



МИНОБРНАУКИ РОССИИ
Федеральное государственное бюджетное образовательное учреждение
высшего профессионального образования
«РОССИЙСКИЙ ГОСУДАРСТВЕННЫЙ
УНИВЕРСИТЕТ ТУРИЗМА И СЕРВИСА»
ФГБОУ ВПО «РГУТиС»

Филиал ФГБОУ ВПО «РГУТиС» в г. Махачкале

Директор филиала
ФГБОУ ВПО «РГУТиС»
в г. Махачкале
Хацбабаева З.М.



«29» августа 2015 г.

ФОНД ОЦЕНОЧНЫХ СРЕДСТВ

ДИСЦИПЛИНЫ

Б1.Б.3 «ИНОСТРАННЫЙ ЯЗЫК»

основной образовательной программы высшего образования – программы
академического бакалавриата

по направлению подготовки 38.03.01 «Экономика»

профиль: экономика и финансы организаций

Квалификация: бакалавр

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Оценочные средства по формам контроля:

Текущий контроль(I семестр)	
Контроль по блоку 1	
Б1.Б.3-1-61 (включительно) комплект тестов 2 независимых варианта	Блок 1. Моя визитная карточка
Содержание задания для рубежного контрольно-проверочного тестирования	Контроль проводится в форме тестирования по темам 1 - 4 Блока 1. Целью проведения контроля по блоку 1 «Моя визитная карточка» 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 «Моя визитная карточка»
1 вариант**

Б1.Б.3-1-30

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

**Контроль по блоку 1 «Моя визитная карточка»
2 вариант**

Б1.Б.3-31-60

I. Choose the correct version



1. 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 Tom.
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 6.30.
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)
30. What have you got... your bag?
a) in
b) at
c) on

Текущий контроль по блоку 2	
Б1.Б.3- 61-121 (включительно) комплект тестов 2 независимых варианта	Блок 2. Высшее образование.
Содержание задания для рубежного контрольно-проверочного тестирования	Контроль проводится в форме тестирования по темам 4 - 8 Блока 2. Целью проведения контроля по блоку 2 «Высшее образование» 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.
	Пороги оценок (количество правильных ответов)



Критерии оценки по содержанию и качеству	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.

**Текущий контроль по блоку 2
1 вариант**

Б1.Б.3-61-121

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
- youth hostel
 - youth hotel
 - camp site
20. The place to which someone or something is going
- desperation
 - destruction
 - destination
21. The suitcase nearly____, but I was willing to ____ a dozen ones to catch train
- book
 - buy
 - burst
22. It took the porter three trips to ____ it all
- transfer
 - transit
 - transport
23. If you are still disappointed, ____ an appointment with the travel clerk
- book
 - obtain
 - make
24. The adults have at last discovered that the boy scouts ____ on a good thing all these years
- have been
 - have got
 - have to be
25. As the driver drove breakneck speed I felt my heart_____
- to sink
 - sank
 - sink
26. Most of travel companies are able ____ separate services
- arrange
 - to arrange
 - arranging
27. A part of travel agents duty____ responding to the callers queries
- 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 (зачет)	
1 семестр	
Контроль по блокам 1 и 2.	
Б1.Б.3-122-222 (включительно) комплект тестов 2 независимых варианта	Блок 1. Моя визитная карточка. Блок 2. Высшее образование.
Содержание задания для рубежного контрольно-проверочного тестирования	Контроль проводится по темам Блока 1 и Блок 2. Целью проведения контроля является определение уровня усвоения студентами пройденного материала и определение уровня развития языковых компетенций. Задания промежуточного 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 (зачет)

1 семестр

1 вариант

Б1.Б.3-122-222

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 hear.
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 needinformation .
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 Wewalking 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 (зачет) 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	
Б1.Б.3-223-283 (включительно) КОМПЛЕКТ ТЕСТОВ 2 НЕЗАВИСИМЫХ ВАРИАНТА	Блок 3. Язык и культура.
Содержание задания для рубежного контрольно-проверочного тестирования	Контроль проводится в форме тестирования по темам по темам 9 - 11 Блока 3. Целью проведения контроля по блоку 3 «Язык и культура» 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.

Текущий контроль по блоку 3 (II семестр)

1 вариант

Б1.Б.3-223-283

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. 29) He drove at ... speed through 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)folding, 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 «Индустрия туризма и гостеприимства»	
Б1.Б.3-629	Презентация по теме: «Отели мира».
Содержание задания для рубежного контрольно-проверочного мероприятия	1. Презентация является видом текущего контроля, проводится по темам Блока 4. 2. Целью проведения контроля является определение уровня усвоения студентами пройденного материала, знание общенаучной лексики и профессиональной терминологии.



		<p>3. Презентация проводится в устной форме на английском языке.</p> <p>4. Тему презентации студент выбирает самостоятельно.</p> <p>5. Контроль по блоку 4 является обязательным.</p>
Требования к выполнению задания	к	<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		<p>1. Оценку презентации дают члены экспертного жюри. При обработке результатов оценочной</p>



результатов оценочных процедур	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.
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Текущий контроль (II семестр)	
Контроль по блоку 4	
Б1.Б.3-284-344 (включительно) 2 независимых варианта	Блок 4 Индустрия туризма и гостеприимства
Содержание задания для рубежного контрольно-проверочного тестирования	Контроль проводится в форме тестирования по темам по темам 12 - 15 Блока 4. Целью проведения контроля является определение уровня развития языковых компетенций. Контроль по блоку 4 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	1. При обработке результатов оценочной процедуры используются ключи тестов, содержащие правильные ответы на тестовые задания.



процедур	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 4 (II семестр)
1 вариант**

Б1.Б.3-284-344

I. Choose the correct version

- Princess Diane didn't have any chance _____ after such terrible automobile crash.
a) to surviving c) of surviving
b) to survive d) of survival
- Don't trouble trouble until trouble _____ you.
a) 'll trouble c) troubles
b) won't trouble d) trouble
- 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
- 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
- Don't worry _____ late tonight.
a) if I'll be c) when I'll be
b) if I am d) if I be
- 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



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



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



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

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

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

- a) has crossed c) crossed
b) had been crossing 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 c) had known
b) knew d) will know

Промежуточная аттестация (зачет) II семестр	
Контроль по блокам 3 и 4	
Б1.Б.3- 345-405 комплект тестов (включительно) 2 независимых варианта	Блок 3. Язык и культура. Блок 4. Индустрия туризма и гостеприимства.
Содержание задания для рубежного контрольно- проверочного тестирования	Контроль проводится в форме тестирования по темам по темам Блока 3 (Темы 9-11) и Блока 4 (Темы 12 - 15). 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 30 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	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 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

Б1.Б.3-345-405

Вариант 1.

I. Choose the correct version

- 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
- The departure..... for flights close ten minutes before the aircraft departure time.
a) door b) gates c) exit
d) entrance e) cabin f) fence
- To..... plane train or boat is to get on.
a) board b) jump c) kick
d) rush e) move f) ride
- The area where passengers wait is called:
a) departure gate b) department c) deck
d) departure lounge e) cabin baggage f) destination
- The area in the plane where the passengers sit is called.....
a) crew b) room c) cabin
d) hall e) basement f) area
- Every..... baggage must be labeled.



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	
Б1.Б.3- 406-466 (включительно) комплект тестов 2 независимых варианта	Блок 5 Проблемы молодежи.
Содержание задания для рубежного контрольно- проверочного тестирования	Контроль проводится в форме тестирования по темам Блока 5 (Темы 16 - 18). Целью проведения контроля является определение уровня усвоения студентами пройденного материала и определение уровня развития языковых компетенций. Контроль по блоку 5 является обязательным.



Требования к выполнению задания	<ol style="list-style-type: none">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	<p>Пороги оценок (количество правильных ответов)</p> <p>12 - 18 - удов, 19 - 24 – хор, свыше 24 - отл.</p> <p>Предел длительности всего контроля-60 минут, выбирается только один из 4 дискурсов.</p> <p>Предел длительности ответа на каждый вопрос 2 минуты.</p>
Методика обработки и форматы представления результатов оценочных процедур	<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 1 недели после проведения процедуры. Форма представления – запись в электронном журнале.

Текущий контроль по блоку 5 (III семестр)

Б1.Б.3-406-466

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 ..»
 - a) room service
 - b) tour agency
 - c) reception desk

9. A hotel provides ...
 - a) accommodation
 - b) decoration
 - c) provision

10. A guest can leave cash, valuables, travelers' checks ..
 - a) in the room
 - b) in safety deposit boxes



c) on the premises

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

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

12. A cashier will need to prepare the bill.

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

13. A motel is a place which provides .

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

14. A resort hotel is usually located ...

- a) in the city center
- b) in recreational area
- c) along the highways

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

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

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. 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
- c) 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	
Б1.Б.3- 467-527 (включительно) комплект тестов 2 независимых варианта	Блок 6. Будущая профессия.
Содержание задания для рубежного контрольно-проверочного тестирования	Контроль проводится в форме тестирования по темам Блока 6 (Темы 19-22). 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.
	Пороги оценок (количество правильных ответов)



Критерии оценки по содержанию и качеству	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 6 (III семестр)

Б1.Б.3-467-527

1 вариант

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 6 (III 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 nights.

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		

Промежуточная аттестация (III семестр)

экзамен

Контроль по блокам 5 и 6

Б1.Б.3-528-628
(включительно)
комплект тестов
2 независимых
варианта

Блок 5. Проблемы молодежи.
Блок 6. Будущая профессия.

Содержание задания для
рубежного контрольно-
проверочного
тестирования

Контроль проводится по темам Блоков 5 и 6.
Целью проведения контроля является определение
уровня усвоения студентами пройденного
материала за 3 семестр и определение уровня
развития языковых компетенций. Задания
промежуточного 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.



	<p>2. На выполнение одного вопроса студенту дается 2 минуты.</p>
<p>Критерии оценки по содержанию и качеству</p>	<p>Пороги оценок (количество правильных ответов)</p> <p>0-24 – неудов. 25 - 30 - удов, 31 - 45 – хор, свыше 46 - отл.</p> <p>Предел длительности всего контроля- 1 час 40 минут, выбирается только один из 4 дискурсов.</p> <p>Предел длительности ответа на каждый вопрос 2 минуты.</p>
<p>Методика обработки и форматы представления результатов оценочных процедур</p>	<p>1. При обработке результатов оценочной процедуры используются ключи тестов, содержащие правильные ответы на тестовые задания.</p> <p>2. Результаты оценочной процедуры представляются обучающимся в срок не позднее 2х часов после проведения процедуры.</p>

Промежуточная аттестация (экзамен) III семестр

Б1.Б.527-627

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



- в.reception
с.laundry and dry cleaning
15.A motel is a place which provides ...
а.the greatest number of recreational facilities
в.a parking place
с.all possible convention facilities
16.Concierges are employees who ...
а.give the room key
в.help the guests with the luggage
с.provide all kinds of useful information
17.At the barber's a guest can ...
а.buy a gift
в.cut the hair
с.book a flight
18."Specialty of the house" means ...
а.the dish offered by this particular restaurant
в.the dish offered today
с.a seasonal dish
19.The wines are usually listed ...
а.on the menu
в.in the wine list
с.either on the menu or in the wine list
20.A complaint is ...
а.expression of satisfaction
в.expression of dissatisfaction
с.expression of disappointment

3.Select the correct answer:

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

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

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

- а."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?

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

24.Good bye. Thank you for the information.

- а."Thank you for calling, Mr. T. Good bye".
в."Buy-bye".
с."See you!"



25. Are there facilities for the disabled?

- a. "Yes, sir".
- b. "No, sir".
- c. "Yes, sir. We have special bedrooms for the disabled".

26. What about room service?

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

27. Can I reserve the room now?

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

28. My name is Gefferson.

- a. "Repeat the name, please".
- b. "Could you spell the name, please?"
- c. "Spell the name, will you?"

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

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

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

- a. Dear Sir/ Madam
- b. Hello darling!
- c. Dear Ms / Mr / Mrs

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

31. Great difficulties, problems

- a) friendship
- b) hardships
- c) 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
c) not to tell
b) didn't 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) '11 mix, get
b) mix, get
c) '11 mix, '11 get

**Промежуточная аттестация (экзамен) III 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".
- 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".



в. "That's the wrong number".

с. "Hold on!"

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

а. "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?

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

32. Accommodation which you rent, you cook for yourself

а) self-service flat

б) self-catering

с) _____

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

а) tour

б) 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) -,