

Министерство спорта и туризма Республики Беларусь  
Учреждение образования  
«Белорусский государственный университет физической культуры»

# **АНГЛИЙСКИЙ ЯЗЫК**

## **ДЛЯ СЛУШАТЕЛЕЙ ПЕРЕПОДГОТОВКИ В СФЕРЕ ТУРИЗМА И ГОСТЕПРИИМСТВА**

*Рекомендовано УМО по образованию в области физической культуры  
в качестве практикума для специальностей*  
*1-89 02 71 «Менеджмент туристской организации»,*  
*1-89 03 71 «Менеджмент туристской индустрии»,*  
*1-89 02 74 «Спортивно-туристская деятельность»,*  
*1-89 02 75 «Туристско-оздоровительная деятельность»,*  
*1-89 03 72 «Социокультурное обеспечение туристской деятельности»*

Минск  
БГУФК  
2020

УДК 811.111:338.48(076)  
ББК 81.2Англ+75.81я73  
А64

**Р е ц е н з е н т ы:**

старший преподаватель кафедры английского языка гуманитарных специальностей факультета международных отношений учреждения образования «Белорусский государственный университет» *Т. П. Митева*;  
председатель цикловой комиссии практической фонетики филиала учреждения образования «Минский государственный лингвистический университет» «Лингвогуманитарный колледж» *Е. А. Гуринович*

**А64** **Английский** язык для слушателей переподготовки в сфере туризма и гостеприимства : практикум / сост. Е. К. Сергиевич ; Белорус. гос. ун-т физ. культуры. – Минск : БГУФК, 2020. – 70 с.  
ISBN 978-985-569-499-2.

Практикум знакомит обучающихся с основными видами туризма и туристической деятельности, типами профессий в туризме, типами гостиниц.

Издание представляет собой комплекс диалогов и текстов туристической направленности. Каждый раздел снабжен кратким словарем профессиональной терминологической лексики и упражнениями, целью которых является формирование коммуникативной функции речи, позволяющей использовать иностранный язык как средство профессионального и межличностного общения в сфере туризма, развитие навыков устной и письменной речи.

Предназначен для лиц, обучающихся по специальности «Туризм и гостеприимство», может быть полезен лицам, работающим в сфере туристического бизнеса, а также для всех профессионально изучающих английский язык.

**УДК 811.111:338.48(076)**  
**ББК 81.2Англ+75.81я73**

**ISBN 978-985-569-499-2**

© Сергиевич Е. К., составление, 2020  
© Оформление. Учреждение образования «Белорусский государственный университет физической культуры», 2020

## ПРЕДИСЛОВИЕ

Положение, согласно которому владение информацией является одной из важнейших составляющих успеха, давно уже стало общепринятым. Однако, для того, чтобы быстро отыскать нужные сведения, правильно воспринять и интерпретировать их, должным образом проанализировать, "архивировать" в памяти и, в нужный момент, представить (воспроизвести) их основное содержание в соответствующей форме, необходимо владеть специальными умениями и навыками обработки информации. Специалисту, работающему с профессионально ориентированными текстами на иностранном языке, чрезвычайно необходимо владение определенным объемом лексики и знание грамматических правил соответствующего иностранного языка.

Практикум представляет собой учебное издание, адресованное, в первую очередь, слушателям системы повышения квалификации и переподготовки кадров на базе высшего образования по туристическим специальностям.

Практикум ориентирован на лиц, владеющих базовыми знаниями в области грамматики английского языка, лексическим запасом и некоторыми навыками разговорной речи. При наличии такой базы настоящее пособие поможет обучающимся достаточно легко овладеть профессиональными терминами и оборотами коммуникативной направленности.

### ***Цели и задачи практикума:***

1) познакомить обучающихся с основными видами профессиональной деятельности в туризме, функциями специалистов, видами туризма, типами гостиниц;

2) расширить словарный запас обучающихся за счет овладения ими современной терминологией, широко используемой в сферах туризма и гостеприимства;

3) используя базу освоенной профессиональной терминологической лексики и знания общеупотребительных грамматических структур английского языка, полученные на ранних этапах обучения, активизировать умения и навыки за счет тренировки в различных видах речевой деятельности: чтения с целью поиска информации, диалогической и монологической речи профессиональной направленности, элементов устного и письменного перевода.

Пособие состоит из трех разделов, организованных по тематическому принципу. В каждый раздел входит:

1) диалог, содержащий терминологическую лексику по теме раздела, а также речевые формулы профессионального общения с упражнениями на подстановку и моделирование (диалог может быть использован не только для изучения, воспроизведения и моделирования, но и для развития элементарных навыков перевода);

2) пять учебных текстов, фрагментарно представляющих различные аспекты изучаемой темы, с вопросами с целью самоконтроля понимания и активизации устной речи на основе информации, извлеченной из текстов и диалогов;

3) глоссарии к диалогу и к текстам, включающие как специальные термины, так и лексику, контекстуально с ними связанную;

4) серия разнообразных упражнений на активизацию освоения профессиональных терминов, в том числе их распознавание и систематизацию, понимание оттенков и нюансов значений, включение специальной терминологии в устную и письменную коммуникацию;

5) блок тренировочных лексико-грамматических упражнений на повторение некоторых грамматических аспектов английского языка в лексических рамках изучаемых тем.

В разделах практикума содержатся специальные лексические единицы, являющиеся современными профессиональными терминами таких областей как:

- 1) туризм и туристская деятельность;
- 2) классификация туризма;
- 3) гостиничная индустрия.

**PEOPLE IN TOURISM**  
***ACTIVE VOCABULARY***

animator	аниматор
to book	бронировать
booking agent	агент по бронированию
career	карьера
to continue	продолжать
customer	клиент, покупатель
to deal with (dealt, dealt)	иметь дело с
destination (tourist destination, travel destination)	место назначения (туристский центр)
Destination Geography	география турцентров
to develop	разрабатывать
essential	существенный
extensive	обширный, основательный
graduation	окончание (вуза)
guide	гид, экскурсовод
guide-interpreter	гид-переводчик
to handle	осуществлять, заниматься, работать с
hospitality	гостеприимство
hospitality industry	индустрия гостеприимства
interpreter	переводчик
to involve	включать, охватывать
to issue tickets	выписывать билеты
a must	обязательное условие
to receive	получать, принимать
retail	в розницу
retailer	продавец в розницу, розничный торговец
the Russian International Academy for Tourism	Российская международная академия туризма
sale	продажа, сбыт, реализация
to sell (sold, sold)	продавать
separate	отдельный
service	услуга, обслуживание, сервис
service industry	индустрия услуг
successful	преуспевающий, успешный
ticket agent	билетный агент
tour	тур, туристская поездка
tour guide	экскурсовод, гид группы, групповод
tour operator	туроператор
travel agent	турагент
travel consultant	консультант по туризму
travel writer	туристский журналист
tutoring	обучение, подготовка
wholesale	оптом
wholesaler	оптовик

### **I. Answer the following questions.**

What careers in tourism do you know? Give as many examples as you can. Try to classify them into categories according to spheres that they can be applied to. Some types can belong to more than one group. What careers are traditional ones? What careers are brand new? What careers are more popular/less popular? Why?

### **II. Give Russian equivalents to the following words and word combinations.**

To choose a career in tourism, to enter a tourist college, to be keen on tourism, to be fond of travelling, to be interested in work with people, to put smb in the picture, to develop tours, to sell tours wholesale to travel agents, separate tourist services, to grasp the difference, to handle a lot of operations, to make sales by telephone, to meet customers in person, to be successful in career, to do well in English, to receive extensive tutoring.

### **III. Read, translate and discuss.**

#### DIALOGUE: CHOOSING A CAREER IN TOURISM

**Student 1:** I hear you are going to choose a *career* in tourism.

**Student 2:** Yes, I am. Definitely! Why are you asking?

**Student 1:** I am planning to enter some tourist college. But I'm not quite sure what I'm going to be.

**Student 2:** Are you keen on tourism at all? Are you fond of travelling? Are you interested in work with people?

**Student 1:** Yes, I am. Absolutely! I really enjoy all of these. But the fact is that I don't know any jobs in tourism.

**Student 2:** You want to enter a tourist college but don't know any tourist jobs. Isn't that amazing?

**Student 1:** Put me in the picture, then!

**Student 2:** People in tourism are *tour operators* and *travel agents*, *booking agents* and *ticket agents*, *travel consultants* and *tourism managers*, *tour guides* and *guides-interpreters*, *animators* and *travel writers*...

**Student 1:** Wow, quite a choice! What job are you going to take on?

**Student 2:** I'm thinking of the position of a travel agent to begin with. I'm planning to study at the same time. After *graduation* I'm going to *continue* as a tour operator.

**Student 1:** What does the job of a tour operator *involve*? And what does a travel agent do?

**Student 2:** Briefly speaking, a tour operator *develops tours* and *sells* them *wholesale* to travel agents. A travel agent sells tours and *separate* tourist *services* *retail* to customers.

**Student 1:** Wait a minute! I'm trying to grasp the difference. As far as I understand, tour operators are *wholesalers* while travel agents are *retailers*.

**Student 2:** Exactly! Both tour operators and travel agents *handle* a lot of operations and *deal with* people.

**Student 1:** And how do a booking agent and a ticket agent differ?

**Student 2:** A booking agent makes *sales* by telephone, while a ticket agent also *issues tickets* and meets customers in person.

**Student 1:** Are foreign languages *essential* in all these jobs?

**Student 2:** Knowledge of English is essential. It's *a must* if you want to be *successful* in your career.

**Student 1:** I'm not doing very well in English. Is your English getting any better?

**Student 2:** I hope so. I practise it every day. I *receive extensive tutoring* at the *Russian International Academy for Tourism*. Knowledge is power!

## SUBSTITUTION DRILL

### IV. Practise.

1. I hear you are going to choose a career in **tourism**.
  - tourist business
  - tourist industry
  - hospitality industry
  - hotel business
  - restaurant business
  - service industry
2. I'm planning to enter **some tourist college**.
  - some tourist courses
  - some tourism department
  - some hospitality college
  - some hospitality department
  - some school with advanced tourism training
  - the Russian International Academy for Tourism
3. Are you keen on **tourism**?
  - travelling
  - foreign languages
  - Destination Geography
  - tour operating
  - marketing
  - tourism management
4. Are you fond of **travelling**?
  - sightseeing
  - cruising
  - coaching
  - boating
  - cycling
  - hiking
5. Are you interested in **work with people**?
  - work on a computer
  - office work
  - hotel work
  - work with foreigners
  - work with foreign tourists
  - public relations

6. I really enjoy **all of these**.

going places  
sightseeing  
working with people  
speaking a foreign language  
handling foreign tourists  
handling paperwork

7. What **job** are you going **to take on**?

position	to occupy
business	to enter
company	to work for
career	to choose
language	to practise
subjects	to study

8. I'm thinking of the position of **a travel agent** to begin with.

a booking agent  
a ticket agent  
a tour guide  
a guide-interpreter  
an escort  
a management trainee

9. After graduation I'm going **to continue** as **a tour operator**.

to start	a travel agent
to begin	a tour guide
to continue	a management trainee
to try myself	a tourism manager
to work	an interpreter
to try myself	a guide-interpreter

10. What does the job of **a tour operator** **involve**?

a travel agent involve  
a travel consultant involve  
a booking agent include  
a ticket agent include  
a tour guide cover  
a tourism manager cover

11. And what does **the travel agent** do?

the tour operator  
the escort  
the guide-interpreter  
the accountant  
the lawyer  
the management trainee

12. Both tour operators and travel agents **handle a lot of operations**.

work in tourism industry  
work in travel business



work with people  
do a lot of office work  
do a lot of paperwork  
do a lot of travelling

**13.** Both tour operators and travel agents deal with **people**.

customers  
travelling  
business operations  
sales  
tours  
tourist services

**14.** Are **foreign languages** essential in these jobs?

computers  
writing skills  
typing skills  
communication skills  
management skills  
public relations

**15.** Knowledge of **English** is essential.

French  
German  
Spanish  
a foreign language  
computers  
Destination Geography

**16.** I'm not doing very well in **English**.

Chinese  
Italian  
marketing  
foreign languages  
accounting  
law

**17.** Is your **English** getting any better?

Japanese  
Greek  
Polish  
reading  
writing  
typing

**18.** I receive extensive tutoring at **the Russian International Academy for Tourism**.

Moscow State University  
my tourist college  
my hospitality college  
my hotel school  
my tourism and travel department  
my hospitality department

## **V. Respond.**

– Do you enjoy travel business? – **Yes, I do. (No, I don't.)**

– What do you enjoy in travel business? – **I really enjoy working with people, going places, speaking a foreign language.**

1. – Do you know any jobs in tourism? – \_\_\_\_\_  
– What jobs do you know? – \_\_\_\_\_
2. – Does the job of a tour operator involve developing tours? – \_\_\_\_\_  
– What does the job of a tour operator involve? – \_\_\_\_\_
3. – Does the job of a travel agent involve selling tours? – \_\_\_\_\_  
– What does the job of a travel agent involve? – \_\_\_\_\_
4. – Do tour operators handle a lot of work? – \_\_\_\_\_  
– What kind of work do tour operators handle? – \_\_\_\_\_
5. – Do travel agents handle a lot of work? – \_\_\_\_\_  
– What kind of work do travel agents handle? – \_\_\_\_\_
6. – Does a tour operator handle a lot of work? – \_\_\_\_\_  
– What kind of work does a tour operator handle? – \_\_\_\_\_
7. – Does a travel agent handle a lot of work? – \_\_\_\_\_  
– What kind of work does a travel agent handle? – \_\_\_\_\_
8. – Do you practise your English every day? – \_\_\_\_\_  
– What skills do you practise every day? – \_\_\_\_\_
9. – Does the tour guide handle tour groups? – \_\_\_\_\_  
– What does the tour guide do? – \_\_\_\_\_
10. – Does the animator organize entertainments for guests in a hotel? – \_\_\_\_\_  
– What does the animator organize? – \_\_\_\_\_

## **VI. Make up your own dialogue on choosing a career in tourism.**

## **VII. Tell your groupmates what you have found out about Students 1 and 2. Start as follows:**

Student 1 is planning to enter some tourist college. But he is not quite sure what he is going to be ...

## **VIII. Tell your groupmates what career you are going to choose.**

### ***ACTIVE VOCABULARY***

accommodation	размещение
to accompany	сопровождать
to advertise	рекламировать
to arrange	организовывать
arrangements	организация (чего-либо)
artistic	артистичный
art	искусство; художественный
brochure	брошюра
car rental	аренда/прокат автомобиля
carrier	перевозчик, транспортная компания

to cater to	заботиться, стараться удовлетворить
catering	(общественное) питание
cheerful	веселый
chief animator	шеф-аниматор
commission	комиссионный сбор, комиссия, комиссионное вознаграждение
to communicate	общаться
consumer	потребитель
contest	конкурс
cost	стоимость
cruise ship	круизный теплоход
to decide on	принимать решение о
department	отдел
direct	напрямую
discount	скидка
easy-going	легкий в общении
employee	служащий
entertainment	развлечение
flight	рейс
to follow	следовать, соблюдать
friendly	приветливый
goods	товары
head	глава, руководитель, начальник
helpful	готовый помочь
hire	нанимать на работу
to interpret	переводить (устно)
journey	путешествие
to lag behind	отставать
local	местный
to market	продавать, находить рынок сбыта для
marketing	отдел маркетинга
department	
mass media	средства массовой информации
mixer	общительный человек
native	родной
to offer	предлагать
passenger	пассажир
physically fit	в хорошей физической форме
producer	производитель
profit	прибыль
promotion	продвижение (на рынок)
to provide	предоставлять, обеспечивать
to report to	подчиняться
resort	курорт
to run (ran, run)	управлять (компанией, бизнесом)

sales department	отдел сбыта, коммерческий отдел
schedule	программа, график
seller	продавец
separate	отдельный
shop-assistant	продавец в магазине
sight	достопримечательность
sightseeing	осмотр достопримечательностей
sightseeing tour	обзорная экскурсия
social director	режиссер социальных программ
staff	персонал, кадры
staff member	сотрудник
to supervise	руководить
supplier	поставщик
to tip	давать чаевые
tour package	пакет тура, пакет туристских услуг, турпакет, турпутевка
tourism manager	менеджер туризма
travel insurance	страховка тура

## TEXTS

### **IX. Read, translate and answer the questions.**

#### **THE TOUR OPERATOR**

The tour operator works in a tourist company. He develops tours also known as tour packages. Tour packages include transportation, accommodation, catering, transfers and other services.

In order to develop a tour package the tour operator works with various service providers: transportation companies or carriers, hotels, restaurants, museums and other suppliers.

The tour operator usually markets the tours. He advertises them in mass media or in brochures.

The tour operator is a wholesaler. He sells tour packages to travel agents wholesale and pays commission to them. Sometimes he sells tour packages direct to the public.

Tour operators organize tours, so they are the main producers in the tourist industry.

1. Where does the tour operator work?
2. What does he do?
3. What do tour packages include?
4. What kind of companies does the tour operator work with?
5. How does the tour operator market the tours?
6. How does the tour operator sell tours? What does «a wholesaler» mean?

## **THE TRAVEL AGENT**

The travel agent works in a travel company. The travel agent like the shop-assistant sells goods to customers. The goods which he offers are tour operator's packages.

The travel agent is a retailer. He sells tour packages retail to consumers. He gets a commission from the tour operator. The commission is usually from 5 to 10 per cent of the tour cost.

The travel agent also sells separate services. They are flights, hotel rooms, sightseeing tours, car rentals, travel insurances and so on. The travel agent works directly with the public.

Travel agents sell tours, so they are the main sellers in the tourist industry.

If you're considering becoming a travel agent, you will need great organizational skills, attention to detail, and the ability to think on your feet.

1. Where does the travel agent work?
2. What does the travel agent do?
3. What kind of goods does the travel agent sell?
4. How does the travel agent sell tour packages? What does «a retailer» mean?
5. How high is the travel agent's commission?
6. What kind of separate services does the travel agent sell?

## **THE TOURISM MANAGER**

The tourism manager works in a tourist company. He runs some tourist business. He supervises all kind of operations in a tourist company. He also supervises the tourist company staff.

Sometimes the tourism manager is just the head of some department in a large tourist company: a sales department, a marketing department, or a public relations department. In this case he reports to the general manager.

The tourism manager plans tourist business: operations, new products, profits. He controls the results.

In a travel company – a tour operator or a travel agency – the tourism manager decides on development and promotion of new tour packages, advertising and sales. He also decides on prices and discounts.

The tourism manager hires employees. He selects them and provides their training.

1. Where does the tourism manager work?
2. What does he supervise?
3. In what case does the tourism manager report to the general manager?
4. What does the tourism manager plan and control?
5. What does the tourism manager decide on in a travel company?
6. How does the tourism manager hire employees?

## **THE TOUR GUIDE**

Tour guides are an important aspect of the tourism and travel industry. Tour guides work in the travel industry, and give guided tours to groups of visitors/tourists.

The tour guide handles tour groups. Tour guides may work within museums and galleries or outside areas that include national parks, zoos and other attractions that draw tourists and interested travellers. The tour guide conducts sightseeing tours or tours of museums and exhibitions. The tour guide is also called the tour conductor.

The tour guide accompanies tourists during a local tour or during the whole journey. He or she caters to the needs of tourists. During a journey the tour guide deals with all kinds of problems.

The tour guide speaks the language of the tourists perfectly well. He or she interprets and translates well from one language into another.

The tour guide must have expert knowledge of specific areas, including geography, natural features, history, art and culture. He or she knows all the sights in a travel destination. The tour guide answers a lot of questions.

The tour guide is a friendly, easy-going and helpful person. Tourists sometimes tip their guides if they like them.

1. What does the tour guide do?
2. How does the tour guide handle tour groups?
3. What does the tour guide cater to?
4. How well does the tour guide know a foreign language?
5. What other subjects does the tour guide know and why?
6. What kind of person is the tour guide?

### **THE ANIMATOR**

The animator organizes and provides entertainments for guests in a hotel or a holiday resort. He also organizes entertainment programmes for passengers on a cruise ship.

The animator organizes and conducts parties, shows, sports or arts contests, games for children and grown-ups. He involves guests in action: games and shows.

The chief animator manages the staff of animators. He is also called the social director. He communicates with guests a lot.

The animator speaks a few foreign languages. He communicates with guests in their native languages.

The animator not only speaks well. He is very artistic. He usually dances well, sings well and acts like an actor.

The animator is an easy-going and cheerful person. He is a pretty good mixer.

The animator is the main entertainer in the tourist industry.

1. Where does the animator work?
2. What does the animator do?
3. Why is the chief animator called the social director?
4. Why does the animator speak a few foreign languages?
5. What does the animator do like an actor?
6. What kind of person is the animator?

## VOCABULARY DRILL

### X. Find English equivalents in the texts and use them in the sentences of your own.

Туристическая компания, туристический пакет, транспортная компания, рекламировать туры, рекламировать в СМИ, платить комиссионное вознаграждение, продавать отдельные туристические услуги, обзорная экскурсия, управлять туристическим бизнесом, руководить штатом туристической компании, глава отдела, отдел продаж, отдел маркетинга, отдел по связям с общественностью, подчиняться генеральному директору, контролировать результат, принимать решения о ценах и скидках, нанимать сотрудников, руководить туристической группой, проводить обзорную экскурсию, сопровождать туристов, стараться удовлетворить пожелания туристов, обеспечивать развлечения, круизный лайнер, конкурс художественной самодеятельности (творческий конкурс), родной язык.

### XI. Match up.

1) tour	a) agent
2) social	b) destination
3) service	c) department
4) travel	d) operator
5) destination	e) tour
6) tourist	f) animator
7) car	g) industry
8) marketing	h) director
9) sightseeing	i) rental
10) chief	j) geography

### XII. Choose the correct variant of answer to the given questions (only one variant is possible).

- 1) What do tour packages include?
  - a) transportation;
  - b) accommodation;
  - c) catering;
  - d) transfers;
  - e) all of the variants given.
- 2) What statement about the travel agent doesn't correspond to reality?
  - a) The travel agent is a wholesaler;
  - b) The travel agent is a retailer;
  - c) The travel agent gets a commission from the tour operator;
  - d) both "a" and "c";
  - e) both "b" and "c".
- 3) What does the tourism manager do?
  - a) hires employees;
  - b) runs some tourist business;
  - c) works directly with the public;

- d) both “a” and “c”;
  - e) both “a” and “b”.
- 4) What are the features of the tour guide?
- a) knows a lot on history, geography, art and culture;
  - b) decides on prices and discounts;
  - c) plans tourist business;
  - d) knows all the sights in a travel destination;
  - e) both “a” and “d”.
- 5) What statement characterizes the chief animator?
- a) is also called the social director;
  - b) communicates with guests a lot;
  - c) accompanies tourists during a local tour or during the whole journey;
  - d) both “a” and “b”;
  - e) “a”, “b” and “c”.

**XIII. Cross out one odd term in each line. Explain your choice.**

- 1) customer, interpreter, travel agent, booking agent, guide, ticket agent;
- 2) flight, car rental, transfer, commission, hotel accommodation, sightseeing tour;
- 3) friendly, easy-going, knowledgeable, cheerless, eager, helpful;
- 4) accommodation, graduation, promotion, destination, entertainment, commission;
- 5) discount, career, separate, resort, contest, brochure;
- 6) holiday-maker, journey, sightseer, tourist, excursionist, tripper;
- 7) transportation companies, careers, hotels, restaurants, museums, tour agency;
- 8) passenger, tourism manager, consumer, career, social director, chief animator;
- 9) promotion, discounts, advertising, sales, catering, prices;
- 10) entertainments, grown-ups, holiday resorts, artistic, a good mixer, arts contests.

**XIV. Group the following terms according to the titles in the table (4 terms in each group).**

Destination geography, profit, car rental, accommodation, commission, retail, tutoring, social director, sale, knowledge, discount, guide, catering, shop-assistant, animator, cost, interpreter, entertainment, wholesale, graduation.

TRADE	TOURIST STAFF	EDUCATION	TRAVEL SERVICES	MONEY MATTERS



**XV. Match the terms on the left with their definitions on the right.**

1) a tour operator	a) a travel company staff member who sells tours and separate services retail
2) a travel agent	b) a tourist professional who shows tourists round a destination or a sight
3) a tourism manager	c) the person accompanying a group throughout its travel and making all the travel arrangements for the group
4) a tour guide	d) a tourist specialist who develops tour packages
5) an animator	e) a manager who supervises a staff of animators
6) a social director	f) a person who is not attached to any company staff and works for himself having a licence to do such work
7) a booking agent	g) a tourist professional who manages a travel company or a department
8) a ticket agent	h) a travel company staff member who issues and sells tickets
9) a conductor	i) a specialist who arranges entertainments for hotel guests or cruise passengers
10) a free-lancer	j) a travel company staff member who arranges ticket bookings

**XVI. Pick out the right definition.**

1) a hospitality industry	<p>a) a set of businesses which provide social services for elderly people</p> <p>b) a set of businesses which provide services for sick people in hospitals</p> <p>c) a set of businesses which provide services for hotel guests</p> <p>d) a set of businesses which provide accommodation, meals, and entertainment for travellers</p>
2) goods	<p>a) a lot of good things</p> <p>b) products on sale</p> <p>c) sales</p> <p>d) discounts</p>
3) a commission	<p>a) money paid by a tour operator for a travel agent's services</p> <p>b) money paid by a customer for a travel agent's services</p> <p>c) money paid by a customer when booking a tour</p> <p>d) money paid by a traveller when booking a ticket</p>
4) a tour package	<p>a) a set of tours offered for a traveller's choice</p> <p>b) a list of services offered by a travel agency</p> <p>c) a tour which includes travel, accommodation, meals and other services at one price and is paid for in advance</p> <p>d) an envelope from a travel agency with all travel documents for the customer going on a tour</p>

5) a customer	<b>a)</b> a specialist in national customs <b>b)</b> a person who works at the Customs <b>c)</b> a consumer of travel services <b>d)</b> a buyer of goods or services
6) a wholesaler	<b>a)</b> a person or a company that sells packaged goods or services to customers <b>b)</b> a person or a company that works on a travel market <b>c)</b> a sales person or a company that has a number of agents or agencies <b>d)</b> a person or a company that buys goods or services in bulk from suppliers and sells them to retailers
7) a destination	<b>a)</b> a place to which a traveller is going <b>b)</b> a place which a traveller visits during a tour <b>c)</b> a place of arrival <b>d)</b> a place of departure
8) sightseeing	<b>a)</b> attractions and places of interest of a city or a town <b>b)</b> visiting or looking at the places of interest <b>c)</b> looking through catalogues with city or country views <b>d)</b> watching videos with city or country views
9) staff	<b>a)</b> personal things <b>b)</b> personnel <b>c)</b> a lot of people <b>d)</b> a lot of customers
10) a retailer	<b>a)</b> a person or a company that buys a tour package direct from a tour operator <b>b)</b> a person or a company that buys separate travel services <b>c)</b> a person or a company that sells goods or services direct to the public <b>d)</b> a person or a company that sells tickets direct to the public

**XVII. Agree or disagree with the following statements. Correct the false ones.**

- 1) A tour operator puts together the components of a holiday package or tour, booking accommodations, travel and services.
- 2) Travel agents have the job of selling the packages created by tour operators.
- 3) Introverted people are more appropriate for the job of social director.
- 4) Travel agencies are tourist companies which develop and put together tour packages.
- 5) Social director is a person in charge of the activities that are supposed to entertain and amuse the customers.
- 6) The social director has to organize entertainment activities, but he mustn't involve the willing and the reluctant guests in the fun and games.
- 7) Tourism managers are also called the tour conductors.
- 8) The role of a tourism manager is a combination of marketing, public relations and management, it also involves lots of planning and preparation.

- 9) Tour guides don't escort people on sightseeing trips and tours of particular countries, cities, historical sites, monuments, and tourist attractions. They always work indoors, giving tours in art galleries, museums or historical buildings.
- 10) Tour operators are retail tourist companies which work directly with the public.
- 11) Animators are supposed not to allow holiday-makers to relax in the hotel.
- 12) Experience of dealing with the public and giving presentations are not necessary in the job of a guide, and additional languages may not help.
- 13) The sightseeing guide is not supposed to be asked a lot of questions. A sightseeing guide never has any difficult or unexpected problems to deal with.
- 14) In order to develop a tour package the tour operator works with travel agencies.
- 15) A travel agent does not have any direct contact with the public.

**XVIII. Fill in the blanks with proper prepositions if necessary.**

- 1) The tour operator works ... a tourist company.
- 2) Tour operators sell tour packages wholesale ... travel agencies or sometimes direct ... the public.
- 3) I'm planning to enter ... some school ... advanced tourism training.
- 4) Are you keen ... tourism management?
- 5) Both tour operators and travel agents deal ... tourist services.
- 6) A booking agent makes sales ... telephone.
- 7) What are you interested ... at a tourist job?
- 8) What position are you thinking ...?
- 9) In a large tourist company the tourism manager reports ... the general manager.
- 10) The tour guide has to deal ... any problems that occur ... the tour or excursion.

**XIX. Fill in the blanks.**

<i>a retailer</i>	<i>carriers</i>	<i>the tour guide</i>
<i>a commission</i>	<i>the tour operator</i>	<i>the travel agent</i>
<i>the animator</i>	<i>destination</i>	<i>sightseeing</i>
<i>suppliers</i>	<i>the tour conductor</i>	<i>entertainment</i>
<i>the social director</i>	<i>the tourism manager</i>	<i>promotion</i>
	<i>a wholesaler</i>	

- 1) \_\_\_\_\_ supervises all operations in a tourist company and its staff.
- 2) \_\_\_\_\_ handles tour groups.
- 3) \_\_\_\_\_ sells tour packages and separate services to customers.
- 4) \_\_\_\_\_ provides entertainment for holiday-makers.
- 5) \_\_\_\_\_ develops tour packages.
- 6) The tour guide knows all sights in the \_\_\_\_\_ .
- 7) The tourism manager decides on \_\_\_\_\_ and advertising of new tours.
- 8) The tour operator pays \_\_\_\_\_ to travel agents.
- 9) The tour guide conducts \_\_\_\_\_ tours.
- 10) The animator arranges and conducts \_\_\_\_\_ programmes.
- 11) The travel agent is \_\_\_\_\_ .
- 12) The tour operator is \_\_\_\_\_ .

- 13) The chief animator is also called \_\_\_\_\_ .  
 14) The tour operator works with \_\_\_\_\_ , hotels, museums and other \_\_\_\_\_ .  
 15) The tour guide is also called \_\_\_\_\_ .

**XX. Make up sentences.**

- 1) to the general public, necessary travel information, provides, a retail travel agency.
- 2) the travel agent, the intending tourists, come, to the office of.
- 3) proposed visit, seek, information about, they, their.
- 4) the travel, people, should be, very knowledgeable, agents.
- 5) relating to travel, should supply, up to date and concrete information, they.
- 6) they, skills, must have, communication, great.
- 7) the potential customers, the art of catching, the travel agent, should be thorough in.
- 8) is a desirable qualification, a travel agency, the knowledge of foreign languages, for those working in.
- 9) to choose, the potential tourist, a travel agent, the most convenient course, advises.
- 10) a great deal of initiative, and, this job, calls for, drive.

**XXI. Fill in the correct word derived from the words in brackets.**

Tourism is one of the fastest growing industries in the world. There are so many (1) ... (*differ*) jobs available which require a wide range of skills and (2) ... (*able*). However, the industry relies heavily on client (3) ... (*approve*) and (4) ... (*satisfy*), so one of the key (5) ... (*require*) for most jobs is to provide convenient and (6) ... (*efficiency*) services that go beyond a customer's (7) ... (*expect*). Although there are many different positions, there are several similar skills that (8) ... (*apply*) must possess to be (9) ... (*success*) in the tourism industry. Excellence in team work is a must, and so too is a (10) ... (*will*) to learn through experience. (11) ... (*Confide*) in using computer software, communicating with clients or guests, and an ability to solve problems are also (12) ... (*significance*) for most candidates. Because there are so many jobs on offer, from entry level to (13) ... (*manage*) positions, it is hard to pinpoint an (14) ... (*expect*) salary. Therefore, depending on the (15) ... (*pose*), experience and company, a tourism salary can begin as low as £12,000 but reach more than £50,000 each year. On-the-job experience is a major education tool used in tourism. However, bachelor's degrees and (16) ... (*advance*) degrees in tourism and related disciplines are usually needed for (17) ... (*high*) level positions.

**GRAMMAR DRILLS**  
***THE INDEFINITE TENSES***

**I. Make up interrogative and negative sentences.**

- |                                |                               |
|--------------------------------|-------------------------------|
| + He is a tourism manager.     | + He lives in Russia.         |
| ? Is he a tourism manager?     | ? Does he live in Russia?     |
| – He is not a tourism manager. | – He does not live in Russia. |

- 1) She handles tour groups.
- 2) Our tourism manager made a journey to Greece.
- 3) This tour guide will handle six groups next month.
- 4) You deal with customers.
- 5) The first travellers were merchants and traders.
- 6) It will be too late to change the dates of the tour tomorrow.
- 7) You are a wholesaler.
- 8) The travel agent offered a travel insurance.
- 9) The tourists will stay in the mountains overnight.
- 10) These people are our tourists.
- 11) This travel agent got a higher commission for the increased sales.
- 12) Those animators will conduct shows and games.
- 13) This employee is an animator.
- 14) The travellers chose our new tour yesterday.
- 15) We will take a sightseeing tour of London in a week.

## **II. Make up alternative questions.**

1) **His friend is a guide. – Is his friend a guide or an interpreter?**

2) **He speaks English. – Does he speak English or French?**

- 1) Travel agents sell tours retail.
- 2) Thomas Cook set up the first travel agency.
- 3) There will be more business travellers in future.
- 4) Animators conduct entertainment programmes for children.
- 5) The WTO emerged in 1975.
- 6) The travellers will stay at a resort hotel.
- 7) The animators are easy-going people.
- 8) They worked as animators during their summer holidays.
- 9) The tour operator will develop some new tours next season.
- 10) Tour operators pay commission to travel agents.
- 11) The most famous travellers in the past were explorers.
- 12) Tourism will grow very fast.
- 13) This is our chief animator.
- 14) The trains outdid ferries.
- 15) They will have a theme park in Moscow soon.

## **III. Make up tail-questions.**

1) **Customers tip guides. – Customers tip guides, don't they?**

2) **Customers don't tip guides. – Customers don't tip guides, do they?**

- 1) The guide conducts sightseeing tours.
- 2) The age of airplanes made travel available to all people.
- 3) The travel agents won't offer any discounts in high season.
- 4) The guide doesn't decide on discounts.
- 5) Tourism managers hired some new employees last week.
- 6) The resort hotel will offer a new animation programme next season.
- 7) The general manager doesn't report to a department manager.

- 8) The first travellers used simple means of transportation.
- 9) There won't be an English-speaking guide during the sightseeing tour.
- 10) The tourism manager reports to the general manager.
- 11) The trains didn't outdo planes.
- 12) The holiday-makers will have a chance to combine action and relaxation.
- 13) We never get commissions from tour operators.
- 14) Our tour package didn't include transfer.
- 15) It won't be easy to book a hotel in summer peak season.

#### **IV. Make up special questions.**

##### **1) She is a knowledgeable tour guide.**

- a) **Who is a knowledgeable tour guide?**
- b) **What kind of guide is she?**
- c) **What is she?**

##### **2) She handles tour groups in high season because she is a guide.**

- a) **Who handles tour groups in high season?**
- b) **What kind of groups does she handle in high season?**
- c) **What season does she handle tour groups?**
- d) **Why does she handle tour groups?**

- 1) He decides on prices and discounts because he is a tourism manager. (*Who, What, Why*)
- 2) The UN conference on international travel and tourism took place in Rome in 1963. (*What, What kind of..., Where, When*)
- 3) Their best travel agent will go on an incentive tour next season. (*Who, What kind of..., When*)
- 4) This tour operator pays us a 10 per cent commission. (*Who, What*)
- 5) Our tour operators developed some new tours last season. (*What, When, Who*)
- 6) You will take a coaching tour to Europe next summer. (*Who, What, What kind of..., Where to, When*)
- 7) Travel agents always provide a travel insurance with the tour package. (*Who, What kind of...*)
- 8) She was often away on business because she was a tour operator. (*How often, Why*)
- 9) The holiday-makers will take a tour to this theme park tomorrow morning. (*Who, What, What kind of..., When*)
- 10) The animator entertains passengers on a cruise ship. (*Whom, Where*)
- 11) They advertised their tour packages in mass media last month. (*Where, When*)
- 12) Our customer will attend the international exhibition next month. (*Who, Whose, What, What kind of..., When*)
- 13) The booking agent handles bookings over the phone. (*Who, How*)
- 14) Thomas Cook set up the first travel agency in the middle of the 19<sup>th</sup> century. (*Who, What, When*)
- 15) More and more people will have paid holidays and long weekends in future. (*Who, What, What kind of..., When*)

## **V. Render the texts in plural. Start as follows.**

Tour operators work in tourist companies. They develop tours also known as tour packages ...

## **VI. Open the brackets.**

- 1) The tour guide usually (*to speak*) a few foreign languages.
- 2) A month ago our company (*to put*) a new tour together. We (*not to advertise*) it in mass media. We (*to include*) it in our new travelogue.
- 3) What kind of tour packages your company (*to promote*) next season? – We (*to promote*) sporting tours. We (*to advertise*) them on TV and (*to publish*) in travelogues. We (*not to promote*) shopping tours any more.
- 4) The guide (*not to know*) all the sights in our destination. She (*not to be*) a local guide.
- 5) Your tourism manager (*to travel*) anywhere last year? – He (*not to take*) his paid holidays last year. He (*to have*) a lot of work to do.
- 6) Your employer (*to send*) the best employees on an incentive tour again next year?
- 7) Your travel agency (*to sell*) separate services? – Yes, it (*to do*). But we (*not to offer*) car rentals.
- 8) When and where the UN conference on international travel and tourism (*to take*) place? – It (*to take*) place in 1963 in the capital of Italy.
- 9) Your travelling companions (*to take*) the same kind of tour next year? – No, they won't. They (*to go*) on a cruising tour next time.
- 10) How tour operators (*to sell*) their tour packages? – They (*to sell*) them wholesale. They (*to pay*) commission to travel agents. The commission (*to be*) from 5 to 10 per cent of the tour cost.
- 11) They (*to set*) up a new tourist company and (*to do*) market research last year.
- 12) How many travel clerks they (*to include*) in the FAM tour next time? – They (*not to include*) many.
- 13) Your travel consultant (*to be*) in the office? – No, he (*not to be*) in. He (*to be*) away on business.
- 14) You (*to cooperate*) with major tour operators a couple of years ago? – No, we didn't.
- 15) Educational tourism (*to become*) even more widespread in future.

## **VII. Translate from Russian into English.**

- 1) Менеджер туризма управляет туристской компанией. Он принимает решения о турах, ценах и скидках. Он управляет персоналом компании. Он не всегда находится в офисе. Он часто ездит по делам.
- 2) Вчера я прочитал статью о Всемирной туристской организации в журнале. – Когда эта организация возникла? – Если я не ошибаюсь, это событие произошло в 1975 году.
- 3) Я собираюсь стать гидом-переводчиком. В следующем году я буду изучать еще один иностранный язык. – Какой язык ты будешь осваивать? – Я начну с итальянского, а потом продолжу изучать испанский. – А будешь ли ты

изучать историю и искусство? – Да, определенно. Все будущие гиды будут изучать историю и географию, культуру и искусство. Надеюсь, мы будем знать все достопримечательности нашего турцентра в конце курса обучения.

- 4) Чем занимается туроператор? Где он работает? – Туроператор – главный производитель в индустрии туризма. Он работает с поставщиками и разрабатывает пакеты туров. Он реализует пакеты туров оптом. Иногда туроператор продает туры в розницу.
- 5) Томас Кук стал известен в Англии в середине XIX века. – Чем он стал известен? Что он сделал? – Он организовал первую туристскую поездку по железной дороге. Он основал первое в мире турагентство.
- 6) На собрании в конце года менеджер туризма будет принимать решение о разработке и продвижении новых услуг и пакетов туров.
- 7) Я – гид-переводчик. Я не работаю в туристской компании. Я занимаюсь туристскими группами. Я провожу экскурсии. Я часто отвечаю на вопросы туристов. Я много перевожу с одного языка на другой.
- 8) А кто такие аниматоры? Чем они занимаются? Аниматоры организуют и проводят развлекательные программы. Они вовлекают гостей в действие. Аниматоры очень артистичны. Обычно они очень общительные люди. Они хорошо говорят на родном и иностранных языках.
- 9) Турагент не разрабатывает туры. Турагент продает пакеты туров клиентам в розницу. Турагент также предлагает различные отдельные услуги. Какие услуги предоставляет турагент? Турагент предоставляет билеты, экскурсии, аренду автомобилей, страховки.
- 10) Вы будете предлагать какие-либо новые туры в будущем сезоне? – Да, наша туроператорская фирма будет рекламировать и реализовывать оптом и в розницу каникулярные инклюзив-туры для детей. – В какие страны вы направите детей? – Это будет Турция, Греция, Испания и Италия.

### **VIII. Make up all possible questions to the following sentences.**

- 1) Travel agents sell tours retail.
- 2) The tour operator is a wholesaler.
- 3) The UN conference on international travel and tourism took place in Rome in 1963.
- 4) The travel agent offered me travel insurance.
- 5) During educational tours travel clerks will get familiar with local facilities, hotels, restaurants and attractions.
- 6) Tourist companies will provide more services in future.

### **TYPES OF TOURISM** **ACTIVE VOCABULARY**

advanced care  
adventure tourism  
bird-watching

надлежащий уход  
приключенческий туризм  
наблюдение за птицами в естественных условиях их обитания



business tourism	деловой туризм
cookery	кулинария
cruise tourism	круизный туризм
cultural tourism	познавательный туризм
to depend on	зависеть от
to devise	придумывать, разрабатывать
destination	пункт назначения
disabled people	люди с ограниченными возможностями
domestic tourism	внутренний туризм
ecological tourism	экологический туризм
educational tourism	учебный, школьный, образовательный туризм
event tourism	событийный туризм
expensive	дорогой, дорогостоящий
extreme tourism	экстремальный туризм
fourth-age tourism	туризм лиц четвертого возраста
to gamble	играть в азартные игры
gambling	азартные игры, игорный бизнес
heritage	наследие
hiking	пеший туризм
hitch-hiking	туризм автостопом
holiday tourism	каникулярный туризм
horse riding	верховая езда
impact	воздействие
inbound tourism	въездной туризм
incoming tourism	въездной туризм
internal tourism	внутренний туризм
international tourism	международный туризм
island	остров
medical tourism	медицинский туризм
medical treatment	медицинская помощь
motive	повод, причина, мотив
motor racing	автогонки
outbound tourism	выездной туризм
out-going tourism	выездной туризм
ownership	вид собственности
painting	живопись
pertinent	имеющий отношение, уместный
pilgrimage tourism	паломнический туризм
pole	полюс
profit	польза, выгода, прибыль
purpose	цель
retired people	пенсионеры
rugged	труднопроходимый
to share	делить, разделять, совместно пользоваться, совместно владеть
to sort out	разбирать, выделять, классифицировать

special-interest tourism	специализированный туризм
sports tourism	спортивный туризм
surroundings	окружение, окружающая обстановка
survival	выживание
sustainable tourism	экологически рациональный туризм
third-age tourism	туризм лиц третьего возраста
uninhabited	необитаемый

### **I. Answer the following questions.**

What types of tourism do you know? Give as many examples as you can. Try to classify them into categories according to features that they have in common. Some types can belong to more than one group. What types are traditional ones? What types are brand new? What types of tourism are more popular/less popular? Why?

### **II. Give Russian equivalents to the following words and word combinations.**

To talk about travel and tourism, many types of tourism, to depend on the purposes of travelling people, the exact figure, domestic tourism, international tourism, in-coming tourism, out-going tourism, resort tourism, to be popular all over the world, a beer-drinking tour, adventure holiday, an uninhabited island, fascinating tours, to watch birds in natural surroundings, up-to-date hobbies, for the sake of convenience and politeness.

### **III. Read, translate and discuss.**

#### **DIALOGUE: SORTING OUT DIFFERENT TYPES OF TOURISM**

**Student 1:** I was wondering if we could continue talking about travel and tourism.

**Student 2:** That sounds fine with me. What do you have in mind?

**Student 1:** Are there many types of tourism nowadays?

**Student 2:** Quite a lot! They *depend on* the purposes of travelling people.

**Student 1:** Will you *share* your knowledge with me? If it's not too much trouble, of course.

**Student 2:** No trouble at all!

**Student 1:** I am curious to know how many types of tourism there are.

**Student 2:** I don't think anybody will give you the exact figure.

**Student 1:** Will you name just a few?

**Student 2:** Tourism can be categorized in terms of different factors: geography (*internal, international and domestic tourism, in-coming and out-going tourism*); a form of *ownership* (government and private); industry (transport system, hospitality services or related services); *motive* (*profit or nonprofit*). But the purpose of a tourism trip is generally considered the main factor of tourism typology. There are many reasons for people to travel. However, all of them fall under two main headings: travel for pleasure or recreation and travel for *business*...

**Student 1:** Wait a minute! Are you serious? Do you mean business travel is a type of tourism?

**Student 2:** I definitely mean it. Look, tourism is not just pleasure! The more purposes travellers may have, the more types of tourism there are and will be.

**Student 1:** Will you *sort out* some of the purposes of travel then?

**Student 2:** The more detailed classification of tourism according to the purpose of a tourism trip allows to distinguish a great number of various forms of tourism such as: *cultural tourism* (visiting different and unique sights and experience their cultural *heritages*); *educational tourism* (travelling to an educational institution or some other *destination* in order to take personal-interest classes); *ecological* or *sustainable tourism* (which implies minimal *impact* on the environment and integrates tourism with ecology); *medical tourism* (travelling to get *medical treatment* or *advanced care* that is not available in the native country); *sports tourism* (spending time participating in some sport activities such as skiing, golf, diving or travel to watch a sport competition)... However, there are a lot more types of tourism.

**Student 1:** Curiously enough, I personally know just *holiday*, resort, *cruise* and sports tourism.

**Student 2:** I believe, lots of people think of tourism as just recreation. So you are no exception.

**Student 1:** Will you name some more types of tourism?

**Student 2:** *Adventure tourism*, *hiking* and *hitch-hiking*, *pilgrimage*, *special-interest tourism*...

**Student 1:** Will you slow down, please? What is a special-interest tourism?

**Student 2:** As a matter of fact, there is a great deal of special-interest holidays popular with tourists all over the world.

**Student 1:** «Special interest» sounds very intriguing to me. What kind of special interest is meant here?

**Student 2:** Any hobby you can think of. Hobby tourism means travelling alone or with groups to participate in hobby interests, to meet others with similar interests or to experience something *pertinent* to a hobby.

**Student 1:** Do you mean that if I enjoy beer and take a beer-drinking tour to Bavaria, it is a special-interest tourism?

**Student 2:** Your example is quite to the point! Why not? Some other examples are *cookery* and *bird-watching*, *gambling* and *painting*, *motor racing* and *horse riding*, botany and *survival*.

**Student 1:** Survival? It must be fantastic! Is it an adventure holiday somewhere on an *uninhabited island* or on one of the *poles*?

**Student 2:** Absolutely so! *Adventure tourism* or *extreme tourism* is travelling to *rugged* regions and places such as mountains, jungles, deserts, caves or participating in dangerous events such as hiking and mountaineering.

**Student 1:** And what does bird-watching involve?

**Student 2:** Those are fascinating tours where travellers watch birds in natural *surroundings*. Just imagine travelling to the Seychelles Bird Island or to Ecuador!

**Student 1:** Such tours must be very *expensive*!

**Student 2:** Who told you that a hobby is a cheap thing? Quite the other way round!

**Student 1:** I agree to it. The up-to-date hobbies are really expensive. What are some other new types of tourism in the world today?

**Student 2:** Some of the new types that will continue developing in future are *third-age* and *fourth-age tourism*.

**Student 1:** The more you are telling me about tourism, the more ignorant I am feeling.

**Student 2:** Oh, come on! If you do some thinking, you will guess what these types of tourism are about.

**Student 1:** Right. I guess that the third-age tourism concerns *retired people*. But I can hardly imagine what the fourth-age tourism is.

**Student 2:** The fourth-age tourism involves *disabled people*. Both terms «third» and «fourth» age are *devised* for the sake of convenience and politeness towards these kinds of tourists.

**Student 1:** That's understandable!

**Student 2:** It should be mentioned that the list of different forms and types of tourism is not complete and is constantly enriching.

## SUBSTITUTION DRILL

### IV. Practise.

1. I was wondering if we could **continue talking about travel**.

continue discussing tourism matters  
continue discussing types of tourism  
go on talking about career education  
go on discussing business matters  
carry on speaking about the hospitality industry  
carry on speaking about the accommodation industry

2. Will you share your **knowledge** with me?

ideas  
views  
viewpoints  
standpoints  
opinions  
experience

3. I'm curious to know **how many types of tourism there are**.

how many tourist arrivals there are  
how many new resorts there are  
how travellers choose a tour package  
what travel agents offer discounts for  
where travel agencies advertise themselves  
what some purposes of travel are

4. The more **purposes** travellers may have, the more types of tourism there are and will be.

- aims
- targets
- goals
- objectives
- ideas about travel
- views about travel

5. Will you **sort out** some of the purposes of travel then?

- put together
- sum up
- summarize
- inform me of
- advise me on
- put me in the picture about

6. Curiously enough, I personally know just **holiday** tourism.

- resort
- cruise
- sports
- adventure
- cultural
- special-interest

7. As a matter of fact, there is a great deal of **special-interest** holidays.

- resort
- sports
- adventure
- hiking
- pleasure
- cultural

8. «Special interest» sounds **very intriguing** to me!

- amazing
- captivating
- thought-provoking
- exciting
- wonderful
- peculiar

9. Your **example** is quite to the point!

- question
- answer
- idea
- view
- explanation
- statement

**10.** It must be **fantastic!**

wonderful  
enjoyable  
exciting  
excellent  
marvellous  
fabulous

**11.** And what does **bird-watching** involve?

hiking  
hitch-hiking  
motor-racing  
painting  
cookery  
gambling

**12.** Just imagine travelling to **the Seychelles!**

Ecuador  
Bavaria  
France  
the desert  
the North Pole  
an uninhabited island

**13.** Such tours must be **very expensive!**

very costly  
very inexpensive  
very cheap  
exciting  
fantastic  
fabulous

**14.** Who told you that a **hobby** is a cheap thing?

travelling  
a tour  
a journey  
a trip  
a voyage  
a cruise

**15.** The more you are telling me about **tourism**, the more **ignorant** I am feeling.

travel	backward
special-interest tourism	amazed
adventure tourism	excited
third-age tourism	interested
bird-watching	fascinated
horse-riding	impressed

**16.** If you do some thinking, you will **guess** what these types of tourism are about.

figure out  
understand

realize  
imagine  
fancy  
get the idea

17. I can hardly **imagine** what the fourth-age tourism is.

fancy  
figure out  
guess  
suppose  
assume  
presume

### **V. Respond.**

\_\_\_\_\_ – Are you going to choose a career in tourism? – **Yes, I am. (No, I am not.)**

– What career in tourism are you going to choose? – **I'm going to choose a career of a tourism manager.**

1. – Are you planning to enter any tourist college? – \_\_\_\_\_  
– What college, school or university are you planning to enter? – \_\_\_\_\_
2. – Are you going to be a tourism professional? – \_\_\_\_\_  
– What are you going to be? – \_\_\_\_\_
3. – Are you keen on tourism at all? – \_\_\_\_\_  
– What are you keen on in tourism? – \_\_\_\_\_
4. – Are you fond of travelling at all? – \_\_\_\_\_  
– What are you fond of in travelling? – \_\_\_\_\_
5. – Are you interested in work with people? – \_\_\_\_\_  
– What are you interested in at a tourist job? – \_\_\_\_\_
6. – Are you going to take a job in tourism? – \_\_\_\_\_  
– What job are you going to take? – \_\_\_\_\_
7. – Are you thinking of the position of a travel agent? – \_\_\_\_\_  
– What position are you thinking of? – \_\_\_\_\_
8. – Are you planning to study? – \_\_\_\_\_  
– What are you planning to study? – \_\_\_\_\_
9. – Are you going to work as a tour operator after graduation? – \_\_\_\_\_  
– What are you going to do after graduation? – \_\_\_\_\_
10. – Are foreign languages essential in tourism business? – \_\_\_\_\_  
– What foreign languages are essential in tourism business? – \_\_\_\_\_

### **VI. Make up your own dialogue on different types tourism.**

### **VII. Tell your groupmates about your favourite type of tourism.**

#### ***ACTIVE VOCABULARY***

amusement park

animation programme

answering service

парк развлечений

анимационная программа

служба секретарей на телефоне

to attend	посещать, присутствовать на
benefit	польза, благо, привилегия, преимущество, льгота
boating	путешествия на лодке
bonus	премия
communications	средства связи
convention	конгресс
convention tourism	конгрессный туризм
cruising	круизные путешествия
cycling	велотуры
data	данные
to define	характеризовать, давать определение
difficulty	трудность
diving	ныряние
equipment	оборудование, оснащение, инвентарь
to exceed	превышать, перевыполнять
facilities	база, удобства, средства обслуживания, возможности
fair	ярмарка
familiarization (FAM) tourism	ознакомительный туризм
fitting-centre	тренажерный зал
holiday camp	лагерь отдыха
holiday-maker	отдыхающий, отпускник
to improve	улучшать, совершенствовать
incentive tourism	поощрительный туризм
itinerary	спланированный маршрут
to keep physically fit (kept, kept)	поддерживать физическую форму
leisure tourism	досуговый туризм
mission	миссия, делегация
motoring	автотуризм, путешествия на автомобиле
mountain tourism	горный туризм
mountaineering	альпинизм
negotiations	переговоры
overnight	в ночное время
pleasure tourism	каникулярный туризм, туризм с целью отдыха
post-convention tour	постконгрессный тур
pre-convention tour	предконгрессный тур
preparation	подготовка
provision	предоставление, обеспечение
quota	норма
rafting	сплав по рекам на плотах или резиновых лодках
to inquire	требовать
responsibility	ответственность
to retire	уходить на пенсию



reward	вознаграждение
route	маршрут
sand	песок
secretarial services	услуги секретаря
to set a target (set, set)	ставить задачу, цель
sporting tour	спортивный тур
to spread out (spread, spread)	распространяться, расширяться
to stay	останавливаться, проживать
to sunbathe	загорать, принимать солнечные ванны
swimming-pool	бассейн
target	задача, цель
theme park	тематический парк
trade	торговля, торговый
trade fair	торговая ярмарка
training	профессиональная подготовка, тренировка, обучение
travel expenses	дорожные расходы
water tourism	водный туризм

## TEXTS

### VIII. Read, translate and answer the questions.

#### LEISURE TOURISM

Leisure tourism is also called pleasure tourism or holiday tourism. It is a type of tourism when a person goes on holiday and does not travel on business. Thus, the purpose of tourism in this case is recreation.

Leisure travellers look for sun, sea and sand. They want to go sunbathing, swimming and diving. So this kind of travellers go to sea resorts or holiday camps and stay at resort hotels.

Leisure travellers enjoy organized entertainment and sport. In a resort hotel there are always swimming-pools, fitting-centres, tennis courts, discos. A resort hotel offers its customers contests, concerts, shows, animation programmes for children. Usually it offers tours and visits to different attractions: local sights or amusement or theme parks.

Holiday-makers normally travel with their families and children. There are other ways to travel for pleasure: cruising and coaching, motoring and hiking.

More and more working people will have longer paid holidays and long weekends in future. More and more people will retire at an earlier age. It means that more and more people will travel for leisure in future.

1. How is leisure tourism called?
2. What type of travel is leisure tourism?
3. What do leisure travellers look for?
4. Where do leisure travellers go on holiday?
5. What do leisure travellers enjoy?
6. What does a resort hotel offer?
7. What are other ways to travel for pleasure?
8. Why will more and more people travel for pleasure in future?

## **SPORTS TOURISM**

Sports tourism is a type of active holiday. The purpose of a sporting tour is to exercise and keep physically fit. At the same time travellers enjoy natural surroundings, fresh air and clean water.

Travellers combine action and relaxation during a sporting holiday.

Tourist companies offer hiking, cycling, boating, rafting and other kinds of sporting tour.

Very often sporting tours require preparation and special training. First the tour instructors will plan the itinerary. Then they will train tourists how to use sporting equipment. They will explain the details of the route. They will define means of transportation, provision of meals and overnight accommodation.

During some tours travellers carry their luggage and sporting equipment themselves. During some other tours special carriers transfer the luggage for them. It depends on the difficulty of the tour, on the tourist destination and the local practice.

Within sports tourism there is water tourism, mountain tourism and mountaineering, skiing. Sports tourism is popular all year round.

1. What type of holiday is sporting tour?
2. What is the purpose of a sporting tour?
3. What do travellers enjoy during a sporting tour?
4. What kind of sporting tours do tourist companies offer?
5. How will instructors prepare travellers for sporting tours?
6. What will instructors plan before the tour?
7. Who carries the tourists' luggage during a sporting tour? What does it depend on?
8. What types of tourism are there within sports tourism?

## **BUSINESS TOURISM**

Business tourism is a travel for business purposes.

Business travellers are businessmen and government officials. They travel on different missions. They often travel to attend a convention. Convention tourism is a part of business tourism. It involves taking part in a conference or a seminar.

Business travellers often travel to attend an international exhibition or a trade fair.

There are tourist companies that provide business services. Those are fax, telex and telephone communications, secretarial services, answering service, business meeting arrangements. There are business facilities for business travellers at hotels, airports, on airplanes.

Business travel will develop faster than other types of tourism in future. There will be more business tourists and more tourist companies which will deal with business tourism. They will provide more services in future. They will collect information on markets and trade partners, provide economic data on monitors, arrange negotiations, offer pre-convention and post-convention tours.

1. What kind of travel is business tourism?
2. What kind of tourists are business travellers?
3. What do business tourists travel for?
4. What does convention tourism involve?

5. What business services do tourist companies provide?
6. Where are business facilities?
7. What kind of other business services will tourist companies provide in future?
8. What sort of tours will tourist companies offer to business travellers?

### **INCENTIVE TOURISM**

Incentive tourism means that a business company offers holiday tours to its employees and covers all travel expenses.

On the one hand, the company does it as a reward or a bonus to a person for his successful work.

On the other hand, the company does it as an incentive for the future. The company hopes that the employee will work even better in future and bring profit to the company.

Very often an employer sets a target for an employee: «You will earn a holiday in France for your family if you exceed your quota by 10 per cent next year».

Incentive tourism emerged in the 1960s in the USA. Later on it spread in Europe. But only large progressive corporations offer tours to their employees.

In some countries there are specialist tourist companies which arrange incentive tours for business corporations. They take great responsibility because incentive tours go under the name of the business corporation. It means that good travel arrangements will improve its reputation. Bad travel arrangements will shake its reputation.

This type of tourism is still a very small part of international tourism. Most probably this type of tourism won't grow in future.

1. What does incentive tourism mean?
2. Why does a business company offer incentive tours to its employees?
3. What sort of target does an employer set for the employee?
4. When and where did incentive tourism emerge?
5. What kind of companies offer incentive tours?
6. Why do tourist companies take great responsibility when they arrange incentive tours for business corporations?
7. How popular is this type of tourism?

### **FAMILIARIZATION TOURISM**

Familiarization tourism is often called just FAM tourism. It means that a business company sends its staff on educational tours to its branches or other business companies in other cities and countries.

If a travel agency sends its travel clerks on FAM tours, it means that they will have educational visits to a tourist destination. There they will get familiar with local facilities, hotels, restaurants and attractions. They will study a tour operator's or local travel agency's practice.

The main purpose of travel clerks on a FAM tour is to get necessary knowledge from personal experience. When the clerks return home, they will know what to offer and what to explain to their customers about the destination.

Some experts say that FAM tourism is a part of incentive tourism. On the one hand, such a tour is an incentive to the travel agency staff selling holidays. On the other, it is a benefit to the tour operator which arranges them.

FAM tourism is very popular and will become even more popular in future.

1. What does familiarization tourism mean?
2. What do travel agencies send their clerks on FAM tours for?
3. What do travel clerks get familiar with during FAM tours?
4. What is the main purpose of travel clerks on a FAM tour?
5. What will the travel clerks know when they return home?
6. Why do some experts say that FAM tourism is a part of incentive tourism?

### VOCABULARY DRILL

#### **IX. Find English equivalents in the texts and use them in the sentences of your own.**

Досуговый туризм, цель путешествия, ездить на морские курорты, останавливаться в курортных отелях, организованные развлечения, анимационные программы для детей, вид активного отдыха, поддерживать физическую форму, спортивный тур, требовать подготовку и специальную тренировку, планировать маршрут, средства транспорта, обеспечение питанием, размещение на ночлег, спортивный инвентарь, деловые цели, государственные служащие, конгрессный туризм, принимать участие в семинаре, посещать международную выставку или торговую ярмарку, служба секретарей на телефоне, договариваться о переговорах, покрывать расходы на путешествие, вознаграждение за успешную работу, приносить прибыль компании, ставить цель перед служащим, брать на себя большую ответственность, улучшать репутацию, образовательные туры, филиал, получить необходимые знания на личном опыте.

#### **X. Match up.**

1) holiday	a) service
2) answering	b) surroundings
3) theme	c) fair
4) natural	d) accommodation
5) sporting	e) equipment
6) government	f) local facilities
7) overnight	g) camp
8) economic	h) data
9) trade	i) official
10) to get familiar with	j) park

#### **XI. Cross out one odd term in each line. Explain your choice.**

- 1) secretarial services, government officials, trade partners, telephone communications, international exhibition, travel agency staff, negotiations;
- 2) holiday-maker, vacationist, official, tourist, traveller;
- 3) expensive, international, cultural, cookery, ecological, educational;

- 4) entertainment, international, contest, disco, swimming-pool, concert, fitting-centre;
- 5) trainings, motoring, gambling, mountaineering, cycling, cruising, hiking;
- 6) exercise, equipment, training, instructor, competition, enduring;
- 7) to depend on, to devise, to report to, to sort out, to spread out, to deal with, to slow down;
- 8) necessary knowledge, educational tour, personal experience, branch, tourist destination;
- 9) itinerary, tour, destination, quota, route, tour package;
- 10) expenses, reward, bonus, incentive, profit, successful.

**XII. Group the following terms according to the titles in the table (4 terms in each group).**

Diving, out-going, yachting, sight, third-age, safari, travel expenses, boating, theme park, negotiations, survival, reward, mission, amusement park, rafting, FAM, profit, secretarial service, bonus, convention.

<b>MONEY MATTERS</b>	<b>PLACES OF INTEREST</b>	<b>TYPES OF TOURISM</b>	<b>BUSINESS TOURISM</b>	<b>WATER TOURISM</b>

**XIII. Match the terms with the definitions.**

1) convention tourism	a) a type of tourism which involves visits of tour operators and travel agents to travel destinations so that they get to know their facilities well
2) outgoing tourism	b) a type of tourism involving visiting fragile, pristine, and relatively undisturbed natural areas
3) incentive tourism	c) a type of tourism which involves tours and visits for disabled people
4) sports tourism	d) a type of tourism which involves journeys for people who share the same hobby
5) leisure tourism	e) a type of tourism which involves holidays awarded to staff members as a bonus and to encourage them to work better
6) familiarization tourism	f) a type of tourism which involves holidays for relaxation and entertainment purposes
7) third-age tourism	g) a type of tourism which involves taking part in meetings, conferences and seminars
8) fourth-age tourism	h) a type of tourism which involves tours and visits for elderly and retired people
9) special-interest tourism	i) a type of tourism which involves tours with a lot of physical training, exercising and keeping fit

<b>10) ecological tourism</b>	<b>j) a type of tourism which involves the activities of residents of a given country travelling to and staying in places outside their country of residence and outside their usual environment</b>
-------------------------------	--

**XIV. Pick out the right definition.**

<b>1) gambling</b>	<b>a) hunting</b> <b>b) ferry-boating</b> <b>c) bungee-jumping</b> <b>d) gaming</b>
<b>2) special-interest tourism</b>	<b>a) travel with special purposes</b> <b>b) travel for experts and specialists</b> <b>c) travel with specific business missions</b> <b>d) travel for the tourist industry employees</b>
<b>3) hitch-hiking</b>	<b>a) cross-country running or skiing</b> <b>b) white-water rafting</b> <b>c) travelling by asking drivers for lifts</b> <b>d) motoring with no driving licence</b>
<b>4) survival tourism</b>	<b>a) camping or caravanning</b> <b>b) holiday-making with no modern conveniences</b> <b>c) starving, slimming and keeping fit</b> <b>d) travelling to isolated places with extreme natural conditions</b>
<b>5) to attend</b>	<b>a) to be present</b> <b>b) to enter</b> <b>c) to come and stay</b> <b>d) to pay a visit</b>
<b>6) FAM tourism</b>	<b>a) travel of regular customers to familiar destinations</b> <b>b) incentive travel with families and children</b> <b>c) cultural travel for sightseeing purposes</b> <b>d) travel of tourist staff for getting to know new destinations better</b>
<b>7) data</b>	<b>a) number</b> <b>b) date</b> <b>c) information</b> <b>d) statistics</b>
<b>8) a convention</b>	<b>a) a party</b> <b>b) a formal meeting</b> <b>c) a resolution</b> <b>d) an announcement</b>
<b>9) itinerary</b>	<b>a) a list of places to be visited during a tour</b> <b>b) a programme of stay</b> <b>c) a route from one place to another</b> <b>d) an inclusive tour</b>

10) fourth-age tourism	<ul style="list-style-type: none"> <li>a) tourism for elderly people</li> <li>b) tourism for disabled people</li> <li>c) tourism for retired people</li> <li>d) social tourism</li> </ul>
------------------------	---

**XV. Agree or disagree with the following statements. Correct the false ones.**

- 1) Tourism can not be classified.
- 2) The main factor of tourism typology is a form of ownership.
- 3) International tourism is one of the forms of tourism.
- 4) Cultural tourism involves visiting rugged regions and dangerous places such as mountains and caves.
- 5) Leisure travel is often characterized by staying in nice hotels or resorts, relaxing on beaches or in a room, or going on guided tours and experiencing local tourist attractions.
- 6) Extreme tourism is also called sustainable tourism.
- 7) People travelling for leisure purposes are interested in the conference facilities at a destination.
- 8) Travelling alone or with groups to participate in hobby interests and to meet others with similar interests is known as sports tourism.
- 9) Ecotourism helps to support the local agricultural economy.
- 10) During business tourism, individuals are still working and being paid, but are doing so away from both their workplace and home.
- 11) Incentive tourism is rapidly growing worldwide.
- 12) Sports tourism involves people travelling to participate in sporting events.
- 13) The classification of tourism is complete.
- 14) FAMs are very important in the hospitality industry.
- 15) Business travellers may be more interested in the conference facilities or the ease of getting from the city centre to the airport.

**XVI. Give English equivalents to the words in brackets.**

- 1) There are many (*причин*) why people travel.
- 2) Tourism (*можно классифицировать*) in terms of different factors.
- 3) The main factor of tourism typology is the (*цель*) of a tourism trip.
- 4) There are tourist companies that provide business services: (*услуги секретаря*), (*служба секретарей на телефоне*), (*организация деловых встреч*).
- 5) Cultural tourism involves visiting unique (*достопримечательности*).
- 6) Adventure tourism means travelling to (*труднопроходимый*) and (*опасный*) places.
- 7) Ecotourism (*объединять*) tourism with ecology.
- 8) A resort hotel offers its customers contests, concerts, shows, (*анимационные программы*) for children.
- 9) Sports tourism implies participating in various (*спортивные мероприятия*) and (*соревнования*).
- 10) (*Азартные игры*) is very popular nowadays.
- 11) Incentive tourism means that a business company offers holiday tours to its employees and covers all (*дорожные расходы*).

- 12) The list of different types of tourism is (*не полный*).
- 13) If a travel agency sends its travel clerks on FAM tours, it means that they will have (*образовательный визит*) to a tourist destination.
- 14) During sporting tours tour instructors define (*средства транспорта*), (*обеспечение питанием*), and (*ночлег*).
- 15) Leisure travellers usually visit different attractions: local (*достопримечательности*) or (*парки развлечений или тематические парки*).

**XVII. Fill in the blanks.**

<i>equipment</i>	<i>mission</i>	<i>a bonus</i>
<i>travel expenses</i>	<i>a target</i>	<i>data</i>
<i>answering service</i>	<i>convention</i>	<i>staff</i>
<i>recreation</i>	<i>mountaineering</i>	<i>training</i>
<i>the itinerary</i>	<i>surroundings</i>	<i>a FAM tour</i>

- 1) \_\_\_\_\_ tourism is one part of business tourism.
- 2) FAM tourism means that a company sends its \_\_\_\_\_ on educational tours to other companies.
- 3) Sporting tourists enjoy exercise and natural \_\_\_\_\_ .
- 4) Tourist companies provide special services for businessmen. Among them are \_\_\_\_\_ and business meeting arrangements.
- 5) Within sports tourism there is water tourism, mountain tourism and \_\_\_\_\_ .
- 6) During \_\_\_\_\_ travel clerks get familiar with local facilities.
- 7) The purpose of pleasure tourism is \_\_\_\_\_ .
- 8) Sports tour instructors will always train tourists how to use sporting \_\_\_\_\_ .
- 9) Tourist companies will provide business tourists with economic \_\_\_\_\_ on monitors.
- 10) Sporting tours require preparation and special \_\_\_\_\_ .
- 11) The incentive tour is a reward or \_\_\_\_\_ to a successful employee.
- 12) Business tourists travel on different \_\_\_\_\_ .
- 13) An employer often sets \_\_\_\_\_ for an employee to exceed his quota.
- 14) A sporting tour instructor will carefully plan \_\_\_\_\_ .
- 15) The employer covers the employee's \_\_\_\_\_ during an incentive tour.

**XVIII. State whether these tourists' travel refers to domestic tourism (D), inbound tourism (I) or outbound tourism (O). Then define the particular type of tourists.**

1) A salesman from Texas who is awarded with a holiday package to Washington DC		
2) A salesman from Rome who is awarded with a holiday package to San Francisco		
3) A French woman whose trip to Rio for plastic surgery is arranged by a Brazilian travel agency		
4) An American who is invited by his business partner in Berlin to witness the Football World Cup Final		



5) A Russian businessman who is referred to a private cardio surgery in Israel by his family doctor		
6) A salesman from Beijing who travels to a fair in Guangzhou		
7) A group of Germans coming to Russia on an international mission to help clean Lake Baikal		
8) Hoards of Russians flying to Turkey for their summer holidays		
9) A group of Russian students hitch-hiking over Europe		
10) A fashion designer from Tokyo who is invited to a show in Milan		
11) A British tourist who goes to Sweden for fishing and hiking		
12) A representative of London University who is sent to China to recruit some foreign students		
13) A Russian professor who goes rafting in Mongolia		
14) A student from Tomsk taking a tour of Saint Petersburg museums		
15) A CEO from Chicago flying to a business meeting in New York		
16) The congregation of a Russian church taking an organized tour to Jerusalem		

**XIX. The present-day tourist industry offers a great variety of tours and types of tourism. Adjectival tourism is the term used to define the numerous niches or specialty travel forms of tourism, whose names comprise adjectives.**

**A) Group the following examples of tourism types according to the market niches:**

Adventure tourism	Fertility tourism	Pop-culture tourism
Agritourism	Genealogy tourism	Responsible tourism
Archaeological tourism	Geotourism	Rural tourism
Atomic tourism	Halal tourism	Sex tourism
Bookstore tourism	Heritage tourism	Shark tourism
Christian tourism	Jungle tourism	Space tourism
Couch Surfing	Kosher tourism	Suicide tourism
Culinary tourism	Literary tourism	Sustainable tourism
Cultural tourism	Medical tourism	Village tourism
Dental tourism	Militarism	Water tourism
Drug tourism	tourism	Wellness tourism
Ecotourism	Music tourism	Wildlife tourism
Extreme tourism	Nautical tourism	Wine tourism

1) Adventure and extreme	
2) Culture and the arts	
3) Extralegal	
4) Food and drink	
5) Historical	
6) Low-impact	
7) Medical and dental	
8) Nature and rural	
9) Religious	
10) Water-related	

**B) Choose some types of adjectival tourism listed above to match with the definitions:**

- 1) \_\_\_\_\_ is a niche in the tourism industry involving travel to dangerous places or participation in dangerous events.
- 2) \_\_\_\_\_ is described in the United States as travelling to experience the places, artifacts and activities that authentically represent the stories and people of the past.
- 3) \_\_\_\_\_ is the act of travelling to locations featured in literature, film, music, or any other form of popular entertainment, e.g. New Zealand after The Lord of the Rings was filmed there.
- 4) \_\_\_\_\_ is a form of tourism associated with the proeuthanasia movement which organizes trips to the few places where euthanasia is permitted.
- 5) \_\_\_\_\_ is experiencing the food of the country, region or area, and is now considered a vital component of the tourism experience.
- 6) \_\_\_\_\_ deals with the natural and built environments; it aims to conserve and promote a place as a geosite.
- 7) \_\_\_\_\_ is attempting to make as low an impact on the environment and local culture as possible, while helping to generate future employment for local people.
- 8) \_\_\_\_\_ is a website providing a platform for members to «surf» on couches by staying as a guest at a host's home, to host travellers, or to join an event.
- 9) \_\_\_\_\_ is travel for the purpose of promoting health and well-being through physical, psychological, or spiritual activities.
- 10) \_\_\_\_\_ involves any operation or activity that brings visitors to a farm or ranch.
- 11) \_\_\_\_\_ is the act of visiting a city or town, to see a music festival or other music performances.
- 12) \_\_\_\_\_ can be an eco- and animal-friendly tourism, usually showing animals in their natural habitat.
- 13) \_\_\_\_\_ is a segment of the tourism market consisting of tourists who have ancestral connections to their holiday destination.
- 14) \_\_\_\_\_ is a subcategory of religious tourism which is geared towards religiously observant Jews.
- 15) \_\_\_\_\_ is an increasingly popular way to combine love of sailing and boating with vacation and holiday activities.

**XX. Read the text and do the tasks given below.**

Tourism is an important sector of the national economy of Belarus. Belarus has created all necessary conditions for the development of inbound tourism. Belarus is a state open to cooperation, including in tourism. One of the popular types of tourism is agro-ecotourism which utilizes the capacity of rural regions, local historical and cultural heritage. The development of cognitive, ecological and scientific tourism is closely connected with the formation of the tourism product in small towns and protected natural sites. This is possible through the implementation of state programs. There were the following programmes: the programme for the development of a

network of specially protected natural areas for 2008–2014, the programme for the development of the Belarusian part of the Augustow Canal for 2009–2011, the programme for social and economic development and multiple use of the natural resources of the Pripyat Polesie for 2010–2015, the Naroch region development programme for 2011–2015, the Mstislavl and Mstislavl District development programme for 2011–2016. The implementation of international tourism projects such as Unknown Europe in Grodno Oblast, Euroregion Poozerye, Bella Dvina in Vitebsk Oblast and many more will allow for an efficient use of the country's historical and cultural heritage, its unique natural potential, ensure its protection, especially in small towns and rural regions. In recreational and health tourism the focus will be made on the construction of modern spa and wellness centres, development of children's health centres similar to the Zubrenok national children's recreational centre, guesthouses and holiday hotels for senior citizens and students in small towns and villages, development of recreational tours.

Development of transit and cross-border tourism will be continued as part of the programmes on good neighbourliness and twin-town relations with the regions of Russia and neighbouring countries as well as the Union State tourism programmes. More effort will be put into the development of international tourist routes including cross-border educational, sports, recreational, medical, environmental and agro-tours. Sports tourism is closely associated with the development of necessary infrastructure in the regions with the use of water systems and natural resources, construction of sports facilities and ski centres, aquaparks, cultural and entertainment centres, ice arenas. Development of water tourism in the regions requires enhancement of the associated infrastructure along the rivers Dnieper, Dvina, Sozh, Pripyat, Berezina and their confluents, construction of quays, acquisition of sea vessels, extension of the tours to the country's historical, cultural and natural sites, tailor-made tours and specialized programmes. Pilgrimage tourism is associated with visits to religious shrines and spiritual development. Travel operators will invest more effort in the development of tours to the religious sites of the Republic of Belarus. The Sports and Tourism Ministry will focus on setting up the advanced tourism infrastructure, logistics, up-to-date tourist facilities in small towns, upgrading of the existing sanatoriums and wellness centres, development of road service and infrastructure of water systems and specially protected natural sites, hunting and fishing lodges, children's tourism and local lore studies. New projects include construction of helipads near the tourist hubs, development of beach zones and health paths. In general, tourism in the country will be promoted through the creation of the modern international tourist centres and complexes based on new technologies and also investment projects and international programmes. It should be noted that the national tourism policy is formulated in the context of the social development concept of the country and takes into account the transfer of the national economy on a path of innovative development. Educational policy in the tourism sector should take into account modern requirements for quality tourism services and human resources.

**XXI. Choose the correct variant of answer to the given questions (only one variant is possible).**

- 1) What is one of the most popular types of tourism in Belarus?
  - a) ecological tourism;
  - b) cognitive tourism;
  - c) agro-ecotourism;
  - d) scientific tourism;
  - e) health tourism.
- 2) What international tourism projects are being implemented in our country?
  - a) Bella Dvina in Vitebsk Oblast;
  - b) Unknown Europe in Grodno Oblast;
  - c) Euroregion Poozerye;
  - d) "a", "b" and "c";
  - e) both "b" and "c".
- 3) What is the focus made on in recreational and health tourism?
  - a) the construction of modern spa and wellness centres;
  - b) development of children's health centres;
  - c) guesthouses and holiday hotels for senior citizens and students in small towns and villages;
  - d) development of recreational tours;
  - e) all of the variants given.
- 4) What rivers are the most important for the development of water tourism in Belarus?
  - a) the Dnieper, the Dvina, the Sozh, the Pripyat, the Berezina;
  - b) the Svislach, the Yaselda, the Dnieper, the Dvina;
  - c) the Sozh, the Pripyat, the Neman, the Ptsich;
  - d) the Pripyat, the Berezina, the Bug, the Viliya;
  - e) the Dnieper, the Dvina, the Sozh, the Neman, the Ptsich.
- 5) What do some new projects include?
  - a) upgrading of the existing sanatoriums;
  - b) construction of helipads near the tourist hubs;
  - c) development of beach zones and health paths;
  - d) both "a" and "b";
  - e) both "b" and "c".

**XXII. Complete the chart enumerating all kinds of tourism that exist in Belarus with the description of each kind.**

Types of tourism	Description
1.	
2.	

**XXIII. Decide whether each of the given statements is true or false. Correct false statements.**

- 1) Belarus has created all necessary conditions for the development of inbound tourism.

- 2) The development of cognitive, ecological and scientific tourism is closely connected with the formation of the tourism product in small towns and protected natural sites.
- 3) The implementation of international tourism projects will allow for an efficient use of the country's historical and cultural heritage, its unique natural potential, ensure its protection, especially in small towns and rural regions.
- 4) Development of transit and cross-border tourism will be continued as part of the programmes on good neighbourliness and twin-town relations with the regions of Russia and neighbouring countries as well as the Union State tourism programmes.
- 5) Scientific tourism is closely associated with the development of necessary infrastructure in the regions with the use of water systems and natural resources.
- 6) Development of water tourism in the regions doesn't require the extension of the tours to the country's historical, cultural and natural sites.
- 7) Belarus already possesses the advanced tourism infrastructure.

## **GRAMMAR DRILLS**

### ***THE CONTINUOUS TENSES***

#### **I. Make up interrogative and negative sentences.**

**+ The student is speaking to his friend at the moment.**

**? Is the student speaking to his friend at the moment?**

**– The student is not speaking to his friend at the moment.**

- 1) We are doing very well in languages.
- 2) I was speaking English too slowly yesterday.
- 3) The travel agent will be waiting for you tomorrow at 12.30 p.m.
- 4) Her English is getting better.
- 5) The students were trying to grasp the difference.
- 6) This group of animators will be working hard during the sea voyage.
- 7) The list of different forms and types of tourism is constantly enriching.
- 8) The booking agent was speaking over the phone when I entered the office.
- 9) The students will be discussing their future careers at tomorrow's conference.
- 10) The ticket agent is working on the computer now.
- 11) My spelling and pronunciation were getting better.
- 12) Industrial tourism is growing rapidly nowadays in many countries.
- 13) They were trying to choose a holiday they all could agree to.
- 14) The customers will be asking questions about the tour.
- 15) I'm taking my holiday at the end of August.

#### **II. Make up alternative questions.**

**He is speaking over the phone. – Is he speaking over the phone or to the general manager?**

- 1) The customer is asking questions.
- 2) The managers were discussing business plans.
- 3) She will be selling over the phone.

- 4) The animators are involving people in the game.
- 5) The tour operator was putting together a new tour package.
- 6) Holiday-makers will be sunbathing, swimming and diving during their vacation.
- 7) The general manager is selecting employees.
- 8) The tour instructor was explaining the details of the route.
- 9) The guides will be taking certification test tomorrow.
- 10) The customers are choosing a tour.
- 11) They were taking part in the contest.
- 12) The guide will be conducting a sightseeing tour.
- 13) I'm thinking of hiring a car for a week.
- 14) I was staying at the Royal Hotel in Baker Street.
- 15) The guide will be conducting a tour of the museum.

### **III. Make up tail-questions.**

- 1) **We are doing well in English. – We are doing well in English, aren't we?**
- 2) **We are not doing well in English. – We are not doing well in English, are we?**
  - 1) You are practising your English.
  - 2) The ticket agent was selling tickets.
  - 3) The guide will not be waiting for us.
  - 4) The managers are discussing the prices.
  - 5) He was trying to grasp the difference.
  - 6) The customers will be asking questions about the tour.
  - 7) Your friend is not thinking of any other job.
  - 8) The guide was counting her tourists.
  - 9) They will be having a business meeting with their suppliers.
  - 10) Your classmates are not planning to enter any other tourist college.
  - 11) The students were choosing a career in tourism.
  - 12) They will be taking an exam in Destination Geography tomorrow at 3 p.m.
  - 13) They are not thinking about the price.
  - 14) The tour operator was developing a new tour.
  - 15) The students will not be working full-time.

### **IV. Make up special questions.**

**The travel agent is speaking to the customers in the office.**

- a) **Who is speaking to the customers in the office?**
  - b) **What is the travel agent doing in the office?**
  - c) **Who is the travel agent speaking to?**
  - d) **Where is the travel agent speaking to the customers?**
- 1) They are putting a new tour together. (*Who, What, What kind of*)
  - 2) His English was getting better. (*What, Whose, How*)
  - 3) The instructor will be picking the group up from the airport and putting the tourists up for a few days in a sporting camp. (*Who, Where...from, Whom, Where*)
  - 4) The travel agent is talking to the customers at the moment. (*Who, What, When*)

- 5) The ticket agent was working on the computer. (*Who, What*)
- 6) The guide will be conducting a tour of the museum. (*Who, What, What kind of*)
- 7) Our tourism manager is doing well in foreign languages. (*Who, Whose, How, What ... in*)
- 8) The customers were asking questions about the tour. (*Who, What, What... about*)
- 9) The tourism manager will be selecting new employees. (*Who, What, Whom, What kind of*)
- 10) They are planning a business meeting with their suppliers. (*Who, What, What kind of, Who ... with*)
- 11) The tourists were hiking half of the route and were carrying their luggage themselves. (*What, How long, Who*)
- 12) The tour operator will be developing a new tour. (*What, Why, Who, What kind of*)
- 13) He is thinking about his exam in Destination Geography. (*Who, What, What... about, What kind of*)
- 14) She was practising her English because she was going to take her exam. (*Who, What, Why*)
- 15) Travel clerks will be having an educational tour to the company's branches to get familiar with local facilities, hotels, restaurants and attractions. (*What kind of, Who, Where, Why*)

#### **V. Open the brackets.**

- 1) Where is your manager? – He is in his office. He (*to work*) on the computer.
- 2) What the ticket agent (*to do*) when you came? – She (*to issue*) air tickets.
- 3) The managers (*to discuss*) prices at their morning meeting next Wednesday.
- 4) At the moment we (*to look*) for a Commercial Director.
- 5) What exam the students (*to take*) yesterday at this time? – They (*to take*) an exam in Destination Geography.
- 6) This time next Tuesday our tourists (*to sunbathe*) on a beach in Italy.
- 7) Who these customers (*to look*) for? – They (*to look*) for our tourism manager.
- 8) The tourists (*to have a rest*) while special carriers (*to transfer*) their luggage for them.
- 9) You (*to use*) the Internet in half an hour?
- 10) Where our guide (*to go*)? – She (*not to go*) anywhere. She (*to wait*) for us.
- 11) The tourists (*to look through*) picturesque travelogues while the ticket agent (*to issue*) tickets for them.
- 12) The general manager (*to interview*) new employees at 6 o'clock next Thursday.
- 13) I (*to read*) your brochure. – You (*to think*) about the price, aren't you? – No, I (*not to think*) about it.
- 14) The travel agent (*to talk*) to the customers when the telephone rang.
- 15) The group of businessmen (*to stay*) at the hotel until next Monday?

#### **VI. Translate from Russian into English.**

- 1) Мои друзья планируют работать в туристском бизнесе. А что планируешь делать ты? – Я планирую стать экскурсоводом или гидом-переводчиком.

- 2) Турагент разговаривал по телефону, когда ты вошел в офис? – Нет, он встречался с посетителями.
- 3) Что вы будете делать вечером? – Мы будем просматривать каталоги и выбирать тур.
- 4) Чем в данный момент занимается ваш менеджер? – Он беседует с поставщиками.
- 5) Когда ты планируешь поступать в туристский колледж? – Я не планирую поступать в колледж. Я студент Российской международной академии туризма.
- 6) Почему менеджеры сидели в офисе так поздно? – Они ждали своих клиентов.
- 7) Твой друг будет работать летом? – Да, он будет работать в турагентстве или в гостинице во время каникул. – Когда он собирается начать работу? – Он собирается приступить к работе завтра.
- 8) Что сейчас делает инструктор? – Он объясняет туристам, как пользоваться спортивным снаряжением.
- 9) Во время ознакомительного тура сотрудники нашего туристического агентства изучали местные условия размещения, питания и развлечения.
- 10) Специальные перевозчики будут заниматься доставкой багажа туристов, в то время как сами туристы будут добираться до места назначения пешком.

## **VII. Make up all possible questions to the following sentences.**

- 1) The ticket agent is working on the computer now.
- 2) The customers will be asking questions about the tour.
- 3) The animators are involving people in the game.
- 4) The tour instructor was explaining the details of the route.
- 5) The managers were discussing business plans.
- 6) The guide will not be waiting for us.

### **TYPES OF HOTELS** ***ACTIVE VOCABULARY***

accommodation	жилье, размещение
ad = advertisement	объявление, реклама
airwate	гостиница для авиапассажиров
all-in, all-inclusive	«все включено», инклюзивный
beachfront	на берегу, на береговой линии
boatel	ботель, гостиница на берегу с причалами для лодок и яхт
	постояльцев
budget hotel	бюджетная гостиница
camping site	кемпинг
caravan, van	автофургон
caravanning site	лагерь для автотуристов на автофургонах
commercial hotel	коммерческая гостиница
comprehensive	исчерпывающий



condo, condominium	кондоминиум, кооперативный жилой дом, используемый в период отпусков
convention hotel	конгрессный отель
countryside	загородная местность
crown system	система корон
deluxe hotel	гостиница класса «люкс»
economy class	экономический класс
exhibit areas	выставочные площади
expensive hotel	дорогой отель
to fall into	попадать в
floatel	плавучий отель
to follow	следовать
to grade	делить на группы, классы, классифицировать
grading system	система классификации
hotel lounge	холл отеля
inexpensive hotel	недорогая гостиница
key system	система ключей
letter system	система букв
line	область, сфера деятельности
long-term	длительный
marina	оборудованная пристань для лодок и яхт
meeting room	зал заседаний, конференц-зал
moderate hotel	гостиница среднего класса
moorage	причал для лодок и яхт, место стоянки лодок и яхт
motel	мотель
on-the-job training	практика на рабочем месте
overtime	сверхурочное время (работы)
parking lot	парковка, стоянка
parking space	место для стоянки
quality	качество
to rate	классифицировать, присваивать категорию
recreational facilities	база для отдыха, условия для отдыха, возможности для организации отдыха
to refer to	именовать, называть
to relax	расслабляться
resident	постоялец, проживающий
residential hotel	стационарная гостиница
resort hotel	курортная гостиница
scenery	ландшафт, пейзаж
shift	смена
sports grounds	спортивная площадка
star system	система звезд
superdeluxe hotel	гостиница класса «суперлюкс»
tent	палатка
yacht	яхта

### **I. Answer the following questions.**

What types of accommodation do you know? Give as many examples as you can. Try to classify them into different categories (e.g. the purpose of travellers, the range of services and quality of comforts, etc.). Some types can belong to more than one group. What are some of the national hotel grading systems? What are some of the new types of accommodation?

### **II. Give Russian equivalents to the following words and word combinations.**

Accommodation, the purpose of travelling people, the range of services and quality of comforts, commercial hotels, convention hotels, resort hotels, residential hotels, meeting rooms, holiday-makers, recreational facilities, long-term or permanent residents, pleasant sceneries, informal accommodation, parking lots, floating hotels on water, camping sites, a night shift.

### **III. Read, translate and discuss.**

#### **DIALOGUE: DISCUSSING THE ACCOMMODATION**

**Student 1:** Oh, the ball comes to the player! I have just wanted to wait for you in the *hotel lounge*. Have you finished your work yet?

**Student 2:** Yes, I have. But what are you up to?

**Student 1:** I know I'm a pain in the neck but I have got mixed up on the hotels. As far as I understand, all the hotels are not the same.

**Student 2:** Your guess is right. There are different types of *accommodation*.

**Student 1:** I've heard that hotels are *rated* from 1-star to 5-star hotels. This is practically all, I know.

**Student 2:** Not much, really. On the one hand, the hotels are rated according to the purpose of travellers. On the other hand, they are rated according to the range of services and *quality* of comforts.

**Student 1:** That means, there are a few different classifications. How are the hotels rated according to the purpose of travelling people?

**Student 2:** They are rated as *commercial hotels*, *convention hotels*, *resort hotels* and *residential hotels*.

**Student 1:** I presume, I know most of them. The commercial hotel is for business travellers, isn't it?

**Student 2:** That's it. Most commercial hotels are big city hotels. The Metropol hotel in Moscow *falls into* this group. So does the National hotel.

**Student 1:** The convention hotel is for convention participants.

**Student 2:** Right you are. Convention hotels have a lot of convention facilities like *meeting rooms* and *exhibit areas*.

**Student 1:** The resort hotel is for holiday-makers.

**Student 2:** Correct! Resort hotels have a lot of *recreational facilities* like swimming-pools, fitness centres, *sports grounds*.

**Student 1:** I have to admit that the term «residential hotels» puzzles me.

**Student 2:** *Relax!* The residential hotel is for *long-term* or permanent *residents*.

**Student 1:** A *comprehensive* answer! And how are hotels *graded* according to the range of services and quality of comforts?

**Student 2:** You have already mentioned the *star system*. It is also known as French or European.

**Student 1:** Right. The more stars, the higher the quality and the wider the range of services. Do all countries *follow* this classification?

**Student 2:** Not at all. There are national *grading systems* like the *crown system* in Great Britain, the *key system* in Sweden or the *letter system* in Greece. In the US the hotels are graded as *superdeluxe*, *deluxe*, *expensive*, *moderate* and *inexpensive*.

**Student 1:** Superdeluxe is very luxurious, deluxe is luxurious. Is that correct? And what type of hotels is called tourist class?

**Student 2:** Inexpensive hotels are often *referred to* as *budget*, *economy*, second or tourist class.

**Student 1:** There is a word «inn» in the names of some hotels like the «Holiday Inn» or the «Ramada Inn». What does it mean?

**Student 2:** An inn is, as a rule, a *countryside* hotel. Such hotels are often located in pleasant *sceneries*. They provide comfortable but informal accommodation. However, the word «inn» has come from the early days of travel.

**Student 1:** A «motel» sounds like a «hotel». How do they differ?

**Student 2:** That's pretty easy. A motel offers accommodation to travellers and provides *parking lots* for their cars opposite to their motel rooms.

**Student 1:** You know, I've come across «all-in» hotels in many hotel *ads*. Could you make it clear what they are?

**Student 2:** «All-in» stands for «all-inclusive». All-inclusive hotels offer all-in rates for full board and half board stays. Full board is bed, breakfast, lunch and dinner. Half board is bed, breakfast, lunch or dinner.

**Student 1:** If I'm not mistaken, breakfast is always included in the cost of a night's accommodation.

**Student 2:** Normally, yes. Though there are rates «Room only».

**Student 1:** Are there any new types of accommodation?

**Student 2:** Yes, there are. Probably, you have heard about some of them. Like motels with *parking space* for the guests' cars, there are *boatels* at the *beachfront* with *moorage* for the guests' boats and *yachts*.

**Student 1:** Oh, right, I've heard of *floatels*. Are they floating hotels on water or something of the kind?

**Student 2:** Quite so. Now, have you come across *condos*?

**Student 1:** No. I'm afraid. I haven't the foggiest notion!

**Student 2:** Condos are *condominiums* where apartments are owned by individuals. Condos are situated in resort areas and used as second homes for recreation. Any idea of *airwates*?

**Student 1:** No, I haven't the slightest idea!

**Student 2:** The airwate is the airport hotel for air passengers. It provides accommodation for people staying for one night only.

**Student 1:** Are *camping sites* considered to be a type of accommodation?

**Student 2:** Why not? Tastes differ. People may prefer travelling by car or *van* and staying in their *tent* or van overnight.

**Student 1:** In this case they will park and stay in a camping or *caravanning site* with special facilities, won't they?

**Student 2:** Right. And there is a *marina* for people who travel on boats and use them for accommodation... What?

**Student 1:** You know, I must apologize this time. I've taken up a job in the hotel *line*. I'm doing a night *shift* tonight.

**Student 2:** That's pretty impressive! A night shift?

**Student 1:** Right. I don't mind night time and even *overtime*. I want to test myself.

**Student 2:** He who endures wins the gold!

**Student 1:** Let's call it a day. I've enjoyed talking to you!

**Student 2:** Same here!

**Student 1:** Keep in touch!

**Student 2:** You, too!

## SUBSTITUTION DRILL

### IV. Practise.

1. I have got mixed up on **the hotels**.

the restaurants  
the types of tourism  
the tourism personnel  
the hospitality personnel  
the hotel services  
the restaurant services

2. As far as I understand, all **the hotels** are not the same.

the motels  
the restaurants  
the tourist companies  
the hotel facilities  
the hotel services  
the restaurant services

3. How are the hotels **rated**?

graded  
classified  
categorized  
systemized  
certified  
qualified

4. **Convention** hotels have a lot of **convention facilities**.

Convention	function rooms
Convention	exhibition areas
Resort	resort facilities
Resort	recreational facilities

Commercial office facilities  
Commercial special facilities for business travellers

5. The term «**resident**» puzzles me.

«third-age»  
«fourth-age»  
«special interest»  
«boatel»  
«condo»  
«airwate»

6. The more stars, **the higher the quality.**

the better the quality  
the more the facilities and services  
the wider the range of services  
the greater the range of services  
the broader the range of services  
the better the staff

7. Do all countries **follow this classification?**

observe system  
stick to rating system  
keep to grading system  
use star system  
make use of system of stars  
apply classification system

8. **Inexpensive** hotels are often referred to as **budget** hotels.

Budget economy  
Economy tourist  
Residential resident  
Superdeluxe luxury  
Superdeluxe very luxurious  
Deluxe luxurious

9. A «**motel**» sounds like a «**hotel**».

A «boatel» a «floatel»  
A «caravan» a «van»  
A «condo» a «condominium»  
«Residential» «resident»  
«Luxury» «luxurious»  
«All-inclusive» «all-included»

10. That's pretty **easy!**

hard  
hard to bear  
difficult  
bad  
cheap  
expensive

11. I've come across «**all-in**» hotels.

«all-inclusive»

commercial

luxury

very luxurious

luxurious

budget

12. Could you **make it clear** what they are?

explain

clear up

clarify

specify

say in plain English

say in plain Russian

13. «**All-in**» stands for «**all-inclusive**».

«Condo»

«condominium»

«Van»

«caravan»

«B & B»

«bed and breakfast»

«HB»

«half board»

«FB»

«full board»

«IT»

«inclusive tour»

14. If I'm not mistaken, breakfast is always included in the **cost** of a night's accommodation.

price

rate

tariff

value

terms

rent charge

15. Have you come across **condos**?

inns

motels

boatels

floatels

marinas

airwates

16. Any idea of **airwates**?

boatels

floatels

marinas

condos

camping sites

caravanning sites

17. I've taken up a job in the **hotel** line.

motel

hospitality  
restaurant  
fast-food  
food and beverage  
catering

**18. I'm doing a night shift tonight.**

a day shift today  
a night job this week  
a part-time job this year  
a full-time job this month  
a weekend job this month  
a secretarial job today

**19. I don't mind night time.**

overtime  
night shifts  
weekend work  
full-time work  
part-time work  
secretarial work

**20. I've enjoyed talking to you.**

had fun  
been pleased  
been delighted  
been amused  
been excited  
been entertained

**V. Respond.**

- Have you enjoyed your trip? – **Yes, I have. (No, I haven't.)**
- What have you enjoyed in your trip? – **I have really enjoyed recreational facilities at the hotel.**

- 11.** – Have you studied any specific subjects at your hospitality college? – \_\_\_\_\_  
– What subjects have you studied? – \_\_\_\_\_
- 12.** – Have you ever stayed at a superdeluxe hotel? – \_\_\_\_\_  
– What superdeluxe hotel have you stayed at? – \_\_\_\_\_
- 13.** – Has your manager ever thought of a FAM tour? – \_\_\_\_\_  
– What has your manager thought of? – \_\_\_\_\_
- 14.** – Have you ever heard about national hotel grading systems? – \_\_\_\_\_  
– What national hotel grading systems have you heard about? – \_\_\_\_\_
- 15.** – Have you ever come across «all-in» hotels in any hotel ads? – \_\_\_\_\_  
– What hotel ads have you ever come across? – \_\_\_\_\_
- 16.** – Have you ever dreamt of seeing a restaurant from the inside? – \_\_\_\_\_  
– What have you dreamt of? – \_\_\_\_\_
- 17.** – Has he founded a new boatel yet? – \_\_\_\_\_  
– What has he founded? – \_\_\_\_\_

18. – Have these travel agents ever had to work overtime? – \_\_\_\_\_  
 – What have these travel agents had to do? – \_\_\_\_\_
19. – Have you finished your on-the-job training at the hotel yet? – \_\_\_\_\_  
 – What have you finished? – \_\_\_\_\_
20. – Has the hotel offered the guests a limousine service? – \_\_\_\_\_  
 – What has the hotel offered to the guests? – \_\_\_\_\_

## **VI. Make up your own dialogue on different types of accommodation.**

### ***ACTIVE VOCABULARY***

access	доступ
to admit	допускать, принимать
to afford	иметь возможность, позволять себе
amenities	удобства, комфорт
to appoint	обставлять, оснащать
arrangements	мероприятия, меры, приготовления, оформление
assistance	помощь, содействие
beauty parlour	салон красоты
bedside light	прикроватный свет, бра
to cater for	обслуживать
connections	средства связи, средства сообщения
to contain	содержать
convenient	удобный
to design	планировать, проектировать
exceptionally	исключительно
extremely	чрезвычайно
fashionable	модный, фешенебельный
full-length mirror	зеркало в полный рост
to furnish	обставлять, меблировать
guestroom	гостиничный номер
health club	клуб здоровья
home video	домашнее видео
income	доход
lavatory	туалет
limited	ограниченный
limousine service	предоставление отелем роскошного автомобиля с водителем
location	местоположение
lounge area	салон, гостиная, комната отдыха, вестибюль, бар
lounge service	обслуживание в вестибюле (холле) отеля
to meet the standards (met, met)	отвечать стандартам, соответствовать нормам
midnight	полночь
modest	скромный
modestly	скромно



neighbourhood	район, квартал
non-resident	не постоялец, не гость отеля
pet	домашнее животное
plain	простой, обычный
portage	переноска багажа
private bathroom	отдельная ванная
proportion	соотношение
reasonable	разумный, приемлемый
scale	масштаб, размеры
to be situated	быть расположенным
spacious	просторный
standard	стандарт, норма
variety	разнообразие
view	вид
washbasin	умывальник
well-appointed	хорошо оборудованный, хорошо обставленный
worth	цена, стоимость
to get one's money's worth	получить справедливую цену, не переплатить

## TEXTS

### VII. Read, translate and answer the questions.

#### THE INEXPENSIVE HOTEL

The inexpensive hotel is also called the 1-star hotel according to the European classification.

These are plain hotels and inns of small scale. Inexpensive hotels are modestly furnished. However, rather good facilities are provided for the guests. Bath and lavatory arrangements are offered, but they are not provided in every bedroom. Washbasins are provided in every bedroom.

As a rule, the inexpensive hotels have got a lounge area. There are no phones in bedrooms, but the use of telephone is arranged. Not every room is fitted with a radio and a TV-set.

Meals are provided for residents but are usually limited to non-residents. In some inexpensive hotels meals are not served to non-residents at all.

Inexpensive hotels offer low prices. That is why they are used by the guests who cannot afford to pay much.

Some inexpensive hotels may be old enough with rather small rooms. However the main thing is that they are neat and clean and the service is friendly.

The inexpensive hotels are situated away from the city centre and far from convenient means of transportation. It means that the location is not convenient.

1. How is the inexpensive hotel also called?
2. What kind of facilities are provided in inexpensive hotels?
3. How are meals provided in inexpensive hotels?
4. What kind of guests are inexpensive hotels used by? What are the prices like?
5. What may still attract the guests in inexpensive hotels?
6. Where are inexpensive hotels situated?

## **THE MODERATE HOTEL**

The moderate hotel is also called the 2-star hotel according to the European classification.

These hotels offer a higher standard of accommodation than the inexpensive hotels. However, according to the standards only 20 per cent of bedrooms contain a private bathroom or a shower with a lavatory.

TV-sets are provided in some bedrooms or there is a TV-set in a lounge. Assistance with luggage is arranged for the guests. There are bedside lights in the rooms. Wake-up calls are offered. The rooms are not air-conditioned which is a disadvantage for resort and beach hotels in hot countries.

Hot morning tea or hot breakfast is available. A bar and a restaurant are not available in every moderate hotel.

The moderate hotels are located at a distance from centres of activity. Good transportation may not be available.

The prices are reasonable for the guests with limited incomes.

1. How is the moderate hotel also called?
2. What kind of accommodation is offered to the guests in the moderate hotels?
3. What sort of facilities are provided in the moderate hotels?
4. What kind of services are arranged in the moderate hotels?
5. What may be a disadvantage in resort and beach hotels?
6. What sort of meals are offered in the moderate hotels?
7. Where are the moderate hotels located?
8. What are the prices like in the moderate hotels?

## **THE EXPENSIVE HOTEL**

The expensive hotel is also called the 3-star hotel according to the European classification.

These are well-appointed and very comfortable hotels. A more spacious accommodation is offered to the guests.

According to the standards two thirds of bedrooms contain a private bathroom or a shower with a lavatory.

All rooms are fitted with a telephone, a radio and a TV-set. Many expensive hotels offer private parking. In many expensive hotels dogs and other pets are admitted.

In resort or beach hotels in hot countries bedrooms are fitted with air-conditioning which is a great advantage. Often bedrooms in resort or beach hotels are not fitted with TV-sets.

Wake-up calls, room service, hair-dryers, portage are offered.

Fuller meal facilities are provided for the guests. All expensive hotels have got a restaurant and a bar. Meals are provided on a half board basis. Hot tea in the morning and hot evening meals are always offered in the expensive hotels.

The expensive hotels usually have a rather good location. Good transportation is also available.

1. How is the expensive hotel also called?
2. What kind of accommodation is offered to the guests in the expensive hotels?
3. What sort of facilities are provided in the expensive hotels?

4. What are bedrooms in the expensive resort hotels fitted with?
5. What kind of services are offered in the expensive hotels?
6. What sort of meals are provided in the expensive hotels?
7. Where are the expensive hotels located?

### **THE DELUXE HOTEL**

The deluxe hotel is also called the 4-star hotel.

These are exceptionally well-appointed hotels. A high standard of comforts and services is offered to the guests.

A private bathroom or a shower with a lavatory are provided in all bedrooms.

All bedrooms are fitted with a telephone, a colour TV-set, a radio.

The deluxe hotels offer a 24-hour access and a lounge service to the guests until midnight.

All deluxe hotels contain a variety of bars and restaurants. Meals are provided on a full board basis: hot breakfast, lunch and dinner.

The resort or beach hotels in hot countries offer private swimming-pools. The rooms are fitted with air-conditioning and mini-bars. Saunas and solariums are also provided.

The deluxe hotels have excellent locations in beautiful neighbourhoods and convenient transportation means.

The prices are rather high but the guests get their money's worth.

1. How is the deluxe hotel also called?
2. What kind of accommodation is offered in deluxe hotels?
3. What are bedrooms fitted with?
4. What sort of services are provided in deluxe hotels?
5. What kind of meals are offered in deluxe hotels?
6. What sort of facilities are provided in deluxe resort hotels?
7. Where are deluxe hotels located?
8. What are the prices like?

### **THE SUPERDELUXE HOTEL**

The superdeluxe hotel is usually called the luxury hotel. Such hotels are also known under the name of the 5-star hotels.

These are exceptionally luxurious hotels. Extremely comfortable and luxurious guestrooms are offered to the guests. Perfectly appointed public rooms are provided for the needs of the guests: lounges, banquet halls, conference rooms.

The superdeluxe hotels offer the greatest convenience, the best comfort and the widest service to their guests.

All guestrooms include private bathrooms. All guestrooms are fitted with up-to-date equipment and amenities: room telephones, colour TV-sets, home videos, background music, mini-bars, full-length mirrors, excellent furniture.

A variety of recreational facilities is provided for the guests: swimming-pools, health clubs and fitting centres, saunas, solariums, beauty parlours. Where gambling is allowed, the superdeluxe hotels contain casinos and night clubs.

The superdeluxe hotels provide all-night lounge service and all-night room service. Private parking lots are provided for the guests.

A variety of restaurants and bars cater for the needs of all kinds of visitors. They are open for breakfast, brunch, lunch, dinner, linner and supper.

The superdeluxe hotels have got a very high proportion of employees to guests and guestrooms. It means that a large number of people are employed to serve the guests. The proportion may be three employees to one guestroom. The employees are perfectly trained to meet the high standards of service.

The superdeluxe hotels are built and designed to provide service for wealthy and important guests. Such hotels are located in fashionable neighbourhoods with the best views and convenient connections. Limousine service is available, too.

1. How are superdeluxe hotels also called?
2. What kind of accommodation is offered in superdeluxe hotels?
3. What are the guestrooms fitted with?
4. What sort of recreational facilities are provided in superdeluxe hotels?
5. What kind of services are offered in superdeluxe hotels?
6. How high is the proportion of employees to one guest or one guestroom? What does it mean?
7. Where are superdeluxe hotels located?

### VOCABULARY DRILL

#### **VIII. Find English equivalents in the texts and use them in the sentences of your own.**

Скромно меблированный номер; предоставляется услуга пользования телефонной связью; питание не предоставляется тем, кто не является гостем отеля; низкие цены; удобное транспортное сообщение; отдельная ванная комната; прикроватный свет; услуга «будильника»; частная парковка; быть оборудованным кондиционером; обслуживание в номере; фен; переноска багажа; полупансион; круглосуточный доступ; полный пансион; широчайший спектр услуг; современное оборудование; фоновая музыка; зеркало в полный рост; возможности для организации отдыха; азартные игры; соответствовать высоким стандартам обслуживания.

#### **IX. Match up.**

1) caravanning	a) space
2) parking	b) room service
3) lounge	c) system
4) budget	d) connections
5) private	e) site
6) beauty	f) parlour
7) sports	g) bathroom
8) crown	h) service
9) convenient	i) grounds
10) all-night	j) hotel

**X. Cross out one odd term in each line. Explain your choice.**

- 1) modestly, extremely, exceptionally, lavatory, reasonably, formally;
- 2) condo, van, all-in, tent, boatel, maid, guestroom;
- 3) fashionable neighbourhood, convenient connections, low prices, parking lot, gambling is allowed, lounge service, luxurious guestrooms;
- 4) sports grounds, solarium, swimming-pool, income, sauna, fitness centre, health club;
- 5) comforts, amenities, facilities, conveniences, equipment, services;
- 6) branch, full-board, linner, brunch, supper, breakfast, dinner;
- 7) bath, lavatory, oven, washbasin, bidet, shower;
- 8) plain, convenient, limited, modest, pet, up-to-date, spacious;
- 9) night club, portorage, casino, boatel, beauty parlour, wake-up call;
- 10) swimming-pool, mini-bar, air-conditioning, employee, parking lot, lounge service.

**XI. Group the following terms according to the titles in the table (7 terms in each group).**

All-night room service, background music, assistance with luggage, wake-up calls, air-conditioning, camping site, full-length mirror, motel, all-night lounge service, floatel, airwate, caravanning site, boatel, colour TV-set, limousine service, home-video, condominium, paging, bedside light, mini-bar, portorage.

ACCOMODATION MEANS	HOTEL SERVICES	GUESTROOM AMENITIES

**XII. Match the terms with the definitions.**

1) a budget hotel	a) a scheduled period of time worked by a group of employees, then replaced by another group
2) gambling	b) a hotel providing a set of meeting rooms and exhibition areas together with bedrooms and restrooms, built for holding large meetings
3) a convention hotel	c) a rating system, a system of classifying hotels or restaurants into different levels of quality
4) a residential hotel	d) a catering service in which food and drinks are brought to a guest's room in a hotel
5) a condominium	e) a hotel which caters for long-term guests, usually with full-board arrangements
6) a wake-up call	f) a low-priced hotel providing basic accommodation

<b>7)</b> a shift	<b>g)</b> an apartment house with individually owned apartments
<b>8)</b> a marina	<b>h)</b> facilities, services and comforts provided in hotel rooms
<b>9)</b> room service	<b>i)</b> a phone call that you arrange to be made, for example in a hotel, to wake you up at a certain time
<b>10)</b> a grading system	<b>j)</b> betting, gaming or participating in a lottery
<b>11)</b> amenities	<b>k)</b> a harbour fit for tying up a large number of pleasure boats

**XIII. Pick out the right definition.**

<b>1)</b> a parking lot	<b>a)</b> a parking meter <b>b)</b> a parking space <b>c)</b> a park area <b>d)</b> parklands
<b>2)</b> a shift	<b>a)</b> a work schedule <b>b)</b> a timetable <b>c)</b> a group of staff members <b>d)</b> a period of working time
<b>3)</b> a caravan	<b>a)</b> a car <b>b)</b> a van <b>c)</b> a carousel <b>d)</b> a carrycot
<b>4)</b> amenities	<b>a)</b> facilities <b>b)</b> furniture <b>c)</b> lodging <b>d)</b> meals
<b>5)</b> a lavatory	<b>a)</b> a washbasin <b>b)</b> a shower <b>c)</b> a toilet <b>d)</b> a kitchenette
<b>6)</b> to rate	<b>a)</b> to provide <b>b)</b> to offer <b>c)</b> to carry <b>d)</b> to grade
<b>7)</b> a condominium	<b>a)</b> a type of hotel rate <b>b)</b> a kind of convention facilities <b>c)</b> a type of a travel agent's commission <b>d)</b> a house with individually owned apartments
<b>8)</b> a portorage	<b>a)</b> services to cruise members at the sea port <b>b)</b> services of a porter <b>c)</b> services of a doorman <b>d)</b> luggage
<b>9)</b> a location	<b>a)</b> a place where something is situated <b>b)</b> a place of accommodation <b>c)</b> a resort area <b>d)</b> a type of countryside

10) an income	a) a profit b) a tax c) an earning d) a charge
---------------	---

**XIV. Agree or disagree with the following statements. Correct the false ones.**

- 1) A hotel is a temporary home for people who are travelling.
- 2) The hotel usually does not offer facilities for recreation and never provides shelter and food.
- 3) By modern standards inns were a sort of luxury hotels with all kinds of recreational facilities.
- 4) The word «motel» was created by combining motor and hotel; it usually provides parking facilities for cars.
- 5) All hotels do not serve the same kind of guests.
- 6) Luxury hotels are at the bottom of the list comparing with the other kind of hotels.
- 7) The difference in quality between hotels are not entirely a matter of equipment or furnishings.
- 8) The accommodation industry is labour-intensive; it employs a large number of people to perform its services.
- 9) The larger and more luxurious the hotel, the less the variety of services it offers.
- 10) Few types of accommodation are available nowadays to modern tourists.

**XV. Fill in the blanks with proper prepositions if necessary.**

- 1) Breakfast is not always included ... the cost ... a night's accommodation.
- 2) There are boatels ... the beachfront ... moorage ... the guests' boats and yachts.
- 3) An airwate provides accommodation ... people staying ... one night only.
- 4) A marina is ... people who travel ... boats and use them ... accommodation.
- 5) The inexpensive hotel is also called the 1-star hotel according ... the European classification.
- 6) Washbasins are provided ... every bedroom.
- 7) Every room is fitted ... a radio and a TV-set.
- 8) Inexpensive hotels offer ... low prices.
- 9) Assistance ... luggage is arranged ... the guests.
- 10) Many expensive hotels offer ... private parking.
- 11) Meals are provided ... a half board basis.
- 12) The superdeluxe hotels are also known ... the name ... the 5-star hotels.

**XVI. Fill in the blanks.**

<i>amenities</i>	<i>advantage</i>	<i>deluxe hotel</i>
<i>washbasins</i>	<i>disadvantage</i>	<i>moderate hotel</i>
<i>location</i>	<i>gambling</i>	<i>inexpensive hotel</i>
<i>facilities</i>	<i>incomes</i>	<i>superdeluxe hotel</i>
<i>neighbourhoods</i>	<i>standard</i>	<i>expensive hotel</i>

- 1) Two thirds of bedrooms in the \_\_\_\_\_ contain a private bathroom or a shower with a lavatory.
- 2) Twenty per cent of bedrooms in the \_\_\_\_\_ contain a private bathroom or a shower with a lavatory.
- 3) The \_\_\_\_\_ has luxurious guestrooms and perfectly appointed public rooms.
- 4) The \_\_\_\_\_ is a small-scale plain hotel or inn.
- 5) In the \_\_\_\_\_ all bedrooms are provided with a private bathroom or a shower with a lavatory and there is a lounge service until midnight.
- 6) Prices in moderate hotels are reasonable for guests with limited \_\_\_\_\_.
- 7) All guestrooms in the superdeluxe hotel are fitted with up-to-date \_\_\_\_\_.
- 8) In the expensive hotel fuller meal \_\_\_\_\_ are provided than in the moderate hotel.
- 9) In the expensive hotel bedrooms are fitted with air-conditioning which is an \_\_\_\_\_ for hot countries.
- 10) In the inexpensive hotel \_\_\_\_\_ are provided in every bedroom.
- 11) A high \_\_\_\_\_ of comfort is offered to guests in deluxe hotels.
- 12) The \_\_\_\_\_ of inexpensive hotels is not convenient.
- 13) In the moderate hotel bedrooms are not air-conditioned which is a \_\_\_\_\_ for hot countries.
- 14) Deluxe hotels have excellent locations in beautiful \_\_\_\_\_.
- 15) In many superdeluxe hotels there are casinos if \_\_\_\_\_ is allowed in the area.

**XVII. Match the correct endings (a – g) to the sentence beginnings (1 – 7).**

- 1) The hospitality industry is service oriented, \_\_\_\_\_.
  - 2) A hotel is a commercial establishment \_\_\_\_\_.
  - 3) A 1-star hotel provides a limited range of amenities and services, \_\_\_\_\_.
  - 4) A 2-star hotel provides good accommodation and better equipped bedrooms, \_\_\_\_\_.
  - 5) A 3-star hotel has more spacious rooms and \_\_\_\_\_.
  - 6) A 4-star hotel is much more comfortable and larger, and provides \_\_\_\_\_.
  - 7) A 5-star hotel offers most luxurious premises, widest range of guest services, \_\_\_\_\_.
- a) but adheres to a high standard of facility-wide cleanliness.
  - b) as well as swimming pool and sport and exercise facilities.
  - c) adds high-class decorations and furnishings and colour TV, it also offers one or more bars or lounges.
  - d) and is closely related to the tourism industry.
  - e) each with a telephone and attached private bathroom.
  - f) providing lodging, meals, and other guest services.
  - g) excellent cuisine (table d'hote and a la carte), room service, and other amenities.



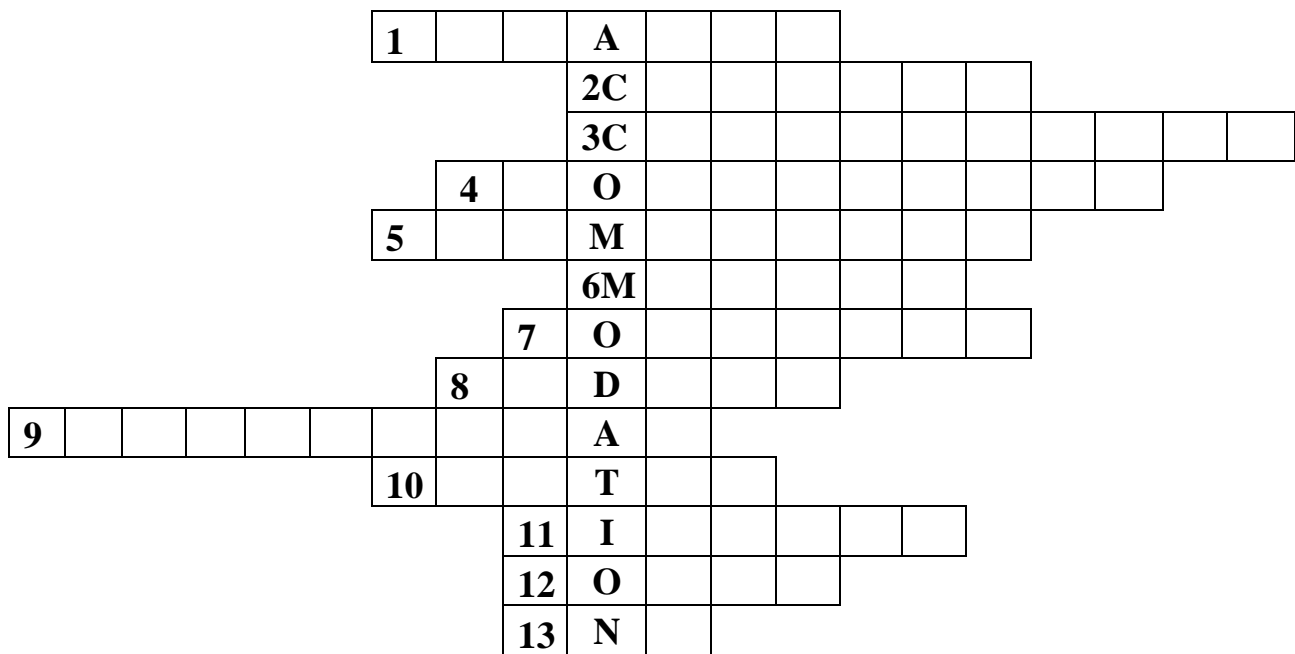
**XVIII. Complete the sentences below with the following words.**

<i>services</i> «key» / «crown» / «points» <i>proximity</i>	<i>certification system</i> <i>harmonious</i> <i>surroundings</i> <i>profits</i> <i>illustrated</i>	<i>available</i> <i>the Internet</i> <i>vacation destinations</i>
---	---	---

- 1) It is often a surprising fact for the tourists that there is no universal \_\_\_\_\_ for the hotels in the world.
- 2) This can be well-\_\_\_\_\_ using an example of the most common type of the hotel in Europe with 3-star rank.
- 3) The set of \_\_\_\_\_ in such hotels is often more than modest.
- 4) A symbol of «\_\_\_\_\_» is used instead of «star» in Sweden today, in Britain – «\_\_\_\_\_» and the hotels on the coast of Goa receive «\_\_\_\_\_».
- 5) The \_\_\_\_\_ to the historical centre is important for excursion tours, the proximity to the sea – for sea resorts, privacy and \_\_\_\_\_ – for spa hotels.
- 6) All the other services, including expensive cosmetics in the rooms, swimming pools, air conditioners and mini-bars are \_\_\_\_\_ to the guests.
- 7) While looking for a place to stay, browse \_\_\_\_\_ and find the guaranteed best price on hotels for all budgets.
- 8) Throughout the world, people spend huge sums on their vacation in a cozy and comfortable hotel, so the \_\_\_\_\_ in good hotels are always great.
- 9) Timeshare resorts are often located in \_\_\_\_\_ areas that are traditionally considered popular\_\_\_\_\_.

**IXX. Define the words and put them into the crossword.**

- 1) a floating hotel on water;
- 2) a special place for people staying in their tent;
- 3) an apartment house with individually owned apartments;
- 4) a type of a hotel for congress participants;
- 5) a big city hotel for business travellers;
- 6) a harbour fit for tying up a large number of pleasure boats;
- 7) a 2-star hotel according to the European classification;
- 8) an inexpensive hotel;
- 9) a type of a hotel for long-term or permanent residents;
- 10) a hotel at the beachfront with moorage for the guests' yachts;
- 11) an airport hotel for air passengers which provides accommodation for one night only;
- 12) a hotel which offers accommodation to travellers and provides parking spaces for their cars opposite to their rooms;
- 13) a countryside hotel.



**GRAMMAR DRILLS**  
***THE PERFECT TENSES***

**I. Make up interrogative and negative sentences.**

+ They have offered a continental breakfast.

? Have they offered a continental breakfast?

– They have not offered any continental breakfast.

+ The waiter has already come.

? Has the waiter come yet?

– The waiter has not come yet.

- 1) The customer has asked for full board.
- 2) The chambermaid had cleaned the guestrooms before the guests arrived.
- 3) The tourists will have spent a night at a hotel before they meet the tour operator.
- 4) In Europe they have converted many old homes and castles into small hotels.
- 5) The guest had checked in before he received a banquet invitation.
- 6) The room clerk will have assigned the rooms before the guests arrive.
- 7) We have had a full English breakfast at our hotel.
- 8) The hotel manager had handled the guest's complaint by noon.
- 9) The hotel guests will have signed the hotel register before they get the keys.
- 10) Tourism has been one of the fastest growing industries in recent years.
- 11) The bellboy had carried the guests' luggage to the guestroom before they went upstairs.
- 12) The guide will have taken the tourists on a sightseeing tour before they leave the hotel.
- 13) Catering, providing food and drink for guests, has always gone together with accommodation.
- 14) The guest got his passport after he had paid the bill.
- 15) The receptionist will have given the guests orientations before they call a taxi.

## **II. Make up alternative questions.**

**1) They have chosen a full English breakfast. – Have they chosen a full English breakfast or continental breakfast?**

**2) This hotel has already gained a good reputation. – Has this hotel or restaurant gained a good reputation?**

- 1) They have built a lot of new resort hotels in Turkey recently.
- 2) Chambermaids had prepared the rooms before the guests checked in.
- 3) The booking clerk will have helped the guests to arrange a booking before they arrive.
- 4) You have been to the Ritz hotel.
- 5) The receptionist provided an extra bed in a double room after the guest had asked for it.
- 6) The guest will have filled in a registration form before the receptionist assigns a room to him.
- 7) The bellman has escorted the guest to his room.
- 8) The receptionist had checked the guest's booking before she assigned a guestroom.
- 9) The front desk will have delivered messages and mail for the hotel guests by tomorrow morning.
- 10) The guests have put their valuables in a hotel safe-deposit box.
- 11) The hotel restaurant had prepared breakfast by 6 a.m.
- 12) The banquet manager will have made bulk purchases of products before the banquet starts.
- 13) The hotel business hasn't yet reached its peak.
- 14) The catering department had arranged a company dinner by 8 p.m.
- 15) This hotel will have welcomed its two millionth guest by the end of the year.

## **III. Make up tail-questions.**

**1) You have been to the Ritz hotel. – You have been to the Ritz hotel, haven't you?**

**2) You haven't been to the Ritz hotel. – You haven't been to the Ritz hotel, have you?**

- 1) The banquet manager has not made bulk purchases yet.
- 2) The chambermaid had cleaned the guestrooms by 11 a.m.
- 3) The guest will have paid the bill by 2 p.m.
- 4) Our guests have booked a double room.
- 5) He hadn't used a guide-book before he booked a tour.
- 6) The instructor will have explained the itinerary before the tour starts.
- 7) Their business hasn't become profitable.
- 8) The personnel manager had hired the hotel staff by April, 30.
- 9) They won't have settled your complaint till midnight.
- 10) You have come to the same conclusion.
- 11) They arrived after the dinner dance had finished.
- 12) The hotel will have offered a lounge service to the guests until midnight.

- 13) They have ordered a room service.
- 14) We had parked our car before we checked in.
- 15) By the end of the year this hotel will have provide accommodation for guests with pets.

#### **IV. Make up special questions.**

**You have left our tips for the waiter on the table.**

**Who has left our tips for the waiter on the table?**

**What have you done for the waiter?**

**What have you left on the table?**

**Whose tips have you left on the table?**

**Who have you left our tips for?**

**Where have you left our tips for the waiter?**

- 1) My travelling companions have chosen an informal national restaurant because they want to try national dishes. (*Who, Whose, What, What kind of..., Why*)
- 2) The visitor had had a quick snack at a coffee-shop because he was in a hurry. (*Who, What, What kind of..., Where, Why*)
- 3) The concierge will have booked theatre bookings by the evening. (*Who, What, What kind of...*)
- 4) Booking clerks have answered a lot of phone calls during the day. (*Who, What kind of..., What, How many*)
- 5) The receptionist had sent the signed registration cards to the cashier's office before he got a request. (*Who, What, What kind of..., Where ... to*)
- 6) Receptionists will have taken messages for the hotel guests by the time they return from the sightseeing tour. (*Who, What, Who ... for, When*)
- 7) The Metropol hotel has gained an excellent reputation because it has a sophisticated atmosphere. (*What, What kind of..., Why*)
- 8) The assistant manager had managed the hotel before the general manager arrived. (*Who, What kind of..., What, When*)
- 9) The concierge won't have helped guests with letters and packages until they ask. (*Who, What, Whom, What... with*)
- 10) He has enjoyed a floor show at the hotel night-club. (*Who, What, What kind of..., Where*)
- 11) The guide had ordered table d'hote dinner for her tour group before the group arrived. (*Who, What, What kind of..., Who ... for*)
- 12) They will have visited some souvenir shops before they come back to the hotel. (*Who, What, What kind of...*)
- 13) Hotel managers have given a warm welcome to their guests. (*Who, What, Who ... to*)
- 14) The guests had had a farewell dinner with the hosts before they left the hotel. (*Who, What kind of..., What, Who ... with*)
- 15) The guests will have had breakfast at the hotel restaurant by 10 a.m. (*Who, What, What kind of..., Where*)

## **V. Open the brackets.**

- 1) You ever (*to be*) to a superdeluxe hotel?
- 2) Maids (*to general clean*) bedrooms before guests checked in.
- 3) By the end of the year this hotel (*to meet*) the international standards.
- 4) We just (*to order*) a three-course dinner.
- 5) Before the age of railroads started, travellers (*to stay*) at inns in the country or in small hotels.
- 6) I think, our managers (*not to come*) to the conclusion till evening.
- 7) My customers (*not to eat and to drink*) anything since morning.
- 8) They (*to provide*) an extra bed for our baby in our room with before we checked in.
- 9) The hotel business (*to reach*) its peak by 2025?
- 10) The receptionist (*to help*) guests with the hotel formalities?
- 11) The guests (*to visit*) the snack bar before they were shown room amenities.
- 12) Maids (*to general clean*) bedrooms before guests check in.
- 13) The banquet manager (*to make*) bulk purchases of food and drinks yet?
- 14) One of the customers lost his room key as he (*not to put*) it into a key drop.
- 15) They (*not to check in*) you at the hotel until you pay in advance for using the mini-bar and the Internet.

## **VI. Translate from Russian into English.**

- 1) Вы забронировали двухместный номер или двухспальный номер? – Мы забронировали апартаменты.
- 2) Горничная произвела генеральную уборку номера до того, как гости заселились.
- 3) Они откроют новый отель класса «суперлюкс» в фешенебельном районе города к концу месяца. А к концу следующего года более сотни обеспеченных клиентов и деловых людей посетят его во время предконгрессных и постконгрессных туров.
- 4) Какой тур вы выбрали? – Я еще ничего не выбрал. – А вы уже видели каталог? – Да, турагент его только что принес.
- 5) Менеджер отеля доставил цветы и шампанское в номер для новобрачных до того, как пара приехала с банкета.
- 6) К началу туристического сезона они организуют здесь кемпинг для автолюбителей и автотуристов в автофургонах.
- 7) Ваш приятель уже был в нашем ботеле, не правда ли? – Вы ошиблись. Мы никогда раньше не останавливались в подобных средствах размещения.
- 8) Гости заказали обслуживание в номере после того, как ресторан отеля закрыли на организацию корпоративного ужина.
- 9) Работник службы приема расскажет гостям об услугах отеля после того, как они зарегистрируются.
- 10) Эта тургруппа уже останавливалась в нашем отеле? – Да. Им очень понравилось ваше обслуживание. – Этот отель уже завоевал отличную репутацию.

- 11) Этот отель получил еще одну звезду и стал отелем класса «люкс» после того, как оснастил все номера кондиционерами и мини-барами и расширил перечень услуг.
- 12) Горничная сделает легкую косметическую уборку номера, заменит полотенца и принесет туалетные принадлежности к возвращению гостей с экскурсии.
- 13) Работник службы приема и размещения уже встретил гостей, помог заполнить бланк регистрации и выдал ключ от номера.
- 14) Наша группа рассчиталась с гостиницей и выехала до 12 часов дня.
- 15) Отель предоставит гостям дополнительную кровать и дополнительный комплект постельных принадлежностей до полудня.

**VII. Make up all possible questions to the following sentences.**

- 1) The receptionist has escorted the guests to their rooms.
- 2) The assistant manager had handled complaints before the evening.
- 3) The receptionist will have assigned rooms by the time the guests arrive.
- 4) I have left my luggage with the receptionist.
- 5) The guest checked in after the bellboy had run his errands .
- 6) The bartender will have mixed drinks for the guests before the banquet starts.

*Учебное издание*

# **АНГЛИЙСКИЙ ЯЗЫК**

**ДЛЯ СЛУШАТЕЛЕЙ ПЕРЕПОДГОТОВКИ  
В СФЕРЕ ТУРИЗМА И ГОСТЕПРИИМСТВА**

Практикум

Составитель

**Сергиевич Елена Константиновна**

Корректор *Е. М. Емельяненко*

Компьютерная верстка *Т. Г. Данилевич*

Подписано в печать 11.11.2020. Формат 60×84/16. Бумага офсетная.

Ризография. Усл. печ. л. 4,07. Уч.-изд. л. 3,40.

Тираж 100 экз. Заказ 94.

Издатель и полиграфическое исполнение:  
учреждение образования

«Белорусский государственный университет физической культуры».  
Свидетельство о государственной регистрации издателя, изготовителя,  
распространителя печатных изданий

№ 1/153 от 24.01.2014.

Пр. Победителей, 105, 220020, Минск.

