

Jeopardy

Listening

Speaking

Vocabulary

Dialogues

100

100

100

100

200

200

200

200

300

300

300

300

400

400

400

400

500

500

500

500

Listening - 100

Fill in the gaps

When ___ 1 ___ of the Information Center, turn right and ___ 2 ___ the High Street. Walk on through the Market Place ___ 3 ___ a fork in the road. If you take the ___ 4 ___ and go along Queen Street, ___ 5 ___ some nice antique shops and a small art gallery and eventually ___ 6 ___ a green hill. ___ 7 ___ the hill ___ 8 ___ the cannon and you are there.



Listening - 200

Listen and identify the guest

Type of guest

- New guest with the reservation
- Regular guest (VIP)
- Chance guest

Dialogue



Listening - 300

- Fill in the table

Speaker	Type	Number guests	Length of stay
Richard			
Susan			
Radka			



Listening - 400

ACORN HOTEL FEEDBACK FORM

Customer name

Room number

Please indicate how much you enjoyed your stay overall

not at all
much

it was ok

quite a lot

very

Please tell us what you liked about your stay

Please tell us what you would change or improve about your stay

Which of the following reflect your check-out experience?

The bill was correct/incorrect

The staff were helpful/unhelpful

It was quick and easy/slow and complicated

Other (please specify)

Would you consider a return visit to our hotel?

yes

no

maybe

Would you recommend the hotel to your family and friends?

yes

no

maybe

Thank you very much for valuable suggestions and comments



Listening - 500

- -Good evening, sir. _____ can I _____ you?
- -*I have a reservation in my name Scott*
- -Mr.Scott. Let me see. Yes. Here you are. A twin bedded room, non-smoking, 3 nights.
- -*That's right.*
- -Could I just _____ some _____ please, Mr.Scott?
- -*Here you are.*
- -Okey (typing).
- -Will you be _____ the _____ ?
- -*No.*
- -Will you be _____ by _____ card?
- -*Yes, American Express.*
- -Could I just _____ your card a _____ please to swipe it?
- -*Yes, of course. Here you are.*
- -Okey. And if you could just _____ here on the registration card. Good. And this is your _____ .



Speaking- 100

Answer the questions with your own ideas

- 1) What time is check-in and check-out?
- 2) Can we use the facilities (the café, the pool, the bar) after checking-out?
- 3) Is there parking available at the hotel?



Speaking - 200

What questions would you ask to find out the information about the people who work in hospitality industry:

- age
- job
- working hours
- things they enjoy about the job
- typical daily tasks



Speaking- 300

- Choose the correct answer about booking

Which of the following are ways of booking a holiday?

- A on the Internet B in a travel agency C by phone
D all of these ways

Which of the following do you only need for entry into specific countries?

- A identity card B passport C visa D none of these

You might need travel insurance in case you

- A decide not to travel B lose something before travelling C have an
emergency on holiday D miss your plane



Speaking- 400



Speaking - 500

Suggest your clients (group of 4 young people) a two-days short tour in your native city, it must be exciting and unforgettable (they don't want to see famous sights)
(7 sentences)

Patriarchal Gardens-little Peterhof in Vladimir



Vocabulary - 100

walk-in	a plastic card with a magnetic strip for opening a door
to allocate	e.g. a driving licence, passport, ID card etc.
identification	the computer screen on the board that shows which rooms are free
room rack	a chance guest, someone who arrives without a reservation
key card	to give a guest a specific room



Vocabulary - 200

Room attendant	Takes bookings and checks people in and out
Concierge	Runs the hotel cleaning
Desk Clerk	Runs the hotel
General manager	Cleans rooms and bathrooms
Housekeeper	Carries luggage to and from guests' room
Hotel Porter	Assists guests by arranging tours and making bookings



Vocabulary - 300



Vocabulary - 400

Guess the word:

- 1) somewhere to live or stay, often also providing food or other services
- a _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ n
- 2) the place the place in a hotel the place in a hotel or office the place in a hotel or office building the place in a hotel or office building where people the place in a hotel or office building where people go when they arrive
- r _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ n
- 3) food, drink and services that are provided by an organization for guests
- h _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ y
- 4) to pay your bill and leave a hotel
- _ _ _ _ _ ck o _ _ _ _ _



Vocabulary - 500

You are designing the page on the website of the hotel, think about the following points:

- Location/General information

- 1)

- 2)

- 3)

- Entertainment

- ...

- Sports and activities

- Accommodation

- Restaurants (cuisine)



Dialogues - 100

Fill in the gaps with your own ideas:

- -I'd like to book a package holiday.
- -Do you have a specific destination in mind?
- _____
- -Okey. Do you have specific dates for your holiday?
- - _____.
- -Well, we have some last minute package deals to _____.
- -I would be happy with any of those.
- -Let me tell you about the accommodation options in each. You could stay in a hotel , self-catering apartment or B&B.
- _____.



Dialogues- 200

Reorder the sentences to make up the dialogue

Checking out

-Are you checking out now, sir?

-Here is your bill, Mr.Lewis. Please, check if it's correct.

-Yes, I'm.

-I hope you enjoyed your stay with us, sir.

-I'm sorry about that. We can give you a 10% discount on the bill to make up for the inconvenience. What room were you staying?

-314, thank you.

-Yes, I did very much. The room was very comfortable and the staff was very helpful. But the wi-fi didn't work for a while in my room.

-How would you like to pay, Mr.Lewis?

-Yes, it's all okey. Do you need my card again?

-No, sir. Just a signature on the payment.

-By credit card.



Dialogues- 300

-Добрый день. Меня зовут Джейн Маккензи. Я представитель шотландского туристического агентства «Магнолия». Мои клиенты Гарри и Айрин Баркли хотели бы остановиться в вашем отеле с 12 по 15 июня.

-Здравствуйте, Джейн. Меня зовут Юлия, я с удовольствием помогу Вам подобрать номер в нашем отеле и ознакомлю со всеми необходимыми услугами. По какой программе путешествуют мистер и миссис Баркли?

-По экспресс- программе 72 часа, моим клиентам был оформлен разрешительный бланк, подтверждающий законность пребывания на территории Российской Федерации.

-Мы будем рады встретить наших гостей из Шотландии. В каком номере хотели бы остановиться мистер и миссис Баркли?

-Двухместный двухкомнатный номер с ванной комнатой и балконом.



Dialogues- 400

-Hotel reception. How can I help you?

-Oh, hello. I'm calling from room 101. I think there are a few things missing from my room. Is it possible for me to have a hairdryer and some toiletries, please?

-Of course, madam. I'm terribly sorry. There are usually toiletries in the room on arrival. I'll send them up to your room straight away. The hairdryer should be in the desk drawer.

-Oh, yes. I see it. Another thing: I need some laundry and ironing done. Do you have those services in the hotel?

-Yes, madam. For laundry and ironing just fill in the form on the desk and give it to the chambermaid before 9 in the morning.

-That's great. Thanks. I also have some important documents with me and I can't find the safe in this room.

-I'm afraid we don't have safes in the rooms but there are safes available in the reception area. If you could bring your documents down to me.



Dialogues - 500



Make up the dialogue between the rep of the travel agency in England and the manager in Saint-Petersburg to book several rooms for the group of six people













Final Jeopardy

- In groups assess the participants' work:
- "A"=5 for the most active ones
- "B"=4 for the less
- and explain your decision
- Say what questions are the most difficult

