

МИНИСТЕРСТВО ОБРАЗОВАНИЯ И НАУКИ
РОССИЙСКОЙ ФЕДЕРАЦИИ
ФГАО ВПО
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Кафедра иностранных языков в сфере экономики, бизнеса и финансов
ИУЭиФ КФУ

Учебно-методическая разработка

INTERNATIONAL TOURISM

по дисциплине «Английский язык»

для проведения практических занятий

со студентами I курса направлений

43.03.01 «Сервис», 43.03.02 «Туризм», 43.03.03 «Гостиничное дело»

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ВВЕДЕНИЕ

Учебно-методическое пособие подготовлено на кафедре иностранных языков в сфере экономики, бизнеса и финансов ИУЭиФ, К(П)ФУ и предназначено для студентов первого курса 2 семестра очного обучения по направлению: 43.03.01 «Сервис», 43.03.02 «Туризм», 43.03.03 «Гостиничное дело». Основной целью курса «Английский язык в сфере сервиса, туризма и гостиничного дела» является изучение практических аспектов владения разговорной речью и языком специальности как средства учебы в контексте межкультурной компетенции и профессионального общения. Практические результаты изучения достигаются путем коммуникативно-ориентированного обучения, что помогает приобрести способность к эффективной работе по специальности на уровне мировых стандартов, сформировать готовность к постоянному самосовершенствованию в области изучения английского языка в сфере социокультурных и профессиональных интересов в течение всей жизни.

В пособии представлен аутентичный материал и тексты, сопровождающиеся упражнениями и ролевыми играми. Структура и содержание данного пособия предполагают творческий подход к обучению и самообучению.

Учебно-методическое пособие соответствует учебной программе ФГОС ВПО третьего+ поколения по дисциплине «Английский язык», направлениям 43.03.01 «Сервис», 43.03.02 «Туризм», 43.03.03 «Гостиничное дело».

Настоящее издание включает шесть разделов: 1. Transport (Транспорт), 2. Booking. (Бронирование). 3. Accommodation. Hotel. (Размещение. Отель.), 4. Welcoming guests (Встречаем гостей), 5. Cuisine. (Кухня). 6. Visiting places of interest (Посещение достопримечательностей).

В дополнение ко всем разделам методического пособия авторами представлен список лексических единиц по каждой теме (Glossary), способствующих формированию лексико-когнитивного восприятия аутентичных текстов и речи в академическом дискурсе.

UNIT 1. TRANSPORT

I. WARM-UP



1. Look at the pictures. Tell another student which situation appeals to you most and why.

2. Discuss these questions with other students:

- Do you prefer to travel by car, plane, ship, train or bus? Why? What other kinds of transport do you know?
- How do you like to pass the time on long journeys?
- What do you enjoy about tourism? What don't you enjoy? Why?
- Some people say that "travel broadens the mind". Do you agree with this? Why/Why not?

3. Put these words from the box into each of the columns in the table according to transport type. Check your answers with students.

tram	bus	passenger train	yacht	airplane	jet	sport
car	express	local train	coach	ferry	aircraft	
		van	liner			
road		rail		sea		air
<i>tram</i>						

II. READING

PREPARING TO READ

1. Put the following in order of importance to you when you travel?

comfort safety price reliability speed

2. What kind of transport is the fastest?

3. What advantages and disadvantages can you mention about a plane?

4. Now read the article. The airports mentioned in the advert are in London, Paris, Tokyo, New York and Los Angeles.

WHILE READING



By the time you finish this sentence, a Boeing jetliner will take off or land somewhere in the world.

At any given moment of any day, thousands of people are taking off aboard Boeing jetliners. Thousands of others are just landing.

This ebb and flow of passengers and planes goes on around the clock at major airports around the globe. At Heathrow. De Gaulle. Narita. JFK. LAX. And hundreds of others.

It all adds up to nearly two million people flying on Boeing airplanes. Day after day. Every day of the year. In fact, every 2,5 seconds a Boeing jet takes off or lands somewhere on earth.

Boeing. We don't just deliver a lot of airplanes. We deliver a lot of people.

1. Which words or expressions in the text mean...?

- a large modern plane
- people who travel by plane
- continues
- 24 hours a day
- important
- traveling by air

2. Decide whether the following statements about the text are true or false.

1. There are thousands of bored passengers on Boeing planes.

2. Narita, JFK, LAX are major airports.
3. Boeing planes land and take off at hundreds of airports.
4. More than two million people fly on Boeing planes each day.
5. A Boeing jet takes off or lands every 2,5 seconds.

III. DISCUSSION

1. Try to remember your first experience travelling by plane. Where did you fly? When?

IV. GRAMMAR

Speaking about past. Past tenses.

Tense.	Past Simple	Past Continuous	Past Perfect
Meaning.	The action happened (started and ended) in the past; there is no connection with the present.	1. The action (past continuous) was going on in the past when another action (simple past) happened. 2. The action was going on at a specific point of time in the past.	The action (past perfect) happened before another past action (simple past) or before a specific point of time in the past.
Formula.	☺ + V + <i>ending</i> -ed/ participle	☺ + was/were + V + <i>ending</i> -ing	☺ + had + V + <i>ending</i> -ed/ participle II
Examples.	<i>He visited her twice last year. He came back last week.</i>	<i>While he was sleeping, the telephone rang. At this time last year they were living in Paris.</i>	<i>By the time he returned, I had finished my work on the report. Until yesterday, I had never seen that man in our office.</i>
Key words.	yesterday; last week; last year; in 1984; in 2007; an hour ago; a year ago; a long time ago	while; when; at five o'clock yesterday	by the time; before; after; when (in the meanings "by the time; after"); before last week; by two o'clock yesterday

1. Complete this travel story about a ferry crossing with the verbs in brackets in the correct tense: past simple, past continuous, past perfect.

Did I tell you about the time I went (go) to France on a ferry? I was going on holiday with my family and we _____1 (travel) by car, but we needed to get the ferry from England. We _____2 (just/finish) a lovely buffet supper when the ship started to rock. There was a storm, you see. It wouldn't have been so bad if I _____3 (not/eat) so much, but I get seasick quite easily and that night I _____4 (feel) absolutely awful!

I _____5 (share) a cabin with my parents and older sister and spent most of the night being sick in the tiny bathroom! It was about 1 a.m. and I _____6 (try) to get to sleep when there was a knock on the door. It was the ship's steward asking for Dr Pacek – my sister! The man said that, unfortunately, one of the passengers _____7 (have) a heart attack and had died. They needed a doctor to confirm she was dead and sign the death certificate as it was an overnight journey. So, my sister _____8 (get up), but asked me to go along with her.

Now, the ship _____9 (still/roll) about and while my sister was dealing with the poor dead woman and the cabin crew, I _____10 (sit) on the floor outside their cabin, waiting. Eventually I think we went to bed at about 3.00a.m. it had been a terrible night, but by the morning the sea had calmed down.

V. WATCH AND LISTEN

PREPARING TO WATCH

1. Have a look at the pictures. In your opinion, what transport is going to be spoken about?



2. Check your predictions. Follow the link: <https://www.youtube.com/watch?v=ym8fvql4reM> and watch the video.

WHILE WATCHING

3. What is bicycle travel? Fill in the gaps the missing reasons why people travel by bicycle.

Bicycle travel isn't about bike. It is about going slowly. _____
 _____¹and seeing it for the first time. It is about you doing something
 _____². It is about _____
 _____³ you have never been. It is about _____⁴ and flying down
 _____⁵. It is about _____⁶. It is about _____⁷ for
 instance: for finding the best meal you have ever had. It is about getting
 _____⁸ to find yourself. Most of all it is about people!

Travel by bike. Live more.

VI. DISCUSSION

1. What are the main reasons for travelling by bicycle from your point of view?

VII. WRITING

1. Write down a short essay why people should try to travel by car/ bus/ coach/ ship/ plane/ foot/ jet/ train/ express and so on.

VIII. GLOSSARY

traveling by ...			
rail	bus / coach	air	sea
station	bus terminal	Airport/ jet	port
train	bus	aircraft	ship
catch / get on	catch / get on /	get on / board	boat
get off	board	get off / disembark	yacht
platform	get off	departure gate	embark
passenger train	van	passenger jet /	disembar
express	departure gate	airplane	liner
depart / leave	coach / bus	flight	ferry
arrive	depart / leave	take off	voyage
passenger train	arrive	land	sail
local train	bus driver	pilot	bridge
		arrive	captain
car	bicycle		depart
get in/off	ride		
sport car			
drive			

IX. VOCABULARY

1. Study the vocabulary above.
2. Choose the correct alternatives.
 - a) The flight was delayed by an hour so we had time to do some duty-free shopping before take off/ landing.
 - b) Charlene took her riding/ driving test yesterday and passed first time. She's now bought herself a car.
 - c) His flight arrives/ flies at 9 o'clock tomorrow morning.
 - d) The boat departs/ lands at midday so you have the whole morning to get ready.
 - e) The train leaves/gets off the station at 2a.m. It doesn't stop at Milan.

X. TEST

1. Put the correct preposition into the gaps. Prepositions are given in a box. You can use preposition more than 1 time.

on, off, in, by

- a) During my traveling I missed my parents so much. When I got___ at the train they were waiting for me at the platform.
- b) Every day thousands of people take___ aboard jets. Thousands of others are just landing.
- c) If you want to drive a car you should get___ the car and then get ___.
- d) Millions of people all over the world prefer to travel ___ car, ___train, ___ship.
- e) The fastest way of travelling is travelling ___ plane, but the most cheapest way is travelling ___ foot.

2. Complete the sentences with past simple, past continuous and past perfect.

My last overseas business trip 1___ (be) a nightmare from start to finish. First of all there was a delay on the way to the airport as there 2___ (happen) an accident on the freeway. When I 3 ___ (get) there I 4___ (find) the lower level of the airport was flooded. When we 5 ___(arrive) the subway was closed and there 6___ (be) no cabs at all. I 7 ___(try) to read the timetable when the bus 8 ___ (arrive). Then I 9 ___ (look for) the hotel about 20 minutes. I finally10 ___ (find) the hotel but the elevator was not working.

UNIT 2. BOOKING

I. WARM-UP

1. Look at the pictures. What is going to be spoken about?



2. Read the rules of behaving in any airport? Do you agree with them? If you have a chance what will you change?

Nowadays people mostly travel by air, as it's the fastest means of travelling. Passengers are requested to arrive at the airport 2 hours before departure time on international flights and an hour on domestic flights, as there must be enough time to complete the necessary airport formalities. Before passengers get on board the plane, they have to register their luggage. Each passenger is given a boarding pass to be shown at the departure gate and again to the stewardess when boarding

the plane. Landing formalities and custom regulations are more or less the same in all countries: while still on board the plane the passengers are given arrival cards to fill in. After the passengers have disembarked, officials will check his passport and visa. Then the passengers go to the custom for an examination of their luggage. As a rule personal belongings may be brought in duty-free. In some cases the custom inspector may ask you to open your bag for inspection.

3. Read the experience first Emma's flight. Remember your first experienced and tell another students.

As for me, I prefer to travel by plane. And now I would like to tell you about my first travelling by plane. It was in 1998 when I travelled to Italy. I travelled without parents, but with guide and other children. I don't remember exactly how much time it took to fly from Minsk to Venice, but I think it must be about 2 or 3 hours. During the flight I communicated with

my neighbors, I admired the view from my window and slept a bit. When we were landing in Venice I looked out of my window and saw the entire city at my hand. It isn't true, that there is no one road in Venice, but only water channels. I can say that only the third part of the city is covered with water. Then the plain landed. So, it was my first travelling by plane.

II. WATCH AND LISTEN

PREPARE TO WATCH AND LISTEN

1. Have a look at the pictures. In your opinion, what is going to be spoken about?



WHILE WATCHING AND LISTENING

1. Follow the link: http://twominenglish.com/video/301-At_the_Travel_Agency_Travel_English_Lessons_Tra.html and watch the video.

2. Complete the dialogues with the words in the boxes.

Booking a Ticket.

travel	next week	reach	return ticket	nonstop flight
		board flight	book	

Mike: Hello, I need to schedule my trip to Paris for 1_____?

Henrita: When would you like to 2_____?

Mike: I have to 3 _____ Paris by the 24th.

Henrita: Is this a round trip? Will you need a 4 _____, too?

Mike: Yes. Check that for 31st in the evening.

Henrita: Yes, there's a 5 _____ to Paris from Kennedy airport on 24th at 6AM. On 31st you may 6 _____ 309 which is also nonstop at 4:30PM.

Mike: Okay, fine. I think that can work for me.

Henrita: Would you like to 7 _____ the tickets then?

Mike: What's the cost?

Henrita: It'll be \$2750.

Mike: Do you accept cards?

Henrita: Yes, we do.

Booking a Hotel.

the rates for budget hotel for 3 nights help

Mike: I'd like to book a hotel in Paris, please.

Henrita: Sure, we can 8 _____ you find a great place.

Mike: Well, I need a 9 _____ that's near the marketplaces.

Henrita: Certainly, just give me a sec...Okay, here's one. It's the Belladonna on Locke Avenue.

Mike: What are 10 _____ 1 person?

Henrita: It costs \$150 per night. The room is big and has one queen size bed.

Mike: Okay, book that 11 _____ then, from 24th to 26th of this month.

Henrita: Certainly Sir, is there anything else I could help you with?

Mike: That'd all for now, thank you!

AFTER WATCHING AND LISTENING

1. Combine replicas into dialogue.

Enquiring for a Lower Fare.

Emma: I see. Let me talk to my husband and call you back.

Emma: I need to book three tickets in economy class for Tokyo on the 28th of May.

Emma: Are there any other cheaper flights?

Emma: No, just one way. How much is the fare?





Jack: This is the cheapest for that day. However, if you book for the 1st of June, you'll have to pay only \$4800 for three tickets on JAL.

Jack: It would be \$5570 for the three tickets.

Jack: How may I help you?

Jack: Okay...Yes, here's a flight on ANA from San Francisco to Tokyo. Would you like the return tickets, too?

2. Work with your partner. Make up a dialogue on a topic: Cancelling a Booking.

IV. READING

BEFORE READING

1. Look at the headline below and say what you think the article is going to be about.

WHILE READING

1. Read through the article fairly quickly to find out if you are right. In practical look for answers to these two questions:

a) Where did the story about the cows happen?

b) What is the story an example of?

2. There are four gaps in the text. Each one should contain a quotation. Choose a quotation from the list (A-D) below to fill each gap. Write the correct letter in the space.

A	'No, she was angry because the cows used to stop and look in at her as they went past the window.'
B	'particularly suitable for families with children'
C	'they should try and sort it out with a holiday company representative there and then.'
D	'The fact that their hotel is next to a road. How do they expect to get to their hotel if it's not next to a road?'

Dear travel agent, please stop the cows staring at me

For the next few weeks, tour operators will be sorting through the annual deluge of complaints. Ron Wheal, head of customer relations for Britain's biggest holiday company, which took more than a million abroad this summer, says, 'Holidaymakers are complaining about petty, silly little things. 'Such as? 1. ____.

Perhaps one of the most common complaints is that the holiday fails to live up to the brochure promises. A family from Berkshire with two young children were attracted by a two-week package in a three-star hotel that was described as 'friendly' and 2.____. It offered 'cots, baby minding high chairs and early suppers'. When they arrived, the hotel was not up to three-star standard, the staff were rude and the promised facilities for children were practically non-existent. An initial complaint which had been sent to the holiday company by the family was answered with an-'ex-gratia' payment of f30.

With the help of a consumer magazine, the family issued a summons claiming 9500 - which the holiday company eventually met in full.

One of the big travel successes of recent years has been the 'gite' holiday; a gite is self catering accommodation in France, often on a farm. The director of the Gite de France's London office recently received a telephone call from one client furious about the cows that passed in front of her gite. Was she complaining about the mess? 3._____

People who fail to do their research could find themselves in the Caribbean during the hurricane season. Mr Wheal says that if someone really wants action over a spoilt holiday. 4.____. Those who complain to the tour operator on their return and are unhappy with the response can take their case to the Association of British Travel Agents {ABTA) which will provide conciliation facilities free of charge.

DURING THE READING

3. Now read the article again and mark the following statements as either true or false. Underline the word or phrase which gives you your answer.

a) Ron wheal thinks that most of the complaints his company receives are reasonable.

b) The most frequent complaint is that a holiday is of a lower standard than expected.

c) The family from Berkshire expected that someone would be available to look after their young children.

d) The first thing they did was to write a letter of complaint to the company.

e) The company paid £500 as soon as they received the letter.



- f) If you stay at a gite, you have to prepare your own meals.
 g) The long-distance holiday company suggests that holidaymakers should find out about the area they intend to visit.
 h) Mr. Wheel suggests that people with complaints should contact ABTA as soon as they return home.

4. Complete the following sentences with the correct prepositions. All ten prepositions come from the text. Each preposition should be used once only.

on for as of with to about in by up

- 1 Many people were attracted the shop's special opening offers.
 2 The insurance company has agreed to meet our claim full.
 3 The shop repaired the clock completely free charge.
 4 The course was described suitable complete beginners.
 5 his return to England, he set about trying to find a job.
 6 I didn't think his work was to standard so I asked him to do it again.
 7 He made a search of the cellar the help of a torch.
 8 The neighbors are always complaining us our dog.

V. GRAMMAR

Speaking about the future. Future tense.

Tense.	Future Simple	Future Continuous	Future Perfect
Meaning.	The action will happen in the future.	1. The action (future continuous) will be going on when another future action happens. (Another future action is expressed by the simple present, because the future tense forms are not allowed in subordinate clauses of time.) 2. The action will be going on at a specific point of time in the future.	The action (future perfect) will happen before another future action or before a specific point of time in the future. (Another future action is expressed by the simple present, because the future tense forms are not allowed in subordinate clauses of time.)
Formula.	☺ + will + V	☺ + will be + V + ending -ing	☺ + will have + V + ending -ed/ participle II

Examples.	<i>She won't go to the party with us.</i>	<i>She will be working in London at this time next year.</i>	<i>By 2050, scientists will have found the cure for cancer.</i>
Key words.	tomorrow; week; soon; in a few days; in a year; in 2020.	at three this time when.	tomorrow; at by the time; by 2025; by next year; tomorrow; before; when (in the meaning "by the time").

1. Fill in each blank space with the correct future verb tense (simple future, future continuous, or future perfect):

1. Tomorrow I _____ (paint) all day.

- a) will be painting
- b) will paint
- c) will be paint

2. By the time we get there, the store _____ (close).

- a) will close
- b) will have closed
- c) closed

3. I _____ (see) you tomorrow at 3:00 PM.

- a) will see
- b) see
- c) will be seeing

4. After we finish this video, I _____ (see) all of this director's movies.

- a) will see
- b) will be seeing
- c) will have seen

5. P1: Can I come over in an hour? P2: No, I _____ (clean) the house.

- a) will clean
- b) will be cleaning
- c) clean

6. This time next week I _____ (drink) wine in Argentina.

- a) will drink
- b) drink
- c) will be drinking

7. She doesn't realize what kind of person he is, but she _____ (find out).

- a) will find out
- b) will be finding out
- c) will have found out

8. She insulted me. I _____ (speak) to her again!

- a) will never speak
- b) will never be speaking
- c) will have never spoken

9. If he continues drinking so fast, he _____ (drink) the whole bottle by midnight.

- a) will drink
- b) will have drunk
- c) will be drinking

10. She _____ (tell) me when her birthday is.

- a) will not have told

b) will not be telling

c) won't

tell

VI. TEST

1. Combine replicas into dialogue.

Cancelling a Booking.

- *Is there a flight on Wednesday evening?*
- *Thank you sir. Well, there is a flight leaving at half past eight next Wednesday, is it all right for you?*
- *Yes, sure.*
- *Good morning! I want to book a flight from London to Paris.*
- *Yes sir. When would you like to travel?*
- *There are no restrictions on this ticket. Can you give me your contact address?*
- *Yes, that's fine!*
- *Could you wait a minute while I check availability?*
- *Good morning! Can I help you?*
- *Thank you very much. Goodbye!*
- *Fine. Would you please check in one hour before departure? Here is your ticket, have a good flight!*
- *Of course! It's the Grand Hotel and the number is 2018550.*

2. Put the verbs into the correct form (future simple, future continuous, future perfect).

1. They (leave) _____ the classroom by the end of the hour.

2. She (return) _____ from the excursion by 6 o'clock.

3. By the end of the month I (live) _____ in this town for ten years.

4. By July the fifth they (study) _____ English for 3 years.

5. By 10 o'clock she (watch) _____ TV for 4 hours.

6. We (go) _____ home by next week.

7. He (read) _____ this book for 15 days by the end of this week.

8. They (be) _____ married for 40 years by the end of this month.

9. By 2018 we (live) _____ in Madrid for 20 years.

10. He (write) _____ a book by the end of the year.

11. By 9 o'clock, we (finish) _____ our homework.

12. By the end of this week we (work) _____ on the project for a month.



UNIT 3. ACCOMMODATION. HOTEL.

I. WARM-UP



- 1) What types of accommodation are available for travelers? Which do you prefer?
- 2) What are the differences between a 2 star and 5 star hotel?
- 3) How do you plan your holidays?

BEFORE READING

1. What criteria are important for you while choosing a place to stay?
2. Have you ever stayed in a hotel? Did you enjoy your experience?

WHILE READING

1. Read the text. Try to guess the meaning of the words in *italics* without a dictionary.

II. READING

The Worst Hotel in the World

The Hans Brinker Budget Hotel in Amsterdam **flaunts** its shortcomings. The hotel is proud to be **dubbed** the “worst hotel in the world.” The hotel **caters** to backpackers and students, and its **amenities** include hostel-style rooms equipped with

metal bunk beds and blue metal lockers from \$22.50 a night. The hotel’s advertising warns customers of its **squalid** conditions in advance. Past slogans include:

- *Improve your immune system – stay at Hans Brinker!*
- *It can’t get any worse. But we’ll do our best.*
- *Now with beds in every room.*
- *Proudly disappointing travelers for 40 years.*



The hotel’s disclaimer states: ‘Those wishing to stay at the Hans Brinker Budget Hotel, Amsterdam, do so at their own risk and will not hold the hotel **liable** for food poisoning, mental breakdowns, terminal illness, lost **limbs**, radiation poisoning, certain diseases associated with the 18th century, plague, etc.’

The hotel operates a strict eco-friendly policy, which includes no hot water in its showers and eco-friendly elevators (the stairs). It also encourages customers to dry off using the curtains to save the planet.

Here are some reviews from Tripadvisor.com from travelers who have **taken the plunge**:

– *The accommodation is extremely basic and some of the rooms look like prison dorms, but it's **cleanish** and cheap, the bar sells a cheap pint, and you do get breakfast (**albeit** pretty **dire!**).” (John W.)*

– *“Stayed here with a travel group last week. Had to be one of the worst experiences of the trip. At night, there were drunk people banging on the walls and they turned on the fire hose outside the room at 4 am and managed to get all our luggage wet. Please never stay here — Amsterdam is a wonderful city, but this truly almost ruined it for me.” (Ericholl94)*

The hotel manager Tijmen Receveur says the hotel’s approach is a hit with travelers and students. “They love our humour and sarcasm – and they have **diminished** their expectations to less than nothing,” he explains.

AFTER READING

1. Read the text and answer the questions:

- 1) How does the Hans Brinker Hotel protect the environment?
- 2) Name three positive comments about the hotel mentioned in the reviews.
- 3) What does the manager think about the hotel being labeled ‘the worst hotel in the world’?
- 4) Would you stay at the Hans Brinker Budget Hotel?
- 5) Have you stayed at such a place or had an experience like the second reviewer’s?

III. VOCABULARY

1. Match the words 1-10 with their meaning a-j:

- | | |
|----------------------------|---|
| 1. flaunt (verb) | a. responsible; legally answerable |
| 2. dub (verb) | b. provide a group (e.g. of people) with what is needed or required |
| 3. cater (verb) | c. commit yourself to a course of action you feel nervous about |
| 4. amenity (noun) | d. display sth you are proud of to others in order to impress them |
| 5. squalid (adj) | e. a useful feature of a building or place |
| 6. liable(adj) | f. extremely dirty/unpleasant, esp. as a result of poverty or neglect |
| 7. limb (noun) | g. an arm or leg of a person or animal |
| 8. take the plunge (idiom) | h. very bad (note: informal British English) |
| 9. albeit (conj) | i. give an unofficial name or nickname to sb or sth |
| 10. dire (adj) | j. although |
| 11. diminish (verb) | k. to make or become less |

2. Connect the idea(s) below to make a sentence.

E.g.	government / uprising	<i>The government plans to crush the uprising.</i>
1.	flaunt / amenity	
2.	Dub	
3.	cater / rich people	
4.	squalid / accommodation	
5.	liable / limb	
6.	take the plunge	
7.	dire / albeit	

IV. DISCUSSION.

1. Here are some questions and statements to help you to make a reservation. Read and translate them:

Front Desk Receptionist

- Enterprise Hotels, Lise speaking. How can I help you?
- What date are you looking for?
- How long will you be staying?
- How many adults will be in the room?
- I'm afraid we are booked that weekend.
- There are only a few vacancies left.
- We advise that you book in advance during peak season.
- Will two double beds be enough?
- Do you want a smoking or non-smoking room?
- The dining room is open from 4 pm until 10 pm.
- We have an indoor swimming pool and sauna.
- We serve a continental breakfast.
- Cable television is included, but the movie channel is extra.
- Take Exit 8 off the highway and you'll see us a few kilometers up on the left hand side.
- The rate I can give you is 99.54 with tax.
- We require a credit card number for a deposit



Guest

- I'd like to make a reservation for next week.
- Is it necessary to book ahead?
- Do you charge extra for two beds?
- How much is it for a cot?
- Do you offer free breakfast?
- Is there a restaurant in the hotel?
- Do the rooms have refrigerators?
- Do you do group bookings?
- Is there an outdoor pool?
- Do you have any cheaper rooms?
- When is it considered off- season?



2. Read the dialogue below and answer the questions:

1. Why did the caller phone this hotel?
2. Why can't the caller stay at the hotel on the September long weekend?
3. Why does the caller have to hang up and call back?

V. ROLE-PLAY

Student A:	You are a travel agent. Soon, your phone will ring.
Student B:	You would like to book a holiday but you haven't decided on a destination. Call your travel agent (Student A) and ask for his/her advice. Book a flight, accommodation, and get recommendations about things to do in the area.

DISCUSSION

- 1) What do you think of Amsterdam?
- 2) "Eco-friendly": is this just a way for companies to be cheap?
- 3) What do you think of traveler review websites, such as *Tripadvisor*? Do you use them?

VI. WATCH AND LISTEN

BEFORE WATCHING

1. How do you think, what people look for in a hotel?
2. Make a list of 5 most important and 5 least important things when choosing a hotel. Share your opinion with other students.



WHILE WATCHING

1. Follow the link: <http://www.youtube.com/watch?v=3Jx20prWkhA> and watch the video.
2. What criteria of choosing a hotel does Matt Black mention? Do you agree with him?

AFTER WATCHING

1. Do you have any points from your list coincided with ones from the video?
2. Think about criteria which are important for family travel/business trip/young people.

VI. GLOSSARY

ACCOMMODATION.	HOTEL.
albeit	liable
amenity	limb
book	linen
brochure	pull out
cater	squalid
dire	take the plunge
dub	towels
flaunt	valet
hot tub	vending machine
hotel manager	weight room



VIII. TEST

1. Fill in the gaps with the word in the box.

valet vending machine booked towels hotel manager
weight room brochures linen pull out hot tub

1. If you've never been to this city, you should take a look at our _____.
2. We do not have a _____ service. You'll have to park your car yourself.
3. The room has a _____ couch, so it will sleep an extra person.
4. We don't have any vacancies. We are completely _____.
5. After your long conference you can relax in the _____.
6. I'll call housekeeping and ask them to bring you some fresh _____.
7. If you need to do your workout we have a _____ on the third floor.
8. I'll let you voice your complaint about the rate to the _____.
9. Please put your used _____ in the basket and leave unused ones hanging on the rack.
10. If you need a midnight snack there's a _____ full of potato chips on your floor.

2. Translate the following sentences from Russian into English using the topical vocabulary.

1. В ходе реконструкции планируется уменьшить территорию парка и открыть кафе.
2. Персонал был очень внимателен к посетителям, старался угодить их просьбам и обеспечить всем необходимым.
3. На мой взгляд, цены здесь завышены. Номера удобные, включают в себя все необходимые удобства, но не более того.
4. Отель «Дива» был назван самым романтичным отелем Барселоны.

UNIT 4. WELCOMING GUESTS.

I. WARM-UP



1. Look at the pictures. What does each one make you think about?
2. What is traditional greeting in your country?
3. Think of examples of greeting in other countries.

II. READING

PREPARING TO READ

1. Name as many different ways of greeting as you can. Compare your ideas with other students.
2. Can you give any examples when difference in culture can cause misunderstanding or even problem?
3. Which situations can these items be used in? Which of them are acceptable to business meeting and which ones should be avoided?

shaking hands

kissing

exchanging business cards

giving presents

hugging

asking about family

making a joke

giving a nod

being direct

using first name

WHILE READING

1. Read the text below and check your predictions.

Modern Etiquette: Different cultures have different greetings

Methods and styles of greeting vary greatly around the world and it is important to know what is expected in differing circumstances. Here are some tips on meeting people from varied cultures:

When greeting Asians for the first time, it is a good general rule not to initiate the handshake. You may be forcing physical contact that the other person finds uncomfortable. Since the bow is the customary greeting in Japan, a slight bow of the head when responding to a proffered handshake greeting is appropriate.

Most Latins are more accustomed to physical contact. Even people who know each other only slightly may embrace as a greeting.

As for the Middle East, Muslims and Orthodox Jews avoid body contact with the opposite sex, but people of the same sex commonly hug when greeting each other. When shaking hands, men should be careful not to pull their hands away too quickly.

People from France, Spain, Italy and Portugal greet friends by kissing on both cheeks.

The smile is the near-universal gesture of friendliness, and, in America, its meaning is usually clear. In other cultures, the smile may be sending other signals. In some Latin cultures, for example, the smile may be used to say "Excuse me," or "Please."

In some Asian cultures, smiling is a gesture reserved for informal occasions, and smiling while being formally introduced would be considered disrespectful.

In many cultures, avoiding eye contact is a sign of respect. This can lead to misunderstandings. For example, there have been many cases of customers in the United States deciding they are being treated disrespectfully by Korean shopkeepers who would not look them in the eye.

2. Answer the questions 1- 7 by choosing from the list of countries (A-H) on the right below. Some of the choices may be required more than ones.

In which of these countries...

Physical contact is avoided	Spain
-----------------------------	-------

Kissing on both cheeks is a common greeting for friends Eye contact is a sign of disrespect You'd better avoid smiling while business meeting A slight bow of the head is more appropriate than a handshake Smile is a gesture of friendliness People use embrace as a greeting even with people they know not very well	Latin American countries Korea Asian countries Japan France Italy Middle East countries
---	---

III. WATCH AND LISTEN

PREPARING TO WATCH

1. What makes costumers feel comfortable in a hotel?
2. If you were the manager in a hotel, what rules would you make for the stuff to make your guests feel like home?

Follow the link: <http://www.youtube.com/watch?v=kkxMFUk648o> and watch the video.

AFTER WATCHING

1. What method is spoken about in the video?
2. What are the key steps of this method?
3. Describe each step. Explain how each of the steps helps to improve customer service experience.

IV. GRAMMAR

❖ *Reported speech*

We often have to give information about what people say or think. In order to do this you can use direct speech, or indirect (reported) speech.

❖ *Direct Speech*

Saying exactly what someone has said is called direct speech. Here what a person says appears within quotation marks ("...") and should be word for word.

For example: She said: "Today's lesson is on presentations."."

❖ *Indirect Speech / Reported Speech*

Indirect speech (sometimes called reported speech), doesn't use quotation marks. When reporting speech the tense usually changes. This is because when we use reported speech, we are usually talking about a time in the past. The verbs therefore usually have to be in the past too.

For example: "I'm going to the cinema," he said. → He said he was going to the cinema.

"We could go to the cinema," he thought. → He thought we could go to the cinema.

! **Additional points**

1. If we report something which is still true, it is not necessary to change the verb.

"My car **is** bigger than yours." → Reported speech: He said his car **is/was** bigger than mine.

2. When we are reporting past tenses and we see the events from the same viewpoint as the original speaker, it is not necessary to change the tense.

"The earthquake **happened** at half past seven." - The radio said that the earthquake **happened** at half past seven.

3. Modal verbs *could, might, would, should, ought, had better* usually do not change in reported speech.

"I should go to the dentist." - He said that he **should** go to the dentist.

DIRECT SPEECH	REPORTED SPEECH
Present simple He said, "I want to watch a film"	Past Simple He said (that) he wanted to watch a film
Present Continuous He said, "Jane is sleeping."	Past Continuous He said (that) Jane was sleeping.
Present Perfect She said, "I have bought a new dress."	Past Perfect She said (that) she had bought a new dress.
Past Simple Alex said, "I finished my homework."	Past Perfect Alex said (that) he had finished his homework.
Will She said, "I will always love Tom."	Would She said (that) she would always love Tom.
Can Tom said, "I can carry 50 kg."	Could Tom said (that) he could carry 50 kg.
May Ben said "It may rain."	Might Ben said (that) it might rain.
Must He said, "Everybody must obey the rules."	Had to He said (that) everybody had to obey the rules.
Have to She said, "I have to go home."	Had to She said (that) she had to go home.

1. Chose the correct variant of reported speech:

1. John: "Mandy is at home." - John said that ...

- a) Mandy was at home;
- b) Mandy has been at home.

2. Max: "Frank often reads a book."

- Max told me that ...

- a) Frank often read a book;

b) Frank often reads a book.

3. Susan: "I'm watching TV." - Susan said to me that ...

- a) she is watching TV;
- b) she was watching TV.

4. Simon: "David was ill." - Simon said that ...

- a) David had been ill;
b) David is ill.
5. Peggy: "The girls helped in the house." - Peggy told me that ...
a) the girls were helping in the house;
b) the girls had helped in the house.
6. Richard: "I am going to ride a skateboard." - Richard said to me that ...
a) he is going to ride a skateboard;
b) he was going to ride a skateboard.
7. Stephen and Claire: "We have cleaned the windows." - Stephen and Claire told me that ...
a) they had cleaned the windows;
b) they cleaned the windows.
8. Charles: "I didn't have time to do my homework." - Charles remarked that ...
a) he had not time to do his homework;
b) he hadn't had time to do his homework.
9. Mrs Jones: "My mother will be 50 years old." - Mrs Jones told me that ...
a) her mother was 50 years old;
b) her mother would be 50 years old.
10. Jean: "The boss must sign the letter." - Jean said that ...
a) the boss had to sign the letter;
b) the boss have signed the letter.

2. Rewrite the following sentences in reported speech. To start your sentence use *he/she said/explained/verified/pointed out/remarked...*

1. I'm looking for a double room for the next three nights.

2. All our rooms have private bathrooms.

3. I want to travel to Rome for the summer holidays.

4. The ticket office is round the corner.

5. Our cheapest flight is with Alitalia.

6. We have two flights to Boston on Tuesday and on Friday.

7. A single ticket to museum is 15 dollars.

8. I've already visited this gallery.

V. DISCUSSION

1. Speaking strategies: Being polite.

- ✓ For request in all situations, always use *please* and *thank you*;
- ✓ In formal situations use more indirect expressions;
- ✓ Try to use polite intonation;
- ✓ When refusing a request, give a reason, e.g. *I'm sorry but..., I'm afraid that...;*
- ✓ Try to look friendly and smile at the person you are talking to.

2. Work in pairs. Use the speaking strategies and take turns to be the tourist and the hotel receptionist. When you are the receptionist, refuse some of the requests politely. Think of other (more difficult) requests to make.

VI. ROLE PLAY

You are checking into a hotel. Prepare to ask for these things politely:

Student A	Student B
<ul style="list-style-type: none"> • a double room on the first floor • a wake-up call at 7:30 • a full English breakfast in your room at 8:15 • a map of the city • a taxi at 9:00 	<ul style="list-style-type: none"> • a room with an en suit bathroom • a table for twelve in the hotel restaurant at 8:30 • some stamps for postcards • a morning newspaper with your breakfast • information about museums

VII. WRITING

1. Is your language more or less direct than English? Think of examples and write an essay.

VIII. GLOSSARY

shaking hands
 to initiate the handshake
 exchanging business cards
 hugging
 making a joke
 giving a nod
 being direct
 bow
 embrace



IX. TEST

1. Rewrite the following sentences in reported speech:

1. Benjamin: "I often have a big hamburger."

Benjamin says (that)

_____.

2. Hannah: "They live in Boston."

Hannah said (that)

_____.

3. Tyler: "Ian doesn't invite girls to his parties."

Tyler told me (that)

_____.

4. Dominic: "She understands Japanese."

Dominic remarks (that)

_____.

5. Sophia: "Bella doesn't collect stickers."

Sophia explains (that)

_____.

6. Robert: "Dennis often downloads the latest tunes."

Robert added (that)

_____.

7. Olivia: "Leroy is out riding his new waveboard today."

Olivia explained (that)

_____.

8. Luke: "I don't know what to do."

Luke added (that)

_____.

9. Lily: "Mr Jones is rude to Samantha."

Lily thinks (that)

_____.

10. James and David: "We have to go now."

James and David tell me (that)

_____.

2. Find and correct the mistakes in the following sentences:

1. "I am not going to tolerate this anymore," said Sarah.

Sarah said she was not going to tolerate this anymore.

Sarah said _____.

2. "I will talk to Sam soon," she told me on Sunday.

She told me on Sunday she will talk to Sam soon.

She told me on Sunday _____.

3. "Mary used to exercise every day," he said.

He said Mary had used to exercise every day.

He said _____.

4. John said: 'There is an accident outside the supermarket'.

John said there were an accident outside the supermarket.

John said _____.

5. Danny: 'I'm going to be late'.

Danny said that he has been late.

Danny said _____

6. George: "I can't talk because I'm working".

George said that he didn't talk because he is working.

George said _____

7. Hannah: "I want to go to the football match, but I don't have enough money".

Hannah said that she wants to go to the football match, but she hadn't enough money.

Hannah said _____

8. Diana said, "I must go to the bank."

Diana told me that she should to go to the bank.

Diana told me _____

9. Tom said, "He may refuse to do it."

Tom said that he must refuse to do it.

Tom said _____

10. Sarah said, "I'm going to visit this exhibition with my mom."

Sarah said that I was going to visit this exhibition with my mom.

Sarah said _____

UNIT 5. CUISINE.

I.WARM-UP



1. Look at the pictures. Which picture shows American/ Italian/ Russian/ Turkish/ Indian/ Japan cuisine?
2. Which of these kinds of food have you eaten and which would you like to try?

II.DICUSSION

1. Discuss these questions with other students:
 - What products are typical for American/ Italian/ Russian/ Turkish/ Indian/ Japan cuisine?
 - What is your favorite food?
 - What kind of food do you like?
 - What food do you dislike?
 - Where do you buy food?
 - Do you eat meat? Are you a vegetarian?
 - What do you like to drink?
 - Do you cook? Who cooks in your house?

III.WATCH AND LISTEN

PREPARE TO WATCH

1.Before you watch the video, make some notes about the diet you eat now. Answer these questions:

1. Would you say you eat a healthy diet? Why/why not?
2. How many portions of food and vegetables do you eat a day?
3. Do you think you eat enough fruit and vegetables?
4. How often do you eat snacks between meals?
5. Do you ever find yourself eating snacks while you are studying/ working?

WHILE WATCHING AND LISTENING

1. Follow the link: <https://youtu.be/IZxnhfSQcns> and watch the video.
2. Think about the suggestion made in the video.
3. Make a note of any that might help you to eat a more balanced diet.
4. Watch a video for a second time, and listen to find the answers for the questions below.

1. Which type of food is the least healthy choice?
 - a) fresh foods
 - b) frozen foods
 - c) canned foods
2. True/False/We don't know? "Low-fat" or "zero-calorie" foods are a healthy choice?
 - a) false
 - b) the video doesn't say
 - c) true
3. How many portions of food and vegetables should you eat a day, at minimum?
 - a) five portions of food and five portions of vegetables
 - b) the video doesn't say
 - c) five portions of fruit and vegetables
4. Which of these is not an official serving size?
 - a) a cup of cooked cabbage
 - b) half a cup of a row cabbage
 - c) a large apple



5. True/False/We don't know? People who multitask while eating tend to eat less.
 - a) false
 - b) the video doesn't say
 - c) true

AFTER LISTENING AND WATCHING

1. Did you learn anything new about healthy eating from the video?
2. Do you feel motivated to eat a healthier diet after watching the video?
3. Did you learn any new words? If so, what new words did you learn?

IV. READING

PREPARING TO READ

1. From your point of view, what does “traditional food” mean?
2. What are the peculiarities of different cuisines?

WHILE READING

1. Read the text below.

Hamburgers, U.S.

Although the origins of the hamburger are disputed, there is no argument over the popularity of this classic dish. Toppings and accompaniments vary from region to region, but for an original version visit Louis’ Lunch in New Haven, Connecticut, which has been serving hamburgers since 1900 and claims to be the oldest hamburger restaurant in the U.S.

Ackee and Saltfish, Jamaica

Despite ackee’s unhappy origins as slave food, Jamaicans have reclaimed it as part of their national dish. A nutritious fruit with a buttery-nutty flavor, ackee resembles scrambled egg when boiled. Jamaicans sauté the boiled ackee with saltfish (salt-cured cod), onions, and tomatoes. Sometimes the dish is served atop bammy

(deep-fried cassava cakes) with fried plantains.

Coo-Coo and Flying Fish, Barbados

A polenta-like cornmeal and okra porridge, coo-coo pairs perfectly with flying fish, which is either steamed with lime juice, spices, and vegetables or fried and served with a spicy sauce.





Bulgogi, Korea

Beef bulgogi (fire meat) is a dish of thinly sliced, prime cuts of meat marinated in a mixture of soy sauce, sesame oil, garlic, onions, ginger, sugar, and wine and then grilled. It is often eaten wrapped in lettuce or spinach leaves and accompanied by kimchi (fermented vegetable pickle). Many Korean restaurants have miniature barbecues embedded in tables where diners grill the meat themselves.



Wiener Schnitzel, Austria

Made with the finest ingredients and served fresh, this simple dish of pounded veal cutlets breaded and lightly fried is Austria's food ambassador, despite the dish's Italian origins. Austrians typically eat Wiener schnitzel garnished with parsley and lemon slices, alongside potato salad.



Pot-au-Feu, France

Originally a rustic dish that was stewed continuously all winter and topped up as needed, pot-au-feu (pot-in-the-fire) is a warming, fragrant dish of stewing steak, root vegetables, and spices. Traditionally, cooks sieve the broth and serve it separately from the meat.



Roast Beef and Yorkshire Pudding, England

Despite England's increasingly cosmopolitan cuisine, this dish remains a much-loved Sunday lunch and national symbol. Named for England's eponymous county, Yorkshire—or batter—puddings originally served as fillers before the main course for those who could afford little beef. Today, the two are usually eaten together alongside gravy-soaked roast potatoes, vegetables, and horseradish sauce.



Irish Stew, Ireland

Originally a thick broth of slow-boiled mutton with onions, potatoes, and parsley, Irish stew nowadays often incorporates other vegetables, such as carrots, and many cooks brown the mutton first. It is a staple of Irish pubs worldwide.



AFTER READING

1. Choose 3 most interesting dishes from the text and retell them to your group mates.

V.GRAMMAR

Speaking about the present. Present tense.

Tense.	Present Simple	Present Continuous	Present Perfect
Meaning.	1: Habitual, regular action in the present. 2: Stating a fact, general truth, profession, state or condition.	1: The action is going on at the present moment, at the moment of speaking. 2: The action is going on at the present time but not necessarily at the moment of speaking.	1: The action has just ended. 2: Reporting how often something has happened by now. 3: The result of past actions by the present moment. 4: The action has lasted for some time by now.
Formula.	☺ + V + <i>ending -s/-es</i>	☺ + is/am/are + V + <i>ending -ing</i>	☺ + have/has + V + <i>ending -ed/ participle II</i>
Examples.	<i>She likes oranges and bananas.</i>	<i>I'm drinking coffee at the moment.</i>	<i>I have cooked spaghetti since 7 o'clock.</i>
Key words.	usually; regularly; every day; every week; every year; often; frequently; sometimes; occasionally; seldom; rarely; never; on Fridays; on weekends.	now; right now; at the moment.	ever; never; once; twice; several times; always; often; sometimes, by now; by the present moment; up to now; so far; before; for an hour; for a week; for a long time; for five years; for years; in years; since; lately.

1. Complete this travel story with the verbs in brackets in the correct tense: present simple, present continuous, present perfect.

Jason Peters (1) (be) a wildlife cameraman. He (2) (film) wild animals for documentary programmes on TV. For fifteen years, as part of his job, he (3) (explore) the world's jungles and rain forests. Snakes (4) (bite) him more times than he can remember and alligators (5) (attack) him, too. At the moment he (6) (prepare) to go back to the Amazon. He (7) (love) filming there but another reason is that his girlfriend, Carmen, (8) (live) in Manaus, near the Amazon. Peter and Carmen (9) (work) together when they can. They (10) (film) in Venezuela several times. While they were there, they lived with the Matis Indians. 'The Matis (11) (eat) monkeys,' says Jason 'but they (12) (not eat) some animals which are part of their religion. At the moment I (13) (study) them and the Amazon people and I (14) (try) to compare the two. I (15) (find) books about the Amazon people to help me but there's nothing about the Matis. I'll have to write something myself!'

VI.GLOSSARY

Vegetables	Meat	Fish/ seafood	Dairy products	Fruit	Doing with products
artichoke	bacon	lobster	butter	apple	boil
asparagus	beef	mussel	condensed milk	apricot	fry
aubergine	beef	octopus	cream	avocado	bake
beetroot	bushmeat	oyster	dairy	banana	roast
pepper	chicken	scallop	double cream	blackberry	grill
broccoli	crab	scampi	dried milk	blackcurrant	
cabbage	crabmeat	shellfish	egg	blueberry	Types of food
carrot	dark meat	shrimp	half-and-half	cherry	
cauliflower	duck	squid	heavy cream	coconut	fast
celery	goose	winkle	single cream	fig	junk
corn	ground beef		skimmed milk	grape	take-away
courgette	horseflesh		yogurt	grapefruit	fattening
cucumber	lamb		cottage cheese	kiwifruit	spicy
eggplant	lean		cheese	lemon	fresh
green bean	meat			lime	frozen
leek	meatball			lychee	tinned
lettuce	mince			mandarin	
mushroom	ground beef			mango	
onion	mincemeat			melon	
pea	mutton			nectarine	
pepper	partridge			orange	
potato	pheasant			papaya	
pumpkin	pork			peach	
radish	poultry			pear	
tomato	quail			pineapple	
zucchini	rabbit			plum	
	red			pomegranate	
	stewing steak			quince	
	streaky bacon			raspberry	
	turkey			strawberry	
	veal			watermelon	
	venison				



VII. WRITING

1. What things could you do to improve your diet? Write down a few ideas. Think out your own strategy of diet.

VIII. TEST

1. Match words with their definition.

- | | | |
|----|---|--------|
| 1. | food that is not very healthy and is always easy to prepare that you can eat it immediately | frozen |
| 2. | food recently picked, not old | fresh |
| 3. | food that is already cooked and all we do is buy and eat it | junk |
| 4. | food with a strong flavor, often from a spice | fast |
| 5. | food kept below 0°C | spicy |

2. Complete sentences with the words from the box.

dessert fruits vegetables breakfast rice fry
 food and wine spices herbs fish

1. The British people tend to have a big _____ before they go to work.
2. If you are going to cook a famous “fried chicken”, you should _____ in the shallow oil for about 4–5 minutes. They are done when they are brown.
3. Italians still find a great pleasure in sitting at a table, at home or at the restaurant, and share a good meal together: this is because to the people of Italy, Italian _____ are part of their culture and, very often, also of their own family history.
4. Indian cuisines vary significantly from each other and use locally available _____, _____, _____ and _____.
5. Put simply, sushi is raw _____ served on _____ seasoned lightly with vinegar.
6. Tiramisu is a popular coffee-flavored Italian _____. It is made of Savoiardi, dipped in coffee, layered with a whipped mixture of eggs, sugar, and mascarpone cheese, flavored with cocoa.

UNIT 6. VISITING PLACES OF INTEREST

I. WARM-UP



1. Look at the pictures above. Where are these attractions situated?
2. What can you tell about each of these places? Have you ever visited any of them?
3. How do you think, why such places attract millions visitors each year?

II. READING

BEFORE READING

1. Name as many world attractions as you can.
2. Think of your top 5 places you'd like to visit. Explain your choice.

WHILE READING

1. Read the article. Try to guess the meaning of the words in italics. Use a dictionary if necessary.

Top 7 Destinations — World, 2015

1. Marrakech, Morocco

The new Travellers' Choice #1 Destination in the world, Marrakech is a magical place, *brimming* with markets, gardens, palaces, and mosques. Exploring the intimate courtyards and snaking alleyways of the historic Medina can easily eat up a day. Find inner peace at the serene Jardin Majorelle or take in the beauty of one of

the city's historic mosques (taking note that you may only step inside if you are Muslim).

2. Siem Reap, Cambodia

When the morning light washes over the overgrown temples and ruins of Angkor Wat, a simple Siem Reap sunrise becomes a profound event. The ancient structures are contained within one of the largest religious complexes in the world. The complex and the 12th century Angkor Thom royal city are considered the main reasons to visit Siem Reap, the #2 Travellers' Choice Destination in the world for 2015. Get a lesson in national history at the Cambodian Cultural Village, and a lesson in *bargaining* at the Angkor Night Market, a *bonanza* of *shopping stalls*, food *vendors*, and bars.

3. Istanbul, Turkey

Europe and Asia meet in Istanbul, this year's #3 Travellers' Choice Destination in the World, where breathtaking ancient architecture coexists with modern restaurants and nightlife. The city's mosques, bazaars, and hammams (Turkish baths) could keep you happily occupied for your entire trip. Start with the awe-inspiring Sultan Ahmet Camii (Blue Mosque), visible from many points of the city. *Stroll* the Galata Bridge and stop by the Miniaturk Park to see its tiny artifacts. The Grand Bazaar has thousands of shops to browse, while the Egyptian Bazaar is a fragrant *trove* of spices and fruits.

4. Hanoi, Vietnam

Hanoi is #4 in the world in this year's Travellers' Choice Destinations Awards. The charming Vietnamese capital has aged well, preserving the Old Quarter, monuments and colonial architecture, while making room for modern developments alongside. Once called Thang Long, or "ascending dragon," this centuries-old city hasn't forgotten its past, as attested by sites such as Ho Chi Minh's Mausoleum and Hoa Lo Prison. Lakes, parks, shady boulevards, and more than 600 temples and pagodas add to the appeal of this city, which is easily explored by taxi.

5. Prague, Czech Republic

The bohemian allure and fairytale features of Prague, #5 in the World in this year's Travellers' Choice Destination Awards, make it a perfect destination for *beach-weary* vacationers who want to immerse themselves in culture. Spend a full day exploring Prazsky hrad (Prague Castle), then refuel over a hearty dinner at a classic Czech tavern. Spend some time wandering the Old Town Square before heading over to *gape* at The Old Town Hall and Astronomical Clock. Prague's best bars are found in cellars, where historic pubs set the scene for a night of traditional tipping.

6. London, United Kingdom

The crown jewels, Buckingham Palace, Camden Market...in London, a *perennial* Travellers' Choice Award winner, history collides with art, fashion, food,

and good British ale. A perfect day is different for everyone: culture *aficionados* shouldn't miss the Tate Modern and the Royal Opera House. If you love fashion, Oxford Street has shopping *galore*. For foodies, cream tea at Harrod's or crispy fish from a proper chippy offers classic London flavour. Music and book *buffs* will love seeing Abbey Road and the Sherlock Holmes Museum (at 221B Baker Street, of course).

7. Rome, Italy

The Travellers' Choice #7 Destination in the World for 2015, Rome wasn't built in a day--and you'll need much more than a day to take in this timeless city. The city is a real-life collage of piazzas, open-air markets, and astonishing historic sites. *Toss a coin* into the Trevi Fountain, *contemplate* the Colosseum and the Pantheon, and sample a perfect espresso or gelato before spending an afternoon shopping at the Campo de' Fiori or Via Veneto. Enjoy some of the most memorable meals of your life here, too, from fresh pasta to succulent fried artichokes or a tender oxtail stew.

AFTER READING

1. Discuss with other students:

- a) Why some destinations are more or less popular among tourists?
- b) What are the main criteria of choosing a destination? (e.g. rich history, unique nature, etc.).

III. WATCH AND LISTEN

BEFORE WATCH

1. What is Rome famous for? Do you know any of its attractions?

WHILE WATCHING

1. Follow the link: <https://www.youtube.com/watch?v=fsLAm8TT4aw> and watch the video.

2. Watch the video one more time. What attractions have been mentioned? Write down your answers below:

- | | |
|----|-----|
| 1. | 6. |
| 2. | 7. |
| 3. | 8. |
| 4. | 9. |
| 5. | 10. |

AFTER WATCHING

1. Tell your partner about each of the attractions. Which one made a greater impression on you? Which of them would you like to visit? Explain your choice.

IV. VOCABULARY

1. Match the words with the definitions.

1. brim	a. a person or company offering something for sale, especially a trader in the street
2. bargain	b. lasting or existing for a long or apparently infinite time
3. bonanza	c. to try to reach agreement with someone in order to get a lower price
4. shopping stalls	d. tired of a beach
5. vendor	e. to look at or view with continued attention; observe or study thoughtfully
6. stroll	f. stare with one's mouth open wide, typically in amazement or wonder
7. trove	g. fill or be full to the point of overflowing
8. beach-weary	h. a fish-and-chip shop
9. gape	i. someone who is interested and enthusiastic about smth
10. perennial	j. a large table or small shop with an open front from which goods are sold
11. aficionado	k. a store of valuable or delightful things
12. galore	l. source of great wealth or prosperity.
13. chippy	m. in abundance
14. contemplate	n. walk in a leisurely way

2. Speaking strategies

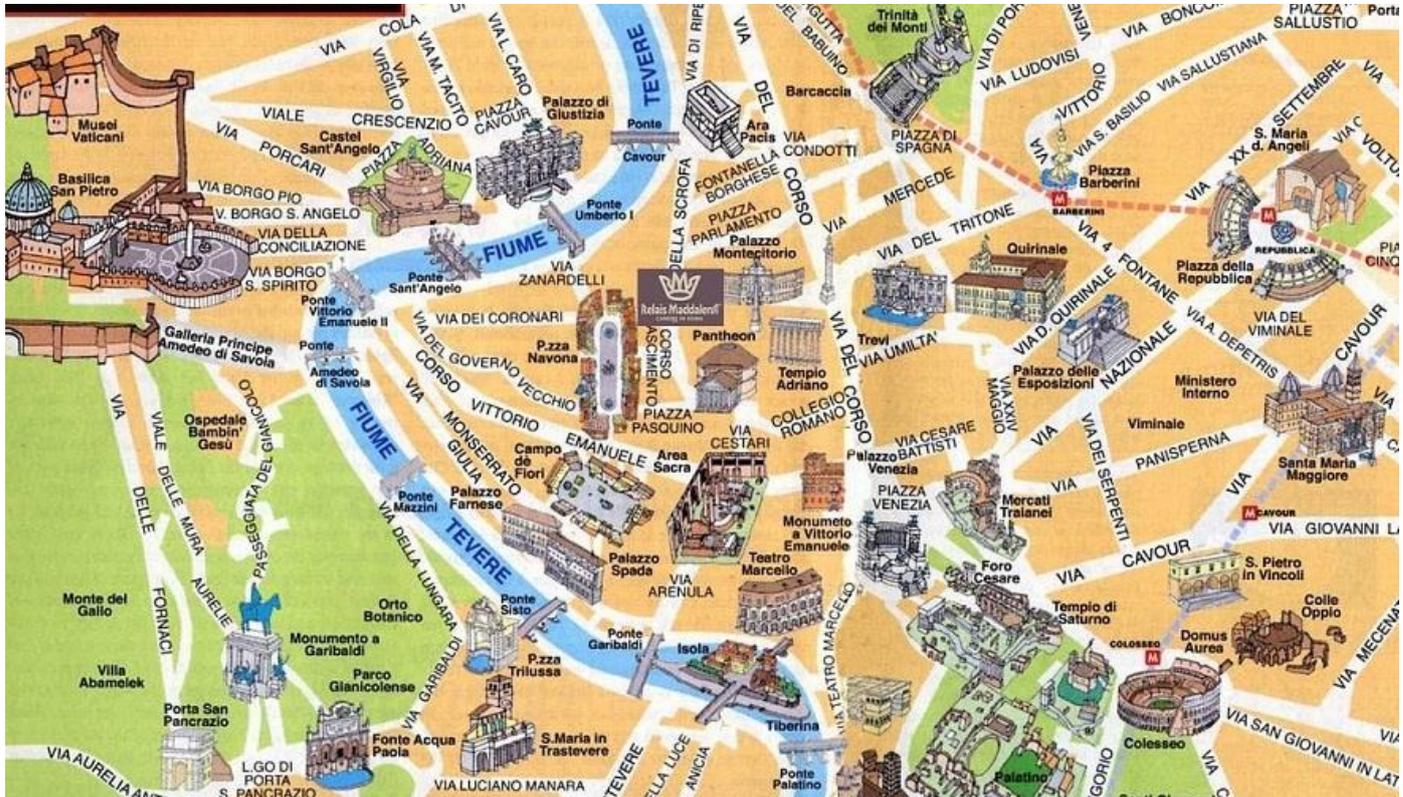
<p><i>Language for asking directions:</i></p> <p>→ Can you tell me the way to...</p> <p>→ Do you know how to get to...</p> <p>→ I'm looking for this address</p> <p>→ Can you give me directions to the nearest book shop?</p> <p>→ What is the best/quickest/easiest way to...</p> <p>→ Are we on the right road?</p> <p>→ Is this the right way for...?</p> <p>→ Can you show me on the map?</p>	<p><i>Language for giving directions:</i></p> <p>→ It's this/that way</p> <p>→ You're going the wrong way</p> <p>→ You're going in the wrong direction</p> <p>→ Take this road</p> <p>→ Go down there</p> <p>→ Take the first/second on the left/right</p> <p>→ Turn left/right at the crossroads</p> <p>→ Continue straight ahead for about a mile</p> <p>→ You'll pass the theatre/café/supermarket on your left/right</p>
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V. ROLE-PLAY

1. Work in pairs. Make a dialogue according to the instructions below:

Student A: You are the visitor of the hotel in Rome. You would like to visit the most famous attractions. Ask the receptionist to help you to plan your route.

Student B: You are the receptionist at the hotel in Rome. Give the directions to the tourist. Help him/her to plan the route. Use the map to make yourself clear.



VI. LANGUAGE IN USE

brim	It's this/that way	Can you tell me the way to...
bargain	You're going the wrong	Do you know how to get to...
bonanza	way/direction	I'm looking for this address
shopping stells	Take this road	Can you give me directions to
vendor	Go down there	the nearest book shop?
stroll	Take the first/second on the	What is the
trove	left/right	best/quickest/easiest way to...
beach-weary	Turn left/right at the crossroads	Are we on the right road?
gape	Continue straight ahead for	Is this the right way for...?
perennial	about a mile	
aficionado	You'll pass the theatre/café on	
galore	your left/right	
chippy	Can you show me on the map?	
contemplate		
to plan the route		

VII. TEST

1. Fill in the gaps with suitable words from the box.

vendor	brim	bargain	aficionados
strolling	trove	perennial	

1. The legendary Faberge created a _____ of treasures for the Tsars that endure as priceless examples of the craftsman's art.
2. It was some kind of scrapbook, stuffed to the _____ with photos, letters, and newspaper clippings.
3. A _____ favourite among modern readers are the bestsellers on subjects such as cookery, home improvement, self-help and personality development.
4. The sale is a great chance to pick up a _____ as nothing is priced over \$4.
5. A literary detective story is still a detective story and _____ of the whodunit won't be disappointed.
6. They found a street _____ selling ice cream; this time Rose wouldn't take no for an answer.
7. They were silent for a few minutes, _____ lazily down the sidewalk.

KEYS**UNIT 1****READING**

1. Which words or expressions in the text mean...?

1. Boeing jet
2. passengers
3. goes on
4. around the clock
5. major
6. flying

2. Decide whether the following statements about the text are true or false.

1. T
2. F
3. T
4. F
5. T

GRAMMAR

2. Complete this travel story about a ferry crossing with the verbs in brackets in the correct tense: past simple, past continuous, past perfect.

1. were travelling
2. had just finished
3. had not eaten
4. felt
5. had shared
6. was trying
7. had had
8. got up
9. had still rolled
10. sat

WATCH AND LISTEN**WHILE WATCHING**

1. What is bicycle travel? Fill in the gaps the missing reasons why people travel by bicycle.

1. exploring your country
2. you didn't think you can do before
3. riding some place
4. slowly climbing a mountain
5. another side
6. travelling with friends
7. roadside
8. lost

VOCABULARY

2. Choose the correct alternatives.

- a. take off

- b. driving
- c. arrives
- d. departs
- e. gets off

TEST

1. Put the correct preposition into the gaps. Prepositions are given in a box. You can use preposition more than 1 time.
 - a. off
 - b. on
 - c. in, on
 - d. by, by, by
 - e. by, on
2. Complete the sentences with past simple, past continuous and past perfect.
 1. was
 2. had happened
 3. got
 4. found
 5. arrived
 6. were
 7. was trying
 8. arrived
 9. was looking for
 10. found

UNIT 2. BOOKING

WHILE WATCHING AND LISTENING

1. Complete the dialogues with the words in the boxes.
 1. next week
 2. travel
 3. reach
 4. return ticket
 5. nonstop flight
 6. board flight
 7. book
 8. help
 9. budget hotel
 10. the rates
 11. for 3 nights

AFTER WATCHING AND LISTENING

1. Combine replicas into dialogue.

Jack: How may I help you?

Emma: I need to book three tickets in economy class for Tokyo on the 28th of May.

Jack: Okay...Yes, here's a flight on ANA from San Francisco to Tokyo. Would you like the return tickets, too?

Emma: No, just one way. How much is the fare?

Jack: It would be \$5570 for the three tickets.

Emma: Are there any other cheaper flights?

Jack: This is the cheapest for that day. However, if you book for the 1st of June, you'll have to pay only \$4800 for three tickets on JAL.

Emma: I see. Let me talk to my husband and call you back.

READING

WHILE READING

2. There are four gaps in the text. Each one should contain a quotation. Choose a quotation from the list (A-D) below to fill each gap. Write the correct letter in the space.

1. D
2. B
3. A
4. C

DURING THE READING

3. Now read the article again and mark the following statements as either true or false.

- a) F
- b) T
- c) T
- d) T
- e) F
- f) T
- g) T
- h) F

4. Complete the following sentences with the correct prepositions.

1. by
2. in
3. off
4. as for
5. on
6. up
7. with
8. to about

GRAMMAR

2. Fill in each blank space with the correct future verb tense (simple future, future continuous, or future perfect):

1. a
2. b
3. a
4. c
5. b
6. c

7. a
8. a
9. b
- 10.c

TEST

3. Combine replicas into dialogue.

Emma: Hello, I need to cancel my flight to Tokyo.

Jack: Okay. Do you know the date and the reservation number?

Emma: I booked it yesterday. It'll be under Emma Brown, number Z21455.

Jack: Alright, here's it. It's flight 1200 to Tokyo on June 2nd, right? Seat numbers 88A and 88B...

Emma: Yeah, yeah. That's the one.

Jack: Would you like to cancel both of them?

Emma: Yes.

Jack: You will get back only 85% of the fare.

Emma: I understand.

Jack: Alright. Would you like to schedule another flight?

Emma: No, but I will be back to you soon.

Jack: Thank you Mrs. Watson, let me cancel your ticket.

1. Put the verbs into the correct form (future simple, future continuous).

1. will leave
2. will return
3. will have been living
4. will have been studying
5. will have been watching
6. will go
7. will be reading
8. will have marriage
9. will be living
10. will have written
11. will finish
12. will have worked

UNIT 3

VOCABULARY

1. Match the words 1-10 with their meanings a-j:

1. - d;
2. - i;
3. - b;
4. - e;
5. - f;
6. - a;
7. - g;
8. - c;
9. - j;

10.– h;

11.– k.

WATCH AND LISTEN

While watching

2. What criteria of choosing a hotel does Matt Black mention? Do you agree with him?

1. A washer and a drier;
2. Wi-Fi, strong internet;
3. centrally located hotel;
4. something that will inspire you and keep motivating ;
5. how the staff treats you, greeting by your name, understanding of your specific needs;
6. room service.

TEST

1. Fill in the gaps with the word in the box.

1. brochures;
2. valet;
3. pull out;
4. booked;
5. hot tube;
6. linen;
7. weight-room;
8. hotel manager;
9. towels;
10. vending machine.

2. Translate the following sentences from Russian into English using the topical vocabulary.

1. уменьшить – diminish
2. угодить – cater
3. удобства – amenities
4. был назван – was dubbed
5. рискнула – took a plunge

UNIT 4

READING

WHILE READING

2. Answer the questions 1- 7 by choosing from the list of countries (A-H) on the right below. Some of the choices may be required more than ones.

1. – e, h;
2. – a, f, g;
3. – c;
4. – d;
5. – d;
6. – a, c, d - h;
7. – b.

WATCH AND LISTEN**AFTER WATCHING**

1. The "I CARE" method.
2. The key steps:
 - Initiate a warm, personal greeting;
 - Confirm their visit;
 - Answer their questions;
 - Repeat their name;
 - Explain next steps.

GRAMMAR

1. Chose the correct variant of reported speech:

1. a;
2. a;
3. b;
4. a;
5. b;
6. b;
7. a;
8. b;
9. b;
- 10.a.

2. Rewrite the following sentences in reported speech. To start your sentence use *he/she said/explained/verified/pointed out/remarked...*

1. She said (that) she was looking for a double room for the next three nights.
2. She said (that) all their rooms have/had private bathrooms.
3. She said (that) she wanted to travel to Rome for the summer.
4. She said (that) the ticket office was round the corner.
5. She said (that) their cheapest flight was with Alitalia.
6. She said (that) they had two flights to Boston on Tuesday and on Friday.
7. She said (that) a single ticket to museum was 15 dollars.
8. She said (that) she had already visited that gallery.

TEST

1. Rewrite the following sentences in reported speech:

1. ... he often has/had a big hamburger;
2. ... they lived in Boston;
3. ... Ian didn't invite girls to his parties;
4. ... she understands Japanese;
5. ... Bella doesn't/didn't collect stickers;
6. ... Dennis often downloaded the latest tunes;
7. ... Leroy was out riding his new waveboard today;
8. ... he didn't know what to do;
9. ... Mr Jones was rude to Samantha;
- 10... they had to go then.

2. Find and correct the mistakes in the following sentences:

1. ... she was not going to tolerate that any more.
2. ... she would talk to Sam soon.
3. ... Mary used to exercise every day.
4. ... there was an accident outside the supermarket.
5. ... he was going to be late.
6. ... he couldn't talk because he was working.
7. ... she wanted to go to the football match, but she didn't have enough money.
8. ... she had to go to the bank.
9. ... he might refuse to do it.
10. ... she was going to visit that exhibition with her mom.

UNIT 5

WATCH AND LISTEN

GRAMMAR

1. Complete this travel story with the verbs in brackets in the correct tense: present simple, present continuous, present perfect.

1. is
2. films
3. is exploring
4. have bitten
5. have attacked
6. is preparing
7. loves
8. lives
9. work
10. have filmed
11. eat
12. don't eat
13. am studying
14. am trying
15. have found

TEST

1. Match words with their definition.
 1. junk
 2. fresh
 3. fast
 4. spicy
 5. frozen
2. Complete sentences with the words from the box.
 1. breakfast
 2. fry
 3. food and wine
 4. herbs, spices, vegetables
 5. fish, rice
 6. dessert

UNIT 6**WATCH AND LISTEN****WHILE WATCHING**

2. Watch the video one more time. What attractions have been mentioned? Write down your answers below:

1. The Vatican
2. The Trevi Fountain
3. The Pantheon
4. Roman Forum
5. Piazza Navona
6. The district of Trastevere
7. Testaccio
8. Villa Borgese and Borgese Gallery
9. Via Veneto
10. The Colosseum

VOCABULARY

1. Match the words with the definitions.

1. g;
2. c;
3. l;
4. j;
5. a;
6. n;
7. k;
8. d;
9. f;
10. b;
11. i;
12. m;
13. h;
14. e.

TEST

1. Fill in the gaps with suitable words from the box.

1. trove
2. brim
3. perennial
4. bargain
5. aficionados
6. vendor
7. strolling

ЗАКЛЮЧЕНИЕ

Учебно-методическая разработка служит достижению следующих целей: углубление языковых знаний студентов 1 курса направлений 43.03.01 «Сервис», 43.03.02 «Туризм», 43.03.03 «Гостиничное дело» (обогащение словарного запаса за счет типично английских оборотов речи и конструкций, расширение тематического словаря); развитие навыков понимания оригинального английского текста; совершенствование навыков письменной и устной речи; выработку навыков вдумчивого чтения и понимания научного профессионального текста.

Задания сконструированы с учетом знаний, умений, навыков и компетенций, полученных студентами в процессе обучения. Использование текстов, стимулирующих ситуацию общения между участниками устного экзаменационного дискурса в сфере экономики, позволяет осуществлять контроль учебных достижений учащихся и корректировать ошибки непосредственно в процессе выполнения упражнения.

Таким образом, настоящая учебно-методическая разработка является необходимым средством активизации речевой деятельности студентов, формирования коммуникативной и профессиональной компетенции.

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