



ФЕДЕРАЛЬНОЕ ГОСУДАРСТВЕННОЕ БЮДЖЕТНОЕ ОБРАЗОВАТЕЛЬНОЕ
УЧРЕЖДЕНИЕ ВЫСШЕГО ОБРАЗОВАНИЯ
«РОССИЙСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ
ТУРИЗМА И СЕРВИСА»

СК РГУТиС



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ТУРИЗМА И СЕРВИСА»

СМК
РГУТиС

УТВЕРЖДАЮ
Директор филиала
З.М. Ханбаева
31 августа 2017г.
Протокол № 1

ОЦЕНОЧНЫЕ СРЕДСТВА ПО ДИСЦИПЛИНЕ

Б.1.В.ОД.4. ВТОРОЙ ИНОСТРАННЫЙ ЯЗЫК
основной образовательной программы высшего образования – программы
прикладного бакалавриата
по направлению подготовки: 43.03.03. Гостиничное дело
Профиль: Гостиничное дело
Классификация: бакалавриат

Разработчики:

Должность	Подпись	Ученая степень и звание. Ф.И.О.
преподаватель		Рабданова А.М.

Рабочая программа рассмотрена и одобрена на заседании Совета филиала:
(протокол от 31. 08. 2017г. № 1)

Должность	Подпись	Ученая степень и звание. Ф.И.О.
Секретарь Совета		к. филос. н. Курбанова А.М.

Рабочая программа согласована и одобрена руководителем ООП:

Должность	Подпись	Ученая степень и звание. Ф.И.О.
Доцент		к. филос. н. Курбанова А.М.



1. Перечень индикаторов компетенций, предусмотренных рабочей программой учебной дисциплиной

В результате освоения учебной дисциплины «Иностранный язык (английский)» в соответствии с предусмотренными компетенциями обучающийся должен знать, уметь, владеть:

№ пп	Индекс компетенции	Содержание компетенции (или ее части)	В результате изучения учебной дисциплины обучающиеся должны:		
			знать	уметь	владеть
1	ОК-5	способностью к коммуникации в устной и письменной формах на русском иностранном языках для решения задач межличностного и межкультурного взаимодействия	грамматику и лексику, историю и культуру страны изучаемого иностранного языка, правила речевого этикета	использовать знания иностранного языка в профессиональной деятельности	основами деловых коммуникаций и речевого этикета изучаемого иностранного языка
2	ОК-6	способностью работать в коллективе, толерантно воспринимать социальные, этнические, конфессиональные и культурные различия			
3	ОК-7	способностью к самоорганизации и самообразованию			



2. Структурно-тематический план контроля уровня освоенности компетенций в части, предусмотренной рабочей программой дисциплины

Структура дисциплины	Вид контроля	Индекс оценочного средства (шифр дисциплины - № п / п)
Текущий контроль (I семестр)		
Блок 1 Туризм и виды туризма		
Тема 1.1. Профессии в гостиничном бизнесе.	Ролевая игра: «Знакомство российских и зарубежных студентов».	Б1.Б.3-1 ролевая игра
Тема 1.2. География туризма.	нет	нет
Тема 3. История туризма. WTO.	нет	нет
Тема 1.4. Виды туризма. Пеший туризм и кэмпинг.	нет	нет
Контроль по блоку 1	Письменный опрос в форме тестирования	Б1.Б.3-2-61 комплект тестов
<i>аттестация студентов по технологии тестирования i-exam</i>		
Блок 2 Организация отдыха		
Тема 2.5. Работа турагентства .	нет	нет
Тема 2.6. Бронирование туров.	нет	нет
Тема 2.7. Путешествие поездом.	Презентация по теме: «Популярные дестинации, обычаи и традиции народов мира».	Б1.Б.3-62 презентация
Тема 2.8. Железные дороги Великобритании	нет	
Контроль по блоку 2	Письменный опрос в форме	Б1.Б.3-63-122 комплект тестов



	тестирования	
Промежуточная аттестация (экзамен)	тест	Б1.Б.3-123-222 КОМПЛЕКТ ТЕСТОВ
<i>аттестация студентов по технологии тестирования i-exam</i>		
Текущий контроль (II семестр)		
Блок 3 Путешествия по воздуху и по воде		
Тема 3.9. Бонирование авиабилетов.	нет	нет
Тема 3.10. Прохождение таможенных формальностей.	нет	нет
Тема 3.11. Морские и речные круизы.	нет	нет
Тема 3.12. Правила въезда в Великобританию. Текущая аттестация.	Конференция по теме: «Туризм в России и за рубежом».	Б1.Б.3-223 конференция
Контроль по блоку 3	Письменный опрос в форме тестирования	Б1.Б.3-224-283 комплект тестов
Блок 4 Путешествие на экскурсионном автобусе и машине		
Тема 4.13. Автобусные туры.		
Тема 4.14. Организация экскурсий.	Проведение экскурсии по Москве,	Б1.Б.3-284 экскурсия
Тема 4.15. Путешествие на машине.	нет	нет
Тема 4.16. Аренда автомобиля. Текущая аттестация.	нет	нет
Контроль по блоку 4	Письменный опрос в форме тестирования	Б1.Б.3-285-344 комплект тестов
Промежуточная аттестация (зачет)	тест	Б1.Б.3- 345-404 комплект тестов
Текущий контроль (III семестр)		
Блок 5 Индустрия гостеприимства		
Тема 5.17. Виды средств размещения.	нет	нет
Тема 5.18. Сеть мотелей и отелей.	нет	нет
Тема 5.19. Условия и услуги в отеле.	нет	нет



Тема 5.20.Проведение конференций.	Конференция: «Индустрия гостеприимства».	Б 1. Б.3-405 конференция
Контроль по блоку 5	Письменный опрос в форме тестирования	Б1.Б.3 - 406-465 комплект тестов
Блок 6 Индустрия питания		
Тема 6.21. История индустрии питания.	нет	нет
Тема 6.22. Виды предприятий питания.	нет	нет
Тема 6.23. Меню, блюда, напитки.	нет	нет
Тема 6.24.Национальные кухни.	Презентация: «Национальные кухни».	Б1.Б.3-466 презентация
Контроль по блоку 6	Письменный опрос в форме тестирования	Б1.Б.3- 467-526 комплект тестов
Промежуточная аттестация (зачет)	тест	Б1.Б.3-527-586- комплект тестов
Блок 7 Службы приема и размещения		
Тема 7.25.Отдел регистрации.	нет	нет
Тема 7.26.Процедура регистрации.	нет	нет
Тема 7.27.Выезд из отеля.	Презентация по теме: «Службы приема и размещения».	Б1.Б.3-587-презентация
Тема 7.28. Рассмотрение жалоб и решение спорных вопросов.	нет	нет
Контроль по блоку 7	Письменный опрос в форме тестирования	Б1.Б.3-588-647 комплект тестов
<i>аттестация студентов по технологии тестирования i-exam</i>		
Текущий контроль (IV семестр)		
Блок 8 Образование и карьера		
Тема 8.29. Цепи отелей и мотелей.	нет	Нет
Тема 8.30. Возможности трудоустройства.	нет	Нет
Тема 8.31. Виды деловой	нет	Нет



корреспонденции. Составление профессионального резюме.		
Тема 8.32. Подготовка к собеседованию.	Ролевая игра: «Собеседование при приеме на работу».	Б1.Б.3-648 ролевая игра
Контроль по блоку 8	Письменный опрос в форме тестирования	Б1.Б.3-649-708 комплект тестов
Промежуточная аттестация (экзамен)	тест	Б1.Б.3-709-808 комплект тестов

3. Оценочные средства по формам контроля:

Текущий контроль (I семестр)	
Контроль по блоку 1 «Туризм и виды туризма»	
Б1.Б.3-1.	Ролевая игра: «Знакомство российских и зарубежных студентов».
Содержание задания для рубежного контрольно-проверочного мероприятия	Контроль проводится в форме ролевой игры. в которой участвуют все студенты группы. Участники делятся на 2 команды. Задание выдается заранее и готовится студентами самостоятельно на основе пройденного материала.
Требования к выполнению задания	Проводится устно Время, отводимое на игру - 60 мин Использование технических средств – да Степень комбинирования речевого материала Использование готовых блоков Степень сложности синтаксиса Развернутость высказываний 1. Использование идиом
Критерии оценки по содержанию и качеству	1. Степень комбинирования речевого материала: количество словосочетаний и предложений, составленных самим студентом в структуре ролевого задания. 0 – 2 балла. 2. Использование готовых блоков: количество готовых блоков, данных в упражнениях учебника/учебного пособия, в структуре



	выступления. 0 – 2 балла. 4.Развернутость высказываний: общий объем ролевого задания. 0 – 1 балл.
Методика обработки и форматы представления результатов оценочных процедур	1. При обработке результатов оценочной процедуры используются критерии оценки по содержанию и качеству полученных ответов. 2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 1 недели после проведения процедуры. Форма представления – запись в электронном журнале.

Б1.Б.3-1 ролевая игра

Блок 1 Туризм и виды туризма

Тема 1.1. Профессии в гостиничном бизнесе.

Student A. You phone your friend who studies at one of the universities in Great Britain and you are interested in the subjects she / he studies, college and hostel facilities, student life and cultural events. Use British English (see Word Profile).

Student B. You study at the University of Manchester in Great Britain. Use the following words and phrases to answer the questions of your Russian friend.

Ethnic Studies, volleyball, computer labs, Art Education, Music Technology, loan, hostel, grant, bowling, Public Relations, cricket pitch, Interior Design, award for outstanding achievement, fencing, library, Bachelor of Arts, Management, gym, Bachelor of Science, fellowship, intramural sports, Industrial Technology, golf, Master of Arts, Sociology, Master of Science, cricket, Doctor of Philosophy, scholarship, fitness class, Communication, Visual and Performing Arts, Internet, track, tennis, student media, Electricity and Magnetism, poetry club, performance-based scholarship.

Текущий контроль(І семестр)	
Контроль по блоку 1	
Б1.Б.3-2-61 (включительно) комплект тестов 2 независимых варианта	Блок 1. Путешествия и виды путешествий
Содержание задания для рубежного контрольно-проверочного тестирования	Контроль проводится в форме тестирования по темам Блока 1 (Темы 1.1,1. 2, 1.3, 1.4). Целью проведения контроля по блоку 1 «Туризм и виды туризма» является определение уровня усвоения студентами пройденного материала определение уровня развития языковых компетенций. Контроль



	по блоку 1 является обязательным.
Требования к выполнению задания	1. В тесте 30 вопросов. Ответы на вопросы теста даются в письменной форме. 2. На выполнение одного вопроса студенту дается 2 минуты.
Критерии оценки по содержанию и качеству	Пороги оценок (количество правильных ответов) 12 - 18 - удов, 19 - 24 – хор, свыше 24 - отл. Предел длительности всего контроля-60 минут, выбирается только один из 3 дискурсов. Предел длительности ответа на каждый вопрос 2 минуты.
Методика обработки и форматы представления результатов оценочных процедур	1. При обработке результатов оценочной процедуры используются ключи тестов, содержащие правильные ответы на тестовые задания. 2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 1 недели после проведения процедуры. Форма представления – запись в электронном журнале.

**Контроль по блоку 1 «Туризм и виды туризма»
1 вариант**

Б1.Б.3-2-31

I. Choose the correct version

1. I am ...in tourism.
 - a) interest
 - b) interesting
 - c) interested
2. How much ... these tours?
 - a) is
 - b) are
 - c) –
3. Today she ... jeans and a T- shirt.
 - a) wears
 - b) is wearing
 - c) wearing



4. Why are you...?
 - a) laughing
 - b) laugh
 - c) laughs
5. Who ... in Great Britain?
 - a) does live
 - b) live
 - c) lives
6. We do not... automobiles here.
 - a) does
 - b) do
 - c) doing
7. Where's Ann? I ... not know.
 - a) do
 - b) is
 - c) did
8. Excuse me but you ... in my place.
 - a) sit
 - b) sitting
 - c) are sitting
9. Ann doesn't like coffee. She ... tea.
 - a) prefer
 - b) is preferring
 - c) prefers
10. I am ... politics
 - a) interesting
 - b) interested in
 - c) interest
11. It is ... today.
 - a) warms
 - b) warm
 - c) warming
12. Whose papers are these? These are ... papers.
 - a) Lenas
 - b) Lena
 - c) Lena's
13. ... some new figures on my computer's display.
 - a) This is
 - b) These are .
 - c) There is
 - d) There are
14. There aren't... new prices on the screen.
 - a) -
 - b) some
 - c) any
15. There is ... food on the table.
 - a) not
 - b) no



- c) no any
16. John's car is ... than my car.
- a) most expensive
 - b) expensive
 - c) more expensive
17. In France the weather is ... than in Denmark.
- a) more warm
 - b) warmest
 - c) warmer
18. Peter's computer is... of all.
- a) better
 - b) good
 - c) best
 - d) the best
19. Take this book ... the table.
- a) out
 - b) out of
 - c) from
20. You are signing the contract ... November the twenty seventh.
- a) in
 - b) at
 - c) on
21. ... was a strong wind yesterday.
- a) It
 - b) there
 - c) This
22. Who is that woman? Why are you looking at... ?
- a) she
 - b) her
 - c) hers
23. We wrote to John but he didn't answer... letter.
- a) yours
 - b) our
 - c) ours
24. Julia is ... mother.
- a) Daniel
 - b) Daniel's
 - c) Daniels'
25. Dallas is ... city in Texas.
- a) -
 - b) the
 - c) a
26. ... Sun is a star.
- a) the
 - b) a
 - c) -
- 27.1 need ... information about hotels in London.
- a) the



- b) -
c) some
28. We met... interesting people at the party.
a) any
b) some
c) the
29. My job isn't very interesting. I want to do something ... interesting.
a) most
b) -
c) more

Б1.Б.3-31

30. Athens is ... than Rome.
a) all
b) more old
c) older

**Контроль по блоку 1 «Туризм и виды туризма»
2 вариант**

Б1.Б.3-32-61

- I. Choose the correct version

Б1.Б.3-321. Their plan is better than

- a) my
b) my own
c) mine
2. Have you got ... questions?
a) -
b) some
c) any
3. I have my music class ... Tuesday morning.
a) in (the)
b) on (the)
c) at (the)
4. Shh! I... to the radio.
a) listen
b) listening
c) am listening
5. We ... to the new flat tomorrow.
a) move
b) are moving
c) will move
6. When I... the hall, everybody was dancing.
a) enter
b) was entering
c) entered



7. While mother was cooking I ... the room
a) was cleaning
b) cleaned
c) clean
8. When I get to London you ...
a) will sleep
b) are sleeping
c) will be sleeping
9. Is your job ... ?
a) interested
b) interest
c) interesting
10. In Britain the banks usually ... at 9.30 in the morning
a) opening
b) open
c) opened
11. It's not true! I ... believe it.
a) didn't
b) don't
c) am not
12. What kind of car ... Julia got?
a) -
b) has
c) does
13. I like your new jacket ... it expensive?
a) Is
b) was
c) does
14. It's a nice day today but yesterday it... all day.
a) was raining
b) rained
c) rain
15. ... you sleep well last night?
a) do
b) did
c) were
16. Yesterday Ann ... along the road when she met Tomm
a) walked
b) was walking
c) walks
17. Why are you so tired? Did you ... to bed late last night?
a) went
b) go
c) gone
18. We are going to a concert this evening. ...at 630.
a) start
b) starts
c) will start



19. I don't think you ... enjoy the film.
a) -
b) will
c) are not going to
20. ... a lot of salt in this soup
a) it is
b) there's
c) there are
21. We can walk home.... isn't far.
a) there
b) it
c) this
22. He is not very friendly. I don't like
a) his
b) him
c) he
23. What are the children doing?" "They are doing ... homework.
a) they
b) them
c) their
21. "Whose money is this?" It's ...
a) my
b) mine
c) me
- 25.1 stayed at... last week.
a) my sister
b) my sisters'
c) my sister's
26. "What does Mark do?" " " He is ... taxi driver.
a) -
b) the
c) a
27. I read a newspaper, wrote ... letters and listened to ... music.
a) some ... –
b) some ... any
c) some ... some
28. I don't like cold weather. I want to live ... warm,
a) something
b) somewhere
c) nowhere
29. I am leaving ... next Friday.
a) on
b) in
c) –
d)

Б1.Б.3- 61

30.What have you got... your bag?



- a) in
- b) at
- c) on

Текущий контроль (I семестр) Контроль по блоку 2 « Организация отдыха»	
Б1.Б.3-62	Презентация по теме: «Популярные дестинации, обычаи и традиции народов мира».
Содержание задания для рубежного контрольно-проверочного мероприятия	1. Презентация является видом текущего контроля, проводится по темам Блока 2 (Темы 2.5, 2.6, 2.7, 2.8). 2. Целью проведения контроля является определение уровня усвоения студентами пройденного материала, знание общенаучной лексики и профессиональной терминологии. 3. Презентация проводится в устной форме на английском языке. 4. Тему презентации студент выбирает самостоятельно. 5. Контроль по блоку 1 является обязательным.
Требования к выполнению задания	1. Представлена в устной форме на английском языке, объем 8-10 слайдов. 2. Время, отводимое на презентацию – 5-7 мин. 3. Использование технических средств – компьютер, ноутбук . 4. Актуальность выбранной темы, свободное владение текстом презентации (лексико-грамматическое разнообразие речи; корректность произношения; умение аргументировать свою точку зрения, применять знания, полученные в курсах специальных дисциплин) и взаимодействие с аудиторией (ответы на вопросы, дополнительные комментарии и разъяснения по необходимости).
Критерии оценки по содержанию и качеству	Презентация оценивается по 4-х бальной шкале. 4-отлично, 3-хорошо, 2-удовлетворительно., 1-неудовлетворительно. 1. Использование технических средств. Качество



	<p>оформления презентации. Наличие наглядности и умение ей пользоваться. <u>0-1 баллов.</u></p> <p>2. Представление доклада на языке. Культура речи, свободное владение материалом. Логичность, четкость и ясность изложения, убедительность рассуждений, оригинальность мышления, выступления. <u>0-2 баллов.</u></p> <p>3. Участие в дискуссии, содержательность заданных вопросов. Понимание сути задаваемых вопросов и умение найти логичный, аргументированный ответ. <u>0-1 баллов.</u></p>
Методика обработки и форматы представления результатов оценочных процедур	<p>1. Оценку презентации дают члены экспертного жюри. При обработке результатов оценочной процедуры используются критерии оценки по содержанию и качеству презентации и участию в дискуссии.</p> <p>2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 1 недели после проведения процедуры. Форма представления – запись в электронном журнале.</p>

Текущий контроль по блоку 2

Б1.Б.3- 63-122 (включительно) комплект тестов 2 независимых варианта	Блок 2. Организация отдыха.
Содержание задания для рубежного контрольно-проверочного тестирования	Контроль проводится в форме тестирования по темам Блока 2 (Темы 2.5, 2.6, 2.7, 2.8). Целью проведения контроля по блоку 2 «Организация отдыха» является определение уровня усвоения студентами пройденного материала и определение уровня развития языковых компетенций. Контроль по блоку 2 является обязательным.
Требования к выполнению задания	1. В тесте 30 вопросов. Ответы на вопросы теста даются в письменной форме. 2. На выполнение одного вопроса студенту дается 2 минуты.
Критерии оценки по	Пороги оценок (количество правильных ответов) 12 - 18 - удов,



содержанию и качеству	19 - 24 – хор, свыше 24 - отл. Предел длительности всего контроля-60 минут, выбирается только один из 3 дискурсов. Предел длительности ответа на каждый вопрос 2 минуты.
Методика обработки и форматы представления результатов оценочных процедур	1. При обработке результатов оценочной процедуры используются ключи тестов, содержащие правильные ответы на тестовые задания. 2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 1 недели после проведения процедуры. Форма представления – запись в электронном журнале.

Текущий контроль по блоку 2 1 вариант

Б1.Б.3-63-122

I. Choose the correct version

1. No sightseeing , no shopping: just splashing _____ in the sea
 - a) about
 - b) round
 - c) around
2. He will put you _____ for a few days
 - a) on
 - b) down
 - c) up
3. He arrived _____ his destination in time.
 - a) at
 - b) to
 - c) in
4. I am taking if _____ the end of May.
 - a) into
 - b) at
 - c) on
5. Normally people plan their holidays _____ advance
 - a) at
 - b) on
 - c) in



6. Adult
a) teenager
b) elderly
c) grow up
- 7.
8. To discover
a) to decide
b) to make out
c) to learn
9. Holiday –maker
a) customer
b) leisure traveler
c) consumer
10. Ready-made tour package
a) all travel documents
b) a list of services
c) a tour including lodging and meals
11. To sun bathe
a) to tan
b) to sun
c) to bathe
12. There are usually lots of manuals ____ for customers
a) interesting
b) free of charge
c) available
13. Holiday-making people, as a rule, prefer ____ to the same travel agency
a) To apply
b) to visit
c) to stick
14. If you come back on the 19.00, they would ____ you up to the normal fare
a) Surcharge
b) Surprise
c) Surround
15. A traveler knows that ____ satisfying sleep will be his
a) delicious
b) notifying
c) satisfying
16. There are no cold hotel breakfast, no ____ staff to tip
a) sure



- b) sheer
- c) surly

Pick out the right word to the following definitions

17. Go for a long and difficult journey especially on foot
- a) to trek
 - b) to ramble
 - c) to hike
18. A place where people stay in tents on holiday
- a) hotel
 - b) hostel
 - c) camp
19. Accommodation like a hotel but cheaper and fewer services
- a) youth hostel
 - b) quest house
 - c) holiday camp
20. To travel without much luggage
- a) to travel easy
 - b) light travel
 - c) to travel light
21. Having experience and taste in matters of culture or fashion
- a) insulated
 - b) comfort-loving
 - c) sophisticated
21. I immediately found a tax: which ___ too good to be true
- a) seems
 - b) seeming
 - c) seemed
22. I had no desire to _____ the risk of breaking my back
- a) take
 - b) have
 - c) get
23. I _____ to make a mountain out of a molehill
- a) am going
 - b) have gone
 - c) am not going
24. They are both beautiful, and I _____ to either of them
- a) have not gone
 - b) have not seen
 - c) have not been



25. I _____ a holiday at the end of September
a) am taking
b) will take
c) am going
26. Efficient travel clerk will always help you _____ a decision
a) to make
b) will make
c) make
27. On the pier you _____ banks and offices
a) will see
b) are finding
c) will find
28. Guests never have _____ the gates of the camp
a) leave
b) to live
c) to leave
29. It is sometimes cheaper to _____ abroad with a package holiday
a) visit
b) see
c) go
30. Mother asked me _____ her a cabin on a ship
a) to get
b) to look
c) to take

**Текущий контроль по блоку 2
2 вариант**

I. Choose the correct version

1. If you decide _____ Ireland, you can call in on them
a) about
b) at
c) on
2. In a few minutes the clerk was available to deal _____ guests inquiries
a) about
b) without
c) with
3. Mopping _____ a stuffy hotel is a tedious business
a) within



- b) about
c) around
4. Trout fishing for me water skiing for my wife and lazying _____ on the beach for both
a) about
b) around
c) round
5. _____ a modest outlay, you have a comfortable, insulated tent
a) of
b) for
c) at
6. Economy class
a) first
b) third
c) second
7. Low season
a) slack
b) dead
c) resort
8. Staff
a) a lot of people
b) personnel
c) a lot of customers
9. well-off
a) well – to – do
b) well-don
c) well
10. home lover
a) killjoy
b) wholesaler
c) home-stay type
11. All the information should be ____ to you.
a) familiar
b) enjoyable
c) useful
12. On the one hand, they _____ the travel agency
a) believe
b) address
c) trust



13. It was no use _____ her to hurry or to be ready at a certain time
a) forcing
b) making
c) urging
14. He _____ do present moment with whole of his body
a) examines
b) exhausts
c) experiences
15. Moping around a _____ hotel room is a tedious business
a) staff
b) modest
c) stuffy
16. Great difficulties, problems
a) friendship
b) hardships
c) discomforts
17. A way planned or followed from one place to another
a) tour
b) haste
c) route
18. Accommodation which you rent, you cook for yourself
a) self-service flat
b) self-catering
c) _____
19. Cheap accommodation, mainly for young people, with, perhaps, 10 or more people sleeping in bunk beds in one room
a) youth hostel
b) youth hotel
c) camp site
20. The place to which someone or something is going
a) desperation
b) destruction
c) destination
21. The suitcase nearly _____, but I was willing to _____ a dozen ones to catch train
a) book
b) buy
c) burst
22. It took the porter three trips to _____ it all
a) transfer



- b) transit
- c) transport

23. If you are still disappointed, _____ an appointment with the travel clerk

- a) book
- b) obtain
- c) make

24. The adults have at last discovered that the boy scouts _____ on a good thing all these years

- a) have been
- b) have got
- c) have to be

25. As the driver drove breakneck speed I felt my heart _____

- a) to sink
- b) sank
- c) sink

26. Most of travel companies are able _____ separate services

- a) arrange
- b) to arrange
- c) arranging

27. A part of travel agents duty _____ responding to the callers queries

- a) to be
- b) was
- c) is

28. In the end my wife _____

- a) give in
- b) give up
- c) gave in

29. To my astonishment the luggage _____ only half _____.

- a) were packed
- b) was done
- c) had been done

30. Some acquaintances _____ on the platform to see us off

- a) have been waiting
- b) are willing
- c) were waiting



Промежуточная аттестация (экзамен)	
1 семестр	
Контроль по блокам 1 и 2.	
Б1.Б.3-123-222 (включительно) комплект тестов 2 независимых варианта	Блок 1. Путешествия и виды путешествий. Блок 2. Организация отдыха.
Содержание задания для рубежного контрольно-проверочного тестирования	Контроль проводится по темам Блока 1 (Темы 1.1, 1.2, 1.3, 1.4) и Блока 2 (Темы 2.5, 2.6, 2.7, 2.8). Целью проведения контроля является определение уровня усвоения студентами пройденного материала и определение уровня развития языковых компетенций. Задания текущего контроля включают в себя 2 независимых варианта по 50 вопросов. Промежуточная аттестация является обязательной.
Требования к выполнению задания	1. В тесте 50 вопросов. Ответы на вопросы теста даются в письменной форме. 2. На выполнение одного вопроса студенту дается 2 минуты.
Критерии оценки по содержанию и качеству	Пороги оценок (количество правильных ответов) 0-24 – неудов. 25 - 30 - удов, 31 - 45 – хор, свыше 46 - отл. Предел длительности всего контроля- 1 час 40 минут, выбирается только один из 6 дискурсов. Предел длительности ответа на каждый вопрос 2 минуты.
Методика обработки и форматы представления результатов оценочных процедур	1. При обработке результатов оценочной процедуры используются ключи тестов, содержащие правильные ответы на тестовые задания. 2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 2х часов после проведения процедуры.

Промежуточная аттестация (экзамен)



**1 семестр
1 вариант**

Б1.Б.3-123-222

I. Choose the correct version

1. When you in Florida?

- a) was arriving b) had been arriving c) are arriving
d) have arriving e) will arriving f) is being arriving

2. you put me through to John please?

- a) do b) must c) could d) shall e) may f) need

3. There are beautiful beaches near here.

- a) any b) some c) another d) anything e) others f) something

4. She doesn't drink water.

- a) many b) few c) a few d) much e) not f) no

5. I need information .

- a) an b) many c) few d) some e) anything f) something

6. A seafood cocktail with a mayonnaise dressing.

- a) is baked b) is stuffed c) is made d) is served e) is roasted f) is boiled

7. Would you like more wine sir?

- a) a b) many c) some d) an e) another f) any

8. The service is slow.

- a) two b) too c) to d) overdone e) expensive f) cheap

9 We walking in Moscow last summer.

- a) go b) gone c) went d) will be going e) was going f) has gone

10. You in Germany last week.

- a) were b) are c) has been d) was e) will be f) is



11. your left you can see the sculpture.
a) in b) up c) from d) at e) on f) near
12. does the fountain show cost?
a) how b) how long c) how much d) how little e) how many f) how does
13. does the museum open?
a) which time b) how much time c) what time
d) how many time e) what times f) which times
14. I the hotel receptionist for a good place to eat.
a) said b) told c) asked d) spoke e) spoken f) ask
15. New York is than London.
a) more bigger b) a few bigger c) far bigger
d) much bigger e) less bigger f) least bigger
16. The hotel wasn't good we expected.
a) asso b) asas c) more as
d) so.....so e) such.....such f) such.....as
17. Youtake large amounts of cash.
a) shall b) shan't c) won't d) should e) will f) do
18. You must our national dish.
a) not to try b) to try c) don't try d) try e) doesn't try f) tried
19. youTurkey will be popular this year?
a) did.....think b) will.....think c) should....think
d) do.....think e) does.....think f) would.....think
20. ever been abroad?
a) did b) do c) will d) have e) had f) has
21. He doesn't agree ... us in this matter.
a. to c. for e. on
b. with d. about f. in
22. Talk ... me, please. I'm scared!
a. to c. for e. out



- b. of d. from f. from behind
23. I'm thinking ... our vocation.
a. to c. of e. with
b. about d. for f. out
24. I'm interested ... literature very much.
a. to c. in e. --
b. with d. on f. of
25. His answer will depend ... his mood.
a. from c. on e. about
b. to d. with f. for
26. He ... athletics.
a. do c. plays e. play
b. does d. goes f. go
27. Alec and Mary are Scottish. They ... from Glasgow.
a. come c. has come e. don't come
b. are coming d. came f. come
28. Dinner ... good! – What is it?
a. smell c. is smelling e. smells
b. taste d. are testing f. are smelling
29. Mind your own
a. business b. work c. deal d. mind f. duty
30. Mary was disappointed. She ... her exam.
a. had failed c. was failing e. has been failed
b. failed d. fails f. was failed
31. I met my wife ... I was at university.
a. because c. so e. for
b. while d. during f. as
32. I was broke because I ... all my money.
a. spend c. had spent e. would spend
b. spent d. was spent f. was spending
33. In me country you ... get married when you're sixteen.
a. could c. manage e. had to
b. can d. have f. need
34. I phoned the plumber because I ... smell gas in the kitchen.
a. manage c. could e. can



- b. am able to d. will be able f. was managed
35. We have a lot of work tomorrow. You ... be late.
a. mustn't c. can't e. will
b. don't have to d. are not to f. may
36. You ... wear a seat belt when you go by car in Britain.
a. have to c. are able to e. must to
b. manage to d. are allowed to f. can't
37. He _____ born during World War 2.
a. could have been c. could being e. must be
b. could be d. have to be f. may be
38. I can't find my ticket. I _____ dropped it.
a. may c. can e. couldn't
b. must d. could f. must have
39. A windfall" means:
a. storm c. heavy rain e. a sum of money you spend
b. strong wind d. a sum of money you receive f. a feeling of discontent
40. "to be bang on time" means:
a. to be short of time c. to be shocked e. to accept formal manners
b. to be punctual d. to take one's time f. to show the soles of one's feet
41. The hostess wondered _____
a. if the guests want something to drink
b. if the guests wanted something to drink
c. if the guests will want something to drink
d. that the guests want something to drink
e. that the guests wanted something to drink
f. that the guests would want something to drink
42. The inspector wanted to know _____.
a. when each of us had last seen Mr. Foster.
b. when each of us last saw Mr. Foster.
c. when had each of us last seen Mr. Foster.
d. when did each of us see Mr. Foster.
e. that each of us saw Mr. Foster.
f. what each of us had seen Mr. Foster
43. He told me that _____.
a. he arrived the day before
b. he had arrived the day before
c. he had arrived yesterday
d. he arrived yesterday
e. he has arrived yesterday



f. he has arrived yesterday

44. I offered _____.

- a. that I make a reservation for me
- b. her making a reservation for her
- c. her to make a reservation for her
- d. that I will make a reservation for me
- e. her make a reservation for her
- f. I would make a reservation for her

45. I have close friends. Two or three.

- a few b a little c much
- d little e a few f many

46. Is there traffic in your town?

- a any b much c few
- d some e many f no

47. He isthan he looks.

- a more older b much older c old
- d older e the oldest f more old

48. Who is man in the world?

- a the most rich b the richest e rich
- c richest d most rich f more richest

49. "Mary's family is very rich." – "Yes, I know her father is extremely"

- a poor b tired c untidy
- d wealthy e healthy f mean

50. I phoned the doctor and made.....

- a an order b an appointment c an amendment
- d a prescription e an infection f payment

Промежуточная аттестация (экзамен) 1 семестр

Вариант 2.

I. Choose the correct version

1. Passengers in the toilets on board.

- a) mustn't to smoke b) must not smoke c) hadn't smoke
- d) should smoke e) doesn't smoke f) haven't smoke

2. You must your seatbelts.

- a) click b) fast c) fetch



d) clicked

e) fasten

f) press

3. Vegetarian meals must in advance.

a) be suggested

b) be offered

c) be booked

d) be invited

e) be proposed

f) be told

4. The trainers watch how the crewthe emergency.

a) deals in

b) deal with

c) dealt with

d) cope upon

e) cope to

f) cope in

5. travel more frequently than other people.

a) businessperson

b) holidaymakers

c) passenger

d) children

e) students

f) servicemen

6. Hefrom Spain to Paris last summer.

a) drive

b) driven

c) drove

d) had driven

e) has drove

f) has driven

7. In Poland they did some sightseeing and in the mountains.

a) stay

b) staying

c) stayed

d) had stay

e) has stay

f) has stayed

8. We are probably.....Easter in Russia.

a) spend

b) spending

c) is spending

d) will spending

e) spends

f) have spend

9. Whatyou..... for your summer holidays?

a) is.....doing

b) are.....done

c) has.....doing

d) are.....doing

e) had done

f) have.....doing

10. New Zealand is 1600 km to theof Australia.

a) south

b) east

c) south-east

d) south-west

e) west

f) north

11.is the capital of New Zealand.

a) Auckland

b) Wellington

c) Cape Town

d) Melbourne

e) Pretoria

f) Sydney



12. The guided tour.....in half an hour.

- a) starts b) started c) will start
d) has started e) will be started f) was started

13. What time does the Edinburgh train.....?

- a) leaved b) leaves c) leave
d) is leaving e) are leaving f) will leave

14. When a hotel it's rooms it money.

- a) don't sell.....loses b) don't sell..... lose c) doesn't sell.....loses
d) doesn't sell.....lose e) don't sell.....lost f) didn't sell.....loses

15. If the receptionist.....the guest.....

- a) upsellwill rebook b) upsells.....rebook c) upsellrebooks
d) upsells will rebook e) upsold.....will rebook f) upsellwill rebooks

16. Where does it rain in Mexico?

- a) more b) the much c) the most
d) the more e) most f) much

17. They..... the Czech Republic yet.

- a) didn't visit b) hadn't visit c) hadn't visited
d) haven't visited e) hasn't visit f) hasn't visited

18. His friends neverto Berlin before.

- a) has.....been b) have..... been c) had.....been
d) was.....been e) were.....been f) weren't....been

19. The hotel..... in the center of the village.

- a) to be located b) is located c) have been located
d) was been located e) be located f) are located

20. English..... here.

- a) is speaking b) is spoke c) is spoken
d) are speaking e) were spoke f) is speaked

21. "I don't know if I love Tom or Henry." – "You can't marry both of them."

- a take care b do me a favour c make a complaint
d make up your mind e get angry f take a photo



22. “Are the doors locked?” – “I think so, but I’ll just.....”

- a take care b get back home c make sure
d do some shopping e get angry f get a cold

33. I’ve decided smoking.

- a to stop b stop c stopping d stopped e make stop f to make stop

24. I went to the shops.....a pair of shoes.

- a for buy b for to buy c to buy
d for buying e for to buying f buying

25. My computer is broken, and I don’t understand the manual. It is so.....

- a confused b confusing c exciting
d surprised e interesting f worrying

26. Molly is ... clever dog. She understands every word I say.

- a such b so c such a d so a e the f –

27. Does..... want a game of tennis?

- a) somebody
b) nobody
c) anybody
d) nothing
e) anywhere
f) somewhere

28. I have..... more to say to you. Good-bye.

- a) anything
b) something
c) nothing
d) everything
e) anywhere
f) somebody

29. I have never been.....more beautiful than Scotland.

- a) somewhere
b) nowhere
c) anywhere
d) everywhere
e) anybody



f) somebody

30. Could you..... please?

- a) make me a favour
- b) do me a favour
- c) get me a favour
- d) does me a favour
- e) have me a favour
- f) got me a favour

31. When you are not sure what to do, the best thing is to.....

- a) make nothing
- b) do nothing
- c) get nothing
- d) have nothing
- e) has nothing
- f) does nothing

32. If youyesterday, we would have gone to the cinema.

- a) call
- b) called
- c) would call
- d) have called
- e) had called
- f) will call

33 As soon as he..... , he will call you.

- a) arrive
- b) will arrive
- c) arrives
- d) is arriving
- e) have arrived
- f) has arrived

34. If the bus.....soon, we will be late for school.

- a) don't come
- b) won't come
- c) doesn't come
- d) comes
- e) came
- f) didn't come

35. If Peter , tell him I never want to see him again.



- a) will ring
- b) is ringing
- c) rings
- d) ring
- e) ran
- f) has run

36. If I.....her before, I would have recognized her.

- a) was seeing
- b) see
- c) would see
- d) had seen
- e) is seeing
- f) will see

37. I am so worried about James. you hear any news, phone me.

- a) while b) after c) as soon as d) until e) before f) from

38. What's ... TV tonight?

- a) in b) for c) on d) at e) by f) from

39. I hate being late. I like to arrive ... time.

- a) on b) in c) by d) at e) for f) before

40. We arrived ... the station five minutes ago.

- a) on b) by c) for d) at e) in f) to

41. "Why does Jane look so happy?" – "Because she is ... love."

- a) in b) at c) on d) to e) for f) by

42. This is a very.....town. It was built many centuries ago.

- a) young b) antique c) old d) historic e) modern f) new

43. He..... in London for many years.

- a) lives b) has lived c) lived d) is living e) have lived f) was living

44. You look slimmer. Yes, I.....12 kilos.



- a) had lost b) have been losing c) lost d) have lost
e) am losing f) was losing

45. The film wasn't very good _____?

- a. did it c. were it e. wasn't it
b. didn't it d. it weren't f. was it

46. You haven't been there before, _____?

- a) you have c) were you e) has you
b) did you d) have you f) haven't you

47. I would have rung you if I.....the time.

- a) have had b) have c) had had
d) had e) am having f) was having

48. I wonderyou could help me.

- a) if c) which e) who
b) what d) that f) would

49. I wish he.....to Moscow for the school holidays last year.

- a) came b) had come c) come
d) would come e) would have come f) comes

50. If the bus.....soon , we will be late for school.

- a) don 't come b) won 't come c) doesn't 't come
d) comes e) is coming f) isn't coming

Текущий контроль (II семестр)	
Контроль по блоку 3 «Путешествия по воздуху и по воде»	
Б1.Б.3-223	Конференция по теме: «Туризм в России и за рубежом».
Содержание задания для рубежного контрольно-проверочного мероприятия	1. Конференция является видом текущего контроля, проводится по темам Блока 3 (Темы 3.9,3.10,3.11,3.12). 2.Целью проведения контроля является определение уровня усвоения студентами пройденного материала, знание общенаучной лексики и профессиональной терминологии.



		3. Конференция проводится на английском языке. 4. Контроль по блоку является обязательным.
Требования к выполнению задания	к	1. Доклады представлены в устной форме на английском языке. 2. Время, отводимое на выступление – 10-15 мин. 3. Использование технических средств – компьютер, ноутбук (не обязательно). 4. Актуальность выбранной темы, свободное владение текстом презентации (лексико-грамматическое разнообразие речи; корректность произношения; умение аргументировать свою точку зрения, применять знания, полученные в курсах специальных дисциплин) и взаимодействие с аудиторией (ответы на вопросы, дополнительные комментарии и разъяснения по необходимости).
Критерии оценки по содержанию и качеству		- выступление структурировано, имеются приветствие, вступление, основная часть и заключение; выступление информативно, содержит несколько подтем; студент хорошо знает содержание своего высказывания, при выступлении практически не пользуется текстом - 25 баллов; - при выступлении студент пользуется текстом – 15 баллов; - студент читает текст выступления – 5 баллов; - взаимодействие с аудиторией (ответы на вопросы, дополнительные комментарии и разъяснения по необходимости – 5 баллов 0 - 9 - удов, 10 - 24 – хор, свыше 25 - отл. .
Методика обработки и форматы представления результатов оценочных процедур		1. Оценку выступлениям дают члены экспертного жюри. При обработке результатов оценочной процедуры используются критерии оценки по содержанию и качеству и участию в дискуссии. 2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 1 недели после проведения процедуры. Форма представления – запись в электронном журнале.



Текущий контроль (II семестр)	
Контроль по блоку 3	
Б1.Б.3-224-283 (включительно) комплект тестов 2 независимых варианта	Блок 3. Путешествия по воздуху и по воде.
Содержание задания для рубежного контрольно-проверочного тестирования	Контроль проводится в форме тестирования по темам по темам Блока 3 (Темы 3.9,3.10,3.11,3.12). Целью проведения контроля по блоку 1 «Туризм и виды туризма» является определение уровня усвоения студентами пройденного материала определение уровня развития языковых компетенций. Контроль по блоку 3 является обязательным.
Требования к выполнению задания	1. В тесте 30 вопросов. Ответы на вопросы теста даются в письменной форме. 2. На выполнение одного вопроса студенту дается 2 минуты.
Критерии оценки по содержанию и качеству	Пороги оценок (количество правильных ответов) 12 - 18 - удов, 19 - 24 – хор, свыше 24 - отл. Предел длительности всего контроля-60 минут, выбирается только один из 3 дискурсов. Предел длительности ответа на каждый вопрос 2 минуты.
Методика обработки и форматы представления результатов оценочных процедур	1. При обработке результатов оценочной процедуры используются ключи тестов, содержащие правильные ответы на тестовые задания. 2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 1



	недели после проведения процедуры. Форма представления – запись в электронном журнале.
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Текущий контроль по блоку 3 (II семестр)

1 вариант

I. Choose the correct version

1. A flight from Moscow to Australia is a flight.
a) long; b) long-haul; c) very long; d) far distance; e) near; f) not far
2. A holiday aboard a luxury liner is a.....
a) hiking; b) cruise; c) travel; d) weekend break; e) VFR; f) camping
3. He took a (билет в одном направлении) from Paris to Madrid.
a) through ticket; b) concert ticket; c) price ticket; d) cloak-room ticket; e) one-way ticket;
f) member's ticket
4. The price of a (поездка туда и обратно) is \$396.
a) pleasure trip; b) business trip; c) round trip; d) sea-side trip; e) long-haul trip; f) excursion
5. Would you..... Sky Air and ask if they have any seats on this Saturday's flight to Delhi?
a) communicate; b) apply; c) smile at; d) ring up; e) shout at; f) try on
6. A trip through wild country (in Eastern or Central Africa) hunting or photographing.
a) special interest; b) weekend break; c) adventure; d) cultural; e) safari; f) VFR
7. You can find any information about the resort in a:
a) holiday brochure; b) brochure of holidays; c) holiday's brochure; d) holiday's brochure; e) brochure of holidays; f) brochure holiday
8. A tourist destination at the seaside.
a) beach; b) honeymoon trip; c) water sports; d) resort; e) expedition; f) a boat trip
9. Are rock-bottom prices.....?
a) special offer; b) free; c) costly; d) very cheap; e) unbeatable; f) prohibitive
10. A person you can count on:
a) suitable; b) sociable; c) available; d) accurate; e) reliable; f) articulate
11. Let's have a look at the schedule,.....?



- a) will they?; b) aren't we? c) do we?; d) shall we?; e) didn't they?; f) does he?
12. An arrangement with a company in which you pay money each year and they pay the costs if anything bad happens to you.
- a) balance; b) deposit; c) insurance; d) invoice; e) visa charge; f) insurance premium
13. I can't afford.....a business class ticket.
- a) booking; b) having booked; c) to book; d) of booking; e) of having booked; f) being booked
14. There is been a very.....between local pressure groups and the Ministry of Tourism and most of the problems have been resolved.
- a) a heated argument; b) a vested interest; c) a key issue; d) a stumbling block;
e) a foregone conclusion; f) a fruitful collaboration
15. They are departing on the 17-th of May.
- a) hanging on; b) running to; c) missing out; d) working out; e) drawing up; f) setting off
- 16.If you carry too much luggage, the airline will charge a baggage fee.
- a. additional b.excess c. extra d. over
17. British Airways the departure of Flight 375 to St Petersburg.
- a. advertise b. advise c. announce d. notice
18. The check.... time at the airport was 10 o'clock.
- a. by b. in c. out d. up
19. Much stricter..... must now be taken at all airports against hijacking.
- a. alarms b. precautions c. protections d. warnings
20. Thefrom St Petersburg to New York takes eight hours.
- a. flying b. journey c. passage d. voyage

II. Fill in the blanks with the right words.

21) Some may be ... travelling. For me to travel is to go through a gradual state of nerve wrecking. 22) Once my wife and I decided to ... a holiday trip. So I went to an agency to ... a cabin on a ship.23) To my... it was only half done when I returned as my wife was in doubt whether to take a... or just a few ... to carry our things in.24) It was no use... her to hurry or to be ready at a certain time because she was not a ... to be hurried or ordered about. 25) With only an hour to ..., the parking to do and the city to cross, I could not but be impatient, so I simply began to throw the things into suitcases without ... them. 26) The suitcase nearly ..., but I was willing to ... a dozen suitcases to ... the train. 27) I immediately found a taxi which seemed almost too ... to be 28) I requested the driver to hurry and get us ... in time.2 9) He drove at ... speed trough the heavy traffic the city. 30) We got to the station, though strange to ..., quite safety to find the train still there and with a few minutes to spare.

(a)take, b)astonishment, c)urging, d)foldng, e)good, f)trunk, g)porter, h)burst, i>true,



j) suitcases, k) catch, l) luggage, m) person, n) alive, o) relate, p) breakneck, q) spare, r) fuss, s) fond of, t) book

Текущий контроль по блоку 3 (II семестр)

2 вариант

I. Choose the correct version

1. To be given a better seat on a plane than the one you paid for.

a) change; b) improving; c) making better; d) upgrade; e) emergency; f) appointment

2. Words connected with transport (air).

a) station wagon; b) highway; c) ticket collector; d) stopover; e) ferry; f) roundabout

3. Words connected with transport (sea).

a) crossing; b) compartment; c) track; d) runaway; e) long-haul; f) jet leg

4. I'll write the bill for you.

a) cut down; b) pick up; c) call off; d) make out; e) sort out; f) put down

5. What is an open-jaw ticket?

a) single; b) return; c) arriving at a certain airport and departing from the same one;

d) expensive; e) cheap; f) arriving at a certain airport and departing from another one

6. I deal with passengers, serve drinks and snacks.

a) a porter; b) a waiter; c) a receptionist; d) a travel consultant; e) a chambermaid; f) a cabin attendant

7. A flight from Moscow to Australia is a flight.

a) long; b) long-haul; c) very long; d) far distance; e) near; f) not far

8. I ... a return ticket to Italy.

a) am booked; b) have booked; c) to book; d) am booking; e) am having booked; f) have being booked

9. He couldn't..... his fear of flying.

a. overcome b. succeed c. triumph d. win

10. If you had booked the tickets in advance you.....last week.

a) had set off; b) set off; c) would set off; d) would have set off; e) will set off;

f) will set off

11. If you want a cheap air ticket you mustwell in advance.

a. book b. buy c. engage d. reserve



12. The plane must.....by now.

a) have landed; b) to land; c) land; d) landing; e) be landed; f) have been landed

13. The passenger can't.....to travel without a ticket, otherwise he will be fined.

a) be allowed; b) allow; c) to allow; d) being allowed; e) allowed; f) have been allowed

14. The following words describe architecture. Which one is odd?

a) arch; b) portico; c) facade; d) gateway; e) drawbridge; f) shield

15. In the following words find one, describing jewelry.

a) spear; b) necklace; c) bow; d) arrow; e) rifle; f) portico

16. I'm afraid your luggage is ten kilosyou will have to pay extra.

a. above b.. excess c. heavy d. overweight

17. Nobody.....in that airplane crash. '

a. died b. lived c. recovered. d. _survived

18. Our ... was delayed owing to bad weather conditions.

a. airline b. airway c. flight d. runaway

19. When our flight was delayed, we all had a meal at the airline's

a. account b. cost c. expense d. finance

20. We ...to announce a further delay in the. departure of flight SU-7.1.1.

a. apologize b. mourn c. regret d. repent

II. Fill in the blanks with the right words.

21. Some ... were waiting on the platform to see is off.

22. This was no time for me to be

23. In the compartment we were not the only ones to want put our ... on the racks.

24. They tried to convince him that is nothing to make a ... about.

25. In the end the conductor

26. But the people were ... to tell us a thing or two.

27. She didn't want to ... money on porters.

28. But I had no desire to take the risk of breaking my back and so I

29. In the end my wife

30. It took the porter three trips to transfer it all and when he had finished he had no ... left to speak off.



a) fuss b) holiday c) genteel d) gave in e) away went f) acquaintances g) just bursting h) waste
i) calmed down j) breath k) luggage l) words m) went on strike

Текущий контроль (II семестр)	
Контроль по блоку 4 «Путешествие на экскурсионном автобусе и машине»	
Б1.Б.3-284	Автобусная экскурсии по Москве.
Содержание задания для рубежного контрольно-проверочного мероприятия	1. Экскурсия является видом текущего контроля, проводится по темам Блока 4 (Тема 4.13. Автобусные туры. Тема 4.14. Организация экскурсий. 2.Целью проведения контроля является определение уровня усвоения студентами пройденного материала, знание общенаучной лексики и профессиональной терминологии. 3. Экскурсия проводится на английском языке. 4.Контроль по блоку является обязательным.
Требования к выполнению задания	1. Экскурсия проводится на английском языке, 2. Студенты должны написать отчет об экскурсии объемом 1000-1200 п.е. 3.Использование технических средств–видео материалов, фотографий(не обязательно).
Критерии оценки по содержанию и качеству	-отчет структурирован, имеются приветствие, вступление, основная часть и заключение; информативен, имеет 5 – 15% лексических и грамматических ошибок - 4 балла; - отчет структурирован, имеются приветствие, вступление, основная часть и заключение; информативен, имеет 16-25% лексических и грамматических ошибок – 3 балла; - отчет структурирован, но недостаточно



	информативен, имеет 26 - 50% лексических и грамматических ошибок – 2 балла; -. отчет не структурирован, недостаточно информативен, имеет свыше 50% лексических и грамматических ошибок – 1 балл.
Методика обработки и форматы представления результатов оценочных процедур	1. Проверяет и оценивает отчеты ведущий преподаватель. При обработке результатов оценочной процедуры используются критерии оценки по содержанию. 2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 1 недели после проведения процедуры. Форма представления – запись в электронном журнале.

Текущий контроль (II семестр)	
Контроль по блоку 4	
Б1.Б.3-285-344 (включительно) 2 независимых варианта	Блок 4 Путешествие на экскурсионном автобусе и машине
Содержание задания для рубежного контрольно-проверочного тестирования	Контроль проводится в форме тестирования по темам по темам Блока 4 (Темы 4.13,4.14,4.15,4.16). Целью проведения контроля является определение уровня развития языковых компетенций. Контроль по блоку 3 является обязательным.
Требования к выполнению задания	1. В тесте 30 вопросов. Ответы на вопросы теста даются в письменной форме. 2. На выполнение одного вопроса студенту дается 2 минуты.
Критерии оценки по содержанию и качеству	Пороги оценок (количество правильных ответов) 12 - 18 - удов, 19 - 24 – хор, свыше 24 - отл. Предел длительности всего контроля-60 минут,



	выбирается только один из 4 дискурсов. Предел длительности ответа на каждый вопрос 2 минуты.
Методика обработки и форматы представления результатов оценочных процедур	1. При обработке результатов оценочной процедуры используются ключи тестов, содержащие правильные ответы на тестовые задания. 2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 1 недели после проведения процедуры. Форма представления – запись в электронном журнале.

Текущий контроль по блоку 4 (II семестр) 1 вариант

I. Choose the correct version

1. Princess Diane didn't have any chance _____ after such terrible automobile crash.
a) to surviving c) of surviving
b) to survive d) of survival
2. Don't trouble trouble until trouble _____ you.
a) 'll trouble c) troubles
b) won't trouble d) trouble
3. When Mark arrived, the Johnsons _____ dinner, but stopped in order to talk to him.
a) were having c) had been having
b) had d) was having
4. I wish he _____ last Friday but his flight _____ because of bad weather.
If he _____ the next day I would have brought him by car.
a) arrived, was cancelled, called
b) had arrived, was cancelled, had called
c) had arrived, had been cancelled, called
d) arrive , was cancelled, call
5. Don't worry _____ late tonight.
a) if I'll be c) when I'll be
b) if I am d) if I be
6. You (1) _____ to be respectful when you _____ (2) to make a trip in Afghanistan. And namely you _____ (3) greet someone with the left hand. Besides you _____ (4) praise anything in your host's house because according to the old custom they _____ (5) to give what you liked to you.



- | | | | |
|--------------|--------------|--------------|-------------|
| a) | b) | c) | d) |
| 1. must | 1. ought | 1. bought | 1. ought |
| 2. have | 2. have | 2. must | 2. have |
| 3. mustn't | 3. mustn't | 3. shouldn't | 3. needn't |
| 4. shouldn't | 4. shouldn't | 4. mustn't | 4. oughtn't |
| 5. ought | 5. ought | 5. ought | 5. ought |

7. Those traveling for pleasure are ...

- | | |
|------------------|--------------|
| a) often excited | c) educated |
| b) rational | d) dangerous |

8. If I _____ that you were busy, I _____ interrupted you.

- | |
|-----------------------------|
| a) knew, wouldn't have |
| b) had known, wouldn't have |
| c) know, wouldn't have |
| d) has known, wouldn't have |

9. He talked to me as if nothing _____ happened.

- | | |
|--------|-----------|
| a) has | c) didn't |
| b) - | d) had |

10.1 wish you _____ with me at the sea.

- | | |
|-------------|-------------|
| a) had been | c) has been |
| b) were | d) would be |

11.1 wish she _____ me last night.

- | | |
|-----------|---------------|
| a) called | c) has called |
| b) calls | d) had called |

12. I wish I _____ on holiday with you, but I am busy tomorrow.

- | | |
|--------------------|-------------|
| a) would go | c) went |
| b) would have gone | d) could go |

13. If I _____ the work by ten o'clock, I will be able to come.

- | | |
|------------------------|------------------|
| a) would finished | c) have finished |
| b) would have finished | d) will finish |

14. Many students wish they _____ to learn the lectures.

- | | |
|----------------|----------------|
| a) don't have | c) hasn't had |
| b) didn't have | d) hadn't have |

15. If you _____ me yesterday, I _____ here now.

- | |
|-------------------------------|
| a) didn't phone, weren't |
| b) hadn't phoned, wouldn't be |
| c) hadn't phoned, weren't |
| d) didn't phone, weren't |

16. We _____ more food in case it _____.



- a) buy, finishes c) will buy, finishes
b) will buy, will finish d) buy, will finish
17. If the weather _____ fine tomorrow, I _____ to the beach.
a) were, would go c) will be, would go
b) would be, would go d) were, 'll go
18. If he'd come two minutes later, we _____ the couch.
a) had missed c) will miss
b) would miss d) would have missed
19. What would you do if your friend _____ in trouble?
a) are c) is
b) will be d) were
20. How would you behave if you _____ responsible for the matter?
a) are c) would be
b) will be d) were
21. She said that she _____ keen on drawing.
a) was c) has been
b) is d) were
22. The driver was accused of _____ the road accident by the police that morning.
a) provoke c) provoking
b) provoked d) to provoke
23. We had better _____ this chapter carefully because we will have some questions on it on our test tomorrow.
a) review c) to review
b) reviewed d) reviewing
24. _____ injured in the last accident.
a) He badly was
b) Badly he was
c) He was badly
25. He was born_____
a) at two o'clock on April 12th in the morning in 1947
b) in the morning at two o'clock on April 12th in 1947
c) at two o'clock in the morning on April 12th in 1947
26. Last year we went_____
Jane has _____many troubles last year, but she remained confident and persistent.



- a) gone to c) got through
b) stayed up through d) gone through

27. He is going.....

- a) to Vienna by train at Easter
b) at Easter to Vienna by train
c) by train at Easter to Vienna
d) to Vienna at train by Easter

28. We dislike _____ in the city center because of air pollution.

- a) living c) to be living
b) live d) to live

29. The government intend _____ social programs.

- a) at starting c) to start
b) starting d) start

30. Drivers park their vehicles by a traffic light.

- a) does not c) might not
b) aren't have d) must not

Текущий контроль по блоку 4 (II семестр)

2 вариант

I. Choose the correct version

1. - How long _____ you _____?

— Since I was 17.

- a) have been driving c) did drive
b) have driven d) do drive

2. A motel is a place which provides .

- a) the greatest number of recreational
b) a parking place
c) all possible convention facilities
d) accommodation

3. Drivers _____ be more considerate to other road users.

- a) may b) had better c) can d) would rather

4. He _____ for his injuries.

- a) were compensated b) compensates
c) will compensate d) was compensated



5. People traveling for business purposes are ...
a) frequent travelers
b) young travelers
c) old travelers
6. A customer nowadays expects from a Service, employee ...
a) just procedures
b) bad attitude
c) courtesy, good information, sympathy
7. Thanks for your directions to the house. We wouldn't have found it _____.
a. any b. just
c. already d. otherwise
8. Everything that's happened in this shop has almost happened by accident, _____?
a) does it c) has it
b) don't they d) hasn't it
9. The inspector wanted to know when each of us last _____
Mr. Foster.
a) saw c) would see
b) had seen d) had been seeing
10. At first I thought I _____ the right thing, but I soon realized that I _____ a serious mistake.
a) did, made c) have done, have made
b) had done, had made d) did, had made
11. You had better _____ your studies more seriously.
a) take c) taking
b) to take d) are taking
12. I would rather _____ her the truth.
a) have told c) telling
b) to tell d) tell
13. She is going on holiday. This time next week she _____
on a beach or _____ in the sea.
a) is going to lay, swim
b) will be lying, swimming
c) will lie, swim is lying, swimming
- 14.- I would like to know if he _____ (1) do what I wanted
him to do.
— I'm afraid he _____ (2) because he _____ (3) be very
busy.
— It is rather strange! So, if he _____ (4) my help I think



I _____ (5) to help him.

- | | | | |
|-------------|-------------|-------------|-------------|
| a) | b) | c) | d) |
| 1. could | 1. is able | 1. could | 1. could |
| 2. couldn't | 2. couldn't | 2. could | 2. couldn't |
| 3. might | 3. might | 3. might | 3. might |
| 4. needs | 4. needs | 4. needs | 4. need |
| 5. oughtn't | 5. oughtn't | 5. oughtn't | 5. oughtn't |

15. If you _____ on this tram it'll take you to the downtown.

- | | |
|-------------|--------|
| a) 'll get | c) got |
| b) have got | d) get |

16. He _____ to the country tomorrow if the weather is fine.

- | | |
|---------|-----------|
| a) go | c) 'll go |
| b) goes | d) 'd go |

17. You'll understand nothing unless you _____ the book yourself.

- | | |
|---------------|---------------|
| a) read | c) don't read |
| b) won't read | d) 'll read |

18.1 wish that the car _____ faster.

- | | |
|--------------------|------------|
| a) would go | c) went |
| b) would have gone | d) will go |

19. If you _____ harder, you will fail the exam.

- | | |
|-------------------------|-----------------|
| a) would not try | c) do not try |
| b) would not have tried | d) will not try |

20. If you behave yourself, you _____ with us to the concert.

- | | |
|--------------------|--------------|
| a) would come | c) can come |
| b) would have come | d) will come |

21. If you do not work, you _____ holidays next week.

- | | |
|-----------------------|------------------|
| a) would not have | c) do not have |
| b) would not have had | d) will not have |

22. If you _____ anything, ask me.

- | | |
|--------------------|--------------|
| a) would need | c) need |
| b) would have need | d) will need |

23. If we are leaving soon, I _____ my coat.

- | | |
|-------------------|-------------|
| a) would get | c) get |
| b) would have got | d) will get |

24. Jane answered that she _____ very early, so she _____ the news.



- a) went to bed, hadn't seen
- b) had gone to bed, hadn't seen
- c) has gone to bed, hasn't seen
- d) had gone to bed, didn't see

25.1 said that I _____ if I _____ time.

- a) will go, have
- b) would go, had
- c) would go, have had
- d) will go, had

26. He said that he _____ in America for two years.

- a) lived
- b) had lived
- c) had been living
- d) lives

27. Mary told me that she _____ Helen in the park and that
She _____ fine.

- a) saw, had seemed
- b) had seen, had seemed
- c) had seen, seemed
- d) has seen, was seeming

28. Norma said that the old car had broken when they _____
the bridge.

- a) has crossed
- b) had been crossing
- c) crossed
- d) were crossing

29. It was announced that the international treaty against the new warfare _____ and had gone
into effect.

- a) would have been ratified
- b) is ratified
- c) had been ratified
- d) was ratified

30. He inquired if I really _____ anything about the matter.

- a) know
- b) knew
- c) had known
- d) will know

Промежуточная аттестация (зачет) II семестр	
Контроль по блокам 3 и 4	
Б1.Б.3- 345-404 комплект тестов (включительно) 2 независимых варианта	Блок 3. Путешествия по воздуху и по воде. Блок 4. Путешествие на экскурсионном автобусе и машине.
Содержание задания для	Контроль проводится в форме тестирования по темам по темам Блока 3 (Темы 3.9,3.10,3.11,3.12)и



рубежного контрольно-проверочного тестирования	Блока 4 (Темы 4.13,4.14,4.15,4.16). Целью проведения контроля является определение уровня усвоения студентами пройденного материала и определение уровня развития языковых компетенций. Задания текущего контроля включают в себя 2 независимых варианта по 50 вопросов. Промежуточная аттестация является обязательной.
Требования к выполнению задания	1. В тесте 30 вопросов. Ответы на вопросы теста даются в письменной форме. 2. На выполнение одного вопроса студенту дается 2 минуты.
Критерии оценки по содержанию и качеству	Пороги оценок (количество правильных ответов) 12 - 18 - удов, 19 - 24 – хор, свыше 24 - отл. Предел длительности всего контроля-60 минут, выбирается только один из 6 дискурсов. Предел длительности ответа на каждый вопрос 2 минуты.
Методика обработки и форматы представления результатов оценочных процедур	1. При обработке результатов оценочной процедуры используются ключи тестов, содержащие правильные ответы на тестовые задания. 2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 2х часов после проведения процедуры.

Промежуточная аттестация (зачет) II семестр Вариант 1.

I. Choose the correct version

1. The deck is

- a) a land b) a platform built into a ship
c) a room in a ship where passengers sleep
d) a cruise ship e) a cabin f) a cruise line

2. The departure..... for flights close ten minutes before the aircraft departure time.

- a) door b) gates c) exit
d) entrance e) cabin f) fence



- d) items e) packs f) sets
- 17.. The movement across water in a boat or ship is
a) cruise lines b) sailing c) ashore d) deck e) journey f) tour
18. Money people spend while doing their work.
a) expenditure b) expenses c) expensive
d) expansion e) expand f) expendable
20. People who work on a boat ship or aeroplane..
a) team b) stuff c) group d) crew e) staff f) band
21. Actions to stop something from happening:
a) precautions b) regulations c) rules
d) advice e) recommendations f) offer
22. Strong metal container to keep valuable things in:
a) guard b) gates c) safe-deposit box d) lock e) bank f) security
23. Person who steals from people's bags a pockets:
a) beggar b) drummer c) burglar d) smuggler e) pickpocket f) porter
24. Dangerous substance that can kill people:
a) snake b) serpent c) viper d) poison e) ivory f) germ
25. The largest market in the world the Grand Bazar about 4000 shops.
a) is made b) contain c) contains d) have e) compose f) gets
26. Jewellery boxes wood or bone make unusual souvenirs.
a) crafted out b) crafted from c) crafted with
d) crafted in e) crafted on f) crafted to
27. Jewellery includes..... made from gold a silver.
a) carpet b) pipes c) pendants
d) delight e) plate f) origin
- 28 Visitors from the USA have increased by 8 percent ... last year.
a)in d)from
b)to e) -
c)since f)on
- 29.The flight was .. for over four hours.
a)changed d)missed
b)get e)sold
c)appointed f)delayed
30. It isn't easy to drive so sourly but we should obey ...
a)the speed limit d)driving license



- b) parking
c) documents
- e) passenger
f) traffic lights

Промежуточная аттестация (зачет) II семестр
Вариант 2.

I. Choose the correct version

1. . Collision damage waiver is
- a) place where you collect the car b) third-party liability c) an extra cost
d) car hire for one week only e) insurance cover for the drive
f) insurance cover for other road users
2. The departure..... for flights close ten minutes before the aircraft departure time.
- a) door b) gates c) exit
d) entrance e) cabin f) fence
3. To..... plane train or boat is to get on.
- a) board b) jump c) kick
d) rush e) move f) ride
4. The area where passengers wait is called:
- a) departure gate b) department c) deck
d) departure lounge e) cabin baggage f) destination
5. The area in the plane where the passengers sit is called.....
- a) crew b) room c) cabin
d) hall e) basement f) area
6. Every..... baggage must be labeled.
- a) bar of b) piece of c) lump of
d) slice of e) sheet of f) cube of
7. Food for vegetarian and other..... available.
- a) special duties b) special diets c) special program
d) special duty e) special deal f) special plate
8. Passengers should check ... at the airport at least one hour before departure.
- a) – d) in
b) and e) at
c) is f) on
9. All children must have their own passports to travel abroad.
- a) suitcases d) departure lounge
b) passports e) driving license
c) boarding pass f) driving tips
10. How do the buses ... here?
- a) operated across d) operates around
b) operate around e) operate of



c) is operating between f) operating around

11. All five lines travel ... central and Town Hall stations.

- a) within d) inside
b) at e) into
c) through f) off

12. The new light railway will take visitors to ... easy walking distance.

- a) between d) at
b) though e) on
c) up f) within

13. ... would you like to hire the vehicle for?

- a) do d) how many
b) How long e) that
c) whose f) could

14. Where the vehicle can be picked ... from?

- a) between d) in
b) through e) under
c) in side f) up

15. What happens if you return the vehicle back earlier than expected.

- a) will cancel bring d) cancel or bring
b) canceled bring e) didn't cancel or bring
c) would cancel and bring f) cancel or brought

16. The Wavel is exceptional..... its first-class collection.

- a) because b) therefore c) because of
d) thereafter e) because on f) due of

17. An explanation to show how to use or do smith?

- a) exhibition b) live band c) quiz
d) show e) demonstration f) race

18. A public display of products or works of art:

- a) competition b) show c) exhibition
d) demonstration e) arts and crafts f) quiz

19. the manager in Switzerland?

- a) was.....training b) is training c) was trained
d) is being....trained e) will be.....training f) are..... training

20. We would be interested to include your..... program as part of our package holiday.

- a) education b) school c) entertainment
d) any e) university f) scientific



21. An event in which people try to be the best at something :
- a) meeting b) explanation c) exhibition
d) education e) competition f) demonstration
22. I look to hearing from you.
- a) upwards b) downwards c) upward
d) forward e) forwards f) backward
23. The long journey to a dangerous place is called.....
- a) ecotourism b) resort c) expedition
d) excursion e) tour f) travel
24. The conditions that plants and animals live in is called.....
- a) rainforest b) bush c) wood
d) environment e) development f) forest
25. The villagers have started an Ecotourism Club with rules..... the environment.
- a) to destroy b) to collect c) to operate
d) to invest e) to protect f) to damage
26. You should take off your shoes when you enter a
- a) cathedral b) temple c) church
d) monastery e) museum f) shrine
27. A long journey by sea or in space
- a) cruise b) travel c) voyage d) tour e) journey f) trip
28. A large amount of water covering land is called:
- a) shower b) humidity c) rain
d) thunderstorm e) flood f) blood
29. A sudden loud noise in the sky during a storm is called.....
- a) hurricane b) lightning c) lantern
d) thunder e) storm f) impact
30. A flight from Moscow to Australia is a flight.
- a) long; b) long-haul; c) very long; d) far distance; e) near; f) not far

Текущий контроль (III семестр)

Контроль по блоку 5 «Индустрия гостеприимства»



Б1.Б.3-405	Конференция по теме: «Индустрия гостеприимства».
Содержание задания для рубежного контрольно-проверочного мероприятия	<ol style="list-style-type: none">1. Конференция является видом текущего контроля, проводится по темам Блока 5 (Темы 5.17,5.18,5.19,5.20).2. Целью проведения контроля является определение уровня усвоения студентами пройденного материала, знание общенаучной лексики и профессиональной терминологии.3. Конференция проводится на английском языке.4. Контроль по блоку является обязательным.
Требования к выполнению задания	<ol style="list-style-type: none">1. Доклады представлены в устной форме на английском языке.2. Время, отводимое на выступление – 10-15 мин.3. Использование технических средств – компьютер, ноутбук (не обязательно).4. Актуальность выбранной темы, свободное владение текстом презентации (лексико-грамматическое разнообразие речи; корректность произношения; умение аргументировать свою точку зрения, применять знания, полученные в курсах специальных дисциплин) и взаимодействие с аудиторией (ответы на вопросы, дополнительные комментарии и разъяснения по необходимости).
Критерии оценки по содержанию и качеству	<p>– выступление структурировано, имеются приветствие, вступление, основная часть и заключение; выступление информативно, содержит несколько подтем; студент хорошо знает содержание своего высказывания, при выступлении практически не пользуется текстом – 25 баллов;</p> <p>- при выступлении студент пользуется текстом – 15 баллов;</p> <p>- студент читает текст выступления – 5 баллов;</p> <p>- взаимодействие с аудиторией (ответы на вопросы, дополнительные комментарии и разъяснения по необходимости) – 5 баллов</p> <p>0 - 9 - удов,</p>



	10 - 24 – хор, свыше 25 - отл. .
Методика обработки и форматы представления результатов оценочных процедур	1. Оценку выступлениям дают члены экспертного жюри. При обработке результатов оценочной процедуры используются критерии оценки по содержанию и качеству и участию в дискуссии. 2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 1 недели после проведения процедуры. Форма представления – запись в электронном журнале.

Текущий контроль (III семестр)	
Контроль по блоку 5	
Б1.Б.3- 406-465 (включительно) комплект тестов 2 независимых варианта	Блок 5 Индустрия гостеприимства
Содержание задания для рубежного контрольно-проверочного тестирования	Контроль проводится в форме тестирования по темам Блока 5 (Темы 5.17,5.18,5.19,5.20). Целью проведения контроля по является определение уровня усвоения студентами пройденного материала и определение уровня развития языковых компетенций. Контроль по блоку 5 является обязательным.
Требования к выполнению задания	1. В тесте 30 вопросов. Ответы на вопросы теста даются в письменной форме. 2. На выполнение одного вопроса студенту дается 2 минуты.
Критерии оценки по содержанию и качеству	Пороги оценок (количество правильных ответов) 12 - 18 - удов, 19 - 24 – хор, свыше 24 - отл. Предел длительности всего контроля-60 минут, выбирается только один из 4 дискурсов. Предел длительности ответа на каждый вопрос 2 минуты.
	1. При обработке результатов оценочной



Методика обработки и форматы представления результатов оценочных процедур	процедуры используются ключи тестов, содержащие правильные ответы на тестовые задания. 2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 1 недели после проведения процедуры. Форма представления – запись в электронном журнале.
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Текущий контроль по блоку 5 (III семестр)
Вариант 1

I. Choose the correct version

1. The hotel staff doesn't accept
 - a) not deposited valuables
 - b) services
 - c) security

2. Each guest room has special...
 - a) activities
 - b) facilities
 - c) availability

3. Special provision is necessary for...
 - a) every tourist
 - b) handicapped guests
 - c) travel agents

4. At the reception desk a guest can ...
 - a) buy a newspaper
 - b) install a phone
 - c) register

5. A porter is an employee who ...
 - a) helps the guests with the luggage
 - b) registers the guests
 - c) checks on the services

6. Room service offers ...
 - a) meals and drinks in the cafe
 - b) meals and drinks in the guest room
 - c) meals and drinks in the snack bar

7. A guest can have biscuit cleaned in a ...
 - a) room service
 - b) reception
 - c) laundry and dry cleaning



8. Doctor service can be arranged by .,»
- room service
 - tour agency
 - reception desk
9. A hotel provides ...
- accommodation
 - decoration
 - provision
10. A guest can leave cash, valuables, travelers' checks ..
- in the room
 - in safety deposit boxes
 - on the premises
11. A guest can exchange foreign currency at...
- the cashier
 - Credit Manager
 - Porter
12. A cashier will need to prepare the bill.
- no time
 - much time
 - about half an hour
13. A motel is a place which provides .
- the greatest number of recreational
 - a parking place
 - all possible convention facilities
14. A resort hotel is usually located ...
- in the city center
 - in recreational area
 - along the highways
15. The expression "to fill out" the registration form means ...
- to check out
 - to check on the information
 - to complete
16. Concierges are employees who ...
- give the room key
 - help the guests with the luggage
 - provide all kinds of useful information



17. Animation programs are intended for

- a) recreation
- b) product launches
- c) business purposes

18. At the barber's a guest can ...

- a) buy a gift
- b) cut the hair
- c) book a flight

19. Long distance calls from the hotel are ...

- a) more expensive than from a pay-phone
- b) much more cheaper than from a pay-phone
- c) at the same rate

20. Check in time at a hotel is usually ...

- a) any time
- b) after 1 p.m.
- c) before 12 noon

21. Check out time at a hotel is usually ...

- a) before 12 noon
- b) any time
- c) after 12 noon

22. Bonus offers are those which are ...

- a) free or with a discount
- b) included in the rate
- c) given only to infants

23. Thousands of small hotels and boarding houses..... (become) retirement homes.

- a) became
- b) have become
- c) will become

24. The hospitality industry is ... from other industries.

- a) regular
- b) different
- c) interesting

25..... carries guests' bags to the rooms.

- a) waiter
- b) chambermaid
- c) porter

26. During the 1960s in Britain some resorts..... (lose) their way and the will to develop.

- a) lost;
- b) have lost;



c) loose

27. The hostess wondered _____

- a) if the guests want something to drink
- b) if the guests wanted something to drink
- c) if the guests will want something to drink

28. I offered _____.

- a) her make a reservation for her
- b) her making a reservation for her
- c) her to make a reservation for her

29. After wedding John and Liz went on their _____

- a) divorce
- b) maternity leave
- c) honeymoon

30. The client wondered how much _____ to repair the car.

- a) would it cost
- b) it would cost
- c) would cost it

Текущий контроль по блоку 5 (III семестр)
Вариант 2

I. Choose the correct version

1. The hotel wasn't good we expected.

- a) asso
- b) asas
- c) more as

2. Guests can find more comfortable andaccomodation.

- a) medium-sized
- b) well-equipped
- c) one-star

3. Visitors from the USA have increased by 8 percent ... last year.

- a) in
- b) to
- c) since

4. We offer a range of food.

- a) wider
- b) widen
- c) more wider

5. Thishotel offers economy and is away from the crowds.



- a) family-ran
b) family-running
c) family-runned
6. The Europe hotel the best value of all the deluxe hotels.
a) supposes
b) asks
c) offers
7. Hotel get benefits like free food and holidays.
a) employs
b) employers
c) employees
8. We can have a apartment or stay in a hotel.
a) duty-free
b) double
c) self-catering
9. The accommodation ... varies from 10 –17 percent.
a) money
b) tax
c) prices
10. British Airways flies direct to San Diego
a) every days
b) daily
c) on daily
11. This modern popular family hotel is on the
a) country
b) seaside
c) district
12. The – journey ... 10 minutes by train
a) go
b) takes
c) have
13. She is getting ... of that black limousine
a) from
b) out
c) across
- 14... is part of a telephone that you hold.
a) stationery
b) handset
c) mobile



15. Which word is not an adjective.

- a) excellent
- b) energetic
- c) personality

16. To improve the category of something is

- a) to upsell
- b) to upgrade
- c) to check in

17. He found the bottle the bedside table on the floor.

- a) beneath
- b) down on
- c) above

18. There's been a ... understanding.

- a) miss –
- b) mix -
- c) against –

19. Some rooms are modern sockets and fax machines.

- a) equipped with
- b) equipped on
- c) decorated with

20. does the hotel's finances.

- a) accountant
- b) hotel manager
- c) administration

21. A special price offered to businesses is the

- a) extra pay
- b) corporate rate
- f) discount

22. How ... does it cost to take a taxi to the airport?

- a) a lot of
- b) many
- c) much

23. We helped her to ... into a more comfortable room.

- a) get
- b) move
- c) go

24. We in the hotel for a few days.

- a) don't staying



- b) will stay
- c) doesn't stay

25. I saw your in the newspaper for fly-drive holidays in Greece.

- a) commercial
- b) advert
- c) news

26. We can stay in a apartment.

- a) adjoining
- b) self-catering
- c) double

27. carries guests' bags to the rooms.

- a) chambermaid
- b) drivers
- d) porter

28. You should take off your shoes when you enter a

- a) cathedral
- b) temple
- c) church

29. When a hotel it's rooms it money.

- a) don't sell.....loses
- b) don't sell..... lose
- c) doesn't sell.....loses

30. Hotels manage to fill vacant rooms with bookings.

- a) opportunity
- b) chance
- c) early

Текущий контроль (III семестр)	
Контроль по блоку 6 «Индустрия питания»	
Б1.Б.3-466	Презентация по теме: «Национальные кухни».
Содержание задания для рубежного контрольно-	1. Презентация является видом текущего контроля, проводится по темам Блока 6 (Темы



проверочного мероприятия	<p>6.21,6.22,6.23,6.24,6.25).</p> <p>2.Целью проведения контроля является определение уровня усвоения студентами пройденного материала, знание общенаучной лексики и профессиональной терминологии.</p> <p>3.Презентация проводится в устной форме на английском языке.</p> <p>4.Тему презентации студент выбирает самостоятельно.</p> <p>5.Контроль по блоку 1 является обязательным.</p>
Требования к выполнению задания	<p>1.Представлена в устной форме на английском языке, объем 8-10 слайдов.</p> <p>2.Время, отводимое на презентацию – 5-7 мин.</p> <p>3.Использование технических средств – компьютер, ноутбук .</p> <p>4. Актуальность выбранной темы, свободное владение текстом презентации (лексико-грамматическое разнообразие речи; корректность произношения; умение аргументировать свою точку зрения, применять знания, полученные в курсах специальных дисциплин) и взаимодействие с аудиторией (ответы на вопросы, дополнительные комментарии и разъяснения по необходимости).</p>
Критерии оценки по содержанию и качеству	<p>Презентация оценивается по 4-х бальной шкале. 4-отлично, 3-хорошо, 2-удовлетворительно., 1-неудовлетворительно.</p> <p>1.Использование технических средств. Качество оформления презентации. Наличие наглядности и умение ей пользоваться. <u>0-1 баллов.</u></p> <p>2.Представление доклада на языке. Культура речи, свободное владение материалом. Логичность, четкость и ясность изложения, убедительность рассуждений, оригинальность мышления, выступления. <u>0-2 баллов.</u></p> <p>3.Участие в дискуссии, содержательность заданных вопросов. Понимание сути задаваемых вопросов и умение найти логичный, аргументированный ответ.<u>0-1 баллов.</u></p>
Методика обработки и форматы представления результатов оценочных	<p>1. Оценку презентации дают члены экспертного жюри. При обработке результатов оценочной процедуры используются критерии оценки по</p>



процедур	содержанию и качеству презентации и участию в дискуссии. 2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 1 недели после проведения процедуры. Форма представления – запись в электронном журнале.
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Текущий контроль (III семестр)	
Контроль по блоку 6	
Б1.Б.3- 467-526 (включительно) комплект тестов 2 независимых варианта	Блок 6. Индустрия питания.
Содержание задания для рубежного контрольно-проверочного тестирования	Контроль проводится в форме тестирования по темам Блока 6 (Темы 6.21,6.22,6.23,6.24,6.25). Целью проведения контроля является определение уровня усвоения студентами пройденного материала и определение уровня развития языковых компетенций. Контроль по блоку 6 является обязательным.
Требования к выполнению задания	1. В тесте 30 вопросов. Ответы на вопросы теста даются в письменной форме. 2. На выполнение одного вопроса студенту дается 2 минуты.
Критерии оценки по содержанию и качеству	Пороги оценок (количество правильных ответов) 12 - 18 - удов, 19 - 24 – хор, свыше 24 - отл. Предел длительности всего контроля-60 минут, выбирается только один из 4 дискурсов. Предел длительности ответа на каждый вопрос 2 минуты.
Методика обработки и форматы представления результатов оценочных процедур	1. При обработке результатов оценочной процедуры используются ключи тестов, содержащие правильные ответы на тестовые задания. 2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 1



недели после проведения процедуры. Форма представления – запись в электронном журнале.

Выверять 2 вариант

Текущий контроль по блоку 6 (III семестр)

1 вариант

I. Choose the correct version

1. It's a well-known fact that French cuisine is famous for its ...

- a) vegetable soup
- b) sauces
- c) pastry

2. Ethnic cafes are popular in the USA. They are called.

- a) eateries
- b) inns
- c) taverns

3. This service is then supplemented and the delivery ... it speeded up ... means ... service bars and pantries.

- a) of, by, of
- b) in, to, of
- c) to, for, by

4. Famous American meals are ...

- a) hot dogs and hamburgers
- b) fish and chips
- c) pizza

5. Mexican food is rich in ...

- a) fat and spices
- b) cheese
- c) beans and rice

6. Nowadays people try to eat...

- a) less steamed food
- b) more fat
- c) more steamed food, less fat

7. Appetizer is a course which means ...

- a) main course
- b) dessert
- c) starter

8. "To poach" means ...

- a) to fry
- b) to grate



c) to keep in boiled liquid

9. "To purchase" equals ...

- a) to pay
- b) to buy
- c) to play

10. ... the supervision ... the chefs are the cooks who actually cook the food and then placed it ... the plate ... the waiters to pick ...

- a) under, of, an, for, up
- b) on, to, on, for, up
- c) under, for, in, by, up

11. Traditional English dishes are ...

- a) roast beef and Yorkshire pudding
- b) pumpkin pie
- c) minced pie

12. Champagne comes from France and is always ...

- a) still wine
- b) sparkling wine
- c) soft drink

13. Dry red wine is served ...

- a) warm
- b) chilled
- c) at room temperature

14. Dry red wine is a perfect match for ...

- a) meat dishes
- b) fish dishes
- c) vegetable

15. White wine is served ...

- a) chilled
- b) at room temperature
- c) in an ice-bucket

16. One of the most popular cafes in Britain is...

- a) fast-food restaurant
- b) traditional restaurant
- c) pub

17. Pubs in Britain are usually owned by ...

- a) individuals
- b) large national breweries
- c) hotel chains



18. Children ... are not allowed to drink ale
- under 14
 - under 16
 - under 12
19. In Britain drinks may be sold in ... establishment.
- every
 - licensed
 - commercial
20. Cognac ages in ...
- bottles
 - oak wood casks
 - jugs
21. Cider, traditional British drink, is made of...
- apples
 - grapes
 - peaches
22. The food and beverage income ... many hotels is increased ... providing service ... banquets and conventions.
- by, to, for
 - for, to, on
 - of, by, for
23. Tea comes from...
- India
 - Japan
 - China
24. The world famous soft drink, Coca-Cola, was produced by...
- baker
 - businessman
 - pharmacist
25. When a person is confused what knife, spoon or fork to use, he should use them ...
- in order they lie from outside
 - in order they lie from inside
 - in order you prefer
26. Silverware includes ...
- table linen
 - cutlery
 - china
27. You can eat with your fingers ...
- soup



- b) meat
- c) bread

28. When the meal is finished, the guests ...

- a) put the napkin on the table
- b) fold it in the original
- c) throw it away

29. At a formal dinner party, at the table, you can ...

- a) smoke
- b) not smoke
- c) do whatever you like

30. Much ... the activity ... connection ... food and beverage service is invisible ... the guests.

- a) of, with, to, by
- b) of, in, with, to
- c) with, on, -, -

**Текущий контроль по блоку 6 (III семестр)
вариант 2**

I. Choose the correct version

1. "Specialty of the house" means ...

- a) the dish offered by this particular restaurant
- b) the dish offered today
- c) a seasonal dish

2. The restaurant cuisine includes dishes offered ...

- a) on the menu
- b) in this location
- c) in the country

3. An executive chef manages ...

- a) the kitchen only
- b) the other chefs
- c) the waiters

4. The cuisine and the interior at a restaurant should be

- a) coordinated
- b) luxury
- c) primitive

5. Tea is the most popular in ...

- a) Russia
- b) Britain
- c) America

6. A seafood cocktail with a mayonnaise dressing.

- a) is baked



- b) is stuffed
- c) is served

7. A main course is usually ..

- a) hot dish
- b) dessert
- c) salad

8. The wines are usually listed

- a) on the menu
- b) in the wine list
- c) either on the menu or in the wine list

9. Drinks are ordered ...

- a) first
- b) before the main course
- c) after the dessert

10. The head pastry chef prepares

- a) desserts
- b) main courses
- c) salads

11. Dry red wine is a perfect match for ...

- a) meat dishes
- b) fish dishes
- c) vegetable

12. One of the most popular cafes in Britain is ...

- a) fast-food restaurant
- b) traditional restaurant
- c) pub

13. White wine is served ...

- a) chilled
- b) at room temperature
- c) in an ice-bucket

14. One of the most popular Christmas treats in America is ...

- a) stuffed turkey
- b) French fries
- c) kidney pie

15. Would you like more wine sir?

- a) any
- b) another)
- c) some



16. The service is slow.
a) two
b) too
c) to
17. The most popular cuisine in the USA is ...
a) German
b) Chinese
c) Hungarian
18. When the guest puts his restaurant bill ... his hotel account, this information must be passed ... the accounting office ... quickly ...
a) on, for, such, as
b) to, by, either, as
c) on, along, as, as
19. A "bread-and-butter letter" means ...
a) an invitation
b) a message
c) a thank-you note
20. One of the most popular Christmas treats in America is ...
a) stuffed turkey
b) French fries
c) kidney pie
21. The special types ... food served the various restaurants are normally prepared ... different chefs and cooks rather than ... separate kitchens.
a) of, on, by, by
b) of, in, by, for
c) of, in, by, in
22. Can I reserve a table for two for tonight?
a) "My pleasure to transfer you to the restaurant manager".
b) "That's the wrong number".
c) "Hold on!"
23. Good morning. I want to ask about having a company dinner at your hotel. Do you cater for company dinners?
a) "Sure, we do".
b) "Yes, madam, we do".
c) "I actually don't know".
24. Can you manage vegetarian meals?
a) "We can't, I suppose".
b) "We can arrange that for you, madam".
c) "It's all right".
25. You are a great cook! This cake ... wonderful as usual.



- a) taste b) tastes c) will taste
26. When you ... to the Chinese restaurant next time, what will you eat?
- a) go b) will go c) goes
27. Traditional English afternoon tea ... rare nowadays, although the English are ready for a cup of tea at any time of the day.
- a) is b) was c) has been
28. The trouble with you is that you always I don't like it.
- a) are complaining b) complain c) had complained
29. Your argument is more .
- a) convincing than my
b) convincing than mine
c) convinced than mine
30. Many fruits taste ____ and delicious, and have the advantage of being relatively in calories and _____ in nutrients.
- a) sweetly, lower, highly
b) sweet, low, high
c) sweeter, much more low, much more high

Промежуточная аттестация (III семестр) зачет	
Контроль по блокам 5 и 6	
Б1.Б.3-527-586 (включительно) комплект тестов 2 независимых варианта	Блока 5 (Темы 5.17,5.18,5.19,5.20). Блока 6 (Темы 6.21,6.22,6.23,6.24,6.25).
Содержание задания для рубежного контрольно-проверочного тестирования	Контроль проводится по темам Блоков 6 и 7. Целью проведения контроля является определение уровня усвоения студентами пройденного материала за 3 семестр и определение уровня развития языковых компетенций. Задания текущего контроля включают в себя 2 независимых варианта по 50 вопросов. Промежуточная аттестация является обязательной.
Требования к выполнению задания	1. В тесте 50 вопросов. Ответы на вопросы теста даются в письменной форме. 2. На выполнение одного вопроса студенту дается 2 минуты.
Критерии оценки по содержанию и качеству	Пороги оценок (количество правильных ответов) 0-24 – неудов. 25 - 30 - удов, 31 - 45 – хор,



	<p>свыше 46 - отл. Предел длительности всего контроля- 1 час 40 минут, выбирается только один из 4 дискурсов. Предел длительности ответа на каждый вопрос 2 минуты.</p>
<p>Методика обработки и форматы представления результатов оценочных процедур</p>	<ol style="list-style-type: none">1. При обработке результатов оценочной процедуры используются ключи тестов, содержащие правильные ответы на тестовые задания.2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 2х часов после проведения процедуры.

Текущий контроль (IV семестр)	
Контроль по блоку 7 «Службы приема и размещения»	
<i>Б1.Б.3-587</i>	<i>Презентация по теме: «Службы приема и размещения».</i>
<p>Содержание задания для рубежного контрольно-проверочного мероприятия</p>	<ol style="list-style-type: none">1. Презентация является видом текущего контроля, проводится по темам Блока 7 (Темы 7.25, 7.26, 7.27, 7.28).2. Целью проведения контроля является определение уровня усвоения студентами пройденного материала, знание общенаучной лексики и профессиональной терминологии.3. Презентация проводится в устной форме на английском языке.4. Тему презентации студент выбирает самостоятельно.5. Контроль по блоку 7 является обязательным.
<p>Требования к выполнению задания</p>	<ol style="list-style-type: none">1. Представлена в устной форме на английском языке, объем 8-10 слайдов.2. Время, отводимое на презентацию – 5-7 мин.3. Использование технических средств – компьютер, ноутбук .4. Актуальность выбранной темы, свободное владение текстом презентации (лексико-



	грамматическое разнообразие речи; корректность произношения; умение аргументировать свою точку зрения, применять знания, полученные в курсах специальных дисциплин) и взаимодействие с аудиторией (ответы на вопросы, дополнительные комментарии и разъяснения по необходимости).
Критерии оценки по содержанию и качеству	Презентация оценивается по 4-х бальной шкале. 4-отлично, 3-хорошо, 2-удовлетворительно., 1-неудовлетворительно. 1.Использование технических средств. Качество оформления презентации. Наличие наглядности и умение ей пользоваться. <u>0-1 баллов.</u> 2.Представление доклада на языке. Культура речи, свободное владение материалом. Логичность, четкость и ясность изложения, убедительность рассуждений, оригинальность мышления, аналитичность выступления. <u>0-2 баллов.</u> 3.Участие в дискуссии, содержательность заданных вопросов. Понимание сути задаваемых вопросов и умение найти логичный, аргументированный ответ. <u>0-1 баллов.</u>
Методика обработки и форматы представления результатов оценочных процедур	1. Оценку презентации дают члены экспертного жюри. При обработке результатов оценочной процедуры используются критерии оценки по содержанию и качеству презентации и участию в дискуссии. 2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 1 недели после проведения процедуры. Форма представления – запись в электронном журнале.

Текущий контроль (IV семестр)

Контроль по блоку 7

**Б1.Б.3-588-647
(включительно)
комплект тестов 2
независимых варианта**

Блок 7. Службы приема и размещения

Содержание задания для

Контроль проводится в форме тестирования по темам по темам Блока 7 (Темы 7.25,7.26,7.27,7.28).



рубежного контрольно-проверочного тестирования	Целью проведения контроля является определение уровня усвоения студентами пройденного материала определение уровня развития языковых компетенций. Контроль по блоку 7 является обязательным.
Требования к выполнению задания	1. В тесте 30 вопросов. Ответы на вопросы теста даются в письменной форме. 2. На выполнение одного вопроса студенту дается 2 минуты.
Критерии оценки по содержанию и качеству	Пороги оценок (количество правильных ответов) 12 - 18 - удов, 19 - 24 – хор, свыше 24 - отл. Предел длительности всего контроля-60 минут, выбирается только один из 4 дискурсов. Предел длительности ответа на каждый вопрос 2 минуты.
Методика обработки и форматы представления результатов оценочных процедур	1. При обработке результатов оценочной процедуры используются ключи тестов, содержащие правильные ответы на тестовые задания. 2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 1 недели после проведения процедуры. Форма представления – запись в электронном журнале.

**Текущий контроль по блоку 7 (IV семестр)
вариант 1**

I. Select the correct answer:

1. Guests entering the hotel will find the reception desk in the
- a) scullery b) foyer c) back office
2. One of the jobs of the receptionist is to complaints.



- a) manage
- b) deal with
- c) organize

3 Another term for the front desk, the area in the hotel where the guests register, pick up keys, pay their bills and so on.

- a) reception area
- b) lobby
- c) registration desk

4. Customers with valuable items should use theprovision.

- a) safe deposit
- b) secure
- c) savings

5. People who use a particular hotel are known as the

- a) usuals
- b) long stay
- c) clientele

6. When guests arrive the receptionist usually asks them to sign the

- a) register
- b) booking form
- c) guest bill

7. Every day the list shows the names of the guests expected.

- a) stop-go
- b) records
- c) arrivals

8. If the guests lose their room keys, a member of staff can open their room door with a key.

- a) main



b) card

c) pass

9. Messengers for the guests who are out should be placed in the appropriate at the reception.

a) pigeon hole

b) key hole

c) bird box

10. . If the receptionist.....the guest.....

a) upsellwill rebook

b) upsells will rebook

c) upsellrebooks

11. People who booked but don't arrive are known as

a) delays

b) no comers

c) failures

12. In order to be successful, a hotel must try to maximize room

a) availability

b) turnover

c) occupancy

13. Doctor service can be arranged by ...

a) room service

b) tour agency

c) reception desk

14. A guest can leave cash, valuables, travelers' checks ..

a) in the room

b) in safety deposit boxes

c) on the premises

II. Put the dialogue in correct order:

15. f).Guest: I'll be checking out this night. Can you



prepare my bill, please?

1-f).

b). **Guest:** I'd like to pay by credit card . Is that OK?

c). **Reception:** It' s all ready for you, sir .

a). **Recep:** Certainly, sir. Here you are.

e). **Guest:** Oh good, then I'll settle it now.

d). **Recep:** How are you paying, sir?

16. d). Reception: Good morning, Grand Hotel. Can I help you?

1-d).

b). **Recep.** Yes, sir. Could I have your name, please?

c). **Caller:** I'd like to book a double room for two nights.

a). **Caller:** Mr. Smith.

17.h). Reception: Good evening , sir . Can I help you?

1- h).

f). **Guest:** Brawn.

c). **Recep:** What name is it?

a). **Guest:** Yes, I phoned on Monday to book a room.

b). **Guest:** Oh, and I'd like to reserve a table for dinner.

e). **Recep:** Yes, sir. I'll give your reservation to the restaurant.

d). **Recep:** Ah yes , Mr. Brawn , a single room. Number 567, for three nights.

18.d). Caller: Hallo, can I speak to Mr. Thomson from room 798?

1-d).

c). **Caller:** Yes, this is Ann Milton. Can you tell him I'll be waiting for him at ten tonight?

a). **Recep:** Yes, of course .

b). **Reception:** Just a moment, Madam. There's no answer. Can I give him a message?

19.d). Guest: Fine , here's my card.

1-d).

b). **Recep:** And now your signature again here. Thank you. Here's your receipt.

c). **Recep:** Yes, service and Value Added Tax are included in the total. Would you just sign here, please.

a). **Guest:** I'm sorry. Is service included?

20. h). Reception: Here's your receipt, sir . I hope you enjoyed your stay.

1- h).

e). **Guest:** We did very much thank you. We're ready now for the next stage of our trip . We're flying to London tonight.



- b). **Recep:** Shall I get a porter to help you with your luggage?
g). **Guest:** No, thank you. I think we can manage.
c). **Recep:** Ah , this looks like your taxi now.
a). **Guest:** If we're in Florida again, we 'll certainly stay here .
d). **Recep:** Have a pleasant trip and safe journey.
Guest: Goodbye.

II. Read the following text and decide which of the words or phrases a–o is missing in items 21–30:

Dear Ms Hutton,

Thank you very much for your reservation. I am writing to confirm your booking for two double rooms for three nights from May 14th to May 17th. The rooms are on the fourth floor. There is a.....21 door between the rooms and both the rooms have a.....22 of the hotel gardens.

The cost per room is €230 per night for bed and breakfast,.....23 taxes and service.

I am24 ..two brochures with information about our hotel

and its.....25.. . If you have any.....26.. , I will be.....27. to answer them.

The rooms will be.....28... until 6 p.m. on May 14th. Please let me know if you will be29. later than this.

We look forward to30.. you at our hotel and hope you have an enjoyable stay with us.

Yours sincerely,
Mark.

- a) additions b) arriving c) available d) connecting
e) enclosing f) facilities g) including h) inviting
i) look j) pleased k) provide l) questions
m) staying n) view o) welcoming

**Текущий контроль по блоку 7 (IV семестр)
вариант 2**

I. Select the correct answer.



1. Check out time at a hotel is usually ...
 - a) before 12 noon
 - b) any time
 - c) after 12 noon

2. Bonus offers are those which are ...
 - a) free or with a discount
 - b) included in the rate
 - c) given only to infants

3. An executive chef manages ...
 - a) the kitchen only
 - b) the other chefs
 - c) the waiters

4. All staff will be issued with.....uniform.
 - a) new cotton blue and white
 - b) cotton new blue and white
 - c) new blue-and-white cotton

5. What is a DD telephone?
 - a) double dial
 - b) direct dial
 - c) double directed

6. If I were a managing director I.....the whole staff right now.
 - a) would have fired
 - b) will fire
 - c) would fire

7. If you have completed the registration form, I.....the key.
 - a) give
 - b) gave
 - c) will give

8. The price of a room in a hotel that includes breakfast and dinner.
 - a) reasonable price
 - b) low price
 - c) half-board

9. They haven't confirmed the booking yet,?



- a) have they?
- b) haven't they?
- c) don't they?

10. The expression "to fill out" the registration form means ...

- a) to check out
- b) to check on the information
- c) to complete

11. The greater part of the activity of the Front desk employ ee is

- a) writing activity
- b) communication
- c) working with a computer

12. A guest can exchange foreign currency at...

- a) the cashier
- b) Credit Manager
- c) Porter

13. A cashier will need to prepare the bill.

- a) no time
- b) much time
- c) about half an hour

14. It is..... walk from the hotel.

- a) a two-minute
- b) two minutes
- c) two minute

II. Put the dialogue in correct order:

15. **h).Reception:** Good evening , sir . Can I help you?

1 - h).

c).**Recep:** What name is it?

g).**Guest:** Branston.

a).**Guest:** Yes, I phoned on Saturday to book a room.

b).**Guest:** Oh, and I'd like to reserve a table for dinner.

e).**Recep:** Yes, sir. I'll give your reservation to the restaurant. What time ...

d).**Recep:** Ah yes , Mr Branston, a single room. Number 407, for two night s.

16. **d).Caller:** Hallo, can I speak to Mr Lubitch?

1- d).

b).**Reception:** That's room 612. I'll call for you. There's no answer. Can I give him a message?



- a). **Caller:** Yes, this is Rene Leblanc. Can you tell him I'll be one hour late for our meeting tonight ?
c). **Recep:** Yes, of course .

17. **f). Guest:** I'll be checking out this morning. Can you prepare my bill, please?

1- f).

- c). **Reception:** It's all ready for you, madam .
e). **Guest:** Oh good, then I'll settle it now.
a). **Recep:** How are you paying, madam?
b). **Guest:** I'd like to pay by credit card . Is that OK?
d). **Recep:** Certainly, madam. Here you are.

18. **b). Guest:** This all looks OK. Is service included?

1- b).

- c). **Recep:** Yes, service and Value Added Tax are included in the total. Would you just sign here, please?
d). **Guest:** Fine , here's my card.
a). **Recep:** And now your signature again here. Thank you. Here's your receipt.

19. b). **Reception:** Reception.

1 - b).

- c). **Guest:** This is room 632. Our room isn't ready for us. There are no towels, soap, or toilet paper in the bathroom.
a). **Recep:** I'm so sorry , madam . These things should have been ready for you. I'll contact Housekeeping straight away. .

20. **d). Reception:** Here's your receipt, sir . I hope you enjoyed your stay.

1 -d).

- a). **Recep:** Have a pleasant trip and safe journey.
Guest: Goodbye.
b). **Recep:** Shall I get a porter to help you with your luggage?
e). **Guest:** We did very much thank you. We're ready now for the next stage of our trip . We're flying to Florida tonight. We're going to see our daughter there .
g). **Guest:** No, thank you. I think we can manage.
c). **Recep:** Ah , this looks like your taxi now.
f). **Guest:** If we're in Lyon again, we'll certainly stay here .

III. Read the following letters and decide which word or phrase – a, b, or c – is missing in



items 21–30.

I am writing to thank you for the week which I _____21_____ at your hotel last month. I was very happy with the way in which you make all your hotel guests feel welcome and the wonderful atmosphere in the hotel. The food, accommodation and _____22_____ were all of a very high _____23_____. The restaurant service was _____24_____. I intend to return to your hotel in the near future. Please _____25_____ my thanks once again.

I am just writing to _____26_____ about the terrible week I had at your hotel last month. I was not _____27_____ with a number of things, especially the service in the restaurant, _____28_____ was always slow. I was also very disappointed by the condition of my room. The bed was hard and not very _____29_____. I am afraid that I cannot _____30_____ your hotel to anyone else.

21. a) spend b) spent c) was spending	22. a) belongings b) board c) facilities	23. a) regards b) satisfaction c) standard
24. a) delicious b) excellent c) tasty	25. a) accept b) express c) welcome	26. a) complain b) complaint c) compliment
27. a) lucky b) satisfied c) sure	28. a) what b) which c) who	29. a) comfortable b) easy c) tender
30. a) advise b) offer c) recommend		

Текущий контроль (IV семестр)	
Контроль по блоку 8 «Образование и карьера»	
Б1.Б.3-648	Ролевая игра: «Собеседование при приеме на работу».
Содержание задания для рубежного контрольно-проверочного мероприятия	Контроль проводится в форме ролевой игры, в которой участвуют все студенты группы. Участники делятся на 2 команды. Задание выдается заранее и готовится студентами самостоятельно на основе пройденного материала.
Требования к выполнению задания	1.Проводится устно. 2.Время, отводимое на игру - 60 мин. 3.Использование технических средств –



	<p>(компьютер, ноутбук, интерактивная доска).</p> <p>4. Степень комбинирования речевого материала.</p> <p>5. Использование готовых блоков.</p> <p>6. Степень сложности синтаксиса.</p> <p>7. Развернутость высказываний.</p> <p>8. Использование идиом.</p>
Критерии оценки по содержанию и качеству	<p>1. Степень комбинирования речевого материала: количество словосочетаний и предложений, составленных самим студентом в структуре ролевого задания. 0 – 2 балла.</p> <p>2. Использование готовых блоков: количество готовых блоков, данных в упражнениях учебника/учебного пособия, в структуре выступления. 0 – 2 балла.</p> <p>4. Развернутость высказываний: общий объем ролевого задания. 0 – 1 балл.</p>
Методика обработки и форматы представления результатов оценочных процедур	<p>1. При обработке результатов оценочной процедуры используются критерии оценки по содержанию и качеству полученных ответов.</p> <p>2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 1 недели после проведения процедуры. Форма представления – запись в электронном журнале.</p>

Б1.Б.3-648

Задание к ролевой игре:

Student A

You are the boss, who is looking for a travel agent in your company. Interview a candidate who is applying for this position covering the following areas:

- 1. His / her hobbies, habits and interests.*
- 2. Details of all the jobs he / she has ever had.*
- 3. Details of the examinations he / she passed at school, diplomas and degrees he / she has gained, training courses, etc.*
- 4. His / her strengths and weaknesses.*
- 5. The reason for leaving his / her present job.*
- 6. The salary he / she would expect to receive.*

Student B

You are a confident, enthusiastic young person with a good sense of humour and communication skills. You're applying for the position of the a travel agent in a large company. You dial the telephone number mentioned in the advert. You are eager to impress your interviewer.



*III. The hotel you are working for receives the following email:
Answer the email with a letter and enclose some information about your hotel. Fill in the date and reference line and use an appropriate greeting and closing formula.
The following four points should be mentioned in your letter.
Before writing the letter decide on the order in which you think these points should be included.*

- Assure them that you can deal with such groups*
- Offer a booking (with prices)*
- Recommend your facilities*
- Refer to the enclosed material*

Dear Sir,

We are planning a European sales meeting for 25 people for the first weekend of April next year. Would you please send us details of your hotel, and, in particular, of the facilities you offer for such groups?

We would appreciate an early reply.

Regards,

James Brown

Marketing and Events Manager
Winston Bartlett Staines Systems Ltd.
Wakebrook Street 456
Leicester LC23 6TH

Текущий контроль (IV семестр)	
Контроль по блоку 8	
Б1.Б.3-649-708 (включительно) комплект тестов 2 независимых варианта	Блок 8. Образование и карьера
Содержание задания для рубежного контрольно-проверочного тестирования	Контроль проводится в форме тестирования по темам по темам Блока 8 (Темы 8.29, 8.30, 8.31, 8.32). Целью проведения контроля является определение уровня развития языковых компетенций. Контроль по блоку 8 является обязательным.



Требования к выполнению задания	1. В тесте 30 вопросов. Ответы на вопросы теста даются в письменной форме. 2. На выполнение одного вопроса студенту дается 2 минуты.
Критерии оценки по содержанию и качеству	Пороги оценок (количество правильных ответов) 12 - 18 - удов, 19 - 24 – хор, свыше 24 - отл. Предел длительности всего контроля-60 минут, выбирается только один из 4 дискурсов. Предел длительности ответа на каждый вопрос 2 минуты.
Методика обработки и форматы представления результатов оценочных процедур	1. При обработке результатов оценочной процедуры используются ключи тестов, содержащие правильные ответы на тестовые задания. 2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 1 недели после проведения процедуры. Форма представления – запись в электронном журнале.

**Текущий контроль по блоку 8 (IV семестр)
вариант 1**

Select the correct answer.

1. Training in hospitality are provided by ...
 - a) French schools
 - b) Spanish schools
 - c) Swiss schools
2. Hotel-keeping department usually offers training in
 - a) a particular sector of the hotel service
 - b) every part of the hotel service
 - c) white-collar jobs
3. As a rule, a hotel school trains ...
 - a) managers
 - b) assistant managers
 - c) specialists
4. Applicants are supposed to select the specialty ...
 - a) at once



- b) when they get some experience
c) when they're 2-year students
5. The word "curricula" means ...
a) educational programs
b) training facilities
c) technical equipment
6. Promotion to a position of a manager takes ...
a) little time
b) a few years
c) no time
7. Graduates' names are entered into ...
a) transportation companies
b) joint professional fasti
c) tourism industry
8. Any employee who meets and talks ... people has an advantage if he or she can communicate ... the guests' language or one ... the international languages.
a) with, in, of
b) to, with, of
c) with,-, of
9. Which is more important for the employee?
a) listening
b) talking
c) asking questions
10. The key to effective listening is ...
a) good knowledge
b) communication
c) attention
11. Closed questions are ideal for ...
a) getting new information
b) insuring a clear response
c) keeping a conversation
12. There is the wide variety ... different careers. To move assistant manager, night manager and general manager.
a) -, up, to
b) -, on, for
c) of, on, to
13. Work that requires neither training nor special aptitude.
a) Skilled work



- b) Unskilled work
- c) Semi-skilled work

14. There is the wide variety ... different careers. To move ... assistant manager, night manager and general manager.

- a) -, up, to
- b) -, on, for
- c) of, on, to

15. Open questions are usually ...

- a) general questions
- b) special questions
- c) tail questions

16. A service employee has to deal with the ...

- a) complaints
- b) containers
- c) concern

17. Because ... its complexity, it is not possible to speak ... a single career ... hotel industry.

- a) of, about, of
- b) of, of, in
- c) of, of, of

18. Chefs and cooks are important ... the success ... a hotel.

- a) to, in, of
- b) to, -, of
- c) -, in, of

19. Customers consider ... to be important reason to come back to a certain company.

- a) attention
- b) availability
- c) accessibility

20. The best way to get information dealing with the client is ...

- a) to check his booking form
- b) to ask him questions
- c) to study his documents

21. The customer will come back to the hotel if ...

- a) the employee recognized the complaint
- b) the employee dealt with complaint
- c) he's satisfied with the solution

II. Match English with Russian equivalents.

22. To work as apprentice at an early age	a) Подниматься по служебной лестнице
23. Curriculum vitae	b) Основная функция управления - согласовывать
24. The economic benefits in hotel work can be very substantial	c) Из-за его сложности
25. Move up the ladder of promotion	d) Процент загрузки номерного фонда
27. The executive staff of a hotel includes many	e) Экономические преимущества в



people with special skills	гостиничном деле могут быть очень существенны
28. Because of its complexity	f) Работать как новичок с раннего возраста
29. The principal function of management is to coordinate	g) Управленческий персонал отеля содержит много людей со специальными навыками
30. Occupancy rate	h) Краткое жизнеописание, биография

**Текущий контроль по блоку 8 (IV семестр)
вариант 2**

Select the correct answer.

- The sentence: "The graduates are able to get a job in a large transportation company" can be replaced by ...
 - The graduates must get a job in a large transportation company
 - The graduates can get a job in a large transportation company.
 - The graduates may get a job in a large transportation company
- They move ... the ladder ... promotion ... front-desk positions.
 - in, of, from
 - up, to, on
 - up, of, to
- The greater part of the activity of the Front desk employ ee is
 - writing activity
 - communication
 - working with a computer
- You can replace the sentence: "They really train high-class specialists" by ...
 - They probably train high-class specialists.
 - They do tram high-class specialists.
 - They can train high-class specialists.
- People traveling for business purposes are ...
 - frequent travelers
 - young travelers
 - old travelers
- They are trained ... an experienced chef ... all aspects ... kitchen work.
 - with, in, about
 - by, in, of
 - by, about,-
- A customer nowadays expects from a Service, employee ...
 - just procedures
 - bad attitude
 - courtesy, good information, sympathy
- Those traveling for pleasure are ...



- a) often excited
- b) rational
- c) educated

9. Because ... its complexity, it is not possible to speak ... a single career ... hotel industry.

- a) of, about, of
- b) of, of, in
- c) of, of, of

10. A matter of prime importance for a leisure traveler is ...

- a) punctuality
- b) fast check-in and check-out procedures
- c) long term planning

11. Customer's satisfaction mainly depends on ...

- a) price
- b) product alone
- c) product and service

12. They move ... the ladder ... promotion ... front-desk positions.

- a) in, of, from
- b) up, to, on
- c) up, of, to

13. For a business traveler it is more important...

- a) to get discounts
- b) to have more comfortable accommodation
- c) to have more privacy

14. The employee will make things worse if he ...

- a) keeps the promise
- b) doesn't keep the promise
- c) promises

15. When the customer is starting complaining the employee should ...

- a) argue with the customer
- b) interrupt him at once
- c) listen to him until he vents his anger

16. After the outburst of customer's anger the employee should ...

- a) defend himself
- b) ask for details about the complaint
- c) apology on the half of the company

17. Market demands of the business and leisure travelers are...

- a) the same
- b) different
- c) much



18. The hotel service starts with the..

- a) customer
- b) manager
- c) staff

19. Any employee who meets and talks ... people has an advantage if he or she can communicate ... the guests' language or one ... the international languages.

- a) with, in, of
- b) to, with, of
- c) with, -, of

20. Choose the polite form for a given part of a covering letter: Ito apply for the position of a manager.

- a) would like
- b) should like
- c) want

21. Long distance calls from the hotel are ...

- a) more expensive than from a pay-phone
- b) much more cheaper than from a pay-phone
- c) at the same rate

22. While speaking to the customer on the phone you .

- a) never use hotel terminology
- b) use professional terms whenever you think suitable
- c) use any verbal means

II. Match the word or phrase on the left with the statement on the right.

23. Professional training	a) A beginner who works under a trained and experienced person for a period of time.
24. Wages(salaries)	b) Work that requires special aptitude and training.
25. Skilled work	c) Money payment in addition to wages and salaries for a personal service.
26. Occupancy rate	d) Payment for work. Can be figured on an hourly or daily basis and on a weekly, monthly or yearly basis
27. Apprentice	e) Work that requires a small amount of training.
28. Unskilled work	f) Training usually considered to be at the university level, given to doctors, lawyers, accountants, and, today, many hotelman and business administrators.
29. Tips	g) Work that requires neither training nor special aptitude.
30. Semi-skilled work	h) The percentage of rooms or beds occupied in a hotel during a given period.



**Промежуточная аттестация (экзамен)
IV семестр**

Контроль по блокам 5- 8

**Б1.Б.3-709-808
(включительно)
комплект тестов
2 независимых
варианта**

Блоки 5-8. Темы 5.17 - 8.32.

Содержание задания для
рубежного контрольно-
проверочного
тестирования

Контроль проводится в форме тестирования по темам по темам Блоков 5-8. Целью проведения контроля является определение уровня развития языковых компетенций. Задания текущего контроля включают в себя 2 независимых варианта по 50 вопросов.
Промежуточная аттестация является обязательной.

Требования к
выполнению задания

1. В тесте 50 вопросов. Ответы на вопросы теста даются в письменной форме.
2. На выполнение одного вопроса студенту дается 2 минуты.

Критерии оценки по
содержанию и качеству

Пороги оценок (количество правильных ответов)
0-24 – неудов.
25 - 30 - удов,
31 - 45 – хор,
свыше 46 - отл.
Предел длительности всего контроля- 1 час 20 минут, выбирается только один из 4 дискурсов.
Предел длительности ответа на каждый вопрос 2 минуты.

Методика обработки и
форматы представления
результатов оценочных
процедур

1. При обработке результатов оценочной процедуры используются ключи тестов, содержащие правильные ответы на тестовые задания.
2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 2х часов после проведения процедуры.

**Промежуточная аттестация (экзамен) IV семестр
вариант 1**

1. Read the text. Look through the statements below and decide whether they are true or false. Put "T" if the statement is true, put "F" if the statement is false.



Travel Agencies.

Every person sooner or later appears to be a traveler. He may once find it necessary to travel for business or for pleasure. The easiest way to do that is to apply to a travel agency. You will save a lot of time, and avoid unnecessary headaches. The thing is you will buy a ready-made product with all the ingredients you hold important. You will buy it with no hurry and tiring queues, and at a low cost.

Just imagine looking for tickets, hotels, coaches, cars, sightseeing tours, guides, and what not on your own at different companies providing such services. Besides, all those separate services would cost you much more than a package tour.

There are plenty of travel agencies in every country available for tourists use. They are like numerous shops selling numerous products. There is usually a wide choice of products from various rail or air tickets to various tour packages. Like shops travel agencies are normally specializing in particular products: services and destinations.

Travel clerks in their turn like friendly shop assistants help customers to choose the right product at the best price for them. The primary concern of a good travel agent is to offer every customer a good bargain.

In civilized countries there is no cheating: travel agents do their best to make you their regular customers. That is to your advantages as well: being a regular customer gives you more and more discounts from a regular tour price. A day may come when you will enjoy complimentaries as a bonus: a complimentary sightseeing tour or a free pass to an exhibition

1. You will enjoy a complimentary tour package.
2. Being a regular customer does not give any discounts.
3. In civilized countries there is no cheating.
4. A good travel agent offers every customer a good bargain.
5. Travel operators are normally specializing in particular products.
6. There is usually a wide choice of products in tourist outlets.
7. The easiest way to choose a tour is to apply to different travel agencies.
8. Every person may once find it necessary to travel for treatment.
9. You will save a lot of time efforts and money applying the travel agency.
10. There are plenty of travel agencies in every country.

2. Select the correct answer:

11. Each guest room has special...

- a. activities
- b. facilities
- c. availability

12. A hotel provides ...

- a. accommodation
- b. decoration
- c. provision

13. A porter is an employee who ...

- a. helps the guests with the luggage
- b. registers the guests
- c. checks on the services



14. A guest can have his suit cleaned in a ...

- a. room service
- b. reception
- c. laundry and dry cleaning

15. A motel is a place which provides ...

- a. the greatest number of recreational facilities
- b. a parking place
- c. all possible convention facilities

16. Concierges are employees who ...

- a. give the room key
- b. help the guests with the luggage
- c. provide all kinds of useful information

17. At the barber's a guest can ...

- a. buy a gift
- b. cut the hair
- c. book a flight

18. "Specialty of the house" means ...

- a. the dish offered by this particular restaurant
- b. the dish offered today
- c. a seasonal dish

19. The wines are usually listed ...

- a. on the menu
- b. in the wine list
- c. either on the menu or in the wine list

20. A complaint is ...

- a. expression of satisfaction
- b. expression of dissatisfaction
- c. expression of disappointment

3. Select the correct answer:

21. Can I speak to Mr. Trace, please? He's in room 451.

- a. "The line is busy, may I place you on the hold?"
- b. "I'm busy, hold on".
- c. "No problem".

22. What room is Mr. S. staying at?

- a. "At 306".
- b. "I'll be glad, but I'm unable to give you this information".
- c. "I can't assist you".

23. Can I reserve a table for two for tonight?

- a. "My pleasure to transfer you to the restaurant manager".
- b. "That's the wrong number".
- c. "Hold on!"

24. Good bye. Thank you for the information.

- a. "Thank you for calling, Mr. T. Good bye".



в. "Buy-bye".

с. "See you!"

25. Are there facilities for the disabled?

а. "Yes, sir".

в. "No, sir".

с. "Yes, sir. We have special bedrooms for the disabled".

26. What about room service?

а. "Yes, we have one".

в. "That's a 24 hour service, madam. Just ring from your room".

с. "Can you ask someone else?"

27. Can I reserve the room now?

а. "Certainly, sir. Can I have your name, please?"

в. "Yes, sir".

с. "It's no problem".

28. My name is Gefferson.

а. "Repeat the name, please".

в. "Could you spell the name, please?"

с. "Spell the name, will you?"

29. Unfortunately, I don't have a confirmed reservation.

а. "I'll check what I can do for you".

в. "I can't help you. The hotel is fully booked".

с. "There's one more hotel nearby. Try it".

30. We mustn't open a business fax/email with

а. Dear Sir/ Madam

в. Hello darling!

с. Dear Ms / Mr / Mrs

4. Pick out the right word to the following definitions:

31. Great difficulties, problems

а) friendship

б) hardships

с) discomforts

32. A way planned or followed from one place to another
tour

haste

route

33. Accommodation which you rent, you cook for yourself



self-service flat
self-catering

34. Cheap accommodation, mainly for young people, with, perhaps, 10 or more people sleeping in bunk beds in one room

youth hostel
youth hotel
camp site

35. The place to which someone or something is going

desperation
destruction
destination

36. Go on a long walk in the countryside

a) to trek
b) to ramble
c) to hump

37. The distance covered and the time spent in going from one place to another

a) tour
b) travel
c) journey

38. A place where you can pitch a tent or park a caravan

a) caravan-site
b) holiday camp
c) resort

39. Accommodation which one owns, say, a 26th part and so has the right to stay there for 2 weeks every year

a) time-share
b) share-holder
c) time-share apartment

40. A long journey by sea or in space

a) cruise
b) travel
c) voyage

5. Select the correct answer:

41. My salary isn't _____yours.

a) as high
b) as high as
c) so high



42. _____ 200 people applied for the job.
a) nearly
b) beside
c) besides
43. I'd rather you _____ anyone what I said.
a) not tell
b) didn't tell
c) not to tell
44. It was _____ flight to Moscow.
a) three-hours
b) a three-hour
c) three-hour
45. _____ he has a very responsible job, he isn't well-paid.
a) even though
b) although
c) despite
46. When we were on _____ holiday we stayed at _____ hotel.
a) -, a
b) the, a
c) a, the
47. If she _____ a seat-belt, she would have been injured in the crash.
a) had worn
b) had been wearing
c) hadn't been wearing
48. I really can't imagine _____ tonight.
a) coming
b) come
c) came
49. "I'm feeling tired." " _____."
a) Neither do I
b) So am I
c) I am either
50. If you _____ yellow and green, you _____ orange.
a) 'll mix, get
b) mix, get
c) 'll mix, 'll get



Промежуточная аттестация (экзамен) IV семестр вариант 2

1. Read the text. Look through the statements below and decide whether they are true or false. Put "T" if the statement is true, put "F" if the statement is false.

People travel for business or for pleasure. The easiest way to do that is to apply to a travel agency. You will save a lot of time, and avoid unnecessary headaches. The thing is you will buy a ready-made product with all the ingredients you hold important. You will buy it with no hurry and tiring queues, and at a low cost.

Just imagine looking for tickets, hotels, coaches, cars, sightseeing tours, guides, and what not on your own at different companies providing such services. Besides, all those separate services would cost you much more than a package tour.

There are plenty of travel agencies in every country available for tourists use. They are like numerous shops selling numerous products. There is usually a wide choice of products from various rail or air tickets to various tour packages. Like shops travel agencies are normally specializing in particular products: services and destinations.

Travel clerks in their turn like friendly shop assistants help customers to choose the right product at the best price for them. The primary concern of a good travel agent is to offer every customer a good bargain.

In civilized countries there is no cheating: travel agents do their best to make you their regular customers. That is to your advantages as well: being a regular customer gives you more and more discounts from a regular tour price. A day may come when you will enjoy complimentaries as a bonus: a complimentary sightseeing tour or a free pass to an exhibition

1. People enjoy a complimentary tour package.
2. Being a regular customer does not give any discounts.
3. In civilized countries there is no cheating.
4. A good travel agent offers every customer a good bargain.
5. Travel operators are normally specializing in particular products.
6. There is usually a wide choice of products in tourist outlets.
7. The easiest way to choose a tour is to apply to different travel agencies.
8. Every person may once find it necessary to travel for treatment.
9. You will save a lot of time efforts and money applying the travel agency.
10. There are plenty of travel agencies in every country.

2. Select the correct answer

11. A porter is an employee who ...
a.helps the guests with the luggage
b.registers the guests
c.checks on the services

12.Each guest room has special...
a.activities
b.facilities
c.availability



13. A hotel provides ...
a. accommodation
b. decoration
c. provision
14. A guest can have his suit cleaned in a ...
a. room service
b. reception
c. laundry and dry cleaning
15. A motel is a place which provides ...
a. the greatest number of recreational facilities
b. a parking place
c. all possible convention facilities
16. Concierges are employees who ...
a. give the room key
b. help the guests with the luggage
c. provide all kinds of useful information
17. At the barber's a guest can ...
a. buy a gift
b. cut the hair
c. book a flight
18. "Specialty of the house" means ...
a. the dish offered by this particular restaurant
b. the dish offered today
c. a seasonal dish
19. The wines are usually listed ...
a. on the menu
b. in the wine list
c. either on the menu or in the wine list
20. A complaint is ...
a. expression of satisfaction
b. expression of dissatisfaction
c. expression of disappointment
3. Select the correct answer
21. Good bye. Thank you for the information.
a. "Thank you for calling, Mr. T. Good bye".
b. "Buy-bye".
c. "See you!"



22. What room is Mr. S. staying at?

- a. "At 306".
- в. "I'll be glad, but I'm unable to give you this information".
- с. "I can't assist you".

23. Can I reserve a table for two for tonight?

- a. "My pleasure to transfer you to the restaurant manager".
- в. "That's the wrong number".
- с. "Hold on!"

24. Can I speak to Mr. Trace, please? He's in room 451.

- a. "The line is busy, may I place you on the hold?"
- в. "I'm busy, hold on".
- с. "No problem".

25. Are there facilities for the disabled?

- a. "Yes, sir".
- в. "No, sir".
- с. "Yes, sir. We have special bedrooms for the disabled".

26. What about room service?

- a. "Yes, we have one".
- в. "That's a 24 hour service, madam. Just ring from your room".
- с. "Can you ask someone else?"

27. Can I reserve the room now?

- a. "Certainly, sir. Can I have your name, please?"
- в. "Yes, sir".
- с. "It's no problem".

28. My name is Gefferson.

- a. "Repeat the name, please".
- в. "Could you spell the name, please?"
- с. "Spell the name, will you?"

29. Unfortunately, I don't have a confirmed reservation.

- a. "I'll check what I can do for you".
- в. "I can't help you. The hotel is fully booked".
- с. "There's one more hotel nearby. Try it".

30. We mustn't open a business fax/email with

- a. Dear Sir/ Madam
- в. Hello darling!
- с. Dear Ms / Mr / Mrs

4. Pick out the right word to the following definitions



32. Accommodation which you rent, you cook for yourself

- a) self-service flat
- b) self-catering
- c) _____

32. A way planned or followed from one place to another

- a) tour
- b) haste
- c) route

33. Great difficulties, problems

- a) friendship
- b) hardships
- c) discomforts

34. Cheap accommodation, mainly for young people, with, perhaps, 10 or more people sleeping in bunk beds in one room

- a) youth hostel
- b) youth hotel
- c) camp site

35. The place to which someone or something is going

- a) desperation
- b) destruction
- c) destination

36. Go on a long walk in the countryside

- a) to trek
- b) to ramble
- c) to hump

37. The distance covered and the time spent in going from one place to another

- a) tour
- b) travel
- c) journey

38. A place where you can pitch a tent or park a caravan

- a) caravan-site
- b) holiday camp
- c) resort

39. Accommodation like a hotel but cheaper and fewer services

- a) youth hostel
- b) quest house
- c) holiday camp

40. A long journey by sea or in space

- a) cruise



- b) travel
- c) voyage

5. Select the correct answer

41. "I'd love a glass of juice." " _____."

- a) So would I
- b) So I would
- c) I am also

42. The plane is expected _____ an hour ago.

- a) to land
- b) land
- c) landing

43. I didn't get the job _____ my qualifications.

- a) despite
- b) although
- c) though

44. I prefer _____ to _____ by train.

- a) to drive, travel
- b) driving, travel
- c) driving, travelling

45. My salary isn't _____ yours.

- a) as high
- b) as high as
- c) so high

46. I can't stand _____ in the rush hour.

- a) drive
- b) driving
- c) to drive

47. She _____ around America for two months. She _____ only two states so far.

- a) travelled, has visited
- b) has been travelling, visited
- c) has been travelling, has visited

48. During the night the tourists _____ up by loud screams.

- a) woke
- b) are woken
- c) were woken

49. If I _____ where she lived I wouldn't have phoned you.

- a) know
- b) had known



c) knew

50. Last year we visited _____ Netherlands and Germany.

a) the, —

b) -, -

c) -, the