

IV СЕМЕСТР

ЗМІСТОВИЙ МОДУЛЬ 7 «ГОТЕЛЬНИЙ СЕРВІС»

Практичне заняття № 1

Тема: «В готелі. Резервація готелю (реєстрація і виписка з готелю)»

Граматика: Повторення часів Simple. Майбутній час.

1. Write down a dialogue placing the phrases in the correct order.

Hotel Room Reservation



Client:

Hotel manager:

- a) On 17 December, if possible.
- b) What kind of rooms do you have?
- c) A double standard room is fine.
- d) Morris Wizard. 14th of January.
- e) I would like **to book a room**, please.
- f) No, I'm going to stay with my colleague.
Overnight.
- g) Yes. I'd like **a room with a view**. Do you have good one?
- h) Can I pay by a credit card?
- i) Ocean view then.
- j) Thank you. Goodbye.

- A. Have a good day, sir.
- B. Sure. We take Visa, Master Card and American Express... Now **you have got a reservation**, Mr. Harrison.
- C. Good morning, sir. May I help you?
- D. Are you going to stay alone?
- E. How many nights?
- F. What kind of room do you want?
- G. Sure. There are rooms with ocean and park view.
- H. Can I have your name, please? And the date of check-in.
- I. Certainly. When would you like to **check in**?
- J. How would you like to pay, Mr. Harrison?
- K. Anything else?
- L. **Single and double room. Economy, standard and suite.**

2. Choose what kind of information a manager needs to make your reservation:

- your name
- your age
- your address
- your telephone number
- your passport number
- price you are ready to pay
- type of your credit card
- your car registration number
- purpose of your visit
- time of your arrival
- number of people coming
- your next destination
- your blood type

3. Now check whether you have made a correct choice. Study the e-mail reservation letter:

Apr 15 2013

TO: Grand Hotel Palace, Thessaloniky

FROM: John Gardener, a bank accountant, Boston

SUBJECT: booking a room

Dear Sir/Madam,

My family and I stayed at your hotel when we visited Greece last year. We are now planning a second visit during May this year and hope it will be possible to stay at the Grand Hotel again. We would like two twin rooms with bathroom for six nights. We are planning to check in on 17th May. I'd like to have a room with a view if possible. A quite room away from the street is best.

Please let me know if a deposit is required.

Your faithfully,

John Gardener

4. Define how many stars the following hotels have. Write marked words into your vocabulary.



1. _____

This classification contains **limited-service properties** offering upgraded quality and expanded comfort. **Baggage assistance** is often available. Guestrooms typically feature more **space, comfortable seating**, and better **quality bedding**. Bathrooms are often larger, with **shower/tub combinations**. An expanded **Continental breakfast** is often served in a breakfast room.

2. _____

Fresh flowers, original art, and **luxurious** furnishings often decorate the **lobbies**. **Amenities** include **fine-dining restaurants, 24-hour room service** with hot food items, and automatic **turndown service**. **Personalized service** aims to provide guest needs. Guestrooms typically feature premium hardwood furniture, luxurious bedding with triple sheeting, and large bathrooms with **separate bathtubs and showers**, and materials such as **granite** or **marble**. **Facilities** typically include **gourmet dining, luxury spas, and full-service health clubs**. Guestroom decor is often elegant.

3. _____

Many of these hotels offer **multiple restaurants**, uniformed **bell staff**. Services often include a **concierge, valet parking**, turndown service by request, and 24-hour room service. Most properties feature **upgraded guestroom decor**, large desks paired with comfortable workstation chairs. There are also large beds, additional seating, **minibars, laptop-compatible safes, pillowtop mattresses, bathrobes**, and **upscale bath products**. Resorts, and some hotels in Asia, often feature attractive pool areas and small spa facilities or **massage treatment rooms, tennis courts, golf access** and **child-care services**.

4. _____

Basic motels, hostels, and dormitories offer **no-frills accommodations** with minimal on-site facilities. Public access and guest reception may not operate 24 hours. **Daily housekeeping** service may not be offered. Guestrooms are small and functional, but may not have private bathrooms, TVs, or in-room telephones.

5. _____

Basic motels may offer 24-hour reception, daily housekeeping service and private bathrooms, TVs, telephones, **clothes racks** or **small closets**, and private bathrooms – possibly with showers only. On-site dining is usually limited to a Continental breakfast.

5. Try to find the descriptions to the hotels of different rates below:

Sun Bright Hotel (★)
Chinatown, New York, the USA (\$85 per night)



Econo Lodge Hotel (★★)
Alabama, the USA (\$99)



Hotel Henry VIII (★★★)
Paddington, London, UK (\$110)



Mandarin Oriental (★★★★)
Tokio, Japan (JPY 75,000 = \$733)



Burj Al Arab (★★★★★★)
Dubai, UAE (United Arab Emirates) (19980.00 AED = \$ 5. 500)



A) Middle class hotel; moderately priced; has daily maid service, room service, dry-cleaning. Guestrooms have complimentary wireless Internet access, climate control, and safes; rooms also include coffee/tea makers and desks; recreational amenities include an indoor pool and a sauna.

B) Hostel provides wireless Internet access, a 24-hour front desk, air conditioning in public areas, and complimentary newspapers in the lobby.

C) The hotel's 178 guest rooms are spread across the 30th through 36th floors of the building; Design concept governs the look with the themes of woods and water. All rooms offer a view. The hotel has numerous restaurants and bars. Additionally, the hotel contains a large ballroom, four banquet rooms and six meeting rooms.

D) These hotels are easy to find, easy to book and easy on the wallet. Plus, we're easy to love with clean, comfortable rooms and free extras like: free Easy Starts™ continental breakfast; free high-speed Internet; free premium movie channel.

E) 202 luxurious duplex suites; Personalised butler service; Eight world-class restaurants and bars; Four swimming pools (two outdoor, two indoor) and a private beach; Talise Spa; Rolls Royce, Mercedes and helicopter airport transfer service.

6. SPEAKING



. What kind of hotel would the following people choose and why:

1) *Mary*



Sometimes I travel for studying. When I arrive I stay at ... 'cause ...

I often travel in business. Hotel of my choice is always ... because ...

2) *Mr. Pickwick*



Our family is large. Every time we travel somewhere we stay at ... because ...

3) *The Whites*



Travelling alone is my passion. I love to discover different corners of the world. Sometimes I stay at ... but more often I prefer ... because ...

4) *Kevin*



We have just got married. It's our honeymoon and we want it to be perfect. We reserved a room in ... because ...

5) *Arnold and Tina*



6. Answer the following questions:

- 1) Have you ever stayed at a hotel?
- 2) Did you like the accommodation?
- 3) What services and facilities did the hotel provide?
- 4) How much did you pay for night?
- 5) Would you like to come back there again?

7. VOCABULARY:

- 1) accommodation
- 2) check in (check out)
- 3) complementary
- 4) dormitories
- 5) easy on the wallet
- 6) luxurious
- 7) overnight
- 8) recreational amenities
- 9) stay at the *** hotel
- 10) suite
- 11) to book a room
- 12) transfer service
- 13) view

Conditional Sentences (First Conditional)

1. Put the verbs in Present Simple or Future Simple. Use the example as a model:

Example: If I **don't drink** coffee I **will be** tired all day.

After the party **is** over they **will come** back here.

1. Today after I _____ (get) out of class, I _____ (go) to a movie with some friends.
2. When you _____ (arrive) in Stockholm, call my friend Gustav. He _____ (show) you around the city and help you get situated.
3. A: Do you know what you want to do after you _____ (graduate) ?
B: After I _____ (receive) my Master's from Georgetown University, I _____ (go) to graduate school at UCSD in San Diego. I _____ (plan) to complete a Ph.D. in cognitive science.
4. If it _____ (snow) this weekend, we _____ (go) skiing near Lake Tahoe.
5. Your father _____ (plan) to pick you up after school today at 3:00 o'clock. He _____ (meet) you across the street near the ice cream shop. If something happens and he cannot be there, I _____ (pick) you up instead.
6. If the people of the world _____ (stop, not) cutting down huge stretches of rain forest, we _____ (experience) huge changes in the environment during the twenty-first century.
7. If Vera _____ (keep) drinking, she _____ (lose, eventually) her job.
8. I promise you that I _____ (tell, not) your secret to anybody. Even if somebody _____ (ask) me about what happened that day, I _____ (reveal, not) the truth to a single person.
9. She _____ (make) some major changes in her life. She _____ (quit) her job and go back to school. After she _____ (finish) studying, she _____ (get) a better-paying job and buy a house. She is going to improve her life!
10. Tom _____ (call) when he _____ (arrive) in Madrid. He _____ (stay) with you for two or three days until his new apartment _____ (be) available.

2. Put the verbs in parentheses in Past Simple Tense. Translate the complaint.

Dear Sir/Madam,

I wish to lodge a complaint about a holiday we took at your hotel recently. First of all, your advertisement promised us 'huge, luxurious bedrooms'. Our room _____ (be) very small and the beds _____ (be) uncomfortable. As a result, we _____ (sleep) very badly for the whole time we were there. We _____ (be) not at all happy with your so-called 5-star restaurant. The quality of the food _____ (be) very poor and the meals _____ (be) always the same. We _____ (speak) to the catering manager on our third day at the hotel and he _____ (promise) us he would make some changes, but he clearly _____ (do) not do anything about it while we were there. Your advertisement _____ (describe) a 'beautiful sandy beach'. It was covered with seaweed, dead jellyfish and rubbish which is certainly not our idea of a beautiful beach. However, the weather _____ (be) so bad that we could not have sat on the beach anyway; it _____ (rain) every day. We also _____ (have) a few unpleasant experiences with your staff. Some of them _____ (be) very rude and one of them even _____ (shout) at us when we left our bedroom light on one evening. We look forward to receiving an apology and compensation.

Yours sincerely, Margaret and John Walker

Практичне заняття № 2

Тема: «В готелі. Резервація готелю (реєстрація і виписка з готелю)»

Граматика: Повторення часів Continuous.

1. What types of hotel rooms do you know?

Read the descriptions of different types of rooms and write down the correct type:

1. *single room*; 2. *double room*; 3. *twin room*; 4. *studio (room)*; 5. *suite*; 6. *junior suite*; 7. *lounge (parlor – Am.E)*; 8. *bedroom with en-suite W.C. (bath, shower)*; 9. *connecting (adjoining) room*; 10. *duplex*; 11. *penthouse*; 12. *family room*.

- a) sitting room where guests may read, watch TV, relax etc.;
- b) sitting room plus one or more bedrooms;
- c) room occupied by one person;
- d) room with two single beds for two people;
- e) room with three large bed for two people;
- f) two or more rooms with doors between them;
- g) two-storied suite connected by stairs;
- h) large rooms with a partition which separates the sitting area from the bedroom area;
- i) room with one single bed and a convertible sofa. It can be used as a single or a twin room;
- j) luxurious suite at the top of the hotel;
- k) room with four or more beds;
- l) bedrooms plus water closet (W.C.) (bath, shower).

2. Except guestrooms hotel has other rooms for different aims.

Match the definitions of different kinds of hotel rooms with its pictures and names:



A

Procedure room

1. A room for physical exercises or other kinds of sports activities



B

Banquet room (hall)

2. A room for clients' reservation



C

Conference room (hall)

3. A room to represent goods and products (or works of art)



D

**Exhibition
(display)
room (hall)**

4. A room for special meal for a large group of people



E

**Reception room
(hall)**

5. A room where big meetings, conferences or negotiation are held



F

Fitness room


6. Room designed for treatment and spa-procedures

3. Read about the annual conference schedule. Choose the right room (A-H). Use the correct tense(1-9).

Every year the computer scientists from all over the world 1 _____ (to be) invited for the annual conference which 2 _____ (to have) an aim to exchange the experience and to discuss the prospects of Information Technology development.

The 2016 conference 3 _____ (to take) place June 16-18 at the Marriott Hotel in Washington, DC.

Annual IT Conference Schedule THE PROSPECTS OF INFORMATION TECHNOLOGY DEVELOPMENT (June, 2016)	
June 16	<p>Check-in. Conference guests 4 _____ (to register) in the hotel (A _____ room).</p> <p>Pre-conference meeting for all guests (B _____ room).</p> <p>Time off. The participants can 5 _____ (to attend) the exhibition of modern artists (C _____ hall is open till 5 p.m.)</p>
June 17	<p>Morning and afternoon concurrent session 6 _____ (to be) held in D _____ room (beginning at 12.30 p.m.)</p> <p>Discussion on Perspectives. All volunteers can 7 _____ (to take part) in it. Start at 3 p.m.</p> <p>Awards luncheon at 5 p.m. (E _____ hall).</p>
June 18	<p>Time off. Guests 8 _____ (to have) an opportunity to enjoy treatment service (from 7 a.m. till 10 a.m. – F _____ room) or 9 _____ (to provide) themselves an active time passing in G _____ room which is open from 7 a.m. till 10 p.m. (the price for these services is included in total sum).</p> <p>Plenary luncheon (H _____ room).</p> <p>Conference closing (3 p.m.)</p> <p>Check-out.</p>

4. SPEAKING  . Work in pairs. You have studied a lot about hotels. Now you are ready to make your own reservation. Choose situation A or B:

A: Student 1: you are a secretary of Dalone company. Make a reservation by a phone for your boss, Mr. , who is going for a business trip to London. Remember, you should mention:

- type of room;
- how long he is going to stay;
- how much he expects to pay for the room;
- his name;
- time of his arrival;
- find out if a deposit is required.

Student 2: You are hotel telephonist who is responsible for reservation. Ask all the information that is required for registration.

or

B: Student 1: you are travelling with your family and planning to stay in nice hotel. Reserve a room by a phone. Remember, you should mention:

- type of room;
- what view you want;
- how long you are going to stay;
- how much you expect to pay for the room;
- name of the guests;
- time of your arrival;
- find out if a deposit is required.

Student 2: You are hotel telephonist who is responsible for reservation. Ask all the information that is required for registration.

5.  **VOCABULARY:**

- 1) *adjoining*
- 2) *exhibition*
- 3) *meal*
- 4) *single room*
- 5) *stairs*
- 6) *to hold a meeting*
- 7) *to occupy a room*
- 8) *treatment*
- 9) *twin room*
- 10) *two-storied*

 **GRAMMAR**

Continuous Tenses (*continuous process/ certain period of time*)

Prompt:

V - ing (auxiliary verbs: am/is/are)

V - ing (auxiliary verbs: was/were)

V - ing (auxiliary verb: will be)

1. Use Present Simple or Present Continuous:

1. I _____ (think) it's a good idea. 2. The dinner _____ (smell) beautiful. 3. Where is Bob? He _____ (have) a shower now. 4. You _____ (always make) the same mistakes! 5. I usually _____ (do) my homework in the evening. 6. My mother _____ (not understand) my needs. 7. He _____ (go) to the cinema every Friday. 8. Look at that girl! She _____ (look) amazing. 9. Can you help me? Sorry, I _____ (have) no time at the moment. 10. Can you give my present to John? Sure, I _____ (see) him tonight. 11. I never _____ (watch) tv after midnight. 12. Now I know what she _____ (want). 13. Can I take your camera? Sure, I _____ (not use) it now. 14. Every time I meet her I _____ (feel) happy. 15. I _____ (look) for a job now.

2. Use Past Simple or Past Continuous:

Last summer Peter _____ (go) to Spain for his holidays. He _____ (decide) to fly because it is much quicker than going overland. On the morning he left London it _____ (rain), but when he _____ (step) off the plane in Spain it was a beautiful day. The sun _____ (shine), and a cool wind _____ (blow) from the sea. He _____ (take) a taxi to his hotel. In the evening he _____ (go) for a walk. The town was still busy. Street traders _____ (sell) souvenirs and the foreign tourists _____ (try) to speak with the aid of a Spanish phrase book. He listened to their chatter for a while, then _____ (return) to his hotel.



3. Describe the picture using Past Continuous tense:

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____
- 7 _____
- 8 _____
- 9 _____



4. Use Future Simple or Future Continuous:



1. Sandra: Where is Tim going to meet us?

Marcus: He _____ (to wait) for us when our train arrives. I am sure he _____ (to stand) on the platform when we pull into the station.

Sandra: And then what?

Marcus: We _____ (to pick) Michele up at work and go out to dinner.

2. Ted: When we get to the party, Jerry _____ (to watch) TV, Sam _____ (to make) drinks, Beth _____ (to dance) by herself, and Thad _____ (to complain) about his day at work.

Robin: Maybe, this time they won't be doing the same things.

Ted: I am absolutely positive they _____ (to do) the same things; they always do the same things.

3. Florence: Oh, look at that mountain of dirty dishes! Who _____ (to wash) all of those?

Jack: I promise I _____ (to do) them when I get home from work.

Florence: Thanks.

Jack: When you get home this evening, that mountain will be gone and nice stacks of sparkling clean dishes _____ (to sit) in the cabinets.

4. Doug: If you need to contact me next week, I _____ (to stay) at the Hoffman Hotel.

Nancy: I _____ (to call) you if there are any problems.

Doug: This is the first time I have ever been away from the kids.

Nancy: Don't worry, they _____ (to be) fine.

5. Samantha: Just think, next week at this time, I _____ (to lie) on a tropical beach in Maui drinking Mai Tais and eating pineapple.

Darren: While you are luxuriating on the beach, I _____ (to stress) out over this marketing project. How are you going to enjoy yourself knowing that I am working so hard?

Samantha: I'll manage somehow.

Darren: You're terrible. Can't you take me with you?

Samantha: No. But I _____ (to send) you a postcard of a beautiful, white sand beach.

Darren: Great, that _____ (to make) me feel much better.



Практичне заняття № 3

Тема: «Послуги працівників готелю»

Граматика: Повторення часів Perfect.

1. Do you know what services and facilities should the hotel staff provide?
2. Match the hotel department in 2nd column with its description in 3rd column.
Find the staff in 1st column.

<ul style="list-style-type: none"> ✓ receptionist ✓ telephonist ✓ general manager ✓ assistant manager ✓ accountant ✓ cashier 	1. Restaurant \ kitchen	a) the department which takes care of the hotel guests' checking in and out, reservation, etc. the department which is responsible for selling and up-selling rooms, check if some guests request for room switches, check on the room status, update the forecast of the night's occupancy and handle guest check-ins;
<ul style="list-style-type: none"> ✓ door attendant ✓ bellboy ✓ porter ✓ concierge ✓ lift attendant 	2. Security	b) this department is providing guest protection and loss prevention;
<ul style="list-style-type: none"> ✓ security guard 	3. Front office	c) the department takes care of the hotel guests' food;
<ul style="list-style-type: none"> ✓ restaurant manager ✓ head chef ✓ head waiter (waitress) ✓ barman (barmaid) 	4. Guest service	d) the department which takes care of the hotel rooms are clean, and everything in them is in order;
<ul style="list-style-type: none"> ✓ lead housekeeper ✓ housekeeper ✓ floor maid ✓ chambermaid ✓ laundry maid 	5. Housekeeping	e) the department is responsible of giving the guest positive first impressions;

3. Now match the staff with these pictures:

A



**Hotel
Staff
(Personnel)**

B



C



D



E



4. LISTENING. Watch the video about one of the most expensive hotels in the world.

The holiday from hell



- ✓ luxurious hotel close to beautiful sandy beach.
- ✓ three swimming pools, tennis, golf and watersports.
- ✓ three beach bars and first class restaurant.
- ✓ average temperatures 28–30°C; average hours of sunshine per day eight to nine hours.
- ✓ flying time approximately eight and a half hours from London.
- ✓ airport just fifteen minutes by bus from the hotel.

1) Last year Mark and Rosa saved up and booked their dream holiday in the Caribbean. Read what they read on the hotel website above.

2) Work in pairs: Student A and Student B. Act out the following conversation.

Student A: You are Mark/Rosa. Tell a friend about the holiday you are planning (you can invent extra details).

Student B: You are Mark/Rosa's friend. Ask about the holiday.

Where are you planning to go? What's the hotel like? How long is the journey?

3) Unfortunately, Mark and Rosa's holiday was awful. Listen to the text, fill in the missing words and make a list of the problems Mark and Rosa had:

Mark and Rosa saved up for their dream holiday at a place called San Antonio in the Caribbean - but the dream was more like a nightmare! The holiday cost over (1)_____ each, but they decided to go for (2)_____ weeks in the month of (3)_____ because they heard that the weather was (4)_____ there at that time. The problems began when the flight was (5)_____ because of bad weather and they couldn't leave until (6)_____. They finally got on the plane (7)_____ hours late! Then, they couldn't fly to San Antonio because there was a (8)_____ and they had to fly to the capital city instead, where they stayed in a (9)_____ hotel next to the (10)_____.

The hotel was next to the sea, but it wasn't near a (11)_____: the sea was so (12)_____ you couldn't swim in it and the hotel swimming pool was full of (13)_____. To make things worse, the food was terrible, too: for breakfast there were only different types of (14)_____ and the lettuce bowl was full of (15)_____. The worst part was when the (16)_____ arrived: they felt really (17)_____ because of the wind and rain. Because of the weather they had to stay another (18)_____ in the hotel with (19)_____ to do. They finally arrived in San Antonio (20)_____ days late – and someone told them the weather had been (21)_____ all the time!

- at the airport: _____
- during the flight: _____
- when they arrived in the Caribbean: _____
- at the hotel itself: _____
- with the hotel swimming pool: _____
- with the weather: _____
- with the food at the hotel: _____
- with the sea: _____

4) Work in pairs, Student A and Student B. Mark and Rosa are talking to their friend again after the holiday. Start the conversation like this:

STUDENT A: So did you have a good holiday then?

STUDENT B: NO, it was awful! It was a nightmare!

STUDENT A: Why? What happened?

5) What do you think was the worst part of the holiday? Why?

6.  **VOCABULARY:**

- 1) (door/lift) attendant
- 2) accountant
- 3) bellboy
- 4) cashier
- 5) housekeeper
- 6) in order
- 7) loss prevention
- 8) maid
- 9) request
- 10) room switching



GRAMMAR

PERFECT TENSES (finished action / result)

Prompt: V ed/3 (auxiliary verbs: have/has) – _____

Ved/3 (auxiliary verb: had) – _____

Ved/3 (auxiliary verb: will have) – _____

1. Write three sentences (affirmative, negative, questions) to each using Present Perfect:

Example: She / leave / us / 1) She has left us. 2) She hasn't left us. 3) Has she left us?

1. you / answer / the question
2. Jenny / lock / the door
3. Walter / call / us
4. you / see / the picture
5. your parents / get / the letter
6. it / rain / a lot
7. how often / we / sing / the song
8. Maureen / watch / the film
9. how many books / Bob / read
10. ever / you / be / to London

2. Use Present Simple or Present Perfect:

1. Jim: How many times _____ (you/try) to pass your driving test? Michael: Three times so far.
2. When _____ (you/go) to Rome?
3. You look different. _____ (you/have) a haircut?
4. I _____ (not/see) David at all this week. I don't even know where he is.
5. Jim: _____ (you/speak) to Peter yet? Michael: No, not yet.
6. When _____ (you/start) your job?
7. I _____ (move) house three times in the last five years.
8. My sister _____ (be) to New York three times and she's going again next month.
9. The US President _____ (be) in our country last year.
10. The US President _____ (visit) our country three times in the last two years.

3. Use Past Simple or Past Perfect:

I can't believe I _____ (get) that apartment. I _____ (submit) my application last week, but I didn't think I had a chance of actually getting it. When I _____ (show) up to take a look around, there were at least twenty other people who _____ (arrive) before me. Most of them _____ (fill, already) out their applications and were already leaving. The landlord said I could still apply, so I did.

I _____ (try) to fill out the form, but I couldn't answer half of the questions. They _____ (want) me to include references, but I didn't want to list my previous landlord because I _____ (have) some problems with him in the past and I knew he wouldn't recommend me. I _____ (end) up listing my father as a reference.

It was total luck that he _____ (decide) to give me the apartment. It turns out that the landlord and my father _____ (go) to high school together. He decided that I could have the apartment before he _____ (look) at my credit report. I really lucked out!

REVISION

1. Use the present form of the verb *to be*:

- a) _____ Peter blond?
- b) _____ Sarah English?
- c) Sarah _____ a doctor.
- d) _____ you blond?
- e) Sarah _____ a student.
- f) _____ you married?
- g) Peter _____ tall.
- h) _____ Peter and Sarah doctors?
- i) Peter and Sarah _____ tall.

2. Use Present Continuous.

1. Listen! I think the telephone(ring).
2. Mrs. Smith(play) the piano in the hall.
3. Grandmother (have) rest in her bedroom.
4. Be quiet, I(think).
5. Jane (not work), she (read) a book.
6. I see that you (wear) your new skirt today.
7. Jack is not in his room, he (have) a bath.
8. I (wait) for my boss.
9. Who (make) that terrible noise? – It's Roger. He (practise) the violin.
10. I am busy, I (write) a letter.
11. It (snow), put on your coat.
12. The plane (fly) at 3,000 metres.

3. Put the verbs in Past Simple or Past Continuous:

1. What ___you _____(read) when I _____(come)? – A love story. I _____ (take) the book from the library yesterday.
2. Ann still _____(wait) for me when I _____(arrive). She - _____(get) angry because I _____(be) late again.
3. – Where you (hurry) when I (meet) you? – I (go) to the station to meet my mother.
4. I _____(drive, not) fast when the accident _____(happen).
5. The telephone _____(ring) when we _____ (have) dinner. My wife _____ (answer) the phone.

4. Use Present Perfect or Past Simple

1. Three weeks ago Jack _____ (go) to Madrid.
2. She _____ (wash) her bike. Look, now it is really clean und looks like new!
3. Mr Clinton _____ (work) for the company since 1997.
4. I _____ (get) my bike in November. So I (have) it for five months.
5. Jenny _____ (go) to India last summer. you ever (be) to India? – No, I haven't.
6. _____ she ever _____ (be) to Dallas? She _____ (go) there in 2001 and 2003.
7. I _____ (learn) English for six years.
8. Yesterday our cat (have) a fight with the neighbour's dog.
9. Where _____ he _____ (go) in 2006? – He _____ (visit) his uncle in Canada.
10. My mum _____ (buy) a video game last Saturday.
11. The dog _____ (just, eat) the dog food. Its bowl is empty.
12. Patrick _____ (have) his snowboard since Christmas.
13. They _____ (be) married since 2003.
14. Last summer we _____ (visit) our friends in Chile.
15. Sally and Mary _____ (ride) their bikes for 3 hours. They are really tired now.
16. It _____ (rain) since 5 o'clock. The streets are still wet.
17. _____ you ever _____ (see) the Empire State Building?
18. He _____ (clean) the shoes. They look like new now.

Практичне заняття № 4

Тема: «Види готелів»

Граматика: Порівняння видо-часових форм англійського дієслова (активний стан).

1. What types of hotels do you know?

2. Read about different types of hotels and match them with definitions.

A. commercial hotel. B. B&B (bed and breakfast) hotel. C. spa hotel.
D. hostel. E. motel. F. motor hotel. G. luxury hotel. H. resort hotel.
I. congress hotel. J. airport hotel.

1. A hotel near an airport. This hotel is mostly for airline people (pilots, air-hostesses, etc.) and the airline passengers who usually stay for one night. _____
2. A small hotel, where you pay for lodging and breakfast. _____
3. A hotel where you can get medical treatment, and other recreational facilities (physical exercise, etc). ____
4. A hotel with banquet room, conference rooms, exhibition rooms, reception rooms. This hotel has all facilities and services for large and small groups' meetings. _____
5. A hotel with parking and other facilities for motorists. It is bigger than a motel and it provides higher standard of services. This hotel usually has a first-class restaurant. _____
6. Very expensive hotel with all facilities and services that rich people may need. _____
7. A hotel at the seaside, in the mountains for tourists on holiday, who usually stay for longer periods of time. ____
8. A hotel for people who are traveling by car. This hotel usually has parking and other facilities for motorists. _____
9. A hotel in the downtown area. This hotel is mostly for traveling business people who usually stay for one or two nights. ____
10. A building providing living and sleeping accommodation (especially for students)_____.

3. Answer the questions:

1. What types of hotel are wide-spread in Ukraine?
2. What types of hotel are not popular in our country?

4. What types of customers would put up at what type of hotel? Explain you answer.

			
student	housewife	lawyer	movie star
			
family	businesswoman	bank clerk	professor

4. SPEAKING



Plan your dream holiday

1. Andy and Fiona King are planning to have a last-minute holiday 'somewhere hot', but they're not sure WHERE to go. They go to the travel agent's to ask for some advice.

Listen to the conversation they have with the travel agent. Look at the list of the travel agent's questions below. Make a note of Andy and Fiona's answers.

a When would you like to go?

b How long are you planning to go away for?

c What kind of place would you like to go to?

d Do you want a beach holiday or something else?

e Are you looking for somewhere quiet?

f How many people are going to travel?

g How much would you like to pay?

h Do you want self-catering or would you rather stay in a hotel?



2. Look at the information about holidays 1-8. Choose three holidays which you think are suitable for the Kings.

1 Spain
Andalucía



14 nights **£899**

Self-catering villa with swimming pool.

- Quiet mountain village
- 40 minutes' drive from beach

2 Turkey
Bodrum




7 nights **£429**

5-star hotel

- Next to beach
- Busy nightlife
- 24-hour room service

3 Mexico
Cancún



8 nights **£489**

3-star hotel

- Fantastic beaches and nightlife
- 15-minute bus ride to beach

4 Dubai




5 nights **£689**


Self-catering, luxury apartments.

- Fantastic shopping in modern city
- Near beaches


5 **Florida**
Orlando
14 nights **£815**
3-star hotel
• Near Disney World and other theme parks and beaches




6 **Cuba**
Havana
8 nights **£779**
Self-catering / hotel
• 4 days on beach, 4 days in Havana (capital city of Cuba)



7 **Barbados**
7 nights **£685**
3-star hotel
• Quiet resort
• Next to the beach



8 **Thailand**
12 nights **£799**
5-star hotel
• Asia's number one holiday resort
• Tropical climate, plenty of nightlife



3. Work in pairs: Student A and Student B.

Student A: You are a travel agent. Ask Student B questions to find out what kind of holiday he/she would like.

Student B: You are planning to go on a last-minute holiday.

Decide:

- ✓ who you're going with and for how long.
- ✓ what kind of place you would like to go to (beach, mountain, city).
- ✓ the kind of accommodation (hotel, self-catering).
- ✓ how much you want to pay.

4. VOCABULARY:

- 1) *lodging*
- 2) *medical treatment*
- 3) *recreational facilities*
- 4) *resort*
- 5) *catering*
- 6) *downtown*
- 7) *bus ride*
- 8) *air-hostess*
- 9) *sleeping accommodation*
- 10) *pay for*

Useful language

a Asking about holidays

Where/When would you like to ...?

Would you rather ... or ...?

How long are you planning to ...?

b Talking about what you'd like

I'd like to go to ...

We'd like somewhere ...

I'd rather go to ... because ...

We don't want to go to ... because ...

It's too ...

It's not ... enough.

c Telling people about your holiday

We're going to ... for ... days/weeks.

We chose this holiday because ...

5. Work in groups:

Read the sample and write your own advertisement of a chosen hotel.



Name: Grand Hotel Palace.

Location: Thessaloniki town (next to the Macedonia airport)

Amount of rooms: total amount: 261 rooms including 222 Deluxe rooms, 34 Suites, 2 Presidential Suites.

Rooms description (23 sq.m.): Each room has: air conditioner, heater, mini-bar, satellite television, telephone, free Internet access, safe, bathroom (shower, telephone, dryer), 24-hour room service, soundproofing, balcony, park view.

Suite rooms description (80 sq.m.): high-tech design of the interior, comfortable furniture, 2 balconies, ocean and garden view. Free wine and chocolate candies. Free parking.

Services:

- laundry
- Wi-Fi
- money exchange
- nanny
- souvenir shop
- conference room
- banquette hall

Sports and entertainment:

- sauna
- massage
- fitness room
- swimming pool

Contacts: Address Greece, Thessaloniki, 305-307, Monastiriou Street, 54628

Phone number +30 2310 549000

Web-site: www.grandhotelpalace.gr

You will spend an unforgettable vacation here!

Modern interior, comfortable rooms, top quality service, all kinds of entertainment will provide safe and exciting time passing.

Welcome to the GRAND HOTEL PALACE!

1. Use Present Continuous or Present Simple.

- 1) I _____ (not to know) what to give my brother for his birthday.
- 2) They _____ (to want) publish this book in July?
- 3) Who _____ that man (to be) who _____ (to stand) in the doorway?
- 4) I _____ (to have) no time now, I _____ (to have) dinner.
- 5) What _____ you _____ (to do) here now? – We _____ (to listen) to recordings.
- 6) _____ you _____ (to want) to see my father? – Yes, I _____.
- 7) – What magazine _____ you _____ (to read)? –
– It _____ (to be) a French magazine. There _____ (to be) good articles on sports here. _____ you (to be) interested in sports?
– Yes, I _____ but I _____ (not to know) French.
- 8) We _____ (to have) an English lesson now.
- 9) _____ you _____ (to see) what I _____ (to mean)?
- 10) He _____ (not to feel) at liberty to tell you the truth.

2. Use Present Continuous, Present Simple, Past Simple or Future Simple.

- 1) Kate _____ (to cook) dinner every day.
- 2) Kate _____ (to cook) dinner tomorrow.
- 3) Kate _____ (to cook) dinner now.
- 4) Kate _____ (to cook) dinner yesterday.
- 5) I _____ (not to eat) ice cream every day.
- 6) I _____ (not to eat) ice cream now.
- 7) I _____ (not to eat) ice cream tomorrow.
- 8) I _____ (not to eat) ice cream every day.
- 9) He _____ (to spend) last summer in the country.
- 10) He _____ (not to spend) last summer in the country.

3. Use Past Simple or Past Continuous.

- 1) I _____ (to go) to the cinema yesterday.
- 2) I _____ (to go) to the cinema at four o'clock yesterday.
- 3) I _____ (to go) to the cinema when you met me.
- 4) I _____ (not to play) the piano yesterday.
- 5) I _____ (not to play) the piano at four o'clock yesterday. I _____ (to read) a book.

4. Use Present Perfect or Past Simple.

1. I _____ (not go) to school last week because I _____ (be) sick.

2. Paul _____ (just/start) reading a new book.



3. He _____ (never/eat) such delicious cookies.



4. _____ (you/ever/be) late for work?

5. I _____ (already/do) the laundry. Now I need to do some ironing.



6. I _____ (arrive) from Italy yesterday morning.



7. Linda's husband only _____ (leave) minutes ago and she already misses him.

5. Fill in the correct form of the verb (mixed tenses):

What a language course can do

I _____ (learn) English for seven years now.

But last year I _____ (not / work) hard enough for English, that's why my marks _____ (not / be) really that good then.

As I _____ (pass / want) my English exam successfully next year, I _____ (study) harder this term.

During my last summer holidays, my parents _____ (send) me on a language course to London. It _____ (be) great and I _____ (think) _____ I (learn) a lot.

Before I _____ (go) to London, I _____ (not / enjoy) learning English. But while I _____ (do) the language course, I _____ (meet) lots of young people from all over the world. There I _____ (notice) how important it _____ (be) to speak foreign languages nowadays.

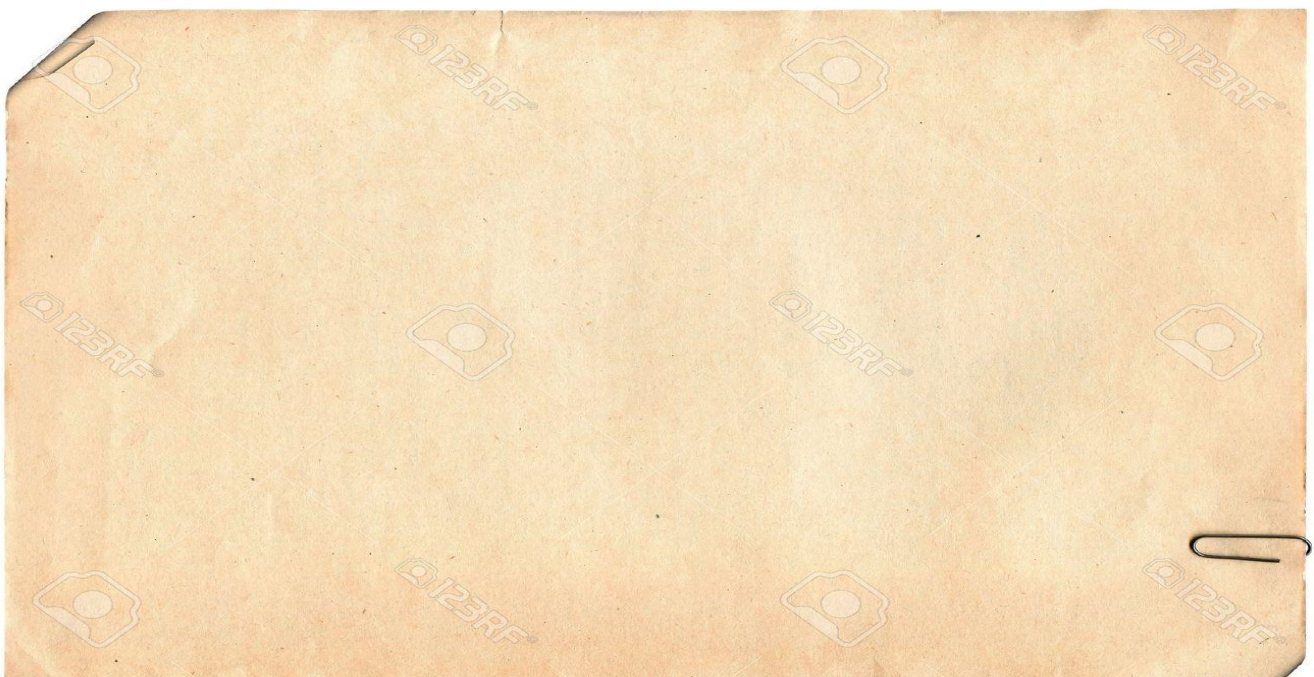
Now I _____ (have) much more fun learning English than I _____ (have) before the course. At the moment I _____ (revise) English grammar. And I _____ (begin / already) to read the texts in my English textbooks again. I _____ (think) I _____ (do) one unit every week. My exam _____ (be) on 15 May, so there _____ (not / be) any time to be lost. If I _____ (pass) my exams successfully, I _____ (start) an apprenticeship in September. And after my apprenticeship, maybe I _____ (go) back to London to work there for a while.

As you _____ (see / can) , I _____ (become) a real London fan already.



1. Answer the questions and write down the answers below:

1. Have you ever attended English courses? When?
2. Do you feel confident in your English? What is the problem?
3. What is the most difficult for you: to write, to read, to listen or to speak in English?
4. Would you like to have more English lessons? How many lessons per week?
5. What do you think is the best way to learn foreign language?



All Tenses Revision

1. Use Present Continuous or Present Simple.

1. I _____ (not to know) what to give my brother for his birthday. 2. They (to want) publish this book in July? 3. She (to think) he (to drive) dangerously. 4. He (to understand) that he (to eat) noisily, but he always (to forget) about it. 5. Who that man (to be) who (to stand) in the doorway? 6. I (to have) no time now, I (to have) dinner. 7. Your family (to leave) St. Petersburg in summer? – Yes, we always (to go) to the seaside. We all (to like) the sea. Mother (to stay) with us to the end of August, but father (to return) much earlier. 8. Where Tom and Nick (to be) now? – They (to have) a smoke in the garden. 9. What you (to do) here now? – We (to listen) to tape recordings. 10. You (to want) to see my father? – Yes, I 11. Michael (to know) German rather well. He (to want) to know English, too, but he (to have) little time for it now. 12. What magazine you (to read)? – It (to be) a French magazine. There (to be) good articles on sports here. You (to be) interested in sports? – Yes, I but I (not to know) French. 13. We (to have) an English lesson now. 14. He (to feel) in a position to lend her money. 15. I (to think) she (not to feel) safe there. 16. You (to see) what I (to mean)? 17. You (to hear) what she (to say)? 18. He (not to feel) at liberty to tell you the truth.

2. Use Present Continuous, Present Simple, Past Simple or Future Simple.

1. Kate (to cook) dinner every day. 2. Kate (to cook) dinner tomorrow. 3. Kate (to cook) dinner now. 4. Kate (to cook) dinner yesterday. 5. I (not to eat) ice cream every day. 6. I (not to eat) ice cream now. 7. I (not to eat) ice cream tomorrow. 8. I (not to eat) ice cream every day. 9. He (to spend) last summer in the country. 10. He (not to spend) last summer in the country.

3. Use Past Simple or Past Continuous.

1. I (to go) to the cinema yesterday. 2. I (to go) to the cinema at four o'clock yesterday. 3. I (to go) to the cinema when you met me. 4. I (to do) my homework the whole evening yesterday. 5. I (to do) my homework when mother came home. 6. I (to do) my homework yesterday. 7. I (to do) my homework from five till eight yesterday. 8. I (to do) my homework at six o'clock yesterday. 9. I (not to play) the piano yesterday. 10. I (not to play) the piano at four o'clock yesterday. I (to read) a book.

4. Use Present Perfect or Past Simple.

1. Helen speaks French so well because she (to live) in France. 2. She (to live) there last year. 3. The rain (to stop) and the sun is shining in the sky again. 4. The rain (to stop) half an hour ago. 5. Mary (to buy) a new hat. 6. I (to buy) a pair of gloves yesterday. 7. The wind (to blow) off the man's hat, and he cannot catch it. 8. The weather (to change), and we can go for a walk. 9. The wind (to change) in the morning. 10. We (to travel) around Europe last year.

5. Fill in the correct form of the verb (all tenses):

1. My family have _____ (buy) some land in southern France recently. They _____ (build) a summer house there at the moment.
2. Andy and Mary _____ (go) to a concert tomorrow night. They _____ (look forward to) it the whole week.
3. Jonathon _____ (watch) the news on TV every day and it _____ (help) him with his English.
4. My car _____ (break) down when I _____ (drive) home from work. I _____ (fix) it if I _____ (know) what was wrong. But I didn't so _____ (have) to take it to the garage.
5. When he _____ (found) Microsoft, Bill Gates was only 20 years old. He _____ (already write) his first computer programme six years earlier.
6. An accident _____ (happen) near my house last night. A car _____ (hit) a young man. He _____ (ride) his bike when someone in front of him suddenly _____ (open) a car door. Many people _____ (see) the accident. The police _____ (interrogate) them last night.
7. Mrs Smith said that one day she _____ (retire) from teaching. She said that she _____ (spend) her new free time learning about computers.
8. I _____ (not sleep) at all last night. Someone _____ (listen) to music all night.
9. I _____ (see) a film a week ago, but I _____ (not enjoy) it very much because I _____ (already read) the book. If I _____ (not read) the book I _____ (probably enjoy) the film more.
10. The judge sentenced the man to eight years in prison because he _____ (rob) a bank.
11. They _____ (stand) in the queue for over an hour when the manager _____ (tell) them that there were no more tickets.

12. Alan _____ (be) in the car accident yesterday. The other driver _____ (lose) control of his car because he _____ (fall) asleep.
13. She _____ (not see) her father since he _____ (start) to work in Marseille two years ago.
14. I _____ (sleep) when the fire broke out.
15. Linda phoned and explained that she _____ (not can) to come to the party the next day because she _____ (be) still sick.
16. I _____ (just see) the film "The Da Vinci Code". – _____ (you see) it too? – No, I _____ (not have) but I _____ (read) the book.
17. My sister _____ (fly) home from London today. Her flight _____ (arrive) in an hour so I _____ (leave) for the airport right now to get there in time.
18. Unless he _____ (sell) more he won't get much money.
19. While he _____ (wait) for the bus there _____ (be) a robbery at the bank. After the robbers _____ (go) away the police _____ (come) but they _____ (not can) to catch them.
20. I _____ (use) to ski when I was at the university but I _____ (break) a leg five years ago and since then I _____ (not ski) any more.

6. Fill in the correct form of the verb (all tenses):

John _____ (always/travel) a lot. In fact, he _____ (be) only two years old when he first _____ (fly) to the US. His mother _____ (be) Italian and his father _____ (be) American. John _____ (be) born in France, but his parents _____ (meet) in Cologne, Germany after they _____ (live) there for five years. They _____ (meet) one day while John's father _____ (read) a book in the library and his mother _____ (sit down) beside him. Anyway, John _____ (travel) a lot because his parents also _____ (travel) a lot.

As a matter of fact, John _____ (visit) his parents in France at the moment. He _____ (live) in New York now, but _____ (visit) his parents for the past few weeks. He really _____ (enjoy) living in New York, but he also _____ (love) coming to visit his parents at least once a year.

This year he _____ (fly) over 50,000 miles for his job. He _____ (work) for Jackson & Co. for almost two years now. He's pretty sure that he _____ (work) for them next year as well. His job _____ (require) a lot of travel. In fact, by the end of this year, he _____ (travel) over 120,000 miles! His next journey _____ (be) to Australia. He really _____ (not like) going to Australia because it is so far. This time he _____ (fly) from Paris after a meeting with the company's French partner. He _____ (sit) for over 18 hours by the time he _____ (arrive)!

John _____ (talk) with his parents earlier this evening when his girlfriend from New York _____ (telephone) to let him know that Jackson & Co. _____ (decide) to merge with a company in Australia. The two companies _____ (negotiate) for the past month, so it really _____ (not be) much of a surprise. Of course, this _____ (mean) that John _____ (have to catch) the next plane back to New York. He _____ (meet) with his boss at this time tomorrow.