкс?

3. Чи можна забронювати двомісний номер із додатковим ліжком для дитини?
4. Мені потрібно два одномісні номери, розташовані поруч.
5. Я хотів би забронювати номер для ділових людей з виходом в Інтернет.
6. Зачекайте одну хвилину, будь ласка, я перевірю наявність вільних номерів.
7. Ми можемо забронювати для вас люкс-апартамент.
8. У нас є вільний номер підвищеної комфортності. Він дорожчий за стандартний, але набагато зручніший.
9. Яка повна ціна номера?
10. Чи не могли б ви сказати, у вартість включено податки та обслуговування?
11. Номер заброньовано для вас. Запишіть, будь ласка, ваш номер броні.
12. Ми були б вам вдячні, якби ви змогли підтвердити свою заявку письмово.
13. На жаль, у нас немає вільних одномісних номерів на цю дату. Я зможу прийняти вашу заявку тільки, якщо буде ануляція.
14. Можна у вас замовити трансфер?—Так, ми можемо організувати для вас зустріч в аеропорту.
15. Ви оплачуватимете номер готівкою чи кредитною карткою?
16. Які умови ануляції (скасування) у вашому готелі?
17. У разі неявки клієнта готель має право зняти з його кредитної картки суму в розмірі вартості добового проживання.
18. Вишліть нам, будь ласка, рахунок на оплату.
19. Чи є у вас корпоративні розцінки або спеціальні знижки? 22. не могли б ви вислати підтвердження?—Ми надішлемо вам підтвердження, щойно отримаємо передоплату за бронь.

UNIT 6 CHECKING IN

Task 1. Read and memorize the following words and word-combinations:

1. checking in – реєстрація
2. check-out time – час виселення
3. a receptionist – адміністратор
4. room clerk – портьє
5. a register – журнал реєстрації
6. registration card – реєстраційна картка
7. fill in, complete a card – заповнювати картку
8. an authorization letter – авторизаційний лист
9. hotel voucher – ваучер на проживання
10. original voucher – оригінал ваучера
11. to check the original voucher against a copy – звірити оригінал ваучера з копією
12. a complimentary room – безкоштовний номер

- 13. a guest – гість (який проживає в готелі)
- 14. a guest card – карта гостя
- 15. a guest's history – історія гостя (клієнта)
- 16. a booking guest/ expected guest – "очікуваний" гість (клієнт з попереднім бронюванням)
- 17. a walk-in/chance guest – "несподіваний" гість (клієнт без попереднього бронюванням)
- 18. the date of arrival/ check-in date – дата прибуття, дата заселення
- 19. the date of departure/ check-out date – дата виїзду з готелю
- 20. passport details – паспортні дані
- 21. valid – дійсний (про паспорт, візу)
- 22. personal information – особисті відомості
- 23. the date and place of issue – ким і коли видано паспорт
- 24. an extra bed (cot) – додаткове ліжко (дитяче ліжко)
- 25. a migration card – міграційна карта
- 26. VAT (value added tax) – ПДВ (податок на додану вартість)
- 27. a credit card imprint – копія кредитної картки
- 28. room facilities – зручності в номері
- 29. to assign a room – поселяти гостя в номер
- 30. to guest room assignment – призначення номера (поселення в номер)

Task 2. Read and translate the text

Checking in

The checking-in procedure may be divided into the following steps:

- Welcoming
- Registration
- Payment
- Clarification
- Room Assignment

Guest welcoming

Hotel guests are welcomed by the doorman. The doorman holds the door open for the guests and helps the guests out of the cars. Some hotels provide parking valet service. The doorman mustn't leave the guest's luggage unattended. He carries the guest's luggage to the reception area.

All hotel guests fall into two groups:

1. guests with advance reservation (expected guests);
2. guests without advance reservation (**chance or walk-in guests**).

The receptionist finds out what group the guest belongs to. Sometimes the guest is the first to introduce himself and present the hotel confirmation sent by the reservation department. In other cases the receptionist finds out if the guest has made a reservation in the hotel.

Then the receptionist should check all the reservation details, such as: spelling of the guest's name, arrival and departure dates (the number of nights), room type and the number of persons, room rate.

When dealing with the **chance guest** the receptionist should discuss in detail the hotel terms and conditions such as, room availability, room rates, duration of stay, methods of payment, extra charges (for extra services).

Registration

When checking in the **chance guest** the room clerk gives him all the information about the food and beverage service and the main hotel facilities.

The room-clerk must observe the rules of registration set in the hotel for different categories of guests.

The following documents are required for hotel registration:

- passport
- foreign passport
- identity card
- serviceman's identity card (for soldiers, sailors, sergeants and first sergeants)
- birth certificate (for children under 14)

A **registration card** should be filled in for every foreign guest. A registration card for an expected guest is prepared well in advance. The room clerk enters all the guest's personal details from the reservation chart prepared by the Reservation Department. Walk-in guests fill out the registration card when checking in. The registration card indicates as follows: room number, date of arrival, date of departure, type of reservation, the number of persons, room type, duration of stay, room rate, reservation number, guest's full name, residence, place of work, occupation, date of birth, method of payment (cash, credit card, voucher, account to company). The **receptionist** should always check that the registration card is completed correctly and legibly.

Then the receptionist informs the guest of the room number and room rate.

If the guest has a travel agency booking, the receptionist should get the original voucher and check it against the hotels copy.

When large tour groups are checked in it's useful for the group leader to deal with registration cards and hand them over to the reception together with a name list and a rooming list of the group.

Payment Clarification

Payment for the hotel services can be made by cash, credit card, account to company, voucher. When the payment is made by credit card it is necessary to have a **credit card imprint** (the credit card number, the expiry date, the cardholder's full name). Credit cardholders are also supposed to fill in a **letter of authorization**.

Room assignment

After payment clarification the receptionist gets down to **room assignment**.

When assigning a room to a guest the receptionist should take into account guests' national characteristics, customs and traditions.

A Muslim guest would prefer to be assigned to an eastside room. Some guests are very superstitious and try to avoid the number 13 room. The Japanese guests try to avoid room numbers 4 and 9 as they consider these numbers unlucky.

The receptionist should note the guests' request to be assigned to a non-smoking room.

The guest's age is also very important when choosing a proper room for him.

Elderly guests will feel more comfortable in a quiet room on the lower floors. Young guests would rather prefer a room with a city view on the top floor.

When checking the guests in the receptionist uses special hotel computer-based systems. All the information from the guest's registration form is transferred to a computer. The guest's data are entered into a **guest's folio** containing the guest's registration form, credit card details, and the bill **posting all the charges incurred** by the guest.

Then the receptionist completes a guest card and hands it over along with the room key. The guest's card indicates the guest's name, room number, check-in and check-out dates. It may also contain information about hotel facilities and their working schedule as well as the information about the hotel rules and regulations.

Admission to hotels is done upon presenting the guest card. On handing over the guest card the receptionist wishes the guest a pleasant stay in the hotel and offers bell service.

The bellboy or page gets the guest's room key from the receptionist and escorts the guest to his room. He shows how to unlock and lock the door and how to use the room appliances (TV set, the air-conditioning, hair-dryer, tea and coffee making facilities, trouser-press etc.). The bellboy may assist the guest with the luggage. He also runs errands for the guests.

The guest's luggage is labeled with luggage stickers with the guest's name and room number written on them and brought into the guest's room within a few minutes.

In modern hotels magnetic **key-cards** and smart-card electronic locks are used instead of metal keys.

Task 3. Answer the following questions:

1. Which steps is the checking-in procedure divided into?
2. What are the duties of the doorman?
3. What groups do all the hotel guests fall into?
4. What is the difference between expected guests and chance guests?
5. What documents are required for registration?
6. What is the procedure of checking in tour groups?
7. What are the methods of payment for hotel services?
8. What is the receptionist supposed to do in case of credit card payment?
9. What information does the letter of authorization contain?
10. What equipment is installed in most hotels to deal with credit cards?
11. What national characteristics, customs and traditions should the receptionist take into account when assigning a room to a guest?
12. What computer-based systems are used in hotels?
13. What is a guest's folio? What information does it contain?
14. What does a guest card indicate?

15. What are the duties of a bellboy?
16. What kinds of keys are used in modern hotels?

Task 4. Make up a plan of the text “Checking in” in writing.

Task 5. Reduce the text “Checking in” to 150 words in writing, saving the main ideas of it.

Task 6. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 7. Match each word in section A with its translation in section B:

section A	section B
checking in	гість (який проживає в готелі)
complimentary room	зручності в номері
walk-in/chance guest	«очікуваний» гість (клієнт з попереднім бронюванням)
extra bed	«несподіваний» гість (клієнт без попереднього бронюванням)
guest	додаткове ліжко
booking guest/ expected guest	безкоштовний номер
room facilities	реєстрація

Task 8. Match each term in column A with its definition in column B.

A	B
1. double	a. to give a guest a room
2. non-smoking	b. a room with a bed for one person
3. single	c. a room with two beds for two people
4. smoking	d. a room where smoking is not okay
5. vacancy	e. a room where smoking is okay
6. assign	f. an available room

Task 9. Fill in the blanks with the correct words.

- | |
|---|
| ▪ reservation number registration form ▪ walk-in ▪ room key
▪ damage deposit ▪ reservation |
|---|

1. The hotel does not accept ¹ _____ guests when there are no rooms available.
2. Mr. Formiga makes a(n) ² _____ to stay at a room at the Royal Point Hotel.
3. Penny uses a ³ _____ to open the door of her hotel room.
4. The guest left a stain on the carpet. The hotel used a ⁴ _____ to pay for the cost of replacing the carpet.
5. Ms. Johnson tells the front desk clerk her ⁵ _____. Then the front desk clerk finds the details of Ms. Johnson's stay.
6. James wrote his phone number and address on the ⁶ _____.

Task 10. Look at the following advice for dealing with guests. What is considered polite in your country? How is it different from other cultures?

When dealing with guests you should always:

- address a guest by his/her title and surname or say *sir* or *madam*
- show that you are listening and understand
- be patient and answer all the guest's questions
- say *please* when asking the guest for something
- say *thank you* when the guest replies

Task 11. Look at the examples and complete the information below.

• *Making polite requests*

Could you spell your surname for me, sir?

Would you mind showing me your passports, please?

Do you mind waiting here?

• *Making polite offers*

Would you like me to call your room?

Would you like the porter to help with your luggage?

Task 12. Complete the dialogue with polite questions.

Receptionist: Can I help you, sir?

Guest: Yes, I'd like to check in, please.

Receptionist: Certainly, sir. _____ ¹

Guest: It's Van Rooyen.

Receptionist: Ah, yes, Mr Van Rooyen. Single room for two

nights. _____²

Guest: Non-smoking,
please.

Receptionist: _____³

Guest: Yes, here it is.

Receptionist: Thank you. I need to put your details into the computer.

Guest: That's OK. I don't need my passport right now so I can
leave it with you and come and get it later this evening.

Guest: That'll be fine _____⁴

Receptionist: Oh, yes, please. They're a bit heavy. Thanks.

Task 13. Practise the checking-in conversations.

1

Receptionist: Good afternoon, sir. Do you have a reservation?

Guest: No, I don't. Do you have a double room for two nights?

Receptionist: Yes, we do.

Guest: Oh, good.

Receptionist: I'll just check what rooms we have available. Just a
moment, please.

Guest: Oh, OK, thanks.

Receptionist: Yes, now, let's see... room 414 is free. It's on the fourth
floor and it has a sea view with twin beds.

Guest: Oh, that sounds fine. How much is it?

Receptionist: Well, the cost is \$150 per night, including buffet
breakfast.

Guest: Oh, fine.

Receptionist: Would you fill out the registration form, please?

Guest: Oh. Yes, sure.

Receptionist: Thank you very much. Could I see your passport, please?

Guest: Here it is.

Receptionist: Thank you very much. How will you be paying for your
room?

Guest: By Visa.

Receptionist: May I have your credit card, please?

Guest: Certainly, here you are.

Receptionist: Good afternoon. Welcome to the Grand Woodward
Hotel. How may I help you?

Guest: I have a reservation for today. It's under the name of
Hannighan.

Receptionist: Can you please spell that for me, sir?

Guest: Sure. H-A-N-N-I-G-H-A-N.

Receptionist: Yes, Mr. Hannighan, we've reserved a double room for you with a view of the ocean for two nights. Is that correct?

Guest: Yes, it is.

Receptionist: Excellent. We already have your credit card information on file. If you'll just sign the receipt along the bottom, please.

Guest: Whoa! Five hundred and ninety dollars a night!

Receptionist: Yes, sir. We are a five star hotel after all.

Guest: Well, fine. I'm here on business anyway, so at least I'm staying on the company's expense. What's included in this cost anyway?

Receptionist: A full Continental buffet every morning, free airport shuttle service, and use of the hotel's safe are all included.

Guest: So what's not included in the price?

Receptionist: Well, you will find a mini-bar in your room. Use of it will be charged to your account. Also, the hotel provides room service, at an additional charge of course.

Guest: Hmm. Ok, so what room am I in?

Receptionist: Room 487. Here is your key. To get to your room, take the elevator on the right up to the fourth floor. Turn left once you exit the elevator and your room will be on the left hand side. A bellboy will bring your bags up shortly.

Guest: Great. Thanks.

Receptionist: Should you have any questions or requests, please dial '0' from your room. Also, there is internet available in the lobby 24 hours a day.

Guest: Ok, and what time is check-out?

Receptionist: At midday, sir.

Guest: Ok, thanks.

Receptionist:

My pleasure, sir. Have a wonderful stay at the Grand Woodward Hotel.

Task 14. Work in pairs and make up your dialogue. Decide who is Student A and who is Student B.

Student A: You are Mr. Green and you're checking in at the Ritz Hotel. You phoned to reserve the room. You have arrived a day earlier – is there a room for you?

Student B: You are the receptionist at the Ritz Hotel. Welcome the guest and go through the check-in procedure.

Task 15. Speak about the checking in.

1. Which steps is the checking-in procedure divided into?
2. What groups do all the hotel guests fall into?
3. What is the difference between expected guests and chance guests?
4. What documents are required for registration?
5. What documents should foreign guests present?
6. Within what period are all foreigners arriving in Russia to be registered?
7. What is a registration card? What information does it indicate?
8. What document is required if the guest has made a reservation through a travel agency?
9. What does a guest card indicate?

Task 16. Write an essay about advantages and disadvantages of checking in.

Task 17. Prepare the presentation about DIFFERENT RESERVATIONS DOCUMENTS

Task 18. Translate into English.

1. Бронювання телефоном одна з найпоширеніших форм бронювання.
2. При телефонному бронюванні потрібне підтвердження в письмовому вигляді.
3. Бронювання може бути гарантованим і негарантованим.
4. Ви бронюєте номер від організації чи як приватна особа?
5. У нас всі місця зайняті.
6. Ви бронювали номер у нашому готелі?
7. Якщо бронювання неможливе з якихось причин, то в такому разі відділ бронювання висилає офіційну відмову в розміщенні.
8. У разі неприбуття гостя, готель має право знімати з кредитної картки клієнта штраф у розмірі вартості однієї доби проживання.
9. Служба бронювання також проводить ануляцію замовлень на бронювання.
10. Якщо гість прибув після настання години ануляції, то готель має право надати гостю будь-який інший вільний номер.
11. Доброго ранку! Я забронював одномісний номер на три дні у вашому готелі. Ось моє підтвердження. – Я зараз перевірю по комп'ютеру.

12. На жаль, я не можу знайти жодних відомостей, що підтверджують ваше бронювання.
13. Мені треба звірити паспортні дані. Мені потрібен Ваш паспорт і міграційна карта для реєстрації.
14. Ваша віза дійсна протягом 30 днів. Якщо Ви хочете затриматися на довший термін, Вам потрібно продовжити візу.
15. Ось Ваша реєстраційна картка. Перевірте, будь ласка, тут все правильно?
16. Я хотів би зупинитися у вашому готелі, але я не бронював номер заздалегідь.—Одну хвилину, я перевірю, які номери вільні. Ми можемо запропонувати Вам одномісний номер із ванною на 4-му поверсі з видом на місто.
17. Вам потрібно заповнити реєстраційну картку. Заповніть, будь ласка, картку друкованими літерами.
18. Ось Ваша картка гостя. Тут Ви знайдете всю необхідну інформацію про служби готелях.
19. Тримайте її, будь ласка, завжди при собі. Вона Вам знадобиться в ресторанах і барах готелю при подальших розрахунках за харчування та напої.
20. Ось Ваша карта-ключ від номера. Посильний проведе Вас у номер і покаже, як нею користуватися. Він також відповість на всі Ваші запитання щодо обслуговування в готелі. Ви також можете звернутися до посильного з якими-небудь дорученнями.
21. Хто-небудь може допомогти мені з багажем?—Не хвилюйтеся, Ваш багаж доставлять у номер за кілька хвилин.
22. Дозвольте представитися. Я—керівник групи з... . У нас заброньовано 10 одномісних і 5 двомісних номерів у Вашому готелі.
23. Якщо у Вас будуть якісь запитання, звертайтеся до поверхової служби номерів або телефонуйте до служби прийому.
24. Скільки осіб у Вашій групі? Скільки чоловіків, жінок і подружніх пар?
25. У зв'язку з тим, що у вас вечірній рейс, ми зможемо надати вам один вільний номер на всю групу до 6 години вечора.

UNIT 7

METHODS OF PAYMENT

Task 1. Read and memorize the following words and word-combinations:

1. a credit card holder – власник кредитної картки власник кредитної картки
2. authorization – авторизація
3. to obtain authorization – отримати дозвіл на авторизацію
4. to clear – здійснювати оплату чеками
5. clearance – здійснення розрахунків за чеками, кліринг чеків
6. to issue – виписувати
7. an expiry date – закінчення терміну дії картки
8. the amount to be charged – сума, що стягується

9. to exceed the limit – перевищувати ліміт
10. to damage a card – пошкодити карту
11. traveler's cheques – дорожні чеки
12. a credit card statement – виписка з рахунку
13. a printout – роздруківка
14. to transfer – переводити гроші на рахунок
15. Electronic Fund Transfer System – система електронних грошових переказів
16. a bank multifunction card – банківська багатофункціональна картка
17. invoice – рахунок-фактура
18. balance – баланс залишок суми, баланс
19. imprint – відбиток, роздруківка
20. to pay of – виплачувати повністю, розраховуватися
21. forged – підроблений, фальшивий
22. a payee – одержувач грошей (платежу)
23. a draft – переказний вексель
24. to countersign – ставити контрольний підпис
25. sales advice – супровідна довідка (сповіщення (видається під час продажу))
26. a sales voucher – торговий ваучер

Task 2. Read and translate the text

Methods of Payment

There are different methods of payment which a payer can use nowadays. They are cash, personal cheques, traveler's cheques, credit cards, charge cards, multifunction bank cards, Electronic Funds Transfer System.

Cash is a commonplace and simple method of payment. It's easy to use – customers don't need any cashing facilities. When you say that you will pay in cash, it means that you have the necessary amount of money in notes and coins. Normally national currency of the country will be expected.

According to the law you will be obliged to change your money for the local currency when you travel abroad. The exchange rate is displayed at the bank or exchange offices. The exchange rate is the value of the money of one country compared to that of another. A buying and a selling rate is shown. A commission is usually taken by the bank which is a percentage for the **transaction**.

In tourism and hospitality it's convenient to pay in cash when you owe small amounts. Cash is fine when you leave tips to porters and waiters, pay for taxis or buy gifts. Nevertheless, it's not convenient to pay in cash for expensive goods and services. In this case electronic payments like credit cards, charge cards, bank multifunction cards, smart cards etc. are preferable.

More and more companies accept cards as a method of payment. They establish relationships with credit organizations and install the electronic equipment to service their customers – **card holders**.

A credit card is a plastic card with which the card holder borrows money from

the bank or another credit company and purchases goods and services up to a certain limit without immediate payment. The supplier gets paid immediately by the bank or the credit company. The card holder then pays off his debt if he doesn't pay it in full. Visa is the world market leader among credit cards. Then come MasterCard and Access.

American Express and Diners Club are not credit cards. They are **charge cards**. With **charge cards** you are not allowed to take out a new credit before you have **paid off** the total amount charged at the end of the month. With credit cards you are not obliged to pay your bills in full at the end of the month. You have to pay just some minimum balance which will be shown in the statement. Then you can get a new credit.

Both credit and charge cards are used to pay for goods and services and can be cashed in local currency. Cash can be received with **over-the-counter transactions** or in **ATM (cash dispensers)**.

The card bears the name of the issuing company and its type, its number which is the account number, the date -Valid from, the **expiry** date, and the name of the card holder.

When a card is used, it will be - **swiped** through an electronic payment terminal and the **imprint** of it will be taken, or a **sales voucher** is made out, which the customer will be asked to sign. The staff member will compare the signatures on the card and on the **sales voucher**.

When the card is used, its holder is asked for his or her passport or other identification document. Both charge and credit cards have the expiry date which is the end of the period when the holder can use them. When the card is out of date, the holder must obtain a new one.

One of the electronic methods of payment is the **Electronic Funds Transfer System**. Payment there takes place when you insert your credit or bank card in a terminal connected with a bank computer and type your PIN- code which **validates** the transfer. This system has already replaced a lot of banking papers and cheques.

There's a new type of credit cards - smart cards. In smart cards the information is contained in a microchip, while in other cards it is contained in a magnetic stripe. With those cards it is not required to use a PIN-code for on - line identification. However, smart cards were not widely accepted by the market at first. It was estimated that the production of smart cards was four times as costly as bank multifunction cards.

A bank multifunction card is a card issued by the bank which authorizes the customer to withdraw cash to use it for different functions and there is no limit on each payment. The money will be just **transferred** from your bank account to the account of the **payee**. They are known as - Switch, - Connect and - Delta.

Traveller's cheques are very convenient as a method of payment in tourism. They are used to pay bills in hotels, restaurants and shops. **Traveller's cheques** are cheques which you can change for foreign local cash money at an overseas bank when you travel abroad. A commission of 1 to 2 per cent will be charged on traveler's cheques by the bank for the transaction. They don't have any expiry date. Once they are bought, they are valid for an unlimited period of time. You can take

them any time you travel overseas.

With traveler's cheques you don't have to carry large amounts of cash because they are very safe to carry. When the buyer signs them at the moment of buying, it means they will be protected from **forgery**, because he has to **countersign** them in front of the staff member who will compare the two signatures before accepting them. If they are lost or stolen they can't be used by another person as long as they bear the signature of the buyer but not **countersignature**.

When traveler's cheques are cashed, the customer is asked to produce his or her passport for identification. Besides, all traveler's cheques are numbered and a special record or **sales advice** is given to the buyer with all the traveler's cheques numbers. The buyer is recommended not to keep the cheques and the **sales advice** together in one place and not to **countersign** them in advance. In case the cheques are lost, their numbers and amounts are preserved. Thus, they can be refunded or replaced by the issuing company.

Task 3. State the following statements as True or False.

1. Cash is easy to use – customers don't need any cashing facilities.
2. Payments in hotels should be made in any currency.
3. The exchange rate is the value of the money of one country compared to that of another.
4. No commission is usually taken by the bank for currency exchange.
5. It's convenient to pay in cash for all chargeable hotel services.
6. Cash can be received with over-the-counter transactions or in ATM.
7. A credit card is a plastic card with which the card holder borrows money from the bank.
8. American Express and Diners Club as well as Visa and MasterCard are international credit cards.
9. With charge cards you can take out a new credit whenever you wish.
10. Both a charge and a credit card have the expiry date.
11. When a card is used, it will be – swiped through an electronic payment terminal and the imprint of it will be taken.
12. With Electronic Funds Transfer System a payment takes place when you insert your credit or bank card in a terminal.
13. A bank multifunction card is a card issued by the bank which authorizes the customer to withdraw cash to use it for different functions.
14. Traveller's cheques are not often used in hotels.
15. Traveller's cheques are cheques which you can change for foreign local cash money at an overseas bank when you travel abroad.

Task 4. Make up a plan of the text "METHODS OF PAYMENT" in writing.

Task 5. Reduce the text "METHODS OF PAYMENT" to 150 words in writing, saving the main ideas of it.

Task 6. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 7. Match each word in section A with its translation in section B:

section A	section B
payee	переказний вексель
to transfer	торговий ваучер
to clear	дорожні чеки
to countersign	ставити контрольний підпис
traveler's cheques	переводити гроші на рахунок
sales voucher	здійснювати оплату чеками
draft	одержувач грошей (платежу)

Task 8. Match each term in column A with its definition in column B.

A	B
1.To bill to	a. A small piece of plastic that is used to transfer money from a bank account of the person being paid.
2. Run the card	b. To charge a specific account for a transaction
3. Debit card	c. The deliberate use of someone else's identity, usually as a method to gain a financial advantage or obtain credit and other benefits in the other person's name.
4.Vigilant	d. A restaurant bill that only lists the costs acquired by one person.
5. Separate check	e. If someone vigilant, he or she is watchful and looks for signs of danger.
6. Identity theft	f. To put a credit or debit card through a machine that charges the account.

Task 9. Complete the text with a suitable word from the box.

issuing company	forgery	pay bills	sales advice	countersign
transaction	commission	expiry	countersignature	draft.. valid cash

Traveller's Cheques

A traveller's cheque is a bank ¹ _____ for personal use of the purchaser. It is signed by the purchaser at the time of purchase from the national bank.

Traveller's cheques are issued in major hard currencies in fixed amount notes.

They bear the name of the ²_____.

A 1 per cent ³_____ is charged by the bank on sales of traveler's cheques.

Traveller's cheques are cheques which you can change for foreign local cash money at an overseas bank when you travel abroad. A commission of 1 to 2 per cent will be charged on traveler's cheques by the bank for the ⁴_____.

Traveller's cheques are very convenient as a method of payment in tourism. They are used to ⁵_____ in hotels, restaurants and shops.

They don't have any ⁶_____ date. Once they are bought, they are ⁷_____ for an unlimited period of time. You can take them any time you travel overseas.

With traveller's cheques you don't have to carry large amounts of ⁸_____. Traveller's cheques are very safe to carry. When the buyer signs them at the moment of buying, it means they will be protected from ⁹_____, because he has to ¹⁰_____ them in front of the staff member who will compare the two signatures before accepting them.

If they are lost or stolen they can't be used by another person as long as they bear the signature of the buyer but not ¹¹_____.

When traveller's cheques are cashed, the customer is asked to produce his or her passport for identification. Beside, all traveler's cheques are numbered and a special record or ¹²_____ is given to the buyer with all the traveller's cheques numbers. The buyer is recommended not to keep the cheques and the sales advice together in one place and not to countersign them in advance. In case the cheques are lost, their numbers and amounts are preserved. Thus, they can be refunded or replaced by the issuing company.

Task 10. Read and role play the dialogue.

CLERK: Hello, sir. How may I help you today?

GUEST: Hi. Can I exchange some money here?

CLERK: Yes, sir.

GUEST: Excellent. I really thought I was going all the way down to the bank.

CLERK: No, there's a currency exchange service for that. What type of currency would you like to exchange?

GUEST: I have dollars. And of course, I want euros. What's the exchange rate these days?

CLERK: It's 0.73 euro to a dollar.

GUEST: Wow! The dollar was worth a lot more last time I visited Europe. What kind of commission do you take?

CLERK: We have a ten per cent commission.

GUEST: That's all right.

CLERK: Also, you should know that we don't buy back any currency. So you should only exchange as much money as you think you'll need.

GUEST: That's OK. I want to exchange two hundred dollars.

CLERK: Okay, sir. I'll just need you to fill out this form and then you'll be all

set.

GUEST: Sure. Thank you for help.

Task 11. Work in pairs and make up your dialogue. Decide who is Student A and who is Student B.

Student A: You are a restaurant patron and you want to pay the bill. Ask Student B questions about:

- ✓ how to pay for the tip
- ✓ separate checks

Student B: You are a waiter. Answer Student A's questions about:

- ✓ paying the tip
- ✓ the separate check policy

Task 12. Work in pairs. Ask and answer questions about different methods of payment.

1. Which methods of payment can a payer use nowadays?
2. Which method of payment is most commonplace in hotels?
3. What credit cards are widely accepted?
4. What about American Express and Diners Club?
5. How do credit and charge cards differ?
6. Are there any new electronic methods of payment?
7. What is a smart card?
8. What is a bank multifunction card?

Task 13. Speak about the methods of payment.

1. Why are travelers obliged to change their money for local currency of the country they visit?
2. In what cases is cash preferable?
3. What is a personal cheque?
4. What is a traveller's cheque? How are traveller's cheques used for payments?
5. What credit cards are widely accepted?
6. What are hotel employees supposed to do when dealing with credit cards?

Task 14. Prepare the presentation about SYSTEMS OF CURRENCIES IN THE WORLD

Task 15. You are a restaurant critic. Use the web-page and the conversation to write an article about paying a restaurant bill (120–150 words). Make sure to talk about the following:

- The different ways to pay
- Separate check policies
- The problem of identity theft

Task 16. You are going to prepare the report for the International Conference. Choose the topic and highlight the main thesis: FINANCIAL TRANSACTIONS AT THE HOTEL.

Task 17. Translate into English.

1. У разі втрати дорожніх чеків їх буде замінено або гроші за них буде повернуто за наявності довідки про продаж.
2. Іноземну валюту не приймають до оплати в готелях, барах, ресторанах і турагентствах. Її необхідно поміняти в пункті обміну валюти. За цю операцію стягуються комісійні.
3. Під час оплати з розрахункової або кредитної картки необхідно зробити відбиток картки, для цього картку пропускають через спеціальний електронний термінал.
4. Прострочені кредитні картки до оплати не приймаються.
5. Під час продажу дорожніх чеків туристам рекомендують зберігати чеки окремо від довідки з їхніми номерами.
6. Ваучер про продаж заповнюють у місцевій валюті країни, в якій купують товари або послуги.
7. Під час подорожі зберігайте гроші в дорожніх чеках або пластикових картках, щоб уникнути втрати або крадіжки.
8. При оплаті кредитною картою в трьох примірниках складається ваучер про продаж, перший примірник якого видається клієнту.
9. Як Ви будите розраховуватися готівкою чи кредитною картою?
10. У торговельному центрі встановлено термінали для обслуговування клієнтів з банківськими багатофункціональними картками.
11. Розрахункова година в нашому готелі – 12 година дня. Нагадуємо Вам, що всі номери мають бути звільнені до цієї години.
12. Як Ви будете оплачувати проживання? – Кредитною картою.
13. Мені потрібно зняти відбиток з Вашої кредитної картки.
14. Яка вартість номера на добу? – Ви можете ознайомитися з нашим прейскурантом. Усі ціни дано з урахуванням ПДВ.
15. Ви надаєте які-небудь знижки? – Відкритий тариф не передбачає жодних знижок.

UNIT 8

CHECKING OUT

Task 1. Read and memorize the following words and word-combinations:

1. check out – виїжджати з готелю
2. to post to the guest 's account – заносити на рахунок
3. to vacate a room – звільняти номер
4. payment – оплата
5. cash ~ – готівкою
6. ~ by credit card – кредитними картками

7. ~ by account to company – за безготівковим розрахунком
8. ~ by voucher – ваучерами
9. ~ by traveler's cheques – дорожніми чеками
9. full payment – повний розрахунок
10. to settle an account – проводити оплату
11. check-out time – час виселення
12. charges – витрати
13. to overcharge – обраховувати, стягувати більшу суму, ніж належить
14. guest's folio – рахунок гостя
15. guest invoice – рахунок-фактура
16. quick check-out service – експрес-оплата готельного рахунок
17. value – цінність, ціна
18. value added – додана вартість
19. value added tax (VAT) – податок на додану вартість (ПДВ)

Task 2. Read and translate the text

Checking out

When checking out the guest should **settle** the **full account** for accommodation and chargeable extras.

The **payment** can be **made** in cash, by credit card, account to company, voucher, traveller's cheques.

The following **charges** are **entered** on the **guest's account**: the charge for the guest's room; the extra charges (resulting from the use of additional services); telephone bills.

The payment for hotel accommodation is charged on **the check-out time** (12:00 noon) basis. If the client exceeds the stay agreed upon, he is charged for the stay in the following manner:

- no more than 6 hours overstay – charge per hour of stay;
- from 6 to 12 hours of overstay – half of daily charge;
- from 12 to 24 hours of overstay – full day's charge (unless there is a system of charging per hour)

When the stay does not exceed 24 hours, the client is charged for a night (24 hours), regardless of check-out time.

The following checklist is useful when preparing bills:

- Avoid hidden extras – guests are not happy if they feel overcharged.
- Display an up-to-date price list at all times.
- Include any extra costs and taxes on price lists.
- Deal with bill queries politely and efficiently.
- Remember that guests can easily forget what services they have used. *I'll check our records. It says here there was a call yesterday evening.*
- Stay calm, apologize and offer to correct mistakes immediately. *Oh, yes, I do apologize, we have made a mistake here. That should be...*

Task 3. Answer the following questions:

1. What are the guests supposed to do when checking out?
2. What are the methods of payment?
3. What charges are entered on the guest's account?
4. What basis is the payment for hotel accommodation made on?
5. What are the terms of payment in case if the guest vacates the room after the check-out time?
6. What tips may be useful for preparing bills?

Task 4. Make up a plan of the text "CHECKING OUT" in writing.**Task 5. Reduce the text "CHECKING OUT" to 150 words in writing, saving the main ideas of it.****Task 6. Look at the words in bold and try to explain them, then choose any three and make sentences.****Task 7. Match each word in section A with its translation in section B:**

section A	section B
value added	проводити оплату
to settle an account	експрес-оплата готельного рахунок
payment	звільняти номер
guest's folio	оплата
check out	рахунок гостя
to vacate a room	виїжджати з готелю
quick check-out service	додана вартість

Task 8. Match each term in column A with its definition in column B.

A	B
1. guest's folio	a. a detailed bill or statement provided to guests by a hotel for services rendered during their stay
2. payment	b. the time by which guests are expected to leave
3. cash	c. money in the physical form of currency, such as banknotes and coins
4. check out	d. the process by which a guest formally leaves the hotel, settles any outstanding bills, and returns their room keys
5. guest invoice	e. an amount of money that is paid to someone, or the act of paying this money
6. check-out time	f. a piece of stationery or an invoice representing the guest's bill

Task 9. Look at the pictures and describe the checking out procedure.



Task 10. Read the dialogue and answer the questions.

Guest: I'd like to check out now, please. Room 301.

Reception: Certainly, sir. I'll get you your bill. Here we are. How would you like to pay, sir? Credit card?

Guest: Yes. Credit card. Do you take this card?

Reception: We do indeed, sir. If I could just have your card a moment... I'm sorry, sir but I'm afraid this credit card has expired. It expired at the beginning of this month.

Guest: Oh, dear, that's a nuisance. Could I pay by cheque, then?

Reception: I'm afraid we wouldn't normally accept a cheque without a valid cheque guarantee card. But don't worry, we'll soon sort this out for you. If you'd like to wait a moment, we'll put a telephone call through to your bank. I expect they'll guarantee the cheque for you.

Guest: Actually, you won't need to do that. I've just remembered I have an American Express card as well. Just a moment. Yes, here it is. I think you'll find it OK.

Reception: Yes, that'll do nicely sir. If you just wait a second I'll write out a slip for you, and give you a receipt.

Questions

1. How does the guest want to pay at first?
2. Why is this not possible?

3. How does the guest want to pay next? What difficulty is there?
4. How does the clerk offer to solve the problem?
5. What does the guest remember at the end of the dialogue?
6. What other kinds of credit or charge card do you know about?

Task 11. Watch the video and choose the correct answer

<https://www.youtube.com/watch?v=ZOpVW-egVDM>

Choose the correct answer:

Mr. Walter wants to:

1. Book a room.
2. Leave the hotel.
3. Change the room.

Did he enjoy the stay at the hotel?

1. Yes, he did.
2. No, he didn't.

Did he take anything from the minibar?

1. Yes, he did.
2. No, he didn't.

How will Mr. Walter pay the bill?

1. He will use credit card.
2. He will pay cash.

The bill ...

1. doesn't include tax.
2. includes tax.

Mr. Walter needs a payment receipt so that he can:

1. keep it as a proof.
2. use it at the airport.
3. charge the bill to his company

How long does it take to get to the airport?

1. a quarter of an hour.
2. half an hour.
3. 20 minutes.

How can Mr. Walter get to the airport?

1. By snuffle.
2. By shackle.
3. By shuttle.
4. By shuffle.



Scan me!

The airport shuttle service is...

1. for free.
2. included in the bill.

Mr. Walter will...

1. wait in the lounge area.
2. leave the hotel immediately.
3. look for a taxi.

Task 12. Complete the check-out dialogue with these phrases and role plays it.

- *have a good journey*
- *is everything else all right*
- *how would you like to pay*
- *that's the registration fee*
- *here's your bill*
- *shall I send you*
- *would you like to sign*
- *that was the international*
- *I think you'll find it's correct*

Reception: 1 _____, madam.

Guest: Wait a minute. I think there's been a mistake

Reception: I'll just check it for you. 2 _____. The total includes room service.

Guest: But what's this fee?

Reception: 3 _____, which is obligatory in Russia.

Guest: And what about this amount?

Reception: 4 _____ phone call you made.

Guest: Yes, but it's so expensive!

Reception: Well, we do have a satellite line. 5 _____?

Guest: Yes, I think so.

Reception: 6 _____, madam?

Guest: Credit card, please.

Reception: 7 _____ here? Are you planning to visit our city again? I'm not sure it depends on work.

Guest: 8 _____ out updated brochure in the new year?

Reception: Yes, OK. Here's my address.

Guest: I hope you enjoyed your stay. 9 _____ home.

Reception: Thank you, goodbye.

Task 13. Work in pairs and make up your dialogue. Decide who is Student A and who is Student B.

Student A: You're the guest. Ask to settle your bill below.

- Query the number of nights charged and the bar bill.
- Pay with a credit card.

Room	342	
ARRIVAL:	21/7	DEPARTURE: 23/7
ROOM RATE:	119	

Accommodation	3 nights	476
Breakfast	x3	48
Bar	21/7	46
	22/7	61
Telephone	21/7	25
Car park	2 days	15

TOTAL		671
Method of payment		

Student B: You are the receptionist. Deal with guest's bill. Use this information.

- The hotel has overcharged by one night.
- Check the bar bill. It's correct.
- Ask how guest would like to pay.
- Accept payment by credit card.
- Give hotel and card receipts.

Task 14. Speak about the checking out

1. What is the meaning of checking out someone?
2. What do you say when checking out of a hotel?
3. How do you say you want to check out?
4. What do you say when guests check out?
5. What are the terms of payment in case if the guest vacates the room after the check-out time?

Task 15. Write an essay about advantages and disadvantages of checking out.

Task 16. Translate into English.

1. При від'їзді гостя передбачається повний розрахунок з ним за проживання та надані додаткові платні послуги.
2. Розрахунки можуть проводитися за готівковий розрахунок, кредитними картами, за безготівковим розрахунком, ваучерами, дорожніми чеками.
3. Розрахунок з гостями проводиться за проживання, додаткові платні послуги, телефонні розмови.

4. У разі затримки споживача плата за проживання стягується в такому порядку:
 - не більше 6 годин після розрахункової години—погодинна оплата;
 - від 6 до 12 годин після розрахункової години—плата за половину доби;
 - від 12 до 24 годин після розрахункової години—плата за повну добу (якщо немає погодинної оплати).
5. При проживанні не більше доби (24 годин) плата стягується за добу незалежно від розрахункової години.
6. Коли Ви збираєтеся від'їжджати?
7. Прохання для тих хто від'їжджає з готелю, звільнити номер до 12.00 та залишити ключ у порт'є.
8. Може бути, що я залишуся довше.
9. При виїзді гостя передбачається повний розрахунок з ним за проживання та надані додаткові платні послуги.
10. Заключним етапом технологічного процесу обслуговування гостя є його від'їзд, або процедура виписки гостя.

UNIT 9

HOTEL HOUSEKEEPING DEPARTMENT

Task 1. Read and memorize the following words and word-combinations:

Housekeeping staff

Housekeeping Department – Адміністративно-господарська служба господарська служба (АГС); Служба обслуговування та експлуатації номерного фонду

Executive Housekeeper – Начальник АГС

Deputy/ Assistant Housekeeper – Заступник начальника АГС

HSKP Supervisors – супервайзери (помічники начальника служби, старші покоївки)

chambermaids, room attendants – покоївки

Laundry/dry service attendants – персонал, який працює у пральні та хімчистки

Linen Room attendants – персонал, що відповідає за білизну

Health Club attendants – співробітники оздоровчого клубу

Fitness centre attendants – співробітники спортивного центру

florists – флористи

storekeepers – комірники

housemen – робітники

shift rota – графік виходу на роботу

to draw up shift rotas – складати графік виходу на роботу

Guest bedroom

bedding – постільні приналежності

bed linen – постільна білизна

blanket – ковдра

bedspread – покривало
duvet – ковдра
duvet cover – підковдра
comforter – стьобана ватяна ковдра
pillow – подушка
pillowcase – наволочка
sheet – простирadlo
bottom sheet – нижнє простирadlo
top sheet – верхнє простирadlo
to fold – складати

Guest bathroom

bath tub – ванна
bath mat – банний килимок
facial tissue – косметичні серветки
фен – фен
shower shower cap – шапочка для душу
shower curtain – штора для ванної/душу
sink – раковина
towel – рушник
bath towel – банний рушник
hand towel – рушник для рук
face towel – рушник для обличчя
towel rack – рушникосушка
toilet – туалет
toilet tissue/paper toiletries – туалетний папір / туалетне приладдя
trashcan – урна для сміття
to empty a trashcan – спустошити урну

Guestroom

ashtray – попільничка
carpet – килим
crib – дитяче ліжечко
fixtures – кріплення
furniture – меблі
ice bucket – відро для льоду
iron – праска
ironing board – прасувальна дошка
laundry bag – пакет для білизни в прання
light bulb – лампочка
memo pad – блокнот
sewing kit – набір для шиття
stationery – канцелярські товари
tray – піднос
vanity – туалетний столик
wastebasket – кошик для сміття

Guestroom cleaning

cleaning supplies (cleaning agents) – засоби для чищення
cleaning procedures – збиральні роботи
dusting – сухе протирання (втирання пилу)
ashtray emptying – спустошення попільничок
making the bed – прибирання ліжка (заправка і зміна постільної білизни)
mopping – вологе прибирання підлоги
stain removing – видалення плям
replacing – заміна
restocking (replenishing) – поповнення запасів
sanitizing – дезінфекція (санітарна обробка)
scrubbing – чищення
spraying – розбризкування
sweeping – підмітання
vacuuming – чищення килимів
wiping down – вологе протирання

Types of Room Cleaning

check-in room cleaning – прибирання заброньованих номерів
everyday make-up / occupied room cleaning – поточне прибирання житлових номерів
check-out room cleaning – прибирання номера після виїзду гостей
deep cleaning (syn. super cleaning) – генеральне прибирання
picking up – легке прибирання
turndown service – вечірнє прибирання, підготовка номера до сну (ліжко готують до сну, завішують штори, залишають солодощі)

Types of Room Status

states – положення, стан
room status report – звіт про зайнятість номерного фонду
CO = checked but – виїзний, гість уже виписався
O, OC, OCC = occupied – зайнятий, житловий
V = vacant (clean, no occupant) – чистий, незайнятий
OO, OOO = Out of Order – номер, що перебуває в вимушеному несправний, у простої, поганому стані (ремонт)
CL, CLN = clean – чистий
DI, DTY = dirty – брудний
DP, DEP = departure – виїзний, гість, який вже виписався
DN - виїзний, але гість розплатився ще не
AE = arrival expected – очікуваний («під заїзд»)
NS = non smoking – номер для некурців
OS – заброньований номер для особливо важливих гостей
sleep out – гість прописаний, але не ночував
turn down – «потрібне вечірнє прибирання»

Housekeeping Tools & Equipment

broom – мітла, віник

cart – візок

mor – ганчірка для підлоги

pass key – відмичка

rag – ганчірка

washcloth – ганчірка для миття посуду

vacuum cleaner – пилосос

Housekeeping reports

Housekeeping Report (Room Status Report, Housekeepers Report) – звіт про поточний стан зайнятості номерного фонду готелю (основний робочий документ, яким керується начальник АХС і його помічники під час розподілу роботи на поточний день)

Housekeeping Assignment Sheet – персональне завдання супервайзера/ покоївки

Housekeeping Room Occupancy Report – звіт про зайнятість номерного фонду

Housekeeping Supervisor Daily Report – щоденний звіт супервайзера

Housekeeping Guestroom Attendant Daily Report – щоденний звіт покоївки

Task 2. Read and translate the text.

HOTEL HOUSEKEEPING DEPARTMENT

Hotel housekeeping is a complex operation. A lot of staff will usually be working within the hotel because when selecting the best hotel for a vacation, most people will **assess** not only the location, the size of the rooms, but also the hotel amenities, standards of cleanliness, hotel guests' reviews, etc. The exact number of housekeeping staff depends on the size of the property. The housekeeper is responsible for all of these staff, and their job includes recruiting, dismissing, training and supervising them, as well as **drawing up shift rotas** and determining the salary for each of them. It is also the responsibility of the housekeeper to discipline any members of staff if necessary.

The hotel housekeeper is in charge of keeping an **assigned** number of rooms clean. This includes a variety of services depending on the type of the room. For a standard occupied room, this will involve basic cleaning duties. For a room where the guests have just checked out, the job is more difficult and involves turning over nearly everything in the room. A check out room must be so neat and clean that the new guests cannot tell that another family may have **vacated** the room only a few hours earlier.

The specific duties of a housekeeper may **vary** from one hotel to the next, but junior staff of the housekeeping department usually has standard responsibilities. The first is making beds. A good hotel cleaner should be able to make each bed in about a minute. Unless there are obvious stains, **sheets** and **pillowcases** are rarely changed daily. The average amount of time for sheets to be left unchanged is three days. However, in luxury hotels sheets are changed daily. The number of **sheets** and

pillows on the bed can also **vary**. While a standard hotel bed has a **bottom sheet, top sheet, blanket** and **comforter**, nicer hotels will have a sheet both beneath and on top of the blanket. Some less expensive hotels may not have a blanket at all. Hotel beds are typically made with the comforter covering the entire bed and are almost always made this way when guests first check in. However, during a guest's stay, the comforter may only be neatly **folded** at the bottom of the bed.

Next, the hotel cleaner must refresh any amenities in the room. Small touches such as closing the doors of a television cabinet can give a room a finished look very quickly. If there is a porch or balcony, this should be **swept** and any **ashtrays** need to be **emptied**.

Lastly, the **trashcans** in the rooms will be emptied, and the carpetsswept. Moving on to the bathroom, the hotel cleaner will wipe down the **tub, toilet, sink** and counter. Towels will be changed and amenities will be refreshed. In a check- out room, the bathroom is cleaned more thoroughly with a variety of **cleaning agents**, usually including **bleach**. Small touches such as carefully folded towels are important here. Each hotel has its own preferred method for **folding** and placing the towels. The toilet paper must be folded to a neat point as well. In some hotels, the tip of the toilet paper is even pressedwith a stamp featuring the hotel's logo or name.

Hotels with minibars and **turndown service** usually leave these specific tasks to separate members of the staff as well. Though the typical hotel cleaner is responsible for a number of hotel rooms, there are many others important roles in the housekeeping team at most hotels. In larger hotels, there is usually a **house person** for each floor or section. This person is responsible for emptying the dirty **linens** and trash in housekeepers' carts and **restocking** their towels and amenities when needed. The house person is also responsible for vacuuming hallways, dusting banisters and areas on the floor. Another member of the housekeeping staff is usually **assigned** to the lobby area.

In large hotels this can include the check in area, pool, fitness center, childcare center, laundry facility and a variety of other areas. Lobby hotel cleaners usually make their rounds through these areas several times throughout the day. If a guest calls for special amenities such as a microwave or **crib**, or other items that are not typically left in the room such a toothbrush, **sewing kit** or matches, these are often provided by another hardworking member of the housekeeping staff, sometimes called a **runner**.

Task 3. Answer the following questions:

1. What is the housekeeper in charge of?
2. Why is a check-out room cleaning considered to be the most difficult one?
3. What are housekeeper's duties?
4. In what way may the specific duties of a housekeeper vary from one hotel to another?
5. What small touches can give a room a finished look?
6. In what case are the linen changed daily?
7. What is a house person responsible for?
8. Who is also responsible for vacuuming hallways, dusting banisters and areas

- on the floor?
9. What do lobby housekeepers do?
 10. Who provides the guests of the hotel with the items that are not usually left in the room such a toothbrush, sewing kit or matches?

Task 4. State the following statements as True or False.

1. Lobby housekeepers usually make their rounds through public areas several times a day.
2. When selecting the best hotel for a vacation, most people will assess location, the size of the rooms, hotel facilities and reviews.
3. A check-out room must be so neat and clean that the new guests can tell that another family may have vacated the room only a few hours earlier.
4. The hotel housekeeper is responsible for keeping an assigned number of rooms clean.
5. A good housekeeper should be able to make each bed in about one minute.
6. Some inexpensive hotels may not have a blanket at all.
7. A runner provides guests with special amenities such as a crib or some other items.

Task 5. Make up a plan of the text “ HOTEL HOUSEKEEPING DEPARTMENT” in writing.

Task 6. Reduce the text “ HOTEL HOUSEKEEPING DEPARTMENT” to 150 words in writing, saving the main ideas of it.

Task 7. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 8. Match each word in section A with its translation in section B:

section A	section B
check-in room cleaning	прибирання номера після виїзду гостей
check-out room cleaning	чищення килимів
sweeping	підмітання
stain removing	вологе протирання
wiping down	видалення плям
vacuuming	генеральне прибирання
deep cleaning	прибирання заброньованих номерів

Task 9. Match each term in column A with its definition in column B.

A	B
1. recruit	a. things that you have to do as part of

	your job
2. duties	b. to get someone to work in a company or join an organization.
3. sewing kit	c. things, especially valuable things, that are owned by someone.
4. crib	d. a period of work time in a factory, hotel, hospital, or other place where some people work during the day and some work at night.
5. property	e. a set of a needle and thread for repairing something.
6. shift	f. a bed for baby.

Task 9. Complete the sentences using the information from the text.

1. Another member of the housekeeping staff___to the lobbyarea.
2. Unless there are obvious stains, ___are rarely changed daily.
3. Lastly, the trashcans in the rooms___and the carpets swept.
4. Small touches such as___are important here.
5. It is also the responsibility of the housekeeper___if necessary.
6. The number of___on the bed can also vary.

Task 10. Complete the sentences with the missing words.

▪ recruit ▪ sewing kit ▪ property ▪ duties ▪ crib ▪ shifts

1. A hotel ⁽¹⁾_____includes six threads, six sewing pins, one safety pin and two buttons in the plastic box.
- ⁽²⁾_____and additional beds are available free of charge for children of up to 12 years of age.
2. Every hotel, at some point in time, will have to ⁽³⁾_____new staff.
3. Housekeepers are expected to work in ⁽⁴⁾_____, either morning or night.
4. One of the main ⁽⁵⁾_____of hotel room attendants is to prepare the hotel room's bed for the guest.
5. The rules and regulations are put in place to keep hotel guests and employees safe and protect hotel ⁽⁶⁾_____from damage.

Task 11. What qualities and qualifications do you think are needed to work in the Housekeeping section of a hotel? Read the text and make notes about the following:

- a. qualities needed b. duties c. experience and training

Are you smart? Intelligent? Don't mind hard work? Interested in looking after guests and helping to make their stay enjoyable? You could be just who we're looking for, to join our hotel housekeeping staff.

As a member of the Housekeeping team, you may be given responsibility for one of the bedroom areas. After the guests have checked out, you will then change beds, towels, etc. and generally ensure that everything is clean and tidy.

Housekeeping, however, is not just about cleaning bedrooms, but also keeping every public area pleasant, clean, and tidy for others to relax and work in. You may find you have to arrange flowers, displays of materials, publications, and be responsible for ensuring stocks are up-to-date whether in a linen room or a mini-bar. Other duties you may be involved in could be vacuuming, polishing, and tidying other areas in the building. You will certainly need to spend time checking everything is in place.

Whether you work at a hotel, motel, bed and breakfast, conference or holiday centre, or a tourist attraction, your guests will judge their accommodation by its appearance. Clean rooms and good service enhance any accommodation and make your guests return.

No previous experience is required and most of your training will be on the job, with extra in-house training given by the company's training personnel.

Just think how many things need doing around the house. Now imagine how many more there are in a large hotel - or a leisure theme park! Lighting, heating, plumbing, carpentry, even gardening needs take care of. Courtesy cars and staff buses need driving and many large hotels need grounds staff to look after their golf-courses and keep them in tip-top condition. Whilst some smaller hotels use outside contractors, largest hotels, motorway sites, and leisure parks employ their own specialized support staff. Because guests and visitors expect everything to work perfectly, maintenance and support staff must be available 24 hours a day. This means you will probably have to work shifts and some weekends.

Task 12. Role play the conversation.

Team leader:	Good afternoon, Kevin. How are you?
Housekeeper:	I'm doing well, thanks.
Team leader:	Are you almost done for the day?
Housekeeper:	Yes, I just finished the last stay-over on my list.
Team leader:	Great. Were you very busy today?
Housekeeper:	Yes, I had seven checkouts.
Team leader:	Wow! That's more than usual, isn't it?
Housekeeper:	Yes... but we're always busy on the weekends. Before I fgt I want to mention something.
Team leader:	Sure – what is it?
Housekeeper:	The guests in 245 have had a DND up all morning. What should I do?
Team leader:	Since your shift is about over, don't worry about it. The guests may request cleaning service later. But I'll

take care of it.
Housekeeper: Okay. I guess that I'm done then. I'll see you tomorrow.
Team leader: Good afternoon, Kevin. How are you?
Housekeeper: I'm doing well, thanks.

Task 13. Act out the roles below.

Use Language Like:

Were you very busy today?

Before I forget I want to mention something.

What is it?

Student A: You are a housekeeper at a hotel. Tell Student B about:

- how many stay-overs you cleaned
- how many checkouts you cleaned
- whether any guests left a Do Not Disturb sign up for your entire shift

Student B: You are a team leader. Listen to Student A and tell him or her what to do next. Make up a name for the housekeeper.

Task 14. Read another conversation.

Susan: Housekeeping!

Guest 1: We'll be leaving in about half an hour.

Susan: Fine. I'll come back later then.

Susan: Housekeeping! Anyone here?

Guest 2: Oh, it's the maid. What time is checkout?

Susan: Twelve noon.

Guest 2: Yes. I'll be here until then.

Susan: No hurry. Take your time.

LATER

Sara: Good morning, Susan. Here is your daily Room Vacancy Report. It shows you the **status** of the room. Remember, if there is a -Do Not Disturb sign on the door, don't knock. We want to respect our guests' privacy.

Susan: Oh, yes. I know that's important. All the rooms I tried had no sign on the door. I thought they were vacant, but they were occupied.

Sara: Look at the report. Rooms 303 to 305 have checked out. Start there.

Susan: OK. I'll do that.

Guest 3: Excuse me. Can you please open the door for me? I forgot my card key.

Sara: I'm very sorry, sir. For security reasons, you need to get a new one from the front desk clerk. It's for your protection.

Susan: (to Sara) Thanks for helping me out.

Sara: That's my job.

Task 15. Complete the sentences with the words from the conversation.

1. Susan knocks on the guests' door and says, — ___.||
2. Susan tells the guest, -No hurry. Take your _____.||
3. Sara gives Susan a Room_____Report.
4. The report shows the_____of the rooms.
5. Sara says that for_____reasons the guests must go to the front desk to get another card key.
6. Sara tells Susan not to knock on the door of a room with a -Do not_____|| sign.
7. Susan tells Sara -Thanks for _____me out.||

Task 16. Speak about a hotel housekeeper's job, its duties and responsibilities.

Task 17. Imagine that you are a team leader for a housekeeping department at a hotel. Write a room assignment list for a housekeeper on your team. Make sure to write about the following:

- How many stay-overs and checkouts
- Special requests for certain rooms
- What the housekeeper should do if there is a Do Not Disturb sign?

Task 18. Translate into English.

1. Керівник служби господарського забезпечення підпорядковується генеральному директору або головному інженеру. Керівник служби господарського забезпечення відповідає за ефективну роботу свого підрозділу, тобто проводить навчання, забезпечує мотивацію і контроль роботи співробітників. Він повинен мати відповідну підготовку і вміти організувати роботу підрозділу, підбирати персонал, здійснювати контроль витрат і закупівлі.
2. Заступник керівника складає графік роботи для персоналу, готує звіт про статус номерів, відповідає за прибирання та стан номерного фонду.
3. Керівник пральні, зазвичай другий заступник керівника, організовує роботу з метою забезпечення готелю чистою білизною для номерного фонду та ресторанів, а також організовує виконання замовлень гостей щодо хімічного очищення одягу.
4. Старша покоївка - молодший керівник у службі господарського забезпечення. Вона організовує навчання персоналу, відповідає за холи, основні коридори та інші приміщення, здійснює інвентаризацію мийних засобів та інших матеріалів.
5. До обов'язків покоївки входить прибирання та інше господарське обслуговування номерів. За кожною покоївкою закріплюються кімнати, які вона повинна прибрати протягом зміни. У кожній з них покоївка виконує один і той самий набір дій відповідно до посадових інструкцій. Вона також бере участь у перевірці номерів у відповідний час для з'ясування їхнього статусу.

UNIT 10

HOTEL COMPLAINTS & SOLUTION

Task 1. Read and memorize the following words and word-combinations:

pleasant experience – приємний досвід
go according to plan – йти за планом
handle complaints – обробляти скарги
customer service – обслуговування клієнтів
valued – той, кого цінують
respected – той, до кого ставляться з повагою
properly – належним чином
trash bins – сміттєві корзини
gesture of goodwill – жест доброї волі
technical problems – технічні проблеми
heating – опалення
TV might be broken – телевізор може бути зламаний
technician – технік
quick action – швидкі дії
construction sounds – звуки будівництва
respond politely – ввічливо відповісти
soundproof – звукоізований
sensitive to noise – чутливий до шуму
received one facing the street – отримав кімнату з видом на вулицю
disappointing – розчаровуючий
toiletries – туалетне приладдя
affect the overall impression – впливати на загальне враження
show empathy – виявляти співпереживання
fair solutions – справедливі рішення

Task 2. Read and translate the text.

HOTEL COMPLAINTS AND SOLUTIONS

When people **travel**, they often stay in hotels expecting a comfortable and pleasant experience. However, not everything always goes according to plan. Sometimes, guests face problems that can affect their stay. That is why it is important for hotel staff to be ready to handle complaints in a professional and friendly manner.

Good customer service not only solves problems but also helps the guest feel valued and respected.

One of the most common complaints in hotels is about cleanliness. A guest might arrive and find that the room has not been properly cleaned – perhaps the bed isn't made, the bathroom isn't fresh, or the trash bins haven't been emptied. In such cases, the guest may feel disappointed or even angry. A good solution is for the receptionist to apologize sincerely and offer to send housekeeping immediately. If the problem is serious, the hotel may offer a new room or even a free upgrade as a gesture of goodwill.

Another frequent issue is technical problems in the room. For example, the air conditioning or heating might not work properly, or the TV might be broken. If a guest says, "The air conditioner is not working, and it's too hot in the room," the hotel should send a technician right away or offer to move the guest to another room. Time is important – quick action shows that the hotel cares about the guest's comfort.

Noise is also a very common reason for complaints. Guests might hear loud music from the next room, people talking in the hallway late at night, or even construction sounds from outside. In these situations, hotel staff should respond politely and try to reduce the noise. If necessary, they can offer to move the guest to a quieter room. Some hotels provide earplugs or soundproof rooms for guests who are especially sensitive to noise.

Sometimes, guests complain because they didn't get what they were promised. For example, a guest may have booked a room with a sea view but received one facing the street. This can be frustrating, especially if the guest paid more for the better view. In such cases, the hotel should apologize, check if another room is available, and offer a solution – either by changing the room, giving a discount, or providing another benefit like free breakfast or late checkout.

Other problems might include poor Wi-Fi connection, missing items like towels or toiletries, or a disappointing breakfast. Though these issues may seem small, they can affect the overall impression of the hotel. Staff should always respond with kindness and fix the issue as soon as possible. A simple apology and a quick response often make a big difference.

In conclusion, hotel complaints are common and sometimes unavoidable. What matters most is how the hotel handles them. Staff should listen carefully, show empathy, and offer fair solutions. When problems are solved well, even an unhappy guest can leave the hotel with a positive feeling and may choose to return in the future.

Task 3. Answer the following questions:

1. What is the main idea of the text?
2. Why is it important for hotel staff to handle complaints well?
3. What should hotel staff do if a room is not clean?
4. How can a hotel solve a problem with a broken air conditioner?
5. What can a hotel do if guests complain about noise?
6. Why might a guest be upset about their room view?
7. How should staff react to problems like missing towels or bad Wi-Fi?

8. What can help turn an unhappy guest into a satisfied one?

Task 4. State the following statements as True or False.

1. Guests never complain if their hotel room is not clean.
2. Hotel staff should respond quickly and politely to guest complaints.
3. If the air conditioning is broken, the guest must fix it themselves.
4. Noise from other guests or the street can be a reason for complaints.
5. A sea view room and a city view room are exactly the same.
6. Poor Wi-Fi and missing towels are not important problems.
7. Offering a free meal or a room upgrade can help solve a complaint.
8. It's better to ignore complaints than to try to solve them.
9. Good customer service can turn a negative situation into a positive one.
10. Staff should always listen to guests and offer fair solutions.

Task 5. Complete the sentences using the information from the text.

1. One of the most common hotel complaints is about _____.
2. If the air conditioning doesn't work, the hotel should _____ or _____.
3. Guests often complain about noise from _____ or _____.
4. A guest might be upset if they booked a sea view room but _____.
5. Small problems like missing towels or bad Wi-Fi can still _____.
6. To fix a mistake, hotels can offer a _____, a _____, or a _____.
7. Good customer service means listening carefully and offering _____.
8. Even if something goes wrong, a hotel can still leave a good impression by _____.
9. If a room is not clean, the hotel should _____ and _____.
10. The most important thing when dealing with complaints is to stay _____, _____, and _____.

Task 6. Make up a plan of the text "HOTEL COMPLAINTS & SOLUTION" in writing.

Task 7. Reduce the text "HOTEL COMPLAINTS & SOLUTION" to 150 words in writing, saving the main ideas of it.

Task 8. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 9. Match each word in section A with its translation in section B:

section A	section B
gesture of goodwill	приємний досвід
pleasant experience	звуки будівництва
construction sounds	отримав кімнату з видом на вулицю
received one facing the street	туалетне приладдя

toiletries	виявляти співпереживання
show empathy	жест доброї волі
fair solutions	справедливі рішення

Task 10. Match each term in column A with its definition in column B.

A	B
1. soundproof	a. providing excellent help and support to guests
2. gesture of goodwill	b. a room or space that blocks outside noise
3. upgrade	c. getting a better room or service without extra cost
4. complaint	d. a discount or something free offered after a problem
5. compensation	e. a statement that something is wrong or unsatisfactory
6. customer service	f. the act of cleaning and preparing hotel rooms

Task 11. Speak about the hotel complaints & solution.

1. What does "*gesture of goodwill*" mean?
2. Find a synonym for "*quick action*" in the text.
3. What is the opposite of "*pleasant experience*"?
4. Translate: "technical problems," "customer service," and "soundproof room."
5. What does it mean if someone is "*sensitive to noise*"?
6. Have you ever had a bad experience in a hotel? What happened?
7. What do you think is the most serious hotel complaint? Why?
8. How would you feel if you booked a sea view room but got a street view?
9. What can hotels do to avoid complaints from the beginning?
10. Do you think all complaints should receive compensation (e.g., discount, free service)? Why or why not?

Task 12. Work in pairs and make up your dialogue. Decide who is Student A and who is Student B.

Student A (Guest): You are unhappy because your room is noisy and the Wi-Fi doesn't work.

Student B (Receptionist): Apologize and offer a solution (e.g. move to another room, offer a discount, etc.).

Task 13. Write a dialogue between guest and receptionist. Discussion Questions:

- What can make a hotel stay unpleasant?
- Have you ever experienced a problem in a hotel?
- What is the best way for staff to deal with complaints?

Task 14. Write a short complaint (60–80 words) to a hotel manager. Include:

- What the problem was;
- How it made you feel;
- What you would like them to do

Task 15. Write a Short Email of Complaint about a noisy room or a broken shower.

Task 16. Translate into English.

1. Мій номер був занадто шумним, і я не міг заснути всю ніч.
2. Ми попросили чисті рушники, але їх так і не принесли.
3. Кондиціонер не працював, і в кімнаті було дуже спекотно.
4. Персонал готелю швидко вирішив проблему і запропонував нам новий номер.
5. Ми залишилися задоволені обслуговуванням, незважаючи на початкові труднощі.
6. Я залишив скаргу на рецепції вранці.
7. Як компенсацію нам дали безкоштовну вечерю.
8. Інтернет у номері був дуже повільним і постійно зникав.
9. Вікно не закривалося, тому було холодно вночі.
10. Адміністратор вибачився та пообіцяв вирішити проблему якнайшвидше.

PART 2

UNIT 11

RESTAURANT BUSINESS

Task 1. Read and memorize the following words and word-combinations:

Inn – заїжджий двір, таверна.

Fare – їжа, харчі.

Restaurateur – власник ресторану.

Restaurer – французький дієслово, яке означає «відновити», «відновлювати».

Sommelier – сомельє, фахівець з вин.

Tapas bar – бар, який спеціалізується на подачі тапас (маленьких порцій різних страв).

Sushi train – формат ресторану, де суші подаються по конвеєру.

Yumcha – китайська традиція чаювання з невеликими закусками.

Busboy – помічник офіціанта, що прибирає стіл.

Tastet restaurant – ресторан із дегустаційним меню.

Cuisine – кухня, кулінарія.

Catering – обслуговування (харчування на замовлення).

Formal wear – формальний одяг.

Semi-casual – напівнеформальний одяг.

Semi-formal – напівформальний одяг.

Automated restaurants – автоматизовані ресторани.

Task 2. Read and translate the text.

RESTAURANT BUSINESS

The **business** of offering food in exchange for money dates back at least to medieval times. Travellers in need of food could grab something to eat at a roadside inn, and street vendors offered quick and simple fare in public marketplaces. Medieval inns differed from modern restaurants in that they tended to offer very limited eating options.

Everyone ate the same thing; they often ate it at the same time, whenever the cook was ready to serve it. A restaurant is a business establishment which prepares and serves food and drink to customers in return for money, either paid before the meal, after the meal, or with a running tab. Meals are generally served and eaten on premises, but many restaurants also offer take-out and **food delivery services**.

Restaurants vary greatly in appearance and offerings, including a wide variety of the main chef's cuisines and service models. A restaurant owner is called a restaurateur; derived from the French verb restaurer meaning to restore. Professional cooks are called **chefs**, with there being various finer distinctions, while prep staff and line cooks prepare food items in a more systematic and less artistic fashion. Most restaurants will have various waiting staff; in finer restaurants this may include a host or hostess to welcome customers and to seat them, together with a busboy and sommelier. Restaurants may be classified or distinguished in many different ways.

The primary factors are usually the food itself (vegetarian, seafood, steak); the **cuisine** (Italian, Chinese, Indian, French, Thai) and/or the style of offering (tapas bar, a sushi train, a tastet restaurant, a buffet restaurant or a yumcha restaurant).

Beyond this, restaurants may differentiate themselves on factors including speed, formality, location, **cost**, service, or novelty themes (such as automated restaurants).

Restaurants range from inexpensive and informal lunching or dining places catering to people working nearby, with simple food served in simple settings at low prices, to expensive establishments serving refined food and fine wines in a formal setting. In the former case, customers usually wear casual clothing.

In the latter case, depending on culture & local traditions, customers might wear semi-casual, **semi-formal or formal wear**. Typically, customers sit at tables; their orders are take by a waiter, who brings the food when it is ready. After eating, the customers then pay the **bill**. In recent times there has been a trend to create a number of travelling restaurants, specifically designed for tourists on such diverse places as trams, boats, buses, etc.

A **restaurant** is a business establishment which prepares and serves food and drink to customers in return for money, either paid before the meal, after the meal, or with a running tab. **Meals** are generally served and eaten on premises, but many restaurants offer take-out & food delivery services. Restaurants vary greatly in appearance and offerings, including a wide variety of the main chef's cuisines and service models.

Restaurants may be classified or distinguished in many different ways. Beyond this, restaurants may differentiate themselves on factors including speed, formality, location, cost, service, or novelty themes (such as automated restaurants).

Restaurants range from inexpensive and informal lunching or dining places **catering** to people working nearby, with simple food served in simple settings at low prices, to expensive establishments serving refined food and fine wines in a formal setting.

In the former case, customers usually wear casual clothing. In the latter case, depending on culture & local traditions, customers might wear semi-casual, semi-formal or formal wear. Typically, **customers** sit at tables; their orders are taken by a waiter, who brings the food when it is ready. After eating, the customers then pay the bill.

For some time the travelling public has been catered for with ship's messes and railway restaurant cars which are, in effect, **travelling restaurants**. (Many railways, the world over, cater for the needs of travellers by providing Railway Refreshment Rooms [a form of restaurant] at railway stations.) In recent times, there has been a trend to create a number of travelling restaurants, specifically designed for tourists. These can be found on such diverse places as trams, boats, buses, etc.

Task 3. Answer the following questions:

1. What is the historical origin of the business of offering food in exchange for money?
2. How did medieval inns differ from modern restaurants in terms of food offerings?
3. What are the main differences between a medieval inn and a modern restaurant in

terms of meal service?

4. How are meals typically served in restaurants, and what other services may many restaurants offer?
5. What is the role of a restaurateur, and where does the term come from?
6. What are some key distinctions between chefs and other kitchen staff?
7. What types of waiting staff are typically employed in restaurants, especially in finer establishments?
8. What factors can restaurants be classified or distinguished by?
9. How do restaurants differentiate themselves in terms of food types, cuisine, and service models?
10. What are some examples of restaurant themes or styles mentioned in the text?
11. How do restaurants vary in terms of cost, formality, and service?
12. What is the difference in dress code for customers in inexpensive vs. expensive restaurants?
13. How does the trend of "travelling restaurants" cater to tourists, and where can these be found?
14. What are some of the services offered by traveling restaurants on trams, boats, and buses?
15. What are the roles of a chef de partie and sous-chef in a restaurant kitchen?
16. How does the classification of restaurants vary by location, speed, and novelty themes?

Task 4. State the following statements as True or False.

1. The business of offering food for money dates back to medieval times.
2. In medieval inns, everyone ate different meals, and they could choose what to eat.
3. A restaurant owner is called a chef.
4. Professional cooks are referred to as chefs, and there are no other distinctions between them.
5. Most restaurants offer take-out and food delivery services.
6. A tapas bar serves a variety of international cuisines.
7. The term "restaurant" comes from a French word meaning "to restore."
8. All restaurants are the same in terms of appearance and offerings.
9. Casual clothing is typically worn in expensive, formal restaurants.
10. Traveling restaurants can only be found on boats and buses.
11. Customers in informal lunch places often sit at tables and are served by waiters.
12. Automated restaurants do not exist, and all restaurants rely on human staff.
13. Inexpensive restaurants cater to people working nearby with simple food and informal settings.
14. Traveling restaurants are a new trend that only appeared recently.

Task 5. Complete the sentences using the information from the text.

1. The business of offering food in exchange for money dates back at least to _____.
2. Travellers in need of food could grab something to eat at a _____.

3. Medieval inns differed from modern restaurants in that they offered very _____.
4. A restaurant is a business establishment that prepares and serves food and drink to customers in return for _____.
5. Many restaurants offer _____ and food delivery services.
6. A restaurant owner is called a _____, which comes from the French verb meaning "to restore."
7. Professional cooks are called _____, with various finer distinctions such as sous-chef and chef de partie.
8. In finer restaurants, waiting staff may include a host or hostess, a busboy, and a _____.
9. Restaurants may be classified by food type, cuisine, and _____.
10. Restaurants can vary in cost, location, service, and even _____ themes.
11. In inexpensive restaurants, customers usually wear _____ clothing.
12. Expensive establishments serve refined food and fine wines in a _____ setting.
13. Travelling restaurants can be found in places such as _____, boats, and buses.
14. Orders in restaurants are taken by a _____, who brings the food when it is ready.
15. After eating, customers then _____ the bill.

Task 6. Make up a plan of the text “RESTAURANT BUSINESS” in writing.

Task 7. Reduce the text “RESTAURANT BUSINESS” to 150 words in writing, saving the main ideas of it.

Task 8. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 9. Match each word in section A with its translation in section B:

section A	section B
fare	автоматизовані ресторани
sushi train	власник ресторану
busboy	обслуговування (харчування на замовлення)
tastet restaurant	ресторан із дегустаційним меню
catering	помічник офіціанта, що прибирає стіл
restaurateur	формат ресторану, де суши подаються по конвеєру
automated restaurants	їжа, харчі

Task 10. Match each term in column A with its definition in column B.

A	B
1. inn	a. a Chinese tradition of drinking tea and eating dim sum (small, bite-sized portions of food) usually in the morning or afternoon. It is a popular social activity, especially in Cantonese culture
2. fare	b. a restaurant worker who assists the waitstaff by cleaning tables, refilling drinks, and setting tables for new customers. They help keep the dining area organized and clean
3. restaurateur	c. a wine expert or specialist in charge of wine selection and service in a restaurant. They provide recommendations, manage the wine cellar, and help pair wines with meals
4. sommelier	d. the owner or operator of a restaurant. This term is often used to describe someone who manages a restaurant and is involved in its operations and decision-making
5. busboy	e. the type or variety of food served, especially in a restaurant or public place. It can also refer to the general quality of the food offered
6. yumcha	f. a small establishment providing food, drinks, and often lodging, typically found on roadsides or in rural areas. Historically, inns catered to travelers, offering a place to rest and eat.

Task 11. Speak about the duties of the restaurant business.

1. How have the roles of inns and taverns evolved over time into modern restaurants?
2. What are the key differences between a medieval inn and a contemporary restaurant?
3. What do you think makes a successful restaurateur? What qualities should they have?
4. In your opinion, how important is the food quality in determining the success of a restaurant?
5. How does the role of a sommelier impact the overall dining experience in fine dining restaurants?

6. Do you think the concept of a "tapas bar" offers a more social or enjoyable dining experience compared to traditional restaurants? Why or why not?
7. How does the trend of sushi trains reflect changing customer preferences for dining experiences?
8. What do you think about the concept of "automated restaurants"? Are they the future of dining or just a passing trend?
9. How do cultural practices, like yumcha, influence the way people approach dining?
10. What are the advantages and disadvantages of traveling restaurants for tourists?
11. Do you believe that the dining experience is more about the food itself or the overall atmosphere and service of the restaurant?
12. Why do you think restaurants are classified in so many different ways, such as by cuisine type or formality?
13. How do you think the way we dress when dining out is influenced by the type of restaurant and its location?
14. What is your opinion on tasting menus? Do you think they offer better value for money or just a unique experience?
15. How do restaurants adapt to trends in food delivery and take-out services? How important are these services for modern businesses?
16. What are the advantages and challenges of operating a restaurant that focuses on high-end wines and specialized dishes?
17. Do you think that restaurants should focus more on being "innovative" with their food or maintaining traditional methods and recipes?

Task 12. Prepare the presentation « The Evolution of the Restaurant Industry: From Fast Food to Fine Dining ».

Task 13. Choose one of the topics and write an essay.

1. **The Evolution of Restaurants: From Medieval Inns to Modern Dining Establishments.** Explore the historical development of restaurants, comparing the role of inns in medieval times to the diverse range of dining options available today.
2. **The Impact of Cuisine Variety on the Restaurant Industry.** Discuss how different cuisines (Italian, Chinese, Indian, etc.) have shaped the global restaurant scene and the customer experience.
3. **The Role of a Restaurateur: What Does It Take to Run a Successful Restaurant?.** Analyze the responsibilities and challenges faced by restaurant owners and what qualities make a successful restaurateur.
4. **The Future of Dining: Will Automated Restaurants Replace Traditional Dining?** Investigate the growing trend of automated restaurants and consider the potential benefits and drawbacks of automation in the food industry.
5. **Cultural Influence on Dining Etiquette: How Local Traditions Shape Restaurant Experiences.** Examine how dining customs and dress codes in different cultures influence the restaurant industry worldwide.
6. **The Role of Technology in Modern Restaurants: From Online Ordering to Delivery Apps.** Discuss how technological advancements are transforming the restaurant industry, particularly in areas like food delivery, reservation systems, and

customer service.

7. Fine Dining vs. Casual Dining: What Makes Each Experience Unique?

Compare and contrast the differences between fine dining restaurants and casual eateries, focusing on atmosphere, service, and the overall dining experience.

8. The Concept of "Taste" in Restaurants: How Do Tasting Menus Influence the Way We Eat? Explore the trend of tasting menus in upscale restaurants, discussing how they offer a unique culinary experience and affect customer perceptions of food.

Task 14. Translate into English.

1. Історія ресторанів починається ще з середньовіччя, коли мандрівники могли знайти їжу в заїжджих дворах чи у торгових точках на ринках.

2. Сучасний ресторан відрізняється від середньовічної таверни тим, що пропонує широкий вибір страв і можливість вибору часу для їжі.

3. Власники ресторанів, які називаються ресторатори, відповідають за управління та розвиток закладу.

4. Сомельє — це фахівець з вин, який допомагає вибрати правильний напій для кожної страви в ресторані.

5. Тапас бари — це заклади, де подають маленькі порції різноманітних страв, що дозволяють клієнтам скуштувати різні смаки.

6. Концепція «суші-поїзда», коли суші подаються по конвеєру, стала популярною завдяки швидкому та цікавому способу сервірування їжі.

7. У більшості ресторанів є різні рівні обслуговування: від простих закладів з недорогими стравами до елітних ресторанів з вишуканими меню та винами.

8. Останнім часом стало популярним створювати "мандрівні ресторани", що дозволяють туристам насолоджуватися їжею на різних транспортних засобах, таких як автобуси чи поїзди.

UNIT 12 CATERING

Task 1. Read and memorize the following words and word-combinations:

Catering – кейтеринг (послуги з харчування)

Remote site – віддалене місце

Hospitality industry – індустрія гостинності

Refreshments – закуски та напої

Logistics – логістика, організаційні процеси

Decor – декор, оформлення

Evolve – розвиватися, еволюціонувати

Banquet – банкет

Tailored – адаптований, індивідуальний

Themed menus – меню з тематикою

Equipment rental – оренда обладнання

Linen – білизна (наприклад, скатертини, серветки)

Dietary needs – дієтичні потреби

Food safety – безпека харчових продуктів

Presentation (of food) – подача їжі
Staff support – підтримка персоналом
Professional quality – професійна якість
Stress-free experience – досвід без стресу
To accommodate (needs) – враховувати (потреби)
Coordination – координація
Intimate family event – камерний (домашній) сімейний захід
Grand celebration – велике святкування

Task 2. Read and translate the text.

WHAT IS CATERING?

Catering is the business of providing food and beverage **services** at a remote site or special event, such as a wedding, corporate gathering, conference, **party**, or any other occasion. It is a key part of the **hospitality industry**, offering convenient and professional solutions for organizing meals and refreshments, whether for a small private dinner or a large **public event**.

The word "catering" comes from the verb "to cater," which means to provide what is needed or required, especially food and drink. Over time, catering has evolved into a complex service industry that not only **delivers** meals but also handles event logistics, **staff**, equipment, and sometimes even decor and **entertainment**.

Types of Catering Services

Catering services vary greatly depending on the event type, location, and **customer needs**. The main categories include:

- ✓ *On-site Catering*: Food is prepared and served at the location of the event. This type is common for weddings, large **banquets**, and outdoor events, where chefs and staff work directly on-site.
- ✓ *Off-site Catering*: Food is prepared in a central kitchen and then delivered to the event location. It is ideal for offices, **meetings**, and home parties.
- ✓ *Corporate Catering*: Specifically tailored for businesses, this includes everything from daily office lunches to food service at meetings, **conferences**, and product launches.
- ✓ *Wedding Catering*: One of the most demanding forms, wedding catering involves detailed planning, customized menus, **drinks**, desserts, and full staff support.
- ✓ *Social Event Catering*: This covers birthdays, anniversaries, baby showers, and other personal celebrations. The service often includes **themed menus** and decorations.
- ✓ *Industrial or Institutional Catering*: This includes meal service in schools, hospitals, military bases, and other large institutions, usually on a daily basis.

What Do Caterers Do?

Caterers offer a wide range of services beyond just **preparing food**. These services may include:

- Menu planning and customization;
- Cooking and food presentation;
- Delivery and setup;
- Staffing (chefs, servers, bartenders);
- Equipment rental (tables, chairs, linens, dishes);
- Clean-up services;
- Event planning and coordination.

Professional caterers pay attention to dietary needs, food safety, **presentation**, and timing to ensure a successful event experience.

Benefits of Using Catering Services

Convenience: Catering saves time and effort, allowing hosts to focus on their **guests**.

Professional Quality: Trained chefs and service staff provide high standards of food and hospitality.

Variety: Caterers offer diverse menus and can **accommodate** special dietary requirements.

Customization: Events can be personalized with specific themes, cuisines, and setups.

Stress-Free Experience: With experts handling everything, hosts can enjoy the event without worrying about logistics.

Catering is much more than just delivering food. It's about creating **an experience**. Whether for an intimate family event or a grand celebration, caterers bring organization, **flavor**, and elegance to the table. With growing demand and **innovation** in the food industry, catering services continue to evolve and play a central role in modern event planning.

Task 3. Answer the following questions:

1. What is catering and why is it important?
2. What are the main types of catering services?
3. What is the difference between on-site and off-site catering?
4. Which events usually require wedding catering?
5. What kinds of services do professional caterers offer besides food?
6. Why is catering popular for corporate events?
7. What are some benefits of using catering services?
8. What does “tailored service” mean in the context of catering?
9. How do caterers accommodate guests with special dietary needs?
10. In what ways has the catering industry evolved over time?

Task 4. State the following statements as True or False.

1. Catering only involves delivering food to customers.
2. On-site catering means food is cooked and served at the event location.
3. Corporate catering is mostly used for weddings and private parties.
4. Caterers never help with event setup or cleanup.
5. The catering industry is a part of the hospitality sector.

6. Caterers can provide staff like servers and bartenders.
7. Wedding catering usually does not include desserts.
8. Off-site catering means food is prepared somewhere else and brought to the event.
9. Caterers cannot adapt to special dietary needs.
10. Catering services are often used to reduce stress for the event host.

Task 5. Complete the sentences using the information from the text.

1. Catering is a service that provides _____ at events, parties, or workplaces.
2. On-site catering takes place _____ where the event is happening.
3. Off-site catering means food is prepared in advance and then _____ to the event.
4. Corporate catering is often used for meetings, conferences, and _____.
5. Wedding catering may include a full-course meal, desserts, and _____.
6. Besides food, caterers may also provide services like _____ and decoration.
7. One benefit of catering is that it reduces _____ for the event host.
8. Many caterers offer menus that are tailored to _____ and event themes.
9. Good catering requires attention to food safety and attractive _____.
10. The catering industry is part of the broader _____ industry.

Task 6. Make up a plan of the text “WHAT IS CATERING?” in writing.

Task 7. Reduce the text “WHAT IS CATERING?” to 150 words in writing, saving the main ideas of it.

Task 8. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 9. Match each word in section A with its translation in section B:

section A	section B
banquet	закуси та напої
refreshments	банкет
equipment rental	безпека харчових продуктів
themed menus	оренда обладнання
food safety	меню з тематикою
intimate family event	віддалене місце
remote site	камерний (домашній) сімейний захід

Task 10. Match each term in column A with its definition in column B.

A	B
1. catering	a. food is prepared and served at the location of the event
2. on-site catering	b. food is prepared in a separate location and transported to the event
3. off-site catering	c. services for business events like meetings or company parties
4. corporate catering	d. themed event with meals, often held after a wedding ceremony
5. wedding reception	e. visual arrangement or design of the event space
6. decor	f. providing food and related services for events and gatherings

Task 11. Speak about the catering:

1. Have you ever used or attended a catered event? What was your impression?
2. Do you think catering is better than cooking at home for a party? Why or why not?
3. What type of catering service would you choose for a school celebration and why?
4. What does “logistics” mean in the context of catering?
5. Can you name some examples of "refreshments"?
6. What does it mean if a menu is “themed”?
7. What kind of equipment might be rented for an event?
8. Why is food safety important in catering?
9. What are the advantages of hiring a catering service for a large event?
10. How does the quality of service in catering impact the success of an event?
11. Can you think of an event where you would prefer not to use catering services? Why or why not?
12. How would you handle special dietary requirements if you were organizing an event?

Task 12. Imagine you are a customer calling a catering company to ask about their services. Write a dialogue between you and the catering company representative. Make sure to ask questions about:

- Available services (e.g., menu, staff, equipment)
- Pricing and packages
- Special dietary options
- Event types they handle

Task 13. Write a short paragraph (50-100 words) answering the following question:

- Why is catering important for large events like weddings or corporate meetings?
- What services should a good catering company offer?

Task 14. Write down 5 key responsibilities of a caterer during an event.

For example:

1. Preparing and cooking the food.
2. Setting up the dining area.
3. Providing wait staff.
4. Ensuring food safety.
5. Cleaning up after the event.

Task 15. Translate into English.

1. Ми замовили кейтеринг для святкування дня народження.
2. Чи включає меню страви для веганів?
3. Кухарі приготували їжу на місці події.
4. Кейтерингова компанія надає також посуд та обслуговування.
5. Гості залишилися задоволені обслуговуванням.
6. Для бізнес-ланчів ми обрали кейтеринг з доставкою.
7. Обговоріть усі деталі з координатором події.
8. Важливо враховувати дієтичні обмеження гостей.
9. Вони запропонували нам три різні пакети послуг.
10. Обслуговуючий персонал працював дуже професійно.

UNIT 13 TYPES OF RESTAURANTS

Task 1. Read and memorize the following words and word-combinations:

Retronym – слово, яке створено для позначення старої версії чогось після появи нової версії (наприклад, «sit-down restaurant» після виникнення «fast food» ресторанів).

Taqueria – мексиканський ресторан, що спеціалізується на тако і інших традиційних стравах.

Trattoria – італійський ресторан, зазвичай із неформальною атмосферою, який пропонує традиційні італійські страви.

Bistros – невеликі ресторани або кафе, які часто пропонують французьку кухню в неформальній обстановці.

Brasseries – французькі ресторани, які працюють цілодобово і часто пропонують страви на кожен смак.

QSRs (Quick-Service Restaurants) – ресторани швидкого обслуговування, зазвичай це фастфуд.

Köök – шведський термін, що означає «кухня», іноді використовується для позначення ресторану, що прикріплений до бару чи кафе.

Krog – шведський термін для бар-ресторану або таверни.

Tavola calda – італійський термін для ресторану самообслуговування, де подають гарячі страви.

Tavola fredda – італійський термін для ресторану самообслуговування, де подають холодні страви.

Cafeteria – тип ресторану, де їжа подається через лінію самообслуговування.

Gastropubs – паб, який спеціалізується на високоякісній їжі, часто з елементами вишуканого ресторану.

Shichirin – японська маленька переносна гриль-печка, що використовує вугілля.

Террануаки – японський стиль приготування їжі на великій плоскій решітці (гриль) перед гостями.

Supper club – ресторан, який працює за запрошеннями або за попередньою домовленістю, часто організований вдома у когось.

Task 2. Read and translate the text.

TYPES OF RESTAURANTS

Various types of restaurant fall into several industry classifications based upon menu style, preparation methods and pricing. Additionally, how the food is served to the customer helps to determine the classification.

Historically, restaurant referred only to places that provided tables where one sat down to eat the meal, typically served by a waiter. Following the rise of fast food and take-out restaurants, a retronym for the older standard restaurant was created, **sit-down restaurant**.

Most commonly, sit-down restaurant refers to a **casual dining restaurant** with table service, rather than a fast food restaurant or a diner, where one **orders food** at a counter.

Sit-down restaurants are often further categorized, in North America, as family-style or formal. In British English, the term restaurant means an eating establishment with table service, so the sit-down qualification is not usually necessary.

Fast food and **takeaway (take-out)** outlets with counter service are not normally referred to as restaurants. Outside of North America, the terms fast casual dining restaurants, family style, and casual dining are not used and distinctions among different kinds of restaurants is often not the same. In France, some restaurants are called bistros to indicate a level of casualness or trendiness, though some bistros are quite formal in the kind of food they serve & clientele they attract. Others are called brasseries, a term, which indicates hours of **service**.

Brasseries may serve food round the clock, whereas restaurants usually only serve at set intervals during the day. In Sweden, restaurants of many kinds are called **restauranger**, but restaurants attached to bars or cafes are sometimes called kök, literally kitchens, sometimes a bar-restaurant combination is called a krog, in English a tavern.

Robert Appelbaum argues that all restaurants can be categorized according a set of social parameters defined as polar opposites: high or low, cheap or dear, familiar or exotic, formal or informal, and so forth. Any restaurant will be relatively high or low in style and **price**, familiar or exotic in the **cuisine** it offers to different kinds of customers, and so on.

Context is as important as the style and form: a taqueria is a more than familiar site in Guadalajara, Mexico, but it would be exotic in Albania.

A Ruth's Chris restaurant in America may seem somewhat strange to a first time **visitor** from India; but many Americans are familiar with it as a large restaurant chain, albeit one that features high prices and a formal atmosphere.

Fast food restaurants emphasize speed of service. Operations range from small-scale street vendors with **food carts** to multi-billion dollar corporations like McDonald's and Pizza Hut. If table seating is available, ordering is not done from the table but from a front counter. Diners typically then carry their own food from the counter to a table of their choosing, and afterward dispose of any waste from their trays.

Drive-through and take-out service may also be available. Fast food restaurants are known in the restaurant industry as QSRs or quick-service restaurants. Fast casual restaurants are primarily chain restaurants, such as Chipotle Mexican Grill and Panera Bread. More of the food is prepared at the restaurant than is the case at fast **food chains**. Fast casual restaurants usually do not offer full table service, but may offer non-disposable plates and cutlery. The **quality of food** and prices tend to be higher than those of a conventional fast food restaurant but may be lower than casual dining.

A casual dining restaurant is a restaurant that serves moderately priced food in a casual atmosphere. Except for buffet-style restaurants, casual dining restaurants typically provide table service. Casual dining comprises a market segment between fast food establishments and fine dining restaurants. Casual dining restaurants often have a full bar with separate **bar staff**, a larger beer menu and a limited **wine menu**. They are frequently, but not necessarily, part of a wider chain, particularly in the USA. In Italy, such casual restaurants are often called trattoria, and are usually independently owned and operated.

Family style restaurants are a type of casual dining restaurants where food is often served on platters and the diners serve themselves. In some regions, alcoholic beverages are not sold at family-style casual dining restaurants.

Fine dining restaurants are full service restaurants with specific dedicated meal courses. Décor of such restaurants feature higher-quality materials, with an eye towards the atmosphere desired by the restaurateur, than restaurants featuring lower-quality materials. The wait staff is usually highly trained and often wears more formal attire. Fine-dining restaurants are almost always **small businesses** and are generally either single-location operations or have just a few locations. **Food portions** are visually appealing. Fine dining restaurants have **certain rules of dining** which visitors are generally expected to follow often including a **dress code**. Most of these establishments can be considered subtypes of fast casual dining restaurants or casual dining restaurants.

A brasserie in the US has evolved from the original French idea to a type of restaurant serving moderately priced hearty meals – French-inspired comfort foods – in an unpretentious setting. Bistros in the US usually have more refined decor, fewer tables, finer foods and higher prices. When used in English, the term bistro usually indicates a continental menu. Buffets offer patrons a selection of food at a fixed price. Food is served **on trays** around bars, from which customers with plates serve themselves.

The selection can be modest or very extensive, with the more elaborate menus divided into categories such as salad, soup, appetizers, hot entrees, cold entrees, and dessert and fruit. Often the range of cuisine can be eclectic, while other restaurants focus on a specific type, such as home cooking, Chinese, Indian, or Swedish.

The role of the waiter or waitress in this case is relegated to removal of **finished plates**, and sometimes the ordering and refill of drinks. In Italy, a kind of semi-buffet is featured in either a tavola calda, serving hot foods, and a tavola fredda, which serves cold food. Either can be found in bars and cafes at meal times or in dedicated sites, sometimes with seating and service at a counter.

Cafes are informal restaurants offering a range of hot meals and made-to-order **sandwiches**. Coffee shops, while similar to cafés, are not restaurants due to the fact. They primarily serve and derive the majority of their revenue from hot drinks. Many cafes are open for breakfast and serve full hot breakfasts. In some areas, cafés offer outdoor seating.

A cafeteria is a restaurant serving ready-cooked food arranged behind a **food-serving counter**. There is little or no table service. Typically, a patron takes a tray and pushes it along a track in front of the counter. Depending on the establishment, servings may be ordered from attendants, selected as ready-made portions already on plates, or self-serve their own portions. Cafeterias are common in **hospitals**, corporations and educational institutions. In the UK, a cafeteria may also offer a large selection of hot food similar to the American fast casual restaurant, and the use of the term cafeteria is deprecated in favour of self-service restaurant.

Coffeehouses are casual restaurants without table service that emphasize coffee & other **beverages**. Typically a limited selection of cold foods such as pastries & perhaps sandwiches are offered as well. Their distinguishing feature is that they allow patrons to relax and socialize on their premises for long periods without pressure to leave promptly after eating, and are thus frequently chosen as sites for **meetings**.

A destination restaurant is one that has a strong enough appeal to draw customers from beyond its community. The idea of a destination restaurant originated in France with the Michelin Guide, which rated restaurants as to whether they were worth a **special trip** or a detour while one travelled by car in France.

Customers are seated as in a casual dining setting. Food items are prepared by the establishments for cooking on embedded gas stoves, induction cookers, or charcoal grills. The customer has control over the heating power of the appliance. Despite the name, the Mongolian barbecue form of restaurant is not Mongolian, actually derived from Taiwan and inspired by Japanese. Customers create a bowl from an assortment of ingredients displayed in a buffet fashion. The bowl is then

handed to the cook, who stirs - fries the food on a large griddle and returns it on a plate or in a bowl to the consumer.

Mainly in the UK and other countries influenced by British **culture**, a pub (short for public house) is a bar that sometimes serves simple food fare. Traditionally, pubs were primarily drinking establishments with food in a secondary position, whereas many modern pubs rely on food as well, to the point where gastropubs are often essentially fine-dining establishments, known for their high-quality pub food and concomitantly high prices. A typical pub has a **large selection** of beers and ales on tap.

Many restaurants specializing in Japanese cuisine offer the teppanyaki grill, which is more accurately based on a type of charcoal stove that is called shichirin in Japan.

Diners, often in multiple, unrelated parties, sit around the grill while a chef prepares their food orders in front of them. Often the **chef** is trained in entertaining the **guests** with special techniques, including cracking a spinning egg in the air, forming a volcano out of differently-sized onion slices, and flipping grilled shrimp pieces into patrons' mouths, in addition to various props.

An underground restaurant, sometimes known as a supper club or closed door restaurant, is a social dining eating establishment operated out of someone's home, generally (though not invariably) bypassing local zoning and health-code regulations.

They are, in effect, paying dinner parties. They are advertised by word of mouth or guerilla advertising, often on Facebook, may require references to make a reservation.

Task 3. Answer the following questions:

1. What are the main factors that determine the classification of a restaurant?
2. How has the term "restaurant" evolved historically?
3. What is the difference between a "sit-down restaurant" and a fast food restaurant?
4. How are sit-down restaurants categorized in North America, and how does this differ in British English?
5. What is the role of food service style in restaurant classification?
6. How do fast food restaurants differ from fast casual restaurants in terms of food preparation and service?
7. What is the key characteristic of a family-style restaurant?
8. What is the distinction between casual dining and fine dining restaurants?
9. How do bistros and brasseries differ in terms of food and service?
10. What does the term "destination restaurant" mean, and how did it originate?
11. How is the dining experience at a Mongolian barbecue restaurant different from other types of restaurants?
12. What is a gastropub, and how does it differ from a traditional pub?
13. How do cafeterias and coffeehouses differ from regular restaurants in terms of service and food offerings?
14. What is a teppanyaki grill, and how is the dining experience unique in such restaurants?
15. What is an underground restaurant, and how does it differ from traditional

restaurants?

Task 4. State the following statements as True or False.

1. A restaurant is traditionally defined as a place that serves food but does not provide tables for customers.
2. Fast food restaurants always offer full table service. In North America, a "sit-down restaurant" usually refers to a formal dining establishment.
3. The term "bistro" in France indicates a very formal dining experience. Fast casual restaurants tend to have lower-quality food than fast food restaurants.
4. Cafeterias are common in educational institutions and are typically self-service.
5. A gastropub is a type of pub that only serves alcoholic beverages.
6. Family-style restaurants often serve food in small portions to individuals rather than large platters to share.
7. A destination restaurant is one that people travel specifically to visit, even if it is far from their home.
8. A teppanyaki restaurant is a type of Japanese restaurant where chefs cook food in front of the guests on a hot grill.
9. Underground restaurants are operated in public places and usually comply with all local regulations.
10. A café primarily serves hot drinks and light snacks, and often has outdoor seating.
11. A brasserie typically serves food at set intervals during the day, unlike some restaurants which may serve food round the clock.
12. Fast food restaurants always have a sit-down option with waiter service.
13. A buffet restaurant offers food for a fixed price, and customers serve themselves from a variety of options.

Task 5. Complete the sentences using the information from the text.

1. A restaurant is traditionally defined as a place where customers sit down to eat, and food is usually served by a _____.
2. A "sit-down restaurant" typically refers to a _____ dining restaurant with table service.
3. In British English, the term "restaurant" refers to an eating establishment with _____ service, so the "sit-down" qualification is not usually necessary.
4. Fast food and takeaway outlets are not usually referred to as _____ restaurants.
5. In France, some restaurants are called _____ to indicate a level of casualness or trendiness.
6. Brasseries may serve food _____ the clock, while traditional restaurants usually serve food only at set intervals.
7. A _____ restaurant offers moderately priced food and usually provides table service.
8. Family-style restaurants typically serve food on _____ that diners serve themselves from.
9. Fine dining restaurants feature _____ materials in their décor and often have highly trained wait staff.

10. A _____ restaurant offers a buffet-style dining experience where customers select their own food from a variety of options.
11. Cafeterias usually have little or no _____ service and often operate in places like schools and hospitals.
12. A _____ is a restaurant with a relaxed atmosphere, often serving coffee and light snacks, where patrons can stay for long periods of time.
13. A gastropub is a type of pub that offers high-quality food along with a _____ selection of drinks.
14. A _____ restaurant has a strong enough appeal to attract customers from outside its local area.
15. A Mongolian barbecue restaurant allows customers to choose ingredients from a _____ and have them stir-fried by the chef.

Task 6. Make up a plan of the text “TYPES OF RESTAURANTS” in writing.

Task 7. Reduce the text “TYPES OF RESTAURANTS” to 150 words in writing, saving the main ideas of it.

Task 8. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 9. Match each word in section A with its translation in section B:

section A	section B
Taqueria	невеликі ресторани або кафе, які часто пропонують французьку кухню в неформальній обстановці
Bistros	французькі ресторани, які працюють цілодобово і часто пропонують страви на кожен смак
Cafeteria	паб, який спеціалізується на високоякісній їжі, часто з елементами вишуканого ресторану
Brasseries	мексиканський ресторан, що спеціалізується на тако і інших традиційних стравах
Gastropubs	тип ресторану, де їжа подається через лінію самообслуговування
Shichirin	ресторан, який працює за запрошеннями або за попередньою домовленістю, часто організований вдома у когось
Supper club	японська маленька переносна гриль-печка, що використовує вугілля

Task 10. Match each term in column A with its definition in column B.

A	B
1. cybercafe	a. A small, informal restaurant serving wine.
2. bistro	b. a building where people go to eat
3. eating place	c. a cafe with computers so that customers can use the Internet
4. pavement cafe	d. a restaurant with tables and chairs outside on the pavement
5. tandoori	e. a restaurant, shop that opens for a short time in a surprising location
6. pop-up	f. an Indian restaurant, especially one that uses the tandoori method of cooking

Task 11. Guess the type of eating place:

1. A small cafe at a bus or railway station.
2. A small cafe where you can have hot drinks and cakes.
3. A place in a hotel or department store, where drinks, light meals are served.
4. A restaurant that serves mainly simple food, especially grilled food.
5. A cafe where people can pay to use the Internet, send emails etc.
6. An Indian restaurant, especially one that uses the tandoori method of cooking.
7. A small restaurant, especially in Asia, where tea and cakes are served.
8. An establishment for the sale of beer and other drinks, and sometimes also food.
9. A small restaurant where drinks and snacks are sold.
10. A restaurant in a factory; where workers can eat.
11. A restaurant that serves pizza.
12. A restaurant or take-away food shop that primarily sells sandwiches.

Task 12. Look at the pictures and say what type of eating place:



3.



4.



5.



6.



7.



8.



Task 13. Complete the sentences using the words from the box.

Fast food restaurants, formal service, casual dining restaurant, customers, diners, brasseries, gastropub, coffee ,cafeteria, teppanyaki restaurant

1. _____ serve quick meals and often have counter service.
2. Fine dining restaurants offer high-quality food, elegant decor, and _____.
3. A _____ provides table service but has a more relaxed atmosphere than fine dining.
4. In a buffet restaurant, _____ serve themselves from a variety of dishes at a fixed price.
5. A family-style restaurant serves large portions meant to be shared among _____.
6. Bistros and _____ are common in France, but they have different levels of formality.
7. A _____ combines high-quality food with a traditional pub atmosphere.
8. Cafés mainly serve _____ and light snacks, often offering outdoor seating.
9. A _____ is a self-service restaurant where customers choose pre-prepared meals.
10. A _____ features chefs cooking food in front of the guests on a hot grill.

Task 14. Speak about the types of restaurants.

1. What are the main types of restaurants, and how do they differ from each other?
2. How would you classify a fast food restaurant versus a sit-down restaurant?
3. What is the difference between casual dining and fine dining restaurants?
4. How does a bistro differ from a brasserie in terms of atmosphere and food offerings?
5. What are the key characteristics of a family-style restaurant?
6. How do restaurants in North America differ from those in Europe in terms of classification?
7. What role does the type of cuisine play in classifying a restaurant?
8. How would you define a fast casual restaurant, and how is it different from a quick-service restaurant (QSR)?
9. What is a "destination restaurant," and why is it considered special?
10. What makes a gastropub different from a traditional pub?
11. How has the concept of the "buffet" evolved over time?
12. Why might a coffeehouse not be considered a restaurant?
13. How do cafeterias in hospitals or schools differ from regular restaurants in terms of service and food offerings?
14. What is the role of a waiter or waitress in a fine dining restaurant compared to a casual dining restaurant?
15. How does a food truck or street vendor fit into the restaurant classification system?

Task 15. Imagine that you are going to open a new restaurant. Compose a check list for deciding:

- the kind of restaurant;
- its opening and closing hours;
- the kinds of menus and prices;
- its location;
- its services and amenities.

Task 16. Prepare the presentation «UNUSUAL EATING PLACE ALL AROUND THE WORLD».

Task 17. Translate into English.

1. Фастфуд-ресторани подають швидкі страви і часто мають обслуговування через прилавок.
2. Ресторани вишуканої кухні пропонують високоякісну їжу, елегантний декор і формальне обслуговування.
3. Ресторан з неформальною обстановкою забезпечує обслуговування за столом, але має більш розслаблену атмосферу, ніж ресторан вишуканої кухні.
4. У ресторані-буфеті клієнти самі накладають собі їжу з різноманітних страв за фіксовану ціну.
5. Сімейний ресторан подає великі порції, які відвідувачі ділять між собою.
6. Бістро і брасерії поширені у Франції, але вони відрізняються рівнем формальності.
7. Гастропаб поєднує якісну їжу з традиційною атмосферою пабу.
8. Кафе в основному подають каву та легкі закуски, часто пропонуючи місця на відкритому повітрі.
9. Кафетерія – це ресторан самообслуговування, де клієнти вибирають уже готові страви.
10. У ресторані теппаньякі шеф-кухарі готують їжу перед гостями на гарячій гриль-плиті.

UNIT 14

RESTAURANT STAFF

Task 1. Read and memorize the following words and word-combinations:

Exclusiveness – Вибірковість – Якість того, що є обмеженим або призначеним для певної групи, часто з підкресленим високим рівнем якості чи розкоші.

Principle assistants – Головні помічники – Основні або провідні помічники, відповідальні за конкретні ділянки або обов'язки.

Duty rota – Робочий графік – Розклад чи список, який вказує на обов'язки та робочі години працівників.

Maitre d'Hotel – Maitre d'Hotel – Особи, що відповідають за організацію роботи ресторану, управління персоналом і забезпечення обслуговування гостей.

Commis waiter – Помічник офіціанта – Молодший або асистуючий офіціант, який зазвичай допомагає приносити їжу з кухні і прибирати тарілки.

Apprentice – Учень – Початківець або стажер, що проходить навчання в певній професії, у цьому випадку в сфері ресторанного обслуговування.

Carver – Різник – Працівник, який відповідає за нарізку м'яса або інших страв за столом, часто використовуючи візок для різання.

Bartender – Бармен – Особи, що змішують і подають напої, особливо алкогольні, в барі чи ресторані.

Sommelier – Сомельє – Експерт з вин або виносервіс у ресторані, відповідальний за вибір та подачу вин.

Tactful – Тактовний – Людина, яка володіє вмінням поводитися делікатно, не образивши інших чи не створюючи проблем.

Busser – Помічник офіціанта (чистильник столів) – Працівник, який прибирає столики, поповнює напої та допомагає забезпечити ефективність обслуговування.

Cultural differences – Культурні відмінності – Різниця в звичаях, поведінці або очікуваннях між різними країнами чи групами людей.

Task 2. Read and translate the text.

RESTAURANT STAFF

The number of staff and the allocation of duties depends on the size and exclusiveness of the restaurant. In a large restaurant there must be one person in charge. Under him or her there will be principle assistants in charge of sections and under each of these will come the general assistants. In a small restaurant the **person** in charge may be called Restaurant Manager, Maitre d'Hotel or Head Waiter and his/her assistants may all be called “waiters”.

The *restaurant manager* has overall **responsibility for** the organization and administration of the food and beverage service areas. He/she sets the standards for service and is responsible for any **staff training** and also makes out duty rota and holiday lists. The *head waiter* greets the guests on arrival, shows them to their tables and seats them. Then he hands the menu and takes **the orders**. He will in many cases act as Head Wine Waiter and suggest appropriate wines from the **wine list**. The *station waiter* notes the orders and passes them on to **the kitchen**. He serves the dishes from customer's left and collects the dirty plates from the right. The *commis waiter* brings the food from the kitchen to the dining hall using **a tray** or trolley. He collects dirty plates and dishes and takes them to the wash- up area. The *apprentice* is the "learner" having just joined the food service staff and possibly wishing to take up waiting as a career. He will keep the side board well filled with **equipment** and he may help to fetch and carry items as required. The *carver* is responsible for the carving **trolley** and the carving of joints at the table. He will plate each portion with the appropriate accompaniment.

A *bartender's* job is to mix and serve **drinks**. Most places require a special license to be a bartender, since you're often serving alcohol. Because of this, not

every restaurant has bartenders. A bartender needs to know many different liquors and cocktails (mixed drinks). It might also be a good idea to brush up on your small talk, as some customers really like talking with the bartender.

More expensive restaurants might also have a *sommelier (wine butler)*, which is someone who specializes in fine wines. The sommelier prepares, brings and serves the wine ordered by the guest. He sees that it is served at the right temperature, in appropriate glasses and replenishes these glasses when necessary. He must have a knowledge of all drinks he has to serve, of the best wines to go with certain foods and of the licensing laws in respect of his particular establishment. So, the staff of the restaurant must have sufficient knowledge of all **the items of the menu** and wine list in order to advise and offer suggestions to the **customers** and to reconcile their satisfaction and the interests of the House.

The job of a *host or hostess* is to greet and seat *patrons* (customers). A restaurant host greets the customers with a smile, speaks politely and sometimes **takes reservations**. A host also needs to be tactful (polite in a subtle way). For instance, if there's a long wait to be seated, it's the host's job to let the patrons know they'll need to wait – without making them angry about the wait.

Not every restaurant has a *busser*, but they can be a huge help to the rest of the staff. A busser's job is to clear tables and refill drinks. The busser also helps keep things moving at a fast pace, so that customers can move in and out of the restaurant at a steady pace (speed). Thus, bussers need to know how to be polite to customers.

The normal amount of time for **patrons** to stay at their table varies by country, so be aware of these cultural differences. For example, in the United States, a busser might clear plates from a table as soon as the plates are empty. However in Spain, patrons often have long, relaxed meals, and they usually stay at the table to talk long after they've finished eating.

Task 3. Answer the following questions:

1. What factors determine the number of staff and the allocation of duties in a restaurant?
2. What are the main responsibilities of the restaurant manager?
3. How does the role of the head waiter differ from that of a station waiter?
4. What is the primary function of a commis waiter in a restaurant?
5. How does the role of an apprentice waiter differ from other waitstaff?
6. What are the duties of a carver in a restaurant setting?
7. Why is a bartender's job more complex than simply serving drinks?
8. What is the role of a sommelier, and what knowledge is essential for this position?
9. What are the responsibilities of a host or hostess in a restaurant?
10. What is the role of a busser, and why are they important to the restaurant staff?
11. How do cultural differences affect the way patrons stay at their tables in different countries?

Task 4. State the following statements as True or False.

1. The number of staff and the allocation of duties in a restaurant depend solely on the size of the restaurant.
2. The restaurant manager is responsible for setting the standards for service and organizing the staff's training.
3. A head waiter is responsible for seating guests, greeting them, taking orders, and often acting as the Head Wine Waiter.
4. The commis waiter's main role is to bring food from the kitchen to the dining hall and collect dirty plates.
5. An apprentice waiter has a lot of experience in food service and typically takes on full waiter responsibilities.
6. The carver is responsible for carving joints at the table and plating portions with the appropriate accompaniments.
7. A bartender's job is simple, requiring only the ability to serve drinks without knowledge of cocktails or liquor types.
8. A sommelier must have knowledge of wines, drinks, and appropriate pairings with food, and be familiar with licensing laws.
9. A host or hostess greets customers, seats them, and takes reservations, but does not need to be tactful when there's a long wait.
10. A busser helps clear tables, refills drinks, and ensures that customers move in and out of the restaurant at a steady pace.
11. In Spain, patrons typically finish their meal quickly, while in the United States, they may stay at the table for extended periods after finishing their food.

Task 5. Complete the sentences using the information from the text.

1. The number of staff and the allocation of duties depend on the _____ and _____ of the restaurant.
2. In a large restaurant, there must be one person in charge, with principal assistants overseeing _____ and general assistants working under them.
3. The restaurant manager is responsible for the _____ and _____ of the food and beverage service areas.
4. The head waiter greets guests, shows them to their tables, hands them the _____, and takes their _____.
5. The station waiter notes the orders and passes them on to the _____.
6. The commis waiter brings food from the _____ to the dining hall and collects dirty plates.
7. The apprentice waiter is a _____ who keeps the sideboard filled with equipment and helps fetch and carry items.
8. The carver is responsible for the _____ trolley and for carving _____ at the table.
9. A bartender mixes and serves _____ and must have knowledge of different _____ and cocktails.
10. A sommelier specializes in _____, ensures they are served at the right temperature, and suggests appropriate pairings with _____.
11. A host or hostess is responsible for greeting and _____ patrons, taking

reservations, and informing them about waiting times.

12. A busser clears tables, refills _____, and helps keep the restaurant running at a _____ pace.

13. In Spain, customers usually stay at the table for a long time after eating, while in the United States, a busser might clear plates _____.

Task 6. Make up a plan of the text “RESTAURANT STAFF” in writing.

Task 7. Reduce the text “RESTAURANT STAFF” to 150 words in writing, saving the main ideas of it.

Task 8. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 9. Match each word in section A with its translation in section B:

section A	section B
Duty rota	Експерт з вин або виносервіс у ресторані, відповідальний за вибір та подачу вин
Sommelier	Початківець або стажер, що проходить навчання в певній професії, у цьому випадку в сфері ресторанного обслуговування
Apprentice	Особи, що змішують і подають напої, особливо алкогольні, в барі чи ресторані
Bartender	Працівник, який прибирає столики, поповнює напої та допомагає забезпечити ефективність обслуговування.
Busser	працівник, який відповідає за нарізку м'яса або інших страв за столом, часто використовуючи візок для різання
Carver	помічник офіціанта
Commis waiter	робочий графік

Task 10. Match each term in column A with its definition in column B.

A	B
1. Manager	a. Must know everything about the wines, their storage and serving with this or that dish;
2. Head waiter	b. Is responsible for plating portions with the appropriate accompaniment;

3. Commis waiter	c. Is a kind of a "helper" which has joined to the staff recently collects dirty plates and dishes;
4. Apprentice	d. Notes the orders and passes them onto the kitchen;
5. Station waiter	e. Greet the clients, takes the orders and can give advises about food and drinks;
6. Wine waiter	f. Is responsible for the work of the whole staff.

Task 11. Choose one of the restaurant staff and describe his / her job.



Task 12. Speak about the restaurant staff.

1. Who is responsible for the overall organization and administration of the restaurant's service areas?
2. What are the main duties of a head waiter in a restaurant?
3. How does the role of a station waiter differ from that of a commis waiter?
4. What are the responsibilities of a carver at a restaurant?
5. How does an apprentice waiter contribute to the team in a restaurant?
6. What qualifications or knowledge are important for a bartender to have in a restaurant?
7. What is the role of a sommelier, and why is it important in fine dining establishments?
8. How does the role of a restaurant manager differ from that of other waitstaff?
9. What are the responsibilities of a restaurant host or hostess?

10. How does the work of a busser help ensure smooth operation in a restaurant?
11. How does the number of staff and their duties change between a small and large restaurant?
12. Why is it important for restaurant staff to have knowledge of the menu and wine list?
13. What qualities should a restaurant host or hostess have to create a positive first impression?
14. How do cultural differences impact the role of restaurant staff in different countries?
15. What factors should a bartender consider when recommending a drink to a customer?

Task 13. Prepare the presentation. Imagine that you are an owner of the restaurant. You present your restaurant staff at your restaurant and their duties.

Task 14. Imagine that you are a journalist. You need to write an article for «RESTAURANT STAFF IN NOWADAYS».

Task 15. Choose one of the topics and write an essay:

1. The Role of Restaurant Staff in Ensuring a High-Quality Dining Experience.
2. How the Organization of Restaurant Staff Impacts Customer Satisfaction.
3. The Importance of Training and Development for Restaurant Employees.
4. A Comparative Study of Staff Roles in Fine Dining vs. Casual Restaurants.
5. The Evolution of Restaurant Staff Roles in the Hospitality Industry.
6. How Effective Communication Among Restaurant Staff Enhances Service Efficiency.
7. The Impact of Restaurant Staff Behavior on Customer Loyalty.
8. Challenges Faced by Restaurant Managers in Managing Diverse Staff.
9. The Relationship Between Restaurant Staff Knowledge and Customer Experience.
10. The Role of Bartenders and Sommeliers in Shaping a Restaurant's Identity.

Task 16. Translate into English.

1. Кількість персоналу та розподіл обов'язків залежать від розміру та ексклюзивності ресторану.
2. Менеджер ресторану відповідає за організацію та адміністрування обслуговування їжі та напоїв.
3. Головний офіціант зустрічає гостей, проводить їх до столиків і передає меню.
4. Помішник-офіціанта приносить їжу з кухні та збирає брудні тарілки.
5. Молодший офіціант допомагає заповнювати обладнання на бічному столику та носить предмети за потреби.

6. Бармен змішує напої та подає алкогольні коктейлі.
7. Сомельє відповідає за подачу вина та поєднує його з відповідними стравами.
8. Хост або хостес вітає клієнтів і садить їх за столики.
9. Посудник допомагає швидко прибирати столи та поповнювати напої.
10. У деяких країнах клієнти можуть залишатися за столом довше після їжі, у той час як в інших – їдять швидше.

UNIT 15

KITCHEN STAFF

Task 1. Read and memorize the following words and word-combinations:

Captain – капітан, керівник або наглядач, особа, що відповідає за певну частину ресторану.

Chef de rang – термін, що використовується для позначення ресторанного капітана, який керує певною зоною чи секцією.

Front-of-house – частина ресторану або закладу, яка є видимою для клієнтів і взаємодіє з ними, наприклад, офіціанти та хости.

Culinary – кулінарний, що стосується приготування їжі.

Endowed – наданий, забезпечений необхідними якостями або ресурсами.

Appliances – прилади або обладнання, що використовуються на кухні для приготування їжі.

Sous chef – заступник шеф-кухаря, помічник, який підтримує шеф-кухаря в більших кухнях.

Hygiene – гігієна, чистота та правильні санітарні умови.

Chef de cuisine – головний шеф-кухар, який керує кухнею та напрямом приготування страв.

Raw materials – сировина, основні інгредієнти для приготування їжі, такі як м'ясо, овочі чи зерно.

Sous chefs – асистенти шеф-кухаря, які заміщають головного шефа, коли той відсутній.

Chef de partie – спеціалізований шеф, відповідальний за певну станцію на кухні, наприклад, за соуси, овочі або м'ясо.

Commis chefs – молодші кухарі, які допомагають кухонній команді в приготуванні їжі та виконанні простих завдань.

Operational level – рівень операційної діяльності, щоденні завдання або дії, що виконуються на основному рівні.

Maintenance – технічне обслуговування, догляд за обладнанням чи приміщенням для підтримки їх у робочому стані.

Subordinates – підлеглі, особи, які працюють під керівництвом іншої людини в організації або ієрархії.

Task 2. Read and translate the text.

KITCHEN STAFF

The kitchen staff team plays a vital role in ensuring that diners enjoy their food, but it is **the front-of-house team** who interact directly with customers and determine whether they enjoy their culinary experience. To do this, they need to be polite, friendly, helpful and skilful. **Kitchen staff teams** depend on the type and size of a restaurant.

The captain, also called the chef de rang, is usually responsible for running one area of the restaurant and supervising the work of two or three **staff members**. In particular the communication between the kitchen and the front-of-house, allocating tasks and monitoring service.

A kitchen is a production unit: it must produce the best **food** at the lowest possible price. **Food cost** and quality are the chefs main concerns, so he should be endowed with the right amount of space, appliances and staff in order to come up to the management's expectations. The **preparation** of food is a highly specialized function. It implies quite a number of operations. Our main concern here is the staff, whose duties are outlined below. The chef supervises all kitchen work and is ultimately responsible for it. In many places the chef does the purchasing. He is helped by a variable number of assistants, depending on the importance of the kitchen work. There are some types of chefs.

The chef de cuisine, or head chef, manages the kitchen, gives directions on dish preparation, takes decisions about portions and service to the public and does the most difficult processes. They check materials, preparation times and methods, **hygiene** and correct functioning of equipment. They plan staff tasks and hours. They are responsible for **apprentices**, planning menus and buying **raw materials**. They supervise communication of orders and deliveries to the kitchen and restaurant and report to the food and beverage manager.

Sous chefs are usually part of larger kitchens. They support the chef de cuisine and substitute him/her when absent. In particular, they supervise the use of raw materials, dishes and equipment; do some preparation and take charge of preserving and storing foods. They also check maintenance and hygiene of equipment and premises, as well as communication between the different kitchen sectors.

The *chef de partie* substitutes the sous chef in smaller restaurants. They are technicians, who prepare the dishes, check **the quality** of raw materials and the maintenance and hygiene of the equipment and premises like the sous chefs. Besides that, they assign the tasks, coordinate their subordinates and manage orders and deliveries from **suppliers**. The final task they share with the chef de cuisine when there is no sous chef, is trying new dishes or different preparation techniques and new equipment if necessary.

Finally, there are *commis chefs*, who work at an operational level. They usually take care of meal preparation, organise basic ingredients and carry out simple activities during the preparation of dishes. They must also check quality of products, quantity of food and correct functioning of equipment.

Task 3. Answer the following questions:

1. What is the main responsibility of the captain or chef de rang in a restaurant?
2. What roles do chefs at different levels (head chef, sous chef, chef de partie) perform in the kitchen?
3. How does the kitchen staff impact the quality of service in a restaurant?
4. Why is it important for kitchens to be equipped with the right appliances and raw materials to ensure food quality?
5. How does food preparation in the kitchen depend on the specialization and tasks of each staff member?
6. What are the specific duties of the chef de cuisine (head chef)?
7. How do sous chefs support the chef de cuisine in larger kitchens?
8. How do the tasks of a chef de partie differ from those of a sous chef?
9. What tasks does a commis chef perform during food preparation in a restaurant?
10. Why is communication between the kitchen and front-of-house important for successful customer service?

Task 4. State the following statements as True or False.

1. The captain (chef de rang) is responsible for running one area of the restaurant and supervising the work of two or three staff members.
2. The chef's main concern is the kitchen's food cost and quality, and they do not need to supervise staff or equipment.
3. The chef de cuisine (head chef) manages the kitchen, supervises food preparation, and makes decisions about portions and service.
4. Sous chefs are only responsible for cooking food and do not manage kitchen staff or equipment.
5. The chef de partie works in smaller restaurants and substitutes for the sous chef when necessary, managing the preparation of dishes and coordinating the tasks of their subordinates.
6. Commis chefs are responsible for highly specialized tasks and often try new dishes and techniques in the kitchen.
7. The chef de cuisine is responsible for purchasing raw materials and planning menus.
8. Kitchen staff duties are determined based on the size and importance of the restaurant.
9. The commis chef does not have any responsibility for the quality of the food or equipment in the kitchen.
10. The kitchen staff is solely responsible for food preparation, while the front-of-house team handles customer interactions.

Task 5. Complete the sentences using the information from the text.

1. The **captain** (also called the **chef de rang**) is usually responsible for running _____ of the restaurant and supervising the work of _____ staff

- members.
- The chef's main concerns are _____ and _____, so they must be provided with the right amount of space, appliances, and staff to meet the restaurant's expectations.
 - The **chef de cuisine** (head chef) manages the kitchen, gives directions on _____, and makes decisions about _____ and _____ to the public.
 - The **sous chef** supports the **chef de cuisine** by supervising the use of _____, dishes, and _____, as well as managing the maintenance and hygiene of equipment and premises.
 - The **chef de partie** substitutes for the **sous chef** in smaller kitchens, and their tasks include preparing dishes, checking the quality of raw materials, and coordinating _____ and _____ from suppliers.
 - The **commis chef** is responsible for _____ food preparation, organizing basic ingredients, and carrying out simple activities during the preparation of dishes.
 - The **chef de cuisine** is also responsible for _____ materials, planning _____, and supervising communication of orders and deliveries to the kitchen and restaurant.
 - Sous chefs** check the maintenance and hygiene of _____ and premises, and also manage communication between different kitchen _____.
 - The **commis chef** checks the quality of _____, the quantity of food, and the correct functioning of _____.
 - The **kitchen staff** duties depend on the _____ and _____ of the restaurant.

Task 6. Make up a plan of the text "KITCHEN STAFF" in writing.

Task 7. Reduce the text "KITCHEN STAFF" to 150 words in writing, saving the main ideas of it.

Task 8. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 9. Match each word in section A with its translation in section B:

section A	section B
Front-of-house	сировина, основні інгредієнти для приготування їжі, такі як м'ясо, овочі чи зерно
Raw materials	частина ресторану або закладу, яка є видимою для клієнтів і взаємодіє з ними, наприклад, офіціанти та хости
Hygiene	гігієна, чистота та правильні санітарні умови

Appliances	кулінарний, що стосується приготування їжі
Culinary	наданий, забезпечений необхідними якостями або ресурсами
Maintenance	прилади або обладнання, що використовуються на кухні для приготування їжі
Endowed	технічне обслуговування, догляд за обладнанням чи приміщенням для підтримки їх у робочому стані

Task 10. Match each term in column A with its definition in column B.

A	B
1. Sous chef	a. junior chefs who support the kitchen team in food preparation and basic tasks.
2. Commis chefs	b. a specialized chef responsible for a particular station in the kitchen, such as sauces, vegetables, or meat.
3. Subordinates	c. people who work under the direction of someone else in an organization or hierarchy
4. Chef de partie	d. the head chef who manages the kitchen and directs dish preparation.
5. Chef de cuisine	e. a term used for a restaurant captain who manages a particular area or section.
6. Chef de rang	f. a deputy or assistant chef who supports the head chef in larger kitchens.

Task 11. Complete the diagram with the additional tasks for each role. Start from the inside and work out!

_____ chef

- takes care of _____ preparation
- organises basic _____
- carries out _____ activities
- checks _____ and _____ of food
- checks correct functioning of _____

Chef de _____

- checks _____ and _____ of equipment and premises
- assigns _____, coordinates _____
- manages _____ and _____ from suppliers
- promotes new dishes and _____
- promotes new _____

_____ chef

- _____ the chef de cuisine and substitutes him/her when _____
- preserves and stores _____
- checks _____ between the different kitchen _____

Chef de _____

- manages the _____
- gives _____ on _____ preparation
- takes _____ about _____ and service to the _____
- does the most _____ processes
- checks _____, preparation _____ and methods
- plans staff _____ and _____
- is responsible for _____, planning _____ and buying _____ materials
- supervises _____ of orders and _____ to the _____ and restaurant

Task 12. Speak about the kitchen staff.

1. How would you ensure the safety of a guest with food allergies?
2. What would you do if you had to come to work late?
3. What steps would you take to sanitize your workspace?
4. What would you do if a guest wasn't satisfied with their food?
5. What would you do if you were responsible for an error?
6. What's the key to good teamwork in a restaurant' kitchen?
7. What's the atmosphere like among the staff?
8. What's the best way to give feedback about service or food?
9. How does the restaurant support its staff's well-being?
10. What's the hardest part of kitchen' job?

Task 13. Work in pairs. Look at the information below and role play similar conversations in a restaurant.

Conversation 1

Student A: you are a host/hostess - there are no free tables so ask the customer to wait at the bar.

Student B: you are a customer - you booked a table for four at 8 p.m .

Conversation 2

Student A: you are a customer - you want a glass of mineral water.

Student B: you are a bartender - ask if the customer wants still or sparkling water.

Conversation 3

Student A: you are a customer - ask the wine waiter to recommend some wine. You want to eat fish.

Student B: you are a wine waiter - recommend two red wines, then two white wines .

Conversation 4

Student A: you are a waiter/waitress - invite the customer to follow you to the table and ask if he/she is ready to order.

Student B: you are a customer - say you want to wait for your friends to arrive.

Task 14. Write a short job description. Remember to write what the responsibilities are and who the person reports to, but do not write the job title so that your classmates have to guess which job you are describing.

Task 15. Translate into English.

1. Персонал кухні працює над тим, щоб кожна страва була приготовлена ідеально.
2. Шеф-кухар контролює роботу персоналу кухні, щоб підтримувати якість їжі.
3. Лінійні кухарі відповідають за приготування різних розділів меню.
4. Персонал кухні працює злагоджено під час години пік.
5. Су-шеф допомагає головному кухарю і забезпечує безперебійну роботу кухні.
6. Персонал кухні навчається різним технікам приготування їжі.
7. Кондитер спеціалізується на приготуванні десертів та випічки.
8. Персонал кухні відповідає за підтримання чистоти та стандартів безпеки харчових продуктів.
9. Як персонал кухні спілкується з обслуговуючим персоналом під час сервісу?
10. Кухня працює в умовах високого тиску, але завжди забезпечує чудовий результат.

UNIT 16

MENU

Task 1. Read and memorize the following words and word-combinations:

Outlet – заклад, точка продажу

Clientele – клієнтура

Market research – маркетингові дослідження

Sourced – отриманий

Accompaniments – гарніри, додатки

Surcharges – додаткові збори

Cover – сервіс

Layout – макет

Sophisticated – витончений, складний

Seasonal – сезонний

Sequence – послідовність

Signature dishes – фірмові страви

Accurate – точний

Diners – відвідувачі ресторану

Task 2. Read and translate the text.

MENU

1. _____

A good restaurant menu provides much more than just a **list of food** with prices. The menu is often a customer's first introduction to a **food outlet** and is therefore an important **marketing tool** for it. A menu can express the style and **personality** of a restaurant; establish what kind of **clientele** it will attract depending on cost and the type of menu on offer; and make the restaurant stick in the minds of new customers so they want to come back.

2. _____

Before deciding on a menu you need to do some **market** research of the local **competitors** by looking at their menus, their **websites** and seeing what marketing strategies they use. Wider research into regional, national or global trends in people's **eating and drinking habits** can also be useful. For example, are there more vegetarians today than there were a few years ago and should you consider this in your menu? Do people prefer eating locally sourced fresh **organic** produce and how can your menu reflect and promote this? After your initial research, it is important to fully understand the location as 80% of your potential customers will probably be people who live or work within ten minutes of your restaurant. What can you offer them on your menu that other restaurants in the area do not?

3. _____

Your menu should also be easy for customers to read and understand visually. Good **layout** helps here. A small plain text menu can create a sophisticated and elegant image, whereas a bright, bold menu full of pictures might emphasise a particular tourist location or a fun side to the restaurant. Organise information in columns and

make sure print is large and clear enough to read. Do not create a menu that is too big to handle, ensure your menu is **seasonal** and **up-to-date** and provide clear information about **surcharges** such as service, cover or bread and **accompaniments**, like vegetables. The cost of a meal should not be a surprise to the diners, so ask yourself if you would be happy to pay that price, for that meal, in that restaurant, in that location, at that time of day or year. If the answer is yes, then it is probably a good menu!

4. _____

The organisation of items on a menu tends to determine the way in which customers choose from it. So if you sequence courses like starters, main courses, side orders, desserts or beverages, that is probably how your customer will **order**. However, you can **guide** customers in other ways too by placing your signature dishes on a separate page under the title “House Specials” or “Chef’s Specials” or by creating interesting names, which invite curiosity. All **dishes** should have short, simple but attractive and accurate descriptions of ingredients so your guests will want to eat them.

3. Read the text and match a title with each paragraph.

- a. Checking the menu is accessible to customers
- b. Helping customers order
- c. The importance of doing your research
- d. The job of a menu

Task 4. Answer the following questions:

1. What makes a restaurant menu more than just a list of food with prices?
2. Why is the menu considered an important marketing tool for a restaurant?
3. How can a menu express the style and personality of a restaurant?
4. What factors determine the kind of clientele a restaurant will attract?
5. What is the significance of market research when designing a restaurant menu?
6. Why is it important to understand regional, national, or global food trends when creating a menu?
7. How can a restaurant menu reflect the trend of eating locally sourced and organic produce?
8. What role does location play in determining the menu offerings of a restaurant?
9. Why is the layout of a menu important for customer understanding?
10. What type of image can a small, plain text menu create for a restaurant?
11. How can a bright, bold menu impact a restaurant's image?
12. Why is it important to ensure the menu is seasonal and up-to-date?
13. What types of surcharges should be clearly indicated on a menu?
14. How can the organisation of items on a menu influence the way customers order?
15. What are some strategies for guiding customers' choices through menu organisation?
16. Why should menu items have short, simple, and attractive descriptions?

Task 5. Complete the sentences using the information from the text.

1. A good restaurant menu provides much more than just a list of food with prices because _____.
2. Before deciding on a menu, you need to do some market research of the local competitors _____.
3. Your menu should be easy for customers to read and understand visually,_____.
4. The organisation of items on a menu tends to determine the way in which customers choose from it,_____.
5. The menu can _____by the way it is designed, showing what kind of atmosphere or dining experience the restaurant offers.
6. It is important to _____because 80% of your potential customers will probably be people who live or work within ten minutes of your restaurant.
7. _____is useful to help determine customer preferences, like the rise in popularity of vegetarians or the demand for organic produce.
8. Your menu should be _____to ensure that customers are offered the freshest ingredients and reflect current food trends.
9. _____, such as service, cover, or bread and accompaniments, should be provided to avoid surprise costs for diners.
10. A small plain text menu can_____, while a bright, bold menu full of pictures might emphasise a particular tourist location or a fun side of the restaurant.
11. The use of _____of ingredients on the menu helps customers understand what they are ordering and encourages them to try new dishes.
12. If you place _____under the title "House Specials" or "Chef's Specials," it can help customers notice and try those unique offerings.
13. By _____and ensuring the print is large and clear, customers will have a better experience when reading and choosing from the menu.
14. The_____, so restaurant owners should always ask themselves if they would be happy to pay that price in that location and at that time.

Task 6. What do you know about preparing a menu? Write T (true) or F (false).

A menu.....

1. only provides a list of food and prices. _____
2. is often a customer's first introduction to a restaurant. _____
3. does not usually give prices for all the items served in a restaurant. _____
4. is an important marketing tool for a restaurant. _____
5. is not something that sticks in the minds of customers. _____
6. can express the style and personality of a restaurant. _____
7. can make customers want to come to the restaurant. _____
8. can establish what kind of customer come to a restaurant. _____

Task 7. Make up a plan of the text “MENU” in writing.

Task 8. Reduce the text “MENU” to 150 words in writing, saving the main ideas of it.

Task 9. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 10. Match each word in section A with its translation in section B:

section A	section B
Market research	гарніри, додатки
Accompaniments	макет
Layout	маркетингові дослідження
Sequence	послідовність
Cover	точний
Accurate	додаткові збори
Surcharges	сервіс

Task 11. Match each term in column A with its definition in column B.

A	B
1. Clientele	a. a place where products or services are sold.
2. Signature dishes	b. people who are eating in a restaurant.
3. Outlet	c. the customers of a business or establishment
4. Diners	d. the charge for setting a place at the table or the service provided
5. Cover	e. side dishes or additions to a main dish, like vegetables, sauces, etc.
6. Accompaniments	f. dishes that are particularly unique or associated with a restaurant

Task 12. Read the menu. Do the tasks after the text.

Green Street Grill Menu

Meat Dishes

Stuffed *Pork* with White Mushrooms

Pork chops stuffed with bread crumbs, fresh herbs, mushrooms, and garlic. Served with ***roasted*** or fried potatoes.

Roast *Beef* with Ginger

Boneless rib roast slow-roasted in ginger and soy sauce. Served with steamed vegetables.

Leg of *Lamb* with Mint Jelly

Braised and seasoned with herbs, black pepper, garlic, and red onion. Served with baked or fried potatoes.

Orange Baked *Ham*

Smoked ham roasted with brown sugar, orange juice, and orange zest. Served with steamed vegetables.

Grilled *Poultry* Sausages with Corn on the Cob

Your choice of chicken or turkey sausage. Two links grilled over apple wood chips. Each is covered in our special sauce.

Roman-Style *Veal* Cutlets

Tasty cutlets layered in Italian ham and sage leaves. Served with mashed potatoes.

T-Bone *Steak* with Broiled Tomatoes

Vine-ripened tomatoes stuffed with bread crumbs and herbs. Steaks are grilled to your taste.

Build Your Own *Burger*

Kobe beef patties served with your choice of toppings.

Mark the following statements as true (T) or false (F)

- 1__ The baked ham and stuffed pork are seasoned with herbs.
- 2__ The leg of lamb is served with mint jelly and potatoes.
- 3__ Customers can choose the toppings for their turkey burgers.

Task 13. Speak about a menu:

1. What is the purpose of a menu in a restaurant?
2. How does a menu reflect the style and concept of a restaurant?
3. What are the different types of restaurant menus?
4. Why is it important to consider the target audience when designing a menu?
5. How can a menu help a restaurant to stand out from its competitors?
6. How often should a menu be updated to keep it fresh and appealing?
7. What factors should be considered when designing a menu layout?
8. How do you ensure that the prices on the menu are suitable for the restaurant's target market?
9. How do seasonal ingredients influence the design of a menu?

Task 13. Find a menu from a restaurant (you can take a photo or use a menu online) and analyze it. Answer the following questions:

1. Is the layout clear and easy to read?
2. Are the prices appropriate for the type of restaurant?
3. Are the dish descriptions appealing and informative?
4. What could be improved on the menu?

Task 14. Translate into English.

1. Хороше меню — це не просто список страв, а інструмент маркетингу ресторану.
2. Дослідження меню та вебсайтів ваших конкурентів може допомогти створити краще меню.
3. Важливо оновлювати меню та робити його сезонним.
4. Макет меню може вплинути на те, як клієнти обирають їжу.
5. Ваше меню повинно відображати місцеві тенденції в їжі та вподобання клієнтів.
6. Опис страв в меню має бути простим, чітким та точним, щоб клієнти точно знали, що вони замовляють.
7. Добре організоване меню допомагає клієнтам швидше та легше приймати рішення.
8. Якщо ваше меню включає фірмові страви, їх слід виділити окремим розділом.
9. Витончений дизайн меню може створити більш елегантну атмосферу в ресторані.
10. Вартість кожної страви має бути чітко вказана, щоб уникнути неприємних сюрпризів для клієнтів.

UNIT 17 TYPES OF MENUS

Task 1. Read and memorize the following words and word-combinations:

Crucial – надзвичайно важливий або необхідний.

Target audience – конкретна група людей, на яку спрямований продукт чи послуга.

Curated – ретельно вибраний або обраний.

Informed decisions – рішення, прийняті на основі знань або інформації.

À la carte – меню, в якому кожна страва має окрему ціну.

Table d'hôte – фіксоване меню, в якому подають страви за встановленою ціною.

Static – незмінний, постійний.

Static menu – меню, яке не змінюється протягом тривалого часу.

Du jour – французьке вираження «меню дня»; використовується для опису страв, що змінюються щодня.

Cyclic – циклічний, що повторюється через певні проміжки часу.

Cyclic menu – циклічне меню, яке змінюється за певний період (наприклад, тиждень або місяць).

Hybrid – щось, що складається з комбінації двох різних елементів.

Catering – надання їжі та послуг для заходів, зазвичай поза основним місцем бізнесу.

Catering menu – меню для виїзних заходів, таких як весілля або корпоративи.

Takeout – їжа, приготована в ресторані, але спожита в іншому місці, зазвичай вдома.

Takeout menu – меню для їжі на винос або доставки.

Prix fixe menu – меню, в якому клієнт платить фіксовану ціну за встановлену кількість страв.

Tasting menu – тип меню, який пропонує маленькі порції різних страв для дегустації різноманітних смаків.

Buffet-style – тип обіду, коли гості самі накладають їжу з різноманітних страв.

Pre-plated portions – порції, які вже попередньо розкладені на тарілки.

Off-site events – заходи, які проводяться поза основним місцем роботи (наприклад, виїзні події).

Brunch menu – меню, яке поєднує сніданок і обід.

Task 2. Read and translate the text.

TYPES OF MENUS

When running a restaurant, the menu plays a crucial role in both the dining experience and the restaurant's **success**. Different types of menus are used depending on the style of the restaurant, the **target audience**, and the overall concept of the dining experience. Each type of menu serves a specific purpose, from offering flexibility and choice to providing a set and curated selection of dishes. Understanding the different types of menus can help **restaurant owners** make informed decisions about how to design their offerings to best meet customer **needs** and expectations.

Now, let's explore the main types of menus used in restaurants:

1. *À la carte menu*: This is a menu where each dish is listed separately with its own **price**. Customers can choose any dish they want, and the menu offers a variety of options for appetizers, mains, desserts, and drinks.
2. *Table d'hôte menu (Fixed-price menu)*: A set menu offering a limited number of courses for a fixed price. Customers usually have limited **options** for each course (for example, one option for **starters**, one for **mains**, and one for dessert).
3. *Static menu*: A menu that remains the same over a long period of time. It doesn't change seasonally, so the dishes are available all year round. This type of menu is used in many **fast-food chains** and restaurants with a consistent offering.
4. *Du jour menu (Menu of the day)*: A menu that changes daily or weekly, often featuring dishes that are made using fresh, seasonal ingredients. These menus may include **special items** that are not available on the regular menu.
5. *Cyclic menu*: A menu that changes over a set period, such as weekly or

monthly. This type is commonly used in places like hotels, schools, or hospitals, where the same customers may visit regularly.

6. **Brunch menu:** A hybrid menu that combines breakfast and lunch items, often served between breakfast and lunch hours. It includes dishes such as omelets, pancakes, sandwiches, and salads.
7. **Catering menu:** Designed for off-site events, such as weddings, parties, and corporate gatherings. The menu items are chosen for their ease of transport and suitability for large gatherings, often in **buffet-style** or in pre-plated portions.
8. **Takeout menu:** A menu focused on food that customers can take out or have delivered. It typically includes items that are easy to pack and transport, and might be a simplified version of the main restaurant menu.
9. **Prix fixe menu:** This type of menu offers a fixed price for a set meal, usually with a choice of courses. It's a popular option for special occasions, as it allows restaurants to manage costs while offering customers a set dining experience.
10. **Tasting menu:** A multi-course menu designed to give customers a small sample of the chef's special dishes. It typically includes several different courses, offering a **variety of flavors** and ingredients. This type of menu is common in fine dining and **gourmet restaurants**.

Each type of menu serves a unique purpose and is used depending on the type of dining experience a restaurant wants to offer. Whether you are looking for flexibility in choosing your meal or a pre-arranged **selection of courses**, these menu types can **accommodate** various dining preferences. However, most menus consist of courses, or parts of the dinner, which are served in a certain order. First small, light dishes (appetizers) are served, then the main part of the meal is served and at the end of a meal a dessert is served.

Task 3. Answer the following questions:

1. What are the main factors that influence the design of a restaurant's menu?
2. How does an à la carte menu differ from a table d'hôte menu in terms of customer choice?
3. In what type of dining establishments is a static menu most commonly used?
4. What are some benefits of using a du jour menu in a restaurant?
5. How does a cyclic menu benefit customers who visit regularly, such as in hotels or schools?
6. Why might a brunch menu be a popular choice for restaurants, and what types of dishes are typically included?
7. What considerations should be made when creating a catering menu for off-site events?
8. How does a takeout menu differ from the main restaurant menu in terms of food offerings?
9. What is the main advantage of offering a prix fixe menu to customers?
10. What is the purpose of a tasting menu, and in which type of restaurants is it most commonly found?
11. How does the structure of a meal typically flow in most restaurant menus, and why is this important for the dining experience?

12. Can a restaurant use multiple types of menus at the same time? If so, how might they do this effectively?

Task 4. State the following statements as True or False.

1. An à la carte menu allows customers to choose individual dishes, each with its own price.
2. A table d'hôte menu offers a wide variety of options for each course.
3. Static menus change seasonally to feature different dishes.
4. A du jour menu typically features dishes made from fresh, seasonal ingredients.
5. A cyclic menu is used in restaurants where customers visit regularly, such as in hotels or schools.
6. A brunch menu is only available on weekends.
7. A catering menu is designed specifically for off-site events like weddings and corporate gatherings.
8. A takeout menu includes items that are not suitable for delivery or transportation.
9. A prix fixe menu offers a set meal with a fixed price and may include a choice of courses.
10. A tasting menu is common in casual dining restaurants.
11. In most restaurant menus, appetizers are typically served at the end of the meal.
12. A restaurant can use multiple types of menus at once, depending on the dining experience it wants to offer.

Task 5. Complete the sentences using the information from the text.

1. An _____ allows customers to choose individual dishes, each with its own price.
2. A table d'hôte menu offers a limited number of courses for a fixed price, _____.
3. A static menu remains the same _____, without changing seasonally.
4. A du jour menu changes daily or weekly, often featuring dishes made from _____.
5. A cyclic menu changes over a set period, such as weekly or monthly, and is commonly used in _____.
6. A brunch menu combines breakfast and lunch items and is typically served _____.
7. A catering menu is designed for off-site events like _____, and may include buffet-style or pre-plated portions.
8. A _____ is focused on food that can be taken out or delivered, and may be a simplified version of the main restaurant menu.
9. A prix fixe menu offers a fixed price for a set meal and usually includes _____.
10. A tasting menu is a multi-course menu designed to give customers a small sample of the chef's special dishes, and is commonly found in _____.
11. In most restaurant menus, appetizers are typically served first, followed by the

_____at the end of the meal.

12. A restaurant can use _____at once, depending on the type of dining experience it wants to offer.

Task 6. Make up a plan of the text “TYPES OF MENUS” in writing.

Task 7. Reduce the text “TYPES OF MENUS” to 150 words in writing, saving the main ideas of it.

Task 8. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 9. Match each word in section A with its translation in section B:

section A	section B
Takeout	циклічний, що повторюється через певні проміжки часу
Cyclic	їжа, приготована в ресторані, але спожита в іншому місці, зазвичай вдома
Static	меню, в якому кожна страва має окрему ціну
À la carte	незмінний, постійний
Table d'hôte	тип меню, який пропонує маленькі порції різних страв для дегустації різноманітних смаків
Tasting menu	фіксоване меню, в якому подають страви за встановленою ціною.
Catering	надання їжі та послуг для заходів, зазвичай поза основним місцем бізнесу.

Task 10. Match each term in column A with its definition in column B.

A	B
1. À la carte	a. A fixed-price menu offering a limited selection of courses, usually consisting of a set number of courses (e.g., appetizer, main course, and dessert), all for a predetermined price.
2. Static menu	b. A specialized menu designed for off-site events, such as weddings, parties, or corporate gatherings, often featuring dishes that are easy to transport or serve in buffet or pre-plated portions.

3. Du jour menu	c. A hybrid menu that combines breakfast and lunch items, typically served during the hours between breakfast and lunch
4. Brunch menu	d. A "menu of the day" that changes daily or weekly, often featuring dishes made from fresh or seasonal ingredients.
5. Catering menu	e. A menu that remains unchanged for a long period of time, not influenced by seasons or special events.
6. Table d'hôte	f. A type of menu where each dish is listed separately with its own price, and customers can choose any dish they want without restrictions on the number or composition of dishes.

Task 11. Match the names with the different types of menus.

1)___ fast food menu 2)___ bar menu

A



Menu	
<i>Starters or light bites</i>	
Tortilla chips with cheese and chilli	£5.00
Spicy chicken wings	£6.00
Loaded potato skins with a choice of dips*	£6.35
Deep fried garlic mushrooms*	£6.29
<i>Burgers (all served in a bread roll with fries)</i>	
Classic burger	£ 9.49
Flame grilled beef burger	£10.30
Cheeseburger	£ 9.99
Cheese and bacon burger	£10.49
Chicken burger	£ 9.99
Spicy chicken burger	£10.49
<i>Side orders</i>	
Mixed salad	£1.49
French fries	£2.50
Garlic bread	£3.50
Deep fried onion rings	£2.75
<i>Desserts</i>	
A choice of ice cream	£4.50
Chocolate fudge cake	£5.30
Apple pie	£5.00
*vegetarian options	

B



Menu	
<i>Appetizers</i>	
Olives *	
Nacho chips *	
Hummus and flatbread *	
<i>Light bites</i>	
Mini quiche and salad*	£4.95
Tiger prawns marinated in lemon & garlic with chilli and garlic butter	£5.50
Oven baked Camembert cheese *	£5.20
Salami and ham platter with savoury crackers	£7.50
<i>Sandwiches</i>	
Salmon, cucumber and crème fraîche	£6.00
Mozzarella, basil and tomato*	£6.00
BLT (bacon, lettuce and tomatoes)	£6.00
Steak with onions and fries	£8.00
<i>Salads</i>	
Warm goat's cheese salad*	£6.50
Chicken with an avocado dressing	£8.95
Salmon & king prawn salad with mango & sesame seed dressing	£8.70
*vegetarian options	

Task 12. Read the menus again and answer the questions. Be careful! Some questions have more than one.

Where

- 1) are there vegetarian options?
- 2) can you have dessert?
- 3) can you eat chicken?
- 4) is it possible to order a sandwich?
- 5) are there the most burgers to choose from?
- 6) can chocolate lovers find a dish?

Task 13. Read the menus again and find the synonyms for these words and expression.

- 1) *snacks* - _____
- 2) *sauces* - _____
- 3) *potato chips* - _____
- 4) *cooked over a fire* - _____
- 5) *choice for people who do not eat meat* - _____
- 6) *not sweet* - _____

Task 14. Work in pairs. Look at the two menus again and discuss which menu you prefer and why.

Task 15. Work in pairs. Make up the conversation in the restaurant.

Task 16. Speak about types of menus.

1. What kind of menu do you know?
2. What are the different types of menus used in restaurants?
3. How does a fixed menu differ from an à la carte menu?
4. What is a tasting menu, and how is it structured?
5. Why do some restaurants use a seasonal menu?
6. How do prix fixe menus work, and what are their benefits?
7. What is the difference between a set menu and a buffet menu?
8. Why might a restaurant choose to offer a children's menu?
9. How do you ensure a menu is balanced and offers a variety of dishes?
10. What role does a wine list play in a restaurant's menu?
11. What considerations should be made when designing a menu for a special event or banquet?

Task 17. Read the following descriptions of restaurant menus. Identify whether each one is à la carte, table d'hôte, prix fixe, or tasting menu.

1. A set meal where the customer pays one fixed price for multiple courses, and the options are limited.
2. A menu where each dish is priced separately, and customers can select from a

- variety of appetizers, mains, and desserts.
3. A menu offering a variety of small portions of different dishes, designed to showcase the chef's specialties.
 4. A menu that changes daily, based on what ingredients are fresh or in season.

Task 18. Translate into English.

1. Меню à la carte дозволяє клієнтам вибирати будь-яку страву з списку за окремою ціною.
2. У меню table d'hôte клієнти отримують фіксовану кількість страв за встановлену ціну.
3. Ресторани, які використовують статичне меню, зазвичай пропонують однакові страви протягом усього року без сезонних змін.
4. Меню дня змінюється щодня, щоб запропонувати свіжі сезонні інгредієнти або спеціальні страви.
5. Циклічне меню часто використовується в школах або лікарнях, де страви змінюються щотижня або щомісяця, щоб надати різноманітність для постійних клієнтів.
6. Меню для бранчу зазвичай включає як страви сніданку, так і обід, які подаються в період між ранком і обідом.
7. Меню для кейтерингу розроблено для обслуговування великих груп людей на заходах, часто з їжею, яку зручно подавати в стилі буфету або вже порційно розкладену.
8. Меню на винос орієнтоване на їжу, яку можна легко упакувати та перевезти, щоб клієнти могли насолоджуватися нею вдома.
9. Фіксоване меню дозволяє гостям насолодитися фіксованим набором страв за певну ціну з обмеженим вибором страв.
10. Дегустаційне меню пропонує вибір малих порцій різних страв, що дає можливість спробувати різноманітні смаки.

UNIT 18 CREATE A MENU

Task 1. Read and memorize the following words and word-combinations:

Cuisine – кухня (стиль приготування їжі, кулінарні традиції).

Clientele – клієнтура (група людей, які регулярно користуються послугами ресторану).

Beverages – напої.

High-end – висококласний, елітний.

Speciality items – спеціальні страви (унікальні або особливі страви, які не подаються в інших місцях).

Premium cut of steak – преміальний відрізок стейка (вищий сорт м'яса).

Roasted goose – запечений гусак.

Exotic fish – екзотична риба.

Paella – паелья (іспанська страва з рисом, морепродуктами, м'ясом та овочами).

Entrées – основні страви.

House favorites – фірмові страви ресторану.

Best seller – бестселер (найпопулярніша страва).

Chef's choice – вибір шеф-кухаря.

Gravitate toward – тяжіти до, приваблюватися чимось.

Bistro – бістро (невеликий ресторан або кафе, зазвичай із неформальним меню).

Spreadsheet – електронна таблиця.

Subsections – підрозділи (підкатегорії).

Chronologically – хронологічно (в порядку часу).

Appetizers – закуски.

Main courses – основні страви.

Soup and salad – суп і салат.

Pasta – паста.

Vegetarian – вегетаріанське (без м'яса).

Specialty – спеціалізовані страви, фірмові страви.

Cocktails – коктейлі.

Descriptive titles – описові назви.

Aioli – айолі (соус на основі часнику і олії).

Brioche bun – булочка бріош (смачне, м'яке тісто, зазвичай використовується для бургерів).

Vegan – веганський (без продуктів тваринного походження).

Gluten-free – безглютеновий (не містить глютену).

Task 2. Read and translate the text.

HOW TO MAKE A RESTAURANT MENU

A **menu** is the first thing a customer sees when they come into your restaurant, and the last thing they look at before they order. This makes the menu one of your most valuable **marketing tools**. As long as you follow some **basic guidelines**, you can create a sleek restaurant menu that your customers will enjoy!

Choose your restaurant's concept. To begin with, determine what kind of cuisine you'd like to offer. Then think about who your clientele will be, and consider what price range you'd like to fall in. Finally, take the **location** of your restaurant into consideration. Use this information to come up with a simple, concise **concept** for your restaurant.

- Take inspiration from the restaurants and **businesses** around you to develop a sense of what works in this area.

Decide what your menu items will be. Make a list of the 10-12 menu items you know you can do best. This should form the basis of your menu. Select items that fit with your restaurant concept. If you are a new restaurant, avoid including more than 10-12 **items** at first.

- If you're restaurant is open all day, you may want to have a morning menu (breakfast/lunch) and an evening menu (lunch/dinner).

- Don't forget about beverages!

Add a few high-end or speciality items. Choose 2-3 items that are a little more expensive. Try for items that fit within your restaurant concept, but that are not offered at other places nearby. Some ideas include:

- A premium cut of steak
- Roasted goose
- An exotic fish
- Dishes that are a little harder to make, such as Spanish paella
- Specialty **entrées** for two

Offer some "house favorites." Select 2-3 items that you know you make well, and you believe will be good **seller**. These should be items at mid-level price point. Label these items with a star or other symbol that indicates they are a "best seller" or "chef's choice."

Create names for the items on your menu. Each food item on the menu will need to be called something. Marketing research has shown that **customers** tend to gravitate toward creative names. Rather than calling your hamburger simply "hamburger," why not name a speciality burger "The Mona Lisa" or "The Couch Potato"?

- Make sure your menu names fit with the concept of your restaurant. For instance, an upscale bistro might not want comedic food names.

Write down all your menu items in a spreadsheet. Sit down and list every single item that will appear on your menu. This is important to do even if you are working from an existing menu. It will help you to best organize and categorize all of your items.

- This works best if you use an Excel Spreadsheet or Google sheet.
- If you don't have access to any kind of spreadsheet, you can do this on a sheet of paper.

Order your menu in a logical way. Determine about 3 major sections of your menu. If each section has more than 10 items, divide each section into 1-2 subsections. Then come up with a logical way to order your menu items. The most common way is chronologically, meaning that breakfast items come first and desserts come last. Place all of this info into your **spreadsheet**. Section or subsection ideas include:

- Breakfast
- Appetizers
- Lunch
- **Main courses**
- Soup and salad
- Pasta
- Vegetarian
- Specialty
- Beverages and/or cocktails

Describe each dish in about 10 words. The food items themselves should have descriptive titles. For instance, "burger" doesn't sound like much, but "Juicy Burger

with Arugula and Horseradish Aioli” will get your reader's’ attention. After that, include a brief description of all the ingredients in the dish. You might say: “Quarter-pound all-beef patty with arugula, creamy aioli, grilled mushrooms, ripe tomatoes, and pepper jack or Swiss cheese on a brioche bun.” Make a note if any of the following apply:

- The dish is hotter/spicier than most of the other dishes on the menu.
- The dish contains any ingredients to which some people are severely allergic (e.g. peanuts).
- The dish caters to a group with special dietary needs (vegan, vegetarian, gluten-free, etc.).

In the end, your menu is not just a list of dishes but a key marketing tool that shapes your restaurant’s brand and helps drive your business forward. It’s about offering a great experience, both through food and the way customers interact with your menu. Keep it simple, clear, and aligned with your restaurant’s vision and your customers will be sure to enjoy it.

Task 3. Answer the following questions:

1. What is the significance of the menu in a restaurant?
2. Why is it important to choose a restaurant concept before designing a menu?
3. How can the location of a restaurant influence the menu design?
4. What is the recommended number of items to include on a new restaurant’s menu?
5. How can you use other restaurants as a source of inspiration when creating your menu?
6. Why is it important to add a few “house favorites” to your menu, and what characteristics should these dishes have?
7. How can dish names influence customers’ choices? How do you choose appropriate names for dishes?
8. Why is it important to list all menu items in a spreadsheet, and how can this help organize the menu?
9. How does the logical arrangement of items on the menu affect the customer experience?
10. How can you describe dishes to make them more appealing to customers?
11. Why is it important to note if a dish is spicy, contains allergens, or caters to special diets?
12. How should the menu be divided into sections, and what categories should be included in your menu?
13. How should prices be listed for items on the menu to align with your restaurant’s concept?

Task 4. State the following statements as True or False.

1. The menu is the first thing customers look at when they enter a restaurant and the last thing they review before ordering.
2. A restaurant menu should have as many items as possible to give customers a

wide variety of choices.

3. It is recommended that new restaurants start with 10-12 menu items.
4. If your restaurant is open all day, it's better to have only one menu for all meals of the day.
5. High-end or specialty items should be more expensive and unique compared to other restaurants nearby.
6. "House favorites" should be mid-priced items that are popular and well-executed.
7. It's important to choose dish names that fit with the overall concept of your restaurant, such as avoiding comedic names in an upscale bistro.
8. Writing down every menu item in a spreadsheet is unnecessary, as long as you can remember them all.
9. The most common way to organize a menu is by meal time (breakfast, lunch, dinner, etc.).
10. Descriptions of dishes should be no longer than 10 words and should focus solely on the names of the ingredients.
11. It's important to note if a dish contains common allergens, like peanuts, or caters to special dietary needs.
12. Organizing the menu in logical sections can enhance the customer experience.

Task 5. Complete the sentences using the information from the text.

1. The menu is the first thing a customer sees when they _____ into your restaurant.
2. It is recommended that a new restaurant's menu should include _____ items to start with.
3. If your restaurant is open all day, you may want to create a _____ menu for the morning and an _____ menu for the evening.
4. High-end or specialty items should be _____ priced and should be unique compared to those offered by nearby restaurants.
5. "House favorites" are typically _____ items that are well-executed and likely to be _____ sellers.
6. When naming menu items, it's important to ensure that the names fit with the _____ of your restaurant.
7. Writing down all your menu items in a _____ helps you organize and categorize them.
8. The most common way to organize your menu is _____ (e.g., breakfast, lunch, dinner).
9. Each dish should be described in _____ words and should highlight key _____ of the dish.
10. It is important to note if a dish contains ingredients that are _____ to some people, such as peanuts or gluten.
11. Organizing your menu into sections like _____, _____, and _____ can make it easier for customers to navigate.

Task 6. Make up a plan of the text “HOW TO MAKE A RESTAURANT MENU” in writing.

Task 7. Reduce the text “HOW TO MAKE A RESTAURANT MENU” to 150 words in writing, saving the main ideas of it.

Task 8. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 9. Match each word in section A with its translation in section B:

section A	section B
High-end	преміальний відрізок стейка (вищий сорт м'яса)
Premium cut of steak	спеціальні страви (унікальні або особливі страви, які не подаються в інших місцях)
Speciality items	основні страви
House favorites	фірмові страви ресторану
Entrées	висококласний, елітний
Gravitate toward	вибір шеф-кухаря
Chef's choice	тяжіти до, приваблюватися чимось

Task 10. Match each term in column A with its definition in column B.

A	B
1. Main courses	a. A garlic-flavored sauce made from olive oil, garlic, and egg yolks, often used as a condiment
2. Aioli	b. The primary dishes in a meal, typically substantial and filling.
3. Specialty	c. A soft, slightly sweet bread roll, often used for burgers due to its delicate texture
4. Brioche bun	d. Dishes that are unique or a restaurant's standout offering often associated with the establishment's identity.
5. Appetizers	e. Common dishes typically served as lighter options before the main course.
6. Soup and salad	f. Small dishes served before the main course, often designed to stimulate the appetite.

Task 11. Rearrange the following jumbled words into sentences.

1. Your, take, into, the, location, finally, of, consideration, restaurant. 2. A, thing, when, menu, the, a, first, customer, sees, they, is, come, your, into, restaurant. 3. The, titles, items, have, food, should, themselves, descriptive. 4. Each, item, to, be, will, on, menu, the, food, called, need, something. 5. Makes, this, valuable, the, menu, most, your, marketing, one, of, tools. 6. Marketing, has, toward, that, creative, shown, customers, research, tend, to, gravitate, names.

Task 12. Look at this menu and label each part with the words in the box.

beverages	desserts	main courses	side orders	starters
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Menu

A	C
Hand-dived scallops, sautéed with chorizo sausage £10.50	Grilled porcini mushrooms* £5.00
Prawn cocktail £ 9.50	French fries* £3.50
Classic Caesar salad* £ 7.50	Creamed potatoes* £3.00
Pâté de foie gras with crunchy bread £10.50	Dauphinoise potatoes* £4.00
	Boiled baby potatoes with mint butter* £3.50
	Braised lettuce with peas and ham £3.50
	French beans with butter* £3.00
B	D
(all served with salad or seasonal vegetables)	Crème Brûlée with citrus sorbet
Roasted sea bass with rosemary and lemon £21.00	Mango cheesecake with pineapple and ginger crunch
Pan fried chicken in white wine sauce £17.00	Lemon tart with summer fruits and cream
Barbecue pork £17.50	Cheese board with savoury crackers
Honeyed crispy duck £20.00	
Roasted butternut squash and herb risotto with nuts* £15.70	All at £6.50
	E
	Water (still or sparkling)
	House white wine
	House red wine

*vegetarian options

£2.00 cover charge per person; 10% service charge included.
 Sailor's restaurant, Dartmouth, Devon. England
www.sailorsrestaurant.co.uk

Task 13. Work in pairs. You are a food and beverage manager and a head chef. Design a menu for your restaurant. Decide first which kind of menu you want to offer, and then decide which courses you will offer. Do not forget the key points for writing a menu.

Task 14. When the menus are complete, stick them up around your classroom for everybody to see. Then decide which menu you prefer and why. Do not write your name on the menus but you can give your restaurant a name. That way the competition will be fun!

Task 15. Consider a restaurant serving three types of customers: students, families, and business professionals. Design three different menus with appropriate pricing for each group, while keeping the same basic dishes. Discuss why each menu's pricing and content is tailored to its target group.

Task 16. Create a menu that features dishes using seasonal ingredients for the upcoming season (fall, winter, spring, or summer). Include at least five appetizers, five main courses, and three desserts.

Task 17. Work in pairs. One person plays the role of a restaurant owner and the other is a customer. The owner will present a new menu, and the customer will ask questions about the dishes, ingredients, and prices. The owner must answer these questions and explain the concept behind the menu.

Task 18. Speak about create a menu

1. What are the key factors to consider when creating a restaurant menu?
2. How does the restaurant's concept influence the menu design?
3. Why is it important to limit the number of dishes on a new restaurant menu?
4. How can you determine which dishes should be highlighted as "house favorites" or "chef's choice"?
5. Why are creative dish names important, and how do they impact customer choice?
6. What is the best way to organize a restaurant menu to make it easy for customers to navigate?
7. How should you write descriptions for each dish to make them more appealing to customers?
8. What role does pricing play in the creation of a menu, and how should it be determined?
9. How can a restaurant's location and clientele influence the types of dishes you offer on the menu?
10. Why is it important to include specialty items on the menu, and how do they differentiate your restaurant?
11. What are some common menu sections, and how should you decide which dishes belong in each section?
12. How can customer feedback help refine and improve a restaurant menu over time?
13. Why is it essential to consider dietary restrictions (like vegan or gluten-free options) when designing a menu?
14. What is the importance of menu layout and design in conveying the restaurant's brand and atmosphere?
15. How can beverages (both alcoholic and non-alcoholic) be incorporated effectively into the menu?

Task 19. Translate a restaurant menu from English into your native language. Focus on accurately translating dish names and descriptions, making sure the menu remains appealing to customers from your culture.

Task 20. Translate into English.

1. Меню ресторану повинно відображати концепцію та стиль кухні, яку він пропонує.
2. Важливо обирати страви, які відповідають вашій цільовій аудиторії та ціновому діапазону.
3. Спеціальні страви можуть виділити ваш ресторан серед конкурентів.
4. Креативні назви страв допомагають привернути увагу клієнтів і зробити меню більш цікавим.
5. Меню повинно бути організоване логічно, з чіткими розділами, такими як закуски, основні страви та десерти.
6. Опис кожної страви має бути коротким та апетитним.
7. Дизайн меню має відповідати атмосфері вашого ресторану.
8. Ціни повинні визначатися за вартістю інгредієнтів, конкуренцією та цільовим ринком.
9. "Фірмові страви" – це страви, які популярні серед клієнтів і представляють спеціальності ресторану.
10. Відгуки клієнтів є важливими для вдосконалення меню та підвищення задоволення відвідувачів.

UNIT 19 COOKING METHODS

Task 1. Read and memorize the following words and word-combinations:

Sautéing – смаження на великій температурі з невеликою кількістю масла чи жиру.

Pan-Frying – смаження в невеликій кількості олії на середньому вогні.

Deep-Frying – глибоке смаження, коли їжа повністю занурена в гаряче масло чи жир.

Baking – випікання в духовці за допомогою сухого тепла.

Grilling – приготування їжі на грилі або решітці над прямим джерелом тепла.

Roasting – запікання в духовці при високій температурі.

Broiling – приготування їжі під прямим джерелом тепла (в духовці).

Simmering – повільне приготування їжі при температурі, близькій до кипіння.

Poaching – приготування їжі в гарячій, але не киплячій воді.

Steaming – приготування їжі за допомогою пари.

Braising – обсмажування їжі на високому вогні, а потім тушкування в рідині на низькому вогні.

Stewing – тушкування маленьких шматочків їжі в рідині на повільному вогні протягом тривалого часу.

Sous Vide – метод приготування їжі в герметичному пакеті при низькій температурі в водяній бані.

Caramelization – процес, коли цукор або продукти, що містять цукор, нагріваються і змінюють свій колір на коричневий, створюючи карамельний смак.

Crust – скоринка, утворена на їжі під час приготування, зазвичай через нагрівання (наприклад, хрустка поверхня хліба або м'яса).

Tenderness – ніжність, здатність їжі бути м'якою і легкою для пережовування.

Hearty – ситний, калорійний, часто з використанням м'яса чи овочів, що дають відчуття насичення.

Airtight – герметичний, непроникний для повітря.

Precisely controlled temperature – точно контрольована температура, яка використовується для досягнення бажаного результату при приготуванні їжі.

Texture – текстура, характерна структура їжі, що залежить від способу її приготування (наприклад, м'яка, хрустка, гладка).

Nutrient retention – збереження поживних речовин у їжі після приготування.

Fibers – волокна, компоненти їжі, які важко перетравлюються в шлунку, але корисні для здоров'я, особливо для травлення.

Delicate proteins – делікатні білки, які потребують обережного приготування, щоб не втратити свої властивості, наприклад, білки в рибі або яйцях.

Task 2. Read and translate the text.

COOKING METHODS: AN OVERVIEW

Cooking is an essential part of preparing **food**, and there are various techniques that **chefs** use to achieve the desired flavor, texture, and nutritional value. Cooking methods can generally be classified into three main categories: *dry heat cooking*, *moist heat cooking*, and *combination cooking*. Each method utilizes different principles of heat transfer, and understanding these **techniques** allows chefs to select the best method for each type of food.

1. Dry Heat Cooking Methods

Dry heat cooking involves cooking food without the use of water or **moisture**. These methods typically rely on air or fat to transfer heat to the food. Dry heat cooking is great for foods that need to develop a crust or caramelization, such as meat or **vegetables**. The primary dry heat methods include:

- **Sautéing**: This method involves cooking food quickly on high heat using a small amount of oil or fat in a pan. It is typically used for vegetables, small pieces of meat, or **seafood**. The food is stirred or tossed to ensure it cooks evenly.
- **Pan-Frying**: Similar to sautéing, **pan-frying** uses a moderate amount of fat or oil to cook food at medium heat. It is often used for items like chicken breasts, cutlets, or fish fillets.

- **Deep-Frying:** This method involves fully submerging food in hot oil (typically around 350°F or 175°C). The high temperature creates a crispy exterior while the inside remains tender. Common deep-fried foods include French fries, chicken, and **donuts**.
- **Baking:** Baking uses dry heat in an oven, usually at moderate to high temperatures, to cook food evenly. It's ideal for baking bread, **pastries**, cakes, casseroles, and even meats.
- **Grilling:** Grilling involves cooking food over direct heat, usually on a grill. This method imparts a smoky flavor and creates a charred, crispy exterior. Grilling is commonly used for meats like steaks, **hamburgers**, and vegetables.
- **Roasting:** Similar to baking, roasting uses high heat to cook food, but it often involves larger pieces of meat, such as chicken, beef, or lamb. The dry heat circulates around the food, helping it develop a rich brown color and a crispy outer layer.
- **Broiling:** Broiling involves cooking food under direct heat, typically in an oven. The heat source is located above the food, and it cooks quickly at a high temperature. Broiling is often used for fish, steaks, or vegetables, and it creates a slightly crispy surface.

2. Moist Heat Cooking Methods

Moist heat cooking methods use liquid (water, stock, or even steam) to transfer heat to the food. These methods are ideal for cooking tougher cuts of meat, grains, **legumes**, and vegetables, as the moisture helps break down fibers, making the food tender and juicy. The most common moist heat methods are:

- **Boiling:** Boiling involves cooking food in rapidly boiling water (or other liquids). This method is typically used for pasta, **potatoes**, eggs, and vegetables. Boiling cooks food quickly, but it can lead to the loss of nutrients if the food is overcooked.
- **Simmering:** Simmering is a gentler version of boiling. The liquid is heated to just below its boiling point (around 180°F or 82°C), which creates small bubbles. This method is often used for soups, stews, sauces, and delicate proteins like fish. Simmering allows flavors to develop without breaking apart the food.
- **Steaming:** Steaming involves cooking food with steam from boiling water. This is one of the healthiest cooking methods, as it helps retain the food's nutrients, vitamins, and minerals. It's ideal for vegetables, fish, and even dumplings. Steamed food tends to be light and moist.
- **Poaching:** Poaching involves cooking food gently in hot liquid that is just below boiling. The temperature is around 160°F to 180°F (71°C to 82°C). This method is often used for delicate foods like eggs, fish, or **fruits**. Poaching helps retain the moisture and tenderness of the food without adding fat.

3. Combination Cooking Methods

Combination cooking methods blend both dry and moist heat techniques to achieve the desired result. These methods are great for dishes that require long

cooking times and where both tenderness and **flavor** development are important. Common combination methods include:

- **Braising:** Braising involves first browning meat or vegetables in a pan with oil at high heat, then cooking them slowly in a small amount of liquid, such as broth or **wine**, at low heat. This method is often used for tougher cuts of meat like beef brisket, pork shoulder, or lamb shanks. The long cooking time in liquid makes the food tender and flavorful.
- **Stewing:** Stewing is similar to braising but involves smaller pieces of food that are completely submerged in liquid. The food is simmered over low heat for a long period. This method is typically used for meats, **poultry**, or vegetables and is great for creating hearty, flavorful dishes like beef stew or chicken stew.
- **Sous Vide:** Sous vide, meaning "under vacuum," is a modern cooking technique where food is sealed in an airtight bag and cooked in a water bath at a precisely controlled temperature. The food cooks slowly, resulting in incredibly tender and juicy dishes. It is commonly used for meats, fish, and eggs. Sous vide allows for greater control over texture and doneness.

Each cooking method has its unique advantages and is suited for specific types of food. Dry heat cooking is ideal for achieving crispy, caramelized textures, while moist heat cooking helps tenderize foods and retain moisture. Combination cooking methods offer a balance of both, making them perfect for slow-cooked dishes that require tenderness and deep flavors. By understanding the principles behind these cooking techniques, chefs can create a diverse range of dishes with varying textures, flavors, and presentation styles.

Task 3. Answer the following questions:

1. What are the three main types of cooking methods?
2. What does dry heat cooking rely on to transfer heat to food?
3. Which cooking method involves cooking food quickly on high heat with a small amount of oil or fat?
4. What is the main difference between pan-frying and deep-frying?
5. How does baking differ from roasting?
6. What are some foods that are commonly grilled?
7. How does broiling differ from grilling?
8. What is the key characteristic of moist heat cooking methods?
9. Which moist heat method involves cooking food in rapidly boiling water?
10. What is the purpose of simmering when cooking food?
11. What are some examples of foods that are typically steamed?
12. How does poaching differ from boiling?
13. What is the difference between braising and stewing?
14. What is sous vide cooking, and how is it different from other methods?
15. Why is steaming considered one of the healthiest cooking methods?
16. What are the benefits of using combination cooking methods?
17. How does sous vide help control the texture and doneness of food?
18. What are some examples of foods that benefit from braising or stewing?
19. What types of foods are best suited for dry heat cooking methods?

20. Why is it important for chefs to understand different cooking techniques?

Task 4. State the following statements as True or False.

1. Dry heat cooking methods use water or steam to transfer heat to food.
2. Saut  ing involves cooking food slowly over low heat with a small amount of fat or oil.
3. Deep-frying requires food to be fully submerged in hot oil.
4. Grilling involves cooking food on a grill over direct heat.
5. Roasting is only used for cooking vegetables.
6. Poaching involves cooking food in hot liquid that is just below boiling.
7. Braising involves first browning food on high heat and then cooking it slowly in liquid.
8. Steaming is a cooking method that uses direct heat to cook food.
9. Sous vide cooking involves sealing food in a vacuum bag and cooking it in a water bath at a precise temperature.
10. Stewing involves cooking large pieces of food in liquid over low heat for a long time.
11. Boiling is a method where food is cooked in rapidly boiling water.
12. Grilling creates a smoky flavor and a charred exterior on food.
13. Steaming helps retain nutrients in food better than other cooking methods.
14. Dry heat cooking methods are ideal for tenderizing food.
15. Sous vide cooking allows for greater control over texture and doneness of food.

Task 5. Complete the sentences using the information from the text.

1. **Dry heat cooking** methods use _____ or _____ to transfer heat to food.
2. **Saut  ing** involves cooking food quickly on _____ heat with a small amount of _____ or _____.
3. **Deep-frying** requires food to be _____ in hot oil, which helps create a _____ exterior.
4. **Grilling** involves cooking food over _____ heat, often on a _____.
5. **Roasting** is similar to baking, but it is typically used for cooking _____ cuts of _____.
6. In **moist heat cooking**, the food is cooked in _____ or _____ to retain moisture and tenderness.
7. **Poaching** involves cooking food in hot liquid that is _____ boiling.
8. **Braising** involves first _____ food at high heat, and then cooking it slowly in _____.
9. **Stewing** is a method where small pieces of food are _____ in liquid and cooked over _____ heat for a long time.
10. **Sous vide** involves sealing food in a _____ bag and cooking it in a _____ bath at a precise temperature.
11. **Steaming** uses _____ to cook food, helping retain nutrients that might be lost in other cooking methods.
12. **Simmering** occurs at a lower temperature than boiling, with the liquid kept

- just below _____.
13. **Broiling** involves cooking food under a _____ heat source, typically in an _____.
14. **Grilling** creates a _____ flavor on food, as well as a _____ exterior.
15. **Combination cooking** methods use both dry heat and _____ heat to _____ food.

Task 6. Make up a plan of the text “COOKING METHODS: AN OVERVIEW” in writing.

Task 7. Reduce the text “COOKING METHODS: AN OVERVIEW” to 150 words in writing, saving the main ideas of it.

Task 8. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 9. Match each word in section A with its translation in section B:

section A	section B
Roasting	приготування їжі в гарячій, але не киплячій воді
Poaching	приготування їжі на грилі або решітці над прямим джерелом тепла
Grilling	запікання в духовці при високій температурі
Baking	смаження в невеликій кількості олії на середньому вогні
Deep-Frying	смаження на великій температурі з невеликою кількістю масла чи жиру
Pan-Frying	глибоке смаження, коли їжа повністю занурена в гаряче масло чи жир
Sautéing	випікання в духовці за допомогою сухого тепла

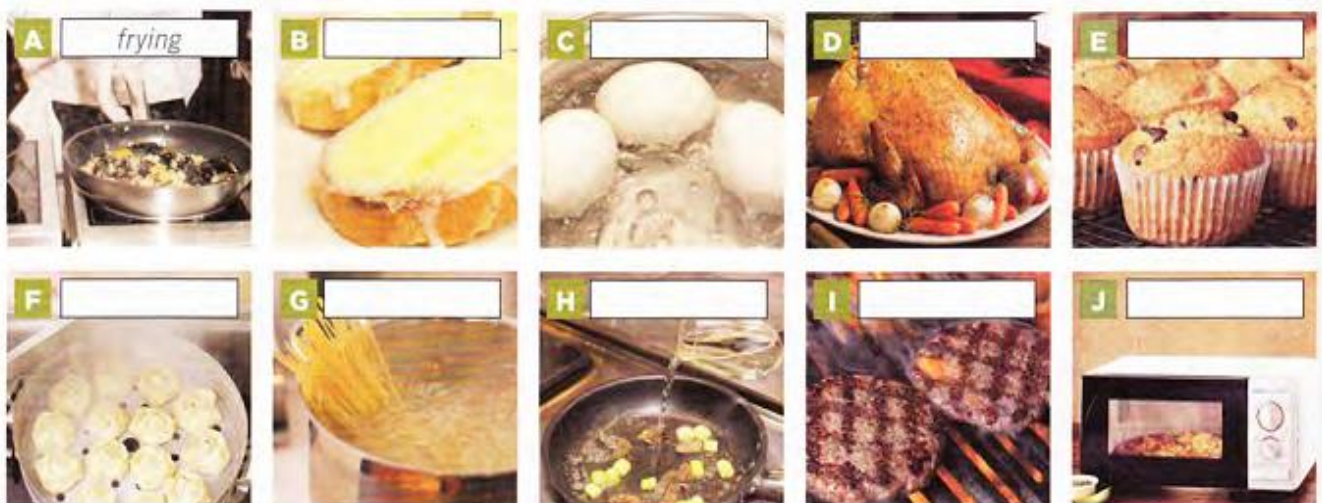
Task 10. Match each term in column A with its definition in column B.

A	B
1. Dry heat cooking	a. A method of cooking where food is cooked with the help of moisture, such as steam, boiling, or poaching
2. Moist heat cooking	b. A cooking method that involves cooking food without the use of water or moisture, using heat from air or fat (e.g., grilling, roasting, and sautéing).

3. Braising	c. A combination cooking method where food is first browned at high heat, then cooked slowly in a small amount of liquid
4. Sous vide	d. Similar to braising, but smaller pieces of food are completely submerged in liquid and cooked over low heat for a longer period.
5. Stewing	e. The process of cooking sugar or food containing sugar at high heat, causing it to change color and develop a rich, caramel flavor.
6. Caramelization	f. A modern cooking technique where food is sealed in a vacuum bag and cooked slowly in a water bath at a precise, controlled temperature.

Task 11. Match the cooking techniques with the pictures and definitions.

**baking barbecuing boiling frying grilling microwaving poaching roasting
sautéing steaming**



- 1 ☒ A to cook food in hot oil or fat
- 2 ☐ to cook food in a liquid like water until it forms bubbles
- 3 ☐ to cook food on a device on a cooker that radiates heat from above the food
- 4 ☐ to cook food quickly using a device which passes electricity through it instead of using heat
- 5 ☐ to cook food with the hot wet substance produced when you heat water
- 6 ☐ to cook in an oven by dry heat without direct contact with a flame
- 7 ☐ to cook meat or vegetables in an oven in direct heat
- 8 ☐ to cook meat, fish or other food outside on a metal grill over an open fire or on a special appliance
- 9 ☐ to cook something in water, milk or another liquid that is boiling gently
- 10 ☐ to cook something quickly in a small amount of butter or oil

Task 12. Complete this typical English recipe with the missing words.

add bake boil chopped cut drain grated heat poach pour season stir sliced

FISH PIE

Preparation time: 45 minutes

Cooking time: 30 minutes

Ingredients

- 400 g skinless white fish
- 400 g skinless smoked fish
- 600 ml full-fat milk
- 1 small onion, (1) cut into four
- Herbs
- 4 eggs
- (2) _____ parsley
- 100 g butter
- 50 g plain flour
- 1 kg potatoes, peeled and evenly (3) _____
- 50 g (4) _____ cheese

Method

(5) _____ the fish in 500 ml of milk, together with the onion and the herbs for 8 minutes. When ready, remove the fish, (6) _____ the milk, allowing it to cool and flake the fish into large pieces in the baking dish. (7) _____ the eggs in water for 5 minutes. When ready, drain the eggs and let them cool in cold water. Then peel, slice and put them on top of the fish. (8) _____ the chopped parsley.

To make the sauce, melt half the butter in a pan, (9) _____ in the flour and cook for 1 min over moderate heat. Remove the pan from the heat, (10) _____ in a little of the cold poaching milk, then stir until blended. Continue to add the milk gradually, mixing well until you have a smooth sauce. Return it to the heat, bring to the boil and cook for 5 minutes, stirring continuously. Remove from the heat, (11) _____ with salt, pepper and then pour over the fish. (12) 200°C/fan 180°C/gas mark 6. Boil the potatoes for 20 minutes. Drain, season and mash them with the remaining butter and milk. Put them on top of the pie, arranging them with a fork. Add the cheese and then (13) _____ for 30 minutes.

Task 13. Read the sentence pairs. Choose which word best fits each blank.

grill/roast

- A. Sid planned to _____ burgers and hot dogs at the barbecue.
- B. Ellen put the turkey in the oven to _____.

broiled/braised

- A. I _____ the ribs in the oven until they were crisp and dark.

B. The chef _____ the pork in olive oil and added chopped vegetables.

meat/poultry

A. Vegetarians do not eat _____.

B. _____ is meat that comes from birds such as chickens and turkeys.

beef/lamb

A. The special was roasted _____ with red potatoes.

B. The restaurant only uses _____ from cows that are grass-feed.

Task 14. Look at the ingredients of this typical British rhubarb crumble and cream recipe and complete the preparation method with the right ones.

Ingredients

For the crumbled mixture

- 250 g cold unsalted butter cut into small chunks
- 400 g plain flour
- 200 g golden caster sugar
- a pinch of salt

For the filling

- 700 g rhubarb, chopped into 2.5 cm pieces
- 2 tbsp golden caster sugar, plus extra to sprinkle
- 1/2 lemon, juice only
- 1 knob of unsalted butter

Preparation method

Preheat the oven to 180°C/gas mark 4. Place all the ingredients for the crumble mixture in a large bowl. Rub the butter into the (1) *flour*, sugar and (2) _____. Put the rhubarb into a buttered earthenware dish. Sprinkle with the sugar, pour over the (3) _____ juice and distribute the flakes of butter over the fruit. Cover the fruit with the (4) _____ mixture, sprinkle over a little extra golden (5) _____. Place into the oven and bake for 35-40 minutes or until golden on top.

Task 15. Write the recipe of a typical dish from your country. Use the vocabulary from this unit and the recipes in exercises 8, 9 and 11 to help you.

Task 16. Work in pairs and take turns to dictate your recipe to your partner. Do not tell him/her what your recipe is, but see if he/she can guess from the ingredients and the method.

The preparation time is about...

The cooking time is ...

The ingredients are ...

The method is ...

Task 17. Work in pairs. Write down what you usually eat every day, then ask your partner about what he/she usually eats and make notes. Use the information in the text to help you.

A: *What do you usually have for breakfast?*

B: *I always have cereal with low-fat milk, toast, butter and marmalade.*

Task 18. Report back to the class. Do you think your partner has a healthy balanced diet? What do you think he/she should eat more or less of?

I think my partner has a balanced diet because he/she eats ...

He/She should eat more ... /less ...

Task 19. Speak about cooking methods:

1. What is the main difference between dry heat cooking and moist heat cooking?
2. What types of foods are best suited for grilling?
3. How does roasting affect the texture of meat or vegetables?
4. What is the key characteristic of broiling compared to grilling?
5. How does sautéing differ from frying?
6. Why is baking typically used for breads and pastries?
7. What foods are commonly prepared using the boiling method?
8. How is simmering different from boiling, and why is it used for soups and stews?
9. What are the health benefits of steaming compared to other cooking methods?
10. How is poaching used to cook delicate foods like eggs or fish?
11. What makes braising an ideal cooking method for tougher cuts of meat?
12. What is the difference between braising and stewing?
13. How does sous vide cooking work, and what are its benefits?
14. Why is it important to choose the right cooking method for different types of food?
15. What are some of the advantages of using moist heat cooking methods?
16. How does grilling impart a unique flavor to food?
17. What are the disadvantages of boiling when it comes to nutrient retention?
18. Which cooking methods help retain the most nutrients in food?
19. Why might someone choose to use a combination cooking method like braising or stewing?
20. How does the texture of food change when cooked using dry heat methods like roasting or grilling?

Task 21. Translate into English.

1. Я люблю готувати страви за допомогою смаження, оскільки це швидкий спосіб приготування їжі.
2. Запікання — це чудовий спосіб зробити овочі м'якими та смачними.
3. Гриль надає їжі особливого смаку завдяки прямому контакту з вогнем.
4. Під час варіння важливо стежити за температурою води, щоб не переварити продукти.
5. Стейк, приготований на грилі, має хрустку скоринку та ніжне м'ясо

- всередині.
6. Страви, приготовані на пару, зберігають більше вітамінів і мінералів, ніж при інших методах приготування.
 7. Тушкування м'яса в соусі дає йому ніжність і багатий смак.
 8. При готуванні на сковороді важливо не перегріти олію, щоб їжа не пригоріла.
 9. Печення — це ідеальний спосіб приготування хліба та десертів.
 10. Якщо ви хочете отримати ніжну рибу, спробуйте метод варіння або пароварки.
 11. Цей метод готування дозволяє зберегти більше поживних речовин в їжі.
 12. Кращі страви часто готують за допомогою сухого тепла.
 13. Варка є одним з найпоширеніших способів приготування їжі.
 14. Обсмажування дає їжі хрустку текстуру ззовні.
 15. Гриль створює характерний копчений смак у страв.
 16. Для тушкування потрібно використовувати більше рідини, ніж для смаження.
 17. Стейк можна приготувати на сковороді або на грилі.
 18. Для приготування делікатних страв краще використовувати метод варіння або пароваріння.
 19. Під час запікання їжа готується рівномірно завдяки сухому теплу.
 20. Багато страв можуть бути приготовані за допомогою комбінації методів готування.

UNIT 20

INVENTORY AND STORAGE

Task 1. Read and memorize the following words and word-combinations:

Inventory management – управління запасами

Stock levels – рівень запасів

Stockout – відсутність товару

Replenishing – поповнення запасів

Discrepancies – розбіжності

Shrinkage – зменшення (втрати через крадіжки або псування)

FIFO (First In, First Out) – принцип «перший прийшов, перший пішов»

Non-perishable – непереписний (продукти, які не псуються швидко)

Cross-contamination – перехресне забруднення

Supply chain – ланцюг постачання

RFID (Radio Frequency Identification) – радіочастотна ідентифікація

Barcode scanning – сканування штрих-кодів

Hygiene standards – стандарти гігієни

Automation – автоматизація

Forecasting – прогнозування

External factors – зовнішні чинники

Perishable – швидкопсувний

Supplier relationships – відносини з постачальниками

Employee training – навчання працівників

Seasonal variations – сезонні коливання

Stock rotation – ротація запасів

Storage areas – складські приміщення

Stock audits – інвентаризація запасів

Data-driven decisions – рішення на основі даних

Shelf life – термін зберігання

Missed sales opportunities – втрачені можливості для продажу

Task 2. Read and translate the text.

INVENTORY AND STORAGE

Effective inventory and storage management are essential for the smooth operation of any restaurant. Properly managing inventory ensures that the restaurant always has the necessary **ingredients** on hand while minimizing waste, overstocking, and understocking. Proper storage helps maintain the quality and freshness of food items, which directly affects the overall **dining experience**. In a restaurant, both of these elements are key to maintaining profitability and efficiency.

Inventory Management in a Restaurant

Inventory management in a restaurant involves tracking the **quantities** of food and beverage items, monitoring their usage, and ordering supplies at the right time to prevent shortages or excess. The main goal is to ensure that the restaurant always has the right **products** available, without keeping too much stock that can spoil or become obsolete.

1. Tracking Stock Levels: A restaurant needs to constantly track its stock levels to ensure that ingredients are available when needed. This is often done manually or by using specialized **software** that can help monitor stock levels in real-time.
2. Ordering Supplies: Ordering supplies is a crucial aspect of inventory management. Restaurants must establish relationships with **suppliers**, and based on stock usage and forecasts, they must decide when to order and how much to order. This requires precise **knowledge** of the restaurant's average usage rates.
3. Inventory Audits: Regular audits or checks of the inventory are important to ensure that what's on the shelves matches what's recorded. **Audits** also help identify any discrepancies, shrinkage, or wastage due to spoilage or theft.
4. Menu Planning and Costing: Menu planning is directly related to inventory management. If a restaurant knows the ingredients it regularly uses and their quantities, it can predict costs more accurately. It also helps in designing the menu so that dishes align with available **stock**, reducing food waste and improving profitability.

Storage in a Restaurant

The way ingredients and products are stored in a restaurant can have a significant impact on food safety, cost management, and operational efficiency. Proper storage practices can ensure that ingredients maintain their freshness, reduce waste, and make it easier for kitchen staff to access the materials they need quickly.

1. *Proper Temperature Control:* Many ingredients require specific storage conditions, such as **refrigeration** or freezing, to maintain their freshness. For example, meats, dairy products, and certain vegetables need to be kept at specific temperatures to avoid spoilage. Restaurants must ensure that all cold storage units are functioning properly and that temperatures are regularly monitored.
2. *Organization of Storage Areas:* Organizing storage areas is essential for maintaining efficiency and reducing food waste. Items should be stored according to their use by date (first in, first out or FIFO method), and each item should have its designated space. This ensures that older ingredients are used first and that new supplies don't get lost in the back of the storage area.
3. *Dry Storage:* Non-perishable items such as canned **goods**, grains, and spices should be stored in dry, cool areas. Proper ventilation and pest control are also important to ensure that dry goods remain safe to use.
4. *Labeling and Inventory Control:* Labeling is important for identifying the products and their expiration dates. Clear **labeling** helps kitchen staff know what ingredients are available and when they need to be used. Additionally, inventory control systems can automate the process of tracking ingredient usage, helping to prevent over-purchasing or running out of critical items.
5. *Storage Safety:* Restaurants must adhere to strict **hygiene** and safety standards when storing ingredients. This includes making sure that raw and cooked foods are stored separately, that storage units are cleaned regularly, and that ingredients are stored in a manner that avoids cross-contamination.

The Role of Technology in Restaurant Inventory and Storage

In modern restaurants, technology plays a significant role in inventory and storage management. Many restaurants use *inventory management software* that allows them to track inventory in real-time, automate reordering processes, and generate reports on usage, waste, and costs. This technology helps restaurants make data-driven decisions and streamline their operations.

Barcode scanning and *RFID* tags are also used to track **inventory** more efficiently, reducing human **error**. For example, RFID tags allow for automatic tracking of products as they move through the restaurant's supply chain, helping to keep accurate stock levels and improve overall efficiency.

Best Practices for Inventory and Storage in Restaurants

1. Regular Stock Rotation: Always use the *FIFO (First In, First Out)* method for food items to ensure older stock is used first. This is particularly important for perishables like produce, **dairy**, and meats.
2. Consistent Stock Reviews: Regularly review stock levels and usage patterns to ensure that stock is replenished at the right time. Over-ordering can lead to unnecessary waste, while under-ordering can result in shortages and missed sales opportunities.
3. Maintain Clean and Organized Storage Areas: Keep storage areas neat, clean, and organized. This will help improve efficiency in the **kitchen**, reduce waste, and prevent spoilage. An organized storage system ensures that **kitchen staff** can quickly access the ingredients they need to prepare dishes.
4. Efficient Ordering Process: Build relationships with suppliers who provide quality ingredients at competitive prices. Work with suppliers to set up regular ordering **schedules** and negotiate the best possible terms for your restaurant.
5. Employee Training: Train your staff on proper inventory control and storage procedures. This ensures that everyone understands the importance of managing food products properly and following safety guidelines.

Challenges in Inventory and Storage Management in a Restaurant

1. Supply Chain Disruptions: External factors such as natural disasters or economic instability can disrupt supply chains, causing delays in receiving necessary stock and affecting inventory levels.
2. Seasonal Variations: Many restaurants face challenges with ingredients that are seasonal. Managing inventory during peak and **off-peak seasons** requires careful planning and forecasting to avoid **shortages** or overstocking.
3. Perishable Items: Managing perishable items is always a challenge, as they have a limited shelf life. Over-ordering perishable ingredients can lead to spoilage and waste, while under-ordering can result in shortages and poor menu execution.
4. Theft and Shrinkage: Restaurants may also face issues with theft or shrinkage, whether from **employees** or customers. Ensuring proper security measures are in place, such as surveillance cameras and inventory tracking, can help reduce these risks.

Inventory and storage management are critical to the success of a restaurant. Efficient management of ingredients, supplies, and food products can help ensure that a restaurant runs smoothly, maintains food quality, and minimizes waste. By implementing best practices, using technology, and staying organized, restaurants can improve profitability and provide an excellent dining experience for their customers.

Task 3. Answer the following questions:

1. What is the main goal of inventory management in a restaurant?
2. Why is it important to track stock levels regularly in a restaurant?

3. What does FIFO stand for and why is it important in inventory management?
4. How can inventory audits help a restaurant?
5. What is the significance of organizing storage areas in a restaurant?
6. Why is temperature control crucial for certain ingredients in a restaurant?
7. How can technology, such as RFID and barcode scanning, improve inventory management?
8. What is the difference between perishable and non-perishable items in a restaurant?
9. Why should restaurants establish relationships with suppliers?
10. How does regular stock rotation help in reducing food waste?
11. What challenges can restaurants face in inventory and storage management?
12. How can restaurants minimize the risk of food spoilage?
13. What role does employee training play in inventory and storage management?
14. How can forecasting help restaurants in managing their stock levels?
15. What are some common practices for ensuring food safety in storage areas?

Task 4. State the following statements as True or False.

1. Inventory management ensures that a restaurant always has the necessary ingredients on hand while minimizing waste.
2. FIFO stands for "First in, First out" and ensures that older stock is used first.
3. Regular inventory audits are unnecessary for restaurant operations.
4. Non-perishable items do not need to be stored in dry, cool areas.
5. It is important to track stock levels only at the end of each month.
6. Labeling and organizing storage areas helps reduce food waste.
7. Technology like barcode scanning is not useful in inventory management.
8. Storing raw and cooked foods separately is essential for food safety.
9. Employee training is not necessary for effective inventory and storage management.
10. Temperature control is important only for non-perishable items.

Task 5. Complete the sentences using the information from the text.

1. Effective inventory management ensures that _____ always has the necessary ingredients on hand while minimizing waste, overstocking, and understocking.
2. FIFO (First In, First Out) is a method used to make sure older stock is used first to_____.
3. _____are important for ensuring that what's on the shelves matches what's recorded and identifying any discrepancies, shrinkage, or wastage.
4. Cold storage _____should be regularly monitored to ensure that products like meats, dairy, and vegetables are stored at the correct temperatures.
5. Technology, such as inventory_____, helps restaurants track stock levels in real time and automate the reordering process.
6. Non-perishable items, such as canned goods and grains, should be stored in _____to maintain their quality.
7. Labeling and organizing _____helps kitchen staff quickly locate

- ingredients and ensures that food is used before its expiration date.
8. Supply chain disruptions can lead to delays in receiving necessary stock, which may cause inventory issues_____.
 9. Cross-contamination can be avoided by storing raw and _____separately in the storage areas.
 10. Employee training ensures that staff understands the importance of inventory control and follows the correct storage procedures to maintain_____.

Task 6. Make up a plan of the text “INVENTORY AND STORAGE” in writing.

Task 7. Reduce the text “INVENTORY AND STORAGE” to 150 words in writing, saving the main ideas of it.

Task 8. Look at the words in bold and try to explain them, then choose any three and make sentences.

Task 9. Match each word in section A with its translation in section B:

section A	section B
Stockout	зменшення (втрати через крадіжки або псування)
Shrinkage	відсутність товару
Supply chain	сканування штрих-кодів
Barcode scanning	ланцюг постачання
Hygiene standards	стандарти гігієни
Stock rotation	відносини з постачальниками
Supplier relationships	ротація запасів

Task 10. Match each term in column A with its definition in column B.

A	B
1. Cold storage units	a. Events or circumstances that interrupt the normal flow of goods from suppliers to restaurants, which can lead to delays or shortages of inventory.
2. Labeling and organizing storage areas	b. Refrigerators or freezers used to store perishable goods such as meats, dairy, and vegetables at proper temperatures to maintain their freshness and prevent spoilage.
3. Supply chain disruptions	c. The process of properly marking food items with their names, expiration dates, and storage instructions, and organizing the storage space to improve efficiency and reduce waste.

4. Non-perishable items	d. The transfer of harmful bacteria or allergens from one food item to another, often due to improper storage or handling. It can lead to foodborne illness.
5. Cross-contamination	e. Goods that do not spoil or decay quickly and can be stored for extended periods without refrigeration, such as canned foods, dry goods, grains, and spices.
6. Inventory management software	f. Computer programs designed to help restaurants track stock levels, automate ordering processes, and monitor usage in real time.

Task 11. Fill in the blanks with the correct words and phrases from the word bank.

inventory	security	storage	access	pilfering
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1. An employee was caught _____ items from the storeroom.
2. The manager and two employees stayed late to check the _____ of food items.
3. Only managers have _____ to freezers containing lobster and Alaskan crab.
4. Meat lockers are locked overnight for _____ .
5. Martin rearranged the _____ space so more items would fit inside.

Task 12. Write a memo to the employees reminding them about inventory storage.

Task 13. Speak about inventory and storage

1. Why is inventory management important for a restaurant's success?
2. How does effective inventory management help minimize waste in a restaurant?
3. What is the FIFO method, and why is it used in inventory management?
4. How do regular inventory audits contribute to the smooth operation of a restaurant?
5. What are the main challenges restaurants face in managing their inventory?
6. Why is temperature control essential for storing perishable items in a restaurant?
7. What are some best practices for organizing storage areas in a restaurant?
8. How can technology, like inventory management software, improve the storage process?
9. What is cross-contamination, and how can it be prevented during food storage?
10. How can labeling products help reduce food waste in a restaurant?

11. What role do suppliers play in the inventory and storage process?
12. Why is it important for restaurant staff to receive training in inventory control?
13. What impact can supply chain disruptions have on restaurant inventory management?
14. How does menu planning help in managing inventory effectively?
15. How do restaurants handle seasonal variations in inventory needs?

Task 14. Translate into English.

1. Управління запасами є важливим для забезпечення того, щоб ресторан ніколи не залишався без необхідних інгредієнтів.
2. Використання методу FIFO допомагає зменшити відходи їжі та гарантує, що старі запаси використовуються першими.
3. Регулярні інвентаризації допомагають виявити розбіжності між записаними запасами та тими, що фактично є на складах.
4. Правильні умови зберігання, такі як контроль температури, важливі для збереження якості швидкопсувних продуктів.
5. Технології, такі як програмне забезпечення для управління запасами, можуть спростити процес відстеження рівня запасів і замовлення поставок.
6. Непереписні продукти слід зберігати в прохолодному, сухому місці, щоб продовжити їх термін зберігання.
7. Персонал повинен пройти навчання з правильних процедур управління запасами, щоб уникнути втрат і підвищити ефективність.
8. Чітке маркування продуктів з датами закінчення терміну допомагає гарантувати, що старіші продукти використовуються першими.
9. Коли відбуваються збої в ланцюгу постачання, ресторани можуть зіткнутися з затримками у отриманні інгредієнтів та інших товарів.
10. Перехресне забруднення можна уникнути, зберігаючи сирі та готові продукти окремо на складах і в кухні.

GLOSSARY

Aa

à la carte – меню, в якому кожна страва має окрему ціну

accessible/disabled room – номер для людей з додатковими потребами

accommodate – розміщувати (гостей у готелі)

accompaniments – гарніри, додатки

account to company – за безготівковим розрахунком

accurate – точний

adjacent rooms – близько розташовані номери

adjoining rooms – номери із загальною стіною, але без дверей, що їх з'єднує

ae = arrival expected – очікуваний («під заїзд»)

aioli – айолі (соус на основі часнику і олії)

airport hotel – готель поблизу аеропорту

airtight – герметичний, непроникний для повітря

amend reservation – вносити зміни в бронюванні

amount to be charged – сума, що стягується

apartment hotel / residential hotel – готель за типом квартир (переважно орендується на тривалий час)

apartment hotel або residential hotel – готель, у якому гості зупиняються на тривалий період часу (long-term accommodation) або навіть живуть постійно (permanent accommodation). мінімальний термін перебування – зазвичай один місяць. гості підписують договір оренди (lease contract) з готелем

appetizers – закуски

appliances – прилади або обладнання, що використовуються на кухні для приготування їжі

apprentice – учень – початківець або стажер, що проходить навчання в певній професії, у цьому випадку в сфері ресторанного обслуговування

ashtray – попільничка

ashtray emptying – спустошення попільничок

assign – призначати; заселяти в номер

assign a room – поселяти гостя в номер

authorization – авторизація

authorization letter – авторизаційний лист

automated restaurants – автоматизовані ресторани.

automation – автоматизація

availability – наявність

available – в наявності

Average Daily Rate (ADR) – середньодобова вартість номера (величина середньої ставки за зайняті номери, розрахована шляхом ділення доходу з номерів на кількість зайнятих номерів)

baking – випікання в духовці за допомогою сухого тепла

balance – баланс залишок суми, баланс

bank multifunction card – банківська багатофункціональна картка

barcode scanning – сканування штрих-кодів

bartender – бармен – особи, що змішують і подають напої, особливо алкогольні, в барі чи ресторані.

bath mat – банний килимок

bath towel – банний рушник

bath tub – ванна

Bb

Bed and Breakfast – недорогий готель із обмеженим набором послуг (як правило, номер і загальна кухня для всіх постояльців)

bed linen – постільна білизна

bedding – постільні приналежності

bedspread – покривало

best seller – бестселер (найпопулярніша страва)

between extremes – між крайнощами

beverages – напої

bistro – бістро (невеликий ресторан або кафе, зазвичай із неформальним меню)

blanket – ковдра

book, to reserve, to make a reservation – бронювати, резервувати

booking guest/ expected guest – «очікуваний» гість (клієнт з попереднім бронюванням)

booking request, a reservation request – заявка на бронювання

booking, reservation – бронювання, бронь

bottom sheet – нижнє простирадло

boutique hotel – невеликий готель із першокласним сервісом

braising – обсмажування їжі на високому вогні, а потім тушкування в рідині на низькому вогні

brasseries – французькі ресторани, які працюють цілодобово і часто пропонують страви на кожен смак

brioche bun – булочка бріюш (смачне, м'яке тісто, зазвичай використовується для бургерів)

broiling – приготування їжі під прямим джерелом тепла (в духовці)

broom – мітла, віник

brunch menu – меню, яке поєднує сніданок і обід

buffet-style – тип обіду, коли гості самі накладають їжу з різноманітних страв.

busboy – помічник офіціанта, що прибирає стіл

busser – помічник офіціанта (чистильник столів) – працівник, який прибирає столики, поповнює напої та допомагає забезпечити ефективність обслуговування

Cc

cabana – номер, з'єднаний із басейном

cafeteria – тип ресторану, де їжа подається через лінію самообслуговування

cancel – скасувати бронювання

cancellation – анулювання, скасування

cancellation number – номер скасування бронювання

captain – капітан, керівник або наглядач, особа, що відповідає за певну частину ресторану

caramelization – процес, коли цукор або продукти, що містять цукор, нагріваються і змінюють свій колір на коричневий, створюючи карамельний смак

carpet – килим

cart – візок

carver – різник – працівник, який відповідає за нарізку м'яса або інших страв за столом, часто використовуючи візок для різання

cash ~ – готівкою

cash drawer – грошова скринька

casino hotel – готель, що обслуговує казино або інші гральні заклади

categorize – розподіляти за категоріями

category – категорія, якість обслуговування

catering – громадське харчування; надання їжі та послуг для заходів, зазвичай поза основним місцем бізнесу

catering menu – меню для виїзних заходів, таких як весілля або корпоративи.

chambermaids, room attendants – покоївки

charges – витрати

check out – виїжджати з готелю

check the luggage/baggage – здати багаж

check the original voucher against a copy – звірити оригінал ваучера з копією

check-in room cleaning – прибирання заброньованих номерів

checking in – реєстрація

check-out room cleaning – прибирання номера після виїзду гостей

check-out time – час виселення

chef de cuisine – головний шеф-кухар, який керує кухнею та напрямом приготування страв

chef de partie – спеціалізований шеф, відповідальний за певну станцію на кухні, наприклад, за соуси, овочі або м'ясо

chef de rang – термін, що використовується для позначення ресторанного капітана, який керує певною зоною чи секцією

chef's choice – вибір шеф-кухаря

chronologically – хронологічно (в порядку часу)

CL, CLN = clean – чистий

cleaning procedures – збиральні роботи

cleaning supplies (cleaning agents) – засоби для чищення

clear – здійснювати оплату чеками

clearance – здійснення розрахунків за чеками, кліринг чеків

clientele – клієнтура (група людей, які регулярно користуються послугами ресторану)

CO = checked but – виїзний, гість уже виписався

cocktails – коктейлі

comfort – комфорт, зручності

comforter – стьобана ватяна ковдра

commercial hotel (business hotel) – готель для ділових людей, для тих, хто у відрядженні (on a business trip). Такі готелі розташовані в центрі міста (in the city centre, downtown), поблизу бізнес-центрів та офісів. У готелях цього типу зупиняються делегації, екскурсійні групи

commis chefs – молодші кухарі, які допомагають кухонній команді в приготуванні їжі та виконанні простих завдань

commis waiter – помічник офіціанта – молодший або асистуючий офіціант, який зазвичай допомагає приносити їжу з кухні і прибирати тарілки

company booking – бронювання юридичних осіб

complimentary room – безкоштовний номер

conference centres – готелі цього типу дають змогу проводити зустрічі, конференції, оскільки вони забезпечені необхідним обладнанням. Більші готелі такого типу називають Convention Centres. Вони вміщують більше гостей, мають виставкові зали, конференц-зали та інші можливості, необхідні для проведення масштабних заходів і зустрічей

confirm – підтверджувати

confirmation – підтвердження

connecting rooms – номер, що має свої входні двері, а також двері, що їх з'єднують, так гості можуть не виходити в коридор, щоб зайти в сусідню кімнату

corporate rate – корпоративний тариф (зі знижками)

cot – дитяче ліжечко

countersign – ставити контрольний підпис

cover – сервіс

credit card – кредитними картками

credit card holder – власник кредитної картки власник кредитної картки

credit card imprint – копія кредитної картки

credit card statement – виписка з рахунку

crib – дитяче ліжечко

crucial – надзвичайно важливий або необхідний

crust – скоринка, утворена на їжі під час приготування, зазвичай через нагрівання (наприклад, хрустка поверхня хліба або м'яса)

cuisine – кухня, кулінарія (стиль приготування їжі, кулінарні традиції)

culinary – кулінарний, що стосується приготування їжі

cultural differences – культурні відмінності – різниця в звичаях, поведінці або очікуваннях між різними країнами чи групами людей

curated – ретельно вибраний або обраний

customer service – обслуговування клієнтів

cyclic — циклічний, що повторюється через певні проміжки часу

cyclic menu – циклічне меню, яке змінюється за певний період (наприклад, тиждень або місяць)

Dd

damage a card – пошкодити карту

data-driven decisions – рішення на основі даних

date and place of issue – ким і коли видано паспорт

date of arrival/ check-in date – дата прибуття, дата заселення

date of departure/ check-out date – дата виїзду з готелю

deep cleaning (syn. super cleaning) – генеральне прибирання

deep-frying – глибоке смаження, коли їжа повністю занурена в гаряче масло чи жир

delicate proteins – делікатні білки, які потребують обережного приготування, щоб не втратити свої властивості, наприклад, білки в рибі або яйцях

deposit – авансова сума

deputy/ assistant housekeeper – заступник начальника АГС

descriptive titles – описові назви

DI, DTY = dirty – брудний

diners – відвідувачі ресторану

discrepancies – розбіжності

distinct – відмінний, окремий, особливий

DN – виїзний, але гість ще не розплатився

double – номер для двох. зверніть увагу, що double – це двомісний номер із одним двоспальним ліжком, а twin – двомісний номер із двома односпальними (роздільними) ліжками

DP, DEP = departure – виїзний, гість, який вже виписався

draft – переказний вексель

draw up shift rotas – скласти графік виходу на роботу

Du jour – французьке вираження «меню дня»; використовується для опису страв, що змінюються щодня

dusting – сухе протирання (витирання пилу)

duty rota – робочий графік – розклад чи список, який вказує на обов'язки та робочі години працівників

duvet – ковдра

duvet cover – підковдра

Ee

economy class hotels (limited service hotels) – недорогі готелі, що пропонують мінімум послуг. Підходять для мандрівників, сімей і всіх, кому до душі бюджетний відпочинок

electronic fund transfer system – система електронних грошових переказів

employee training – навчання працівників

empty a trashcan – спустошити урну

endowed – наданий, забезпечений необхідними якостями або ресурсами

entirely – повністю, абсолютно

entrées – основні страви

equipment – обладнання
essentially – по суті, головним чином
establishment – установа, заклад відомство
everyday make-up / occupied room cleaning – поточне прибирання житлових номерів
exceed the limit – перевищувати ліміт
exclusiveness – вибірковість – якість того, що є обмеженим або призначеним для певної групи, часто з підкресленим високим рівнем якості чи розкоші
executive floor/floored room – представницький поверх із входом у лаундж
executive housekeeper – начальник АГС
executive suite – президентський люкс, де a living room connected with bedrooms
exotic fish – екзотична риба
expiry date – закінчення терміну дії картки
express/urgent service – термінове обслуговування
extended stay hotel – готелі цього типу теж пропонують багатокімнатні номери, проте в номері є кухня. Цей тип готелів зручний для тих, хто зупиняється на довгий час
external factors – зовнішні чинники
extra bed (cot) – додаткове ліжко (дитяче ліжко)

Ff

face towel – рушник для обличчя
face-to-face booking – бронювання під час особистого контакту
facial tissue – косметичні серветки
facilities for recreation – зручності для відпочинку та розваги
family hotel – готель, яким володіє одна сім'я, і в якому працюють члени цієї сім'ї
family room – номер для сім'ї з кількома кімнатами, де можуть розміститися від 4 чоловік
fare – їжа, харчі
features – особливість, риса, характеристика
fibers – волокна, компоненти їжі, які важко перетравлюються в шлунку, але корисні для здоров'я, особливо для травлення
FIFO (First In, First Out) – принцип «перший прийшов, перший пішов»
fill in, complete a card – заповнювати картку
fitness centre attendants – співробітники спортивного центру
fixtures – кріплення
fleabag ['fli:bæg] – дешевий і брудний готель. Назва утворена з використанням слова: flea – блоха. Не дивно, адже заклади такого типу завжди асоціюються з усякими комахами
flimsy – неміцний, крихкий
flophouse (AmE) або dosshouse (BrE) – нічліжка, дешевий готель, нічліжка для бездомних
florists – флористи

fold – складати
forecasting – прогнозування
forged – підроблений, фальшивий
formal wear – формальний одяг
front-of-house – частина ресторану або закладу, яка є видимою для клієнтів і взаємодіє з ними, наприклад, офіціанти та хости
full payment – повний розрахунок
furnishings – обстановка, меблювання, обладнання
furniture – меблі

Gg

gastropubs – паб, який спеціалізується на високоякісній їжі, часто з елементами вишуканого ресторану
gluten-free – безглютеновий (не містить глютену)
gravitate toward – тяжіти до, приваблюватися чимось
grilling – приготування їжі на грилі або решітці над прямим джерелом тепла
group rate – груповий тариф
guaranteed booking (reservation) – гарантоване бронювання
guest – гість (який проживає в готелі)
guest card – карта гостя
guest house – маленький готель або приватний будинок, у якому зупиняються постояльці.
guest invoice – рахунок–фактура
guest room assignment – призначення номера (поселення в номер)
guest's history – історія гостя (клієнта)
guest's folio – рахунок гостя

Hh

hand towel – рушник для рук
handle transactions – обробляти транзакції, проводити фінансові операції, угода, фінансова операція
health club attendants – співробітники оздоровчого клубу
hearty – ситний, калорійний, часто з використанням м'яса чи овочів, що дають відчуття насичення
high-end – висококласний, елітний
hire – наймати, брати на роботу
honeymoon suite [swi:t] – люкс/апартаменти для молодят
hospitality industry – індустрія гостинності; готельний бізнес
hotel – готель (у найкласичнішому розумінні цього слова)
hotel occupancy–завантаження номерного фонду
hotel voucher – ваучер на проживання
house favorites – фірмові страви ресторану
housekeeping assignment sheet – персональне завдання супервайзера/ покоївки

housekeeping department – адміністративно-господарська служба господарська служба; служба обслуговування та експлуатації номерного фонду
housekeeping guestroom attendant daily report – щоденний звіт покоївки
housekeeping report (room status report, housekeepers report) – звіт про поточний стан зайнятості номерного фонду готелю (основний робочий документ, яким керується начальник і його помічники під час розподілу роботи на поточний день)
housekeeping room occupancy report – звіт про зайнятість номерного фонду
housekeeping supervisor daily report – щоденний звіт супервайзера
housemen – робітники
HSKP Supervisors – супервайзери (помічники начальника служби, старші покоївки)
hybrid – щось, що складається з комбінації двох різних елементів
hygiene – гігієна, чистота та правильні санітарні умови.
hygiene standards – стандарти гігієни

Ii

ice bucket – відро для льоду
imprint – відбиток, роздруківка
in advance – заздалегідь
incur losses – зазнавати втрат, збитків
individual booking – бронювання фізичних осіб
inexpensive – недорогий, дешевий
informed decisions — рішення, прийняті на основі знань або інформації
inn – готель-паб, зазвичай розташований за містом (сьогодні слово inn часто використовується в назвах готелів, наприклад, Holiday Inn)
interact – взаємодіяти
inventory management – управління запасами
invoice – рахунок-фактура
iron – праска
ironing board – прасувальна дошка
issue – виписувати
issue room keys – видавати ключі від номера

Jj

junior suite – номер напівлюкс

Kk

Kök – шведський термін, що означає «кухня», іноді використовується для позначення ресторану, що прикріплений до бару чи кафе
krog – шведський термін для бар-ресторану або таверни

Ll

labour-intensive – трудомісткий, що створює велику кількість робочих місць
late cancellation – пізнє скасування
laundry bag – пакет для білизни в прання
laundry/dry service attendants – персонал, який працює у пральні та хімчистки
layout – макет
letter of guarantees – гарантійний лист
light bulb – лампочка
linen Room attendants – персонал, що відповідає за білизну
luxury hotel – готелі вищої категорії, люкс

Mm

main courses – основні страви
maintain high standards of performance – підтримувати високий рівень обслуговування (роботи)
maintenance – технічне обслуговування, догляд за обладнанням чи приміщенням для підтримки їх у робочому стані
Maitre d'Hotel – особи, що відповідають за організацію роботи ресторану, управління персоналом і забезпечення обслуговування гостей
making the bed – прибирання ліжка (заправка і зміна постільної білизни)
market research – маркетингові дослідження
means of transportation – транспортні засоби
memo pad – блокнот
memo – записка
middle-range hotels – готелі середнього класу, що пропонують широкий перелік послуг за помірну плату
migration card – міграційна карта
missed sales opportunities – dnhfxyi vj;kbdjcn l k z ghjlf;e
mop – ганчірка для підлоги
mopping – вологе прибирання підлоги
motel – придорожній готель (слово походить від словосполучення motorist hotel або «готель для водіїв», тож наявність парковки в ньому обов'язкова)
murphy room – номер з ліжком мерфі (ліжко, яке ховається в шафу або стіну й опускається звідти на ніч)

Nn

non-perishable – непереписний (продукти, які не псуються швидко)
no-show – неявка
NS = non smoking – номер для некурців
nutrient retention – збереження поживних речовин у їжі після приготування

Oo

O, OC, OCC = occupied – зайнятий, житловий

obtain authorization – отримати дозвіл на авторизацію

obviously – очевидно, явно

occur – відбуватися, траплятися

off-site events – заходи, які проводяться поза основним місцем роботи (наприклад, виїзні події)

on the premises – на території чого-небудь

OO, OOO = Out of Order – номер, що перебуває в вимушеному несправний, у простої, поганому стані (ремонт)

operational level – рівень операційної діяльності, щоденні завдання або дії, що виконуються на основному рівні

original voucher – оригінал ваучера

OS – заброньований номер для особливо важливих гостей

outlet – заклад, точка продажу

overbooking – овербукінг (надбронювання) (практика застосування підтвердженого бронювання понад наявність вільних місць; застосовується в готельному бізнесі як засіб страхування від неявок клієнтів)

overcharge – обраховувати, стягувати більшу суму, ніж належить

Pp

paella – паелья (іспанська страва з рисом, морепродуктами, м'ясом та овочами)

pan-frying – смаження в невеликій кількості олії на середньому вогні

pass key – відмичка

passport details – паспортні дані

pasta – паста

patron – клієнт

pay a deposit – вносити аванс

pay of – виплачувати повністю, розраховуватися

payee – одержувач грошей (платежу)

payment – оплата

penthouse – номер на верхньому поверсі

perform – виконувати, надавати (послуги)

perishable – швидкопсувний

personal information – особисті відомості

picking up – легке прибирання

pillow – подушка

pillowcase – наволочка

poaching – приготування їжі в гарячій, але не киплячій воді

post to the guest 's account – заносити на рахунок

precisely controlled temperature – точно контрольована температура, яка використовується для досягнення бажаного результату при приготуванні їжі

premium cut of steak – преміальний відрізок стейка (вищий сорт м'яса)

pre-payment – передоплата

pre-plated portions – порції, які вже попередньо розкладені на тарілки

presidential/royal suite – найдорожчий номер в готелі (названий на честь вудро вільсона, 28-го президента США)

principle assistants – Головні помічники – Основні або провідні помічники, відповідальні за конкретні ділянки або обов'язки

printout – роздруківка

prix fixe menu – меню, в якому клієнт платить фіксовану ціну за встановлену кількість страв

Qq

QSRs (Quick-Service Restaurants) – ресторани швидкого обслуговування, зазвичай це фастфуд

queen – кімната з великим ліжком (a queen-sized bed)

query – запитання, запит

quick check-out service – експрес-оплата готельного рахунок

Rr

rack rate – відкритий тариф (без знижок), біля стійки

rag – ганчірка

rating – рейтинг, оцінка

ratio – пропорція, співвідношення

raw materials – сировина, основні інгредієнти для приготування їжі, такі як м'ясо, овочі чи зерно

receptionist – адміністратор

register – журнал реєстрації

registration card – реєстраційна картка

replacing – заміна

replenishing – поповнення запасів

reservation amendment – зміни в бронюванні

reservation chart – перспективний графік завантаження номерного фонду

reservation diary – журнал реєстрації заявок на бронювання

reservation enquiry – запит про бронювання

reservation form – бланк заявки на бронювання

reservation number (reference) – номер броні

resort – курорт

resort hotel – курортний готель біля моря або в горах, що надає розширений комплекс послуг (ресторани, спа, розваги тощо)

restaurateur – власник ресторану

restaurer – французький дієслово, яке означає «відновити», «відновлювати».

restocking (replenishing) – поповнення запасів

restrict – обмежувати, тримати в певних межах

retronym – слово, яке створено для позначення старої версії чогось після появи нової версії (наприклад, «sit-down restaurant» після виникнення «fast food» ресторанів)

revenue – дохід підприємства

RFID (Radio Frequency Identification) – радіочастотна ідентифікація

roadhouse ['rəʊdhaus] – придорожній готель

roasted goose – запечений гусак

roasting – запікання в духовці при високій температурі

rollaway bed – розкладушка

room clerk – портьє

room facilities – зручності в номері

room status report – звіт про зайнятість номерного фонду

Ss

sales advice – супровідна довідка (сповіщення (видається під час продажу))

sales voucher – торговий ваучер

sanitizing – дезінфекція (санітарна обробка)

sautéing – смаження на великій температурі з невеликою кількістю масла чи жиру

scrubbing – чищення

seasonal – сезонний

seasonal variations – сезонні коливання

semi-casual – напівнеформальний одяг

semi-formal – напівформальний одяг

sequence – послідовність

settle accounts – сплачувати рахунки

settle an account – проводити оплату

sewing kit – набір для шиття

share a room with somebody – ділити з кимось кімнату (номер)

sheet – простирадло

shelf life – термін зберігання

shichirin – японська маленька переносна гриль-печка, що використовує вугілля

shift – зміна

shift rota – графік виходу на роботу

shower curtain – штора для ванної/душу

shower shower cap – шапочка для душу

shrinkage – зменшення (втрати через крадіжки або псування)

signature dishes – фірмові страви

simmering – повільне приготування їжі при температурі, близькій до кипіння

single – номер для одного

sink – раковина

sleep out – гість прописаний, але не ночував

smoking/non-smoking room – номери для курців або некурців

sofa bed / pull-out couch – диван-ліжко

sommelier – сомельє – експерт з вин або виносервіс у ресторані, відповідальний за вибір та подавання вин

sophisticated – витончений, складний

soup and salad – суп і салат

sourced – отриманий

sous chef – заступник шеф-кухаря, помічник, який підтримує шеф-кухаря в більших кухнях

sous chefs – асистенти шеф-кухаря, які заміщають головного шефа, коли той відсутній

sous vide – метод приготування їжі в герметичному пакеті при низькій температурі в водяній бані

space – місце, простір

speciality items – спеціальні страви (унікальні або особливі страви, які не подаються в інших місцях)

specialty – спеціалізовані страви, фірмові страви

spraying – розбризкування

spreadsheet – електронна таблиця

stain removing – видалення плям

standard room – стандартний номер

states – положення, стан

static – незмінний, постійний

static menu – меню, яке не змінюється протягом тривалого часу

stationery – канцелярські товари

stay at the hotel – зупинитися в готелі

steaming – приготування їжі за допомогою пари

stewing – тушкування маленьких шматочків їжі в рідині на повільному вогні протягом тривалого часу

stock audits – інвентаризація запасів

stock levels – рівень запасів

stock rotation – ротація запасів

stockout – відсутність товару

storage areas – складські приміщення

storekeepers – комірники

subordinates – підлеглі, особи, які працюють під керівництвом іншої людини в організації або ієрархії

subsections – підрозділи (підкатегорії)

suite – номер люкс

superior room – номер підвищеної комфортності

supper club – ресторан, який працює за запрошеннями або за попередньою домовленістю, часто організований вдома у когось

supplier relationships – відносини з постачальниками

supply chain – ланцюг постачання

surcharges – додаткові збори

sushi train – формат ресторану, де суші подаються по конвеєру

sweeping – підмітання

switchboard – комутатор

Tt

Table d'hôte — фіксоване меню, в якому подають страви за встановленою ціною

tactful – тактовний – людина, яка володіє вмінням поводитися делікатно, не образивши інших чи не створюючи проблем

takeout — їжа, приготована в ресторані, але спожита в іншому місці, зазвичай вдома

takeout menu – меню для їжі на винос або доставки

tapas bar – бар, який спеціалізується на подачі тапас (маленьких порцій різних страв)

taqueria – мексиканський ресторан, що спеціалізується на тако і інших традиційних стравах

target audience – конкретна група людей, на яку спрямований продукт чи послуга

tariff, rate – тарифи, ціни

tastet restaurant – ресторан із дегустаційним меню

tasting menu – тип меню, який пропонує маленькі порції різних страв для дегустації різноманітних смаків

taverns – таверни

tavola calda – італійський термін для ресторану самообслуговування, де подають гарячі страви

tavola fredda – італійський термін для ресторану самообслуговування, де подають холодні страви

telephone booking – бронювання по телефону

tenderness – ніжність, здатність їжі бути м'якою і легкою для пережовування

teppanyaki – японський стиль приготування їжі на великій плоскій решітці (гриль) перед гостями

texture – текстура, характерна структура їжі, що залежить від способу її приготування (наприклад, м'яка, хрустка, гладка)

toilet – туалет

toilet tissue/paper toiletries – туалетний папір / туалетне приладдя

top sheet – верхнє простирадло

tourist court – туристичний двір; котедж із паркуванням

towel – рушник

towel rack – рушникосушка

transaction – транзакція

transfer – переводити гроші на рахунок

transient – тимчасовий (про мешканця у готелі)

trashcan – урна для сміття

trattoria – італійський ресторан, зазвичай із неформальною атмосферою, який пропонує традиційні італійські страви

traveler's cheques – дорожні чеки

tray – піднос

triple/quad – номер для трьох/чотирьох

turn down – потрібне вечірнє прибирання

turndown service – вечірнє прибирання, підготовка номера до сну (ліжко готують до сну, завішують штори, залишають солодоці)

Vv

unguaranteed booking (reservation) – негарантоване бронювання

V = vacant (clean, no occupant) – чистий, незайнятий

vacate (the room) – залишити (кімнату)

vacate a room – звільнити номер

vacuum cleaner – пилосос

vacuuming – чищення килимів

valid – дійсний (про паспорт, візу)

value – цінність, ціна

value added – додана вартість

value added tax (VAT) – податок на додану вартість (ПДВ)

vanity – туалетний столик

vegan – веганський (без продуктів тваринного походження)

vegetarian – вегетаріанське (без м'яса)

villa – окремий будиночок, який пропонує курортний готель

voucher – ваучерами

Ww

walk-in/chance guest – «несподіваний» гість (клієнт без попереднього бронювання)

washcloth – ганчірка для миття посуду

wastebasket – кошик для сміття

wide range of services – широкий спектр послуг

wiping down – вологе протирання

work in shift – працювати по змінах

World class (Luxury hotels) ['lʌkʃ(ə)rɪ] – розкішний готель, готель світового класу. Гості таких готелів – знаменитості, політики, відомі особистості та просто багаті люди

Yy

youth hostel/ hostel – недорогий готель за типом гуртожитку

yumcha – китайська традиція чаювання з невеликими закусками

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