**СПИСОК УСТНЫХ ТЕМ И ПЕРЕЧЕНЬ ВОПРОСОВ К ЗАЧЕТУ ДЛЯ ДНЕВНОЙ И ЗАОЧНОЙ ФОРМЫ ОБУЧЕНИЯ**

1. Taking phone calls

2. Giving information

3. Taking room reservations

4. Taking restaurant bookings

5. Giving polite explanations

6. Receiving guests

7. Serving in the bar

8. Instructions

ПЕРЕЧЕНЬ ВОПРОСОВ К ЗАЧЕТУ

Work with partner. Use the information provided on the card

1. You work at reception in the Hotel Canaria. Answer the phone call.
2. Ask questions about the Manor Hotel.
3. You work at reception in the Hotel Canaria. Take phone reservation. Ask for confirmation in writing.
4. You work at a restaurant. Take table reservation.
5. You are a receptionist at the Queen’s Hotel. Check in the guests. Remember these things: name, address, passport, key card, registration card.
6. Talk about the types of drinks.
7. Ask your partner how to make a cocktail Broadway. Take notes. Read them.

**СПИСОК УСТНЫХ ТЕМ И ПЕРЕЧЕНЬ ВОПРОСОВ К ЭКЗАМЕНУ ДЛЯ ДНЕВНОЙ И ЗАОЧНОЙ ФОРМЫ ОБУЧЕНИЯ**

1. Taking the food order
2. Talking about wine
3. Describing dishes
4. Dealing with complaints
5. Jobs and workplaces
6. Giving direction indoors and outside
7. Facilities for a business traveler
8. Offering help and advice
9. Dealing with problems
10. Paying bills
11. Payment queries

ПЕРЕЧЕНЬ ВОПРОСОВ К ЭКЗАМЕНУ

1. Create a menu with three first courses and three main courses. Take an order.
2. Explain the recipe of a dish.
3. Compare different red and white wines.
4. Describe a dish.
5. Taking and dealing with complains. Main stages.
6. Front office.
7. The back of the house.
8. Give directions to a famous destination in Minsk.
9. The process of checking in and checking out of the quests.